



DENVER PRO ADVISORY

Nov 18, 2003

#21

Customer Service
Phone Number:
1-800-538-9043

Security Resets:
303-676-6420

FAX Number:
1-866-401-5849

<https://dfas4dod.dfas.mil/systems/dcps>

1. OMA PROCESSING SCHEDULE – NOV & DEC 03

PLEASE NOTE THE FOLLOWING CHANGES TO DCPS OMA PROCESSING SCHEDULES FOR THE REMAINING PAY PERIODS IN 2003. CHANGES ARE SHOWN IN *BLUE*:

PPE	1ST PASS	2ND PASS	PAYDAY
NOV 15	NOV 19	NOV 20	<i>NOV 26</i>
NOV 29	DEC 3	DEC 4	DEC 11
DEC 13	<i>DEC 16</i>	<i>DEC 17</i>	<i>DEC 24</i>
DEC 27	<i>DEC 30</i>	<i>JAN 2</i>	JAN 8

NO CHANGES CAN BE MADE TO THE SCHEDULE SHOWN ABOVE. INSURE ALL TIMEKEEPERS/SDA ADMINISTRATORS ARE AWARE OF THE CHANGES IN PROCESSING SCHEDULES AND PLAN ACCORDINGLY.

2. DENVER PRO CLOSURE – Dec 5th, 2003

The Denver PRO will be closed on Friday, Dec 5th starting at 10:45 am to allow our staff to attend our Holiday Celebration. Our Remedy system will be fully operational during that time. We will respond to your inquiries as quickly as possible the week of December 8th. Thank you for your understanding!

3. MASKING OF SSN ON LESs

Leave and Earnings Statements delivered through the U S Postal Service will contain only the last 4 digits of an employee's Social Security Number beginning with the LES for PPE January 24, 2004. This will not affect the LES available electronically on 'myPay'. The change was made to alleviate employee identity theft concerns if their LES was delivered to an incorrect address or accidentally came open in the mail.

4. DONATED LEAVE and the END OF THE LEAVE YEAR!

It is nearing the end of the leave year and many employees will have leave they are unable to use by Jan. 10th. Many will want to donate some or all of their unusable leave to eligible donated leave recipients. We need your help to encourage these employees to donate any leave **AS SOON AS POSSIBLE**. Last year we received over 6,000 donations in January – the backlog took several months to clear. Your efforts to obtain most or all donations prior to PPE Dec. 13th would greatly enhance our ability to post the donations prior to the Christmas holiday for use by recipients.

PLEASE USE WHATEVER MEANS AVAILABLE AT YOUR SITE TO PUBLICIZE OUR REQUEST FOR DONATIONS BY PPE DEC 10TH!

Also, as a reminder to all CSR/CPAC's/CPOC's - please include the Removal Date on the Donated Leave remedy tickets that require a removal. We are receiving tickets without that date, which is causing the Donated Leave team to return the ticket and wait for the information. And one last Donated Leave item - Please also pay attention to the field 'Date Emergency Began'. Some tickets are reflecting a date in the 1970's!!!!

Do you receive this error message or any error message during your Donated Leave/Special Pay Process? i.e., "You must fill out at least the first group of the Donated Leave/Special Pay Section! (ARERR 10103)" and when you use the back button as instructed your template disappears? Please note: You will **not** have to retype the information you have already entered when you navigate backward utilizing the "Back" button. To recover your previously typed data after you have clicked the "Back" Button, select a 'Title' other than "Donated Leave" or "Special Pay", i.e. "401K", then select the correct 'Title' (either "Donated Leave" or "Special Pay") and this will refresh your screen and display the previously entered data.

5. DCPS NEW USER'S GUIDE.

Many of you received an earlier copy of the DCPS New User's Guide at our CSR Conference in May 2003. An updated version is available on the DCPS web site for your use.

<https://dfas4dod.dfas.mil/systems/dcps/consolid/dcpsdocs.htm>

6. SECURITY REQUEST FORMS.

The Denver PRO received several thousand security request forms due to the Army reorganization and the ANG decentralization.

Approximately 75% of the forms received were incorrectly completed (wrong or missing Site ID, UIC, TAG, etc.), were unsigned, or were illegible. Many had not completed the mandatory on-line security training and could not be processed. Returning the forms or calling for clarification used valuable resources in the PRO and delayed receipt of user IDs and passwords for your CSRs and timekeepers. Your help is vital to ensure forms are correct, signed, and that the individual has completed the required training before the form is submitted.

7. FAX COVERSHEET.

The Imaging Fax Coversheet has been revised and posted to the website shown below. We **really appreciate** your cooperation in using this coversheet. The Imaging Center personnel have already reported that routing the documents has become much easier and quicker with the new coversheet.

<https://dfas4dod.dfas.mil/systems/dcps/consolid/files/Forms.htm>

8. HAVE YOU NOTICED NEW REMEDY TITLES?

In October 2003, Remedy titles were revised to better align with the PRO team structure and remove unused or confusing titles. Quite a few tickets recently were submitted under the title "Reports/Printing". They rarely have anything to do with the printing of reports, but rather are issues related to SF-50's. Since tickets for "Reports/Printing" are routed to the RST Team, someone on the RST team must open and transfer these tickets to the appropriate team. This extra step can slow down our response time by as much as a day. Please take the time to select an appropriate title so we can respond as quickly as possible!

9. MANDATORY SECURITY TRAINING.

In order to comply with the Computer Security Act of 1987 and OMB Circular A-130, DFAS has developed a security awareness computer-based training (CBT) for the Defense Civilian Pay System (DCPS) - see

<https://dfas4dod.dfas.mil/systems/dcps/consolid/cbt/cbttoc.htm>

We request your support in completing this mandatory training. **Beginning November 1, 2003, all new users will be required to complete this course prior to receiving a DCPS account. Existing users must complete the course by December 31, 2003.** Thanks for helping us meet our goal by taking the course today!

10. CUTBACK AMOUNTS DURING PAY YEAR.

DCPS monitors employees who support the contingencies and have a biweekly pay cap raised to the SES Level 1 rate. Each pay period DCPS projects the amount paid to the employee to determine their estimated yearend earnings. If the employee's projected earnings are within \$1,000 of the yearly aggregate limit (\$125,400 or set salary rate if greater than \$125,400), the PRO will lower the biweekly cap to a GS15 Step 10 level to prevent a pay cap debt. The PRO is reviewing the records of approximately 800 Army employees who had cutback amounts this tax year. In most cases, these amounts can be refunded manually by the PRO. Eligible employees will receive the additional funds in paychecks on 11/26, 12/11 or 12/24. LESs will reflect "Retroactive Earnings" for these refunded cutback amounts.

11. REMEDY!

Our preferred contact method for pay problems is REMEDY. It allows our techs to research the problem before replying and gives you a record for future research. If you have a comment on a Returned Remedy ticket, please do NOT call the Customer Service Number and ask to speak to the technician who responded to the ticket - please RETURN the ticket via Remedy and include your concern with the response. We are unable to monitor the accuracy of responses on tickets unless your comments are included on the Remedy ticket.

12. REVISED CONCEPT OF OPERATIONS FOR DCPS.

The revised DCPS Concept of Operations has been posted on the web at:

<https://dfas4dod.dfas.mil/systems/dcps/consolid/polreg/miscel.htm>

If you are unsure of responsibilities for civilian pay issues, please refer to this document for clarification.

13. SECURE WEB ACCESS FOR DCPS.

All Army installations will transition from Dynacomm Elite DCPS access to the new SECURE WEB ACCESS (SWA) to DCPS over the next 18-24 months. Instructions are on the DCPS web site. If you are planning to transition shortly, please make sure you read the instructions and contact our systems administrators to obtain new Printer IDs to prohibit delays in receiving your DCPS reports.

14. THE PAY CHECK-new DCPS NEWLETTER FOR ALL DoD EMPLOYEES.

This newsletter is for DoD Federal Civilian managers and employees. Forward this e-mail address to your colleagues, and check out the complete newsletter at:

<http://www.dfas.mil>

**HAVE A SAFE AND HAPPY
THANKSGIVING!**

-- your Denver PRO