

Servicing Personnel Office News

United States Coast Guard Pay & Personnel Center



Pay & Personnel Center (again!)

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Our name has officially changed, back to Pay & Personnel Center (PPC) Topeka. This was our name between 1982 and 1996, and it suits us well to return to it. As part of the overall Coast Guard transformation and modernization, a new larger Personnel Service Center has been established in Arlington, Virginia. This new command is responsible for all aspects of military personnel and we now report to them. More information about the new PSC can be found on page 5 of this issue.

It is important to note that our functions, address, great crew and superior customer service have not changed, only our name.

Our Customer Relations Council (CRC) is busy planning the annual SPO/Admin Workshop (formerly the “Customer Advisory

Council Meeting/SPO Conference”). The workshop will be held September 22—24, in Topeka, KS. We’ll provide you with the agenda and more information in the coming months and you can always check the CRC’s web page at <http://www.uscg.mil/ppc/advisorycouncil.asp> for the most up-to-date information.

PPC values are: Customers First; Committed to Employees; Stewardship and Integrity.

Semper Paratus!

J. D. Phillips, CAPT, P. E., USCG
Commanding Officer, PPC Topeka

Changes to Documentation and Data Validation Requirements Necessary

By: CWO4 Dave Schuster, Specialty Force Manager - PERS, CG-10

Accuracy of HR information impacts the readiness of the workforce. Having correct information on service members ensures that the workforce received the correct pay and benefits.

Changes made to the HR processes in the past were adequate at the time; however, they are not effective in today’s environment. The Coast Guard must improve the accuracy of the information within our data systems and make improvements to the business process so that accurate information is retained going forward.

The Coast Guard is tackling the current situation of our actuarial reporting on several fronts.

1. Self validation of data. Currently the Coast Guard has issues with HR data accuracy. A few key data elements are required to be verified by each service member. As with all HR events, the SPO will play a crucial role in the execution of the survey in Direct Access. For the majority of the service members, the data elements will be straight forward. However, Active Duty Base Date (ADBD) and Pay Entry Base Date (PEBD) are constructed for individuals with prior service and/or a break in service. The understanding of these data elements will be important in order for the Coast Guard to address the legacy data discrepancies with this self validation. The self validation

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process that will take place for all Active Duty, Reserve, and Reserve on Active Duty in Direct Access and when launched must complete by the anticipated release date of 1 May 09. An ALCOAST will be sent out prior to release, along with several emails to all members and possibly other communication channels (iCOMMANDANT, COAST GUARD Magazine, LES notes, etc).

The Employee Career Summary Sheet, which is now available in Coast Guard Business Intelligence, provides another way for members to view and validate their personal data. See ALCOAST 154/09 for more information.

- 2. YN - MRA. The Manpower Requirements Analysis (MRA) will look at the world of work of the Yeoman workforce within the Servicing Personnel Offices and also the Personnel and Administration Offices. This MRA also covers all Collateral Duties currently being performed by YN's. There will be eight or so site visits that either I or YNCM Jennings (or both) will be

heavily involved with.

- 3. Assessment of the controls (checks) within the HR system starting with Accessions then moving to the SPOs. This will be a holistic approach to look at systems and business processes.
- 4. Updating the PDR instruction (COMDTINST M1080.10). In summary, new documents will be required to be maintained in the IPDR (Birth Certificate, Marriage License/Divorce Decree, Dependent birth certificates, Promotions message and current executed PCS orders). These documents support key data on service members to ensure the proper entitlements and security issues. Once the new policy is in place, a CG-1 entity (CGPC, PPC, or CG-12) will need to perform a validation that the policy is being followed. Quarterly reviews will be necessary at first. After the Coast Guard can support that the policy is in place for approximately a year, then the validation could be rolled into an annual compliance test.

About the SPO Newsletter

An authorized publication, the SPO Newsletter is published under the direction of the U.S. Coast Guard Pay & Personnel Center. Views and opinions expressed are not necessarily those of the Department of Homeland Security or the U.S. Coast Guard. The SPO Newsletter shall not be considered an authority for any official action and is non-record material. The SPO Newsletter is published quarterly. Articles are solicited from all readers. Back issues are available at: <http://www.uscg.mil/ppc/sponewsletter.asp>.

How to submit an article

Articles for the SPO Newsletter may be submitted by e-mail to the Procedures & Development branch e-mail address "PPC-PF-PD". Articles may also be submitted via our web form at <http://www.uscg.mil/ppc/newitemform.asp>. All items approved for publication will immediately be posted on our SPO news web page (<http://www.uscg.mil/ppc/alspo/>).

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Web Watch

Our web site addresses (URLs) have changed along with our unit name. Update your Favorites/Bookmarks.

- Internet Home: <http://www.uscg.mil/ppc>
- CGWEB Home: <http://cgweb.ppc.uscg.mil>
- TPAX Help: <http://cgweb.ppc.uscg.mil/travel/t-pax/webhelp>
- TPAX Audits: <http://cgweb.ppc.uscg.mil/travel/audits>
- DA Help: <http://www.uscg.mil/ppc/ps>
- Forms: <http://www.uscg.mil/ppc/forms>
- SPO Manual: <http://www.uscg.mil/ppc/spoman>
- SPO News : <http://www.uscg.mil/ppc/alspo>
- Travel News: <http://www.uscg.mil/ppc/travel>
- Blog: <http://uscgppc.blogspot.com>

PPC Branch Pages

- Advancements (ADV):
 - <http://cgweb.ppc.uscg.mil/adv/> (CGWEB page includes advancement lists, EPAA's & ERAA's)
 - <http://www.uscg.mil/adv.asp>

Customer Care (CCB):

- <http://cgweb.psc.uscg.mil/ccb>
- <http://www.uscg.mil/ccb>

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U. S. Coast Guard Pay & Personnel Center

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New Pay Manual Released

Major changes in this revision include:

- Chapter 3: Updated to incorporate extensive changes to BAH policies and procedures, including BAH rate protection.
- Chapter 4: Added references to WMSLs in section on CSEAPAY. Added section on Foreign Language Proficiency Pay.
- Chapter 5: Incorporated ALCOAST on Hazardous Duty Incentive Pay for Visit, Board, Search and Seizure Boarding Teams (HDIP-VBSS).
- Chapter 10: Updated information on severance and separation pay.
- Chapter 16: Added section on Concurrent Retirement and Disability Pay (CRDP).



The new manual can be accessed via the Coast Guard Directives Systems web site at <http://www.uscg.mil/directives/cim.asp>.

Timing of PCS Reporting Entitlements Transactions

By: Chris Gambers, PPC (mas/ert)

After the PCS Reporting Endorsement is approved by the SPO Supervisor/Auditor (CGHRSUP Role User), then it's time to review the member's current pay entitlements. Start by clicking the Employee Entitlements link.

approved out of sequence, the PCS Reporting Endorsement shuts down allowances the member is entitled to.

Always submit and approve the PCS Reporting Endorsement before starting entitlements!

For example, the PCS reporting endorsement will shut down any BAH (Basic Allowance for Housing) when it processes. So if the SPO incorrectly approves the member's new BAH row transaction (applicable to the new duty station), prior to approving the PCS Reporting Endorsement, BAH will shut down in JUMPS creating an "underpayment" situation for the member. The BAH segment is opened in JUMPS, but gets shut down/ closed immediately when the PCS reporting Endorsement is approved out of sequence.

Submit transactions as necessary to start Pay and Allowances applicable for the member's new duty station and/or duty status.

When the PCS pay entitlements are approved prior to approving the PCS Reporting Endorsement, pay delays and/or pay problems result for our members. The PCS Reporting Endorsement is designed to "stop" certain pay entitlements in JUMPS. When

row transaction (applicable to the new duty station), prior to approving the PCS Reporting Endorsement, BAH will shut down in JUMPS creating an "underpayment" situation for the member. The BAH segment is opened in JUMPS, but gets shut down/ closed immediately when the PCS reporting Endorsement is approved out of sequence.

More on the timing of PCS entitlement transactions

Many times a SPO will approve a departing or reporting PCS endorsement, save it, then look at the member's entitlement rows in Direct Access and it will look like the stop dates were not inserted when the endorsement was approved. This sometimes causes the SPO to attempt to insert the dates manually. If the dates do not show up in entitlements, click 'Return to Search' and then go back into the member's entitlements summary. The dates will be inserted.

There have been numerous occasions where the SPO entered an incorrect date when manually entering the dates, most frequently, when entering ENLBAS. Remember that ENLBAS stops effective the day of PCS reporting. Therefore, transactions to start ENLBAS or BASDMR at the new PDS should be input with an effective date **the day after the date of reporting**.

When a SPO inserts the date manually it causes several problems.

It is also important to remember that the JUMPS auto stop program is shutting down the proper segments when the departing or reporting endorsement is transmitted to JUMPS.

When the auto stop function is allowed to work it does not create an audit record. Therefore no transaction is sent to JUMPS. If it is manually entered an audit record is created and will kick out on the exception report because the JUMPS auto stop program already closed the segments on the correct date.

The Direct Access auto stop function is inserting the dates to reflect what JUMPS is doing. No transaction is sent to JUMPS when these dates are inserted. Due to deferred processing, there is a delay before the system-generated stop entries will appear in the entitlements section.

Redesign Of Online Customer Care Ticket

By James Glynn, PPC Customer Care

The online Customer Care Trouble Ticket (CCTT) is being redesigned to ensure PPC is provided information required to route and respond more quickly and accurately to the customer inquiry.

The new online CCTT will provide three user choices at the top of the ticket where the user will choose between “Self-service/Member User”, “Command/SPO/Admin User” or “PPC Internal User”. Separately, each choice will provide 3 respective menus for the user to choose from. They are:

1. CATEGORY
2. TYPE
3. REASON

For “Self-service/Member User” there will be 3 choices under the CATEGORY menu:

1. Password/User Access
2. Payroll/HR Self-Service
3. Travel

For “SPO/Admin User” there will be 4 choices under the CATEGORY menu:

1. Password/User Access
2. Pay Action
3. Personnel Action
4. Travel

Each of these CATEGORY choices will have their own relative menus to help the customer provide detail to their inquiry. In the example that follows, a SPO has an inquiry where pay for a member who elected to sell Leave (LSL) had not been paid. The “SPO/Admin User” would choose PAY ACTION from the Category menu; then select LEAVE ISSUE from the Type menu and select SOLD from the corresponding Reason menu.

As before, a remarks block is used by the customer to provide amplifying information. The new ticket will be online

beginning 17 April. At that time, the webpage will also provide a link to a spreadsheet showing the complete relationships for all menu choices mentioned above.

Member/Employee Information Who is this ticket for?	
<input type="checkbox"/> Same as contact information? <small>HELP</small>	
Employee ID #:	<input type="text" value="1234567"/> <small>HELP</small>
First Name:	<input type="text" value="John"/> <small>HELP</small>
Last Name:	<input type="text" value="Doe"/> <small>HELP</small>
Problem/Issue Information	
User Role for this issue:	I am a Command, SPO or ADMIN support user <small>HELP</small>
Category:	Pay Action <small>HELP</small>
Type:	Leave Issue <small>HELP</small>
Reason:	Select Reason... <small>HELP</small>
Travel Order Number: (If this is a travel related issue)	Select Reason... <small>HELP</small>
Please enter a description of <small>the ADHOC report request</small> For password resets be sure <small>the same as your</small> employee ID.	
<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> BALANCE CARRYOVER CHARGED INCORRECTLY COMBAT LEAVE TAX EXEMPT EARNED EXCESS LOST/DEDUCTIBLE SAVED SOLD OTHER-NOT LISTED </div>	

Contacting PPC Customer Care

How to contact us:

1. Online Trouble-Ticket: <http://www.uscg.mil/ppc/ccb/> or <http://cgweb.psc.uscg.mil/ccb/>
2. Email: PPC-DG-CustomerCare@uscg.mil
3. Telephone: (866) 772-8724 (toll free) or (785) 339-2200 (0700 to 1600 weekdays and 0730 to 1600 on scheduled weekends). The call center will be staffed on the following weekends in FY09:
 - 16-17 May
 - 13-14, 27-28 June
 - 18-19 July
 - 1-2, 15-16 August
 - 12-13, 19-20 September



Coast Guard Personnel Service Center, Arlington, VA

By: CWO2 S. Carr, Coast Guard Recruiting Command

The United States Coast Guard continues to modernize its infrastructure to be more flexible, agile, and adaptable to change; and changes to its

human resource system are in progress as part of the Commandant's overall efforts. While many responsibilities have been centralized for efficiency and standardization, the Coast Guard has not had a single organizational unit responsible for executing personnel policies and administering the Coast Guard's military workforce.

To meet this need, the Commandant of the Coast Guard directed the creation of a new command structure, the Personnel Service Center, under the Flag direction of Rear Admiral Daniel Neptun. The Personnel Service Center is designed to support mission execution by integrating all aspects of military personnel support: recruiting and accessing new members, assigning and developing careers, maintaining health and well-being for personnel, overseeing compensation, and separating and retiring all Coast Guard military personnel.

Admiral Neptun is in command of 1,685 active duty members and 573 civilian employees plus over 1800 Non-Appropriated Funds employees stationed from Guam to San Juan. Admiral Neptun oversees four functional divisions of the Personnel Service Center in Arlington, Va., and also 17 subordinate personnel commands, including: the Pay & Personnel Center in Topeka, KS., the Health Safety and Work-Life Support Activity Command in Norfolk, Va., the Community Services Command in Chesapeake, Va., the Coast Guard Recruiting Command also in Arlington, Va, and Personnel Service and Support Units across the United States.

Personnel Service Center divisions are designed to streamline personnel operations, working in unison using service line management to give field operators one place to call for all the tools they need to equip people for mission execution. Officer, Enlisted and Reserve Personnel Management Divisions will serve as the service line managers for all service members' assignments, ensuring operational units have qualified members to meet the unit's mission execution requirements. Additionally, each division's responsibilities include promotions, advancements, separations and evaluations. The Reserve Personnel Management Division will redefine the way the Coast Guard handles its Reserve force and will ultimately position all Reserve assignments under one roof. This unification allows for greater flexibility for the augmentations of reservist to

operational commanders during a crisis.

The Recruiting Command is the first stop for the majority of all service members. This command has the responsibility of bringing in the "best ten not the first ten." They change the face of the Coast Guard daily and have a monumental impact on the future operations and leadership of the nation's oldest sea-going service. Individuals at the Pay & Personnel Center don't drive ships or boats; neither do they jump into helicopters and fly off into stormy oceans. But without the men and women who manage and operate the PPC, none, of the more than 40,000 active-duty or 10,000 reserve Guardians, would receive their pay, have their travel claims processed, receive their orders for temporary assignments or orders for a change of duty station. The creation of the Health Safety and Work-life Support Activity Command will unify our medical services, Work-life programs and Tricare effectively drawing on the strength of all the command's team members to provide a comprehensive system of care to Coast Guard members and their families. The new Community Services Command brings together all the quality-of-life entities within the service whose purpose is to uplift the spirits of the Coast Guard family: both active-duty members and their dependants. By dovetailing support functions such as housing offices, MWR offices, and Coast Guard Exchange system, the Coast Guard has reached a modernization highpoint to maximize benefits Coast Guard members use daily. At 13 locations across the United States, Personnel Service and Support Units will provide services and expertise for personnel situations that go beyond a field unit's capability.

PSC is a critical component of the Coast Guard's modernization effort. The men and women of the PSC find quality people for the service, manage their career paths and assist in their growth, and provide the Coast Guard a sustaining workforce to meet demanding mission requirements well into the future.

PSC Arlington, Divisions & Branches

<http://www.uscg.mil/psc>

Enlisted Personnel Management Division

1. Advancements and Separations Branch (epm-1)
2. Assignments Branch (epm-2)

Officer Personnel Management Division

1. Boards, Promotions & Separations Branch (opm-1)
2. Assignments Branch (opm-2)
3. Evaluation Branch (opm-3)
4. Career Management Branch (opm-4)

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Reserve Personnel Management Division

1. Reserve Officers Branch (rpm-1)
2. Reserve Assignments Branch (rpm-2)
3. Reserve Enlisted Branch (rpm-3)

Personnel Services Division (establish May 09, currently Administration Division)

1. Disability Evaluations (de) (currently adm-1)
2. Medical Review (med) (currently PSC-cm)
3. Military Records (mr) (currently adm-3)
4. Field Support (fs) (establish May 09)
5. Surge Staffing (ss) (establish May 09)

Establishment of the new PSC Culminates 25-Years of Modernization for Coast Guard Human Resources

By: CWO2 S. Carr, Coast Guard Recruiting Command

A good military tactician will tell you the keys to success in the present lie in the chronicles of the past. The human resources challenges the Coast Guard faces today have their roots in the history of professional military forces as far back as the Roman Legions. The Roman Army's version of a modern day Yeoman managed not only a legionnaire's length of enlistment but also his pay, about 112 denarii a year minus his deductions for his arms and food.

Coast Guard Human Resources have come a long way since the 1790 inception of our service. Over the last 25-years, we have been on a journey to modernize, a journey to create a nimble, adaptable and flexible command capable of integrating all personnel issues.

Prior to 1990, personnel services throughout the Coast Guard were de-centralized and isolated which led to many short comings in the way Coast Guard members received personnel services.

Each District command had a Personnel Branch with broad authority to process pay, travel claims, assignments, orders and separations. This non-uniform process allowed for a non-standard interpretation of Coast Guard policy by the individual Personnel Branches within District commands. Military pay was a process that took Storekeepers nearly an entire month and generated mountains of paper to complete the two pay cycles each month. Personnel assignments of the most junior enlisted members were managed at the District Commander's level. Medical Clinics were an entity unto themselves with little oversight into the care provided to service members; Work-Life programs were non-existent and a member's personal, family, financial or emotional needs were on the shoulders of the unit's commanding officer. Local exchanges were basically 'Mom and Pop' stores that worked for the unit's commanding officer and had no central buying power.

Centralization of many services in the 1990's provided a key

transition point to modernize Coast Guard personnel services as they sailed into new territory. The Work-Life program was established in 1990 giving service members a single place to turn to for health promotion, family support or substance abuse to name a few. In 1993, the Assignments and Career Management functions moved from Headquarters offices to a Military Personnel Command which later became Coast Guard Personnel Command. This allowed for the integration of officer, enlisted and reserve personnel issues under one command. The mountains of payroll paper were replaced by automation. Travel functions were centralized in 1995 at the Pay & Personnel Center in Topeka, KS, and travel claims Coast Guard wide were processed in one location. Recruiting operations, which consisted of three commands: Eastern, Central and Western, was moved out of Coast Guard Headquarters in 1995 to become a division of the newly formed Military Personnel Command. In 1998, the Coast Guard Exchange system was centralized under the National Exchange operation.

Crossing into the new Century, the Coast Guard continued its modernization with a Joint Rating Review in 2001 in an effort to craft a workforce to match the operational requirements of the service. A Chief Warrant Officer Specialty Review in 2003 continued the work of the Joint Rating Review and resulted in a realignment of warrant specialties, including the MSS specialty - the first personnel specialty intended to draw individuals from many backgrounds to fill mission needs.

In 2001, the Recruiting Division of the Personnel Command was turned into a separate command and in 2005 moved out of the Personnel Command offices and into their present office space in Arlington, Va.

As the spring of 2009 approaches, the pieces are in place for the culmination of 25 years of integration of our human resources system: the formation of the new Coast Guard Personnel Service Center. This command will continue to benefit and learn from the past while charting a course and lead Coast Guard personnel services into the future.

Amending CGPSC (epm) Separation Authorizations

By: CWO Martin Shepler, PPC (ses)

When CGPSC (epm) issues a Separation Authorization, they normally provide a separation date 25-30 days in the future. When the reason for discharge is Misconduct or Unsuitability, rapid discharge processing is often requested. Please remember, if you request an amendment to the date after you previously started working the discharge based on the original CGPSC (epm) issued date, and have a saved separation in a pending status, you must delete that pending separation that is using the

original authority. Upon hitting the yellow minus sign and deleting the old saved pending separation, the new amended date will come forward and you can start working the separation using the new authority.

PPC (ses) can only move up a discharge date to permit rapid processing. If you, or a unit Commanding Officer requests a delay from the original discharge authority, you must contact CGPSC (epm).

Correcting or Deleting Reenlistment Contracts

By James Glynn, PPC (CCB)

Reenlistment contracts may be deleted if the transaction has not been approved by the SPO supervisor (CGHRSUP Role User). Press the Delete Row button minus sign to delete a contract with an approval status of "Pending".

The SPO cannot make Corrections to or Delete a Reenlistment Contract transaction after it has been approved and saved. If the Reenlistment Contract has been approved and saved and any

information on the transaction is incorrect, contact PPC Customer Care, via the online trouble-ticket at <http://www.uscg.mil/ppc/ccb>. If the contract has not been executed (e.g. Signed by the member and oath administered), PPC can delete the contract and the member's Contract Expected End Date, Expected Loss Date and Expected AD Term Date will all be reset to what they were prior to the reenlistment. Changes to executed contracts require approval by Commander, Coast Guard Personnel Service Center (epm/rpm).

Per Diem, Travel and Transportation Allowance Committee (PDTATAC) merged with the Defense Travel Management Office (DTMO)

The staff and responsibilities of the Per Diem, Travel and Transportation Allowance Committee (PDTATAC) merged with the Defense Travel Management Office (DTMO) on 1 October 2008, streamlining central management of commercial travel policy for DoD.

Effective 1 March 2009, the Per Diem Committee Website's new URL is <http://www.defensetravel.dod.mil/perdiem>.



About PDTATAC:

PDTATAC ensures uniform travel and transportation regulations are issued pursuant to applicable laws and policies. PDTATAC coordinates with GSA and the State Department to establish per diem rates for OCONUS locations. PDTATAC also oversees several programs such as Continental U.S. Cost of Living Allowance (CONUS COLA), Outside Continental U.S. Cost of Living Allowance (OCONUS COLA), Overseas Housing Allowance (OHA) as well as the Travel Regulation Change Process.

E-mail Access Required for Password Resets

By: James Glynn, PPC Customer Care

Using automatic password reset features for DA and T-PAX is the quickest way to receive a new password, via email, 24/7 – without having to contact PPC and have a manual password reset performed. ALCOAST 598/08 directed all CG members with standard CG workstation access to enable Outlook Web Access (OWA) to make possible password resets through their personal Outlook inbox via the web. Additionally, it set 1 April 2009, as the last day that personnel, with standard CG workstation access, could contact PPC Customer Care for password reset support. Now, only personnel without standard CG workstation access are authorized to contact the PPC for password reset support. All manual DA/T-PAX password reset support will end on 1 July 2009. This deadline provides ample time for personnel to establish OWA access.

All CG civilian and military personnel are required to validate a current/correct e-mail address in both their DA and T-PAX profiles. It is imperative that all personnel maintain "uscg.mil" or "dhs.gov" email addresses in both systems. Compliance with this automatically enables the "Forgotten Password" reset function in both systems.

To assist personnel and commands in this tasking, a Step-by-Step Guide can be found at: <http://www.uscg.mil/ppc/pswdreset>. Additionally, a report titled "CG_Recall_Contact_Info" in DA can help commanding officers identify members for non-compliance with the "Forgotten Password" reset function in DA. No tools are currently available for this use in T-PAX.

BAH/COLA Entitlements for Single Members Paying Child Support

By Mr. Peter Bekken (PERS3, USCG (Ret.)), COMDT (CG-1222)

The CGHQ Military Compensation Division (CG-1222) continues to receive debt collection waiver/remission application packages from erroneously overpaid single members who pay child support for a child(ren) that is in the custody of another active duty member or active duty former spouse. SPO personnel could eliminate these erroneous BAH/COLA overpayment situations by correctly applying the rules for members married to other active duty members (M-to-M) or who were formerly married to active duty members. Housing and station allowance rules are considerably different for M-to-M couples and former couples than the rules for active duty members with spouses/former spouses that are not on active duty⁽¹⁾. It is safe to presume that active duty members or active duty former spouses who are the primary physical custodians of children will be the one to receive with-dependent allowances⁽²⁾.

The M-to-M rule-of-thumb for with-dependent allowances is that *"you can't get two scalps out of one pelt."* This means that in most former M-to-M cases the non-custodial member⁽³⁾ paying child support to another active duty member or active duty former spouse is normally *not, repeat, not* authorized allowances at with-dependent rates. With-dependent allowances includes BAH or OHA at the with-dependents rate based on payment of child support (BAH code T), BAH-DIFF (if non-custodial member is assigned to or occupies government-owned or leased single-type quarters - BAH-code DP or DQ), CONUS-COLA, and O'CONUS-COLA. The non-custodial member is only authorized BAH or OHA without dependents, or BAH Partial if assigned to single-type barracks or shipboard quarters), and COLAs at the without-dependent rates. This is because the custodial active duty member is receiving BAH or OHA at the with-dependents rate (BAH code L), or is assigned to government-owned or leased family-type quarters on behalf of the dependent child (ren) (BAH code A, B, or C), and with-dependent COLAs. The Services only provide one with-dependent set of allowances (in cash or in-kind) for the same dependent.

A member paying child support who submits CG PPC-2020, Dependency Worksheet, must answer questions 15 thru 23 if he or she claims with-dependent allowances (including BAH-DIFF) on the basis of child

support payments. If this section is left blank, it is in everyone's best interest for the SPO YN to verify with the member that the child(ren) is/are not in the custody of another active duty member or active duty former spouse (this includes non-active duty former spouses who are primary physical child custodians that have remarried another active duty member who is, in turn, receiving with-dependent allowances (or assigned to family quarters). For head-scratching questions on this subject (including cases involving both dependent children and dependent parents) get help via e-mail from: compensation@comdt.uscg.mil.

Notes:

⁽¹⁾ A divorce decree that indicates "joint custody" between former spouses usually means that decisions affecting the child's upbringing are to be made jointly. One former spouse will be the child's primary physical custodian and the other former spouse will normally be required to pay child support to the actual physical custodian. See Figure 3-15, Sections 3-D-5, 17, 18, 19, & 20, 3-D-6.g, and Section 3-E, of the Pay Manual for specific M-to-M policy, regulations, & exceptions. See also Ch. 10, Part B: Dependency, of the JFTR. The Services do not consider a member to be a primary custodian unless the member has continuous actual physical custody for more than 90 consecutive days (exclusive of occasional short visits to the non-custodial parent). In any event, the period of custody for which a with-dependent allowance is paid is only for the actual period of physical custody - see Section 3-D-19 of the Pay Manual).

⁽²⁾ Exceptions to this presumption are rare and always involve both active duty members each having primary physical custody of a dependent and maintain separate households caused by separations due to competent PCS orders.

⁽³⁾ Normally single and has no other dependents residing with him or her; however, this rule would also apply to an active duty member that is paying child support to any former spouse and has remarried to an active duty member who, in turn, is receiving with-dependent allowances on behalf of dependents of the same class.

Household Goods (HHGs) Transportation and/or Non-Temporary Storage (NTS) Extension Requests for Members separating or retiring from the Coast Guard

By CWO Tennyson, COMDT (CG-1222)

Commandant (CG-1222) is the Secretarial Process for approving/authorizing HHGs and NTS extensions for members who are separating or retiring from the Coast Guard. Often members are not counseled properly on their time limitations and their orders do not state guidance on time limitations and extensions for HHGs. This results in the member being denied for a potential extension of time limitation on HHGs transportation and/or NTS.

Additionally, members who perform Personally Procured Move (PPM) are not being counseled correctly and often they do not have their weight tickets or they are advanced more money than they are entitled too.

In order to assist the field with proper guidance on HHGs and NTS extension requests and PPM moves, CG-1222 has instituted the following:

1. Updated the PCS departing worksheet (CG PPC-2000 — <http://www.uscg.mil/ppc/forms/ppc2005.pdf>) to include an additional page on HHGs information. This page addresses PPM, certified weight tickets not obtained or lost/destroyed, and HHG's transportation and NTS upon separation from active duty.
2. Established additional remarks for routine discharges, RELADS and retirements that must be placed on orders. These remarks will be available as a selection in Direct Access. Below are the required entries to place on separation or retirement orders respectfully:

Separation Orders – (DA Order Note ID 0AS/HHG -SEP - ROUTINE SEPARATIONS)

“In accordance with the Joint Federal Travel Regulations (JFTR) U5360 (G) you have 180 days following your separation date to ship your HHG and/or store your HHG at government expense. In cases of extreme hardships cases (medical, legal issues), an extension of time limit may be authorized/approved by COMDT (CG-1222). Requests must be submitted before the 181st day following separation, otherwise entitlement expires on the 181st day. If you have HHG's in storage, you must agree to pay all costs for storage for any period in excess of the authorized storage period.

In order to expedite the processing of Personally Procured Move (PPM)

Claims for separating USCG personnel, please submit an Online EFT Application (https://www.fincen.uscg.mil/secure/enrollment_form.htm) after the effective date of your retirement or separation.

You must obtain counseling from the nearest Transportation Office if you are performing a Personal Procurement Move (PPM, formerly DITY move).

Failing to comply with Service requirements may limit payment or result in complete denial of your claim.”

Retirement Orders – (DA Order Note ID 38R/HHG- RET - REGULAR ORDERS)

“Member is authorized a PCS move from (type in member's PDS) to HOS.

In accordance with the Joint Federal Travel Regulations (JFTR) U5365 you have 1 year following your separation date from active duty to move your HHG and/or store your HHG at government expense. In cases of education, training or other deserving cases, an extension of time limit may be authorized/approved by COMDT (CG-1222). Requests must be submitted 30 days prior to one year to one year anniversary of your retirement; otherwise no extension may be granted. If you have HHG's in storage, you must agree to pay all costs for storage for any period in excess of the authorized storage period.

In order to expedite the processing of Personally Procured Move (PPM) Claims for retiring USCG personnel, please submit an Online EFT Application (https://www.fincen.uscg.mil/secure/enrollment_form.htm) after the effective date of your retirement or separation.

You must obtain counseling from the nearest Transportation Office if you are performing a Personal Procurement Move (PPM, formerly DITY move).

Failing to comply with Service requirements may limit payment or result in complete denial of your claim.”

See [ALCOAST 185/09, TRANSFER SEASON 2009 HOUSEHOLD GOODS \(HHG\) SHIPPING INFORMATION](#) for counseling tools for member's PCS'ing this summer.

PCS Travel Claim Tips

By YNC Butler, PPC (tvl)

1. Are the orders and DD Form 1351-2 signed or certified to be true?
2. Is the itinerary on the DD Form 1351-2 correct?
3. Are the dependents authorized on the orders? If they are not, an amendment authorizing the dependent and the locations must be completed and attached. If traveling separate or accompanied is the itinerary entered correctly?
4. If claiming TLE, are the itemized receipts attached? Receipts are required for lodging expenses regardless of amount, and expenditures of \$75 or more. The receipt must show when specific services were rendered or articles purchased, and the unit price.
5. If traveling on the Alaska Marine Highway System, is there a copy of the itinerary from the member or the website with the claim?

Airline Tickets and Passports for OVERSEAS/OUTCONUS Travel

Per ALCOAST 514/05, all airline tickets for PCS travel to and from OUTCONUS shall be purchased through a servicing TMC and charged against a GTA account and not against an individually billed government travel charge card.

Official (no fee) passports are issued by the Department of State Special Issuance Agency, Washington, DC, to those government personnel (and their dependents) whose position/billet requires international travel. In addition, certain non-foreign PDSs require official passports (e.g., Guam, D17 (if traveling through Canada enroute new PDS)). Official passports are red in color (except for dependent no-fee passports which are blue) and expire after five years. Visit the International Affairs, COMDT (CG-DCO-I), web page at for more information on official passports: <http://www.uscg.mil/international/passport.asp>

YNs Microsite Moves to New CG Portal

CWO Shawna Ward, D11

As with most things - there comes a time for change.

It is a bit odd that nearly 4 years ago (on 4 April 2005 to be exact), the old YNS e-mail bang list was retired and YNS was created in CG Central. Today, we are retiring YNS in CG Central and starting off brand new in CG Collaboration.

If you have not noticed, YNS was disabled a week or so ago for adding any new members, new documents, or new posts. Please take the next few days and gather what you need from YNS as it will eventually go off line.

As of 1 April 2009, all information will now be posted here, in YNS on CG Collaboration.

As we work our way through learning all the new features of YNS, it may seem a bit confusing at first. Please take the time to look around YNS. From what I have noticed, it seems we have a lot more abilities and functions with this new system. However, there are a few things that I'm still trying to work out so please be patient for the next couple months.

One item Sue Reed and I are working on is a virtual study group - so those not near one can have one at their desk.

We will work on adding the documents from the old YNS and post them in the new YNS. We are here for you and need your

participation as well as suggestions.

Again, welcome to the new YNS and its first announcement!!

P.S - YNS is approaching its 4th birthday. A special "Thanks" to all of you who have made YNS what it is today!

To access YNS CG Portal Collaboration, use:
<https://cgportal.uscg.mil>

Locate Search Places, type "YNS" (without the quotes) in the **Place** name field and click **search**.

OR Click on *My Places* and find YNS (for those with previous access to YNS in CG Central)

Microsite content on CGCentral will remain available until May 14th, 2009. The most current documents are being moved automatically from the YNs microsite to the corresponding Places on CG Portal over the next two weeks. For more details about the migration to Places, see the "Questions about MICROSITE migration to CG Portal" FAQ section in the Knowledge Base within CG Portal.

Deployable Operations Group names SPO Yeoman as 2008 Enlisted Person of the Year

Source: U. S. Coast Guard Press Release, 09 Feb 2009



ARLINGTON, Va. — The U.S. Coast Guard's Deployable Operations Group, named its 2008 Enlisted Person of the Year Friday, 6 February, 2009, during a ceremony officiated by U.S. Coast Guard Rear Adm. Tom F. Atkin, commanding officer for the DOG.

Amy L. Vassallo, an 11-year Petty Officer 1st Class of Stafford, Va., said, "It is humbling to be recognized in this fashion when you're going against the best and brightest."

As a team leader with the DOG's Service Personnel Office, Vassallo was recognized for her outstanding leadership and administrative support to Coast Guard personnel who in 2008 deployed in response to hurricanes, terrorist threats and other natural disasters.

The Enlisted Person of the Year program is designed to recognize enlisted personnel in the pay grades E-2 through E-6. Nominees must reflect the spirit of pride, professionalism, dedication and must embody the Coast Guard's core values of honor, respect and devotion to duty.

For more information on the DOG, visit the Coast Guard website at: <http://www.uscg.mil/hq/dco/dog.asp>.



Photo: Petty Officer First Class, Amy Vassallo, (center) a Yeoman from the Deployable Operations Group (DOG), Servicing Personnel Office, receives her Coast Guard Enlisted Person of the Year award from Rear Admiral Thomas F. Atkin, DOG Commander (right) and Master Chief Petty Officer, Darrick Dewitt, DOG Command Master Chief (left). (U.S. Coast Guard photo/DOG)

Web Watch (Continued from page 2)

Military Pay Accts. Support (MAS)

- <http://www.uscg.mil/ppc/mas.asp>
- <http://cgweb.ppc.uscg.mil/ppi.asp>
- <http://www.uscg.mil/ppc/pd.asp>

Retiree & Annuitant Services (RAS)

- <http://www.uscg.mil/ppc/ras>

Separations Entitlements and Debts and Service Validation (SES)

- <http://www.uscg.mil/ppc/ses>

Travel

- <http://www.uscg.mil/ppc/tvl.asp>

PPC Procedures and Development (P&D) Workshops

Human Resource Systems:

This redesigned workshop combines aspects of both the previously offered Basic and Advanced HRS Workshops and is focused on the new DA SPO Manual. The format of this workshop is open discussion forum with exercises that allow data entry in a DA test environment. There are case scenarios and student accounts for both DA and JUMPS so attendees can work through a situation in class and see the end result in JUMPS, creating a positive learning environment. Topic selection was based on a combination of previous student survey input, issues provided by Customer Care, and identified problem areas from PPC (MAS) and (SES) branches.

Topics include:

- Military Pay Communications (DA, JUMPS and LES)
- Service Contracts and Separations
- Pay Entitlements
- Corrections and Deletions
- PCS (Orders, Departing/Reporting Endorsements, DA, and JUMPS)
- Advances, Special Payments, and Cash Deposits
- Reserves - SPO issues
- Bonuses (Enlistment, SRB, CSB, and SELRES)
- Debt Liquidation (How, when, and why)

HRS Schedule for Remainder of FY 2009:

Date	Number	Seats Available?
Apr 20 - 24	HRS-904	No. Ask for standby list
May 11 - 15	HRS-905	No. Ask for standby list
Jun 15 - 19	HRS-906	No. Ask for standby list
Jul 20 - 24	HRS-907	No. Ask for standby list
Aug 17 - 21	HRS-908	Yes
Sep 14 - 18	HRS-909	Yes

Reserve Component (RC) Member Workshop

This is a **NEW** workshop designed specifically for Reserve members. The topics for this course were created based on inquiries for information and assistance from Reservists throughout the Coast Guard via Customer Care Help Requests and PPC surveys.

The objective of this course is to provide Reservists with basic information on specific points of interest. It is not intended to provide an all encompassing background on all Reserve matters; rather, to:

- Provide you the web links to Coast Guard policies,
- Give you an understanding of procedures, and
- Provide you with the skills to apply this information to enter accurate data into
- Direct Access (DA) that affects your pay and personnel issues.

Some of the Topics discussed will include:

- Direct Access and You.
- Self-Service procedures including: ASQ, Direct Deposit Changes, home/ mailing address and TSP.
- Reserve Bonus Programs.
- Advancement policies/procedures.
- Reading and understanding your LES and Reserve Retirement Point Statements.

Reserve Member Schedule for Remainder of FY 2009

Date	Number/Seats Available?
Apr 14 - 15	RES-904/No. Ask for standby list
May 05 - 06	RES-905/No. Ask for standby list
Jun 09 - 10	RES-906/Yes
Jul 14 - 15	RES-907/Yes
Aug 11 - 12	RES-908/Yes
Sep 08 - 09	RES-909/Yes

Visit our web page at <http://www.uscg.mil/ppc/pd.asp> for the quota request form. Travel and per diem is funded by the member's unit.

Change Log: PPC Worksheets

Source: Forms & Worksheets <http://www.uscg.mil/ppc/forms/>

Here is a summary of recent changes to PPC Worksheets:

1. PPC-2003, PCS Entitlements Advance Travel Worksheet, Rev. 01/2009: PCS mileage rate changed.
2. PPC-2005, PCS Reporting Worksheet, Rev. 01/2009: Added blocks for recording entitlement to Family Separation-Housing (FSH). SPOs will complete block 10.k on the reverse of the worksheet and forward to PPC (mas) for payment.
3. CG PPC-2055A, Reserve Retirement Transfer Request, Rev. 12/08: Requests no longer need to be sent via the ISC(pf), send directly to CGPSC Arlington (rpm-3) for approval.
4. PPC-7421, T-PAX Approving Official (AO) Designation, Rev. 03/09: Added a note that Blocks 8 to 12 required only for Non-CG Employee requests.
5. PPC-2005, PCS Reporting Worksheet, Rev. 03/09: Added reminder (Block 5.i) to update mailing address with Government Travel Charge Card contractor.
6. PPC-3799R, Reserve Annual Screening Questionnaire (ASQ), Rev. 03/09: Added fields to record "First Responder" status.
7. PPC-2025A, Housing Allowance (BAH/OHA) Protection Worksheet, Rev. 03/09: Added dependent(s) enrolled in the Special Needs Program as a possible reason for requesting housing allowance rate protection.
8. PPC-2000, PCS Departing Worksheet, Rev. 03/09: Changed "Departure Date Requested" to "Departure Date (Last Day of Duty at current unit)". Added a new page on HHGs information. This page addresses Personally Procured Moves, what happens when certified weight tickets are not obtained or are lost/destroyed, and HHG's transportation and Non-Temporary Storage (NTS) upon separation from active duty.
9. PPC-2020D, Designation of Beneficiaries and Record of Emergency Data . In the **October 2008** revision we completely removed the original Death Gratuity beneficiary section, leaving only the new Beneficiary to Receive a Portion of Death Gratuity section. We also added a form letter for commands to use to notify the spouse of a married member in the event the member designates someone (other than their spouse) to receive a portion or all of the Death Gratuity. The letter will print as page 6 of the form. It will be removed from the form when it is published in the next change to the Personnel and Pay Procedures Manual. In the **November 2008** edition of the form we revised the format for entering names. All names should now be entered as "last name, first name, middle initial". See the PPC-2020D, *Questions & Answers (Q&A)*, below, for more information on this worksheet.

**PPC-2020D
Q & A**

Q. With the adding of emergency contacts to the PPC-2020D are we doing away with verification of the emergency contact sheet and or including it in the PDR?

A. No. We would like to continue the use of Direct Access to record emergency contacts in addition to the form. Per ALCOAST 427/08 (para 4.f), the software will be modified to add the new PADD designation. After the software is changed, we can look at removing the duplicate fields from the form or reorganizing it so the DA printout will actually print the form.

Q. There have been many changes, clarifications, and form revisions, do you expect all members to complete a new form every time there's a change?

A. No. A member's elections/designations, made on previous editions of PPC-2020D, remain valid and will be honored until the member executes a new PPC-2020D. The phrase "*PREVIOUS EDITION IS OBSOLETE*", which appears at the bottom of the form on page 1, means "do not use an older edition of the form from this point forward".

Q. The last page of the form is a letter. What are we supposed to do with it?

A. The letter is a template you can use to comply with the requirement to notify a married member's spouse if the member designated a beneficiary to receive a portion or of all of the death gratuity. This letter isn't required for single members or members who choose not to complete the optional election. Here's a link to a version of file without the letter, use it if

you want to save a little paper: <http://www.uscg.mil/ppc/forms/PPC2020dNoLTR.pdf>. The letter template will be removed from the form when we publish the next change to the Personnel and Pay Procedures Manual.

Q: Does the form have to be witnessed when the person signs the form?

A: Yes. (To meet the definition of "witness")

Q: Does not following the format for dates invalidate the form requiring the member to do a new one?

A. No. The YYYYMMDD is preferred because there's little room for misinterpretation, unlike the dd/mm/yy or mm/dd/yy format.

Interoffice Transfers -- Fleet-Ups

Advanced Search Options

Status: Apvd Std From: To: Action: Transfer Reason: FLT

Interoffice Transfer occurs when orders are issued by an Assignment Officer to transfer a member within the same unit. The DA orders will list the action/reason code of “FLT” for Fleet-Ups. These types of orders can easily be located on the Unit’s or SPO’s Airport Terminal by setting the Advance Search Options. An example search for “Fleet-Ups” is shown below:

When Fleet-Up orders are issued the SPO must:

1. Approve and save the orders.
2. Complete the Actual Depart date field Depart/Report Mbr

3. Approve and save the Departing Endorsement. The system will automatically fill the Actual Reporting Date, using the same date entered in the Actual Depart date field

These steps are required to process the position change and to create the JUMPS departing and a reporting Endorsement on Orders transactions (8Cs), which will update the member’s cost center. **The position change will also reset the member’s user access roles in Direct-Access to self-service only. A new user access form will need to be submitted to restore access.**

Orders for Extensions

Advanced Search Options

Status: Apvd Std From: To: Action: Transfer Reason: EXT

CGPSC (epm/opm) Assignment Officers issue orders when they approve extensions. The extension orders will appear on the Airport Terminal and can be located by using "Transfer" and "EXT" in the Advance Search Options (as shown below).

Unlike PCS orders or Interoffice transfers and Fleet-Ups, SPOs do not need to complete the Depart/Report member tab if the order reason code is "EXT" (all the fields on this tab are "grayed out" when the order reason code is "EXT"). However, you do need to approve the orders and save them to update the Status to “Finished”. Be sure to check the Orders Notes (aka

"Remarks") to see if the AO specified any obligated service or other requirements for the extension before you approve the orders.

The depart and report dates on extension orders do not reflect the extension begin and end dates, they are populated with default values because extensions use the PCS orders component. If the dates only span a day or a month, it doesn't mean that the extension is only for that period Go to [Home > Develop Workforce > Plan Careers > Use > CG Member Info](#) to view the member's new rotation date.

PCS & Termination of Direct Access User Roles

A member's DA access terminates automatically upon the SPO's approving a transfer (including "fleet-ups) or separation transaction.

Access, to all but self-service applications, will automatically terminate when a military member departs on PCS orders (including "fleet-ups").

All access to DA will automatically be revoked when a military member is separated from the service or release from active duty or a civilian employee's employment is terminated.

Mass unit changes (change of unit name, department ID/ OPFAC etc.), such as those which are occurring due to modernization, do not involve orders, therefore the automatic termination of user roles does not apply.

Scheduled Direct-Access (DA) Downtime

DA will not be available from 2300 on 23 May 2009 to 0730 on 24 May 09 (CDT) (240400Z May 09 to 241230Z May 09). The contract data center will be applying operating system patches during this period.