

## FREQUENTLY ASKED QUESTIONS ON THE NEW CG RETIRED GLOBAL PAY SYSTEM

1) **What is an Employee ID and why do I need it?** The Employee ID is the number we use to identify each retiree/annuitant. You will use it instead of your social security number when requesting changes be made to your pay. Once the self service portion of the pay system is established, you will use your Employee ID number to log onto the system and make the changes.

2) **Why did my pay change a few cents with Global Pay?** Your net pay decreased by a few cents as a result of an increase in your federal income tax withholding (FITW). This is due to the annualized tax table method used by the Global Pay System. FITW from your pay is deposited in your tax account with the IRS, then applied toward your annual tax liability when you file your tax return.

3) **I have a FSPA deduction. Why did my FITW change so much?** With the new Global Pay System, your FSPA deduction will reduce your taxable gross before the FITW is applied. This reduction in taxable gross will decrease the FITW withheld. To make a change to the FITW, complete a new W4 and submit it to PSC (RAS).

4) **On the Pay Statement, my Pay Grade and/or Rank was incorrect. Is that going to be fixed?** Approximately one percent of the Pay Statements issued in April 2008 showed an incorrect Pay Grade or Rank. This was due to a data migration problem, which has now been corrected. If you receive a future Pay Statement with an incorrect Pay Grade or Rank, please notify PSC (RAS) immediately.

5) **I don't receive pay from the Coast Guard. Why did I receive a Pay Statement the end of April 2008?** In April 2008, a Pay Statement was sent to every retiree, annuitant, and former spouse, even those not receiving pay from the Coast Guard. We wanted to notify you that we still have you on our rolls and that your pay is being offset or waived due to receipt of VA or Social Security benefits.

6) **Why is my VA amount the same as my CRDP or gross pay?** There may be instances where a retiree's VA compensation (offset) can be greater than the retiree's net pay compensation or greater than retiree's pay compensation plus their CRDP/CRSC entitlement. In these situations, Global Pay does not show the whole VA compensation amount. It only shows the amount that will zero out the retiree's retired pay compensation. If we include the full amount of VA compensation in these situations, the member's net pay would have a negative number, which is an invalid condition.

**7) Why is my net pay amount more on my pay slip than what is deposited in my financial institution?** The net pay amount is the accumulative total of your actual net pay and any savings allotments you have going out. If you have a savings allotment, on the Pay Statement, to the right of YOUR NET PAY, you will see two lines: one shows the amount deposited into your savings account; the other shows the amount deposited to your primary bank account (or mailed to you if you are not on direct deposit).

Also See: How to Read the New Retiree/Annuitant Pay Slip - <http://www.uscg.mil/hq/psc/ras/gp/PayslipFieldDescriptions.pdf>

**8) What is Held Pay?** Held pay results when we lose contact with our customer. Pay in Held Status is your disposable income, including Voluntary Support Allotments!

The process begins with a retiree or annuitant keeping us abreast of her/his current mailing address. When PSC (RAS) receives three items of returned mail, a returned 1099R, non receipt of a Certificate of Eligibility (COE) or a Report of Existence (ROE), the retiree or annuitant is placed in a held pay status. Held pay is to protect you and your pay from malicious activity.

Held pay is only released when the retiree, annuitant, or valid fiduciary contacts PSC (RAS) with current information regarding address and or status of the retiree or annuitant.

Please keep in mind to update your address, direct deposit information and State tax withholding as you prepare to move.

**STATE TAX REMINDER:** As a reminder when moving from one state to another and updating your home mailing address, don't forget to change your state tax withholdings. The retiree must request a change for state tax as an address change does not automatically change or stop the state information that the tax is being paid to.