

**COAST GUARD PAY & PERSONNEL CENTER
(PPC)**

1. **Mission:** Provides caring and responsive personnel and compensation services for all Coast Guard military members, retirees, annuitants and other customers in support of the Department of Homeland Security missions.
2. **Functions:** In order to fulfill this mission the Commanding Officer of the Coast Guard Pay and Personnel Center shall:
 - a. Validate and distribute UCSG Active Duty, Reservists, Retiree and Annuitants payrolls.
 - b. Validate and distribute NOAA Active Duty, Retirees and Annuitants payrolls.
 - c. Review claims submitted by next of kin for payment of final retired pay due and establishment of annuity under the Retired Serviceman's Family Protection Plan and Survivor Benefit Plan. Coordinate examination and settlement.
 - d. Review and process voluntary and involuntary allotments, and family support garnishment claims submitted by former spouses for payments of alimony, child support, or marital division of property under the Former Spouses Protection Act, 5 CFR Part 581, 32 CFR Part 63, or 33 CFR Part 54.
 - e. Review and approve claims for a deemed election submitted by former spouses under the Survivor Benefit Plan.
 - f. Collect, report, and remit Federal, State, and FICA taxes.
 - g. Administer the in-service and out-of-service debt collection program. Process waiver and remission applications.
 - h. Administer leave accounting for military personnel.
 - i. Administer the Service Wide Exam (SWE) cycles for enlisted military members.
 - j. Provide separation administration.
 - k. Provide pre-retirement/transition information, and information regarding entitlements and other benefits to prospective retirees, retirees and their dependents. Serve as servicing personnel office for all retired members and annuitants.

- l. Receive and process initial reports of all Coast Guard and NOAA personnel casualties.
- m. SPO for PPC Active Duty/Reserve members, CG prisoners/appellants, and Active Duty members of other regional outlying units.
- n. As necessary, administer the Defense Eligibility and Enrollment Reporting System (DEERS) and the Real Time Automated Personnel Identification System (RAPIDS).
- o. Support all Servicing Personnel Offices (SPO) in pay and advancement administration.
- p. Process and audit Travel Claims for Military, Auxiliarists and Civilian Members.
- q. Provide personnel management and accounting information to appropriate managers within Coast Guard.
- r. Perform Business Analysis on Pay and Personnel Processes. Ensures all processes and products conform to laws, regulations, and judicial or administrative decisions.
- s. Develop and maintain Personnel and Pay Procedures (PPPM), PPCINST M1000.2A, online guides/tutorials for HR systems, etc. Ensure procedures published in manuals and COMDTINST M1080 (series) comply with policies published in the Personnel Manual, COMDTINST M1000.6 (series) and the Reserve Policy Manual, COMDTINST M1001.26.
- t. Provide customer support for customers serviced by PPC.
- u. Perform financial management oversight to meet CFO guidelines.
- v. Maintain appropriate interaction with external entities (i.e., Veterans Affairs, Defense Manpower Data Center (DMDC), Treasury, and others)) to support, assess, and process incoming and outgoing Human Resources (HR) and payroll data files.
- w. Own, manage and control the staffing and functions of assigned SPO's as well as the staffing and resources executing the accession function at Cape May and the Academy and the Direct Commission Officer (DCO) function throughout the Coast Guard.
- x. Provide programmatic advice, technical oversight and quality control assessments to SPO's.
- y. Perform the duties of service line Manager for Servicing Personnel Offices.

3. **Technical Control:** The Commandant (CG-DCMS) through COMDT (CG-1) exercises technical control over Commanding Officer, PAY & PERSONNEL CENTER through the Commander, PSC.

**PPC RESOURCE DIVISION
(PPC RD)**

1. **Functions:** Under the general direction and supervision of the Commanding Officer of the Coast Guard Pay and Personnel Center, the Chief, PPC Resource Division shall:
 - a. Be comprised of the following branches PPC Advancement Branch, PPC Financial Accounting and Review Branch, PPC Planning and Process Improvement Branch, and PPC Supply Branch. The mission of the Resource Division is collective of the individual functional statements for each the Resource Division's respective branches.

**PPC ADVANCEMENT BRANCH
(PPC ADVANCEMENT BR)**

1. **Functions:** Under the general direction and supervision of the Chief, PPC Resource Division, the Chief, PPC Advancement Branch shall:
 - a. Manage the CG Enlisted Advancement system, SWE testing process, Supplemental Advancement process, Enlisted Evaluation system and Striker program.
 - b. Compile and provide profile letters and Personnel Data Extracts (PDE) to CG enlisted personnel
 - c. Publish Advancement Newsletter.
 - d. Prepare and mail Chief's certificates.
 - e. Correct member data errors in Direct Access.

**PPC FINANCIAL ACCOUNTING AND REPORTING BRANCH
(PPC FIN ACCT & RPTG BR)**

1. **Functions:** Under the general direction and supervision of the Chief, PPC Resource Division, the Chief, PPC Financial Accounting and Reporting Branch shall:
 - a. Provide accounting data to the Finance Center and Headquarters.
 - b. Provide liaison services to external auditors and tax data/funds to taxing jurisdictions.
 - c. Provide audit and accountant services.
 - d. Provide internal control reviews of process to PPC management.
 - e. Provide RAS MEO contract review and personnel data review to PPC & Contractors.

**PPC SUPPLY BRANCH
(PPC SUPPLY BR)**

1. **Functions:** Under the general direction and supervision of the Chief, PPC Resource Division, the Chief, PPC Supply Branch shall:
 - a. Establish issue and enforce procedures, administration, spend plans, fall-out funding, Funds Transfer Authorizations and budget reports.
 - b. Establish issue and enforce procedures, set Purchase Request (PR) approval authority.
 - c. Establish PR workflow, approval, rejection and modify PRs, purchase, reports.
 - d. Maintain administrative functions within the Financial Procurement Desktop system.
 - e. Establish issue and enforce procedures for Military Standard Requisitioning and Issues Procedures and government print orders.
 - f. Administer PPC contracts and Specific Military Agreements.
 - g. Reconcile PES reports, travel obligations, and Federal Express (FEDEX) obligations.
 - h. Establish issue and enforce policy, office supplies, paper, Leave and Earnings Statement (LES) paper, envelopes, toner and certificates.
 - i. Manage file storage, microfiche/film storage and purchase of retirement and award products.
 - j. Enforce policy, conduct annual inventory checks, add/delete property, advertise excess property and dispose of excess property.
 - k. Establish, issue and enforce procedures and policy for:
 1. Copiers, printers, fax machines, folder/sealers, Envelopeners, Lektreibers maintenance
 2. Fitness centers
 3. Building liaison.
 - l. Establish and issue policy for mail pick-up/deliver and sort/distribute.
 - m. Complete FEDEX shipping documents, ship FEDEX and United Parcel Service and submit monthly Mail Management Business Intelligence data.

- n. Provide periodic supply training in the following categories:
 - 1. Enlisted and civilian customer service
 - 2. Enlisted competencies
 - 3. Budget, procurement, supply, property and mail.
- o. Establish issue and enforce policy on two government vehicles, including scheduled periodic servicing.
- p. Ensure each member with a collateral duty, performs that collateral duty effectively coordinating with primary mission concerns (i.e., duty, LES – address envelopes and mail, morale committee and unit safety officer).

**PPC PLANNING AND PROCESS IMPROVEMENT
(PPC PLAN & PRCS IMP BR)**

1. **Functions:** Under the general direction and supervision of the Chief, PPC Resource Division, the Chief, PPC Planning and Process Improvement Branch shall:
 - a. Provide Performance Management Consulting to PPC leaders.
 - b. Manage Special Projects and programs as assigned.
 - c. Manage PPC Strategic Planning Activities, Concurrent Clearance Process, and Internal Control Program.
 - d. Provide Standard Costing of Products/Services to PPC Management.
 - e. Provide Audit Support for PPC and Query Support to Resource Division.

**COAST GUARD PAY & PERSONNEL CENTER
(PPC COMMAND STAFF)**

1. **Functions:** Under the general direction and supervision of the Commanding Officer of the Coast Guard Pay and Personnel Center, the Commanding Officer of the Coast Guard Pay and Personnel Center shall:
 - a. Be comprised of the following divisions PPC Resource Division, PPC Operations Division, PPC Information Division, and PPC Customer Service Division. The mission of the PPC Command Staff is collective of the individual functional statements for each of the respective divisions.

**COAST GUARD PAY & PERSONNEL CENTER
(PPC LEGAL SERVICES OFFICE)**

1. **Functions:** Under the general direction and supervision of the Commanding Officer of the Coast Guard Pay and Personnel Center, the PPC Legal Service Office shall:

- a. Provide legal counsel and advice to PPC on matters affecting internal PPC operations; and world-wide Coast Guard military pay operations affecting active duty, retiree, and annuitant members; and matters affecting CG-0944 when required in order to accomplish PPC's and Coast Guard's mission.
- b. Provide legal research/consulting/opinions to PPC Management and Branches.
- c. Process State and Federal court orders for support, commercial creditors, pension division, Survivor Benefit Plan and bankruptcy.
- d. File bankruptcy claims against Coast Guard debtors.
- e. Review and forward court orders against Coast Guard Civilians
- f. Point of Contact for Judicial System and Court services.
- g. Render unique dependency determination for Basic Allowance for Housing purposes.
- h. Review legislation and Judicial actions for impact on PPC operations.
- i. Serve as Freedom Of Information Act Control Officer and Privacy Act Coordinator.
- j. Serve as Ethic's advisor.

**PPC CUSTOMER SERVICES DIVISION
(PPC CSD)**

1. **Functions:** Under the general direction and supervision of the Commanding Officer of the Coast Guard Pay and Personnel Center, the PPC Customer Services Division shall:
 - a. Be comprised of the following branches PPC Customer Care Branch and PPC Procedures and Development Branch. The mission of the PPC Customer Service Division is collective of the individual functional statements for each the PPC Customer Services' respective branches.

**PPC CUSTOMER CARE BRANCH
(PPC CUSTOMER CARE BR)**

1. **Functions:** Under the general direction and supervision of the PPC Customer Services Division, the Chief, PPC Customer Care Branch shall:
 - a. Provide one-stop shopping for active duty and reserve pay, travel (including auxiliary and civilian travel) inquiries, and user support for T-PAX and Direct Access (DA).
 - b. Deliver high quality customer service to customers by answering questions promptly and accurately.
 - c. Provide User Access to DA.

**PPC PROCEDURES & DEVELOPMENT BRANCH
(PPC PROCEDURES & DEV BR)**

1. **Functions:** Under the general direction and supervision of the PPC Customer Services Division, the Chief, PPC Procedures and Development Branch shall:
 - a. Provide the necessary environment and tools for our customers to understand and apply DA and Travel systems software applications.
 - b. Provide in-house and on-the-road instruction on DA, Joint Uniform Military Pay System (JUMPS) and Travel Systems.
 - c. Maintain procedural instructions for submission of Payroll/Personnel Information (i.e., DA, PPPM, DA Online Help, Travel Systems, and On-Demand tutorials).
 - d. Provide interim guidance on software and procedural changes by publishing E-Mail ALSPO Messages, AIG 11939 Messages and informal e-mails as necessary.
 - e. Provide internal consulting and needs analysis with Customer Service Branch and other internal branches on employee development.
 - f. Serve as the Web Content Manager for Internet/Intranet for PPC and CG Central. Ensure easy access to information by publishing to unit's Internet and Intranet and CG Central.
 - g. Develop PPC employees by providing them with the necessary procedures, policies, and on-site instruction to ensure they can accomplish their tasks successfully.
 - h. Provide in-house instruction on customer service, orientation, and employee professional development, Direct Access, JUMPS, Customer Relations Management (HEAT) and Travel Systems.
 - i. Inform customers of new policies, procedures and learning opportunities by publishing the Retiree, SPO and P&D newsletters'.
 - j. Provide internal consulting and needs analysis with CSB and other internal branches on employee development.
 - k. Create procedures and facilitate implementation, through training and education, of all new CG Human Resources system initiatives. Including PeopleSoft 8.9, Global Pay and E-Travel
 - l. Serve as the Web Content Manager for Internet/Intranet for PSC and CG Central. Ensure easy access to information by publishing to unit's Internet and Intranet and CG Central.

- m. Actively participate in system change proposal process, providing subject matter expertise during design and testing phases.

**PPC SERVICING PERSONNEL OFFICE
(PPC SERVICE PERSONNEL OFFICE)**

1. **Functions:** Under the general direction and supervision of the PPC Customer Services Division, the Chief, PPC Service Personnel Office shall:
 - a. Provide support to PPC for administration, Direct Access, ID Cards, Defense Enrollment Eligibility Report System (DEERS), Homeland Security/Department of Defense, training, and personal awards.
 - b. Provide Medical/Dental services for PPC.
 - c. Process Employee Review (E-Resume).

**PPC INFORMATION DIVISION
(PPC ID)**

1. **Functions:** Under the general direction and supervision of the Commanding Officer of the Coast Guard Pay and Personnel Center, the PPC Information Services Division shall:
 - a. Be comprised of the following branches PPC Information System Support, PPC Production Support and Reporting, and PPC System Development and Maintenance. The mission of the PPC Information Division is collective of the individual functional statements for each of the PPC Information Division's respective branches.

**PPC INFORMATION SYSTEMS SUPPORT BRANCH
(PPC INFO SYS SUP BR)**

1. **Functions:** Under the general direction and supervision of the PPC Information Division, the Chief, the PPC Information Systems Support Branch shall:
 - a. Provide hardware, software, network and telecommunications support for PPC. Ensure Windows and IBM operating systems and applications are securely maintained and patched. Provide IT support for W2's, 1099r's, and LES print processes for active duty, retired and NOAA members.

**PPC SYSTEM DEVELOPMENT AND MAINTENANCE BRANCH
(PPC SYS DEV MAINT BR)**

1. **Functions:** Under the general direction and supervision of the PPC Information Division, the Chief, PPC System Development and Maintenance Branch shall:
 - a. Pay active duty, reserve, NOAA and retired annuitant members.
 - b. Create and retain Human Resources data for active duty reserve, NOAA and retired/annuitant members.
 - c. Coordinate and facilitate software change requests for Coast Guard payroll and personnel systems acting as technical experts while working with functional business analysts.
 - d. Evaluate legislative and police changes for implementation into automated systems.
 - e. Oversee application configuration and security management.
 - f. Provide reporting output.

**PPC PRODUCTION SUPPORT AND REPORTING BRANCH
(PPC PROD SUPT & RPT BR)**

1. **Functions:** Under the general direction and supervision of the PPC Information Division, the Chief, PPC Production Support and Report Branch shall:
 - a. Maintain all production payroll processes, and interfaces with other systems (i.e., Direct Access, U.S. Treasury, Finance Center, and DMDC).
 - b. Maintain the majority of internal and external reporting from JUMPS and Direct Access.
 - c. Responsible for the managing configuration management, SDLC and internal and external audit programs which manages and administers security on JUMPS, Direct Access and numerous organizational applications.
 - d. Responsible for database administration for JUMPS, WinLATS/TPAX, and several organizational applications.
 - e. Develops customer solutions for JUMPS, Accounting and Funds Management systems, the imaging and CRM systems and various tracking databases.
 - f. Engineer, run and document the most complex changes to JUMPS and Direct Access.
 - g. Manage JUMPS production cycle, optical imaging, and data base.

**PPC OPERATIONS DIVISION
(PPC OD)**

1. **Functions:** Under the general direction and supervision of the Commanding Officer of the Coast Guard Pay and Personnel Center, the PPC Operations System Division shall:
 - a. Be comprised of the following branches PPC Military Accounts Support Branch, PPC Retiree and Annuitant Services Branch, PPC Separation, Entitlements Debts and Service Validation Branch, and PPC Travel Branch. The mission of the PPC Operations Division is collective of the individual functional statements for each of the PPC Operations' Division respective branches.

**PPC MILITARY ACCOUNTS SUPPORT BRANCH
(PPC MIL ACCT SUP BR)**

1. **Functions:** Under the general direction and supervision of the PPC Operations System Division, the Chief, PPC Military Account Support Branch shall:
 - a. Verify and distribute active duty and reserve payrolls.
 - b. Collect salary offsets for third parties.
 - c. Implement legislative and policy changes.
 - d. Implement processes and recommend system edits, to guard against fraud or abuse.
 - e. Collect out of service debts.
 - f. Facilitate correction of transaction exceptions.

**PPC RETIREE AND ANNUITANT SERVICES BRANCH
(PPC RET & ANN SVCS BR)**

1. **Functions:** Under the general direction and supervision of the PPC Operations System Division, the Chief, PPC OSD Retiree and Annuitant Services Branch shall:
 - a. Provide personnel and pay support and services to USCG, USCGR, and NOAA retirees and annuitants.
 - b. Provide pay support to former spouses covered under the Former Spouse Protection Act (FSPA).
 - c. Provide determinations of ID card eligibility for former spouse initial determinations, incapacitated children, parents and parents-in-law.
 - d. Provide complete paperwork and manage all Coast Guard Reserve personnel accounts once they've entered the RET-1 (Retired, With Pay at Age 60) status and RET-2 (Retired, Awaiting Pay at Age 60) status.
 - e. Provide alimony, child support, bankruptcy, and IRS tax levy garnishments.
 - f. Provide accounting reports to Coast Guard Headquarters, Finance Center, Financial Accounting and Review branch, and other internal stakeholders.
 - g. Provide reports to outside stakeholders, i.e. Internal Revenue Service, Census Bureau, as requested.
 - h. Provide complete paperwork and manage all Coast Guard Reserve personnel accounts once they've entered complete, and mail Retirement and Spousal Retirement Certificates for all Coast Guard retirees.

**PPC SEPERATIONS, ENTITLEMENTS DEBTS, AND SERVICE VALIDATION
BRANCH
(PPC SEP ENT & SVC VAL BR)**

1. **Functions:** Under the general direction and supervision of the PPC Operations System Division, the Chief, PPC Separations, Entitlements and Debts, and Service Validation Branch shall:
 - a. Issue separation payments.
 - b. Service and Sea Service validation.
 - c. Implement decisions of the Board of Corrections to Military Records (BCMR's). Back Pay compensation.
 - d. Certify Death Gratuity & final pay entitlements to next of kin.
 - e. Verification of Employment requests und the FOIA.
 - f. Establish Out of Service Debts.
 - g. Verify, correct Reserve Point Statements.
 - h. Prepare Transcripts of Sea Service (TOSS).
 - i. Review Tax Reports. Verify income and tax withholding (Combat Tax Exclusion) and issue year end W-2's.
 - j. Estimate earnings statements for prior USCG members.
 - k. Process incapacitation pay for reservists (Notice of Eligibility's)

**PPC TRAVEL BRANCH
(PPC TRAVEL BR)**

1. **Functions:** Under the general direction and supervision of the PPC Operations System Division, the Chief, PPC Travel Branch shall:
 - a. Process active duty and civilian Temporary Duty (TDY) and Permanent Change of Station (PCS) manual travel claims (advances).
 - b. Process Unit Travel System (TPAX) – travel claims.
 - c. Process PCS and TDY travel advances through faxed submission. (Orders and SF-1038)
 - d. Process manual TSA and DNDO TDY claims.
 - e. Post payment audit CG (TPAX) and TSA (T-Serve) TDY claims.
 - f. Process civilian relocation travel claims and associated Relocation Income Tax Allowance (RITA).