



United States Department of the Interior

INTERIOR BUSINESS CENTER

Denver, CO 80235

Memorandum

To: Office of Personnel Management (OPM), Retirement Services

From: Julie Bednar, Associate Director
Human Resources Directorate

Subject: Retirement Application Audit – Interior Business Center (IBC) Monthly Audit Reports

The intent of this memo is to collaborate with OPM's goal to process retirement cases within 60 days of receipt. We believe the Shared Service Providers (SSPs) and agencies share this goal. As such, we are confident that improving the audit reports to eliminate incorrect errors will allow agencies and SSPs to focus on valid errors and continue to work on preventative measures with future submissions to reach the goal. This can be accomplished in several ways including productivity, process improvements, and collaboration.

It is our understanding that the Retirement Development Section (RDS) screens incoming retirement cases for one of two actions to be taken:

1. 'Healthy' cases are sent to Annuity Processing Section (APS) for adjudication for timely and accurate annuitant payments.
2. 'Unhealthy' cases are identified as an error with missing and/or discrepant information held in RDS until healthy, which delays adjudication.
 - a. The RDS identifies unhealthy cases as errors (Human Resources (HR) and Payroll) on the monthly audit reports provide to the agencies and the SSPs.

IBC takes great pride in our accuracy of payroll records ensuring the employees of the agencies we service are identified as healthy cases so they can adjudicate timely. However, as an SSP, we are unable to validate HR items on the checklist prior to submission.

As a focus on process improvements, we tasked our Benefits Processing Branch Chief, Duke Dupre, with researching the validity of payroll errors on the audit report for April 2022. A great deal amount of his time went into reviewing the audit report to provide you feedback we believe is helpful regarding three examples outlined below of invalid payroll errors possibly requiring updates to the checklist(s) and/or error definitions. These invalid errors consist of around **81%** of the report.

1. Error code: "76- LI Alpha code on IRR".
 - a. **Reason Invalid Error:**
 - i. Currently, nearly two-thirds of IBC's payroll errors are a result of a known programming issue with OPM's Enterprise Human Resources Integration

(EHRI) as it related to the processing of the IBC’s Electronic Retirement Record (ERR).

1. This was recently fixed in early May 2022, and we expect these errors to slowly drop off the reports as it takes RDS 3-6 months to work on these previously identified errors.

b. Possible Remedy:

- i. Until the errors can drop off, we recommend that these errors be removed from the audit reports.

2. Error code: “116-P56 IRR- is not marked PIF”

a. Reason Invalid Error:

- i. Through our research, it appears through the RDS review, that it is not thoroughly researching the cases in the ERR. We have reviewed errors that indicated the ERR did not show Paid in Full (PIF) for a Military Service Deposit (MSD).

1. When looking at the record in Enterprise Human Resources Integration (EHRI) data we can clearly see the indication of a PIF.

Example 1:

RUBEN ANDRADE / A93146690 NATIONAL PARK SERVICE														
Name	Date Of Birth	SSN	Retirement Claim		Agency/Record ID									
RUBEN ANDRADE	[REDACTED]	[REDACTED]	NATIONAL PARK SERVICE / 00000264884		A93146690									
Refund History														
Voucher Number	Payment Date	Payment Amount	Service From	Service To	Status									
Military Service Summary														
Active Duty														
Branch	Character of Service Code	Start Date/End Date	Retirement Plan	Lost Time	National Guard	Deposit Payment Status	Total Payment Amount	Interest Accrual Date	Last Payment Date	Earnings	Election	USERRA	Absent US	Survivor Payment Code
01 - Army	01 - Honorable	06/25/1975 / 06/15/1978	F - FERS		No	01 - Paid in Full	\$918.32	12/30/2009		\$18,635.00	No			

3. Error code: “20-Complete IRRs for covered service not covered”

a. Reason Invalid Error:

- i. We see several errors indicating OPM did not receive retirement records for the entire covered service “20-Complete IRRs for covered service not covered”. Upon further research, these individuals’ prior time was previously sent, and the records can be viewed in OPM’s Interim Closeout Data Capture (ICDC) system.

1. IBC would not resend the time previously submitted to OPM.

Example 2:

UNOFFICIAL	UNOFFICIAL	UNOFFICIAL	UNOFFICIAL	UNOFFICIAL	UNOFFICIAL	UNOFFICIAL	UNOFFICIAL	UNOFFICIAL	UNOFFICIAL
LAST NAME	MIDDLE NAME	FIRST NAME	DATE OF BIRTH	SOC SEC NO.	AGENCY	PAYROLL OFFICE	LOCATION	PAYROLL OFFICE NO.	
MOORE	A	ROBERT				IN10	DEPARTMENT OF INTERIOR	DEPT-INT DENVER,CO	14089999

C S R S

SERVICE HISTORY					LATEST OPM ACTION				
EFFECTIVE	ACTION	BASE PAY		REMARKS	DESCRIPTION	DATE			
12/09/1994	CONV TO	7.40	.000	03 02	LABORER	Immediate Annuity Authorized 01/19/2022			
03/31/1995	PAY ADJ	7.65	.000	03 02	LABORER	DEDUCTION BEGINS:			
08/15/1995	CONV TO	7.65	.000	03 02	LABORER	FISCAL RECORD			
01/19/1996	PROMOTION	8.24	.000	05 01	LABORER	YEAR	YTD RETIREMENT DEDUCTION AMOUNT	ACCUMULATIVE RETIREMENT DEDUCTION AMOUNT	REMARKS
02/02/1996	ADM CHG	8.24	.000	05 01	MAINTENANCE WORKER	1985	1,098.50	1,098.50	1 7.00%
07/20/1996	WITHIN GRDE	8.59	.000	05 02	MAINTENANCE WORKER	1986	1,209.34	2,307.84	1 7.00%
03/29/1997	PAY ADJ	8.84	.000	05 02	MAINTENANCE WORKER	1987	1,325.30	3,633.14	1 7.00%
01/17/1998	WITHIN GRDE	9.19	.000	05 03	MAINTENANCE WORKER	1988	1,353.23	4,986.37	1 7.00%
03/27/1998	PAY ADJ	9.37	.000	05 03	MAINTENANCE WORKER	1989	1,404.69	6,391.06	1 7.00%
03/26/1999	PAY ADJ	9.75	.000	05 03	MAINTENANCE WORKER	1990	1,510.30	7,901.36	1 7.00%
01/14/1990	WITHIN GRDE	10.14	.000	05 04	MAINTENANCE WORKER	1991	1,574.59	9,475.95	1 7.00%
03/25/1990	PAY ADJ	10.50	.000	05 04	MAINTENANCE WORKER	1992	1,692.55	11,168.50	1 7.00%
03/24/1991	PAY ADJ	10.93	.000	05 04	MAINTENANCE WORKER	1993	1,758.73	12,927.23	1 7.00%
01/12/1992	WITHIN GRDE	11.31	.000	05 05	MAINTENANCE WORKER	1994	1,788.21	14,715.44	1 7.00%
03/22/1992	PAY ADJ	11.78	.000	05 05	MAINTENANCE WORKER	1995	1,842.36	16,557.80	1 7.00%
03/21/1993	PAY ADJ	12.19	.000	05 05	MAINTENANCE WORKER	1996	1,887.53	18,445.33	1 7.00%
01/09/1994	PAY ADJ	12.39	.000	05 05	MAINTENANCE WORKER	1997	2,019.25	20,464.58	1 7.00%
12/18/1994	PAY ADJ	12.68	.000	05 05	MAINTENANCE WORKER	1998	2,002.00	22,466.58	1 7.00%
10/01/1995	REALIGNMENT	12.68	.000	05 05	MAINTENANCE WORKER	DEDUCTIONS AND SERVICE CERTIFIED CORRECT			
12/17/1995	PAY ADJ	12.97	.000	05 05	MAINTENANCE WORKER	PAT HALLISEY 2015-03-13 10:56:49.133			
12/22/1996	PAY ADJ	13.37	.000	05 05	MAINTENANCE WORKER	TOD AND LWOP INFORMATION			
12/21/1997	PAY ADJ	13.75	.000	05 05	MAINTENANCE WORKER	**THERE ARE NO TOD INTERMITTENT RECORDS ASSOCIATED WITH THIS I R R			
12/20/1998	PAY ADJ	14.25	.000	05 05	MAINTENANCE WORKER	**THERE ARE NO TOD PART-TIME RECORDS ASSOCIATED WITH THIS I R R			
						**THERE ARE NO LWOP RECORDS ASSOCIATED WITH THIS I R R			
						BENEFITS INFORMATION			
						SERVICE COMP DATE:			
						HEALTH BENEFITS PLAN:	455		
						FEGLI (GROUP LEAVE) CODE:	N1		
						SICK LEAVE BALANCE:			
						LAST DAY IN PAY STATUS:			
						DOINBC HISTORICAL DATA PRIOR TO 01/01/1999 TRANSFERRED TO ICDC EFFECTIVE 05/18/2013			

REGISTER NUMBER: NBC201110011

Thank you for your consideration of our feedback. If you have any questions or would like to further collaborate, please contact Duke Dupre at (303) 969-7487 or Duke_Dupre@ibc.doi.gov.

CC: Christine Zertuche-Rocha, Chief, Payroll Operations Division
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