



Work-Product

**UNITED STATES AIR FORCE
BOARD FOR CORRECTION OF MILITARY RECORDS**

RECORD OF PROCEEDINGS

IN THE MATTER OF:

Work-Product

DOCKET NUMBER: BC-2023-00770

COUNSEL: NONE

HEARING REQUESTED: NO

APPLICANT’S REQUEST

She receive back pay for her FY21 Consolidation of Special Pays (CSP) Incentive Pay (IP) Contract in the amount of \$7933.24.

APPLICANT’S CONTENTIONS

Her updated IP contract was properly completed and submitted via myPers on time and it should be honored. In Aug 20, during her first year of residency, she submitted her initial CSP IP contract to the myPers website and received an email confirmation that her contract was processed, and she appropriately received her IP of \$1200 per year. During the second year of residency the IP increased to \$8,000 per year. To receive the increase in IP, she submitted another CSP IP contract in Sep 21. She subsequently received email confirmation that her request was received to which she understood meant her IP contract would be appropriately processed and she would receive her pay increase. However, in Dec 22, while reconciling her finances, she discovered a discrepancy in her pay and realized that from Oct 21 – Dec 22, she was still receiving the \$100 per month IP rate from her FY20 CSP IP contract rather than the \$666.66 per month IP rate she should receive from her updated FY21 CSP IP contract. When she contacted the Medical Special Pay office, she was told that she was sent a *single* (emphasis added) email requesting that she reload the contract to an updated inbox on myPers. Due to her lack of response, as the office did not attempt to contact her again, they never increased her IP and closed her case. This missed single email resulted in an underpayment of \$7933.24.

It is unjust to withhold the IP she earned simply because of one missed email.

The applicant’s complete submission is at Exhibit A.

STATEMENT OF FACTS

The applicant is an Air Force Medical Corps captain (O-3).

On 16 Jun 20, according to her *FY20 Consolidation of Special Pays (CSP) Incentive Pay (IP) Contract Request (Non-GMO)*, she requested 1-year Incentive Pay with an effective date of 1 Oct 20. The IP amount of \$1200 per year was to be paid in equal monthly amounts and will continue to be paid monthly until a renegotiated contract is submitted/processed. On 21 Jul 20, the Director of Medical Education approved her request.

According to documentation provided by the applicant:

AFBCMR Docket Number BC-2023-00770

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Controlled by: SAF/MRB
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Limited Dissemination Control: N/A
POC: SAF.MRBC.Workflow@us.af.mil

On 12 Aug 20, according to *myPers* thread from the Medical Special Pays Staff, the applicant was notified that her Special Pays request has been received; they will contact her if any clarification is necessary; and that she will receive a separate notification message when her request has been completed. Additionally, on 8 Oct 20, she was notified that payment is verified in the DFAS system and that the completed documentation has been sent to her Automated Records Management System (ARMS) records.

On 9 Jul 21, according to the *FY21 Consolidation of Special Pays (CSP) Incentive Pay (IP) Contract Request (Non-GMO)*, she requested 1-year Incentive Pay, in the amount of \$8,000 per year, with an effective date of 1 Oct 21.

On 13 Sep 21, according to *myPers* thread from the Total Force Service Center, the applicant was informed her case has been forwarded to the office of primary responsibility for review/action.

For more information, see the excerpt of the applicant's record at Exhibit B and the advisory at Exhibit C.

APPLICABLE AUTHORITY/GUIDANCE

According to *United States Air Force Fiscal Year 2021 Medical Corps Consolidated Special Pay Plan (CSP)*:

- All CSP pay types require a contract to initiate pay.
- Contracts should be scanned and submitted via myPers no earlier than 60 days prior to the requested effective date. Contract submissions are only accepted via the myPers website
- Each officer is responsible for requesting/monitoring his/her Medical Special Pays and obligations.
- Contracts may be effective as early as the first day of the month in which the officer signed the contract (no backdating to the previous month or further).

AIR FORCE EVALUATION

AFPC/DPMN recommends denying the request. Based on the analysis of the facts, there is no evidence of an error or injustice. The applicant submitted an incomplete FY 21 CSP IP contract request which resulted in the Medical Special Pays team "kicking" her contract back to her for corrections. However, the applicant never responded nor did she submit an updated contract causing her case being closed without action.

The complete advisory opinion is at Exhibit C.

APPLICANT'S REVIEW OF AIR FORCE EVALUATION

The Board sent a copy of the advisory opinion to the applicant on 19 Sep 23 for comment (Exhibit D), and the applicant replied on 12 Oct 23. In her response, the applicant contended the advisory

opinion contained numerous errors regarding the submission of her IP contract and provides the following corrections:

a. A complete contract, to include all required leadership signatures, was submitted to myPers on 13 Sep 21. After submitting her contract, she received a confirmation email via myPers stating that her contract was sent to the office of primary responsibility for processing, therefore, she assumed that no further action was required on her part.

b. After an extensive search of her email, she discovered that on 13 Sep 21, she received the only email from the Special Pay Office requesting she resubmit her contract via a newly developed "Dynamic Web Application" embedded within myPers and that there was no mention of an incomplete contract. However, there were no further attempts by the Special Pay office to contact her via email or phone despite knowing that not processing her contract would cost her thousands of dollars. This is an injustice given that part of the role of the Special Pay Office is to help service members navigate the complex military pay process.

c. She is requesting back payment of the \$7,933.24, not the amount of \$9,333.33 as stated in the advisory's proposed directive language. For 14 months she was paid her initial contract of \$100 per month rather than the updated contractual amount of \$566.66 per months. This resulted in a pay deficit of \$7,933.24.

The applicant's complete response is at Exhibit E.

FINDINGS AND CONCLUSION

1. The application was timely filed.
2. The applicant exhausted all available non-judicial relief before applying to the Board.
3. After reviewing all Exhibits, the Board concludes the applicant is the victim of an error or injustice. While the Board notes the recommendation of AFPC/DPMN against correcting the record, the Board finds a preponderance of the evidence substantiates the applicant's contentions. Specifically, the Board finds that the applicant was unaware that the contract submission was required in another system, and while the Medical Special Pays team emailed the applicant on how to submit her contract, the Board determines that a benefit as important as this requires a least a follow-up with the applicant, as one email is not sufficient notification and it is highly unlikely that the applicant would knowingly forgo her entitlement to this benefit. As such, the Board believes that the applicant met the intent of the program when she originally signed her contract on 9 Jul 21 and she should not lose the benefit due to an administrative oversight and a new form of processing CSP contracts. Therefore, the Board recommends correcting the applicant's record as indicated below.

RECOMMENDATION

The pertinent military records of the Department of the Air Force relating to APPLICANT be corrected to show on 9 Jul 21, she submitted a completed application for a FY21 Consolidation of Special Pays (CSP) Incentive Pay (IP) Contract, and competent authority approved her application at the rate of \$8,000 annually, with an effective date of 1 Oct 21.

CERTIFICATION

The following quorum of the Board, as defined in Department of the Air Force Instruction (DAFI) 36-2603, *Air Force Board for Correction of Military Records (AFBCMR)*, paragraph 2.1, considered Docket Number BC-2023-00770 in Executive Session on 7 Nov 23:

Work-Product	Panel Chair
Work-Product	Panel Member
Work-Product	Panel Member

All members voted to correct the record. The panel considered the following:

- Exhibit A: Application, DD Form 149, w/atchs, dated 11 Mar 23.
- Exhibit B: Documentary evidence, including relevant excerpts from official records.
- Exhibit C: Advisory Opinion, AFPC/DPMN, w/atchs, dated 20 Jun 23.
- Exhibit D: Notification of Advisory, SAF/MRBC to Applicant, dated 19 Sep 23.
- Exhibit E: Applicant’s Response, w/atchs, dated 12 Oct 23.

Taken together with all Exhibits, this document constitutes the true and complete Record of Proceedings, as required by DAFI 36-2603, paragraph 4.12.9.

7/31/2025

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Board Operations Manager, AFBCMR
Signed by: USAF