Inspector General
Process for Closing Discrepancies in the Discrepancy Tracking System (DTS)

NATIONAL HEADQUARTERS CIVIL AIR PATROL
Maxwell Air Force Base, Alabama

Contents

Preface

Members use this guide to complete training for the Discrepancy Tracking System (DTS).

Training in the DTS is self-paced and intended to take place on-the-job and through self-study. This document guides members through that training and is designed to help them learn to function effectively using the DTS.

Overview

Users of the DTS will be able to learn the job through self-study. If further assistance is needed, students may contact the Wing or Region Inspector General, the CAP Inspector General (CAP/IG), or the NHQ Inspector General Coordinator.

Definitions

Discrepancy Tracking System (DTS) – The application which lists and tracks compliance inspection discrepancies. It is found on the eServices web page under the Inspector General link.

Knowledge Base - Contains examples of all potential discrepancies for access by CI team members when:
      1) Writing the discrepancy
      2) The wing responds to the discrepancy
      3) The verification team member recommends closure

CAP/IGI and CAP-USAF/IG in conjunction with the CAP regulation OPRs will keep the CAP Knowledge based current and complete.

If a new discrepancy is identified during a CI the CI team will contact CAP/IGI and CAP-USAF/IG to get a draft of the new discrepancy entry. CAP/IGI and CAP-USAF/IG will work with the CAP regulation OPR to ensure the discrepancy entry is accurate and then have it posted to Knowledgebase.

The CAP Knowledgebase DOES NOT REPLACE REGULATIONS/POLICY. It provides the practical steps to help ensure compliance as well as how to get back into compliance. Therefore, CAP Regulation OPRs, CAP/IGI and CAP-USAF/IG must ensure the Knowledgebase stays in sync with regulations/policy changes and current practices.

Verification Team – The primary verification team members are the Region IGs, NHQ/WFAs-Finance and CAP-USAF LR/LGs-Inventory. To ensure command involvement in the process the CAP Region CC, CV, CAP-USAF LR/CC, DO, and ADOs all have verification team member access to DTS.

Training Objectives

1) Understand the process for closing CI discrepancies
2) Understand the role of the CI discrepancy verification team member
3) Understand the role of the CAP Regulation OPRs, CAP/IGI and CAP-USAF/IG in the process
4) Understand the steps for a wing to respond to a discrepancy
5) Understand the steps for a CI discrepancy verification team member to recommend a CI discrepancy be closed
6) Understand how a wing knows all of its CI discrepancies have been closed
7) Understand how to review closed CI discrepancies, past SUIs and CI reports

1) Process for Closing CI Discrepancies

The steps below are a snapshot of the closure process for discrepancies in the DTS. Detailed steps are outlined on pages below.

- CI is completed and discrepancies are loaded into the DTS
- Wings enter their reply and supporting documentation (if needed) on each discrepancy
- Verification team member reviews wing's reply and supporting documentation (if needed) and either recommends closure or asks for clarification/more information or additional documentation
- If the verification team member needs more information or additional documentation he/she notes this and the request goes back to the wing
- If the verification team member recommends closure the request goes to the CAP IG and CAP-USAF IG
- If verification team member recommends closure the CAP IG and CAP-USAF IG review the verification team member's comments and either close the discrepancy or respond back with any needed information/documentation.

To understand the entire process please reviews each step on the pages below. Also, a detailed flow chart is found in the attachment at the end of this document.

2) Role of the CI Discrepancy Verification Team Member

Verification team members will receive an email when one of their wings has updated a discrepancy in the DTS. However, it is the wing's responsibility to find a verification team member to assist them in closing discrepancies and ensure the discrepancy gets reviewed.

Verification team members will review the Knowledgebase for the discrepancy in question, the regulations, and the wing response to ensure the wing response is adequate. Bottom line, verification team members will not recommend a discrepancy for closure unless they are willing

to defend the response the wing has submitted and that the response meets the published standards.

Verification team members will not use this role to attempt to change regulations/policy with which they disagree. Regulation/policy changes are handled through other channels.
NOTE: For **Finance** discrepancies, only a WFA is authorized to recommend closure.
NOTE: For all non-expendable item and real property discrepancies the LG is authorized to recommend closure.

3) Steps for the Wing to respond to a discrepancy

- In eServices select "Inspector General" under your Restricted Apps on the right-hand side of the page
- The following CAP Inspector General logo appears. Select your wing by clicking on the wing name under "Unit."
- NOTE: Initially only the Wing/CC and Wing/IG have access to this system for the wing so they are the point of contact for all responses at the wing. However the wing web security administrator has the rights to grant other wing members access to the CI discrepancies.

After you have selected your wing the following page appears. Find the Inspection Discrepancies area. (NOTE: the headers in the blue bar will sort).

Select the discrepancy you wish to review and click "View/Edit Responses.

The following screen appears. Select "Add Response."

The next screen will have a text box. In the text box, enter your reply to the response.
Many discrepancies require attachments to support the discrepancy closure. To upload an
attachment click the "Browse" button then select from your computer the file you wish to
upload. Once uploaded it will become part of your response and cannot be deleted.

NOTE 1: Although other formats are available, please make every attempt to upload .PDF
documents with reduced or web size resolution.

NOTE 2: If possible use the binder feature to combine multiple files before attaching them to
the discrepancy.

The last thing you do is click on "Submit" at the bottom of the screen. Once your comment is
submitted it appears in the log.
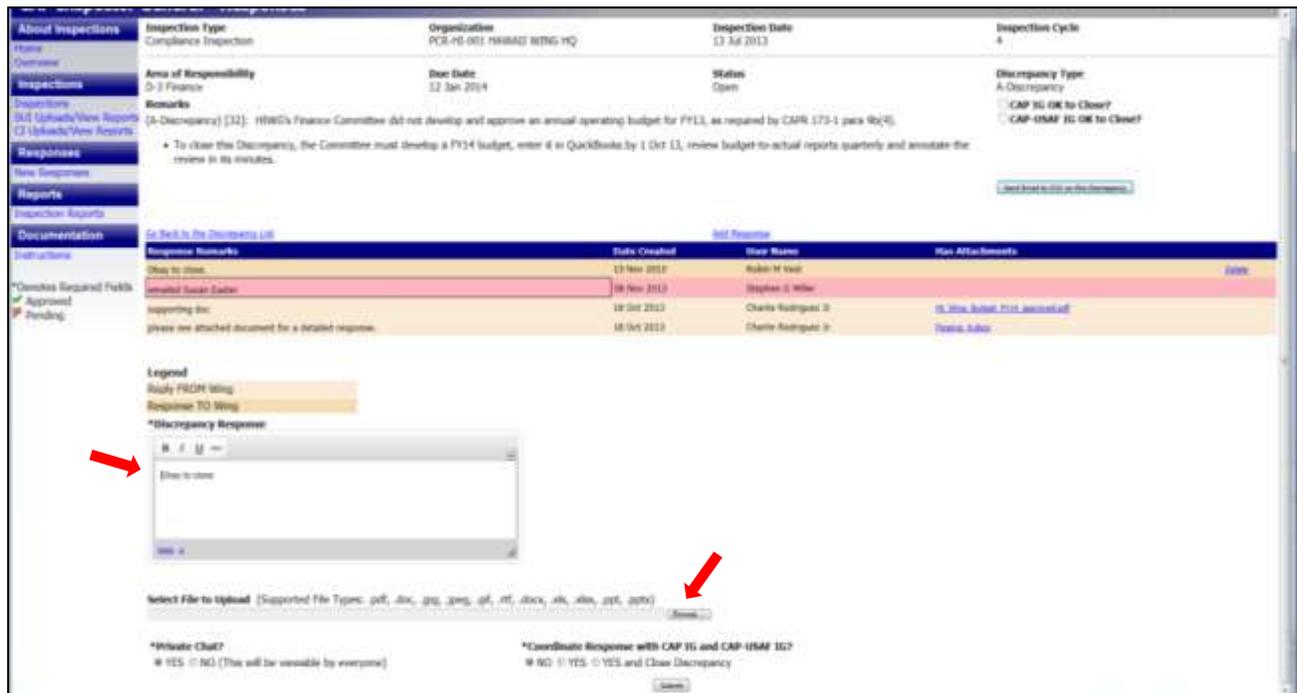
Contact your Region IG, assigned WFA or other verification team members and request they review the wing's response and recommend for closure. At this point they are your partner in the CI discrepancy closure. They can be very valuable in understanding every aspect of the discrepancy to ensure the discrepancy does not reoccur.

Once the verification team member has recommended a discrepancy for closure the CAP/IG and CAP-USAF/IG will review the discrepancy and close it or contact the verification team member and explain what was lacking in the wing's response. This communication will be accomplished using the response functions within the discrepancy closure system.

4) Steps for Verification Team Member to Recommend Closing a Discrepancy

In eServices under your Restricted Apps on the right-hand side of the page select "Inspector General".

The following CAP Inspector General logo appears. Select the wing you wish to review by clicking on the wing name under "Unit."

After you have selected the wing you are interested in reviewing the following page appears. Find the Inspection Discrepancies area.

Initially the discrepancies are sorted numerically with open discrepancies on the top of the report. You may choose to sort any of the columns by clicking on the active links associated with them. NOTE: Editing is not allowed on closed discrepancies. You may only view closed discrepancies.

Select the discrepancy you wish to review and click "View/Edit Responses.

The following screen appears. Select "Add Response."

The next screen will have a text box. In the text box, enter your reply to the response.

If you wish to close the discrepancy, select "NO" under "Private Chat?" and "YES and Close Discrepancy" under "Coordinate Response with CAP/IG and CAP-USAF/IG".

If you do not wish to close the discrepancy, but want to respond back to the wing, select "NO" under "Private Chat?" and "No" under "Coordinate Response with CAP/IG and CAP-USAF/IG". Your reply will be immediately posted for review by the wing.

If you want your response to be reviewed by the CAP/IG and CAP-USAG/IG before it goes back to the wing, enter your reply in the text box and select: "NO" under "Private Chat?" and "Yes" under "Coordinate Response with CAP/IG and CAP-USAF/IG".

If you would like to upload an attachment you may browse to select it and upload it as part of your response.

If you select "Yes" under "Private Chat" your response only goes to NHQ IG staff and other NHQ/CAP-USAF staff with access to this module.
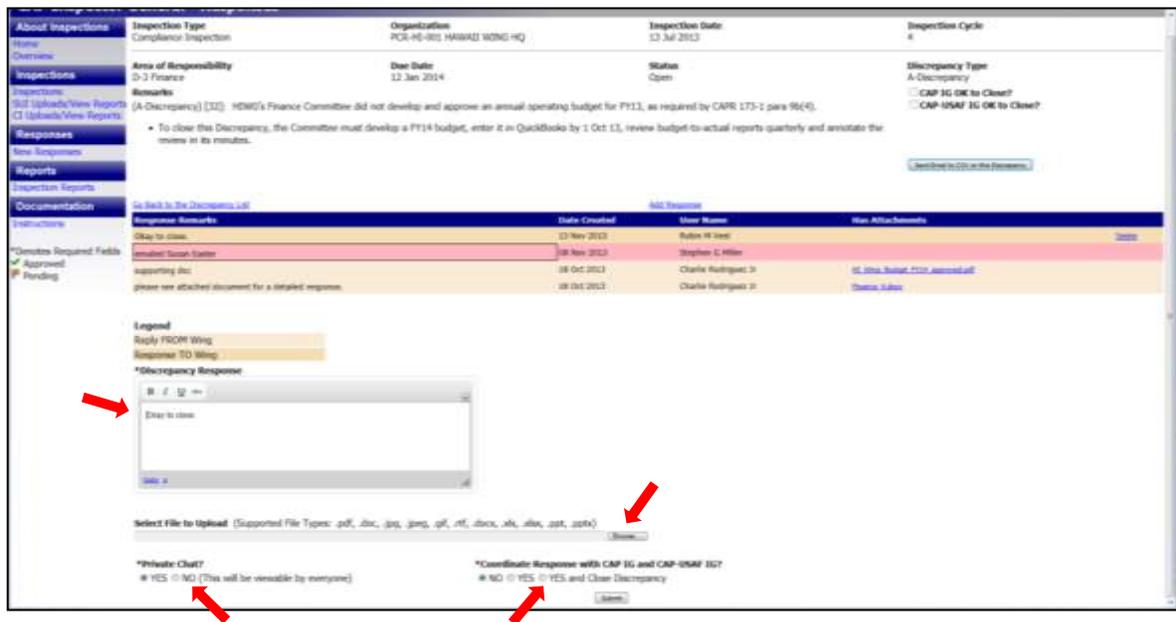
Again, if you want your response to be seen by the wing, select "No" under "Private Chat".

The last thing you do is click on "Submit" at the bottom of the screen. Once your comment is submitted it appears in the log. The CAP/IG and the CAP-USAF/IG will review the response and determine if the discrepancy can be closed.

5) How a Wing Knows Its CI Discrepancies Have All Been Closed

In eServices select "Inspector General" under your Restricted Apps on the right-hand side of the page.

The following CAP Inspector General logo appears. In the far right column the number of open discrepancies can be found. If your wing has closed all discrepancies it will no longer appear on this page.

NOTE: Initially each Wing/CC and Wing/IG has access to the wing's data in this system. They are the point of contact for all responses at the wing. However the wing web security administrator may grant other wing members access to the CI discrepancies.

6) How to View Closed CI Discrepancies, Past CI / SUI Reports

In eServices select "Inspector General" under your Restricted Apps on the right-hand side of the page.

The CAP Inspector General logo appears.

1) To review closed CI discrepancies (cycle 4 forward) select "Inspection Responses".

A dropdown screen will allow the selection of organization, inspection date and the CI report discrepancies will all be displayed.

2) To review closed CI report select "CI Uploads/View Reports". A dropdown screen will allow the selection of a CI report to view.

3) To review SUI reports select "SUI Uploads/View Reports". A dropdown screen will allow the selection of an SUI report to view.

Attachment 1

CI discrepancy closure

- Discrepancy Loaded into DTS
- Wing believes Discrepancy ready for closure
  - Yes → Verification Team Reviews: 1) discrepancy 2) regulation 3) CAPknowledgebase → Verification Team Response uploaded eService CI CAP IG Responses
  - Discrepancy ready for closure
    - NO (loops back to Wing believes Discrepancy ready for closure)
    - Yes → Verification Team Submit response to CAP/IG and CAP-USAF/IG for coordination
      - Discrepancy ready for closure CAP/IG
        - Yes → Discrepancy ready for closure CAP/USAF/IG
          - Yes → CI is closed
          - NO