

# Servicing Personnel Office News

## United States Coast Guard Personnel Service Center



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## 2008 SPO Conference/ Customer Advisory Council Meeting Presentations

Here are links to the slide shows given during the general and breakout sessions of the 2008 SPO Conference/Customer Advisory Council meeting, which was held from 24 to 26 September in Topeka. In the coming months we will post the after action and feedback reports to the Advisory Council Webpage (<http://www.uscg.mil/hr/psc/advisorycouncil.asp>):

- [PSC 101.](#)
- [SPO Survey Feedback.](#)
- [SPO Trend Analysis.](#)
- [Internal Review.](#)
- [T-PAX Update.](#)
- [Travel Breakout Session.](#)
- [Military Accounts Support \(ERT/Auditor\) Breakout Session.](#)
- [Separations Breakout Session.](#)
- [CGPC \(epm-1\).](#)
- [Accessions Breakout Session.](#)
- [Advancements/SWE and Evaluations Breakout Session.](#)
- [YN "A" School.](#)
- [Deputy Commandant for Mission Support \(DCMS\) \(CGWEB link\).](#)



### PSC CO's Corner

Thank you to everyone that attended our recent Customer Advisory Council/SPO Conference. We had over 160 people from all over the Coast Guard. There was an excellent program of technical topics for SPO's and the YN rating, and excellent networking and professional development opportunities. It was great to see the YN rating leadership so strong in attendance. The overall feedback was good and this was the largest conference held yet. I emphasized the themes of Customers, Change in the Coast Guard, and SPO Service Line Management in my welcoming remarks.

We all serve customers so that they(we) can effectively and efficiently perform Coast Guard missions. We all must keep that sharp customer focus, and help educate and guide those customers as well. SPO's and our YN are on the front lines of customer service to the fleet.

Change is the hottest topic in the Coast Guard today and we had an excellent update and detailed presentation from Captain Bruce Viekman, CO of the Coast Guard Personnel Command, on the transformation of the Coast Guard and the stand-up of Personnel Service Center (PSC) Ballston, under

### Recent SPO Conference a Great Success!

the Deputy Commandant for Mission Support (DCMS) organization. This means that PSC Topeka will be renamed Pay and Personnel Center (PPC) Topeka.

Service Line management is critical to the success of SPO's and PSC, and very beneficial to the YN rating. Our processes rely on timely, accurate and correct information from you in the field. Service line management includes standards, process documentation, manuals, training and education, consistent communications in all media, and conferences like this one. We introduced our SPO measurement cube on CG Central as one more tool that will help SPO's - please take a look at this excellent dashboard gauge.

In conclusion, your energy, ideas, topics of concern, tough questions, and suggestions made the conference successful. Thank you all for attending!

J. D. PHILLIPS, PE, CAPT, USCG  
Commanding Officer  
Personnel Service Center (PSC) Topeka

## Contacting PSC Customer Care

### How to contact us:

1. Online Trouble-Ticket:  
<http://www.uscg.mil/hr/psc/ccb/>

**Note:** We have changed the look of our Trouble-Ticket Form (see right) to make it easier to use and to record contact information for our customer survey. Place your mouse pointer over the help icon, which appears to the right of every field, for help in filling out the form.

2. Email: [PSC-CustomerCare@uscg.mil](mailto:PSC-CustomerCare@uscg.mil)

**Note:** If you contact us by e-mail, be sure to include all your contact information (including **your** employee ID number), as well as information fully identifying the member (Do not use the Subject Line to ID the member. Only the body of the e-mail message gets copied into our tracking system).

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:

Month	Sat/Sun	Sat/Sun
November	15/16	
December	06/07	
January	10/11	31/
February	/01	21/22
March	07/08	21/22
May	16/17	
June	13/14	27/28
July	18/19	
August	01/02	15/16
September	12/13	19/20

(No October or April weekend staffing due to reserve SWE and all hands training.)

Ticket For USCG Personnel/Employees Only - Microsoft Internet Explorer provided by United States C...

Tools Help Address <http://www.uscg.mil/hr/psc/ccb/>

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**Contact Information** Who is submitting this ticket?

Employee ID #: 1234567 **HELP**

E-Mail: greatyeoman@uscg.mil **HELP**

First Name: Great **HELP**

Last Name: Yeoman **HELP**

Title, Rate or Rank: YN1 **HELP**

Daytime Telephone: (Include area code & ext.) 866-772-8724 Ext. 1234 **HELP**

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**Member/Employee Information** Who is this ticket for?

Same as contact information? **HELP**

Employee ID #: 7654321 **HELP**

First Name: Smith **HELP**

Last Name: John **HELP**

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**Problem/Issue Information**

Category: T-PAX or Travel **HELP**

Type: T-PAX/Travel Other (describe below) **HELP**

Travel Order Number: (If this is a travel related issue) 1106236PRQ20A000 **HELP**

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.

We have changed the look of our Trouble-Ticket Form to make it easier to use. Place your mouse pointer over the help icon, which appears to the right of every field, for help in filling out the form.

The changes to the Online Trouble-Ticket form helped to facilitate implementation of our new customer survey. See the article on page 8 for more information about the new survey.

### U. S. Coast Guard Personnel Service Center

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

## The Common Class

CWO Sean Fennell, COMDT (CG-1222)

**A**n unfortunate number of overpayments result from a failure to understand the term “common class of dependents”. Many a waiver or remission that crosses my desk starts with some form of failure to understand or interpret the correct BAH entitlements for this factor.

The scenario of a military member married to another military member seems to be increasing. For whatever reasons, Coast Guard personnel married to other members of our service, or the other services, is clearly becoming more commonplace.

Consequently, the opportunity to misinterpret the BAH and OHA rules for these members is likewise increasing.

One of the common errors I have seen appears in the following case: Member Alpha is a single parent living with two dependent

children. Member Bravo is divorced, and is paying child support. Member Alpha is receiving (correctly) BAH WITH DEP. Member Bravo is receiving (correctly) BAH WITH On The Basis of Child Support. Alpha and Bravo get married and reside together in Alpha’s house. Since Bravo is still paying child support, some SPOs have left the BAH CHILD SUPP running for Bravo. However, once Alpha and Bravo got married, AND started residing together, they were now both residing with a common class of dependents and therefore only one of them was entitled to an increased housing allowance on the basis of dependents. The senior member of Alpha and Bravo, in this case, should be receiving BAH WITH DEP and the junior should be receiving BAH WITHOUT (Although sometimes the reverse results in a higher net BAH. Run the

*“Although military members married to military members often have unusual entitlements, it might help to think about them as one family”*

numbers both ways to be sure). If they were residing in family type government quarters, neither one is entitled to any BAH, regardless of any child support payments being made. The common class residing with them is the determining factor in this case.

If these two members were separated by military orders, with Alpha moving to the East Coast and the dependents in her custody, and Bravo moving to the West Coast and continuing to pay child support, they would both be entitled to a with-dependent BAH rate (although Bravo’s would actually be BAH CHILD SUPP or, if occupying or assigned to single-type government quarters, BAH-DIFF).

Although military members married to military members often have unusual entitlements, it might help to think about them as one family. For example, if you had a member who was married (to a non-military person) and had dependents residing with him or her, and was paying child support for another dependent from a previous marriage, would this member be entitled to both BAH WITH DEP (for his wife and dependents residing with him) and BAH DIFF (due to the child support payments)? Of course not. And so too with a military couple. The common class of dependents, when everyone is residing together, is the determining factor.

Please think carefully when assigning a BAH code for a member. The member will be the one who pays if you are the one who makes the mistake. And remember...if it looks too good to be true, it probably is. And always, when in doubt – shout for your supervisor.

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

**D**irect Access Roles are automatically terminated upon PCS, separation, retirement, reassignment of duties (Fleet-Ups) and change of organization (inter-office transfer).

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 Customer Care 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.

Note: The user role termination process is kicked off by submission of a PCS departing endorsement. If the member submits a new access form, and it is processed by PSC before the SPO submits the PCS departing endorsement, the system will terminate the new access. This is another reason to submit transactions in a timely manner.

# RELAD or Transfer to the IRR

**A**s of 15 March 2004 (*Yes. Over four years ago, yet....*) CGPC (rpm-2) assumed responsibility for maintenance of all IRR and all ISL personnel data records in accordance with ALCOAST 162/02. **The SPO PDR for a member released from active duty and/or transferred to the IRR shall be mailed to:**

COMMANDER (rpm-2)  
PERSONNEL COMMAND  
CGPC MS 7200  
US COAST GUARD  
4200 Wilson Blvd Suite 1100  
Arlington VA 20598-7200

Note new mailing address  
per ALCOAST 513/08

## Transfer to the IRR:

- When transferring a member to the IRR use position #00062025 at department # 002817.
- Use the Reserve Member Status page to change the

member's Employee Classification to **"IRR ASP"** and Reserve Training/Pay Code to **"H"** when departing the member to the IRR.

See the Reserve PCS/Change of Drilling Unit Assignment topic in the Direct-Access Online Manual for more information on PCS transfers for Reservists.

## RELAD to the IRR:

- Use the Reserve Status tab to change the member's Employee Classification to **"IRR ASP"** and Reserve Training/Pay Code to **"H"** when RELADing the member to the IRR.
- When releasing a member from active duty to the IRR use department ID **#002817**. The department ID is entered on the member's RELAD travel order.

**See the Release From Active Duty topic in the Direct-Access Online Manual for more information.**

## Lack of Counseling and Improper Reserve Assignments Resulting in SGLI Debts

*CWO Cindy Luna, PSC (mas)*

**W**e need help educating the field on SGLI for our reserve members. Our CG members are not being properly counseled when they are released from active duty and Reservists are also sometimes inadvertently assigned to a drilling unit which can cause negative SGLI premium to accumulate.

Once a month a report is generated at end of month compute. Our Separations Branch goes through the report and validates the negative SGLI premiums and then sends the reservist a notice of overpayment for their negative premium balance. The Reservist is referred to Debt Collections to make their SGLI arrears payment. Typically our Debt Collections section or our Customer Care Branch receives calls/emails from the Reservist stating they didn't realize they were being charged these premiums (sometimes not so pleasantly). We then have to refer the Reservist to their SPO or sometimes have to research and ultimately may have to send them to CGPC (rpm-2) for determination or to be fixed. We typically have about 10 of these a month and spend a lot of time on them.

The law says that a Reservist is eligible for SGLI coverage if the Reservist "volunteers for assignment to the Ready Reserve...and is assigned to a unit or position in which such person may be required to perform active duty, or active duty for training, and each year will be scheduled to perform at least twelve periods of inactive duty training that is creditable for retirement purposes".

When a Reservist is assigned to the SELRES, it's clear that the Reservist is eligible for SGLI. If a Reservist is sent to RET-2 or RET-1 status, it's clear that the Reservist is not eligible for SGLI (they're covered by VGLI instead). It gets complicated if a Reservist is assigned to the IRR. Under the Reserve Policy Manual, the IRR is considered part of the Ready Reserve. For an IRR member to be eligible for SGLI, the Reservist must meet the next section of the law, which is assignment to a drilling unit. What JUMPS logic does, in terms of IRR members, is shuts down their SGLI if the member has a Training Pay Category of H and the member's unit is 79-47900 (the non-drilling IRR).

Changing a member's Training/Pay Category to "H" will not stop SGLI deductions unless the member is also transferred to the IRR. JUMPS will also continue SGLI deductions if a member is released from active duty and assigned to any department ID/ OPFAC other than **002817/79-47900**.

### Designation of Beneficiaries and Record of Emergency Data

CG Form [PSC-2020D, Designation of Beneficiaries and Record of Emergency Data](#) (July 2008), has been revised. 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".

## Reimbursement for Excess Baggage Fees

Source: ALCOAST 405/08

In accordance with Joint Federal Travel Regulations (JFTR), VOL. 1 (Para U3015, and appendices (A) and (G)), accompanied baggage in excess of the maximum weight, size, or number of pieces carried at no additional cost (free) by a transportation carrier is excess accompanied baggage. Effective immediately, authorizing/order-issuing officials (AOs) may indicate on all travel orders that excess baggage is authorized, reimbursement not to exceed \$75. Receipts are required with submission of travel claims. Should a member incur excess baggage fees in excess of \$75, the AO should verify that the claim for reimbursement is proper and in accordance with Para U3015 of the JFTR. The AO must ensure that all claims for excess baggage charges are limited to the personal effects of a traveler necessary for official travel and are immediately needed upon arrival at the point of assignment. Material/equipment belonging to the government may be included as authorized excess baggage. Travelers who purchase airline tickets to accommodate circuitous or personal convenience travel, in conjunction with official travel, are entitled to reimbursement for excess baggage costs that would have been incurred if the entire trip was for official travel.

Some airlines may exempt government travelers from paying excess baggage fees but may require travelers to present government IDs and/or copies of official travel orders at time of check-in. Coast Guard travelers should be prepared to present military or government IDs and copies of official travel orders at the time baggage is checked in. Checked baggage fees cannot be charged to the Coast Guard Centrally Billed Account (CBA). Travelers who have their airline tickets charged to a Coast Guard CBA must be prepared to pay any assessed baggage fees at the time the bags are checked with the airlines. Checked baggage fees can be charged to the travelers individually billed government travel charge cards and claimed on travel vouchers as line items for miscellaneous reimbursable expenses.

Note: GSA has published the Baggage Allowance Fact Sheet (<http://tinyurl.com/BaggageFees>) to help military and federal travelers determine if they may be exempt from the new fees. The fact sheet is specific to those carriers under the City Program contract. It is intended to provide information and protect travelers under the contracted fares. The fact sheet shows the fee charged or if an exception is allowed by the carriers.

## PCS Reporting Endorsement and the “0900 Rule”

When completing the PCS Reporting Endorsement you should be aware that Direct-Access does not treat the Actual Report Date field as a day of duty unless it is the same date as the Actual Depart Date (which is treated as a day of duty). Therefore, you must not interpret the label of the field to literally denote the date a member first physically stepped aboard the unit. There are occasions when you will **use the day prior** to the date the member first reported as the Actual Report Date. An example can be found in Article 4.G.15. (Delay En Route During Execution of Orders) of the Coast Guard Personnel Manual. It is repeated below:

Orders authorize 10 days leave, no proceed time, no travel time, and date of detachment is 1 August. If the member uses maximum time allotted, count the periods as follows:

- 1 August Detached (day of duty)
- 2 to 11 August Leave period (10 days)
- The member must report for duty by 0900 on 12 August.

Under orders involving leave only, when the member reports

determines whether the reporting date is a day of duty or a day of leave. If the member reports at or before 0900, the day would be a day of duty; if he or she reports after 0900 the day is a day of leave.

### Assignment Officer's Notes on PCS Transfer Orders

This is a reminder to everyone involved in the creation of PCS transfer orders **not** to delete any notes appended by AOs to the orders. The AOs append notes that serve a purpose and it is very frustrating for them when those creating the orders delete them out to make room for their own required notes. The PCS Orders Procedural Guide in Direct Access states **"These notes should not be deleted without CGPC approval."**

The folks over at CGPC are starting to see a trend in regards to the deletion of their notes. There needs to be a halt put to this trend as it creates more work for people. Follow the procedural guide, and remember that no one should transfer without meeting the required obligated service.

# Natural Disaster Emergency Travel and Transportation Allowances for Military Members

Source: <http://www.uscg.mil/hq/cg1/cg122/Compensation/NaturalDisaster.asp>

Upon a mandatory evacuation order, the following general travel and transportation allowances apply:

**Uniformed service members:** Members who are ordered to evacuate an area are in a TDY status to a designated safe haven (temporary) location listed on their orders. Travel and transportation allowances are based on the safe haven location. Active duty members are not to be included on dependents evacuation orders. Reserve component members who are not on active duty are not authorized evacuation TDY orders.

**Dependents:** Dependents who are ordered to evacuate an area are in a TDY status to a designated safe haven location listed on their orders. Travel and transportation allowances are based on the safe haven location.

**Evacuation status termination:** When a member returns from a safe haven location with one or more dependents, all evacuation allowances cease for the entire family regardless of the location of other dependents. COMDT (CG-1222) may direct the early return of dependents, and termination of evacuation allowances, in certain areas before the evacuation period termination date. When requested through the

members chain of command, COMDT (CG-1222) may authorize one or more of the dependents to remain at the evacuation safe haven location with appropriate allowances.

**Reserve Members:** Members of the Reserve Component serving on active duty, and their dependents, may be authorized evacuation allowances if the principal residence of the reserve component member called or ordered to active duty is in the vicinity of the evacuated duty station.

**Travel Allowances:** Local travel allowances in the vicinity of the safe haven or designated place (area where family sets up a more permanent Household) must not be paid if reimbursement is being received for expenses incurred in renting a motor vehicle.

**Alternate Safe Havens:** Requests for alternate OCONUS safe haven evacuations must be approved by COMDT CG-1222 before evacuation allowances will be paid.

**Designated place:** COMDT CG-1222 must approve the requests for members desiring to convert the safe haven to a designated place. If the designated place has a higher BAH rate, CG-1222 must also approve payment of the applicable BAH for the requested designated place.

## Direct Access Award Codes Update

Codes for the following awards were added to the DA Honors and Awards code table:

Award	Code
Vice Presidential Service Badge	CGVPSB
CG Combat Action Ribbon	CG CAR
Navy Combat Action Ribbon (new)	USN CAR
Armed Forces Reserve Numerical Mobilization Device	CGAFRNMD

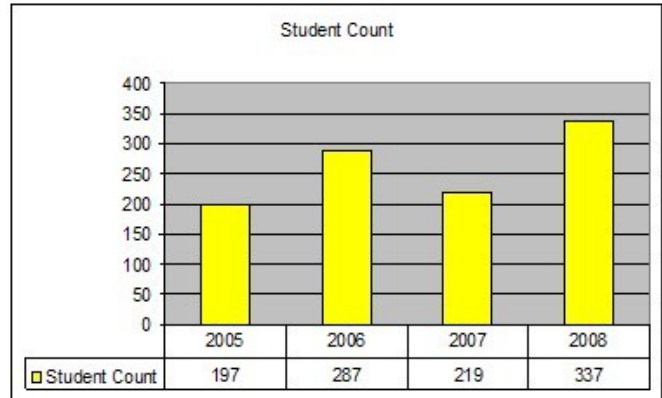
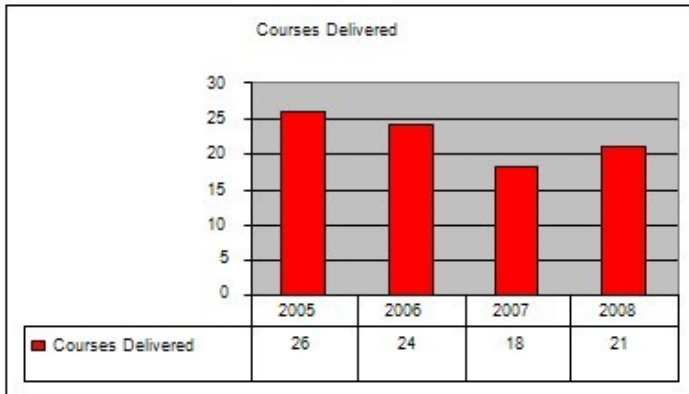
If an Honor or Award Code is not present, contact PERS3 Victor Hughes (current occupant of position), CG-1221 at (202) 475-5384 to initiate the process of having it added to the database. After the new code is approved, PSC will be notified to update the award table in DA. After the update is completed you can complete the transaction.

## PSC Procedures and Development to Offer New Workshops in 2009

Karen Emmot, PSC (P&D)

The PSC Procedures and Development team have been working hard to make changes and create new information based on the participant feedback from our past workshops. Yes, we do really pay attention to what you have to say and take all of your ideas and comments very seriously!

Since beginning our workshop offerings in 2005, we have been privileged to meet more than 1,000 military and civilian members seeking guidance and direction on the Military Human Resource and Travel Systems. We have traveled to every district, some more than once, throughout the years and the following charts show how many of you have actually taken advantage of what we have to offer.



With the exception of the 2007 season, due to Global Pay for Retirees, we have been in full swing with little down time to update our curriculum offerings. Due to this fact, PSC P&D stopped offering our workshops after June 2008 to focus all of our attention on producing new products and services for all CG members.

With the 2009 season just around the corner, we are thrilled to be able to offer a variety of workshops to meet everyone's needs.

**Please stay alert for the release of our new schedule coming in December 2008.** The new offerings will cover the following topics:

\* **HUMAN RESOURCE SYSTEMS – UPDATED** workshops designed for all HR personnel working with the Direct Access and JUMPS systems.

\* **RESERVES** – This is a **NEW** workshop designed to address all CG Reserve members or members that work with training the Reserves at their unit in HR System document submission. ***(Please pass this new course information to your out-lying units)***

\* **TRAVEL AO** – This is a **NEW** workshop designed to provide all CG Travel Authorizing Officials with the basic skills needed to perform the duties of the assignment and advise travelers on the correct policies and procedures. ***(Please pass this new course information to your out-lying units)***



On behalf of the entire P&D team we thank you for your continued support, vital feedback, and genuine interest in all of our products and services. We look forward to fulfilling your needs this upcoming season at PSC or at your local unit. Please feel free to contact us anytime [PSC-PF-PD@uscg.mil](mailto:PSC-PF-PD@uscg.mil) with questions, comments, or to request attendance at any of our workshop offerings.

## Retirement Processing

Servicing Personnel Offices (SPOs) play a key role in establishing pay accounts for new retirees. Retirement transactions must be processed and approved in Direct-Access in a timely manner. PSC (ras) cannot establish the retired pay account until the SPO completes the retirement process.

See E-Mail ALSPO J/07 for more information—<http://www.uscg.mil/hr/psc/alspo/2007/j07/RetirementProcessing.pdf>.

**A retired pay account can not be established until the SPO submits the retirement transaction.**

### New PSC Customer Satisfaction Survey

*PSC Customer Advisory Council*

Coming Soon: October 2008

*“We can’t make the changes you need unless we hear from you.”* Although the statement is true, the challenge remains, industry-wide. One great method for hearing the Voice of the Customer is through surveys, and PSC is pleased to announce a revised, shorter version. Simply put, the former survey was not giving us the results we needed—too few of you were taking it—so it was incumbent upon us to determine what improvements were necessary. Here are a few:

- It’s shorter—reduced from 15 statements to 5
- It’s very specific to the topics of
  1. Timeliness,
  2. Accuracy,
  3. Fully Explained/Resolved,
  4. Courtesy, and
  5. Process/Organization.

There will be two methods for taking PSC’s Customer Satisfaction Survey. One will be distributed through periodic random samplings of those of you who would have recently worked with PSC. The other will always be available to you through hyperlinks, much the same as what is done currently.

As our valued customers, your input is always appreciated.

### PSC Plank Owner to Retire

Ms. Yvonna Bacon of PSC's legal office will retire after 36 years of federal service on 31 Oct 2008. Many of you worked with Yvonna over the years as she helped you process child support garnishments, and approved BAH applications for Coast Guard members. To recognize Yvonna's contribution to Coast Guard members, PSC is compiling a memento book we will present upon her retirement. If you would like to send comments, stories, or well wishes to a very much valued Coast Guard employee, please forward them to [Valerie.L.Hanks@uscg.mil](mailto:Valerie.L.Hanks@uscg.mil).



### Sale of Special Leave Accrual (SLA)

Per E-Mail ALSPO I/08, sale of SLA (See ALCOAST 396/08 for eligibility - <http://www.uscg.mil/announcements/alcoast/alcoast396.08.txt>) will not be input into Direct-Access by Servicing Personnel Offices. PSC (mas) will make payments for sale of SLA via a special credit process. Eligible members, who want to sell SLA must complete Form PSC-2046, Application to Sell Special Leave Accrual (<http://www.uscg.mil/hr/psc/forms/psc2046.pdf>), and forward it to their SPO. The SPO will verify the member's leave balance (ensuring all leave transactions have processed through JUMPS) and forward the application to PSC (mas) (no later than 1 December) for payment.



**FY2009 Special Duty Assignment Pay (SDAP) Codes**See E-Mail ALSPO J/08 (<http://www.uscg.mil/hr/psc/alspo/2008/J08-FY09SDAP.pdf>) for more information.

<b>Billet</b>	<b>DA Code</b>	<b>Level</b>
MCPOCG	CMC-MC	SD5
MCPOCGRF	CMCRES	SD5
CMC (AREA/HQ)	CMCFO	SD4
CMC (DISTRICT/MLC/JIATF/DOG/DANTES)	CMCIAO	SD3
CMC (CG ACADEMY)	CMCCGA	SD2
CMC (CPO ACADEMY/CMC COURSE/SECTOR CMC & CSC, RFMC)	CMCCHF	SD1
CMC (PSC)	CMCPSC	SD1
CMC (CGRC)	CMCTR1	SD1
CMC (TRACEN CAPE MAY)	CMCTR3	SD2
CMC (TRACEN PETALUMA/TRACEN YORKTOWN)	CMCTR2	SD2
CMC(MFPU/PATFORSWA)	CMCOS	SD1
NSF (RESPONSE SUPERVISOR)	NSF-RS	SD3
NSF (RESPONSE TECHNICIAN)	NSF-RT	SD2
NSF (RESPONSE MEMBER)	NSF-RM	SD1
LEDET (AERIAL GUNNER)	LEDETG	SD1
LEDET (BOARDING OFFICER)	LEDETB	SD2
LEDET (DEPLOYABLE TEAM LEADER)	LEDETD	SD3
MSST (DEPLOYABLE FP BOARDING OFFICER)	MSSTBO	SD1
MSST (CANINE HANDLER)	CANINE	SD1
MSST (DEPLOYABLE TEAM LEADER)	MSSTTL	SD2
MSRT (DAS TROOP LEADER)	MSRTTR	SD1
MSRT (DAS SQUAD LEADER)	MSRTSL	SD1
MSRT (CBRNE SQUAD MEMBER)	MSRTCB	SD2
MSRT (CANINE HANDLER)	CANINE	SD1
MSRT (FLIGHT MECHANIC AERIAL GUNNER)	MSRTAG	SD1
HELICOPTER RESCUE SWIMMER	HELORS	SD4
USDAO ATTACHE SUPPORT STAFF	DETACH	SD3
ENLISTED SPECIAL AGENTS	SPECAG	SD2
OIC ASHORE	OICASH	SD5
COXSWAIN (SURFMAN)	SURFCT	SD4
COXSWAIN (HEAVY WX)	COXHWC	SD2
COXSWAIN (NCV PURSUIT)	COXNCV	SD2
NCV PURSUIT BOAT CREW MEMBER	NCVPST	SD1
D17 ATON TEAM	D17	SD1
HITRON (AVIATION GUNNER)	HITRON	SD1
HONOR GUARD	HONOR	SD2
ITD (DEPLOYABLE TEAM LEADER)	ITDLDR	SD2
ITD (DEPLOYABLE TEAM MEMBER)	ITDMBR	SD2
INDEPENDENT DUTY FSO (87-CPB/110-WPB)	IDFSO	SD1
RECRUITER (SUPERVISOR)	RECSUP	SD3
RECRUITER (PRODUCTION)	RECPRO	SD3
OIC AFLOAT	OICAFI	SD5
RECRUIT BATTALION COMMANDER	RECBAT	SD3
RECRUIT SECTION COMMANDER	RECSEC	SD5
RECRUIT COMPANY COMMANDER	REC-CC	SD5
RECRUITING SCHOOL STAFF	RSINST	SD1
TRATEAM (DEPLOYABLE TEAM LEADERS)	LTMLDR	SD2
TRATEAM (TEAM MEMBERS)	LTMMBR	SD1

## New Password Requirements for TOPTS/JUMPS Access

**O**n September 15th, PSC implemented a change to the JUMPS system passwords to comply with USCG System Security Policies. The next time that you change your password for JUMPS you will be required to include a 'National' or 'Special' character in your password.

The National characters consist of the characters @, #, and \$. If you receive a message when you next attempt to change your password that 'IKJ56414I NEW-PASSWORD IS INVALID FOR RACF' please check to make certain that your password contains one of these 3 national characters, contains at least one letter, at least one number, and that it is 8 characters long.

### Retirement Certificates

Members who are to retire after January 2009 will not receive a Presidential certificate until the signature of the new president is received by PSC (ras).

### Reporting TDY in Direct Access — Update

**E**-Mail ALSPO message A/08 announced the elimination of the Direct Access TDY Entitlements (*P620 - Change Subsistence and/or Career Sea Duty Entitlements Due to TDY/ Permissive Orders*) transaction and promulgated new procedures for recording changes to enlisted Basic Allowance for Subsistence (BAS) and/or Career Sea Duty Pay/Time (CSP) for members performing temporary duty (TDY).

We have noticed a couple of mistakes SPOs often make in connection with submitting transactions for refund of the Discount Meal Rate (DMR) for members on TDY, they are:

1. Stopping BAS-DMR: In order for the refund of DMR to work there must be an open BAS-DMR segment in JUMPS. Otherwise, there's nothing to refund. Do not submit a Refund of DMR transaction if the BAS-DMR entitlement row is stopped.
2. Overlapping Refund of DMR with Leave: Do not include the number of meals missed or the dates when a member was on leave. The leave transaction (Vacation Request), provided one is submitted, will automatically credit missed meals for members who take leave while on TDY. Submitting a Refund of DMR with dates overlapping a leave period will result in overpayment.

We have updated the Direct-Access Users Guide for TDY Entitlements (<http://www.uscg.mil/hr/psc/da/TDYEntitlements.pdf>), that was originally published as enclosure (1) to E-Mail ALSPO A/08, with warnings to avoid these errors.

### VA Announces On-Line Claims Application

**T**he Department of Veterans Affairs (VA) announced, on 16 July 2008, that on-line applications are now accepted from veterans, survivors and other claimants filing initial applications for disability compensation, pension, education, and vocational rehabilitation and employment benefits without the additional requirement to submit a signed paper copy of the application.

Effective immediately, VA will now process applications received through its on-line application website (VONAPP) without the claimant's signature. The electronic application will be sufficient authentication of the claimant's application for benefits. Normal development procedures and rules of evidence will still apply to all VONAPP applications.

VONAPP (<http://www.va.gov/onlineapps.htm>) is a Web-based system that benefits both internal and external users. Veterans, survivors and other claimants seeking compensation, pension, education, or vocational rehabilitation benefits can apply electronically without the constraints of location, postage cost, and time delays in mail delivery.

VONAPP reduces the number of incomplete applications received by VA, decreasing the need for additional development by VA claims processors. The on-line application also provides a link to apply for VA health care benefits and much more.

Over 3.7 million veterans and beneficiaries receive compensation and pension benefits from VA and approximately 523,000 students receive education benefits. Approximately 90,000 disabled veterans participate in VA's Vocational Rehabilitation and Employment program.

For more information about VA benefits, go to VA's website at <http://www.va.gov> or call their toll-free number at 1-800-827-1000.

# Reserve Orders Contingency Data Codes & Medical Holds


LT Richard Lavigne, COMDT (CG-1311)

There are now three authority codes in the Contingency Data Table for Title 10/ADSW-AC OIF/OEF orders in Direct Access.

Operational ID	Authority	Duty Type	Description
4.00	12301(D)	ADSW-AC	Expeditionary SPOE
13.0	12302	Title 10 (Involuntary )	Expeditionary SPOE
23.0	12301(H)	ADSW-AC	OIF/OEF Medical Hold

As shown in the below excerpt from the Direct Access Reserve Orders Users Guide (<http://www.uscg.mil/hr/psc/da/ReserveOrders.pdf>), SPOs need to make sure they select the proper codes when creating Reserve Orders. We have seen issues where a SPO selected a conflicting Duty Type on the first tab of the reserve orders page. They selected T10 for duty type, however when they went into Contingency Table they selected ADSW-AC EXPEDITIONARY SPOE. They had to cancel the orders because contingency data cannot be changed once the orders are approved.

**Entering the Operational ID number** (you can use the lookup icon to search for the ID):

\*Operational ID:  

Note: For each operation there will be multiple IDs, including one for ADSW-AC orders and one for Title 10 or Title 14 orders. You must choose an option that matches the duty type of the orders you are issuing.

**Lookup Operational ID**

Operational ID:

[Basic Lookup](#)

**Search Results**

View All First  1-10 of 10  Last

Operational ID	Start Date	Authority	End Date	Coast Guard	Duty Type	Description
<a href="#">0000001.00</a>	09/11/2001	12301(d)	(blank)	ADSW-AC		Operation Noble Eagle
<a href="#">0000003.00</a>	09/11/2001	12301(d)	09/30/2005	ADSW-AC		MTSA
0000004.00	09/11/2001	12301(d)	(blank)	ADSW-AC		Expeditionary SPOE

If the SPO selects ADSW-AC orders for Duty Type on the first page, they must select either ADSW-AC (EXPEDITIONARY SPOE (12301(d) or OIF/OEF MED HOLD (12301(h)). See E-Mail ALSPO D/08, Direct Access Reserve Mobilization Orders Changes (<http://www.uscg.mil/hr/psc/alspo/2008/D08ReserveOrders.pdf>), or the Direct Access Reserve Orders User’s Guide (page 30) for detailed procedures.

Per ALCOAST 390/08 (<http://www.uscg.mil/announcements/alcoast/ALCOAST39008.txt>), reserve members retained on Active Duty for medical reasons shall have their current orders terminated i.e. 12301(d) or 12302, and will be placed on new 12301(H) orders.

Please contact COMDT (CG-1311); LT Richard Lavigne, CWO Lisa Evers, or CWO Ray Dalton with any questions.

## FY 2009 ADT/IDT Limit Exceptions

*LT Coombs, COMDT (CG-1312)*

**S**ELRES members assigned to the following units are authorized a maximum of 60 IDT drills and 15 days ADT in FY 2009.

The list is the same as last FY with the addition of USCENTCOM (highlighted in yellow).

Unit	Dept ID
PSU 305	000632
PSU 307	000771
PSU 308	000773
PSU 309	000633
PSU 311	000631
PSU 313	000772
PSU 312	006978
PSU 301	006979
NCWRON 21	000340
NCWRON 25	000675
NCWRON 26	000694
NCWRON 30	000673
NCWRON 33	000698
NCWGRU ONE - PACIFIC	000700
NCWGRU TWO - ATLANTIC	000699
SMTC	006828
CGRU USSOUTHCOM	007808
<b>USCENTCOM</b>	<b>008004</b>
CGRU JTRU US TRANSCOM	007810
CGRU USJFCOM	007809
CGRU USNORTHCOM	008810
MSST SEATTLE (91101)	006568
MARITIME SECURITY RESPONSE TM	008532
MSST LA/LB (91103)	006586
MSST GALVESTON (91104)	006587
MSST SAN FRANCISCO (91105)	006983
MSST NEW YORK (91106)	006820
MSST HONOLULU (91107)	007037
MSST KING'S BAY (91108)	006842
MSST SAN DIEGO (91109)	007038
MSST BOSTON (91110)	006968
MSST ANCHORAGE (91111)	007039
MSST NEW ORLEANS (91112)	007048
MSST MIAMI (91114)	007049

Direct-Access will be setup to allow 60 drills for the units listed above.

In accordance with Paragraph 2.B.4, of the Reserve Policy Manual, COMDTINST M1001.28(series), SELRES members assigned to other units are authorized a maximum of 48 drills per fiscal year.