

## Most common error messages (Invalid Transaction Report)

### **2112 TOTAL BASE HOURS ARE LESS THAN TOUR OF DUTY HOURS FOR DAY**

Probable Cause: Work schedule and reported T&A do not match.

To correct: Enter a correct work schedule. Add missing hours on the T&A.

### **2067 T&A – EMPLOYEE STATUS CODE INDICATE TIME SHOULD NOT HAVE BEEN REPORTED**

Probable Cause #1: The employee status code in the supplemental record was changed from active (A) to LWOP (L). Erroneous regular hours were reported on T&A.

Resolution: Delete erroneous T&A and reenter the correct type hour code per the supplemental record.

Probable Cause #2: Employee placed in pending separation status (P) in work schedule. Invalid T&A was reported.

Resolution: Delete the “P” work schedule. Delete the erroneously reported T&A. Reenter the “P” work schedule.

Probable Cause #3: Employee separated with retroactive effective date after T&A has been reported.

Resolution: Delete time and attendance for days reported after effective date of separation. If you cannot access employee’s record, contact the Customer Service Desk at your payroll office.

## **New Hire FAQ’s**

### **Leave did not carry over?**

Solution can vary dependent on contract, employment status and/or location of previous duty station

- New hire to DoD from another Agency (SF-1150 required)
- Transfer within DoD (within same database)
- Transfer within DoD (different database)
- Break in Service

Resolution: submit last Leave and Earnings prior to your transfer. (Old duty station) this will be the supporting documentation to carry forward your annual leave and sick leave. (Note) this is only if there is no break in service.) We can input your leave from that only annual and sick leave can be transferred from you last LES.

### **What forms do I need to submit to request advance annual/sick leave?**

Resolution: OPM 71 is the official form to request for any type of paid or unpaid absence.

- approved advance leave requests must be forwarded to your servicing CSR.

- Labor hour entry will be as follows:

LB=advance annual leave

LG=advance sick leave

### **Home Leave not on current Leave and Earnings statement?**

- Is the employee eligible for home leave?
- Servicing CPAC is the primary POC for this inquiry.

### **TSP loan repayment deductions do not automatically start when transferring from one database to another.**

Resolution: TSP 19 must be completed by the employee and provided as part of in processing documents. Or, forward a copy to your servicing CSR for processing.

The loan number must be exactly the same loan number found on the TSP-21-G (loan agreement)

**Note: you can also login to the TSP website <https://tsp.gov/index.shtml> to obtain the correct TSP loan number**

### **Request special pay for unpaid pay and allowances.**

Resolution: Authorization for a special payment will be for the following reasons:

1. Employees who are erroneously omitted from the payroll;
2. Employees who are paid for less than 90 percent of their regular biweekly pay and allowances and a special payment is requested by the employee and approved by the commanding officer/director of the employing activity
3. Employees placed in a Leave Without Pay (LWOP) status for payroll processing, and whose LWOP has been approved for conversion to advanced annual, sick, and/or donated leave. The commanding officer/director, after reviewing each case for hardship, may approve requests for special payment for employees provided the employee meets the 90 percent guideline.

No special payment will be authorized for partial payment of salary before the regular payday or payments for overtime or other premium pay earned but not reported.

### **Annual Leave ceiling should be 360.**

Resolution: Contact servicing CPAC for resolution.

### **Type hour (LK) Home Leave used converted to annual leave?**

Resolution: Verify the established date on the leave history menu in DCPS.

Note: the eligibility use date also appears on the remarks section of the LES. It will remain in the remarks section until date becomes effective

### **I am not accruing Home Leave?**

Resolution: Contact servicing CPAC for resolution.

9.) I am a new employee and I need to set up my military deposit.

Re-start deductions I will forward you documentation that you will need to fill out and send back to me as soon as possible. Once you send that back I will forward to DFAS to set up your military deposits.

Once I have your remedy ticket number I will provide that to you. Add how continue deductions

### **New Hire Access to MY Pay.**

Up to 2 pay periods.

**Changes to pay information can be requested via CSR.**

**What is my Payroll Office ID #?**

You will find your Payroll Office ID # on the remarks section of your LES

[https://dfas4dod.dfas.mil/systems/dcps/consolid/FAQS/14-3\\_PRO-LES.pdf](https://dfas4dod.dfas.mil/systems/dcps/consolid/FAQS/14-3_PRO-LES.pdf)

**No Post Allowance**

Get in contact with his/her Personnel Office.

**Employee in execution of PCS orders will be taking leave en-route to new assignment.**

**How does the employee record the period of travel on the timecard?**

This is dependent on the effective date of the RPA and the **established work schedule**. If the effective date on the RPA is the same as the actual departure date then no hours are recorded on the actual day of travel. If the effective date on the RPA is later than the actual date of departure then annual leave will be the type hour code on the timecard until the day before the effective date on the RPA.

Compensatory Time for Travel does not apply for PCS moves.

**Allotments:**

**Do not carry over when moving from one payroll database to another.**

Can be re-started via **MYPAY** or your servicing CSR.

## T&A WORK SCHEDULE

**What can be done to prevent the employee from getting overpaid when they transfer to a new agency and are still showing active in the losing employing activity? **Out processing****

Timekeeper should place a "P" (pending separation) in the T&A status code field. The effective date of the "P" is the last day that the employee works for the losing activity. (SF-50)

**What is the meaning of the error message "Schedule Hours in Sup and Work Schedule Are Not Equal"?**

The employee is a part-time and the number of hours authorized by the Supplemental record (Pay Rates and Appointment screen) and the time and attendance **work schedule** are not the same value. The work schedule for part-time employees must be for the same number of hours scheduled in the supplemental record.

**How do you indicate that an employee is entitled to receive Sunday premium pay for work that begins on Saturday and ends on Sunday?**

The timekeeper must enter a "Y" in the Sunday Pay Indicator and the system will set the work schedule to indicate that Sunday premium is payable.