

Servicing Personnel Office News

United States Coast Guard Pay & Personnel Center



Registration Open for 2009 SPO/Admin Workshop

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We are pleased to announce the dates for our annual PPC Topeka SPO/Admin Workshop to be held 22 through 24 September 2009, here in Topeka. The conference theme will be *"Customer/Supplier/Partner"* and reflects the role of SPOs with PPC and other stakeholders, working to deliver critical personnel services to the field.

We have scheduled a great agenda of relevant topics for SPOs and administrative yeomen based upon your feedback from last year's training workshop and the many changes currently taking place within the Coast Guard. It is important to note that this training workshop is considered "mission critical" for field personnel working in the personnel services arena for travel guidance purposes. We will have many subject-matter experts from Headquarters and other units providing the instruction, as well as our own PPC experts presenting a wealth of information.

Commander, Personnel Service Center Arlington will be our key note speaker. Rear Admiral Neptun will cover the latest developments in CG modernization, SPO transitions, and his vision of SPO service line management within the context of CG PSC Arlington's mission to deliver integrated personnel support for the Coast Guard's military workforce.

Similar to past years' events, PPC Topeka and other subject-matter experts will provide training and information on Direct Access, e-Travel and T-PAX, accessions, enlisted contracts, and reserve transactions. You will also learn about advancements, separations, PCS orders, as well as the most effective and efficient ways to interact with PPC to quickly address challenges.

Additional topics include the Coast Guard-wide data self validation, and other audit initiatives that affect PDR management, document retention, transactions, and other critical data maintained within Direct Access (D/A). You will also learn more about the SPO Metrics cube to query D/A data and report on the timeliness and accuracy of SPO data entry. We will update you on how you may gain the greatest benefit from using this tool to monitor your SPO, and help identify training and other needs. Get an advance look at this tool by clicking on the following link: (<http://cgbi.osc.uscg.mil/>) [Enter "SPO Metrics" in the Search field at the top, right-hand, corner of the page. Ed.]



September 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Pay & Personnel Center's Annual SPO Workshop, Topeka, KS!

(Continued from page 1)

Finally, the YN Rating Force Manager and YN Assignment Officers will be available to discuss rating-specific career information and issues of concern for yeomen at all levels. This is a great opportunity to speak to them directly and hear their thoughts in an open forum.

Workshop Registration:

Registration is simple! To register, e-mail CPO Zandra Sneed at zandra.sneed@uscg.mil. The registration deadline is **7 August 2009**. We are limited by our venue at the Kansas historical Museum (<http://www.kshs.org/places/museum.htm>) to 200 people, so please don't delay - register now. When you register please include the top three subjects of interest you want to hear about at the workshop!

I strongly encourage SPO chiefs and other leaders to attend this important workshop if at all possible. Put in your request with your command for travel funds (No PPC funding is available) and come out to learn the latest in your world of work so that you can take the information and improved skills back to your unit!

Thank you -- I look forward to seeing you in September in Topeka!

J. D. PHILLIPS, Captain, USCG
Commanding Officer
Pay & Personnel Center (PPC) Topeka

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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SPO Metrics Data Cube Measures

CWO C. Luna, PPC (mas)



An upcoming ALSPO will announce a change to the timeliness, exception cycles and accuracy standards for performance in the SPO Metrics cube. This change will reflect more challenging standards for all of us.



U. S. Coast Guard Pay & Personnel Center

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New SRB Multiples

Commandant (CG-1) announced the following SRB multiples which are effective on 16 July 2009:

ZONE-A SRB Multiples:	Effective 16 July 2009
BM2*, BM1*	0.7
*SRB "Kicker" Eligibility: Boatswains Mates who possess any of the Surfman Competency Codes (CXNNLBS, CXNSJ, CXNSK, CXNSM, OR CXNSU) will receive an additional four (4.0) kicker added to their SRB multiple	
EM2, EM1	1.5
ET2**, ET1**	1.1
**SRB "Kicker" Eligibility: Electronics Technicians who possess the MK92FCS Competency Code will receive an additional three (3.0) kicker added to their SRB multiple.	
FS3	0.8
FS2, FS1	2.3
GM3***	0.8
GM2***, GM1***	1.6
***SRB "Kicker" Eligibility: Gunners Mates who possess the MK75 Competency Code will receive an additional one (1.0) kicker added to their SRB multiple	
IS3, IS2, IS1	0.8
IT3	0.8
IT2, IT1	1.8
OS2, OS1	0.7

ZONE-B SRB	Effective
EM2, EM1	1.0
FS2, FS1	1.5
GM2***	1.0
GM1***	0.75
***SRB "Kicker" Eligibility: Gunners Mates who possess the MK75 Competency Code will receive an additional one (1.0) kicker added to their SRB multiple	
IS2, IS1	0.5
IT2, IT1	0.5
OS1	0.5

Members receiving SRB kickers must maintain that competency code for the length of their entire contractual obligation unless the code is removed for no fault.

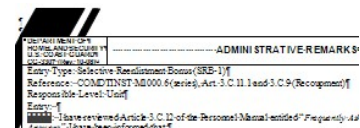


U. S. COAST GUARD COMPETENCY MANAGEMENT SYSTEM MANUAL



All SRBs are paid in lump sum minus a 25% tax withholding.

Members should realize there are potential tax implications and, therefore, may want to consider a Thrift Savings Plan (TSP) bonus contribution.



Commands will ensure the appropriate Administrative Remarks are completed IAW PPPM, enclosure (6)

Critical Skills Training Bonus (CSTB) Ratings and Amounts



The Critical Skills Training Bonus (CSTB) program authorizes incentive payments to non-rated members who affiliate with critical ratings by attending Class "A" school or enrolling in a striker program.

As announced in ALCOAST 352/09, here are the ratings and bonus amounts authorized effective 16 July 2009:

Rating	Amount	Notes
EM	\$6,000	Complete EM "A" School or Strike
ET	\$4,000	Complete ET "A" School
OS	\$6,000	Complete OS "A" School AND agree to obligate a minimum of 04 years active duty upon graduation.

More information about the CSTB program and the agreement form can be found in Chapter 3.F of the Coast Guard Personnel Manual.

Reserve Long-Term Active Duty Orders

Stop Dates are not Required for Pay Entitlement Entries

Steve Maupin, PPC (mas)

When entering entitlements for reserve members on long term orders, please use the Direct-Access SPO Manual VOL VII, CHAP 4, Reserve Orders Guide. Enter the start date for each entitlement, but do not enter stop dates.

These dates will be set by the Direct-Access auto date function when the RELAD or separation processes. If the member's orders are extended or shortened, the entitlement rows will remain open or will close accordingly without any manual intervention needed.

By following these procedures [in the Reserve Orders Guide], there will be less action needed by the SPO, less pay problems, and better service to our Coast Guard Reservists.

*Start Date	Start Time/Seq	Stop Date	Stop Time/Seq	*Earnings Type	Description
1 12/05/2005	0000		0000		

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:
 - 27-28 June
 - 18-19 July
 - 1-2 & 15-16 August
 - 12-13 & 19-20 September

Communicating with the CGPSC Self-Validation Team

By: ENS K. Dann, CGPSC, Self-Validation Team

Over the next few weeks, the SPO's will be working with the TAD Self-Validation Team at the Personnel Service Center to identify members who have not completed the Direct Access self-validation with their reason why and, additionally, correct errors identified during the self-validation process. In response to ALCOAST 333/09, the TAD Self-Validation team has received multiple replies with minimal information from various units and members. In order to react more efficiently to these emails, the following must be included in every email concerning members that have NOT completed the self-validation:

- Full name as it appears in Direct Access (i.e. CDR Jonathan Doe NOT CDR John Doe)
- Employee Identification Number
- Department Identification Number (i.e. 123456)
- Reason Validation is incomplete (i.e. Member on Terminal Leave until Retirement on 01-JUL-09.)
- If in the process of a PCS transfer, need the member's new DEPT ID and expected arrival date.

When a member identifies an error on the self-validation form, they are responsible for providing the SPO with documentation supporting the necessary

change. Upon receiving the documentation, either verify or correct the information by making the appropriate changes in Direct Access or forwarding the document to the Pay & Personnel Center if you can not or are not authorized to make that correction. For further guidance on this process, refer to E-mail ALSPO C/09 (PDF).

If you did not forward the document to PPC for action (e.g. The discrepancy was correctable at the SPO level or the member reported a "False Negative"), send the document to the Validation Team after correcting or verifying information in Direct Access. Email: ARL-PF-CGPSC_Validations@uscg.mil. Be sure to save the document as a "PDF" file with the name including the member's EMPLID. If there is more than one document per person, include a letter designator for the sake of differentiation. (i.e. 1234567a.pdf, 1234567b.pdf)

When you forward the documents to the Validation Team, do not combine different members' forms in one email. If necessary, send multiple emails to ensure the documents attached only reference one member; use their EMPLID as the e-mail subject line. The Self-Validation Team requires this data to complete the necessary quality assurance checks and ensure the documents are imported into the member's I-PDR.

YEOMAN ACCESS – DON'T ABUSE IT!

Bill Patterson, PPC (adv)

We have encountered several instances recently where yeomen were found to have abused their Direct-Access privileges and faced UCMJ action because of it.

Yeomen are granted special privileges to accomplish their mission and are trusted to use that access only for their official duties. You are not to use it to view records of your friends or others, to see the test scores of your competition, to help unauthorized personnel get information on someone, to collect gossip material, or to make changes in records that are beyond your official duties.

The managers of the Direct-Access system have the ability to track many of the entries you make in Direct-Access and identify who made the entry and when. That can be something like who entered an award, who last "touched" an EER, who entered an advancement transaction, or who is collecting information on their advancement competition.

This type of information has been provided to commands and to legal staffs and some of your fellow YNs have paid a heavy price for helping out a friend, for being nosy, or for trying to abuse the system. *Just a word to the wise.*

SWE Sea/Surf Duty and Awards Point Policy Change

ALCOAST message 318/09 announces a policy change to the procedure for crediting points for sea time, surf time, and awards in the final multiple on the servicewide examination. Effective 1 January 2010, Para 5.C.16 and Para 5.C.3.b. of the Personnel Manual, COMDTINST M1000.6 (series) are changed to authorize final multiple credit for only that sea time, surf time, and those awards earned at a member's current pay grade when their date of rank in that pay grade is 1 January 2010 or later. This change will be implemented with the following rule:

- All members will receive full credit for all earned Coast Guard sea time, surf time, and all awards currently authorized final multiple points for their first advancement on or after 1 January 2010.

SWE Sea/Surf Duty and Awards Policy FAQ
<http://www.uscg.mil/ccs/cmc/faq/faqs.pdf>

For example, a member who is not advanced in 2010 but at a later date will continue to receive all earned Coast Guard credit for sea time, surf time, and all awards currently authorized. All subsequent advancements will be based on the new policy.

Visit the MCPOCG All Hands Blog (<http://coastguardallhands.blogspot.com>) for more information on this policy change.



In this photo released by the Coast Guard, Petty Officer Truman N. Skang, an electrician's mate at Sector Seattle, receives the Silver Lifesaving Medal from Rear Adm. John P. Currier, Commander, 13th Coast Guard District, at Integrated Sector Command Seattle on Wednesday, June 10, 2009. In July of 2008, Skang, off-duty at the time, rescued a man from a vehicle that plunged into Puget Sound in Des Moines, Wash. (Coast Guard photo by/Petty Officer 3rd Class Colin R. White). Petty Officer Skang may be authorized 4 award points for the medal for his first advancement on or after 1 January 2010 (assuming he competes in a SWE after the May 09 SWE)

ISC Ketchikan YN1 Receives Military Surface Deployment and Distribution Command Award

ALCOAST 338/09
 COMDTNOTE 4050

SUBJ: Military Surface Deployment and Distribution Command (SDDC) Award for Exceptional Traffic Management Winner

1. I am very pleased to announce that Petty Officer Cecilia T. Dupree of ISC Ketchikan has been selected to receive the Military Surface Deployment and Distribution Command (SDDC) Award for Excellence in Traffic Management. This award recognizes a Coast Guard traffic manager for outstanding individual achievement during the year 2008.

2. Petty Officer Dupree continually excelled as the primary individual responsible for providing household

goods (HHG) and privately owned vehicle transportation counseling at ISC Ketchikan personal property shipping office (PPSO). During 2008 she flawlessly processed over 400 HHG shipments for members assigned to forty three Coast Guard units in seven isolated communities from Ketchikan to Homer, Alaska. In addition, Petty Officer Dupree organized and facilitated PPSO Ketchikan's annual agent symposium, inviting local moving agents to Juneau, AK to discuss multiple HHG topics. This conference provided lessons learned as well as covering new regulations, policies and updates. Her efforts bridged the knowledge gap between the customers and serving agent, which allowed for future

effortless and relatively stress free HHG moves.

3. Petty Officer Dupree will be honored along with award recipients from each military service, the Defense Logistics Agency, the Army and Air Force Exchange Service and the Defense Contract Management Agency at the annual National Defense Transportation Association (NDTA) Forum in Nashville, TN 19-23 sep 2009.

4. Congratulations to Petty Officer Dupree.

5. Mr. Curtis B. Odom, Director of Personnel Management, sends.

Competency Codes for Officers

COMDT (CG-1B1)

SPOs should not make any changes to Officer Billet Codes (OBC) or add any Officer Specialty Codes (OSC) codes during the transition to the new Officer Specialty Management System.

The Future Force Office (CG-1B1) is currently working with the Office of Workforce Forecasting (CG-12A) and the Personnel Service Center (PSC) on a series of pilot programs to develop best practices before assigning Officer Specialty Codes (OSC) to officers in DA. The pilots require officers to review their Employee Summary Sheets (ESS), a Coast Guard Business Intelligence (CGBI) tool recently detailed in ALCOAST 154/09, which summarizes Officer Competencies, Specialties, Assignment History, Education, etc. Pilot Program participants compare their ESS data with the requirements in the Officer Specialty Templates to assess the accuracy of their assigned OSC. This will lead to the development of best practices to assign and validate OSC to the remainder of the Officer Corps. The lessons learned and recommendations from the recently completed Phase One Pilot involving the Assignment Officers (AO) in PSC-OPM-2 have been incorporated in the Business Rules for upcoming phases of the Pilot Program. Subsequent phases

will include the remaining officers in PSC-OPM and RPM (3RD QTR FY09) as well as a final phase at a Sector (Late 3RD QTR FY09). Once all Pilot Program feedback is analyzed, OSC will be assigned to the remainder of the Officer Corps and a separate ALCOAST will be released providing a detailed process for officers to validate their OSC. Officers will have the opportunity to request a review if they believe an incorrect OSC was assigned. Officers are encouraged to review their ESS per the guidance in ALCOAST 154/09 in preparation for the service-wide OSC validation initiative. We envision an annual OSC validation process conducted much like the OER Review process.

Due to the strategic intent of the Pilot Programs discussed above, ALL OFFICERS must refrain from engaging with SPO or ADMIN staffs to update legacy OBC or add new OSC data to their individual records at this time. SEVERAL RECORDS HAVE RECENTLY BEEN ANNOTATED TO SHOW THE NEW OSC AND THOSE NOT AUTHORIZED WILL BE REMOVED BY CG-1B1. THIS IS NECESSARY TO ENSURE THE DATA INTEGRITY OF THE OSMS.

New Date Fields Added to the Honors and Awards Component in Direct-Access

The Direct Access Honors and Awards (Individual) Component (*Develop Workforce, Manage Competencies (GBL), Use, Honors and Awards*) now includes fields to show the periods of meritorious service and/or acts.

inclusive period (e.g., June 2008 - November 2009). Awards for performance of a specific meritorious achievement or act will include the date, month and year for the inclusive period (e.g., 24 November 2008, 25 - 29 June 2009, or 22 May 2009 - 15 June 2009). The new date fields in Direct Access require the full date to be entered (e. g. 05/01/2009 for 01 May 2009). Therefore, when entering an award that only includes the month and year for the inclusive period (e.g., June 2008 - November 2009) you should use the first and last days of the month(s) to construct a complete date (e.g., From Date: 06/01/2008 - To Date: 11/30/2009 for an award that spans the period June 2008 - November 2009).

Per 1.B.3 of the Awards Manual, awards will be made for either a period of meritorious service or for performance of a specific meritorious achievement or act. Citations and certificates for awards for an extended period of meritorious service are denoted by the month and year only for the



The Honors and Awards Page with new date fields

Western Hemisphere Travel Initiative - Foreign PCS Travel for Dependents

LT Dana Rupprecht, COMDT (CG-DCO-I)

The Coast Guard Director of International Affairs & Foreign Policy (CG-DCO-I) wants to make you aware of some potential concerns in light of the upcoming implementation of phase two of the Western Hemisphere Travel Initiative (WHTI) on 01 June 2009. The International Affairs office has received a lot of questions concerning passports for dependents traveling under PCS orders to Alaska (via Canada) and other foreign countries thus the reason this announcement.

PCS TRAVEL TO & FROM ALASKA (through Canada):

Dependents must have a passport for travel to or from Alaska if they plan to enter Canada for any portion of their transit. This is not a Canadian requirement, this is a United State requirement.

CHILDREN: U.S. citizen children under the age of 16 will be able to present the original or copy of their birth certificate, or other proof of U.S. citizenship such as a naturalization certificate or citizenship card.

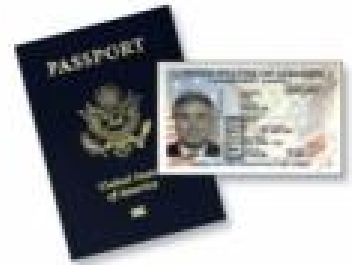
1. Dependents can have a valid tourist passport or a dependent no-fee passport. If dependents already have a tourist passport at the time PCS orders are issued, they do not need to apply for the dependent no-fee passport.
2. If dependents **DO NOT** have a tourist passport at the time PCS orders are issued, they should apply for the dependent no-fee passport.

NOTE: If dependents apply for a tourist passport for the PCS transfer they will **NOT** be reimbursed by the USCG.

Q *Why can dependents travel on tourist passport or dependent no-fee passport?*

A The requirement to have a passport to re-enter the U.S. is a Department of Homeland Security requirement. The issuance of the dependent no-fee passport vice the tourist boils down to cost. If the dependents already have tourist passport then there is no need to obtain the dependent no-fee passports for travel through Canada.

Do You Have Your U.S. Passport?



It is important to apply for the dependent passports if the dependents **DO NOT** have a tourist passport. It is not realistic to expect that a family traveling to or from Alaska (via Canada) should spend several hundreds of dollars to obtain passports for their travel. The dependent no-fee passport is free for dependents vice the \$60-\$80.00 cost for a single tourist passport. There may be some minimal cost to apply for the dependent no-fee passport (passport photos and/or processing fee at a local U.S. post office). Those types of expenses are reimbursable on the PCS travel claim per JFTR, Appendix G.

PCS ASSIGNMENT TO A FOREIGN COUNTRY (does not include Canada):

1. Dependents **MUST** apply for a dependent no-fee passport for a PCS tour abroad. The dependents are authorized to use the dependent no-fee passport any foreign travel performed while they are assigned overseas with the active duty member.
2. If a dependent wishes to apply for a tourist passport for a PCS tour abroad they may do so but there is no reimbursement for the tourist passport.

For all dependent passport questions or concerns please contact the Passport & Visa Staff (Tel. 202-372-4465/4474/4476) or the local Coast Guard Certified Passport Agent (a listing of passport agents is available from the Servicing Personnel Office).

For more information on the WHTI, please visit the websites below:

- Western Hemisphere Travel Initiative:
http://travel.state.gov/travel/cbpmc/cbpmc_2223.html
- http://www.getyouhome.gov/html/eng_map.html

VA Accepting Applications for Post-9/11 GI Bill Benefits

The Department of Veterans Affairs is now accepting and processing applications for the Post-9/11 GI Bill. You should complete and submit the application form available online and will receive a letter explaining VA's decision regarding your eligibility for the program.

eligible for benefits under the Montgomery GI BILL-Active Duty (MGIB-AD), Montgomery GI Bill-Selected Reserve (MGIB-SR) or the Reserve Educational Assistance Program (REAP) make an irrevocable election from their existing program to the Post-9/11 GI Bill.

Read more and apply at <http://www.gibill.va.gov>.

The application form requires that individuals currently

SATO's "GetThere" to be Updated for Secure Flight Compliance

The Secure Flight passenger vetting program will begin asking passengers to enter their full name - as it appears on the government issued identification they will be traveling with - when making airline reservations. Coast Guard travelers, using the GetThere program (<http://www.uscg.mil/ppc/getthere>) should ensure their full name appears in their user profile. The second phase of Secure Flight, which is effective 15 August 2009, requires travelers to provide their date of birth

and gender when making reservations. The GetThere user profile page will soon be updated to allow users to store this information.

For more information on TSA's Secure Flight Program, please visit TSA's web site: http://www.tsa.gov/what_we_do/layers/secureflight/index.shtm

Spotting Signs of a Rental Scam

It's PCS season and the Federal Trade Commission has some timely advice for spotting rental scams.

before they see the apartment or sign a lease.

Consumers in search of an apartment or house to rent often rely on online rental listings in order to find the right place, especially if they're looking in another city or state.

The Federal Trade Commission, the nation's consumer protection agency, wants to help consumers hang on to their hard-earned money by showing them how they can spot a rental scam. The FTC has developed a new Consumer Alert, Rental Listings May Be Red Herrings.

Unfortunately, scammers are taking advantage. Some make up phony listings, and try to lure renters with the promise of extra-low rent. They ask potential renters to send money

To learn more about avoiding rental scams, go to: <http://www.ftc.gov/bcp/edu/pubs/consumer/alerts/alt002.shtm>

Web Watch	Our web site addresses (URLs) changed. 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

Disestablishment of MLC (LANT & PAC) SPOs

The SPO at MLC PAC (Dept ID 000425/OPFAC 33-75160) was disestablished effective 19 June 2009. The SPO at ISC Alameda is now the SPO for MLC PAC. Please ensure PDRs for members transferring to MLC PAC are sent to ISC Alameda.

The SPO at MLCLANT (Dept ID 000504/OPFAC 32-75130) will be disestablished effective 29 June 2009. The SPO at ISC Portsmouth will be the SPO for MLCLANT. Please ensure PDRs for members transferring to MLCLANT & CG FDCC ATLANTIC are sent to ISC Portsmouth.

2008 SPO Conference/Customer Advisory Council Meeting
After-Action Report
Follow up/Update on Questions Asked
PPC Responses: May 2009

Kim Clennan, PPC (ppi)

Travel/T-PAX Overview

"Is there a way to give the field access to reports within TPAX; i.e., AO queries, unit rep queries, claims processed within a specific period of time and by what traveler, unit member email addresses..."

Answer provided during conference: This functionality is not available at this time. We will investigate the cost, time and system impact with adding this functionality.

Update (May 2009): This functionality is still not available. We are investigating the possibility of AO queries, unit rep queries, unit statistical reporting and such. However, resources are currently being used at this time to CAC enable the travel software, to establish the imaging program of the travel system, to further enhance the connection/speed of the system etc. The request to have Unit statistical report access through Tpac is under consideration for a future update of the system, but will require a special MGT permission/authorization in order to access them. If we establish this type of permission, we will post it to the Travel webpage.

"Does PSC understand that CAC Card will present issues for boat units when implemented?"

Answer provided during conference: This is being taken under advisement and will be looked into.

Update (May 2009): According to Presidential Directive, Executive Order No. HSPD-12, all CG software programs will be CAC enabled. According to TISCOM, the CG will have to make arrangements for those individuals who are onboard boats to have access to "land" base accounts if need be. The purpose of the CAC is to be able to reduce the number of passwords a member needs to have and to not have to consistently change the program for new security requirements of passwords (i.e., to be in compliance right now,

some members MUST use at least 16 characters, 2 upper cases, 2 lower cases, 2 special characters).

"Travel used to send out newsletters periodically and suddenly stopped...Is TVL going to start sending those out again?"

Answer provided during conference: PSC TVL is again looking into Travel Newsletters going out about once a quarter or so. This is being looked into and coordinated (Note: You can always get the latest news from the PSC Travel News Feed at <http://www.uscg.mil/ppc/travel/>. Ed.)

Update (May 2009): Rather than generating its own newsletter, PPC TVL is currently coordinating Travel information through the SPO newsletter. Additionally, anytime new information must be distributed to the field, TVL puts pop up messages on the Tpac log on links, posts it to the PPC TVL webpage, puts information out on the SPO website (which auto generates emails to members who have signed up for it).

Exceptions Review Team/Pay Team

"Is there any way to run a report to show all pending transactions for a particular SPO AOR?"

Answer provided during conference: A System Change Proposal ("SCP") has been submitted to create a query for SPOs. This is in its infancy, however, and no further details are available at this time.

Update (May 2009): An SCP was created in August of '08 in response to a similar inquiry requesting that a report be created. Additionally, SCP 35774 is currently in a draft status. This will require additional follow up by PPC's Customer Relations Council (CRC).

Separations

"Are points lost on a reserve member?"

Answer provided during conference: There are problems within the system right now, but the points are not lost. They are in the system, however they are not calculating correctly. We are trying to get this

(Continued on page 11)

(Continued from page 10)

corrected.

Update (May 2009): PPC created a high priority SCP in October 2008 to implement Reserve Points in Direct Access. PPC LCMB approved the SCP in November 2008 and the project will begin when resources become available in June/July 2009 timeframe.

End of Conference Open Forum "SPO representative would like to be considered an extension of PSC."

Answer provided during conference: This notional concept is currently being considered by the PSC Customer Relation Council (CRC). Check future Servicing Personnel Newsletters for information on this subject.

Update (May 2009): This issue actually coincides with a PPC Strategic Project, and work is currently ongoing in updating guidelines in the 3PM; specifically, an entire new Customer Service chapter will be added to cover external and internal processes. Goal is to have a draft completed by early summer 2009.

"Is an online chat function available?" (A method for SPO to discuss/guide a member in the field through a process like TPAX.)

Answer provided during conference: The Windows XP Remote Assistance software provides a service similar to an online chat function. Members can use this to work through processes online. Additionally, the software allows one member engaged in chat to take

control of the other member's computer, providing real-time support. PSC Topeka's Call Center is currently evaluating this program to determine if it will be a useful Call Center tool. Check future Servicing Personnel Newsletters for additional information on this program.

Update (May 2009): This service will be made available on an as-needed, pre-arranged basis. PPC management needs must be considered—who will be designated as the POC/Expert on the Direct Access side and Travel sides of the Customer Call Center? This will require additional follow up by PPC's Customer Relations Council (CRC).
*** Although the above-mentioned service continues to be available, the newly released "Office Communicator" may also meet this need.

"Invite XPO's to the SPO conference so they would be aware of how much work they are creating for everyone by not forwarding source data to the SPO in a timely manner."

Answer provided during conference: This notional concept is currently being considered by the PSC Customer Relation Council. Check PSC's webpage for 2009 Customer Relation Council Conference announcement updates. If a change to our target audience is recommended it will be announced there.

Update (May 2009): PPC will be expanding invitee list to include Admin YN. [We also changed the name of the conference to "The SPO/Admin Workshop" to better describe the target audience. Ed.]

Retiree Customer Care Notes

Deb Farley, PPC (ras)

If a retiree has an ID card issued and provides current information to the SPO on address/marital status, etc. this information does not change anything on the Retired Pay system and the retiree should also notify PPC (ras). We often have the retirees tell us, they notified DEERS when their address or marital status changed and we have explained to them that DEERS and Retired Global Pay are two different systems. However, by that time they are either overpaid or their retired pay has been held due to mail being returned.

Ret-2 request (CG PPC-2055A's) should be submitted to CGPSC (rpm) 90 days prior to requested retirement date.

This date will always be the first day of the month. Ret-2 orders will be issued 14 days prior to the effective date of retirement. Reserve retirement requests no longer need to be sent via the ISC(pf), send directly to CGPSC-rpm Arlington via email to ARL-PF-CGPC-rpm-Query@uscg.mil for approval.

SPOs should not be entering any transactions on those reservists who have been transferred to Ret-2 status. If a change is necessary, the SPO should contact PPC (ras) to have the member taken out of a Ret-2 status before making any changes.

Order Notes Updates

The Direct-Access Contract Clause IDs and Descriptions for the Order Notes mentioned in issue 01/2009 of the *SPO Newsletter* (“Household Goods (HHGs) Transportation and/or Non-Temporary Storage (NTS) Extension Requests for Members separating or retiring from the Coast Guard”, Page 9) are:

- **0AS/HHG -SEP -ROUTINE SEPARATIONS** for separation orders and
- **38R/HHG- RET -REGULAR ORDERS** for retirement orders.

Contract Clause Table

Find an Existing Value

Contract Clause:

Description:

Case Sensitive

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Search Results

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Contract Clause	Description
38R	HHG - RET - REGULAR ORDERS
0AS	HHG -SEP - ROUTINE SEPARATIONS

SCUTTLEBUTT



YN2 Terry Crawford, a staunch traditionalist, was having trouble adjusting to the Yeoman modernization effort.

BTC '09

CG Scuttlebutt, a comic about the life of Coast Guard members, is drawn by PA3 B. Patton. Visit <http://www.cgscuttlebutt.com/> for a new comic every week.

CG Scuttlebutt appears in the SPO Newsletter with the artist's permission.

Privately Owned Vehicle (POV) or Household Goods (HHG) Shipments & PCS/TEM DUINS Orders

CWO2 Shirley "Tina" Tennyson, COMDT (CG-1222)
U. S. Coast Guard HHG Program Manager

The Travel and Transportation Team in CG-1222 have been notified that POVs are being shipped for non-rates attending "A" school on PCS/TEM DUINS orders less than 20 weeks.

Unfortunately, the Joint Federal Travel Regulations (JFTR) does not authorize POV shipment to a TDY unit; however we can ship a POV if it is shipped under JFTR U5440.D.

JFTR U5440.D - Transportation before an Authorization/Order is Issued: POV transportation is permitted (see pars. U5710-A and U5420-B), before a PCS authorization/order is issued to an eligible member, provided the request is supported by a:

- 1. Statement from the PCS AO or the designated representative that the member was advised before the PCS authorization/order was issued that the PCS authorization/order would be issued
2. Written agreement signed by the applicant (member in our case) to remit the entire cost of transportation if a PCS authorization/order to authorize transportation is not issued later
3. Written agreement signed by the applicant to pay any additional costs for transshipment of the POV to another port required because the new PDS named in the authorization/order is different than that named in statement required in par. U5440.D.1.

If a member elects to ship his/her vehicle based off of PCS TEM DUINS orders to "A" school for less than 20 weeks, they must be properly counseled and the below statement must be placed on their orders by the order issuing official at CGPC (epm-2).

Members serving OCONUS may ship their POV in accordance with JFTR U5440.D, to their Class "A" school; however they must be counseled on possible excess cost.

You are authorized to ship one POV from (insert name of OCONUS unit) to your new PDS following completion of

Class "A" training under 20 weeks at (insert training center) in accordance with JFTR U5440.D. Your POV shipment entitlement is from the port/VPC serving your OCONUS unit to the port/VPC serving the PDS that will later be identified upon completion of "A" school. Since the next PDS is not identified at this time, you may be subject to excess cost. Should you receive orders back to your previous PDS, another OCONUS PDS, or to an area where the receiving VPC is different from the VPC where the POV was originally shipped, you will be required to pay excess charges.

- 1. Statement from the PCS AO or the designated representative that the member was advised before the PCS authorization/order was issued that the PCS authorization/order would be issued
2. Written agreement signed by the member to remit the entire cost of transportation if a PCS authorization/order to authorize transportation is not issued later
3. Written agreement signed by the applicant to pay any additional costs for transshipment of the POV to another port required because the new PDS named in the authorization/order is different than that named in statement required in par. U5440.D.1.

Household Goods Shipments & TEM DUINS Orders

Recently, we (CG-1222) had two waiver requests where the SPO authorized HHG shipments and dependent travel for a member attending "A" school less than 20 weeks. Some SPO's are requesting PSC (epm) to change a married member's orders from TDY to PCS and it is EPM's policy to do so if the member does not plan to go back to the unit. EPM also places a statement (order note/remark) on the orders stating a HHG move is not authorized to the TEM DUINS location. In these two cases, the SPO's overlooked the statement added by PSC (epm).

T-PAX FAQ Update: Currency Conversion

Q. How does T-PAX handle foreign currency?

A. T-PAX does not perform currency conversion. All amounts must be entered in U. S. dollars. Click the Currency Converter button, this will take you to an online currency converter where you can look up exchange rates for specific dates.

Coast Guard Unit Commendation Awarded

The Personnel Service Center was renamed on 13 February 2009 to the Pay & Personnel Center. During the name change ceremony, RADM Breckenridge, who was serving as the Assistant Commandant for Human Resources (CG-1) at the time, presented the unit with a Coast Guard Unit Commendation.



THE COMMANDANT OF THE UNITED STATES COAST GUARD
WASHINGTON 20593

FEB 12 2009

The Commandant of the United States Coast Guard takes pleasure in presenting the
COAST GUARD UNIT COMMENDATION to:

U.S. COAST GUARD PERSONNEL SERVICE CENTER
TOPEKA, KANSAS

for service as set forth in the following

CITATION:

“For exceptionally meritorious service from January 2005 through December 2008 while engaged in comprehensive initiatives to significantly improve customer service and enhance employee satisfaction; respond to national emergencies of historic proportions; and respond to substantial congressional, executive and departmental focus on financial and accounting stewardship without missing a deadline in meeting over 144 active duty and retired payrolls totaling over 12 billion dollars. Responding to one of our nation’s largest natural disasters in history, Personnel Service Center quickly established a District Eight Contingency “tiger team” Servicing Personnel Office in the wake of Hurricane Katrina, assuring timely pay, entitlement and travel support to 107 displaced units and over 3,100 Coast Guard members and their families. Of particular note, Personnel Service Center implemented a massively complex, modern pay and entitlement system for more than 50,000 retired and annuitant customers using the “Peoplesoft Global Pay” commercial application. This system replaced decades-old legacy hardware and software that was at an increasingly high risk of failure since they were no longer commercially supported. Significantly, Personnel Service Center embarked upon the most comprehensive audit, financial, accounting and internal control transformation in the modern Coast Guard era. Personnel Service Center facilitated three accounting “first ever” in the history of Coast Guard financial management: (1) accurate filing of the Treasury report, SF-224, and reconciliation of retired payroll cash disbursements with the U.S. Treasury, (2) reconciliation of retired payroll with the Core Accounting System general ledger, and (3) posting of retired payroll and annuitant liabilities on Coast Guard financial statements. Personnel Service Center also undertook an extensive review of 3,800 records to implement the retroactive legislative change on Concurrent Retirement and Disability Pay, while providing full service to retired and annuitant customers. Personnel Service Center established an Annual Customer Service Advisory Council Conference for the Yeoman Rate and created a Coast Guard-wide Servicing Personnel Office measurement tool on the CG Central web site for human resources data. This strategic metric initiative will enable the field to improve the accuracy and timeliness of critical data entry and directly improve system-wide financial accounting and integrity. Personnel Service Center’s accomplishments reflected remarkable leadership, management and teamwork in its 26 year history, and were achieved during an era characterized by austere and declining budgets. The professionalism, pride and devotion to duty displayed by Personnel Service Center are in keeping with the highest traditions of the United States Coast Guard.”

A handwritten signature in blue ink, appearing to read "T. W. Allen".

T. W. ALLEN
Admiral, U.S. Coast Guard
Commandant