

**Section C**  
**MAINTENANCE OF PERSONNEL INFORMATION**

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## Section Overview

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**Introduction** This section provides you with the necessary procedures for annual verification of entitlements, statement of creditable service, security clearances, and information regarding the PDIF and PDE.

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**In this section** The following topics are covered in this section.

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## 5.C.1 Annual Verification of BAH, Dependency, Beneficiaries, SGLI and Emergency Contacts

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**5.C.1.1. Introduction** Annually, beginning in October and not later than 30 November, members must verify their BAH, dependency, beneficiaries, SGLI and emergency data.

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- 5.C.1.2. Reference**
- (a) [Military Personnel Data Records \(PDR System\), COMDTINST M1080 \(series\), Encl. \(6\), Required Supporting Evidence for Material Military Payroll Transactions](#)
  - (b) [Coast Guard Policy on the Possession of Firearms and/or Ammunition by Coast Guard Military Personnel, COMDTINST 10100.1 \(series\)](#)
  - (c) [Coast Guard Servicing Personnel Office Manual, PPCINST M5231.3](#)
    - ☞ Part II, Pay Entitlements, Chapter 10, Housing Allowances and
    - ☞ Part III, General Transactions, Chapter 4, Dependency, Decedent Affairs, SGLI, and Contact Information
  - (d) [U. S. Coast Guard Pay Manual, COMDTINST M7220.29 \(series\), Sec. 3.D.3](#)
  - (e) [Military Assignments and Authorized Absences, COMDTINST M1000.8](#)
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**5.C.1.3. Annual verification process** Here is how verification of the BAH, Dependency, SGLI, Beneficiaries and Emergency Contacts works when the unit and SPO are not co-located. The Annual Validation and PDR review (including review of the EI-PDR) should be conducted jointly with the member when the unit a SPO are co-located:

Stage	Who Does It/ When	What Happens
1	SPO/1st Week of October	<p>Reviews PDRs for missing supporting documentation (per reference (a)) and forwards the following forms and worksheets to units with a listing of any missing supporting documents:</p> <ul style="list-style-type: none"> <li>• Direct Access BAH/Dependency Data Forms</li> <li>• Direct Access Emergency Contact Information Report</li> <li>• Copies of members' SGLI and Family SGLI Election forms (SGLV-8286 and SGLV-8286A)</li> <li>• Copy of members' Designation of Beneficiaries &amp; Record of Emergency Data (CG 2020D) forms</li> </ul>

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## 5.C.1 Annual Verification of BAH, Dependency, Beneficiaries, SGLI and Emergency Contacts, Continued

### 5.C.1.3. Annual verification process (continued)

Stage	Who Does It/ When	What Happens
(Continued from previous page)		<b>Note:</b> If the unit has sufficient administrative capability and maintains Unit PDR copies of SGLI forms and Designation of Beneficiaries & Record of Emergency Data forms, this step is unnecessary as the unit can generate the BAH/Dependency Forms and Emergency Contact Information Reports from Direct Access using Command Self-Service access.
2	Unit/ Upon Receipt	Forwards all forms and Emergency Contact Reports to members for verification. Also provides blank (or instructions for completing) DD Form 2760, Qualification to Possess Firearms or Ammunition. Per reference (b), DD Form 2760 must be completed annually.
3	Member NLT 30 Nov	<p>1. Reviews Designation of Beneficiaries &amp; Record of Emergency Data Form (CG-2020D) for accuracy. Makes the following entry in Item 15 (remarks) if there are no changes:            _____: reviewed, no changes. _____            (date) (member's signature)            Or, completes a new form CG-2020D (<a href="http://www.uscg.mil/ppc/forms/">http://www.uscg.mil/ppc/forms/</a>) if there are any changes.</p> <p>2. Reviews BAH/Dependency Data for accuracy:</p> <ul style="list-style-type: none"> <li>• Annotates any necessary changes or corrections.</li> <li>• Signs and dates in the "Members Certification" area.</li> <li>• Returns forms to SPO, includes Dependency Worksheet (CG-2020), and supporting documentation (e.g. Child's Birth Certificate, Member's Marriage Certificate or Divorce Decree) if adding/removing BAH eligible dependents.</li> </ul> <p>3. Reviews Emergency Contact Report for Accuracy:</p> <ul style="list-style-type: none"> <li>• Enters any changes or corrections to Emergency Contact info in Direct Access using self-service. Or, if unable to access the system, annotates changes on report and returns to SPO for data entry.</li> </ul> <p>4. Reviews SGLI (SGLV-8286) and Family SGLI (SGLV-8286A) elections. Completes new form(s) (<a href="http://www.insurance.va.gov/sgliSite/forms/forms.htm">http://www.insurance.va.gov/sgliSite/forms/forms.htm</a>) if elections are not on the June 2011 or later editions of SGLV-8286 or the December 2010 or later editions of the SGLV-8286A or if there are changes to the beneficiary designation(s) or the member desires to change coverage elections. It is not necessary to re-complete the SGLV-8286/8286A if the current editions of the forms are used and only the "Rank, title or grade" field or the "Current Duty Location" field has changed (e.g. A new form isn't needed upon advancement, promotion, PCS or unit name change.)</p>

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## 5.C.1 Annual Verification of BAH, Dependency, Beneficiaries, SGLI and Emergency Contacts, Continued

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### 5.C.1.3. Annual verification process (continued)

Stage	Who Does It/ When	What Happens
Continued from previous page		5. Provides any missing supporting documentation requested by the SPO (e. g. Social Security Card, Birth Certificates for Member and Children, Marriage Certificate, etc.) 6. Completes DD Form 2760.
4	SPO	Conducts a Quality Review of all elections and beneficiary designations (See Sec. 5.A.4 of this manual) and enters, into Direct Access, any changes or corrections the member noted using the appropriate process per reference (c): <ul style="list-style-type: none"> <li>• <b>Dependent/Beneficiary</b> to add or change information about dependents (Note: Appropriate Direct Access entries must be completed if dependency change impacts entitlements). Generates a new BAH/Dependency form and forwards to member for signature.</li> <li>• <b>Emergency Contact</b> to add or change emergency contact information.</li> <li>• <b>Life and AD/D Benefits</b> to make SGLI election changes (Note: Data entry is only required when member is changing a SGLI/Family SGLI election, i.e. increasing, decreasing or declining coverage. <b>No data entry is required if the member is only updating beneficiary designation.</b>)</li> <li>• Per reference (a), files SGLI forms, BAH/Dependency forms, supporting documentation, and CG-2020D forms in the SPO PDR and forwards copies of any newly completed forms and supporting documentation to CG PSC for the IE PDR.</li> </ul>
5	SPO	Follow up with unit on the status of any member who fails to complete annual validation.

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## 5.C.2. Requesting Statements of Creditable Service

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### 5.C.2.1 Introduction

This will assist you in requesting a Statement of Creditable Service (SOCS) and/or a Statement of Creditable Sea Service (SOCSS).

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### 5.C.2.2. Purpose

A SOCS can effect the member's pay by setting the Pay Base Date, Active Duty Base Date as well as Sea Pay. A SOCSS documents creditable Sea Service history to determine cumulative career sea time for pay purposes. This document only lists vessels that are sea pay eligible. A SOCSS will only be issued for members who are having a SOCS completed and members who have a documented discrepancy in their sea time.

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### 5.C.2.3. When to Request

Request a SOCS/SOCSS whenever the member's service dates (ie Active Duty Base Date, Pay Base Date) and the member's sea time are incorrect.

Note: Do not ignore suspected sea time errors simply because a member is not currently assigned to a sea pay eligible vessel.

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### 5.C.2.4. Documentation Needed

For PPC (ses) to generate an accurate service statement we will require all of the member's prior service documentation to be scanned and emailed to us.

For personnel with other than Coast Guard or Coast Guard Reserve prior service include:

- All contracts.
- All Discharge Documents including DD-214's and NGB 22 and 23's for National Guard members. (NGB Documents are the National Guard's version of the DD-214 and enlistment contracts).

**Note:** For National Guard service, you may contact the State Adjutant Generals' Office listed on this website <http://www.agaus.org/resources.asp>.

If the member has prior Coast Guard or Coast Guard Reserve service, the SPO will ensure DD-214s and contracts are viewable in the EI-PDR and that JUMPS accurately reflects service in the appropriate segments.

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## Requesting Statements of Creditable Service Continued

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### 5.C.2.4. Documentation Needed (cont'd)

- For Reservist Duty, all Reserve Retirement Point Statements for the periods in question.
- A Transcript of Sea Service, if available from the U.S. Navy.
- All History of Unit Assignments that cover all of the time on the DD-214. This is used to verify sea time if no Transcript of Sea Service is available from the U.S. Navy or the Marine Corps.

The individual is the primary resource in furnishing this information.

(Documentation can be ordered from:

<http://www.archives.gov/veterans/evetrecs/>). A SOCS will not be completed for a member who has no break in service, unless there is prior non-Coast Guard military service.

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### 5.C.2.5. Documents Containing Errors

If you request a SOCS with a DD-214 that is incorrect, our SOCS will mirror the DD-214 that we receive and would consequently be incorrect, possibly putting the member in an incorrect pay status.

If you have a dispute with the accuracy of a DD-214, you can request a Board of Corrections to Military Records by completing the DD Form 149 at The National Archives website: <http://www.archives.gov/veterans/military-service-records/correcting-records.html>. For additional information, please visit <http://www.uscg.mil/legal/BCMR/BCMR.asp>.

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### 5.C.2.6. How to Request SOCS/SOCSS

For all SOCS/SOCSS requests the SPO should contact PPC Customer Service **via an online trouble ticket** or **send an email to [CustomerCare.PSC@uscg.mil](mailto:CustomerCare.PSC@uscg.mil)** and provide the following information:

- Member's Employee ID and full name
  - Whether or not member has any prior service - all documents will need to be scanned and attached (Note: Use the web-form at <http://cgweb.ppc.uscg.mil/ccb> to attach documents to trouble-tickets)
  - A very descriptive narrative as to the problem as well as the reason for the SOCS/SOCSS
  - SOCS date, if member has already had a SOCS completed but for some reason it is thought to be incorrect.
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## 5.C.2. Requesting Statements of Creditable Service, Continued

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### 5.C.2.6. How to Request SOCS/SOCSS (cont'd)

**Note:** Do not request SOCS completion status less than 120 days from initial request date.

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### 5.C.2.7. Interim Service/Sea Service Adjustment

Because it sometimes takes so long to receive records from the National Personnel Records Center and from other Armed Services, we can offer the member an **Interim Adjustment**.

This interim adjustment is based off the DD-214 provided PPC (SES/S4) by the member's SPO.

Because there is the possibility that the DD-214 from the prior service may be incorrect, the SPO must counsel the member that they may be overpaid. Requests for an interim adjustment must contain the following sentence:

*"The member has been counseled and understands that if the total sea time/prior service added, based on the DD-214, is not supported by the prior service records, then the member will be in an overpaid status."*

The purpose of the Interim Adjustment is to help the member get his pay corrected in a timely manner. PPC (SES/S4) will only use blocks A and B for pay base date purposes and will not count any active or inactive time. A SOCS will still be completed once all of the information from the National Personnel Records Center and the member's prior service has been received from the SPO/member. An interim adjustment in no way speeds up the casework process. An Interim Adjustment will be completed as soon as it has been received by PPC (SES) and has been approved for an adjustment.

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### 5.C.3. Personnel Data Information File (PDIF)

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**5.C.3.1.  
Introduction**

The Personnel Data Information File (PDIF) is a Direct Access generated summary of personnel data.

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**5.C.3.2.  
Reference**

(a) [Coast Guard Servicing Personnel Office Manual, PPCINST M5231.3](#), Part IX, Reports and Queries

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**5.C.3.3. When  
will units  
receive a  
PDIF**

Units can expect a PDIF to be provided by the SPO at the following times:

- Within 5 working days after a member reports in PCS
- Upon the request of the unit

**Note:** If you are not receiving the PDIFs for all of the members assigned to your unit, contact the SPO and ask them why you are not receiving them.

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**5.C.3.4. SPO  
to Unit  
Transmission**

The SPO has the ability to send PDIFs to the unit via E-mail or by printed copy via regular mail. Units should inform their SPO which method is preferred.

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**5.C.3.4. Direct  
Access Path**

[Enterprise or Direct Access Content Menu](#) > [Develop Workforce](#) > [Manage Competencies \(GBL\)](#) > [Report](#) > PDIF

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## 5.C.5. Security Clearances

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### 5.C.5.1. Introduction

This has been provided to help you locate the policies and procedures for maintaining personnel security clearance information.

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### 5.C.5.2. Reference

(a) Personnel Security and Suitability Program, COMDTINST M5520.12(series), Chap. 2, Administrative Procedures.

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### 5.C.5.3. Personnel Security Record

When the Central Adjudication Facility (CAF) makes a favorable security determination, notification is made via Direct Access updates and by a certificate of clearance known as the source document. This source document shall have a properly executed SF-312 and CG-5588 attached and is filed in Part 3 of the Unit PDR, if Unit PDR is not kept file in Part 2 of SPO PDR.

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### 5.C.5.4. Preparation and Maintenance of Security Documents

Policies and procedures governing the preparation and maintenance of security documents can be found in the PERSEC.

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## 5.C.6. Transcript of Sea Service (TOSS)

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### 5.C.6.1. Introduction

A Transcript of Sea Service (TOSS (CG PPC-1075)) is used to document service on board Coast Guard vessels for the purpose of obtaining a Merchant Marine License. Transcripts of Sea Service (TOSS) only for Coast Guard members, and former Coast Guard members, who want to receive their Mariners License. The TOSS will chronicle the vessels that a Coast Guard member served aboard during their career. This Sea Duty may have been on either a Sea Pay or Non-Sea Pay eligible vessels but must have been documented. We do not provide small vessel documentation, please go to the Merchant Maritime Center (NMC) <http://www.uscg.mil/nmc/default.asp> and download the Small Vessel Sea Service Form CG-719S <http://www.uscg.mil/nmc/forms/application/cg719s.pdf>.

The Transcript of Sea Service lists information regarding a member's sea service, including:

- Names of vessels
- Shaft Horsepower
- Dates the member served on each vessel
- Rank at time of departure from each vessel

Note: This document does not serve to verify creditable sea service for pay purposes (refer to 5-C-4 of this section).

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### 5.C.6.2. How to obtain a Transcript of Sea Service

For TOSS requests, the individual or SPO should contact PPC Customer Service via a [by submitting a trouble-ticket](#) or sending an email to [CustomerCare.PSC@uscg.mil](mailto:CustomerCare.PSC@uscg.mil) and provide the following information:

- Requestor's full name
- Requestor's EmpID (or if no EmpID a SS#)
- Requestor's approximate period(s) of service
- Requestor's desired manner and address to have the TOSS sent to them (i.e., email or postal mail)
- It would be helpful to also include a rough list of the vessels the requestor has served on and thinks should be included on the TOSS.

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## 5.C.6. Transcript of Sea Service (TOSS), Continued

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**5.C.6.3.**  
**Distribution of**  
**CG PPC-1075**

PPC issues CG PPC-1075, Transcript of Sea Service. The CG PPC-1075 is emailed to the SPO or separated member, unless no email available then it is mailed to the separated member.

Upon receipt, the SPO will forward the original TOSS to the member and file a copy in SPO PDR.

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