



## INSTRUCTIONS FOR PREPARING THE PAY INQUIRY FORM

**1. General.** Each DoDEA employee is responsible for promptly informing the appropriate Customer Service Representative (CSR) of any pay or pay related deficiencies identified on his or her Leave and Earning Statement (LES). The CSR, in coordination with the Personnel Center Representative (PCR), as required, is responsible for providing prompt assistance in resolving pay issues identified by an employee. This worksheet is to be used to document pay inquiries and related pay issues, as reflected in sections II and III of the worksheet.

**2. Section I.** Blocks 1, 2, 3 and 4 are self-explanatory. Block 5 should reflect the same pay-period(s) ending date on the LES where the error appears. If a pay-period ending date does not apply, “Not Applicable” or “N/A” should be placed on this line.

**3. Section II.** Place a check mark beside the item(s) for which the inquiry is being submitted. If a specific pay issue is not shown, use the “Other Issues” block to identify and describe the issue. *Also, be sure to provide the nature and date of any pay action which was filed as a grievance under a negotiated agreement.*

**4. Section III.** Use this section to write a brief summary of your concerns in relation to the issue(s) you have identified in section II and III. You should describe any efforts you have made to resolve the issue(s), and identify the person(s) with whom they were discussed. Also, use this section to identify or describe any supporting documentation you have attached which may be helpful in expediting the research and resolution of your inquiry (e.g., LES, SF50, SF1190).

**5. Section IV.** This section is reserved for use by the Customer Service Representative.

### **6. Where to Send the Pay Inquiry Form:**

**a. Overseas Employees.** After the form has been completed, it should be submitted to the CSR, who is collocated with the PCR in your local District Superintendent’s Office.

**b. Stateside Employees.** The completed form should be submitted to the CSR at the following address:

DoDEA Personnel Center -Team C/CSR  
Webb Building, 6<sup>th</sup> Floor  
4040 North Fairfax Drive  
Arlington, Virginia 22203-1634  
FACSIMILE NUMBER: 1-(703)-696-4919

**7. Assignment of a Control Number for Future Reference:** After your pay inquiry worksheet has been received, it will be assigned a control number by your servicing CSR, who will identify this number to you by telephone or cc:Mail. You should keep this number available for use when inquiring the status of your pay inquiry.