

## E-Mail ALSPO F/09

**Subj: SPO PROCEDURES FOR HR DATA SELF VALIDATION – “FALSE NEGATIVES”**

**Ref: (a) [E-Mail ALSPO C/09; SPO Procedures for HR Data Self Validation Corrections and Verifications](#)**

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**Introduction** This E-Mail ALSPO message updates SPO procedures for the verification of member HR Data Self Validation items marked “false” by the member but found to be correct by the SPO (i.e. a “False Negative”).

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**Memo is not required** Enclosure (1) to reference (a) included a requirement to issue a memo to the member, with a copy to CGPSC for the IPDR, to document the research and that the data element is correct.

Documenting “False Negatives” with a memo is not required. SPOs shall follow the procedure in reference (a) to access the **Verify Validation Page** in Direct Access and select “*Verify*” to indicate they found the data element to be correct. After all items have been corrected or verified, CGPSC will place a copy of the **Verify Validation Page** in the member’s IPDR.

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**Questions** Questions regarding HR Data Self-Validation tracking and documentation may be directed to ENS Keri Dann at: (202) 493-1962 or via e-mail to: [Keri.A.Dann@uscg.mil](mailto:Keri.A.Dann@uscg.mil).

Other questions may be directed to PPC Customer Care at:



(866) 772-8724/(785) 339-2200



<http://cgweb.ppc.uscg.mil/ccb/> (Online Trouble Ticket)



[PPC-DG-CustomerCare@uscg.mil](mailto:PPC-DG-CustomerCare@uscg.mil) (E-Mail)

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**Released by** Internet release authorized.

/s/

M. P. SULLIVAN  
Acting

Encl: (1) Revised Actuarial Liabilities Self-Validation SPO Data Validation Instructions

**Actuarial Liabilities Self-Validation SPO Data Validation Instructions**  
**(Revised, 01 Jul 09)**

***Introduction***

The accuracy of Human Resources (HR) information is imperative to the Coast Guard (CG) operations, as it impacts CG's personnel and CG's overall financial reporting responsibilities. Inaccurate data can lead to numerous errors in payroll processing and benefit payments such as incorrect payments or miscalculations in benefits. The CG must improve the accuracy of the information within their data systems and make improvements to their business processes to ensure that accurate information is retained in the financial systems going forward.

Starting 1 May 2009 through 31 May 2009, CG will conduct a mandatory employee Self-Validation of HR data. Within this process, each active and reserve service member will be mandated to validate whether the 12 key HR data elements accurately reflects their status in Direct Access. In order to successfully complete this Self-Validation process, the Servicing Personnel Offices (SPO) will be the primary Points of Contact (POC) between the member and Pay and Personnel Center (PPC) in Topeka.

***SPO Self-Validation Correction Instructions***

***Overview***

The SPO will play a key role in the successful execution of the HR Data Self-Validation process. The SPO will serve as the first line of contact to incoming inquiries from the service members. The service member is instructed to contact the SPO when specific (see listing below) HR data elements can not accurately be validated as "True" or if the member has general questions on responding to the HR Self-Validation Form as a whole.

For instances where a member responds "False" to any one of the data elements, the service member will be required to contact the applicable SPO designee upon completion of the HR Self-Validation Form. The SPO will then assign the problem into one of three categories: 1) resolve members' questions; 2) troubleshoot the problem; or 3) have PPC resolve the problem. In scenarios 1 and 2 above, the SPO will obtain relevant supporting documentation (in accordance with the Imaged Personnel Data Record (IPDR) ALCOAST 208/09 instructions, dated 1 April 2009) to correct the problem within Direct Access. In the case of scenario 3, the SPO will transfer the case with the relevant supporting documentation to PPC via a Customer Care Trouble Ticket to correct the invalid data element within Direct Access.

***SPO Guidelines***

***What to say and do when a member contacts the SPO:***

1. In the event that any of the values in Direct Access are incorrect, the SPO will be the first point of contact for the member.

If the service member has a general question regarding the form or the process, please see the FAQ form posted on the PPC website. The FAQ should answer many of the members' questions. *For example, if the member contacts the SPO regarding the "Validation Instructions" link not automatically opening in a new window when selected, the SPO should ask the member to open a new session of Direct Access to resolve this issue.*

2. The SPO will be responsible for correcting the data elements where they have been granted authority and the ability to correct through Direct Access input. The following data elements can be corrected by the SPO without intervention from PPC:

- Member is Receiving Pay

*Acceptable Supporting Documents:* Leave Earnings Statement (LES).

*Applicable to:* Active, Reserve, and Reserve on Extended Active Duty (EAD).

- Date of Birth

*Acceptable Supporting Documents:* Official Certificate of Birth including government seal.

*Applicable to:* Active, Reserve, and Reserve on EAD.

*DA Procedure :* [Correction of SSN or DOB](#)

- Marital Status

*Acceptable Supporting Documents:* State issued marriage license, divorce decree, separation documents, and death certificate if widowed.

*Applicable to:* Active, Reserve, and Reserve on EAD.

*DA Procedure:* [Employee Marital Status, Address, Phone and Email Change](#)

- BAH Dependents

*Acceptable Supporting Documents:* Official Certificate of Birth including government seal.

*Applicable to:* Active, Reserve, and Reserve on EAD.

*DA Procedure:* [Employee Family Member and Beneficiary Information](#)

3. In the event that any of the following Data Element values in Direct Access are incorrect, and the SPO cannot make the corrections or does not have authority, the SPO must obtain supporting documents from the service member (in accordance with the [IPDR ALCOAST 208/09 instructions dated 1 April 2009](#)). The following data elements will be sent to PPC with supporting documents via a Customer Care Trouble Ticket. The Customer Care Trouble Ticket should be clearly identified as a Self-Validation ticket, with the appropriate Data Element selected for correction. PPC will issue an e-Mail ALSPO message with additional guidance on or about 4 May 2009.

- Pay Grade (PYGD)

*Acceptable Supporting Documents:* Coast Guard Promotion Advancement Message and current Coast Guard PCS Orders.

*Applicable to:* Active, Reserve, and Reserve on EAD.

- Pay Entry Base Date (PEBD)  
*Acceptable Supporting Documents:* Enlistment Contract or Oath of Office documentation. (If applicable, Form DD214 Prior Service).  
*Applicable to:* Active, Reserve, and Reserve on EAD.
- Active Duty Base Date (ADBD)  
*Acceptable Supporting Documents:* Enlistment Contract or Oath of Office documentation, (If applicable, Form DD214 Prior Service).  
*Applicable to:* Active and Reserve on EAD.  
*Not Applicable to:* Reserve Component Members (See FAQ)
- Member's Component  
*Acceptable Supporting Documents:* Current USCG PCS Orders.  
*Applicable to:* Active, Reserve, and Reserve on EAD.
- Employee ID (EMPLID)  
*Acceptable Supporting Documents:* Leave Earning Statement (LES)  
*Applicable to:* Active, Reserve, and Reserve on EAD.
- Date of Initial Entry Into Military Service (DIEMS)  
*Acceptable Supporting Documents:* Enlistment Contract or Oath of Office documentation, (If applicable Form DD214 Prior Service).  
*Applicable to:* Active, Reserve, and Reserve on EAD.
- Career Status Bonus (CSB) Election  
*Acceptable Supporting Documents:* Form PPC-2426.  
*Applicable to:* Active, Reserve, and Reserve on EAD
- Total Qualifying Service (TQS) for Reserve Retirement  
*Acceptable Supporting Documents:* 20 Year Service Letter. Points Statements.  
*Applicable to:* Reserve and Reserve on EAD  
*Not Applicable to:* Active Duty Members (See FAQ).

4. Each SPO should develop a process for recording the phone calls received from their service members, the data elements corrected, and the data elements provided to the PPC for correction. Sample templates can be provided to the SPO as requested.

5. PPC will follow-up with the SPO if any supporting documentation is missing to make a correction.

***Instructions to Update Members' PDR through PSC***

1. The PDR Instruction is currently being updated to require the CG to retain accurate and complete information on the entire military workforce. It is critical to ensure that all service members receive the correct pay and eligible benefits. It is also critical to the CG

in making appropriate workforce decisions. As the CG moves forward with its modernization, a fundamental review of current policies on military Human Resource (HR) data and payroll processes will be required. Although numerous personal documents were removed from the personnel records in the past, it has been determined that some key documents must be retained in the official personnel record for all Coast Guard military members.

2. As stated in the [IPDR ALCOAST \(208/09\)](#), effective April 15, 2009, all new members and any changes to a current member's PDR are required to follow the new procedures outlined in the ALCOAST. The following is a list of items that must be retained in the IPDR:

- A. Birth Certificate
- B. Marriage License/Divorce Decree
- C. Dependent Birth Certificates/Adoption Papers/Court Orders
- D. Service Members Promotion/Advancement Message
- E. Current PCS Executed Orders

3. A member may request the organization in custody of their record to amend his or her PDR information. The SPO will correct information within their scope and authority when a responsible party (e.g. member, command, PSC, HQ or PPC) notifies the SPO and provides the necessary supporting documentation. If the SPO cannot affect the change, the SPO must send the request to PPC for determination. In all cases, the SPO must provide the member a copy of the request for amendment or advise the member the request has been sent to PPC for determination.
4. After Direct Access has been updated, the original copies of the source documentation will be forwarded to PSC to be imaged into the IPDR.

### ***False Negatives***

1. What happens if the service member records a false because they believe that the data element is incorrect, but upon research the SPO finds that the data element is actually correct? *First, the service member must be notified that the research on their element was completed and that the data element has been determined to be correct. The SPO must access the Verify Self Validation page in DA and mark "Verify".*

For additional information regarding the Self-Validation process, all communications that have been distributed to the field units, including the Self Validation FAQ, can be accessed via the PPC website at <http://www.uscg.mil/ppc/selfvalidation/>