



SPO Newsletter

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Are you a senior member SPO/FOT (E-6 or above) with at least 1 year remaining at your current unit?

Then we would like to invite you to attend the:

PSC Customer Advisory Council Conference 2006

Personnel Service Center

Topeka, Kansas

04/04/2006 to 04/05/2006



04/06/06 "Advanced SPO" (optional training)

Attendance will be at your units' expense. As important as the Council is to us, our budget will not enable us to pay for your transportation to/from Topeka

This conference has been designed to improve communication and performance for PSC and SPOs/FOTs

The POC for this conference is **Donna Fuchs**. dfuchs@hrsic.uscg.mil
Please contact and sign up with her if you are planning on attending this conference.

Deadline to sign up is March 15th!

Attendance will be at your units' expense.

Make your flight (KCI-Kansas City Airport) and car rental arrangements (KCI to Topeka) today!
If you know someone who is attending from another unit you may want to carpool to save on costs.

Hotel arrangements can be made by phone with:
Ramada Inn Downtown, Topeka, KS
Phone: 785-234-5400

When contacting the hotel, be sure to reference that you are with the Coast Guard Conference and give the above dates.

Deadline for hotel reservations is March 24th!

More information will be sent in the near future to those who have signed up for the conference.

BAH-PCS

SPOs are entering transactions in Direct Access showing single members in quarters (BAH-D) BEFORE the approval of the reporting endorsement. One rationale for this action is "to keep the member from being overpaid BAH."

As noted in E-Mail ALSPO S/05, BAH-PCS is payable to single members (at the without dependents rate) from the date of departure to the day prior to reporting to the new unit. JUMPS will pay BAH-PCS upon successful processing of the reporting endorsement.

When the member reports in, the

SPO is required to start BAH on the reporting date. If this is done timely, the member will not be overpaid BAH. Further, if a single member chooses to occupy government quarters prior to reporting aboard, then a new BAH transaction must be done on the reporting date. The reporting endorsement will shut down the most current BAH segment in JUMPS.

SPOs do not need to put stop dates in BAH rows for departing members. The DA Users Guide advises as follows:

"Many times an SPO will approve a departing or reporting PCS endorsement, save it, then look at the

member's entitlement rows in Direct Access and it will look like the stop dates were not inserted when the endorsement was approved. This sometimes causes the SPO to attempt to insert the dates manually. If the dates do not show up in entitlements, click 'Return to Search' and then get back into the member's entitlements summary. The dates will be inserted. ***Do not attempt to manually insert stop dates for entitlement rows that are automatically stopped by the system.***



Why Do Some Reserve Orders Remain in Ready or Enroute Status Even After the Member Has Completed Duty?

The above is a common question asked in regards to partial entitlement reserve orders. The answer and solution varies from case to case but the most common cause associated with this is completing the report date before the member reports for duty. Normally, these issues are purely cosmetic in nature and do not prevent members from getting paid for their duty performed. Below is some information and troubleshooting tips to help you.

Background. Once a Reservist's orders have been approved by the ISC(fot/pf) and a TONO assigned, the SPO must complete the Record Arrive/Depart Info tab of the orders. This produces the R990 transaction necessary for payment.

When this action is future dated (ie: Member start date is 01/19 and today's date is 01/12), Direct Access will not automatically update the order's status as FINISHED when the orders are complete. Direct Access will produce the R990 and transmit to JUMPS, however, JUMPS will not future pay this entitlement. The member will not receive payment for this transaction until member is actually performing or performed the duty. Once the member has been paid, you will notice the Direct Access Reserve Orders will still say *Ready* or *Enroute*, depending on when the transaction was saved. (NOTE: For partial orders over 30 days, you will need to go back into the Reserve Orders and address member's leave in the

Leave Disposition tab).

Troubleshooting. The easiest way to fix this is to go into the Reserve Orders tab of the Orders and click SAVE. Normally this will adjust the orders to reflect the current status. In order to view the updated status you will need to get out of the Reserve Orders completely and go in again. Sometimes, the status will not change, when this happens you will need to submit a trouble ticket to Customer Care requesting the programmers FINISH the orders.

Revised Waiver and Remission Forms

Revised waiver and remission forms have been developed to replace the existing CG-5489 and CG-5489A. The old forms have been eliminated and replaced with separate forms for each waiver or a remission. The SPO endorsement form number remains the same. However, much of the information, previously required on the SPO endorsement will no be provided by the member on the waiver or remission application.

These forms are designed to move responsibility for providing documentation from PSC and SPO to the member. They provide better instructions for putting the packages together for submission to the SPO for processing.

The new forms can be obtained from the website <http://www.uscg.mil/hq/psc/forms/>. Chapter 9-B of the Personnel and Pay Procedures Manual will reflect the new form numbers in the next change.

Changes are as follows:

- **CG-5489** - Cancelled (Replaced with 5489-1 and 5489-2)
- **CG-5489-1** - Remission Application (New)
- **CG-5489-2** - Waiver Application (New)
- **CG-5489A** - SPO Endorsement
- **CG-5489B** - Financial Statement

Reporting Site for Title 10 Mobilization

Per Coast Guard Manpower Mobilization And Support Plan, COMDTINST M3061.1

(http://cgweb2.comdt.uscg.mil/CGDIRECTIVES/CIM/CIM_3061_1.pdf), the reporting

site for mobilization orders will be the member's Inactive Duty For Training (IDT) site. Depending on the situation, reporting personnel may be reassigned to a different duty station after going on Active Duty at their IDT site. Logistics specialists at the district and MLC will make the arrangements at that time.

The reporting site is set on the Reserve Orders in DA by entering the unit's department ID number in the "**Dept. benefiting from this duty**" field on the first tab of the reserve orders page. This field defaults to the member's IDT training site, so it shouldn't be necessary to change it when issuing Title 10 Mobilization orders.

Dept. benefiting from this duty:	<input type="text" value="000015"/>	<input type="button" value="Q"/>	CG STA SAN DIEGO
Dept. funding this Order:	<input type="text" value="000639"/>	<input type="button" value="Q"/>	CG ISC ALAMEDA

See the Reserve Orders, Direct-Access Guide (<http://cgweb.psc.uscg.mil/da/reserveorders.pdf>) and Chapter 11 of the Personnel and Pay Procedures Manual for more information <http://www.uscg.mil/hq/psc/3pm.htm> about mobilization orders.



PASSWORD RESETS

As of 9 January 2006, PSC will no longer provide DA (Direct Access) or TPAX (Travel Preparation and Examination System) passwords via telephone. This change is to prevent unauthorized access to DA and TPAX. PSC will remain responsive to customer service requests for password resets via email at pssccustomercare@hrsic.uscg.mil or by completing the web form at the link noted below.

The quickest way to receive a new password for either system is to use the "forgot your password?" function. Using this feature will allow you to retrieve a new password via email 24 hours a day, 7 days a week, without having to contact PSC Customer Care. Your new password will be sent to the email address you entered in the business email address for DA or sent to the primary email address when you set up your profile upon first logging into TPAX. Ensure you update these as changes occur.

Customer inquiries may be directed to our Customer Care branch at 785-339-2200/toll free 1-866-772-8724 (except for DA and TPAX password resets), via email to pssccustomercare@hrsic.uscg.mil or by completing the web form at the link noted below. Phone

support hours of operation are: 0700 to 1600 weekdays and 0730 to 1600 on scheduled weekends. FY06 weekend staffing schedule is available at

<http://www.uscg.mil/hq/psc/customerservice.shtm>.

We continually monitor our processes in an ongoing attempt to improve service. Anytime you receive service from us, you are invited to fill out our customer service survey at <http://www.uscg.mil/hq/psc/survey.htm>.



BAH Protection Worksheet now Available

A BAH Rate Protection worksheet (CG PSC-2025A) has been added to the list of available forms and worksheets on the website at <http://www.uscg.mil/hq/psc/forms/>. This worksheet identifies initial information needed to research and process a request for BAH Rate Protection. A reference to this new worksheet was added to the BAH/Housing Worksheet (CG PSC-2025) and the PSC Reporting Worksheet (CG PSC-2005).

The Personnel and Pay Procedures Manual will be changed to reference the new worksheet in the PCS Departing Checklist (Page 2-A-3).

Coast Guard BAH Rate Protection policy is currently published in Chapter 3 of the CG Pay Manual.

Include Information When Contacting Customer Care By Nick Pusloskie (CSD)

“Has problem with a claim. Please call back.”

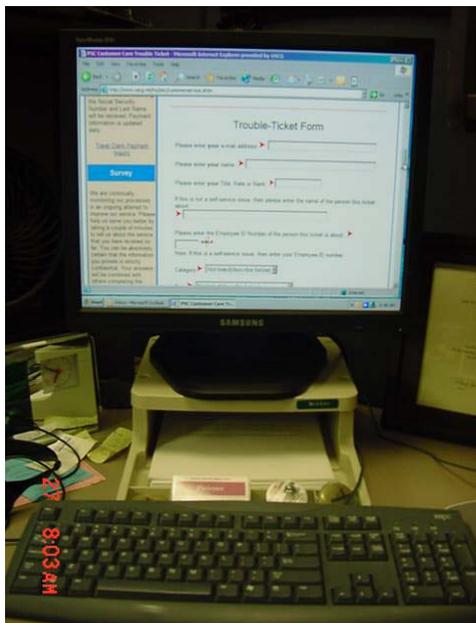
Customer Care, receives many calls like this every day.

When filling out the on-line help ticket, emailing PSC Customer care, or phoning in, please ensure that you supply identifying information

(name, EMPLID, phone number), the TONO number of the claim you are inquiring about, etc. When calling about a blanket TONO (begins with a 13), please supply the travel dates. If you would provide a brief description of the problem(s) you are having, this will allow us to research the situation **prior** to calling you. When calling on **behalf** of a member, ensure their information is provided. This will help alleviate many questions, and consequently, save time on both our ends.

Be aware that the database that we use imports the email address from Direct Access. If you do not update your email address, email feedback from us maybe delayed. The reason this is brought up

is that we are trying to alleviate the multiple tickets that some folks send. If a member does not hear back from us, the tendency is to send another ticket. As stated above, if the email address is not correct, the response may be delayed. Please – update your email address in Direct Access.



There are times when the volume of calls and emails impacts our ability to respond in a timely fashion. Please be patient. All tickets are responded to, either via phone or email.

If our service does not meet your expectations, for **any** reason, please fill out the Customer Survey (the survey address is shown below). The Command does read each and every response and will respond where appropriate.

Customer Survey:

<http://www.uscg.mil/hq/psc/survey.htm>

New POV Mileage Rates

The following mileage rates for TDY travel by POV are effective 1 January 2006:

Car	Motorcycle	Airplane
\$0.445	\$0.305	\$1.07

Rates for travel prior to 1 January 2006 can be found at the Per Diem, Travel and Transportation Allowance Committee web site

(<https://secureapp2.hqda.pentagon.mil/perdiem/fagpovpast.html>) .

The rates for PCS/MALT (Mileage in lieu of transportation) have not changed. They are based on commercial fares and are a **payment** instead of providing the

member or employee with Government procured transportation.

The PCS/MALT mileage rates do not reflect the price of gasoline. TDY mileage rates on the other hand, are based on the costs to operate a vehicle

(gasoline, insurance, etc.) and are intended to reimburse the expense of using a POC for the official government travel.





ALASKAN PCS TRAVEL GUIDANCE



Reference AIG as a reminder

to all

R 131521Z OCT 05 ZUI ASN-
A00286000008 ZYB

FM COMDT COGARD WASHINGTON
DC//CG-12//

TO ALCOAST

BT

UNCLAS //N01320//

ALCOAST 514/05

COMDTNOTE 1320

Subj: Overseas assignment advisory:
Payment for PCS ferry and airline tickets

A. COMDT COGARD WASHINGTON
DC 140030Z JUL 05/ALCOAST 365/05

1. As part of the follow-up to REF A, the following policies are effective immediately.

A. All ferry tickets for PCS transfers to and from Alaska shall be purchased through a servicing TMC and charged against a GTA

account and not against an individual billed government travel charge card.

When making this purchase, members will be required to immediately provide the TMC a copy of their PCS orders and be prepared to provide the following

information: all travelers first, middle and last name, date of birth, home address and phone number, make, model, length, and height of vehicle(s) that will be using the Ferry.

B. All airline tickets for PCS travel to and from OUTCONUS shall be purchased through a servicing TMC and charged against a GTA account and not against an individually billed government travel charge card.

C. All other airline tickets for PCS travel must be purchased through a servicing TMC and may be charged against a GTA account or individually billed government travel charge card.

2. Personnel are reminded that proper use of the government travel charge card is their responsibility at all times. The above

policies are designed to aid members in efficient maintenance of their accounts, and should be adhered to by all personnel traveling on PCS orders.

3. Action. All commands shall ensure that members transferring PCS overseas are provided a copy of this ALCOAST.

4. Minimize considered.

5. Released by RADM Stephen W. Rochon, Director of Personnel Management.

BT



“All Ferry Tickets for PCS Transfers to and from Alaska shall be purchased through a servicing TMC and charged against a GTA account and not against an individual billed government travel charge card...”

Change to COLA Entitlements for Reservists – Update

By Bob Dyche, Global Pay Development Team

Issue 04-05 contained a good article on this subject. However, actions by Congress and the Per Diem Committee at the end of December have already made some of the information in that article obsolete. The now-current rules regarding OCONUS COLA for Reservists are discussed below.

A Reserve member, called or ordered to active duty/ ADT from an OCONUS residence, is authorized COLA as described in the following paragraphs. Note that there is no command-sponsorship requirement in order to receive the with-dependents rate; however, the member and dependents must reside permanently in the area concerned at the time called or ordered to active duty.

1. A member called or ordered to active duty from an OCONUS location **for 30 or more days** is authorized COLA for the location from which called or ordered to active duty, beginning on the first day of active duty. This rate continues for the tour duration except as noted below:
 - a. If called to ADT **for 140 or more days** the initial rate terminates on the day before the day the member reports at the duty location prescribed in the active duty order. Authorization for COLA for the PDS location begins on the day the member reports at that location. A member called or ordered to ADT from an INCONUS location for 140 or more days at one location is authorized COLA in the same manner as a member already on active duty.
 - b. If called to Active-Duty-for-Other-Than-Training **for more than 180 days**, except as provided in subparagraph c (below), the initial rate terminates on the day before the day the member reports at the duty location prescribed in the active duty order. Authorization for COLA for the PDS location begins on the day the member reports at that location. A member called or ordered to active-duty-for-other-than-training from a CONUS location for more than 180 days at one location is authorized COLA in the same manner as a member already on active duty.
 - c. If called or ordered to Active-Duty-for-Other-Than-Training for more than 180 days **at one location away from the member's OCONUS principal place of residence** (at the time called or ordered to active duty), and the member is not authorized HHG transportation, that member is considered:
 - i. Assigned to duty at that residence, and
 - ii. Paid COLA for that location.
2. A member called or ordered to active duty from an OCONUS location **for less than 30 days** is authorized COLA:
 - d. If the call or order to active duty is in support of a contingency operation; or
 - e. Whenever there is no per diem authority.

In this case the member is authorized COLA at the rate prescribed for the member's principal residence location at the time called or ordered to active duty.

PSC E-Mail Addresses to Change this Weekend

PSC will be migrating to the new "Active Directory" mail servers the weekend of 4 and 5 March 2006. We will start renaming all PSC distribution lists and public folders on Friday, 03 March.

The e-mail addresses will be changed to reflect the new Coast Guard standard naming convention. For example, the e-mail address (as listed in the *Global Address Book*) for PSC (MAS) is PSC-MAS — It will be changed to PSC-PF-MAS. The letters "PF" in the address are added to reflect that mail is delivered to a Public Folder. E-Mail addresses for distribution lists will have the letters "DG" for "distribution-group" in them. So, the e-mail address for PSC (RAS) will change from PSC-RAS to PSC-DG-RAS.

The old SMTP (internet e-mail address with the "@" sign in them) will continue to work for up to a year after the migration. So you can always try to e-mail us by appending "@hrsic.uscg.mil" to the old address (e.g. PSC-SES@hrsic.uscg.mil), if you can't locate the new address in the Global Address Book.

A list of the new addresses for PSC (folders and groups) will be available at <http://cgweb.psc.uscg.mil/spocontactlist.htm> on Monday, 6 March 2006.

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-PD@USCG.MIL

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Visit PSC at:
<http://cgweb.psc.uscg.mil> or
<http://www.uscg.mil/hq/psc>

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

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@uscg.mil

Telephone Hours of Operation: 0700 to 1600 weekdays and 0730 to 1600 on scheduled weekends. FY06 weekend staffing schedule is available at <http://www.uscg.mil/hq/psc/customerservice.shtm>.

On-Line Assistance: Checkout the PSC website at <http://cgweb.psc.uscg.mil>



There are several resources available -- OnDemand Tutorials, Guides, Quick Reference Guides and Frequently Asked Questions.