Defense Manpower Data Center

Personnel Security & Assurance

Joint Personnel Adjudication System (JPAS) Data Correction Checklist

Document Version 1.1

10/3/2014

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STEP 1: Does the subject have an active or prior DoD affiliation? This can be determined if the DoD EDIPN is populated right under the subject's SSN in the JPAS person summary.

- ☐ **YES → Go to STEP 2**
- ☐ **NO →** Go to the "Display Maintain Person" option in the select person screen in order to update subject Name, Date of Birth, or Place of Birth. Industry is generally capable of maintaining the PII of their subjects.

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STEP 2: Does the subject have prior DoD affiliation (EDIPN populated) but NO open military or civilian person categories? There are no other person categories but Industry for the subject.

- ☐ **YES →** Call the DMDC Contact Center at 1-800-467-5526. The Customer Service Representative (CSR) will need to submit a DWR. You or the subject will need to submit official documentation (e.g., passport, birth certificate, SSN card, etc.) to DMDC to support the change. The CSR will give you a DWR number and you will need to submit documentation to DMDC within 5 calendar days. FSOs has two options to update the information in JPAS:
  - The PDR (aka DEERS) updates JPAS on a monthly basis for every subject. This occurs on the day of the employee's birth date. If the subject is born on the 20th, the record is updated on the evening of the 20th of each month.
  - Go to the "Display Maintain Person" option in the select person screen in order to update subject Name, Date of Birth, or Place of Birth.
- ☐ **NO → Go to STEP 3**

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STEP 3: Does the subject have an open DoD affiliation (EDIPN populated) and an ANY open military or civilian person categories?

- ☐ **YES →** The subject is still actively involved in the military or civilian agency. This includes Active Duty, National Guard, Retiree, Reservist, IRR, military members on terminal leave **→ Go to STEP 4**
- ☐ **NO →** The subject was associated with the military or civilian agency but no longer has an affiliation. **→ Go to STEP 5**

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STEP 4: The subject is still actively associated with the military or civilian agencies will need to go to their local personnel center for data correction.

- ☐ For Retirees, the subject will need to update DFAS and DEERS. Call the DEERS Support Office (DSO) at 1-800-538-9552 for further direction.

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STEP 5: The subject WAS associated with the military/civilian agency but no longer associated in ANY (e.g., IRR, Reserve, Terminal Leave) capacity but still has a open military or civilian person category open on their record. Call the DMDC Contact Center at 1-800-467-5526. The CSR will need to submit a DRS. DMDC will go to the personnel center to retrieve the separation date and request approval to manually separate the record. The CSR will give you a ticket number. The DRS process can take up to 14 business days. This is dependent on responses from the Personnel Center or if documentation needs to be submitted.

- ☐ **APPROVAL YES:** If the personnel center gives their approval, the JPAS Support Team will separate the person category then the Industry FSO can go to **STEP 1.**
- ☐ **APPROVAL DENIED:** If the personnel center denies the request, go to **STEP 4** as the subject will need to submit official documentation (e.g.,

passport, birth certificate, SSN card, or marriage certificate) to the personnel center to support the change.

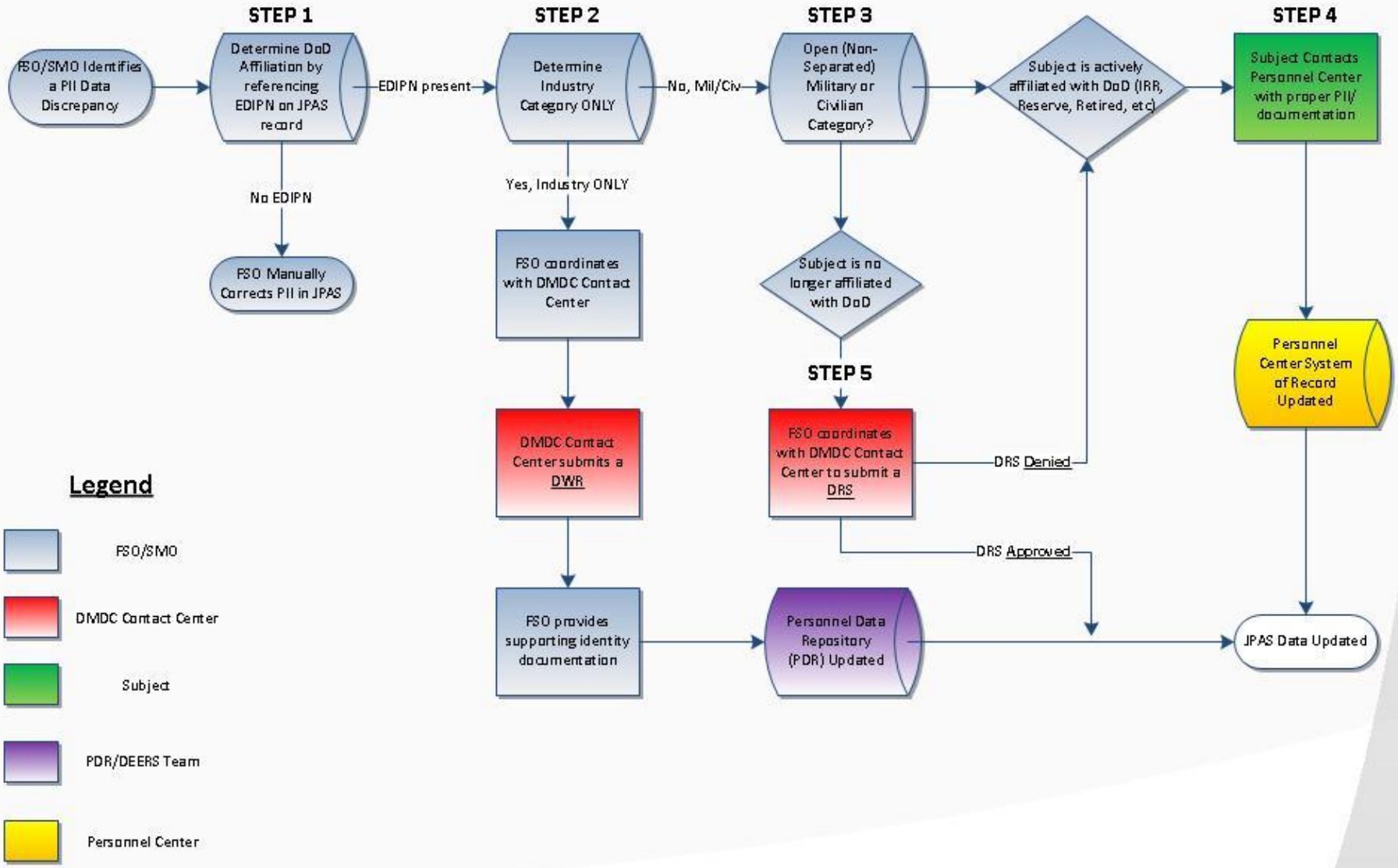
Denied Reactivation of Subjects

1. Reactivated categories can use the same procedures outlined under the active category description above based on category (e.g. Industry vs. DoD affiliation). It must be noted that only the SMO that un-archived the record will be able to view the record. Other users will be able to view the subject record once ownership is established and an investigation has been submitted.
2. An archived JPAS record will automatically be un-archived if the full name, SSN, DOB on the archived record match the request itself. If the PII (Name, SSN, DOB, POB) on the request do not match exactly, the JPAS user will be prompted to submit a reactivation request. There are multiple outcomes in the reactivation process:
    a. **REACTIVATION APPROVAL:** If the record has very minor issues (such as a switched month and day on the date of birth), the record will be approved for reactivation and the comment will reflect what data requires correction.
    b. **1st DENIED REACTIVATION**: If the record was denied reactivation, the JPAS **COMMENT** on the denied request will ask the SO/FSO to verify the subject's PII. After the SO/FSO verifies the information they originally submitted is correct, the SO/FSO should resubmit the record for reactivation and comment that this is the **second** request and the PII has been verified as previously requested.
    c. **2nd DENIED REACTIVATION:** The second request will be denied if the PII has been verified by the SO/FSO and it has been noted in the comment box that this is the **second** request. If it has not been noted that this is the 2nd request, JPAS will assume it is the 1st request. JPAS **COMMENT** on the **second** reactivation request will give very specific instructions for documentation submission as records may have been merged or require much more advanced data correction. This process is different than the process above when correcting PII. Please follow the **2nd DENIED REACTIVATION COMMENT** directions. The reactivation process is outside the DMDC Contact Center procedures.

Military/Civilian Category

Given the flow of Personnel information, correction of a JPAS record for an active Military/Civilian Category will require updating in the specific service's personnel center database as well as MilConnect available at the following link: http://milconnect.dmdc.osd.mil

Subject with an Incorrect Deceased Status

In some cases a subject may have an incorrect deceased status and corresponding date. Please follow the STEPS described above to determine DoD affiliation. Call the DMDC Contact Center at 1-800-467-5526 to start the data correction process if you are unable to remove the decease status or it keeps coming back after you have corrected it. DMDC may need to contact the Social Security Administration (SSA) or the Personnel Centers to correct the source of the incorrect data.

JPAS Data Correction Decision Tree