United States Coast Guard Personnel Service Center

SPO Newsletter

Issue 2/05

April — June 2005

In This Issue

PSC Customer Advisory Council

The SPO/FOT community was instrumental in assisting PSC through their overwhelming participation in PSC's first Customer Advisory Session held via internet survey. This baseline information will enable PSC to better understand how we are doing and what we can do to improve customer service.

A Sub-committee was tasked by the PSC Business Council to review the SPO/FOT survey results and report back on the comments submitted by you, our customers. Action that has been taken to-date includes the release of an AIG message offering more learning opportunities, a customer advisory council meeting (date TBD) to bring in SPO Yeomen to PSC, and publication of information in the SPO newsletter. Specific items addressed for action include the expansion of the query base in Direct Access and the enhancement of existing queries. More queries are being developed rather than reports as they are more easily downloadable into Excel and easier to print.

The link below will take you to the survey feedback data and enable you to see first hand results on Direct Access, computer-based instruction (CBI), communications, military account information (e.g., LES, special payments), separation processing, and customer service. Our goal is to learn from your feedback with the focus on making improvements to our service. As we do we will keep you informed and we'll also keep asking for your advice.

Thanks to everyone for making this first survey a great start!

SPO/ISC(FOT) Survey Results:

http://www.zoomerang.com/reports/public_report.zgi?ID=L229B8T7MSMH

The Rehire Quagmire

We are seeing a large number of processing errors for accessions of prior service Coast Guard members and Reservists enlisting in the Regular Component.

Here are some important rules to remember when processing component changes and accessions of prior service members:

1. ***A change of service component (other than RELADs) requires that the member be discharged from one component before enlisting in the other.***

If, for example, a Reserve member is authorized to enlist in the Regular Coast Guard, you must submit a discharge transaction effective the day prior to the date of enlistment in the Regular Coast Guard. Some SPOs have been attempting to process Reserve integrations by submitting reenlistment contracts. A reenlistment will not place the member on active duty. You must discharge the member from the Reserve and complete the accession process to place the member on active duty.

2. ***Only One Employee ID Number Per Customer.***

If the person you are accessing has ever been a member of the Coast Guard, Coast Guard Reserve, Coast Guard Auxiliary, NOAA Commissioned Officer Corps, or a civilian employee of the U. S. Coast Guard, they already have an Employee ID number.

See "Rehire" on page 13

Creditable Service and Sea Service Requests

The National Personnel Records Center, St Louis and various service component Record Centers now require the Coast Guard to submit a signed Privacy Act Release Statement from the member along with a request for verified service documents. The Service Validation Team at PSC has encountered difficulty obtaining release signatures from members after a request for a SOCS/SOCSS is received from the servicing SPO. The requirement for the SPO or unit to obtain a signed Privacy Release Statement from the member is now required before requesting a Statement of Creditable Service or Sea Service Statement. This requirement becomes mandatory only for members who claim service outside the Coast Guard or Coast Guard Reserve. We will incorporate this change into the 3PM and will add a Privacy Act Release Form to our forms page on our web site (http://www.uscg.mil/hq/psc/forms/).

With the development of our Customer Service Call Center, we frequently receive requests for SOCS and SOCSS statements via phone or e-mail. However, supporting documentation, as required by the 3PM, to substantiate the service is never forwarded.

Due to the requirement from the Record Centers to obtain a hard copy Privacy Act Release Form, and to reduce the number of incomplete service validation requests we receive, SPO's are asked to comply with Chapter 5 of the 3PM and submit any service validation request to PSC-SES via memo. The memo can provide additional information you feel we need to know about, and the supporting documentation and the signed Privacy Act Release Form can be added as Enclosures. Please mail the complete request package direct to PSC-SES, or fax to (785) 339-3784.

Procedures for HDIP-VBSS Boarding Teams

Members who qualify and receive Hazardous Duty Incentive Pay for flight deck duties may not receive another HDIP, including Visit, Board, Search and Seizure, for the same period. Boarding Team members must be assigned to an authorized HDIP-VBSs eligible billet, and complete a minimum of three Maritime Interdiction Operations (MIO) boarding evolutions in a calendar month.

Entitlement to HDIP-VBSS is recorded in Direct Access. HDIP-VBSS is a monthly entitlement and a new entry is required for each month the member is qualified to receive HDIP-VBSS. Procedures can be found in the Direct Access Online Help.

Extension of JetForm Filler

ALCOAST 076/05 announced that JetForm Filler would be eliminated by 30 April 2005. However, in ALCOAST 230/05, a reprieve was issued that will allow the JetForm application to remain on the workstations until the third quarter of 2006.

At that time, the JetForm application will be removed during the update with the 5.2 standard image version of CGSWIII. It should be noted that standard image 5.1 will be released soon and it will not include changes to JetForms.

All users are encouraged to switch over to **USCG Adobe Forms** in order to access the most current version of forms available.

To access the Adobe Forms application, go to **Start, Programs, USCG Applications, USCGForms.**

USCG Adobe Form Templates for Advancement and Discharge Certificates

It is no longer necessary to contact COMDT (CG-1221 / G-WPM-1) to request access to form templates for Advancement Certificates and Discharge Certificates.

You may now download the Adobe Forms Library templates from the Electronics Forms Page at http://cgweb.uscg.mil/g-c/g-ccs/g-cit/g-cim/forms2/welcome.htm.

Why are Special Payments Listed as Deductions on LESs?

We are often asked why we give members special payments, and then turn around and take them back again under the Deductions column on the LES. The reason is simple: ALL payments made to members, both regular and special, really are deductions from the member's account. The only difference is that regular payments have their own separate area where they are shown on the LES.

Perhaps the best way to look at this is to compare the JUMPS account to a checking account, and the LES to the check register. You are given credit on the LES for various items such as Basic Pay and BAS; these compare to the deposits you make into your checking account. Then allotments, taxes, SGLI (etc.) are deducted, just as you would deduct any automatic payments that you have authorized your bank to make for you. When these items are added and subtracted you are left with a figure that is your net pay for the month. The system deducts your mid-month and end-month payments from this figure, just as you would deduct checks that you have written. There are only two differences between your LES and your check register: 1) for the sake of clarity, regular payments are shown in their own blocks at the top of your LES, and; 2) when all of this is done by JUMPS you should normally expect to have a balance of $0.00 on the LES – nothing over or underpaid. All of this information is also posted as totals in LES Blocks 29 through 32; this is the same sort of "recap" of deposits and deductions that your bank shows on your monthly statement.

However, there are no blocks on the LES dedicated to special payments, as there are for regular payments. Therefore, when a special payment is issued it has to be recorded on the LES under Deductions. This properly records the payment in your account and keeps everything in balance.

Bob Dyche
MAS
Team Leader, Pay Team Two

Ensure Members Have Not Exceeded Their Drill Cap for Paid IDT

Proper review of paid drill information in JUMPS could eliminate over 3,000 errors between the months of June and September. As most of you know, all drilling units have a maximum number of paid drills allowable per fiscal year for each drilling reservist. For most units, the max allowable for FY05 is 48. (There are a few units allowed 60 paid drills). In either case, it is important that before the drill status on a paid drill is changed to completed, it is verified that member will not exceed the maximum allowable paid drills for that FY.

Currently, the most accurate way of verifying this is by looking at the "Current FYTD MAX DRILLS", and CURRENT FYTD PAID DRILLS" on page 3 of segment 00 in JUMPS and to add in any drills entered in DA that have not processed through JUMPS yet.

"For most units, the maximum allowable paid drills for FY05 is 48. (There are a few units allowed 60 paid drills)"

Processing Name Changes

The Personnel Service Center (PSC) continues to receive requests from members via their unit, for name changes. Chapter 5-D-17 of the Personnel and Pay Procedures Manual (3PM) states that the Servicing Personnel Office is responsible for the Direct Access input upon receiving Command approved requests. We are asking that all SPOs inform their respective units of this change and begin forwarding the requests to the appropriate SPO. Guidance for completing the Direct Access input for name changes can be found in the Direct Access Online Help Guide at PSC's website.

Unused Leave Balance Q & A

Question: Can a person discharged from another Uniformed Service carryover used leave balance into the Coast Guard?

Answer: Yes - The member must immediately join the Coast Guard with no break in active duty service. This will allow member to be credited for all unused leave balance from another Uniformed Service. This does apply if member is joining Coast Guard Reserve component as long as being placed on active duty immediately upon entry. If member enters into a SELRES status prior to be placed on active duty they are not authorized to have leave balance credited. A member in this situation should then contact the discharging service on getting leave balance sold.

Question: What does member need to have for verification of unused leave balance from another Uniformed Service?

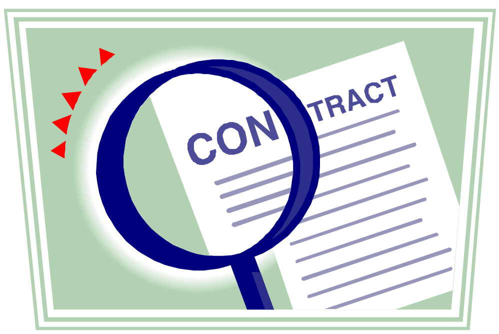
Answer: The DD214 showing the discharge date which is to be one day prior to newly joining Coast Guard. In Remarks Block 18 of the DD214 should have a statement to the effect "MEMBER IS TRANSFERRING TO THE COAST GUARD WITH NO BREAK IN ACTIVE DUTY SERVICE. TOTAL NUMBER OF LEAVE DAYS TO BE TRANSFERRED IS __ DAYS." If no statement is entered on the DD214 then the losing service must send a certified copy of the closed out pay record showing discharge date and the unused leave balance on effective date of discharge. This can be the Master Military Pay Account (MMPA). A letter from the other service's pay accounts office certifying unused leave balance at time of discharge can be accepted. Leave and Earning Statements (LES) Are Not Accepted for credit of unused leave balances. If there is a delay on credit of verified leave balance it will be calculated from the effective date of entry into Coast Guard when carryover would have been posted. This could result in a lesser amount or, possibly no credit, if that leave credit goes over the maximum number of days the member would have been authorized to carry forward at the end of a fiscal year.

Question: What if member cannot get the other service to provide official documentation?

Answer: PSC's only means of obtaining any such documentation is through the Statement of Creditable Service (SOCS) process. The Servicing Personnel Office should always request a SOCS for members with prior service. Directions are found in the Personnel and Pay Procedures Manual on how to request a SOCS. If the other service still does not provide documentation of unused leave balance no adjustment can be made. It would then be the member's responsibility to have other service provide official documentation.

Printing Enlistment Contracts

You cannot print a contract for an accession from Direct-Access. It is assumed that the new member would be arriving from the recruiting office with a contract already signed. There is no need to print the contract from the system. However, in the case of a rehire, you may need to produce a contract for the member and enlisting officer to sign. For this reason an MS Word version of the form is available -http://www.uscg.mil/hq/psc/da/dd4.doc.



Reserve Orders – Contingency Data

Introduction:

The procedure for recording contingency data on Reserve active duty orders has changed.

What's a Contingency?

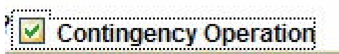
Coast Guard Manpower Mobilization and Support Plan, COMDTINST M3061.1(series) defines contingency operations and provides policy guidance for recall of Coast Guard Reservists in support of defense and non-defense contingency response operations.

Summary of Change:

Previously, the Contingency Operation ID was entered in a field on the Reserve Orders tab, which appeared when the "**Contingency Operation**" checkbox was selected. Now, Contingency Data will be recorded on a separate tab of the Reserve Orders component in DA.

New Procedure for Entering Contingency Data:

1. Click the **Contingency Operation** checkbox on the Reserve Order tab in the Basic Information section of the page.

Notice how a new tab appears when you mark the 

checkbox.

Figure 1. Contingency Data Tab Now Appears on Tab Listing

2. Access the **Contingency Data** tab (by clicking the tab label or using the Contingency Data link at the bottom of the page).

3. Enter the **Operational ID** number (you can use the lookup icon to search for the ID) and the **Reference/Authority** block. For ADSW orders, mark the **Voluntary Activation** checkbox if applicable.

Figure 2. The Contingency Data Tab and Operational ID Lookup Feature

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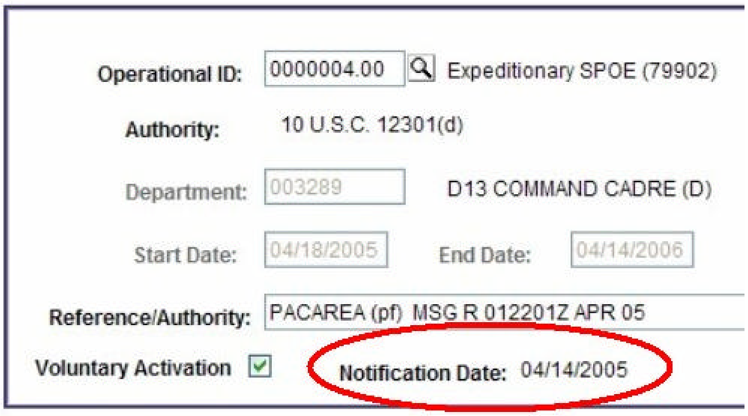
Reserve Orders – Contingency Data (cont'd)

The **Notification Date** will be filled in by the system using the date the orders are approved and saved.

Figure 3. Contingency Tab Data Completed After Orders are Approved and Saved.



The **Notification Date** now appears on the Contingency Data tab. The Notification Data establishes the member's eligibility for Pre-Mobilization TRICARE coverage. Per Public Law 108-375, Section 703, coverage begins the later of:

(a) date mobilization orders are issued; or

(b) 90 days before active duty commences.

Return to the Reserve Orders tab and complete the remaining sections of the member's orders.

Leave in Conjunction with PCS, Retirement or RELAD

With transfer season coming up it may be good to refresh everyone on the procedures for submitting leave in conjunction with a PCS, RELAD, or Retirement. First thing to keep in mind is that there are two ways to account for leave taken: The leave entered in the delay row on a set of PCS orders, and an L63C (transaction generated by the leave entered in the "Vacation Request" screen). Problems arise when both are submitted for the same period, for example:

Incorrect way to do this # 1 >Leave transaction (L63C) is submitted via Direct Access by using the ***Vacation Request*** page.

If this leave transaction processes, it builds a segment 74, and updates segment 62. If a subsequent PCS transfer is submitted, and the leave is also accounted for in the delay row, the L68C (PCS orders) is going to error out against the segment 74, which was built by the vacation request. Correction of this scenario requires Exception Review Team (ERT) intervention, and deletion of the vacation request by the SPO.

Incorrect way to do this # 2 > Let's assume same scenario as above, with a PCS having leave en route. Now what happens if the vacation request comes in after the PCS works? The same thing happens, but in reverse. This time the PCS orders create a segment 74 for the period of leave, and the vacation request will kick out, also requiring ERT investigation and SPO action to remove the vacation request.

Correct way to do this:

When a member is transferring, released from active duty or retired, there is no reason to submit a Vacation Request for that leave, as it is to be included on the PCS orders. Duplication of leave entry has the potential to cause problems with payment of enroute PCS entitlements, and may delay final separation pay in the case of RELADS or Retirements.

What about leave prior to discharge or during TDY?

Use the Vacation Request page to record leave taken during TAD or prior to discharge.

TOPTS Recent Transaction File (RECENTS) Inquiry Changes

The RECENTS inquiry, which is accessed by typing "REC" from the Pay Master/Main Inquiry, now lists only the first 160 pages of data on a member. This change was made to improve system performance. The full RECENTS is available by choosing menu option G1. We also have an alternate version of RECENTS available now. It is G2 on the menu. In this version, the files are sorted by Form-id, Action-code, and Effective date.

Chapter 6 of the JUMPS Analysis Manual, PSCINST M5230.3, http://www.uscg.mil/hq/psc/PJAM.htm, provides more information about the RECENTS inquiry.

A transaction conversion guide, which you can use to help determine which Direct-Access menu item or page was used to generate a transaction you see in RECENTS, is also available.

The *JUMPS -- DA Conversion Guide* also shows which pay segments are updated by transactions produced from Direct-Access. The guide, which will be incorporated into the JUMPS Analysis Manual in a future change, is available at the link below.

http://cgweb.psc.uscg.mil/docs/JUMPS_DA_ConversionGuide.xls

PCS Endorsements — Corrections and Deletions

After a PCS Departing or Reporting endorsement is approved, only a user with the CGHRSUP user role (SPO Supervisor) can make any changes or delete the transaction. A User with the CGHRS Role and not the CGHRSUP Role will **not** have access to data fields that would cause a correction or deletion to be transmitted.

If a mistake is made or you are directed by PSC (MAS) to delete and resubmit a departing or reporting endorsement, make the changes to the appropriate field(s) (correct the Actual Report date for example), and save. The appropriate JUMPS actions will be generated.

If you need to delete a departing endorsement, clear the Actual Depart date field, and save. The JUMPS "D" action will be generated.

If you need to delete a reporting endorsement, clear the Actual Report date field, and save. The JUMPS "D" action will be generated.

FY-2005 Leave Carryover

PSC ran a series of programs between January and March 2005 to adjust the leave accounts of members under ALCOAST 387/04. During March 2005, PSC ran a program to adjust the leave accounts of members who had a leave balance of over 60 days on 30 September 2004 and were authorized until 31 December 2004 to use FY-04 accumulated leave. The leave balance adjustments for these members was reflected on April 2005 LESs. PSC waited until March 2005 to adjust these leave accounts to allow retroactive leave transactions to process.

During January 2005, PSC adjusted the leave balances of members who are authorized to carryover more than 60 days leave as of 1 October 2004, i.e., members who were:

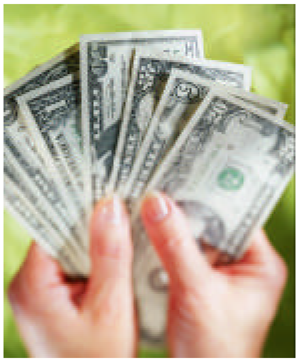
- Paid imminent danger pay for at least four consecutive months during FY-04.
- Certified by their CO as having been deployed for 60 consecutive days or more during FY-04.

Leave balance adjustments for these members were reflected on January 2005 Leave and Earnings Statements (LESs).

PCS Travel Advances

It's that time of year again. Please review the procedure for faxing requests for PCS travel advances:

http://www.uscg.mil/hq/psc/faxpcs.shtm



Be sure members requesting advance TLE understand the entitlement. Members are often overpaid advance TLE because they don't use the entitlement correctly. TLE is only payable for lodging expenses in the area of the old or new duty station and the dates cannot overlap with authorized travel days. See JFTR U5700 for more information.

Timing is Everything

You can actually save yourself, and others, some work by not working too far in advance. SPO Supervisors (CGHRSUP Role Users) shouldn't approve PCS endorsements (the departing approval link on the depart/report member tab on the PCS orders), separations or retirements too far in advance of the actual effective date. Plans for leave, terminal leave, or leave to sell often change. If you have already approved a separation transaction, you will have to delete it if anything changes. If you make any changes to PCS endorsements, JAG will create deletion and correction transactions (see *What is JAG* below). In addition, for PCS transfers, the member's access in DA will reset to Self-Service effective the date the departing endorsement is approved. For separations or retirements, the member's access will be shutdown completely.

Keep in mind that you do not have to approve the transaction before delivering the PCS or separation/retirement orders to the member. The member will need the orders, often months in advance, for household goods shipments and other purposes. If the member's itinerary changes, after you've delivered the orders, you should make the changes to the transaction in DA and issue a memo amendment to the orders rather than generating a new original travel order.

The same rules apply for Reserve active duty orders. The SPO should not complete the Actual Duty Begin and Actual Duty Depart date (see note below) fields more than 14 days in advance of the actual reporting date. JAG creates R990 transactions (for orders of 139 days or less) or 8C transactions (for orders of 140 or more days) when the duty dates are entered. For budgeting and planning purposes, ISCs often issue ADT orders months in advance; changes are very likely to occur.

Note: Although you should not complete the Actual Duty Begin date too far in advance, you always complete the Actual Duty Depart date in advance. Do not wait unit a member completes their active duty to complete the endorsement; this would unfairly delay the member's receipt of pay. Your goal should be to submit the transaction (by entering the dates and saving) not more than 14 days in advance, but in time for the transaction to be processed by JUMPS during the pay cycle in which the member reports for duty.

What is JAG?

It doesn't have anything to do with military lawyers, judges, or TV shows. **JAG** is the acronym for JUMPS Action Generator. Think of if as the Direct-Access equivalent of the transmittal process, which was used in SDA II. Every time you create and save (and approve, if SPO Supervisor approval is required) a pay entitlement, PCS, Reserve active duty, separation, absence, or obligated service transaction in DA an Audit Record is created. The JAG program finds these Audit Records and transfers the information to JUMPS for processing. If you create a transaction and delete it before the JAG program has run, JAG doesn't process the Audit Records (no sense sending something to be processed if it ended up being deleted). However, there will be a record of the actions in the JAG Archive Inquiry. If you create a transaction, approve and save it, then change it, JAG will pick up the original transaction and any corrections (C-Type transactions in RECENTS).

DA has its own version of RECENTS; the Archive Inquiry lists records (by EMPLID and transaction type) that have been processed by JAG. The menu path for the inquiry is: ***Compensate Employees/Maintain Payroll Data (US)/JAG Archive Inquiry*** There is also a JAG Audit Inquiry, which lists transactions waiting processing by JAG, but it is only accessible by PSC staff.

> *"Think of if as the Direct-Access equivalent of the transmittal process, which was used in SDA II."*

New IRS Regulations Eliminate the Need to Send Copies of W-4 Forms to PSC (SES)

Regulations, issued by the Treasury Department, eliminated the requirement that employers send copies of potentially questionable Forms W-4, Employee's Withholding Allowance Certificate, to the IRS. The new regulations took effect on April 14, 2005.

In the past, employers had to send to the IRS any Form W-4 claiming more than 10 allowances or claiming complete exemption from withholding if $200 or more in weekly wages was expected. Members or SPOs, inputting tax withholding changes in DA, were instructed to FAX or mail copies of W-4s to PSC (SES) whenever a member claimed an exemption from FITW or claimed more than 10 exemptions. Additionally, members claiming such exemptions, were required to submit a new W-4 annually.

Forms W-4 are still subject to review by the IRS. However, employers will no longer have to submit them to the tax agency, unless directed to do so in a written notice to the employer or pursuant to specified criteria set forth in future published guidance.

DA Edits and Software Updates

Issue	Description	Solution
Extensions Not Being Allowed Due to Inaccurate Indefinite Reenlistment Edits	The edits in place to force an indefinite reenlistment were only editing on the year instead of doing a full day, month, and year calculation. This meant you couldn't reenlist or extend a member if the effective date was in the same year as their 10th anniversary of active duty.	Edits reworked to compute the member's actual 10th anniversary of active duty.
Direct Access Edits To Prevent Overlapping Leave Periods	Leave can be reported to JUMPS via two separate transactions: an L63 (for regular leave submitted through the Vacation Request in DA); and an L68C (for leave in conjunction with PCS, RELAD, or retirement).	Added warning messages that will display when the user tries to save a Vacation Request, PCS, RELAD, or Retirement that would cause overlapping leave periods to be transmitted to JUMPS.
Dependent Data – JUMPS Action Generator Errors	Spouse in Service - Edit needed to require the SSN for Spouse in Service.	Added edit to make SSN a required field when the Spouse in Service block is checked.
Dependent Data – JAG Audit	An audit record (transaction for JUMPS) was not being sent when the BAH eligibility flag is unchecked	Un-checking the BAH eligible flag and saving the page will now generate a transaction for JUMPS, which will reduce the number of BAH eligible family members in the member's pay
Invalid Date Error Occurring in General Absence	An SPO received the following error when entering a member into Military Confinement: "Invalid date in function DateValue. (2,113)". This member's combination of dates and bad time revealed a flaw in the logic, which resulted in an invalid date.	The flaw has been patched.
Retirement Transactions -- JUMPS Action Generator Errors	Retirement transactions were being sent to JUMPS before the effective date. The transactions could not process through JUMPS.	Added code to not process a Retirement 8C unless the effective date is greater than or equal to the JAG Run Date (e.g. The transmittal date).
Release from Active Duty and transfer to the IRR – Position number change	When a member was RELAD'ed to the IRR, (or ISL or ASL). The member's position number wasn't updating. This was causing problems with unit rosters and other programs that look at the position number and not the DEPT ID.	Added code to change the position to the Reserve Unbudgeted position for deptid 002817 (CGPC-rpm). The unbudgeted position is 00062025.
Error when trying to discharge a member shortly after accession.	Users, primarily at the Recruit SPO, were unable to discharge some personnel due to the member not having a row in the absence accrual (leave) table.	A new row will be inserted into the absence accrual table upon saving the accession/hire applicant transaction.
Employee Classification (Member Type Codes) for Reserve Retired Waiting Age 60 (RET-2)	Some RET-2 members were listed as Employee Class "Z", which is not a real member-type code. It was only used to distinguish RET-2 members in DA.	Per CG-131 a script was run to convert all members with Employee Class "Z" to "F" (also used for IRR) and tables used for Reserve Status Change transactions updated to eliminate code "Z".

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DA Edits and Software Updates (cont'd)

Issue	Description	Solution
EAD Orders	EAD Endorsements (8C's) error in JUMPS if the member doesn't have a Reserve TRA/PAY Category already set.	Element Code 78 (Reserve TRA/PAY Cat.) will be included on 8C's for EAD.
JAG (JUMPS Action Generator) future dated logic	JAG has logic which checks transactions against the system date and production cycle "as of" run dates to see if the transaction should be allowed to build (transmit to JUMPS). As part of this logic, special date ranges are set up for the following: 1st Weekly 24 - 31 Mid Month 01 - 08 2nd Weekly 09 - 15 End of Month 16 – 23 With the change in running more update cycles, some of the mid month cycles run dates have been moved back past the 8th calendar day of the month. This has caused some problems with transaction processing in JUMPS.	Change the date ranges to: 1st Weekly 25 - 03 Mid Month 04 - 10 2nd Weekly 11 - 18 End of Month 19 - 24
DA not updating loss dates nor generating correct B-record for some retentions	Retentions entered into Direct Access were not updating Expected AD Termination/Loss Dates, nor generating the appropriate P176 B-Record, in certain instances.	The application was requiring a SAVE then APPROVE before the B-record will be created. Removed the FieldChanged(APPR_STATUS)so that the B-record will be created when the transaction is approved.
Error in Separations Application	An error occurs upon save of a new separation when prior separations are dated prior to the oldest date in Job Data.	Code changed to bypass the error that was being received.

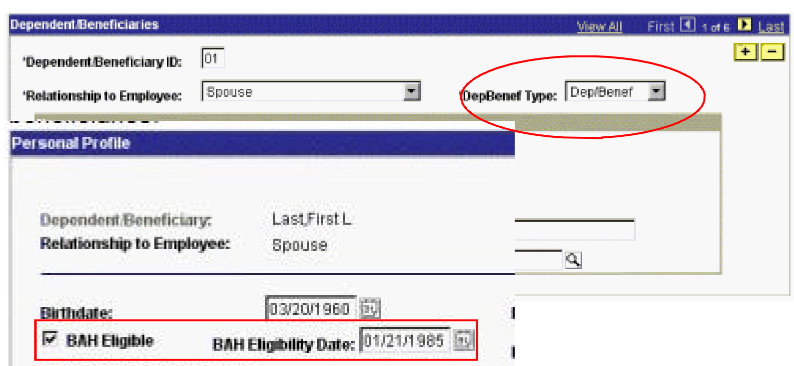
Adding BAH Eligible Family Members/Dependents

When completing the Employee Family Member and Beneficiary Information page in Direct-Access you must:

1. Set the Dependent/Benf type field on the first tab (Name) to "**Dependent/Benf**".

AND

2. Mark the BAH Eligible checkbox and enter the BAH eligibility date on the third tab (Personal Profile).



A common problem is that SPOs update the Personal Profile BAH Eligible flag but they leave the DependentBenf Type as Benf (instead of changing it to DependentBenf; when they do this, the JUMPS segment 00 BAH DEPENDENT DATA field does not get updated, which then causes certain Entitlements not to process correctly. Please see the Employee Family Member and Beneficiary Information instructions in the Direct-Access Online Manual for more information.

Verifying Prior Active Duty

Before you issue or extend reserve active duty orders you should ensure the proposed orders will not result in the member exceeding 16 or 18 years of total cumulative active duty.

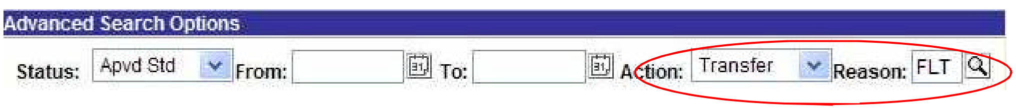
Per Coast Guard Reserve Policy Manual, COMDTINST M1001.28(series), Reservists with 16 years or more of combined active service shall not perform any type of active duty except ADT-AT unless Commandant (CG-12) authorizes orders.

Reservists with 18 years or more but less than 20 years of combined active service shall not perform any type of active duty except ADT-AT unless Commandant (G-CCS) authorizes orders.

See the Verifying Prior Active Duty topic or Known Issues in the Direct-Access Online Manual for more information.

Interoffice Transfers and “Fleet-Ups”

An Interoffice Transfer occurs when orders are issued by an Assignment Officer to transfer a member the same department, or within sub-departments of the same parent department.. For “Fleet-Ups”, the DA orders will list the action/reason code of "FLT". Fleet-Up orders can easily be located on the Unit's or SPO's Airport Terminal by setting the Advance Search Options. An example search for "Fleet-Ups" is shown below. Other interoffice transfers will have the same Reason Code as a PCS transfer, which is “DPT”. If you normally set the Airport Terminal’s Advance Search Options to only look for orders with the Reason Code of “DPT”, you will not see Fleet-Up orders.



When Interoffice Transfer or Fleet-Up orders are issued the SPO must:

1. Approve and save the orders.
2. Complete the Actual Depart date field Depart/Report Mbr tab.
3. Approve and save the Departing Endorsement (SPO Supervisor/CGHRSUP Role User).

The system will automatically fill the Actual Reporting Date, using the same date entered in the Actual Depart date field, as shown in the screen shot below:

<u>**PCS Auto Stops of Entitlements**</u>: In cases like this, where the system does not allow you access to the Actual Report date field, and the Nature of Duty code is “Inter-Office Transfer”, no changes to the member's entitlements are made by the system. There are other types of "Same-Day" transfers where the systems (DA and JUMPS) will shut down certain entitlements (See PCS Pay Entitlements Auto Stops in the DA Online Manual for a listing). The rule of thumb is -- If you have to complete the "Actual Report Date" field, then the PCS Entitlements Auto Stops rules apply and you will need to restart the members Entitlements.

The steps above are required to process the position change. The position change will also reset the member's user access roles in Direct-Access to self-service only. A new user access form will need to be submitted to restore access. More information on completing the PCS travel order and endorsements can be found in the Direct-Access Online Manual and in the OnDemand tutorials (http://cgweb.psc.uscg.mil/training/spotransactions/index.html). *Our thanks to YN1 Honc, D13 and YN1 Morton, GRU North Bend for contributing to this article.*

BAS- Discount Meal Rate (BASDMR) Auto Stop Change for Direct-Access

When a member, who was receiving BASDMR departed PCS, the BASDMR entitlement row shut down, but there wasn't a row to reflect that the member was still receiving ENLBAS while enroute. This caused some SPOs to build a row for the enroute period. Direct-Access will now open an ENLBAS row on the date of PCS departure to reflect the ENLBAS is running in JUMPS (Segment 24).

Effective 15 April 2005, the BASDMR auto stop function in Direct-Access has changed as follows:

- When a member departs a BASDMR unit, the departing PCS transaction:
  1. Stops the BASDMR row in Direct-Access the day prior to departure PCS.
  2. Shuts down segment 27 the day prior to departure PCS.
  3. Inserts an ENLBAS row to start the day of departure PCS.

*Earnings Code: BAS Subsistence

	*Start Date	Start Time/Seq	Stop Date	Stop Time/Seq	*Earnings Type	Description	Appr Stat
1	04/01/2005	9999		0000	ENLBAS	Enlisted BAS	A
2	09/18/2004	9999	03/31/2005	9997	BASDMR	Enlisted BAS (ENL BAS) minus Discount Meal Rate (DMR)	A
3	05/23/2003	9999	09/11/2004	9999	BASDMR	Enlisted BAS (ENL BAS) minus Discount Meal Rate (DMR)	A

In this example, the member departed PCS on 1 Apr 05. The BASDMR row was shutdown on 31 Mar 05, the day prior to departure, and a new ENLBAS row is inserted the day of departure. The above entries were made by the system and required no action from the SPO, other than to approve and save the departing endorsement.

  4. Keeps segment 24 running (because the member is entitled to ENLBAS while enroute PCS).

- When a member reports PCS, the reporting PCS transaction:
  1. Stops the ENLBAS row in Direct-Access, the date of reporting PCS.

*Earnings Code: BAS Subsistence

	*Start Date	Start Time/Seq	Stop Date	Stop Time/Seq	*Earnings Type	Description	Appr Statu
1	04/01/2005	9999	04/14/2005	9998	ENLBAS	Enlisted BAS	A
2	09/18/2004	9999	03/31/2005	9997	BASDMR	Enlisted BAS (ENL BAS) minus Discount Meal Rate (DMR)	A
3	05/23/2003	9999	09/11/2004	9999	BASDMR	Enlisted BAS (ENL BAS) minus Discount Meal Rate (DMR)	A

In this example, the member reported on 14 Apr 05. The system entered the stop date for the ENLBAS row and required no action from the SPO, other than to approve and save the reporting endorsement.

  2. Shuts down segment 24 the date of reporting PCS.

When a member reports PCS the **reporting endorsement needs to be approved** by the SPO supervisor **prior to SPO inputting new any entitlements**. The SPO must open a new BAS row in Direct-Access the day after reporting PCS (for ENLBAS or BASDMR, as appropriate).

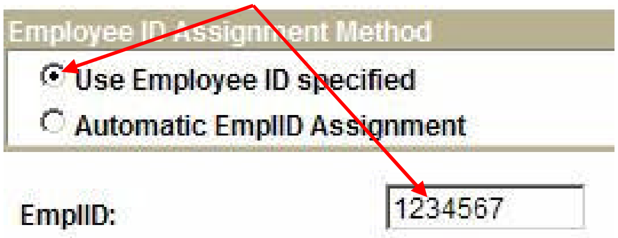
*Earnings Code: BAS Subsistence

	*Start Date	Start Time/Seq	Stop Date	Stop Time/Seq	*Earnings Type	Description
1	04/15/2005	2503		0000	ENLBAS	Enlisted BAS
2	04/01/2005	9999	04/14/2005	9998	ENLBAS	Enlisted BAS
3	09/18/2004	9999	03/31/2005	9997	BASDMR	Enlisted BAS (ENL BAS) minus Discount Meal Rate (DMR)

In this example, the member is entitled to ENLBAS at the new duty station. The SPO has correctly entered a new ENLBAS row effective 15 Apr 05, the day after the member reported. The system **did not** make this entry. The SPO made the entry **after the reporting PCS endorsement was approved and saved**.

Rehire *(cont'd from page 1)*

When completing the ***Hire Applicant*** page be sure to mark the ***'Use Employee ID specified'*** radio button and enter the person's Employee ID number in the EmplID field.



3. Starting over is not an option after you have saved the Hire Applicant page.

If you make a mistake on an accession or encounter an error when saving the ***Hire Applicant*** page you should contact PSC Customer Care for assistance. Do not attempt to correct or change accession related data after the ***Hire Applicant*** page has been saved. It's better to wait for assistance than to create multiple erroneous transactions, which require hours of staff time here at PSC to decipher and clean up.

Most errors can be avoided by carefully reviewing the Applicant data pages before saving the Hire Applicant page. You can make changes and corrections to these pages so long as the Hire Applicant process hasn't been run.

4. Be sure to read, understand, and follow the instructions.

Completing an accession isn't easy. That's one reason you must be an SPO Supervisor (CGHRSUP Role User) to complete the **Hire Applicant** page. The instructions (in the DA Online Manual) will provide you with all the details you need to know to complete an accession without error.

The Direct-Access Online Manual can be accessed at:

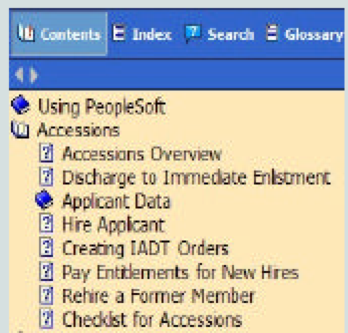
http://cgweb.psc.uscg.mil/Direct-Access/ (CGWEB)
http://www.uscg.mil/hq/psc/ps (Internet)

You can also access the manual by clicking 

while in Direct-Access.

(Note: The online help isn't accessible from DA until you navigate to an area of the system where data entry is required. If you receive a "Help Not Found" error message, navigate to a screen (a "Use" link for example) where data entry is required.)

The list of Accessions related topics is shown below:



New Tutorials Available

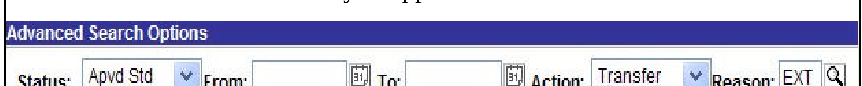
PSC (P&D) has launched a new series of ***OnDemand*** tutorials for the JUMPS Pay Master File. The JUMPS tutorials are now available, along with the DA and UTS tutorials, from at our Online Learning Center:

http://cgweb.psc.uscg.mil/ondemand.html

Processing Orders for Extensions

CGPC (epm/opm) Assignment Officers issue orders when they approve extensions. The extension orders will appear on the Airport Terminal and can be located by using "Transfer" and "EXT" in the **Advance Search Options** (as shown below).

Unlike PCS orders or Interoffice transfers and Fleet-Ups, SPOs do not need to complete the Depart/Report member tab if the order reason code is "EXT" (all the fields on this tab are "grayed out" when the order reason code is "EXT"). However, you do need to approve the orders and save them to update the Status to "Finished". Be sure to check the Orders Notes (aka "Remarks") to see if the AO specified any obligated service or other requirements for the extension before you approve the orders.



Travel Claim Status/Travel Voucher Summaries (Payment Details) Available Online

Access to travel claim status and travel voucher summaries including advance of funds requests is now available via the intranet and internet. Information is updated daily and shows status of claims for travel completed in the past 90 days including date claim received at PSC, date claim released to FINCEN for payment or the date claim returned to the traveler for correction. Itemized travel voucher summaries are also available for claims that have been processed manually or through UTS for travel completed in the past 90 days.

Travel Voucher Summaries/Travel Claim Payment Details
https://www.fincen.uscg.mil/tvs_aux/
https://cgweb.fincen.uscg.mil/tvs_aux/

Articles for the SPO Newsletter may be mailed, faxed or e-mailed to:

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Vision

To be the:

- Employer of Choice
- Premier Provider of Military Compensation and Personnel Services in the U.S.
- Steward and Manager of Coast Guard HR Data
- Advocate for Compensation and Personnel Policy for our Customers
- Role Model in Cultivating Creativity and Valuing Innovation

Organizational Values

- Customer First
- Committed to Employees
- Stewardship and Integrity

Contacting Customer Care

How to contact Customer Care:

Online Trouble-Ticket: http://www.uscg.mil/hq/psc/customerservice.htm
Phone number: (866) 772-8724 (toll free) or (785) 339-2200
Email: PSCCustomerCare@hrsic.uscg.mil

Telephone Hours of Operation: 0700 – 1600 CST Monday thru Friday and the 3rd weekend of each month

On-Line Assistance: Checkout the PSC website at http://cgweb.psc.uscg.mil
There are several resources available -- OnDemand Tutorials, On-line Guides, Quick Reference Guides and Frequently Asked Questions.