



New Accounts Workshop

7/29/2015

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Defense Finance and Accounting Service

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New Accounts – Organization/Production



❖ Production-accounts established:

<u>Calendar Year</u>	<u>Total Accounts Established</u>	<u>Avg./Mo</u>
2013	71596	5966
2014	82336	6861
2015 ending July 31st	41932	5990





- ❖ Automated account information & hard copy retirement orders
 - ❖ 33 transaction

- ❖ DD2656
 - ❖ An account can be established without this however it will be established incorrectly. Adjustments are made when received.

- ❖ Separation data call (DJMS Call)
 - ❖ Allotments
 - ❖ Correspondence and Check Address
 - ❖ Separation date

- ❖ Separation date posted to the active duty or reserve system
 - ❖ If a manual separation is processed by New Accounts, the separation date must be posted as verification of release.

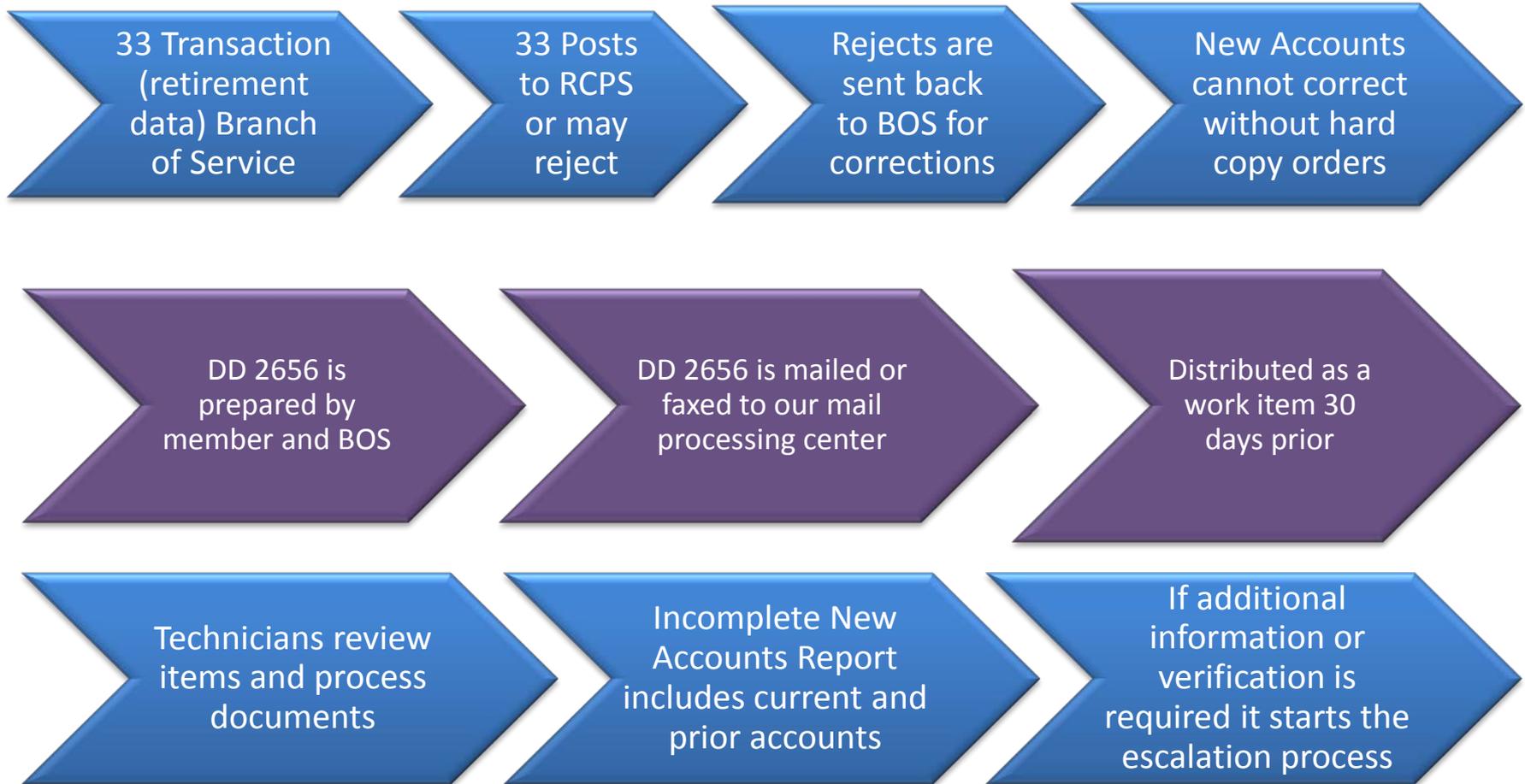




- ❖ Separation data call (DJMS Call) Concluded)
 - ❖ High Average Base Amount
 - ❖ The high average base amount is calculated IAW 10 USC 1407.
 - ❖ The high average base amount is system calculated based on the data received with the DJMS data call for Army, Navy and Air Force.
 - ❖ Marine Corps provides the base amount.
 - ❖ IG audits determined that a number of high average base amounts were systematically calculating incorrectly. A systems change was implemented in 2012 that identified accounts with certain criteria and will reject the affected accounts.
 - ❖ These accounts are reviewed and manually adjusted if needed.
 - ❖ If there is a specific or unusual situation that would impact the high average base amount, written notification should be provided with the information.



New Accounts - Establishment (Automated)





- ❖ This screen lists all items needed to complete an account, which have been processed and what items have not been processed. The items may have been received but may not have been processed.
- ❖ Items 1 and 3 post with the retirement orders whether automated or manually input by New Accounts.
- ❖ Items 2, 6 and 7 are automated with the DJMS Call. Item 4 and 5 can be automated with the DJMS Call or input with the DD2656.
 - ❖ Note: if there is no DJMS-AC account 2 and 7 are manually input by New Accounts technicians.
- ❖ Item 8 and 9 are input with the DD2656.
- ❖ Item 9 may also be input if a W-4 has been received.



RCPS HRET SCREEN (to view missing items)



View by typing HRET,999SSN999

HRET 999999999 NEW ACCOUNT PAY STATUS INQUIRY PROD C=112SEP19
NAME: AAAAA BBBB C BRANCH OF SERVICE: ARMY

RETIREMENT DT: 20150701 PAY STATUS: INCOMPLETE NEW ACCOUNT

WHAT HAS PROCESSED:

- 1: RETIREMENT AUTHORIZATION
- 2: SEPARATION DATA
- 3: STATEMENT OF SERVICE
- 4: CHECK ADDRESS
- 5: CORRESPONDENCE ADDRESS
- 6: ALLOTMENT START(S)
- 7: HIGH AVERAGE BASE AMOUNT
- 8: SURVIVOR BENEFIT PLAN ELECTION
- 9: W4 TAX INFORMATION

WHAT HAS NOT PROCESSED:

- 1:
- 2:
- 3:
- 4:
- 5:
- 6:
- 7:
- 8:
- 9:

H0006 REPORT INCOMPLETE NEW ACCOUNTS



REPORT NO 0006 WORKMONTH 08-2015 20150803 NRPS INCOMPLETE NEW ACCOUNTS (CURRENT) *** RET DT SEQ *RUN NO 06 PAGE 3

RET DT	NAME	SSN	RK/RT	DT BIRTH	MISSING	INPUT	
20150329	AAAAAA AAAAAA M	111111111	TSG	19830528	* JUMPS SEP-DATA/RSV QUESTIONAR	* CORRESPONDENCE ADDRESS	
PAY START DT	PAY STAT CD	SPCL ACCT PSC	EXCEPTION CD	FAN CD	* CHECK ADDRESS	* SBP ELECTION	
00000000	NK			14	* IRS FORM W-4	* HIGH AVERAGE BASE AMOUNT	
APPLICATION DATE	HIGH AVG CONTROL CD	HIGH AVG BASE AMT	1ST TRANSACTION POSTED TCN	1ST TRANSACTION POSTED DATE CLK CD	2ND TRANSACTION POSTED TCN	2ND TRANSACTION POSTED DATE CLK CD	BRANCH OF SERVICE
20150328	1	00000.00	2 150327 02900 0	20150327 998H	0 000000 00000 0	00000000 0000	X

- ❖ This report lists all retirement accounts from the date of the report and prior that still need to be established. It lists the items needed to complete the account.
- ❖ This report is used by New Accounts technicians to review items needed and process what we may have received in our imaging systems.
- ❖ In this case we are missing the automated Separation Data and the High Average Base amount. We have also not received the DD2656.



New Accounts – Personnel Edit Reject Report (H0056, H0055 and H0057)



- ❖ When an active member separates for retirement, a 33 transaction is generated by the Branch of Service. This initiates the pay/personnel data flow to DFAS-CL to build an account. If there is an error the 33 transaction rejects to the H0056 report. Air Force rejects are also found on the H0055 report for regular and disability retirements and the H0057 report for reserve retirements.
- ❖ The H0056 report identifies members accounts that have been rejected and provide error messages identifying the reason for the reject.
- ❖ These reports are available for viewing by each Branch of Service.



New Accounts – How to Correct a Reject



- ❖ Access the verbs NFPC for regular retirements, disability retirements and fleet reserve transfers. Use NFRC for reserve retirements through RCPS.

- ❖ Enter “NFPC,999SSN999” or NFRC,999SSN999”, then press enter to display the input. Press enter again to display the reject reason. Fields will be highlighted.

- ❖ Once displayed you can make the necessary corrections then press enter to complete.
 - ❖ Note: there may be more than one error posted but only one reject reason will be displayed at a time.



SPECIAL PAY REMARKS CODE (RMKS-CD)



- ❖ a. Eligible for 10 percent heroism pay.
- ❖ b. Disability Combat Incurred.
- ❖ c. Heroism plus Disability Combat Incurred.
- ❖ d. 2LTE, 1LTE or CPTE (over 4 years enlisted service).
- ❖ e. Disability Combat Incurred plus 2LTE, 1LTE or CPTE (over 4 years enlisted service).
- ❖ g. Disability Combat Incurred plus 2LT, 1LT, or CPT (under 4 years enlisted service).
- ❖ k. Entered military service on or after 25 SEPT 1975 and before 8 SEPT 1980; disability was the direct result of combat-related injury.
- ❖ l. Entered military service on or after 25 SEPT 1975 and before 8 SEPT 1980; disability was not the direct result of combat-related injury.



SPECIAL PAY REMARKS CODE (RMKS-CD)



- ❖ **m.** Entered military service on or after 8 SEPT 1980 and before 1 AUG 1986; disability was the direct result of a combat-related disability.
- ❖ **n.** Entered military service on or after 8 SEPT 1980 and before 1 AUG 1986; disability was not the direct result of a combat-related disability.
- ❖ **o.** Entered military service on or after 1 AUG 1986; disability was the direct result of a combat-related disability.
- ❖ **p.** Entered military service on or after 1 AUG 1986; disability was not the direct result of a combat-related disability.
- ❖ **q.** Entered military service prior to 25 SEPT 1975; was not in the service on 24 SEPT 1975.
- ❖ **y.** Not applicable.





- ❖ Listed below are the top 5 common Error Code rejects for all services.
 - ❖ 02266 NEW GAIN ACTION MATCHES COMPLETE ACCOUNT
Account is established. Process correction with 34 transaction.
 - ❖ 02262 INPUT NAME DOES NOT MATCH NAME ON
DICTIONARY
Retirement cancelation submitted with no account on RCPS
 - ❖ 10040 MINIMUM ACTIVE SVC REQUIREMENT NOT MET
15 year indicator is not used for TERA accounts with less than 20
years active service. May also indicate an incorrect retirement law.
 - ❖ 03072 LAW RQRS TAFCS D WHEN GR-CURR IS 01-10 OR
21-25
Officer retirement requires commissioned service date.
 - ❖ 00001 INVALID NAME
Discrepancy between the name on the 33 transaction and name on
RCPS.



CAREER STATUS BONUS CODES



- ❖ 1 Member not eligible

- ❖ 2 Member eligible and accepted bonus

- ❖ 3 Member eligible and declined bonus



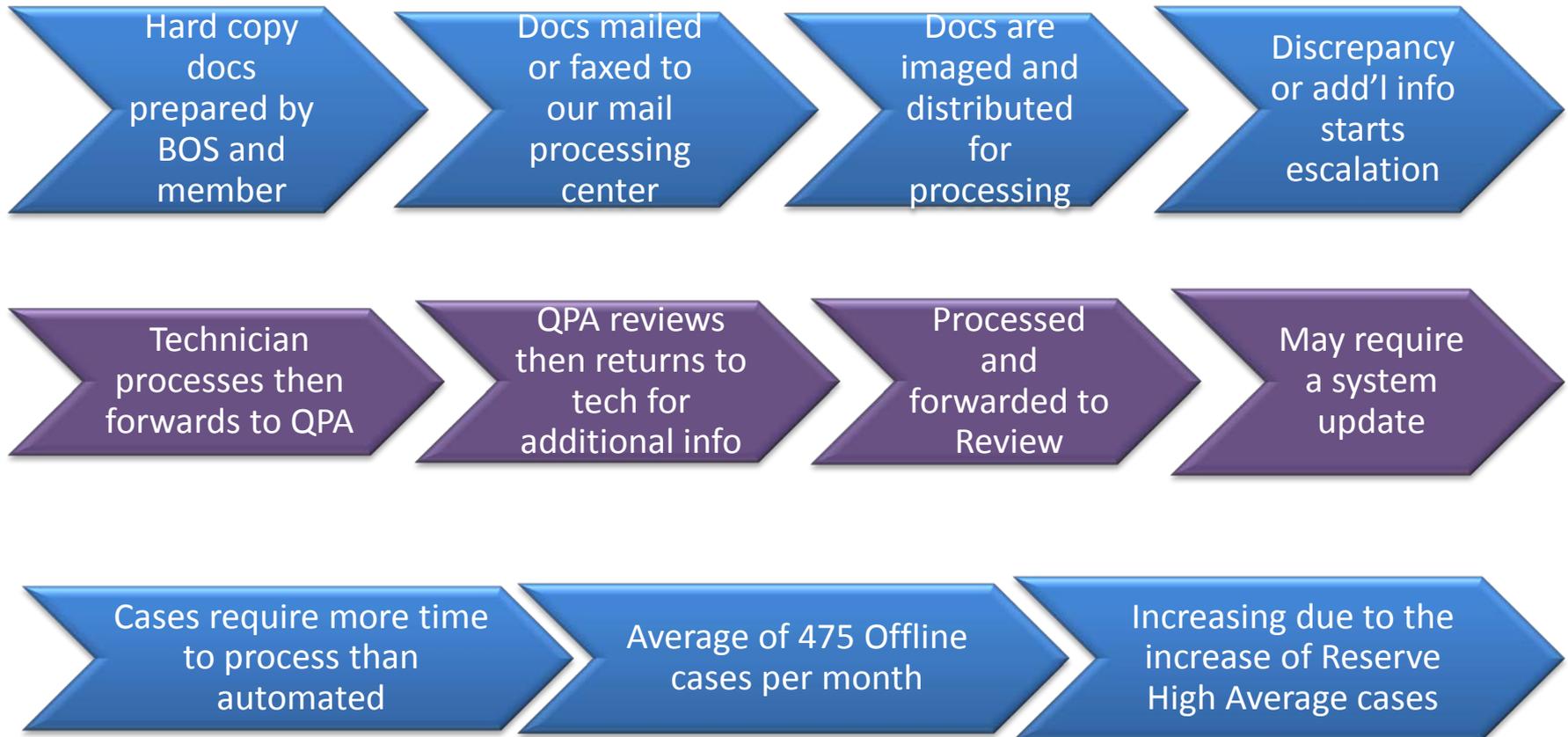
NFPC Reject 03072



0	REPORT NO 0055	WORKMONTH 06-2015	20150610	PERSONNEL EDIT REPORT TO AFMPC				RUN NO 12	PAGE 1			
0	FULL NAME	BR OF SVC										
0	RETIREE IMA	X										
0	SHORT NAME	SSN	TRAN CD	TRAN NAME			TCN	CONTROL NMBR	POST DT	ORG	CLK	
0	RETIR	499999999	000-33	RETIREE ACCT ESTABLISHMENT, ACTIVE ONLY			3150610613390	0000000000000	00000000			
0	RVWR CLRK CD											
0												
-	TC	NAME ID	LOT	SSAN	NAME RET		DOB RET	SEX MBR	COMPETENCY STATUS		SVC COMP	SEC LAW
0	33	RETIR	9PC	499999999	RETIREE IMA		19640805	M			V	00000
-	PCT DISAB	15 YR RET	CSB IND	SPEC PAY REMARKS		CIT STAT	SVC MBR	SEC LAW 2	GR HI HLD AD	GR CURR	GR CURR EFF DATE	
0	000		1	Y		1		00000	00	05	20051101	
-	GR PERM	GR PERM EFF DATE		ADV GR	DATE ADV EFF	TAFCS	APPL RET SEP DATE	MAND CUT OFF DATE		SVC 10 USC 1332		
0	05	20051101		00	00000000	00000000	00000000	00000000		000000		
-	DAFSO NR ASG	DATE DAFSO NR PUBL	RET SEP EFF DATE	PROJ	GR RET	YRS MOS DYS	SVC PAY	YRS MOS DYS		SVC ACT		
0	000000	00000000	20150930		05	280404		201012				
-	YRS MOS DYS	SVC 1405	YRS MOS DYS	SVC 8888	8927	SVC 10 USC 1333	CIV STAT	PEBD	DIEMS	DISCH DATE	RET ELIG DATE	
0	230904		000000			0000		19870527	19830706	00000000	00000000	
-	TOT PTS	TAX STAT	TOT EXMPT	ADDL TAX	VA BENE	ARPC 066 DATE	20 YRS QUAL DATE	SITE NBR				
0	00000		00	0000.00		00000000	00000000					
0	TYPE CODE	MESSAGE					TYPE CODE	MESSAGE				
0	E-RE 03072	LAW RQRS TAFCS WHEN GR-CURR IS 01-10 OR 21-25										



New Accounts - Establishment (Offline)





NEW ACCOUNT OFFLINE CASES

Code as Offline New Accounts

Please keep packet together.

DO NOT SEPARATE PACKET

The following is a list of New Accounts Offline/Exception cases which require hard copy documents to process. Notification approximately 30 days prior to retirement date or reversion date on all account types is requested. Include other pertinent documents if not listed. For processing, these case types are to be faxed to 1(800) 469-6559 ATTN: Retired Pay New Accounts Offline Case

All new accounts documents are to be faxed to 1(800) 469-6559 or mailed to:

Defense Finance and Accounting Service

US Military Retired Pay

P O Box 7130

London KY 40742-7130

- **Senders Name-**_____
- **Phone number-**_____
- **Retiree Name-**_____
- **Retiree SSN-**_____
- **Type of Offline Account-**_____
- **Retirement Date-**_____





❖ Incompetent/Death Imminent

- ❖ Retirement orders
- ❖ DD2656
- ❖ SBP Admin election
- ❖ Documents declaring member incompetent for pay purposes
- ❖ Guardianship or Trustee document if appointed

❖ Retired and Died

- ❖ Retirement Orders
- ❖ Statement of Service
- ❖ DD2656
- ❖ SBP Admin election (if applicable)

❖ USUHS (Uniform Services University of Health Science) AFHPSP (Armed Forces Health Professionals Scholarship Program)

- ❖ Retirement orders
- ❖ Statement of Service
- ❖ DD2656
- ❖ Verification of USUHS or AFHPSP

❖ CADET Disability

- ❖ Retirement Orders
- ❖ Statement of service
- ❖ DD2656





❖ **Retro Reserve Accounts (retirement date more than 1 year in the past)**

- ❖ Retirement Orders or RISS (Army)
- ❖ Statement of Service
- ❖ DD108 Application for retired pay
- ❖ DD2656 or 1883
- ❖ Direct Deposit form (if not included on DD2656)
- ❖ W-4 (if not included on DD2656)

❖ **Reserve Retirement with DIEMS after 9/7/1980 (High Average)**

- ❖ Retirement Orders or RISS (Army)
- ❖ Statement of Service
- ❖ Statement of rank history
- ❖ DD108 Application for retired pay
- ❖ DD2656 or 1883
- ❖ Direct Deposit form (if not included on DD2656)
- ❖ W-4 (if not included on DD2656)

❖ **Reserve Retirement with VA disability**

- ❖ Retirement Orders or RISS (Army)
- ❖ Statement of Service
- ❖ Statement of rank history (if DIEMS after 9/7/1980)
- ❖ DD2656 or 1883
- ❖ DD108 Application for retired pay
- ❖ Direct Deposit form (if not included on DD2656)
- ❖ W-4 (if not included on DD2656)





❖ **TDRL to Regular Retirement, Fleet Reserve, Reserve Retirement**

- ❖ Retirement Orders, Fleet Reserve Authorization, Reserve Retirement Orders or RISS (Army)
- ❖ Statement of service
- ❖ DD2656

❖ **Reserve Retirement with Lump Sum payments:**

Severance pay, Readjustment pay, Separation pay, VSI or SSB

- ❖ Retirement Orders or RISS (Army)
- ❖ Statement of Service
- ❖ Statement of rank history (if DIEMS after 9/7/1980)
- ❖ Verification of payment received-
Type of payment, date received and gross amount received
- ❖ DD108 Application for retired pay
- ❖ Direct Deposit form (if not included on DD2656)
- ❖ W-4 (if not included on DD2656)
- ❖ DD2656 or 1883





- ❖ **Regular retirement converting to Reserve at age 60**
 - ❖ Retirement Orders or RISS (Army)
 - ❖ Statement of Service
 - ❖ Cover Sheet (Air Force)
 - ❖ DD2656 (to update information if needed) No new SBP election accepted
 - ❖ Memorandum of Termination for regular retirement

- ❖ **O-10 Flag Officer Retirement with Special Pay**
 - ❖ Retirement Orders
 - ❖ DD2656
 - ❖ Direct Deposit 1199 (if not included on DD2656)
 - ❖ W-4 (if not included on DD2656)

- ❖ **Senior Enlisted of the Branch with Special Pay)**
 - ❖ Retirement Orders
 - ❖ DD2656
 - ❖ Direct Deposit form (if not included on DD2656)
 - ❖ W-4 (if not included on DD2656)





- ❖ Contact the Branch of Service (BOS) liaisons in the External Communications department at **(216) 522-6393**.
- ❖ Escalation requests can also be sent to the service liaison mailbox at dfas.cleveland-oh.jfb.mbx.service-liaison@mail.mil.
- ❖ The liaisons have up to 72 hours to respond to requests sent to the service liaison mailbox.

NOTE: All non-urgent requests will be sent to the operations area to be processed through their regular channels.

