

## Army Civilian Employee Guide to Avoid Pay Problems

<b><u>Action</u></b>	<b><u>Description</u></b>
<p><b><u>1. Report time and attendance accurately</u></b></p>	<p>Ensure that time and attendance is accurately reported to your supervisor prior to the timecard information being submitted to the timekeeper to ensure accurate information is input before the payroll deadline for timecards.</p> <p>Note: Leave, Overtime, etc. should be appropriately requested and approved in advance and documentation provided to timekeeper as applicable.</p>
<p><b><u>2. Ensure benefits updates and separation information are submitted in a timely manner</u></b></p>	<p>1. Check updates to benefits (Thrift Savings Plan, Federal Health Benefits Program) submitted to Interactive Voice Recognition System (IVRS) telephone system (1-877-276-9287) or Army Benefits Center-Civilian ABC-C web site (<a href="https://www.abc.army.mil">https://www.abc.army.mil</a>) to ensure accuracy within five days of submission of data. Follow established guidelines to ensure timely input.</p> <p>2. When separating, going on leave without pay (LWOP), or returning to duty, ensure your supervisor or administrative point of contact has determined whether a Request for Personnel Action (RPA) is needed and, if so, initiated with the correct effective date, LWOP not to exceed date (if applicable), and forwarding address (for separations). The RPA should be submitted 30 days prior to effective date of action. NOTE: Retirement packages should be submitted 90-120 days prior to the effective date.</p> <p>3. When transferring to another agency outside Department of Defense, ensure that your manager or administrative point of contact gets a copy of the transfer SF50 from the gaining agency and a point of contact there to provide to the servicing Civilian Personnel Operations Center to transfer all leave appropriately.</p> <p>4. When transferring to another position paid from a different payroll office, contact the following POCs if participating in these programs to inform them of the new payroll office information.</p> <p>A) Flexible Spending Account (FSA) at <a href="http://www.FSAFEDS.com">www.FSAFEDS.com</a> or calling 1-877-372-3337 (TTY: 1-800-952-0450) or e-mail: <a href="mailto:fsafeds@shps.net">fsafeds@shps.net</a></p> <p>B) Long Term Care (LTC) at <a href="http://www.LTCFEDS.com">www.LTCFEDS.com</a> or calling 1-800-582-3337 (TTY: 1-800-843-3557) or email <a href="mailto:support@lhcpartners.com">support@lhcpartners.com</a></p>

	<p>C) Federal Employees Dental and Vision Insurance Program (FEDVIP) at <a href="http://www.benefeds.com">www.benefeds.com</a> or calling BENEFEDES at 1-877-888-3337 (TTY 1-877-889-5680)</p> <p>5. When transferring to another position paid from a different payroll office, ensure that all TSP Catch-up Contributions and TSP Loan Information is accurate on your Leave and Earnings Statement.</p> <p>6. When transferring to another position paid from a different payroll office, retain a hardcopy of the last Leave and Earnings statement from the old payroll office and provide it to the gaining Customer Service Representative (CSR).</p>
<p><b><u>3. Review LES via MyPay to identify pay problems as soon as they occur</u></b></p>	<p>Check myPay web site for Leave and Earning Statement (LES) every pay period. Link to myPay <a href="https://mypay.dfas.mil">https://mypay.dfas.mil</a></p> <p>The LES on myPay is normally available the Friday before the hardcopy is received. Checking the LES as soon as possible will help resolve problems quicker.</p>
<p><b><u>4. Ensure updates to myPay are accurate and submitted in a timely manner</u></b></p>	<p>1. Check updates submitted to myPay for address changes, savings bond deductions, direct deposit, and tax withholding, within five days of submission of data to ensure accuracy. Follow established guidelines to ensure timely input. Note: updates to myPay during the first week of a pay period may be effective during that pay period or the one before it depending on when the update reaches DCPS). Link to myPay <a href="https://mypay.dfas.mil">https://mypay.dfas.mil</a></p> <p>2. Employees transferring to a different CSR and newly hired employees-- ensure that allotments, savings bond deductions, state and federal tax information, direct deposit, and address information are promptly input to myPay, if the employee has access.</p>
<p><b><u>5. Report pay problems to CSR, CPAC or ABC-C</u></b></p>	<p>Ensure that pay problems are reported for resolution as soon as they are identified. (See the Decision Logic Table to Report Pay Problems for the appropriate point of contact for reporting each type of issue.)</p>
<p><b><u>6. Complete and Forward SF1190s in a timely manner</u></b></p>	<p>1. When stationed at overseas posts or on TDY in foreign areas, ensure that all Foreign Allowances Application, Grant and Report (SF1190) forms are completed per published guidelines and submitted based on established timeframes.</p> <p>2. Ensure all appropriate receipts are submitted with</p>

	the initial submission of Living Quarters Allowance reconciliation information.
<p><b>7. <u>Understand debt procedures</u></b></p>	<p>Understand debt procedures to more easily report any pay problems associated with the debt. (Reference: <a href="http://www.dod.mil/comptroller/fmr/08/08_08.pdf">http://www.dod.mil/comptroller/fmr/08/08_08.pdf</a>)</p> <ul style="list-style-type: none"> <li>a) <u>Routine Debts (based on the Debt Collection Improvement Act of 1996)</u> are defined as debts of \$50 or less, regardless of timeframes, and debts over \$50 discovered within four pay periods of the error. These will be deducted from your bi-weekly pay and a remark will appear on your LES.</li> <li>b) <u>Non-routine (Due Process) Debts</u> are defined as over \$50 and discovered more than four pay periods after the debt occurred. These debts will be recovered after a letter is initiated by the Defense Finance and Accounting Service (DFAS).</li> <li>c) <u>Recovery of debts:</u> If the debt exceeds 25% of your “disposable income” (net pay after deductions), a maximum of 15% of disposable income will be deducted each pay period until the debt is paid in full. The employee can request more or less than the 15% deduction by following DFAS instructions provided with the debt letter.</li> <li>d) <u>Report debts:</u> If you suspect you have been overpaid, notify your supervisor immediately. Make sure to obtain an explanation of the overpayment to include what triggered it and how the overpayment will be collected. Do not spend the money until you fully understand why the additional money was paid to you and are sure that you are due the entire amount. This will ensure that you will have the money to pay back if you are indebted to the government.</li> </ul>