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Subject: PAY ISSUE IMPACTING DEFENCE RESERVISTS
Comment:
Action Area DGPS

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HOT ISSUE BRIEF

ISSUE: Pay Issue impacting Defence Reservists

SENSITIVITY: The monthly pay for a large number of Defence Reservists was not processed in the scheduled pay compute process of 28 September 2011.

There are up to 800 Reservists impacted by this issue. Salaries were expected to be in personal bank accounts on 30 September 2011.

KEY ISSUES:

- An error occurred with the legacy Reserve pay system, CENRESPAY, monthly pay process.
- The Reserve Pay Administration Centre - Defence Support has received in excess of 600 emails and phone calls from members advising that they have not been paid.
- Defence has identified and isolated the cause of the issue and a pay compute is scheduled to process overnight on 4 October 2011.
- Salaries will be in the personal bank accounts of members on 6 October 2011.
- All members/Units/Services currently known to be impacted by this issue have been contacted and advised of the new pay date.

- The Defence Service Centre will be informed to provide this same message to Reservists contacting 1800 Defence.
- This problem is not associated with the PMKeyS Technical Refresh Project.

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Date issued: 4 October 2011

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BACKGROUND:

All Reserve attendance diaries received and processed up until 1830 hr on Wednesday 28 September 2011 have computed. It appears that a large transaction by a RPAC staff member caused transactions to stop applying. The error was a Reserve attendance diary of 30+ days where the transaction length is greater than 500 characters. There is normally a warning message advising transactors when this is input into CENRESPAY, however CIOG advise that it appears that the warning message was inadvertently removed recently by a CENRESPAY upgrade.

Therefore, any Reserve attendance diary or out-of-cycle request processed after 1830 hrs on Wednesday 28 September 2011 by any Unit (including RPAC) did not compute regardless if it was a non-continuous or continuous period (5 days or more).

On Thursday 29 September 2011, CIOG Programming Staff removed the transaction that caused the failure and this allowed all continuous Reserve attendance diaries to compute but not the non-continuous Reserve attendance diaries or out-of-cycle payment requests. RPAC commenced remediation work on the 29 September 2011 for the non-continuous Reserve attendance diaries by processing approximately 250 out-of-cycle payments. All continuous (5 days or more) Reserve

attendance diaries and out-of-cycle requests processed on Thursday 29 September 2011 computed.

All Reserve attendance diaries and out-of-cycle payments requests processed on Friday 30 September 2011 were not transacted successfully.

Defence has identified and isolated the cause of the issue and a pay compute is scheduled to process overnight on 4 October 2011.

Salaries will be in the personal bank accounts of members on 6 October 2011.

TALKING POINTS

PAY ISSUE IMPACTING DEFENCE RESERVISTS

- **The monthly pay for a large number of Defence Reservists was not successfully processed in the scheduled pay compute last week.**
- **There are approximately 600-800 Reservists impacted by this issue.**
- **Defence has identified and isolated the cause of the unsuccessful transaction and a new pay compute is scheduled to be processed overnight on 4 October 2011.**
- **Salaries will be in the personal bank accounts of members on 6 October 2011.**

- **This problem is associated with the legacy Reserve pay system which will soon be replaced by the inclusion of Reserve pay in Defence's Human Resources system, PMKeyS, as part of the PMKeyS Technical Refresh Project.**

- **This problem is not associated with the Refresh Project.**

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