

PSD JACKSONVILLE
STANDARD OPERATING PROCEDURES

OVERPAYMENTS

Reference: (a) DJMS PTG Part 7, Chapter 7, Section A

Point of Contact: Customer Service Section

Background:

Overpayments: If at any time a service member becomes overpaid an overpayment letter will be issued allowing 30 days to review stated debt.

Information:

All service members have the right to question any debt and to provide documentation to correct any overpayment. If the debt is valid the member is afforded the opportunity to pay the total amount due at one time, set up a monthly installment repayment schedule, file a Waiver or request for Remission of the debt due to financial hardship. If after 30 days from date of issue no response is received by PSD on an issued overpayment letter, the Finance Division will establish a repayment schedule within the limits of governing financial regulations. Normally, the repayment will be established at not less than one tenth of the member's monthly disposable pay.

Pay Adjustment Authorization (PAA). PAAs are issued by activities outside the command servicing a member's pay account. PAAs are issued for a variety of reasons such as Tuition Assistance, Meal Checkage for Hospital inpatient care, Household goods excess weight and Tax levies issued by IRS. All service members who are issued PAAs are afforded the same due process as with pay account overpayments, except, PAAs issued by the Navy Exchange (NEX) and Army Air Force Exchange Service (AAFES). NEX and AAFES PAAs have been given due process through the exchange accounting department. After three attempts to settle the debt with the service member, PAAs are issued and forwarded to DFAS CL for deduction, which will commence the following pay period after receipt.

COMMAND/CPC RESPONSIBILITY

- Forward PSD letter of overpayment to member. Notify PSD of member is on TDY, leave or unable to respond by the action due date.

- Ensure Privacy Act procedures are used to Safeguard Personally Identifiable Information (PII) from unauthorized disclosure.