

E-Mail ALSPO C/09

Subj: SPO PROCEDURES FOR HR DATA SELF VALIDATION CORRECTIONS AND VERIFICATIONS

Ref: (a) [COMDT COGARD WASHINGTON DC 291854Z APR 09, ALCOAST 253/09](#)
(b) [COMDT COGARD WASHINGTON DC 101836Z APR 09, ALCOAST 208/09](#)
(c) [E-Mail ALSPO B/09; Self Validation Data Corrections and Post-9/11 GI Bill Customer Care Tickets](#)
(d) [COMDT COGARD WASHINGTON DC 182100Z MAY 09, ALCOAST 295/09](#)

Introduction This E-Mail ALSPO message provides SPO procedures for the HR Data Self Validation.

Summary A new page has been added to Direct Access to record SPO and PPC action taken on "False" responses submitted by members completing the HR Data Self Validation.

Process Overview Per reference (a), for instances where a member responds "False" to any one of the data elements, the member is required to contact the applicable SPO upon completion of the HR Data Self Validation Form. The SPO is responsible for correcting, or in the case of "False Negatives" - verifying, 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 and verified by the SPO:

- Member is Receiving Pay
- Date of Birth
- Marital Status
- Number of BAH Eligible Dependents

For the above data elements, the SPO will obtain relevant supporting documentation, in accordance reference (b), and correct the problem within Direct Access or inform the member that the data element is correct and has been verified. The SPO will then use the new page in Direct Access to record that they have either verified or corrected the data element.

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Process Overview
(cont'd) For the other data elements, not listed above, the SPO will transfer the case with the relevant supporting documentation to PPC as prescribed in reference (c). PPC will correct the invalid data element within Direct Access or inform the member that the data element is correct. PPC will also use the new Direct Access page to record the action taken.

Direct Access Verify Validation Page The Verify Validation Page shows the member's responses to the HR Data Self Validation. This page is only accessible by users with the CGHRSUP role (SPO Supervisors/Auditors) or a new role (CGVALDT) created for PPC personnel working on this project.

For element(s) where the member responded "False" there are three additional fields:

- Verify/Change
- Date/Time
- User ID

For CGHRSUP role users, the new fields only appear for the data elements which are correctable/verifiable by the SPO:

- Member is Receiving Pay
- Date of Birth
- Marital Status
- Number of BAH Eligible Dependents

For CGVALDT role users, the new fields appear for the remaining data elements but not for the three fields listed above.

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**Direct Access
Verify
Validation Page**
(cont'd)

- The data elements displayed on the Self Validation form do not reflect any changes the SPO or PPC may have made since the member completed the self validation form (Example: The member's Self Validation form showed "3" BAH Eligible Dependents, and the SPO has submitted transactions in DA to change the number to "4", the Verify Self Validation form will still show "3".)
- The Date/Time and User ID fields will auto-fill when the user saves the page.
- No changes are allowed once the page is saved.

SPO's (CGHRSUP Role User) View of the Verify Self Validation Page

[Home](#) > [Administer Workforce](#) > [Administer Workforce \(GBL\)](#) > [Use](#) > [Verify Self Validation](#)

Verify Validation

Name:

EmplID:

Research each field marked Invalid.
If the field is not Invalid choose "Verify".
If the field is Invalid choose "Changed" after correcting the field in DA.
Use the Save Button once all values have been Verify/Changed.

[Validation Instructions](#)

		True	False	Verify/Change	DateTime	UserID
Member is receiving pay		<input type="radio"/>	<input type="radio"/>			
Date of Birth:	09/10/1977	<input type="radio"/>	<input type="radio"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Salary Grade:	E5	<input type="radio"/>	<input type="radio"/>			
Marital Status:	Married	<input type="radio"/>	<input type="radio"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Number of Dependents:	3	<input type="radio"/>	<input type="radio"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
CG Pay Entry Base Date:	07/15/1997	<input type="radio"/>	<input type="radio"/>			
Active Duty Base Date:	07/15/1997	<input type="radio"/>	<input type="radio"/>			
Member's component:	Active Duty	<input type="radio"/>	<input type="radio"/>			
EmplID:		<input type="radio"/>	<input type="radio"/>			
Date Initial Entry Military S:	05/06/1997	<input type="radio"/>	<input type="radio"/>			
Career Status Bonus Elected		<input type="radio"/>	<input type="radio"/>			
Total Qualifying Service:	000000	<input type="radio"/>	<input type="radio"/>			

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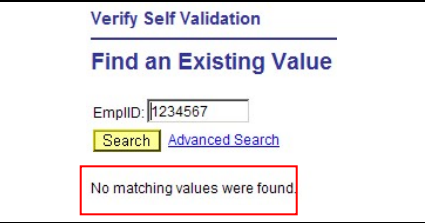
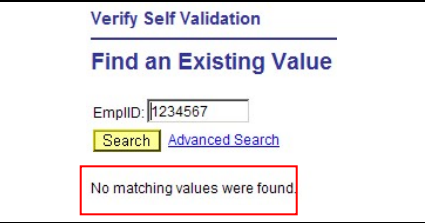
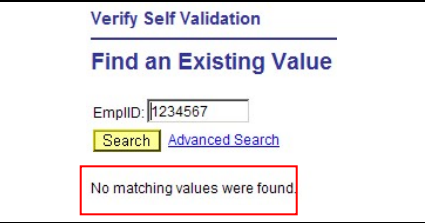
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**Verify
Validation
Procedure** (SPO
Supervisor/Auditor)

Follow these steps to record SPO action taken on HR Data Self Validation “False” responses to any of the following data elements:

1. Member is Receiving Pay
2. Date of Birth
3. Marital Status
4. Number of [BAH] Dependents

Enclosure (1) provides additional procedures for correcting the above data elements and provides procedures for documenting “False Negatives”. For “False” responses to any of the other data elements, transfer the case with the relevant supporting documentation to PPC as prescribed in reference (c).

Step	Action						
1	Log into Direct Access and select the following menu items: Administer Workforce > Administer Workforce (GBL) > Use > Verify Self Validation						
2	Enter the member’s employee ID number and click the Search button. The Verify Self Validation page will display. <table border="1" style="width: 100%;"> <tr> <td style="width: 60%;"> <p>Note: If the message “<i>No matching values found</i>” displays, the Self Validation has not been completed for the employee ID number you entered.</p> </td> <td style="width: 40%;">  </td> </tr> </table>	<p>Note: If the message “<i>No matching values found</i>” displays, the Self Validation has not been completed for the employee ID number you entered.</p>					
<p>Note: If the message “<i>No matching values found</i>” displays, the Self Validation has not been completed for the employee ID number you entered.</p>							
3	Click the dropdown arrow in the Verify/Change column. (For SPOs, this field will only display when the Member is Receiving Pay, Date of Birth, Marital Status, or Number of Dependents data elements are marked “False” by the member)						
	<table border="1" style="width: 100%;"> <thead> <tr> <th>If the SPO</th> <th>Then select</th> </tr> </thead> <tbody> <tr> <td>submitted transactions to correct the data element per documentation provided by the member</td> <td>Change</td> </tr> <tr> <td>found the data element to be correct (i.e. a “False Negative”)</td> <td>Verify</td> </tr> </tbody> </table>	If the SPO	Then select	submitted transactions to correct the data element per documentation provided by the member	Change	found the data element to be correct (i.e. a “False Negative”)	Verify
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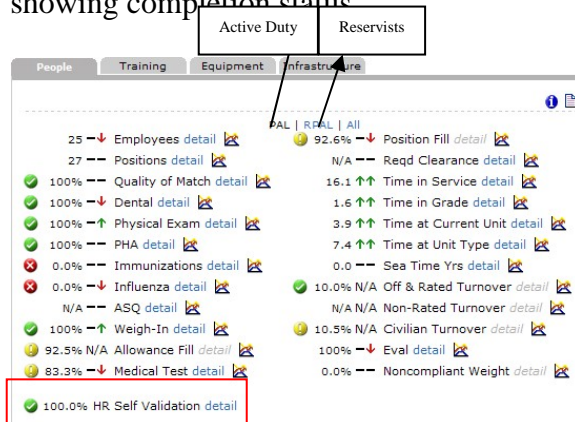
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Verify Validation Procedure (SPO Supervisor/Auditor) (continued)

Step	Action
4	<p>Click the Save button.</p> <ul style="list-style-type: none"> The Date/Time field will be filled, by the system, with the current date and time. The User ID field will be filled, by the system, with the Operator ID of the currently logged in user.
5	Forward supporting documentation to PSC for the IPDR

Tracking Member HR Data Self Validation Completion

As announced in reference (d), the Unit tab on the Coast Guard Business Intelligence home page (<http://cgbi.osc.uscg.mil>) now includes an HR Data Validation completion measure. Click the “detail” link to access a unit roster showing completion status.



The Unit page defaults to the user’s sub-department. Click the “Change Unit” link to select a different department ID.



The Unit page defaults to “PAL”, showing measures on Active Duty personnel. Select the “RPAL” link to show measures on Reservists.

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**Tracking
Member HR
Data Self
Validation
Completion
(cont'd)**

At this time the report only provides a “yes/no” status on the HR Data Self Validation. It does not indicate if any member responded “False” to any of the data elements. The Operations Service Center and COMDT (CG-852) are working to add this information to CGBI. SPOs will be notified, via e-mail, when additional tracking measures are available.

Questions

Questions regarding the content of this e-mail ALSPO message 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 (E-Mail)

Released by

Internet release authorized.

/s/

J. D. PHILLIPS, CAPT, USCG
Commanding Officer

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

Actuarial Liabilities Self-Validation SPO Data Validation Instructions

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/>