

Reporting Pay Problems

Background: Employees, managers, Payroll Center of Excellence (Payroll CoE), timekeepers, and Human Resource Personnel need to know how to report a pay problem, and the expected timeframes established for resolution of the problems. The following table is provided to clarify the process.

****If in doubt about where to report the problem, the employee should contact the Payroll Center of Excellence (Payroll CoE). They can be contacted on (866) 633-3187 or (800) 421-1827.**

<u>Situation</u>	<u>Employee Action Required</u>	<u>Expected Resolution Timeframes</u>
<p>1. Question or issue with: deductions, addresses, allotments (e.g. savings bonds, direct deposit, tax withholding) or travel payments.</p> <p><i>*This does not include such items as charity, garnishments, union or other organizational dues. For these changes, contact your PCE.</i></p>	<p>Employee uses myPay (https://myPay.dfas.mil) to confirm the information. All employee-elected information can also be changed. Travel payments cannot be changed, but can be reviewed.</p> <p>Note: Employee should write down the effective date that myPay advises the change will take effect.</p>	<p>myPay is updated each night except the first Thursday of the pay period. Changes should be reflected in the next pay check issued after the effective date of the change. Note: updates to myPay during the first week of a pay period may be effective during the current pay period or the one before depending on when the update reaches the payroll automated system. Employees not using myPay should contact their servicing Payroll CoE for process and verification of data.</p>
<p>2. Questions on timekeeping issues (leave, overtime, compensatory time).</p>	<p>Employee reports the issue to the supervisor and timekeeper. Supervisor works with the timekeeper to confirm appropriate entries for the timekeeping automated system. PCE assists with issues that cannot be resolved by the timekeeper.</p>	<p>Once a decision is made on the appropriate information and the Payroll CoE has made the adjustment, the change should normally be reflected in the next pay period. If DFAS involvement is necessary the correction may take longer. The Payroll CoE will keep the employee advised of the status until resolved.</p>

<p>3. Questions on benefits (Thrift Savings Plan, Federal Health Benefits Program,) or Retirement actions.</p>	<p>Employee reports the issue(s) to the Defense Logistics Agency Benefits Section (telephone numbers, email and websites are listed below) based on appropriate Benefits Office (DHRC-C or DHRC-N).</p> <p>Defense Logistics Agency, Human Resource Center-Columbus (DHRC-C):</p> <p>Toll free 1-877-352-4762 prompt 1 Comm. 1-614-692-0204 Email (CSOC-Covered@hr.dla.mil). Website http://www.hr.dla.mil/cntctus.htm</p> <p>Defense Logistics Agency, Human Resource Center-New Cumberland (DHRC-N):</p> <p>Toll free 1-888-352-3373 Comm. 1-717-770-6112 Website http://www.hr.dla.mil/cntctus.htm</p>	<p>The Benefits Specialist researches and resolves the problem or initiates an appropriate problem report ticket within two workdays of receipt.</p> <p>a) If the problem requires Defense Finance Accounting System (DFAS) intervention, the Action Request System (ARS) Remedy system for DFAS will be used to report the problem. DFAS pay technicians may respond to the ticket within 5-10 days. However, resolution timeframe will depend on the type of problem. The ARS Remedy system will notify the Benefits Specialist of the expected timeframe for resolution.</p> <p>b) If the problem requires DHRC intervention, the Human Resource Center will research the issue and formulate a resolution within two weeks of receipt of the ticket for 98% of the issues. The changes will be reflected in the paycheck that follows the resolution of the problem.</p>
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<p>4. Questions on personnel issues not already listed above (e.g. Within-grade increase not received; award not received).</p>	<p>Employee reports the issue to the supervisor and administrative office who will forward it to the appropriate personnel office, if necessary.</p>	<p>The Customer Service Team researches and resolves the problem or initiates an Action Request Tracker to the Quality Person within two workdays of receipt. The Quality Person will research the issue and formulate a resolution within two weeks of receipt of the ticket for 98% of the issues. If DFAS intervention is required, another five to ten days is required for a response. The time frame for resolution depends on the type of issue and will be provide to the Quality Person at the time the ARS Remedy ticket is initiated. The changes will be reflected in the paycheck that follows the resolution of the problem.</p>
<p>5. Questions on charity, garnishments, union or other organizational dues.</p>	<p>Employee reports the issue to the PCE. The PCE researches the question.</p>	<p>Once a decision is made on the proper information and the appropriate automated system is updated, the change should be reflected in the next pay period.</p>
<p>6. Questions on the cause of a debt.</p>	<p>If the Leave and Earnings Statement (LES) indicates the cause was "Time and Attendance", the employee reports the issue to the timekeeper or PCE. If the Leave and Earnings Statement indicates that the cause was "Personnel"; the employee reports the issue to the servicing Customer Service Team.</p>	<p>The timekeeper, PCE, or Customer Service Team will research the debt and respond within five workdays. Response could take longer if the action requires off-line research.</p>

<p>7. Questions on the payment schedule or the breakout of the amount of the debt.</p>	<p>Employee contacts the Debt team at the servicing payroll office (the debt letter or the Leave and Earnings Statement declaring the debt amount will provide the appropriate phone number).</p> <p>DFAS-Charleston Debt team— Phone 1 800 PAY DCPS</p> <p>DFAS-Denver Debt Team— Phone: 1-800-538-9043 (option 1) E-mail: DCPS-DE-DEBTS@DFAS.MIL</p> <p>DFAS-Pensacola Debt team— Phone (850) 473-6402 DSN 753-6402 Toll Free 1-800-3376792 E-mail: DPE-DEBTS@dfas.mil</p>	<p>The DFAS Debt team at the servicing payroll office will respond within 15 workdays. Response could take longer if the action requires off-line research and coordination with other agencies.</p>
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