United States Coast Guard Personnel Service Center
Readiness – People – Stewardship

SPO Newsletter

Issue 4/05

Sept.— Dec. 2005

In This Issue

- *Continuance on AD for Reservists Completing Long-Term Orders* 2
- *Change to COLA Entitlements for Reservists*
- *Savings Deposit Program* 3
- *No Entitlement to BAH Without Dependents for Members E3 and Below Assigned to Sea Duty*
- *Member Competencies — Completing the Competency verification Tab* 4
- *About Aviation Career Incentive Pay (ACIP)* 5
- *Direct-Access/T-Pax Workshop Descriptions* 6
- *Requesting Workshop Attendance*
- *Direct-Access/ T-Pax Workshop Schedule* 7
- *Combat Tax Exclusion for Turkey Ends on 31 Dec.*
- *BAH In Transit Rate* 8
- *SPO Contact List Updates*
- *2006 Partial BAH, BAH-II and BAH-DIFF Rates* 9
- *PSC Mission, Vision, and Organizational Values* 10
- *Contacting PSC Customer Care*
- *Submitting Articles for the SPO Newsletter*

Global Payroll Project

With the success of using PeopleSoft for HR processing, the Coast Guard is moving forward with developing PeopleSoft for payroll processing. Global Pay is the PeopleSoft system that the Coast Guard is planning to use as a replacement for JUMPS. While implementation is still a couple of years away, the preliminary work has already started. A team in MAS, composed of three military retirees (Bob Dyche, Bill Schirmer, and Dale Hosman) is currently busy writing "Requirements" for the new system.

The "Requirements definition" process involves describing in detail every entitlement and action that the new system will have to handle in order to get our members correctly paid. It is a creative process in that each Requirement must not only be written in enough detail for use as a programming guide, but also clear enough that the development contractors will be able to understand it all.

This is a slow process, but it is moving along at a good pace. The Global Pay Team is confident that it will eventually yield a pay system that will be easier for everyone, SPOs and members alike, to understand and navigate.

By: Bob Dyche (MAS)

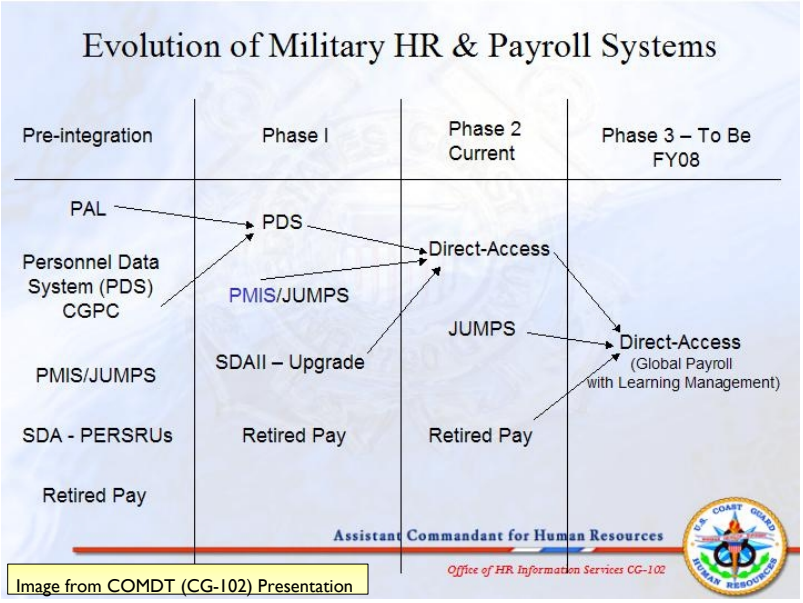


Image from COMDT (CG-102) Presentation

Improvements to PSC's Training Program

The Procedures & Development (P&D) branch of the Personnel Service Center is offering instruction in Direct-Access and the UTS T-Pax travel system upgrade. Training will take place in the newly revamped P&D Training Lab (see photo on page 7). The lab is now capable of accommodating up to 15 students (3 more than last year) and features improved air conditioning.

New Workshops Added and Classroom Remodeled

The Workshops available include Basic Human Resource Systems, Advanced Human Resource Systems, Direct Access / Travel Systems Instructors, and T-Pax.

See "Training Program" on page 6

Continuance on Active Duty for Reservists Completing Long-Term (140 or more days) Orders

The process to use depends on the duration of the new orders.

Reservists who are immediately recalled for further active duty of less than 140 days

If a Reservist is released from Title 10 orders or other Long-Term AD orders, then immediately recalled to active duty under a different set of orders (e.g., Title 14, ADSW-RC, ADT, or ADSW-AC), and the new period of recall is less than 140 days:

1. Complete a Release From Active Duty (RELAD) transaction.
2. Prepare and endorse the new Reserve orders, to record the new period of active duty. IAW section 3.C.10, Coast Guard Pay Manual, COMDTINST M7220.29A, during the new period of active duty, the reservist is entitled to BAH-II. Therefore, the "Partial-Entitlements" option is selected on the new orders.

Reservists who are immediately recalled for further active duty of 140 days or greater

If a reservist is released from Title 10 orders or other long-term AD, but immediately recalled to active duty under a different set of orders (e.g., ADSW-RC, ADT, or ADSW-AC), and the new orders are for 140 days or greater, **do not follow the Release From Active Duty** process detailed above. Instead:

1. Prepare and endorse the new orders. See the Report Additional Active Duty Authorized (P192) topic in the DA Online Manual for procedure.
2. If the member is ending Title 10 Contingency orders and BAH was being paid at the rate for the member's residence, prepare a BAH (P606) transaction to change the BAH zip code to that of the duty station. If the reservist will not be assigned government quarters, the reservist will be entitled to BAH. IAW section 3.C.10, Figure 3-6, and Figure 3-10, Coast Guard Pay Manual, COMDTINST M7220.29A, the BAH zip code shall be the duty station at which the active duty will be performed.
3. If the member is entitled to COLA (see the following article), prepare a Start OUTCONUS or INCONUS COLA transaction. For CONUS COLA, the zip code shall be the zip code of the duty station at which the active duty will be performed.

Change to COLA Entitlements for Reservists

INCONUS COLA and OUTCONUS COLA entitlements for Reservists were modified in Change 227 to Joint Federal Travel Regulations (JFTR), Vol I. These changes are discussed below. A forthcoming ALCOAST message will provide additional information on the impact of JFTR Change 227.

Entitlement to OUTCONUS COLA

OUTCONUS COLA for Active Duty for Training Orders:

Under sections U7150-H.2 and U7150-H.5 of the JFTR, Reservists on ADT-AT, ADT-OTD, or IADT are entitled to OUTCONUS COLA only if called to active duty:

(a) For 140 days or more; or

(b) In support of a contingency operation; or

(c) Under orders that authorize no per diem.

OUTCONUS COLA for Active Duty Other than Training (ADOT):

Under sections U7150-H.3 and U-7150-H.4 of the JFTR, Reservists on ADSW-AC, ADSW-RC, or EAD are entitled to OUTCONUS COLA only if called to active duty:

(a) For 181 days or more; or

(b) In support of a contingency operation; or

(c) Under orders that authorize no per diem.

See "COLA" on next page

"COLA" Cont'd from page 2

Entitlement to CONUS COLA:

CONUS COLA for Active Duty for Training Orders:

Under sections U8011-A and U8011-C of the JFTR, reservists on ADT-AT, ADT-OTD, or IADT are entitled to CONUS COLA only if called to active duty:

(a) For 140 days or more; or

(b) In support of a contingency operation.

CONUS COLA for Active Duty Other than Training (ADOT):

Under section U8011-C of the JFTR, reservists on ADSW-AC, ADSW-RC, or EAD are entitled to CONUS COLA only if called to active duty:

(a) For 181 days or more; or

(b) In support of a contingency operation.

Savings Deposit Program

By Dave McIntire (MAS)

The Savings Deposit Program is for members serving in defined areas. A member may allot to this program an amount equal to his/her unalloted current pay and allowances (Net Pay) or make Lump Sum deposits to PSC (MAS).

With a minimum deposit amount of $5.00 per month, the program pays 10% per year on deposits up to a maximum of $10,000.00, and the interest paid on amounts deposited into the Program is considered taxable income.

A member must be in a designated area in order to participate. Members who leave a qualifying area must withdraw funds from the Program within 90 days after the member's departure from the qualifying area.

Money deposited into the program is not insured by the FDIC. However, since the member's funds are placed in a Coast Guard collection fund site, the federal government would have to declare bankruptcy before a loss would become an issue.

In situations where a member's principal and interest on deposit reaches $10,000, any amounts representing interest accruing in the account subsequent to that time which causes the $10,000 total to be exceeded, may be withdrawn quarterly at the member's request.

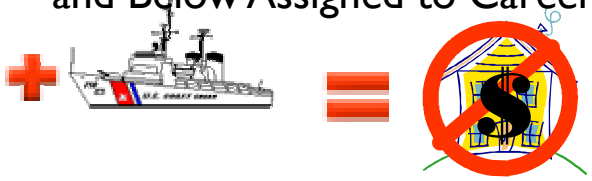
The only instance that amounts of principal in the account may be withdrawn (other than as specified in COMDTINST 7220.29A section 6-F-5) is when a member requests emergency withdrawal through his Commanding Officer, i.e., the health or welfare of a member or his dependent(s) would be jeopardized if withdrawal were not granted..

Savings Deposits, and interest thereon, are exempt from liability for a member's indebtedness to the U.S. Government or its agencies. They are also not subject to forfeiture by sentence of court-martial. Savings Deposits and interest, however, remain subject to levies issued by the Internal Revenue Service.

Procedures for enrolling in and withdrawing from, the Savings Deposit Program are contained in section 7-C, Personnel and Pay Procedures Manual, PSCINST M1000.2

No Entitlement to BAH Without Dependents for Single Members E3 and Below Assigned to Career Sea Pay Eligible Vessels

By Steve Maupin (MAS)



Under the Coast Guard Pay Manual, Chapter 3, a single member in pay grade E-1 through E-3 is not entitled to BAH while assigned to sea duty (except for BAH Partial or BAH-Diff if applicable). Consequently, any member without dependents, not married to another member, who is reduced in pay grade from E-4 or above to E-3 or below, and is assigned to duty aboard a vessel, and is receiving BAH WITHOUT, will no longer be eligible to receive BAH WITHOUT effective the date of reduction in pay grade.

Review BAH Entitlements If a Member is Reduced in Rate

Single members without dependents in pay grades E1, E2 or E3 are not entitled to Basic Allowance for Housing at the Without Dependents Rate while assigned to sea duty. These members must be provided with government quarters, which includes shipboard berthing, Unaccompanied Personnel Leased Housing (UPLH) or Unaccompanied Personnel Housing (UPH). If the assigned government quarters become uninhabitable, then suitable berthing arrangements must be made using the appropriate funding source (contract with a hotel for example). There is no authority to start BAH W/O for members without dependents who are assigned to a CSP eligible vessel.

Note: Per ALCOAST 563/03 both members of military member married-to-member couples with no children can receive BAH w/o when both are assigned to sea duty, regardless of pay grade.

Member Competencies — Completing the Competency Verification Tab

The U.S. Coast Guard Competency Management System Manual, COMDTINST M5300.2, Chap 2-G, provides new guidance for completing the Competency Verification Tab in Direct-Access when adding or updating member competencies.

Complete the fields as follows:

1. Click the drop-down arrow in **Verified By Column** in the new competency row and select an option from the list. Refer to the table below for guidance:

Verification	**Description**
Employee Claim	Initial report of competency by employee. Employee capability has not been verified. If the member claims to hold a competency, but cannot provide the required documentation to meet the requirements set forth in the competency description, the Competency Verification shall be set to "Employee Claim".
NVQ Authority	**(DO NOT USE)** National Vocational Qualification recognized competency.
On The Job Training	Competency was received through OJT. This includes PQS/JQR earned Competencies. This value shall be used when a competency is documented by the completion of Personnel Qualifications Standards (PQS) or Job Qualification Requirements (JQR) or other recognized On-The-Job training program.
By Test	Competency was received by formal training, culminating in a written, oral, or practical examination. This value shall be used when a competency is achieved through official Coast Guard or commercial training.
Employer Observation	Capability in the Competency was verified through observation of employee performance.
Not Verified	Competency was assigned through data migration from previous system. Position requirement or Employee capability has not been verified. This value is intended to show competencies that are automatically populated to the employee record from the competencies associated with their position.
External Interface	Competency was assigned automatically from another application (TMT). **This verification method will not be used for manual entries.**

2. Complete the **Year Acquired**: Enter the year corresponding to the year the competency was initially earned, this will usually be the current year.

3. Complete the **Year Last Used**: This field is used to capture currency. Enter the Year the Competency was last used. If this is the initial competency entry, enter the current year. If this a review and update of member competencies, enter the last year the member used the competency or the current year if use is on-going.

4. Complete the **Years of Experience**: **This field is optional**. If desired, enter the cumulative years of experience using/demonstrating the competency.

PCS Endorsement on Orders for Aviation Career Incentive Pay (ACIP) for Rated & Designated Officers

By Dave McIntire (MAS)

About ACIP

Entitlement: Officers qualified for aviation service entitled to ACIP under the conditions prescribed in Chapter 5, Coast Guard Pay Manual (COMDTINST M7220.29) as amplified by COMDTINST 7220.39 - Management and Administration of Aviation Incentive Pays.

Rates Payable:

Years of Aviation Service (Including flight training)	Monthly Amount
2 or less	$125
Over 2	$156
Over 3	$188
Over 4	$206
Over 6	$650
Over 14	$840
Over 22	$585
Over 23	$495
Over 24	$385
Over 25*	$250

* Entitlement to continuous ACIP ceases for an officer upon completion of 25 years of aviation service. A qualified officer in a pay grade below O-7 remains entitled to monthly (conditional) ACIP when required by competent orders to perform additional operational flying duties.

Gate requirements:

On 01 October 1989 the eligibility gates for continuous ACIP changed:

Old gate	New gate	Eligible through
6 of first 12	was 9 now 8 of first 12	18 years
9 of first 18	10 of first 18	22 years
11 of first 18	12 of first 18	25 years

In addition, a transition phase was created. If on 01 October 1991 an aviator had completed years of aviation service as described in the following chart as well as the corresponding months of operational flying time in an Operational Flying billet, they are entitled to continuous monthly ACIP.

Transitional Gate Table*

Years of Aviation Service	Operational flying time	Eligible through
6+	At least 6 of the first 12 years of aviation service	18
6+	At least 9 but less than 11 of the first 18 years of aviation service	22
6+	At least 6 of the first 12 years and at least 11 of the first 18 years of aviation service	25
6-12	Less than 6 and subsequently completes 6 of the first 12 and 9 of the first 15 years of aviation	18
12-18	Less than 9 and subsequently completes 9 of the first 18 years of	22
12-18	Less than 11 and subsequently completes 11 of the first 18 years of aviation service	25

Years of aviation service are computed from the Aviation Service Entry Date (ASED), which is found on the LES along with current operational flying time.

*Members established on the Transitional Gate Table remain on that chart throughout their career.

Flight Status Codes:

Status	Meaning	Used When
DIFOPS	Operational Flying	Flying performed by members in training that leads to the award of an aeronautical rating or designation and flying performed under competent orders by rated or designated members while serving in assignments in which basic flying skills, as determined by the Secretary concerned, normally are maintained in the performance of as-
DIFPRO	Proficiency Flying	Flying performed under competent orders by rated or designated members while serving in assignments in which basic flying skills, as determined by the Secretary concerned, normally are not maintained in the performance of as-
DIFDEN	Not Flying	Duty under orders currently in effect not involving flying.

See 'ACIP' Page 8

"Training Program" Cont'd from page 1

Direct-Access / T-Pax Workshop Descriptions

Basic Human Resources Systems: An entry-level record technician workshop designed for personnel entering the HR field. This workshop covers basic knowledge requirements and routine functions as they apply to Direct-Access and JUMPS. The topics and scenarios are generic in nature and cover situations encountered by technicians which normally do not require supervisor guidance. This workshop has been revised to emphasize practical application. Attendees should be familiar with available OnDemand tutorials prior to attending.

Topics include:

- Contracts (Accessions, Additional Obligations, & Separations)
- Entitlements (Entry and JUMPS/LES verification) PCS (Orders, Departing/Reporting Endorsements, DA, & JUMPS)
- Reserve Issues (From IDT drill entry to Mobilization/Demobilization)

Advanced Human Resource Systems: This workshop is designed for experienced record technicians, supervisors, and field unit HR personnel. It combines open discussion forum with exercises that show how data entry in Direct-Access effects a member's pay, as well as how to validate proper posting in JUMPS and on the LES.

Topics include:

- Military Pay Communications (DA, JUMPS & LES)
- Accessions (More in depth than Basic HR)
- Bonuses (Enlistment, SRB, CSB, & SELRES)
- Debt Liquidation (How, when, & why)
- Advances, Special Payments, & Cash Deposits
- Saved Pay (Entitlement, JUMPS & LES)

Direct-Access / Travel Systems Instructors: An HR applications workshop designed for Unit Training Personnel. This workshop covers Direct Access and Travel systems functionality applicable to all user types. Upon completion of this workshop, Unit Training Personnel will be equipped to facilitate unit level training and assist personnel with Direct Access and T-Pax issues.

Topics Include:

- Password requirements
- Personal Information (Entry and maintenance)
- Enlisted Evaluations
- PDE's and Profile Letters
- Paycheck Information (DD-EFT, allotments, taxes, & TSP)
- E-Resume
- Reports & Rosters
- Reserve Issues (IDT/ADT from the Unit/Command perspective)
- Orders & Credit Card Information
- T-Pax (Traveler, AO, & Proxy)

T-Pax: Covers all T-Pax portions of the Direct-Access / Travel Systems Instructors Workshop, and goes into problem areas experienced by PSC (Travel), user issues/concerns, and AO authorities and responsibilities.

Requesting Attendance

To ensure placement in a workshop, please visit the PSC Learning Center website at http://cgweb.psc.uscg.mil/pd.aspx and scroll down to the middle of the page to get to the request forms titled, "Request for course held at PSC" or "Request for on-site visit"

The schedule for workshops to be held at PSC for March, April and May 2006 is listed on the following page.

Direct-Access / T-Pax Workshop Schedule

Date	Workshop Title	Workshop Number
March		
13 – 14	Basic Human Resource Systems Workshop	BHR-601
15 – 16	Advanced Human Resource Systems Workshop	AHR-601
17	T-Pax Workshop	TVL-603
28 – 30	Direct-Access / Travel Systems for Instructors Workshop	DTI-602
April		
4 – 5	Basic Human Resource Systems Workshop	BHR-602
6	T-Pax Workshop	TVL-604
12 – 13	Advanced Human Resource System Workshop	AHR-602
14	T-Pax Workshop	TVL-605
25 – 27	Direct Access / Travel Systems for Instructors Workshop	DTI-603
May		
15 – 16	Basic Human Resource Systems Workshop	BHR-603
17 – 18	Advanced Human Resource Systems Workshop	AHR-603
19	T-Pax Workshop	TVL-606
30 – 6/1	Direct-Access / Travel Systems for Instructors Workshop	DTI-604

The PSC Training Lab, which was remodeled in December 2005.

Combat Zone Tax Exclusion (CZTE) for Turkey Ends 31 December

Pursuant to Treasury Regulation, 26 C.F.R. § 1.1 1 2- 1, and Revenue Ruling 70-62 1, 1970-2 C.B. 17, the CZTE certification for Turkey as an OPERATION IRAQI FREEDOM (OIF) direct support area and Incerlik Air Base as an OPERATION ENDURING FREEDOM (OEF) direct support area for military personnel in Turkey, terminates effective December 31, 2005.

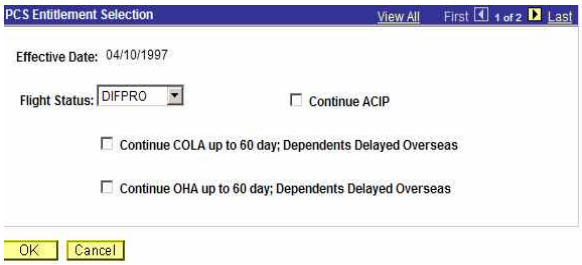
"ACIP" Cont'd from page 5

SPO Procedures — SPOs must follow these steps when processing a flight officer's PCS orders to properly continue ACIP from one PCS unit to another.

PCS Departing Endorsement on Orders

Click the Departing Entitlements button.

The following screen will display.



Scroll to the bottom of the orders tab and click on the Orders Notes Button.

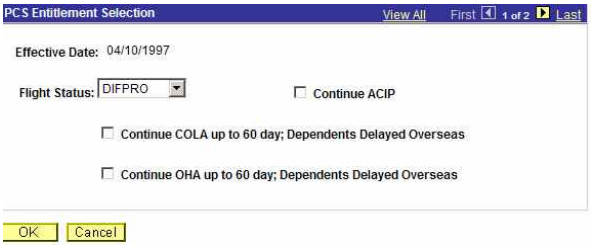
These order notes should show an entry of "Assigned to DIFOPS or DIFPRO or DIFDEN".

The officer's current flight status will be pre-filled in the FLIGHT STATUS BLOCK. This block should be changed to the flight status they are reporting to. To continue ACIP click in the Continue ACIP checkbox. IF THIS BLOCK IS NOT CHECKED on Departure, the officer's ACIP WILL STOP on the Departure Date.

PCS Reporting Endorsement on Orders

Click the Reporting Entitlements button.

The following screen will display.



Scroll to the bottom of the orders tab and click on the Orders Notes Button.

These order notes should show an entry of "Assigned to DIFOPS or DIFPRO or DIFDEN".

The officer's current flight status will be pre-filled in the FLIGHT STATUS BLOCK. **This block should be changed to the flight status they are reporting to.** To continue ACIP click in the Continue ACIP checkbox. IF THIS BLOCK IS NOT CHECKED on Reporting, the officer's ACIP WILL STOP on the Reporting Date.

BAH In-Transit (PCS) Rates

Pay **BAH-II** as the in-transit BAH rate while en route from:

(a) an OUTCONUS duty station to a CONUS duty station;
(b) an OUTCONUS duty station to another OUTCONUS duty station; and
(c) recruit/OCS/Academy training enroute to the first permanent duty station as well as while enroute to interim training stations (unless the member has prior military service).

If the old station is a BAH location, entitlement to BAH at the old station rate continues until the member reports to the new station. If the old station is in an OHA area, OHA entitlement stops upon departure and BAH-II (with or without dependents) is paid as the In transit rate.

Scenarios:

- Member transferring from OCONUS Permanent Duty Station (PDS) to CONUS PDS - Pay BAH-II. OHA stops upon departure from OCONUS location, BAH-II is the in-transit rate until member reports to the new station.
- Member transferring from CONUS PDS to another CONUS PDS - BAH continues at the old CONUS station rate (paid as the in-transit rate) until the member reports to the new station.
- Member transferring from OCONUS PDS to OCONUS PDS - BAH-II. OHA stops upon departure from OCONUS location, BAH-II is the in-transit rate until member report to the new station.
- Member transferring from CONUS PDS to OCONUS PDS - BAH continues at the old CONUS station rate (paid as the in transit rate) until the member reports to the new station.

See **E-Mail ALSPO S/05** for more information and for procedures for starting or stopping BAH or OHA.

SPO Contact List

The SPO Contact List is used to provide error feedback, separation e-mails, and for many other communications purposes. Please be sure the contacts for your SPO are up to date. The SPO Contact List can be accessed at: http://cgweb.psc.uscg.mil/spocontactlist.htm There's a link on the page to submit updates.

2006 Partial BAH, BAH-II and BAH-Diff Rates

Grade	Partial BAH	BAH-II with Dependent Rate	BAH-II without Dependent Rate	BAH-DIFF
O-10	50.70	1429.20	1161.60	277.50
O-9	50.70	1429.20	1161.60	277.50
O-8	50.70	1429.20	1161.60	277.50
O-7	50.70	1429.20	1161.60	277.50
O-6	39.60	1286.70	1065.60	229.80
O-5	33.00	1240.20	1026.00	222.00
O-4	26.70	1093.20	950.70	147.60
O-3	22.20	904.50	762.30	147.30
O-2	17.70	771.90	604.20	173.70
O-1	13.20	690.90	509.40	188.40
O-3E	22.20	972.30	822.90	155.10
O-2E	17.70	877.20	699.30	185.10
O-1E	13.20	810.90	601.80	216.90
W-5	25.20	1055.70	965.70	92.10
W-4	25.20	967.50	857.70	113.40
W-3	20.70	887.10	721.20	171.60
W-2	15.90	815.10	639.90	181.20
W-1	13.80	705.30	536.40	175.50
E-9	18.60	928.50	704.40	231.90
E-8	15.30	856.50	646.80	217.20
E-7	12.00	795.00	552.30	251.70
E-6	9.90	734.40	499.80	243.00
E-5	8.70	660.90	461.10	206.70
E-4	8.10	574.20	400.80	179.10
E-3	7.80	534.30	393.30	146.40
E-2	7.20	509.40	319.50	196.20
E-1 >4	6.90	509.40	285.30	231.90
E-1 <4	6.90	509.40	285.30	231.90

Source: https://secureapp2.hqda.pentagon.mil/perdiem/bah.html

Resumption of Enlisted or Warrant Officer Status Due to Non-Integration, Termination of Appointment or Resignation

By Dave McIntire (MAS)

The Direct-Access Discharge to Immediate Enlistment/Re-Hire procedure is used to process reversions to enlisted or CWO status when a regular or reserve officer's appointment is terminated. Follow the procedures in the Direct-Access Online Manual to complete the necessary transactions. The Discharge to Immediate Enlistment topic is located under the "Accessions" book in the Table of Contents.

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.)

Personnel Service Center -

Mission

PSC 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.

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

Customer Satisfaction Survey

- http://cgweb.psc.uscg.mil/survey

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

Commanding Officer
USCG PSC (P&D)
444 SE Quincy St.
Topeka, KS 66683

Fax: 785-339-3772
Email: psc-P&D@HRSIC.USCG.MIL

An authorized publication, the SPO Newsletter is published under the direction of the U.S. Coast Guard Personnel Service Center. Views and opinions expressed are not necessarily those of the Department of Homeland Security or the U.S. Coast Guard. The SPO Newsletter shall not be considered an authority for any official action and is non-record material.

The SPO Newsletter is published quarterly. Articles are solicited from all readers.

COMMANDING OFFICER: CAPT Vince Weber
EXECUTIVE DIRECTOR: Mr. Mike Sullivan
NEWSLETTER EDITOR: Mr. Rich Etheridge (P&D)

Contacting Customer Care

How to contact Customer Care:

Online Trouble-Ticket: http://www.uscg.mil/hq/psc/customerservice.shtm
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 two weekends of each month (weekend schedule posted on web site listed above)

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.