

PPC HCMS-Global Pay Pre-launch to Training 30 July 2014

Q&A

Q. Will this presentation be recorded for later access?

A. All the live sessions will be available on PPC (P&D) web page.

Q. Will PPC forward the training dates to the SPO's for planning purposes?

A. All training schedules will be posted as soon as dates are firm.

Q. Will the training sessions be all day events for the entire week?

A. We anticipate sessions to be 60-90 minutes each day. We are developing training curriculums now.

Q. Can Administrative users participate in the SPO training?

A. Yes, anyone can join and participate in the training. However the sessions are geared to three groups: SPO Technicians, SPO Auditors and Self Service.

Q. Are the Self Service training sessions designed for an entire unit of Self Service members to attend?

A. Yes, the self service section will include basic navigation and functionality of self service menu items.

Q. This training should be classroom training. Can this be a C school?

A. PPC is not aware of any plans for a C school, that question could best be answered by the RFMC YNCM Gunderson.

Q. Yeoman in ADMIN roles, will there be a level of access to allow them to draw information like Bluzone?

A. There will still be some type of HRSVW role to allow users to see what the SPO's see, but as a view only option.

Q. Is PPC going to travel to provide training to the field?

A. Currently, there are no plans for PPC to conduct any on-site training at units.

Q. Is there consideration to create a "Training on Demand" Format?

A. PPC will be recording live and pre-recorded training sessions. Both will be posted on PPC (P&D) website.

Q. Will any of this training equate to a competency to be recorded in DA?

A. Any implementation of a competency for Yeoman should be referred the RFMC YNCM Gunderson.

Q. Will "Bread Crumbs" be available?

A. Bread crumbs is a term used in navigation using the Enterprise Menu in DA 8.0. In the new 9.1 application, most navigation will be from groups of links called "pagelets". Currently you see pagelets in DA, like "self service" or

“separations” or “career management” which will include several links on the subject.

Q. What about just a training video?

A. We will have pre-recorded training sessions available on P&D website.

Q. Will we need to fill out new Access Authorization forms each year for Access to Global Pay (eg, SPO TECH, SPO Auditor, XPO's, CO).

A. Yes, the current practice will continue.

Q. Will there be user guides available in a print version for people to use with the on-line training?

A. All user guidance will be available in downloadable PDF format along with access to tutorials and recorded sessions.

Q. What is Global Pay?

A. Global Pay refers to the inclusion of payroll functionality included in Direct Access. We are moving from an old version of DA 8.0 inclusive of HR functionality to version 9.1 with a combined HR and payroll functionality.

Q. Is that pagelet view similar to what we see now in DA?

A. The 8.0 version of DA was “breadcrumb” or enterprise menu oriented while the new version 9.1 is comprised of pagelets consisting of links.

Q. Is this also going to be a competency in DA?

A. All competency questions should be referred to the YN RFMC.

Q. What is driving the terminology changes?

A. The Oracle off-the-shelf software we refer to as Direct Access requires us to change the terminology for production.

Q. Is the Coast Guard going to participate on DPIRIS (Defense Personnel Records Information Retrieval System)

A. We will have access to DPIRIS.

Q. Is PPC partnering with YN "A" school to provide this info to the students?

A. Collaboration with the TRACENS is taking place and the “A” school staff will be participating in testing and benefit from PPC documentation and tools.

Q. Will you be able to run reports? What type?

A. Reports and queries are still a functionality of Direct Access.

Q. Will new DA user forms need to be issued?

A. User forms will not be needed on the initial launch.

Q. Have unique DCO/ROCI accessions been tested with GP?

A. DCO AND ROCI have been tested in the new version and are functioning.

Q. Is any of this information going to be included in the upcoming 2015 MAY and NOV SWE?

A. We are unaware of any inclusion in the next SWE process.

Q. Will Pay Cut then for Jan 1st be Dec. 18th?

A. All transactions will need to be entered for the remainder of the year by December 18, the designated cutover.

Q. Will GP accessions become easier for Cape May & the Academy?

A. Easier is subjective to the user however we feel the process is smoother due to one system vice two.

Q. If we miss the trainings for SPO Technician, SPO Auditor or self-service, will we still be able to train online?

A. All session and materials will be available on demand from the PPC P&D website.

Q. Is it possible to make the training be mandatory in order to receive your HRSUP role and PAO authority?

A. PPC is only the provider of services for training efforts in the global pay launch and release. We remain the experts for systems information but are not in a position to mandate anything associated with training or user role access.

Q. Can the training we do for this be one of our new "qualifications"?

A. Any qualification or competencies for the YN rating need to be addressed to the RFMC YNCM Gunderson.

Q. Will the SPOMAN be rewritten?

A. The SPOMAN will be replaced by new tools and materials going forward.

Q. Do you have to have some kind of SOP for global pay?

A. All of the materials provided by PPC will address the standards for data entry by users however it will be up to individuals in the field to develop SOP's for the world of work.

Q. Not give YN a manual? Is this coordinated through ERATs as well?

A. We will not be providing a YN manual, all instructions and user guidance will be provided in individual formats and provided through online help and guidance.

Q. Did we have opportunity for feedback regarding this? I foresee the SSN issue we saw in CGHRMS/DA rollout.

A. All programs managers have been involved in the development and testing of Global pay and are aware of the PII issues.

Q. What about sending one rep from each District to PPC to learn and then train others?

A. There will be a training guide provided and available for download for local training events or activities.

Q. Will we see snapshots of what GP will look like before the training sessions in Oct?

A. All user guides will be made available on the PPC P&D website prior to the training launch.

Q. Will mod requests result in contract amendments at cost to CG?

A.

Q. Will the LES disappear?

A. The LES will be available on line and discussions are still taking place regarding the mailing and PDR requirements.

Q. Will pay cut be the day prior to payday, 14 July for 15 July payday?

A. The pay cut will remain in effective but shortened due to the nature of real time processing of data entries. Pay cuts will still be a few days ahead of the pay date due to treasury. The rules for pay are not changing and new pay cut schedules will be posted when available.

Q. How will the exception feedback work?

A. The exception process is being developed by PPC for the new global pay system and once determined the fields will be made aware of how to interact to address any issues.

Q. What about the obstacles with reserve pay?

A. A team is researching the entire reserve world including pay calculations. There will be official guidance through messaging soon to address the concerns and issues surrounding the reserve pay. In general the changes coming for reserve functionality are an improvement over current functionality.

Q. With the rollout of ADMINS (Outerlying Units) and Bases (PERSRU/Super SPO's), will the Yeoman stationed in these billets have different levels of access to the system?

A. Currently there are no plans to change user roles that exist. The actual process flows from the SPO realignment will need to be addressed by the RFMC.

Q. Will Jumps be snap shot for member's pay history, like members who came in 1988?

A. All JUMPS data will be retained for historical and research requirements. The data will be available in some form database however exactly what format is still being determined.

Q. So will les be printed and mailed still to SPO'S for filign or are requiring the memebtrs now to be more accountable to review their pay slip?

A. The responsibility of the member has never changed. The process of mailing the LES is still being discussed and upon final determination the field will be notified.

Q. How will this affect how ADMIN views needed information?

A. Your access will not change based on the launch of global pay, whatever you can see today should remain in effect after the launch.

Q. Is there a way for rc's to audit the pay slips directly in global pay?

A. The pay slips will be available for audit in global pay.

Q. W-2's online with DCO where members can print out their own W-2 instead of waiting for mail outs?

A. W-2s will be available in 2016 and the 2014 W-2s will be mailed. Currently W2 Info is loaded into DA but is not printable.

Q. Is PPC ready to deal with any issue that arises, like someone being rehired using global pay but it doesn't go thru within the required time frame, which could cause the MBR problems or go thru a MEPS center after so many days of not reenlisting from the date of accession that didn't process becuae of software issues with global pay?

A. PPC is prepared to address all issues that may arise during the cutover time frame and after the go live launch.

Q. Will the view of the LES (time wise) be the same as JUMPS, every 15 days?

A. The military pay dates are not changing. The LES will be available after each payroll calendar run.

Q. Will there be a mock global pay site so we can play and get familiar with?

A. A training portal will be available to users and can be accessed through inquiry to PPC P&D. This will not be available until October 2014 and beyond.

Q. So there will not be restrictions for admin on view of information?

A. We are not aware of any new restrictions. The same restrictions that are in place now will remain in effect.

Q. How often will the Mock website be updated?

A. The training environment will be update quarterly.

Q. Didn't see a translation for "MODALL" has this issue been fixed with GP?

A. All MODALL issues will be addressed now through a retroactive process in global pay. PPC MAS will still be responsible for those actions.

Q. How will MBRs pay be affected between the dates of Dec 19 and Jan 1?

A. PPC has a plan for offline payments between Dec 19 and 1 Jan. The importance of the cutover and timely data entries will play a key role in making this period successful.

Q. Will GP talk to DEERS?

A. Global pay is being programmed to communicate with several entities.

Q. Will the REHIRE process be easier moving over to global pay?

A. The accession programming has been completed and is available in global pay now, the use of easier remains subjective.

Q. Will this system be user friendly for our NON-YN folks to go in an search for their Pay Slip?

A. All self service training will be provided and all user guidance will be made available on the PPC P&D website.

Q. How will retroactive actions (corrections, missed entries, etc...) be impacted?

A. PPC MAS will be addressing all retroactive and exception processes.

Q. Will DCO be linked to CGBI like DA is?

A. We are still waiting for formal guidance on how DA and CGBI will communicate.

Q. With so many updates wouldn't that leave less room for error?

A. Since the global pay is based on real time the reduction of errors is anticipated. Pay calendars will be run at least twice daily allowing for immediate correction to errors and the elimination of having to wait for updates or a cycle to run.

Q. Will PPC be doing a continual exception report for errors then with less time between cut and payday?

A. The exception process is being developed at PPC. Since the global pay system is processed in real time we anticipate through daily reports to be able to address any and all issues in a timely manner.

Q. Will CG PAAS populate from Global Pay Data (addresses? contact info)?

A. We are unclear as to what data will be obtained for the CG PAAS through global pay.

Q. Will the accession transactions that JUMPS currently does not process correctly be corrected in Global Pay? I.e. Fast Track accessions, etc.?

A. The housing of HR and payroll data in one system should eliminate the existing problems with Accessions.

Q. In the event the system malfunctions, what actions will be taken? I.e. becomes temporarily unavailable due to software issues

A. The field will be notified just as we have always done in the past.

Q. Will there still be Compute errors?

A. The use of compute errors will cease once JUMPS is turned off. The occurrence of payroll errors in global pay will surely continue but will be available for immediate correction due to daily payroll runs.

Q. Will there be a final compute within 4 days?

A. The payroll calendar runs every day and a cutoff will still be required. Once those dates are determined it will be announced.

Q. Will all entitlements and pay transactions be inputted by the SPO Technician and approved by the SPO Auditor like DA?

A. SPO tech and Auditor roles are not changing. We will still be using DA just a newer version.

Q. How will reserve point statements be calculated?

A. The calculation of points remains the same but will now be referred to as member balances.