

Servicing Personnel Office News

United States Coast Guard Personnel Service Center



Dates Announced for the 2008 SPO Conference / PSC Customer Advisory Council Meeting

YNC Kevin Keener, PSC (TVL)

PSC SPO Conference & Annual Customer Advisory Council Meeting 2008

Kansas Museum of History

Topeka, Kansas

24 September—26 September 2008

This conference has been designed to improve communication and performance for PSC and SPOs/FOTs

The 2008 PSC Customer Advisory Council Meeting will be held from 24 to 26 September 2008, in Topeka, KS. The Kansas Museum of History will be the location this year. We have released a survey to help gauge if there are new training issues that need to be addressed (this survey is identical to the one you may have participated in prior to last year's conference). We've setup a web page, where we will post registration details, travel information and an agenda. The address of the page is: <http://www.uscg.mil/hq/cg1/psc/advisorycouncil.asp>. The survey is accessible from the Advisory Council web page and will be open until 7 July 2008.

If you would like to attend or have any questions or concerns, please contact me, via email at Kevin.H.Keener@uscg.mil. Registration will be open through 30 July 2008.

Attendance will be at your units' expense.

Make your flight (KCI-Kansas City Airport) and car rental arrangements (KCI to Topeka) today! If you know someone who is attending from another unit you may want to carpool to save on costs.

Hotel arrangements can be made with any hotel in the area (be sure to ask for the government rate). The address of the museum is 6425 SW 6th Avenue, Topeka, KS 66615. Directions can be found at: <http://www.kshs.org/places/kshs/map.htm>.

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Contacting PSC Customer Care

How to contact us:

1. Online Trouble-Ticket: <http://www.uscg.mil/hq/cg1/psc/ccb/>
2. Email: PSC-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 FY08:
 - July 12-13/19-20
 - August 9-10/16-17
 - September 13-14/20-21

PSC Customer Care Trouble Ticket - Microsoft Internet Explorer provided by United States Coast G.

File Edit View Favorites Tools Help

Address <http://www.uscg.mil/hq/psc/ccb/> Go

U.S. COAST GUARD Search Highlight

Trouble-Ticket Form

Please enter your e-mail address:

Please enter your name:

Please enter your Title, Rate or Rank:

If this is not a self-service issue, then please enter the name of the person this ticket about:

Please enter the Employee ID Number of the person this ticket is about:

Note: If this is a self-service issue, then enter your Employee ID number.

Please provide your daytime telephone number (include area code and, if applicable, extension)
(Example 866-772-8724 X1234):

Category:

Type:

Please enter the Travel Order Number (if applicable):

Please enter a description of the problem or the requirements for the ADHOC report request
For password resets be sure to include your user ID if it's not the same as your employee ID:

Repaying Travel Overpayments by Check or Money Order

It is no longer necessary to include your Social Security Number (SSN) on checks or money orders used to repay overpayments. Do be sure to include your 16 digit travel order number (TONO) on the check or money order so the payment can be processed accurately. Do NOT send any cash, checks, or money orders to PSC (tv1).

Please make your check or money order payable to "U.S. Coast Guard", and write your TONO on your payment. Include a copy of your official notice of travel overpayment letter and send your payment to:

U. S. COAST GUARD TRAVEL & ART
PO BOX 70969
CHARLOTTE, NC 28272-0969

Please see pages 2-B-17 to 2-B-20 of the Personnel and Pay Procedures Manual (PSCINST M1000.2a) for more information about travel claim audit procedures.

Note: If you traveled under Aircraft Repair and Supply Center (ARSC) travel/training orders funded by AFC-41 and/or AC&I funds, please contact the ARSC Personnel Resources Division (PRD) Travel Administrator for assistance in determining the status of your claim or repaying an overpayment.

U. S. Coast Guard Personnel Service Center

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<http://cgweb.psc.uscg.mil/sponewsletter.aspx>

Enlistment Bonuses

YNI Kurt Kolar, PSC (CCB)

Many members joining the Coast Guard are entitled to but not receiving their Enlistment Bonus. Enlistment Bonuses are not printed to a report and therefore PSC (MAS) has no way of knowing if a member is entitled to an Enlistment Bonus. The Enlistment Bonus for graduating Basic Training (college credit and non-rate Bonus) should be processed by TRACEN Cape May as part of the PCS departing transactions for the new graduate.

Bonuses with the requirement to successfully complete "A" school are the responsibility of TRACENS to process. If the member does not receive their bonus by one of the above means then the members current SPO is to ensure all requirements of the Annex have been met. Once member meets the requirements of the Annex, the SPO will fax in the enlistment contract, Annex and any applicable Page-7(s) to PSC MAS (fax 785-339-3760) for processing and payment of the bonus.

Annual Purchase Limit For Savings Bonds Reduced to \$5,000

The annual limitation on purchases of United States Savings Bonds is \$5,000 per Social Security Number, effective January 1, 2008. The limit applies separately to Series EE and Series I savings bonds, and separately to bonds issued in paper or electronic form. Under the new rules, an individual can buy a maximum of \$5,000 worth of electronic and paper bonds of each series in a single calendar year, or a total of \$20,000, in single ownership form. If paper bonds are issued in co-ownership form, the limit applies to the



first-named co-owner. All limits are based on the issue price of the securities.

Members should be advised of this annual limit change. The pay system will not track and stop bond allotments when the limit is reached.

For more information about the change in the purchase limit for savings bonds, visit the Treasury Department's frequently asked questions page:

<http://www.savingsbonds.gov/indiv/research/faq/annualpurchase/limitchangeqa.htm>

Automatic Termination of DA User Access Upon Separation or PCS/Fleet Up

With Permanent Change of Station season (PCS) upon us, the PSC Customer Care Branch would like to remind our customers that their Direct Access Roles are terminated upon separation, retirement, reassignment of duties (Fleet-Ups), change of organization or when determined by the Information Systems Security Officer to be in the best interest of the Government.

Please note that users who have been reassigned (PCS, Change of Department IDs) will retain Self Service access.

This reminder is important from the perspective that our branch has been receiving calls from the field stating something to the effect, "Yesterday I had all my access roles and today I have nothing. What changed from yesterday to today?"

Any one of the scenarios mentioned above can result in termination of access. The member's first step should be to engage their unit and let them know that they no longer have access. The member's unit can then research the situation and

submit a new Direct Access User Authorization form (CG PSC-7421/2) if appropriate.

Department of Homeland Security U. S. Coast Guard CG PSC 7421/2 (Rev. 08/06)		Direct-Access User Access Authorization And Payment Approving Official (PAO) Designation	
1. User's Name (Last, First, MI.) (Please print)		2. Rank/Rate:	3. Employee ID # (Not SSN)
4. Dept ID/Unit Name (include Staff Symbol)		5. Area Code & Phone Number:	
6. E-mail address:			
<p>7. User Role Description (see Instructions) (include current roles, this authorization supersedes all of your previous authorizations):</p> <p><input type="checkbox"/> CGSSCMD – Command User (evals, drills, Airport Terminal, etc.)</p> <p><input type="checkbox"/> CGPREV – Employee Review Only (not needed if you have CMD or HRS)</p> <p><input type="checkbox"/> CGRSVRL – Schedule, Edit and Approve Reserve IDT Drills (Only)</p> <p><input type="checkbox"/> CGRSVMGR – Create, review, and endorse requests for reserve orders.</p> <p><input type="checkbox"/> CGAIRTRM – Airport Terminal Only (Relocation Specialists/Housing Office)</p> <p><input type="checkbox"/> CGFIELDADM – Unit with access to Member Competencies (Quals, Awards & Schools) (Route request through servicing SPO)</p> <p><input type="checkbox"/> CGGWS – Global Workforce Inquiry System</p> <p><input type="checkbox"/> CGHRS – (SPO) DEPT ID _____</p> <p><input type="checkbox"/> CGHRSUP – (SUPERVISOR, Payment Approving Official (PAO)) (Application must be approved by PSC (MAS)).</p> <p>ACO/MAS: Name/Sign: _____</p> <p><input type="checkbox"/> CGMRS – Medical Readiness System Clinical Access (Med care providers)</p> <p><input type="checkbox"/> CGTRNOFF – Electronic Training Request (ETR)</p> <p><input type="checkbox"/> CGFTESO – Unit Educational Services Officer</p> <p><input type="checkbox"/> CGSECURM – Unit Security Manager (View Only) (Application must be approved by cognizant Area/District Security Manager)</p> <p>Dist/Area SectMgr Name/Sign: _____</p> <p><input type="checkbox"/> CGSECJVM – Area Dist Security Manager (View Only): Fax completed form to COMDT (C-95) at 302-372-3595.</p> <p>CG-86 Name/Sign: _____</p> <p>_____ HQ/CGPOT/QC/TRACENS/PSC Only:</p> <p><input type="checkbox"/> CGTRNFAC – Training Center (TAS Course Sessions)</p> <p><input type="checkbox"/> CGTRNTQC – TQC/TAS Course Scheduler</p> <p><input type="checkbox"/> CGASGN – CGPC (epi/opm) or ISC(fot) Assignment Officer</p> <p><input type="checkbox"/> CGRSVISCGRSORD – Reserve Orders Approval/Funding, ISC(fot) only.</p>		<p>Scope of Authorization</p> <p>Subject to the limitations that follow, the user is authorized access to the computer systems identified above. This authorization contains no implied authorization to access any computer system of the United States Government not specifically identified herein. Authorization will be revoked upon separation, retirement, reassignment of duties, change of organization or when determined by the Information Systems Security Officer to be in the best interest of the Government.</p> <p>WARNING: Only Authorized Users May Use These Systems.</p> <p>To protect these systems from unauthorized use and to ensure that these systems are functioning properly, system administrators monitor these systems.</p> <p>Individuals using these systems without authority, or in excess of their authority, are subject to having all of their activities on these systems monitored and recorded by system personnel. In the course of monitoring individuals improperly using these systems, or in the course of system maintenance, the activities of authorized users may also be monitored.</p> <p>Anyone using these systems expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, management may authorize system personnel to provide the evidence of such monitoring to law enforcement officials.</p>	

SGLI and VGLI Premium Reductions Effective 1 July 2008

Veterans and military personnel with life insurance policies managed by the Department of Veterans Affairs (VA) will see a reduction in their premiums, thanks to improved investment earnings and a reduction in non-combat claims.

The premium cuts affect military personnel covered by Servicemembers' Group Life Insurance (SGLI) and veterans covered by the Veterans' Group Life Insurance (VGLI).

On July 1, 2008, the premiums for basic SGLI will be 6.5 cents per month for \$1,000 of coverage, down from 7 cents per month for \$1,000. This translates into a 7 percent savings.

Servicemembers with the maximum \$400,000 of coverage will see their monthly premium reduced from \$28 to \$26. Servicemembers are also covered against severe traumatic injury for an additional dollar each month.

The reduction in SGLI premiums is made possible by lower, noncombat-related claims and increases in investment earnings. VA officials believe this premium reduction will help maintain the nearly universal participation in the program.

VGLI provides renewable term policies for people after their discharges from the military. Veterans pay premiums according to their age for this coverage.

On July 1, 2008, VGLI premium rates will be reduced for veterans aged 30 to 64, who make up 85 percent of those insured under the program. Premium rates for those under age 30 are already competitive.

Premium reductions, ranging from 4 percent to 12 percent, are a result of fewer claims being received. The reductions will ensure that VGLI remains highly competitive with similar insurance offered by commercial insurers.

More than 2.4 million people currently participate in the VA-managed SGLI program, with another 433,000 in VGLI. To obtain more information about the SGLI and VGLI premium reductions or to view a table with the new VGLI rates, visit the VA insurance Web site at <http://www.insurance.va.gov>, or call the Office of Servicemembers' Group Life Insurance at 1-800-419-1473.

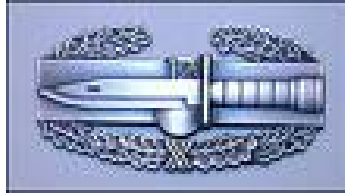
SGLI coverage is available in \$50,000 increments with a minimum coverage amount of \$50,000. The member may elect zero coverage or a coverage level less than the maximum of \$400,000, in increments of \$50,000. The following premiums apply at each coverage level: Coverage Level Monthly Premium DA/JUMPS Election Code:

Coverage Level	Monthly Premium 1 July 2008	Code
\$50,000	\$3.25	5
\$100,000	\$6.50	A
\$150,000	\$9.75	F
\$200,000	\$13.00	K
\$250,000	\$16.25	P
\$300,000	\$19.50	Q
\$350,000	\$22.75	R
\$400,000	\$26.00	S
\$0 (Declined)	0	0
\$0 (Admin. stop)	0	Y (PSC use only)

Award Administrative Responsibilities

CWO-3 Victor Hughes, COMDT (CG-1221)

Awarding authority. Immediately upon approval of an award, forward copies to the Servicing Personnel Office (SPO) for entrance into Direct Access, and to Commander, Coast Guard Personnel Command (CGPC-adm-3), (with member's EMPLID on the upper right hand corner of the citation) for file in the permanent record.



Combat Action Badge

manual. This restriction includes, but is not limited to:

- (a) USCG Auxiliary awards;
- (b) Awards from state and local governments;
- (c) Awards from fraternal organizations (VFW, etc.).

Prior service members. CG personnel who have served in another branch of the Armed Forces who have received personal, good conduct, unit, campaign and/or service awards COMDTINST M1650.25D (Enclosure 22) are authorized to wear them on the Coast Guard uniform with the exception of marksmanship medals and ribbons.



Combat Action Ribbon

If the Honor or Award Code is not present, contact CWO Hughes COMDT (CG-1221) to see if the award should be added to the database. If the award should be added, you can contact PSC to complete the transaction.

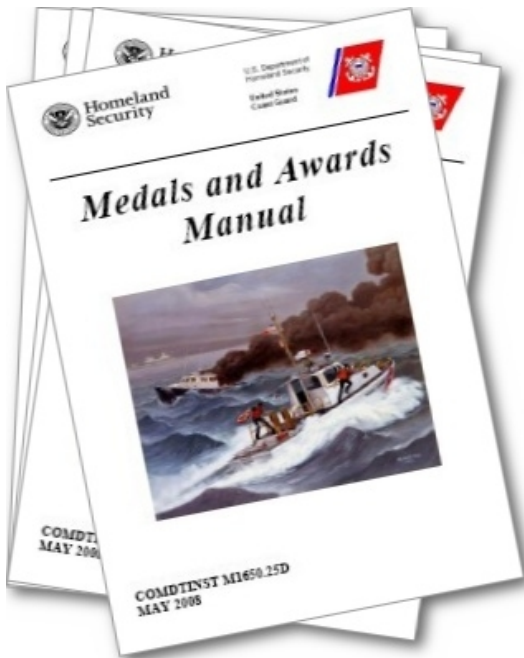
Awards from other organizations and agencies. CG personnel are not authorized to wear awards from non-military organizations or government agencies except those specifically allowed by this

5. There seems to be a lot of confusion with the Combat Action Badge that has been awarded to some of our members of the Coast Guard. It is not a Combat Action Ribbon and should not be entered into Direct Access as a Combat Action Ribbon.

New Medals and Awards Manual Released

Major changes in this revision include: clarification of Operational Distinguishing Device policy, award criteria for ribbons and medals established since the previous edition of the Manual, guidance for prior service members, clarification and expansion of administrative procedures and record retention requirements, and new and updated enclosures.

http://www.uscg.mil/directives/cim/1000-1999/CIM_1650_25D.pdf



Mailing of Personally Identifiable Information

Source: COMDTINST M5110.1B, U.S. COAST GUARD POSTAL MANUAL, Sec. 5-C

Personally Identifiable Information (PII) is defined as: Data that can be used to distinguish or trace a person's identity, or any other personal information that can be linked to a specific individual. Examples of PII include: name, date of birth, home mailing address, telephone number, social security number, home e-mail address, ZIP Code, account numbers, certificate/license numbers, vehicle identifiers (including license plates), uniform resource locators (URLs), Internet protocol addresses, biometric identifiers (e.g., fingerprints), photographic facial images, any unique identifying number or characteristic, and other information where it is reasonably foreseeable that the information will be linked with other personal identifiers of the individual.

1. Personnel responsible for mailing PII must ensure the envelope or package is prepared using similar care and preparation as would be used when sending classified material (see Classified Information Management Program, COMDTINST M5510.23 (series), Chapter 8). The following recommendations are strongly encouraged:
 - a. Ensure the envelope/packaging material is adequate for the volume/weight of item being mailed.
 - b. Reinforce seams of envelopes with clear packing tape.
 - c. Reinforce packages with additional packing material (to avoid the contents from shifting within the container) and use additional packing tape.
 - d. Ensure the To/From addresses are clear and can be properly read from a distance of 30 inches.
 - e. When possible, place the To/From addresses directly on the mail piece. If using a mailing label, place an identical label inside the item being mailed. Since the original label may become detached, this reduces the likelihood of lost mail and receipt by appropriate addressees.
 - f. If required to use USPS Extra Services by law or directive (e.g. Certified, Registered, Delivery/Signature Confirmation), track the shipment in a timely manner to ensure/confirm delivery. For Registered Mail or overnight delivery of classified materials, see Classified Information Management Program, COMDTINST M5510.23 (series) and Express and Ground Services for Non-Freight Shipments, COMDTINST M5110.9 (series) for specific follow-up action requirements.
 - g. Ensure all policy, guides, directives, and/or laws are

adhered to with regards to "chain-of-custody" when mailing or receiving shipments containing PII.

2. The following additional measures are recommended options to consider when mailing PII.
 - a. Mail PII using USPS Registered Mail if required by other directives. This service is very expensive and slow, but does provide the best protection against loss/theft.
 - b. When making a shipment containing PII using a Commercial Express Carrier (DHL, FedEx, or UPS), follow procedures outlined in Express and Ground Services for Non-Freight Shipments, COMDTINST M5110.9 (series).

NOTE: Size and volume should also be considered when determining selection of services when mailing/shipping PII.



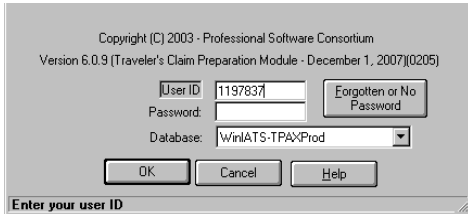
3. Mail containing PII, believed to be lost or compromised constitutes a privacy incident. **Upon discovery, personnel shall immediately report all suspected or confirmed privacy incidents to the Commanding Officer** in accordance with Privacy Incident Response, Notification, and Reporting Procedures for Personally Identifiable Information (PII), COMDTINST 5260.5 (series).

Using the T-PAX Forgotten Password Reset Feature

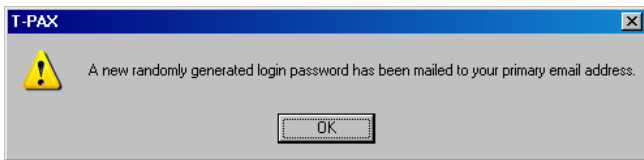
Ms. Patty Hanser, PSC (TVL)

T-PAX now has two system generated passwords that go to the user's primary email account that is listed in T-PAX when user clicks on Forgotten password button. One for the logon password and one for the secondary/confirmation password. Follow these steps to obtain a new password for T-PAX:

1. At the T-PAX logon screen, type in your user ID and click the "Forgotten or No Password" button.

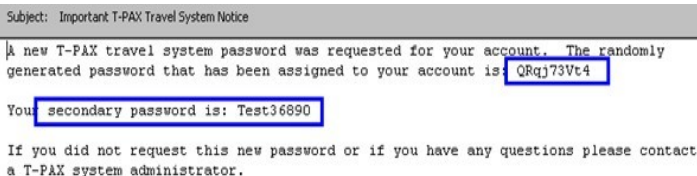


2. A Message box will appear. Click OK.



Note: If you do not have an email address listed in the profile or if the address listed in your profile is not correct, you must contact PSC Customer Care to have the password reset. Submit a trouble ticket at <http://www.uscg.mil/hq/cg1/psc/ccb>. Passwords are not provided over the telephone.

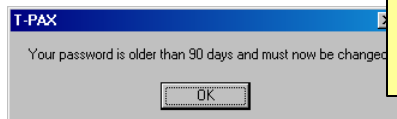
3. Once you have received the email, highlight the password and copy it. Then, return to the T-PAX logon screen.



4. Paste the password into the password field and click OK.

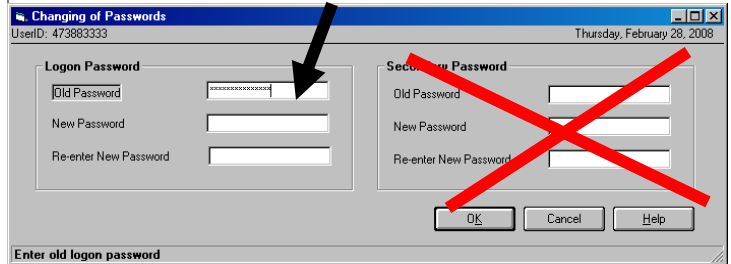


5. This will bring up a screen that states you must change your password, click OK



Enter the current secondary password in the "Old Password" field. Enter it in all UPPERCASE LETTERS, e. g. "Test36890" would be entered as "TEST36890".

6. Paste the system generated password into the Logon Password Old Password field



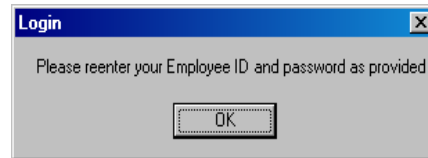
7. Input the "New Password" with the format of 9 characters containing at least one upper case, one lower case, and one number (no special characters are to be used).

8. Re-enter the New password in the New password field.

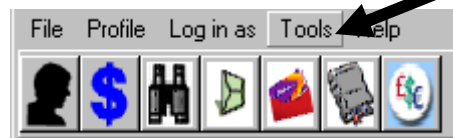
Note: **Disregard** the secondary Password column (this form will not change that field, see below)

9. Click the OK button and you will be returned to your T-PAX Traveler View.

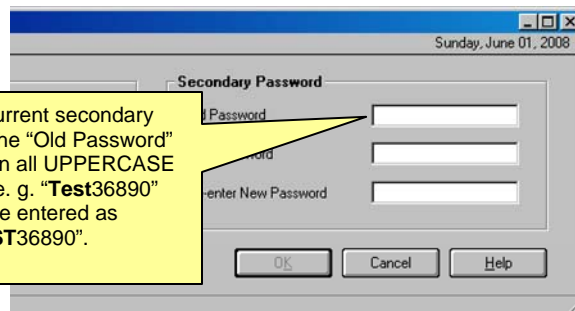
Your logon password has now been reset. The system will prompt you to logon again with your new password.



To change your **secondary** password, logon, click on the **Tools** drop down and click on **Change Passwords**.



Currently T-PAX will only recognize the old/current secondary password in ALL UPPERCASE LETTERS. This is how it must be entered into the "old password" field. Reset your secondary password using the same requirements as above to be in compliance with AIS password requirements.



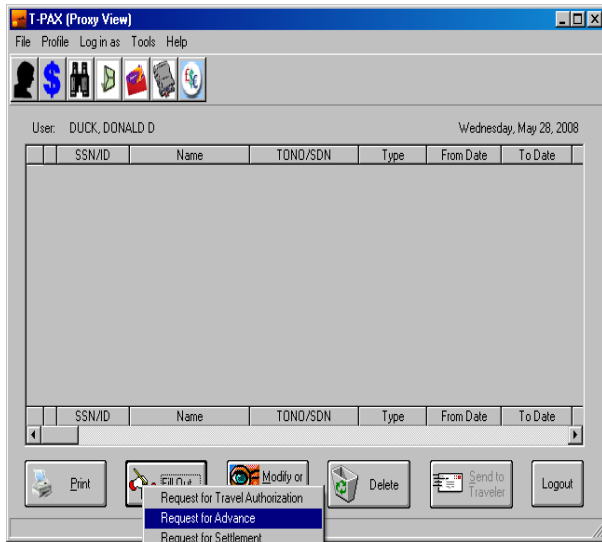
Processing PCS Travel Advance Requests in T-PAX

Ms. Patty Hanser, PSC (TVL)

One of the new features in T-PAX version 6.10 is a new role “Advance Signature Proxy (ASP)”, which allows users at SPOs to submit requests for PCS travel advances. This permission/designation is granted after the completion of a new form CG PSC-7421 (Revision 06/2008) (<http://www.uscg.mil/hq/cg1/psc/forms/psc7421.pdf>)

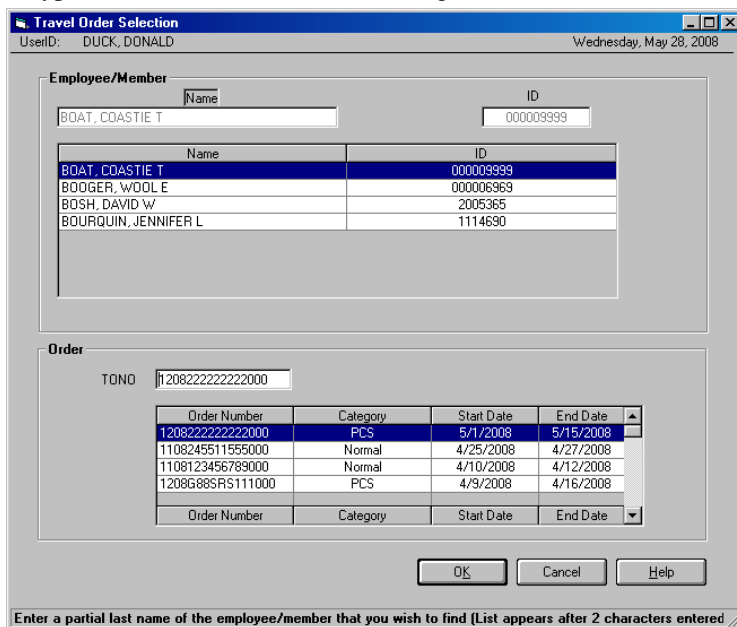
Follow these steps to request a travel advance as an ASP.

1. Sign into T-PAX and change your view by selecting “Log in as Proxy” from the menu bar.
2. Click **Fill Out and Click Request for Advance**.



Note: Although other options appear, they are not available as an Advance Signature Proxy.

3. Type the traveler’s name that the advance is to be completed for and click OK.
4. Type a new TONO or select an existing TONO and click **OK**.



(Continued on page 9)

(Continued from page 8)

5. Click the **Entitlements** Tab and click in the **Pre-computed** box.

Request for an Advance Against an Order
 UserID: 000001111 Add Request No: NEW Wednesday, May 28, 2008

BOAT_COASTIE T: E4 TONO: 120822222222000

Request Type: Advance

Remit To Entitlements Calculations Financial Remarks

Types of Entitlements Claimed
 Precomputed From Date: 5/1/2008 To Date: 5/28/2008

Entitlement	Amount
Memb/Emp TDY Per Diem	
Memb/Emp Evacuation Per Diem	
Memb/Emp PCS Per Diem	\$1,500.00
Memb/Emp Transportation	
Member CDT Per Diem	
Member CDT Transportation	
Member CDT Reimbursables	
Member CDT MALT	
Memb/Emp Reimbursables	
Memb/Emp Registration Fees	

<Back Next> Daily Calcs

Other Receipts OK Cancel Help

6. Enter the dates for the advance in the **From Date** and **To Date** fields.

From Date: 5/1/2008 To Date: 5/28/2008

7. Enter the **advance amount** into the **Entitlement Amount** field.

Entitlement	Amount
Memb/Emp TDY Per Diem	
Memb/Emp Evacuation Per Diem	
Memb/Emp PCS Per Diem	\$1,500.00
Memb/Emp Transportation	

Note – You cannot input amount larger than value of entitlement.

8. Click the **Financial** Tab and then click the **Modify Accounting** button

Request for an Advance Against an Order
 UserID: 000001111 Add Request No: NEW Wednesday, May 28, 2008

BOAT_COASTIE T: E4 TONO: 120822222222000

Request Type: Advance

Remit To Entitlements Calculations Financial Remarks

Method of Payment: EFT Computed Split: \$0.00
 Due Traveler: \$1500.00 Split Payment: \$0.00

Db/Cr	Classification	Amount

<Back Next> Modify Accounting

Other Receipts OK Cancel Help

Choose method of payment to be used to reimburse the traveler for these expenses

(Continued on page 10)

(Continued from page 9)

9. On the **Coast Guard Accounting** screen click **OK**

Note: **DO NOT** change this line of accounting...this is a default used for advances.

Ag	R/D	Appr	Limit	Alt	Alc	ProgEle	CstAct	Obj	Amount
2	X	000	000	00	0	ADV	00000	0000	\$1,500.00

10. Enter remarks if required and use the Imaging Function (by clicking the **Receipts** button) to attach **SIGNED** Orders. **If orders are not attached, Advance will be returned!**

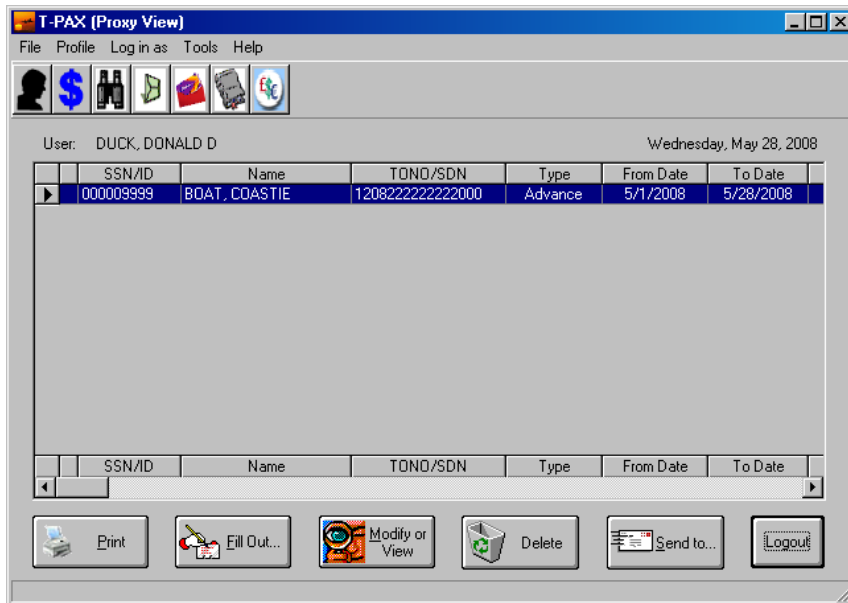
Classification	Amount
120822222222000 2X 000 000 00 0 ADV 00000 0000	\$1,500.00

11. When complete, click the **OK** button on the **Request for Advance against an Order** screen.

(Continued on page 11)

(Continued from page 10)

12. Click the **Send to** button – this will give the opportunity to send to either the traveler or AO



13. Once submitted to the AO, follow same procedures as approving a settlement.

14. ALL advances will be screened by PSC (tv1).

How to Calculate the Cost of a "GTR"

When a member is authorized to travel on TDY using a Privately Owned Conveyance (POC) not to exceed (NTE) the cost of government procured transportation/GTR, the orders must state: **"POC travel NTE the constructed cost of the GTR \$XXX.XX;"** with the actual dollar amount replacing the "X's". To calculate this amount, you must add together:

1. the government airfare rate (You can lookup the contract carrier "city pair rates" at <http://apps.fss.gsa.gov/citypairs/search/>)
2. any taxi fares and tips that would be appropriate to and from the airport and/or lodging accommodations, mileage and tolls that would be appropriate to and from the airport,
3. airfare service fees,
4. 75% of the M&IE per diem for two travel days,
5. and the cost for a rental vehicle **if one would had been authorized.**

To determine which will be paid, add together total mileage multiplied by the current TDY mileage rate, tolls, total per diem for travel days (75% for first and last day and full per diem for each additional day of driving travel), and lodging costs (not to exceed max. lodging rate for that area) during travel if required to stop in route. The member will be entitled to the lesser of these amounts. Travel days and reimbursement **WILL NOT** exceed GTR limits. If there are extenuating circumstances, i.e. member is transporting unit equipment or flying to multiple destinations where the costs to the government would be much higher, then POV may be determined to be advantageous, in which case the orders need to specify and provide reason for decision. For more information, please refer to the following JFTR paragraphs: U3305-A1; U3305; U3325; U3310; U4330; U4326-B3; U4326-A2; U4145-B; and U4147-3.