



DEPARTMENT OF THE ARMY
OFFICE OF THE DEPUTY CHIEF OF STAFF, G-1
CIVILIAN HUMAN RESOURCES AGENCY
NORTH CENTRAL REGION
1 ROCK ISLAND ARSENAL, BUILDING 56
ROCK ISLAND, IL 61299-7650

REPLY TO
ATTENTION OF

PECP-NCR-A

15 September 2008

STANDARD OPERATING PROCEDURE

ROUTING AND PROCESSING CORRECTIONS AND CANCELLATIONS

1. **PURPOSE:** This Standard Operating Procedure (SOP) establishes procedures for creating, routing and processing corrections and cancellations in the Defense Civilian Personnel Data System (DCPDS). While correcting or cancelling personnel actions may be required to resolve errant personnel transactions, the ultimate goal is accurate and correct processing to reduce or eliminate the need for correction or cancellation actions.
2. **SCOPE:** SOP applies to all Civilian Human Resources Agency (CHRA) Processing Centers (PC) and Civilian Personnel Advisory Centers (CPAC).
3. **GENERAL:** It is the policy of CHRA to process every personnel transaction in the most efficient, accurate and expeditious manner possible. In order to adhere to this policy, correction and cancellation actions will be processed in accordance with the attached, published aids and applicable Department of the Army (DA), Department of Defense (DoD) and Office of Personnel Management (OPM) Guidelines.
4. **RESPONSIBILITIES:**
 - a. CPAC HR Specialists or Technicians are responsible for submitting the documentation needed to process corrections or to cancel an erroneous personnel action. This will be accomplished through use of the cancellation/correction forms attached and sending the completed form(s) in an email to the Processing Center.
 - b. Upon receipt of an email from the CPAC, the PC is responsible for creating and executing the Request for Personnel Action (RPA). The PC will also ensure that the corrections and cancellations have processed successfully through the payroll interface process to ensure the employee's record updates properly.
5. **PROCEDURES:** When a correction/cancellation is necessary, the following steps will be taken:
 - a. The CPAC HR Specialist or Technician will:

SUBJECT: Standard Operating Procedure: Routing and Processing Corrections and Cancellations

(1) Review the employee record in Portal to determine how many actions need to be corrected or cancelled. Once an analysis of the employee record is complete, the CPAC will complete the appropriate form (either cancellation or correction request) and attach it to an email to the PC. (Care must be taken to ensure corrections are identified for all intervening actions that must be corrected.)

(2) Place their name and phone number on the bottom of the action to facilitate contact with appropriate personnelist when clarification is needed.

Note: Some information on the Request for Personnel Action (RPA) cannot be corrected. If the Effective date in block 4 or the Nature of Action code in block 5-A is incorrect, or the action should have not happened, the original action must be cancelled. If the cancellation is due to incorrect data in block 4 or 5-A, a new RPA must be submitted with the correct information.

b. The PC will:

(1) Review the action requested to ensure all records that require corrections are considered. Contact will be made with the CPAC HR Specialist or Technician if additional information or clarification is needed.

(2) Review Helpdesk Tickets (to include Pay Rejects) to ensure there are no open tickets before processing the requested action(s). This is to prevent expanding upon or complicating existing or past pay problems.

(3) Determine the appropriate course of action for the actions requested by using the reference material outlined above.

(4) Create an Oracle Correction or Cancellation RPA using the Correction/Cancellation function in DCPDS. Once the RPA is created, the PC will copy and paste the e-mail authorizing the correction in the "Notepad" of the RPA.

(5) Update the action in DCPDS and verify that the action flowed correctly to DFAS by monitoring the Defense Civilian Payroll System (DCPS). When an ARS Remedy ticket is required to complete the transaction with DFAS, the PC will create the ticket.

(a) In the event the need for a correction is generated in the PC, the same steps will be taken as identified in part b. above. However, if the correction will affect the employees pay, leave, or benefits, coordination must be made with the CPAC so that the employee may be advised of the changes in their records by a CPAC representative.

PECP-NCR-A

15 September 2008

SUBJECT: Standard Operating Procedure: Routing and Processing Corrections and Cancellations

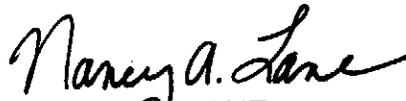
(b) Corrections and cancellations will be monitored to track trends. This feedback will be provided to the CPAC Directors to identify possible training/education needs and to aid in preventing errors.

6. REFERENCES AND RELATED DOCUMENTS.

- a. Guide to Processing Personnel Actions (GPPA).
- b. CHRA's Job Aids located on: <http://www.chra.army.mil/jobaids>
- c. Payroll Advisory Letters (PAL)
<https://dfas4dod.dfas.mil/systems/dcps/consolid/index.htm>

APPROVED BY:

- 2 Enclosures
- 1. Request for NPA Correction
 - 2. Request for NPA Cancellation


NANCY A. LANE
Regional Director
North Central Region

Request for NPA Correction

Instructions: Complete all items listed on this form and email to your processing team POC. If items are left blank, the form will be returned to you with no action.

For detailed information on when to process a correction or cancellation, please see http://www.chra.army.mil/jobaids/Job_Aids/Corr-Canc-DLT.htm.

If submitting more than 1 request for correction and/or cancellation for the same employee, you must submit a separate request for each action. Indicate the order of processing (i.e. 1 of 4).

Example: An 893 within-grade increase is processed early. Since the 893, the employee has received a reassignment. You would submit your requests as follows:

Request 1 of 2: Cancel 893 effective 01/01/08

Request 2 of 2: Correct 721 effective 02/01/08 to correct step

In the case of a complicated request (i.e. corrections across regions required, settlement agreement, etc.) please coordinate your request(s) with the Processing team leaders.

RPA Identifying Information:

1. Full Employee Name		2. Last 4 of Employee SSN XXX-XX-	3. Full RPA Number
4. Nature of Action	5. Effective Date	6. Order of Processing	

Item(s) to be Corrected:

7.	a. Item Number on SF-50	b. Correct Value
8.	a. Item Number on SF-50	b. Correct Value
9.	a. Item Number on SF-50	b. Correct Value
10.	a. Item Number on SF-50	b. Correct Value
11.	a. Item Number on SF-50	b. Correct Value
12.	a. Item Number on SF-50	b. Correct Value
13.	a. Item Number on SF-50	b. Correct Value
14.	a. Item Number on SF-50	b. Correct Value
15.	a. Item Number on SF-50	b. Correct Value
16.	a. Item Number on SF-50	b. Correct Value

17. Reason for correction

18. Documentation Attached (required)

- SF-50 (or NAF equivalent)
- Pay Setting Worksheet (or other supporting documentation)
- DD-214
- VA letter
- Settlement agreement
- Other, specify:

Requestor Information:

19. Correction Requested By	20. Requestor Phone Number	21. Requestor Email Address @us.army.mil	22. Date Requested
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ENCL 1

Request for NPA Cancellation

Instructions: Complete all items listed on this form and email to your processing team POC for cancellations. If items are left blank, the form will be returned to you with no action.

For detailed information on when to process a correction or cancellation, please see http://www.chra.army.mil/jobaids/Job_Aids/Corr-Canc-DLT.htm

If submitting more than 1 request for correction and/or cancellation for the same employee, you must submit a separate request for each action. Indicate the order of processing (i.e. 1 of 4).

Example: An 893 within-grade increase is processed early. Since the 893, the employee has received a reassignment. You would submit your requests as follows:

Request 1 of 2: Cancel 893 effective 01/01/08

Request 2 of 2: Correct 721 effective 02/01/08 to correct step

In the case of a complicated request (i.e. corrections across regions required, settlement agreement, etc.) please coordinate your request(s) with the Processing team leaders.

All replacement RPAs should be submitted simultaneously with the request for cancellation. Indicate in Part D of the replacement RPA that a cancellation request was submitted.

RPA Identifying Information:

1. Full Employee Name		2. Last 4 of Employee SSN XXX-XX-	3. Full RPA Number
4. Nature of Action	5. Effective Date	6. Order of Processing	

Cancellation Details:

7. Reason for cancellation

Replacement RPA Information: (if applicable)

8. Full Replacement RPA Number	9. Date Replacement RPA Submitted
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Requestor Information:

10. Cancellation Requested By	11. Phone Number	12. Requestor Email Address @us.army.mil	13. Date Requested
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North Central Processing Center

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