

Pay & Personnel Newsletter

United States Coast Guard Pay & Personnel Center

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About the PPC Customer Newsletter: An authorized publication, the PPC Customer 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 PPC Customer Newsletter shall not be considered an authority for any official action and is non-record material. The PPC Customer Newsletter is published quarterly. Articles are solicited from all readers.

How to submit an article: Articles for the PPC Customer Newsletter may be submitted by e-mail to [the Procedures & Development branch e-mail address "PPC-PF-PD"](#). All items approved for publication will immediately be posted on our [SPO news web page](#).

Publication schedule: The PPC Customer Newsletter is published monthly. Articles received prior to the last working day of the month will be included in the current issue.

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[Defense Travel Management Office Allowances and Regulations Update](#)

The Defense Travel Management Office has updated the following information for 01 July 2016. To access this information, visit the [DTMO Website](#).

[OCONUS Non-Foreign and Foreign Per Diem Rates](#)

[Overseas Housing Allowances \(OHA\)](#)

[Overseas Cost of Living Allowances \(COLA\)](#)

[Joint Travel Regulations \(JTR\) and Appendices](#)

[Direct Access Separation and Retention Processing Procedures Revised](#)

Direct Access (DA) 9.1 has changed the process for entering and approving separations. The procedures in [E-Mail ALSPO message J/16](#) must be followed to properly enter and approve separation orders and retention documents/transactions.

[PPC Procedures and Development branch to Offer Specialized Virtual Sessions](#)

Now that the official launch of DA 9.1 has concluded and PPC Procedures and Development staff is back on the road, it is time to introduce another training option for personnel support staffs. As you are aware, there are resident Base training sessions being conducted through the end of fiscal year 2015. We realize that even though we have targeted a large population that some may not be able to attend.

Virtual Training Requests:

After everything that has been published and shared there still may be some specific areas that need guidance and attention. In order to continue to meet our customer service obligations, PPC Procedures and Development would like to extend the availability of specialized virtual sessions for **anyone and everyone upon request**. We are more than willing to customize a session for your office that meets specific training needs. Some examples of a request follows:

- *My SPO has attended all the virtual sessions and some of us even the resident offerings but we are still having trouble with _____.*

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- *We are an ADMIN unit and have discovered that many of the topics available are really targeted at the SPO. We need further guidance and instruction on _____.*
- *We handle all Reserve records and deal mainly with the ISC/DXR and SPO but are still seeking answers in processing _____.*
- *We have been dealing with a lot of Self Service issues from the field regarding pay errors. How does our office counsel the members on _____.*
- *There have been so many changes to both procedure and policy, how do we know what process to follow and where do we find _____.*

How to Request a Specialized Office Session:

If any of the examples apply to your office or there are other areas you want to explore please send an email detailing the request to:

Karen.S.Emmot@uscg.mil or call 785-339-2225.

David.Cota@uscg.mil or call 785-339-2252.

All sessions will be customized to meet your needs and will be held via Adobe Connect with live teleconferencing to elaborate on discussion, hear firsthand your obstacles, and share solutions with everyone. All requests are first come first served and will require flexibility on dates and times due to limited staffing of Procedures and Development.

Thank you for all you do! We are here to help always and look forward to serving your needs!

Respectfully,
Karen S. Emmot
Supervisor Training Specialist
Procedures and Development
Pay and Personnel Center

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[CG Travel Management Center \(ADTRAV\) REZDESK Login Screen Changes](#)

ADTRAV has provided a new website address that provides an updated Login Screen to include information specific to USCG travelers and users. An information panel with USCG specific login information has been added to the login form along with updated labels for the user name text box and custom placeholder labels to more easily inform the user as to what information to include and in what format.

Please update any saved website favorites/links for the ADTRAV RezDesk site that you may have to **-<https://uscg.rezdesk.com>**.

This information has also been updated on the [GTCC website](#).

[November 2016 SWE Eligibility Requirements and SWE Announcement Message](#)

Below are the subject rating requirements for the November SWE and SWE Announcement Message.

- [ALCGENL 110/16; November 2016 Reserve Servicewide Examination \(SWE\) Competition](#)
 - [Eligibility Criteria for the November 2016 SWE](#) 
-

[Thrift Savings Plan Mailing Address Now Required](#)

A new address type has been added to Direct Access. All Thrift Savings Plan (TSP) participants must add a TSP mailing address to the system. The address must be added before you can enroll in the TSP, or if already participating, before you can change any contributions. The TSP mailing address may be the same as your home and/or mailing address. However, the address line (number and street for example) cannot exceed 25 characters. See the [Thrift Savings Plan Mailing Address topic in the DA Knowledge Base](#) to learn how to add the TSP mailing address to your profile.

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[May 2016 Servicewide Exam Advancement Eligibility List](#)

The Advancement Eligibility list for those who participated in the May 2016 Servicewide Exam (SWE) has been posted on [PPC ADV's CG Portal Page](#). You can access the list and exam statistics using the following links:

[May 2016 SWE List \(PDF\)](#)

[May 2016 SWE Statistical Summary \(PDF\)](#)

Be sure to select your "email" certificate when logging on the CG Portal.

[Procedure for Submitting PPC Customer Care Trouble Tickets](#)

Effective 10 June 2016, per U. S. Coast Guard Internet content policy, our web-based trouble ticket form will be removed from our [Customer Care web page](#).

We have created a new template for submitting trouble tickets to PPC via e-mail. It works like this:

1. Open the MS word template at <http://cglink.uscg.mil/PPCticket> (CG Portal access required).

Note: If you cannot access the CGPortal you can still contact us by telephone (866-772-8724) or by email to PPC-DG-CustomerCare@uscg.mil.

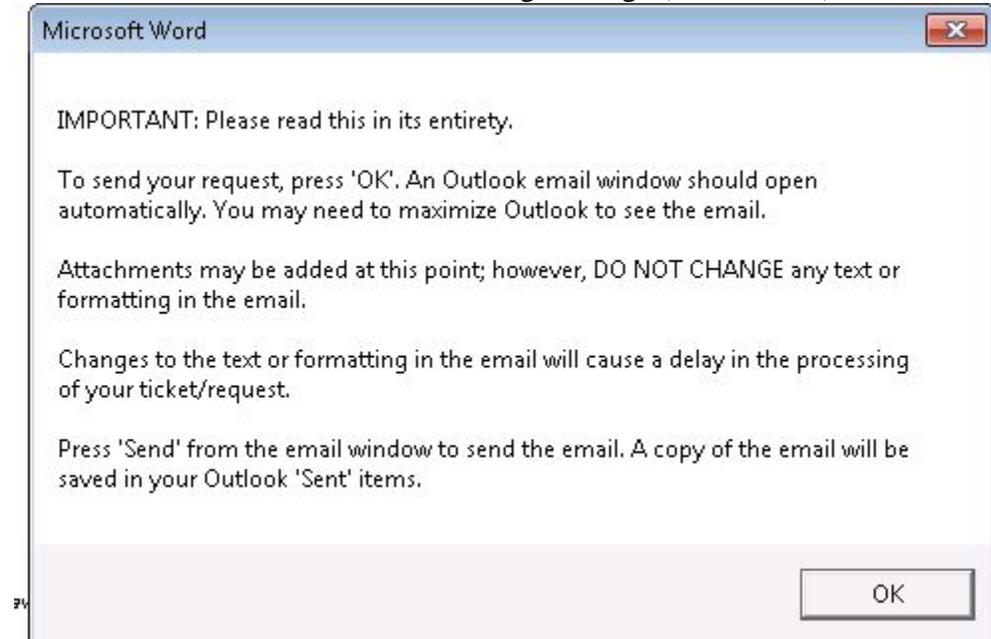
2. You will be prompted to open or save the file. Choose "Open"
3. MS word will open with the template form. **You may see a security warning at the top of the window.** If so, click "Options" and then click "Enable this content" and "OK" as shown in the image below.



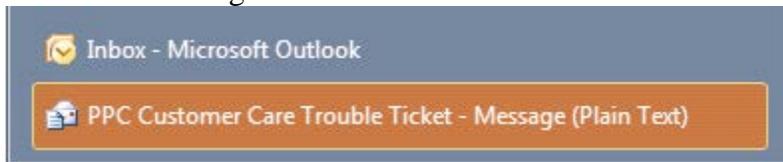
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4. Fill out the ticket as you have filled out the web ticket in the past.
5. Click the "Submit" button.
6. Review the information in the warning message (show below) and click "OK"



7. If you have MS Outlook open, the icon in the task bar will blink. Click it and you will see you have a new message in draft form.



8. Open the draft message by clicking on the icon in the task bar. The message is addressed to PSC-bpam@uscg.mil this is the correct address for our tracking system. **Do not change it.**
 9. You can add attachments if desired. **Do not make any other changes to the message.**
 10. Click "Send" and **cancel the spell check.**
 11. Click "Yes" when prompted to send the message.
 12. Your ticket will be loaded into our tracking system. You may close the MS word document. A copy of the message is available in your "sent items" folder in Outlook.
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PSC Transfer Season 2016 - Don't Leave Your User Account Behind

The 2016 Transfer Season is in full swing, and similar to years past, an automated method is being used to move CGOne Standard User accounts from one unit to another. This process, which reconfigures user accounts for use at a new location, does not move user data (such as files maintained on local C4IT resources) but does archive them for a specific time. Because of this, transferring personnel are responsible for performing a number of tasks on their own before departing their unit. More information about end user responsibilities to ensure a smooth and successful transfer of IT resources is on the [Transfer Tech Tips site](#).

The automated portion of a PCS Transfer is triggered by the transferring member submitting a CGFIXIT ticket at least two weeks before departing their unit. Once a ticket is submitted, the User Transfer Service (UTS) system completes the account transfer process. If a ticket is not submitted in CGFIXIT before departing your old unit, you will experience delays at your new unit.

Effective and successful transfers are an essential part of Coast Guard operations and affect every member at some point in their career. The Transfer Season team is consistently finding ways to simplify and improve the technical portion of this important process. After you arrive at your new unit, you might receive an email with a survey about the technical portion of your transfer experience. You are encouraged to participate and share your candid feedback so that future transfer seasons may be improved.

Adobe Acrobat PDF Files Do Not Open (Payslips, Tax Statements, etc.) in Direct Access

Sometimes, when you attempt to open a link from Direct Access to a file in Adobe Acrobat (PDF) file format a window will open with just a letter "X". This can be caused by the internet browser's security settings. Here's a workaround which will allow you to open the file directly in Adobe Acrobat reader. This bypasses the browser's security settings and should only be used on trusted sites. Follow these steps to open a file in Adobe Acrobat reader:

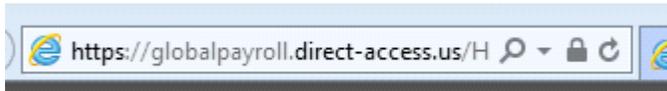
1. Once you are signed into DA, go to open a pay slip or any other document that need to open as a PDF. When the new window opens showing the "X" block in the corner of the screen,

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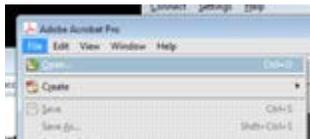
2. Go to the browser address block and copy the address



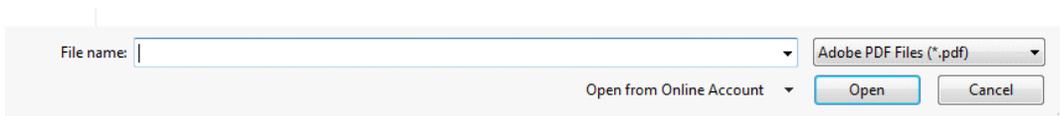
3. Open Adobe Acrobat (from the shortcut on the desktop or the start menu link)



4. From within Adobe Acrobat, go to **File** and chose **Open**.



5. A new window will appear, paste the address that you copied into the File Name block on the bottom.



6. Click the Open button. The file will open in Adobe Acrobat.

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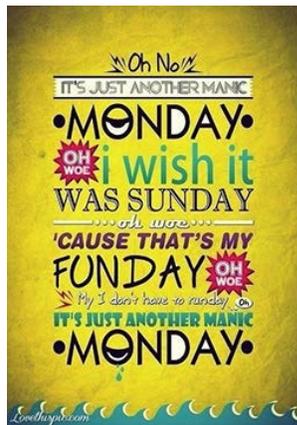
Manic Monday Mayhem

PPC Procedures & Development proudly presents a monthly virtual extravaganza bringing the latest known issues, review of newly released information, best practices for the coming month, and Q&A no holds barred!

NO REGISTRATION REQUIRED

1300 Central Standard Time
60 minute session

Link >>>><https://dhsconnect.connectsolutions.com/manicmonday/><<<< Link



August, 29, 2016
September 26, 2016
October 24, 2016
November 28, 2016
December 19, 2016

Here are the recordings, slides, questions, and answers from our previous 2016 "Manic Mondays" discussion sessions. Be sure to join us on 25 July for our next session:

- [25 January 2016](#)
- [29 February 2016](#)
 - [Video Recording](#)
- [28 March](#)
 - [Video Recording](#)
- [25 April](#)
 - [Video Recording](#)
- [23 May](#)
 - [Video Recording](#)
- [27 June](#)
 - [Video Recording](#)
- [25 July \(PDF\)](#)
 - [Video Recording](#)