



United States Coast Guard Personnel Service Center

People – Serving – Customers



SPO Newsletter

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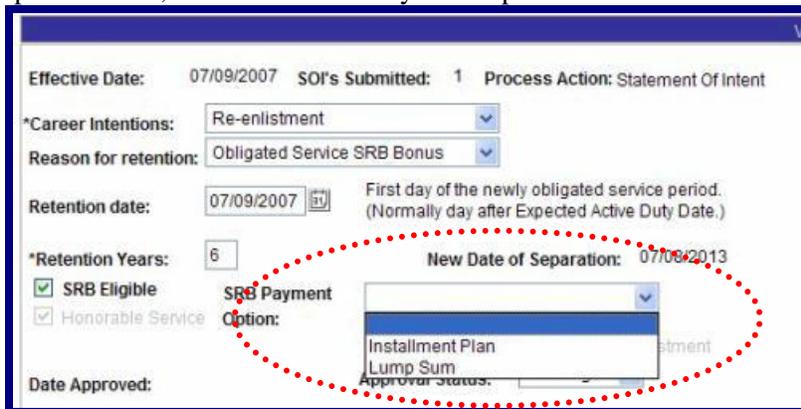
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Statement of Intent for the Selective Reenlistment Bonus

YNI Mario Valenzuela PSC (mas)

Hello from the bonus auditor at PSC. This article was written due to several inquiries from units, with members inquiring about why their SRB didn't pay out, or why the bonus didn't pay out like they requested. This is a friendly reminder regarding the importance of submitting an accurate & timely Statement of Intent (SOI) transaction when a member plans to reenlist or extend. The SOI was modified in Direct Access to reflect the payout election of the lump sum or installment plan (*See E-Mail ALSPO G/07*).

Per the Personnel and Pay Procedures Manual, Chapter 3-C, the SOI should be submitted 45 days prior to the expiration of enlistment. The SRB eligible box should be checked and the payment election should be selected (lump sum or installments). I understand the time frame may not always be feasible; however, the transaction still must be completed. If an accurate SOI is not submitted on time, the member's pay could shut down, the SRB will not be paid on time, or the SRB will may not be paid at all.



The SOI is the document that puts the member on the SRB report. If an SOI is not done, not done in a timely manner, done but the SRB eligible box is not checked, then the member will not post to the SRB report. PSC has NO WAY of knowing who is due an SRB if the SOI is not submitted with the proper information.

Payout election of lump sum or installments is a critical step. The Bonus Team has to manually check Direct Access for every SOI for each member that posts to the SRB report. A majority of the SOI's viewed don't have a payment election entered and are just left blank. If the SOI has a lump sum payment selected the bonus will be processed at 85% value of the total SRB entitlement. Anything other than lump sum or left blank will be processed for payment as installments.

Timely and accurate submission of the SOI by the SPO will ensure the SRB is paid correctly and on time. PSC will deny any requests received regarding changing the payout from the installment plan to lump sum because the SOI was not properly submitted. If you have any questions regarding the above, or any bonus questions in general, please contact by e-mail or call me at 785-339-3511.

Please send your articles or suggestions for articles to:
psc-pf-pd@uscg.mil





Regular to Reserve Officer Commission

Rich Etheridge PSC (p&d)

The Regular to Reserve Officer Commission Panel meets quarterly to consider officers, who have completed their active duty obligation, for reserve commissions. Selection results are announced via ALPERSCOM message. Chapter 8-B of the Direct Access Accessions Guide (<http://www.uscg.mil/hq/psc/guides/accessions.pdf>) is your best reference for completing the Regular to Reserve discharge/accession for these officers.

Keep the following key points in mind:

The officers will complete the Oaths of Office (CG-9556s) in advance of their actual discharge dates. Do not discharge the officers while they're still supposed to be on active duty. The effective date for an officer separation is normally the last day of the month and the accession into the reserve is normally the first day of the following month (e.g. Discharge on 30 June 2008 if appointment is effective 1 July 2008).

The officers should complete Career Intentions Worksheets (<http://www.uscg.mil/hq/psc/forms/psc2045.pdf>) with their terminal leave (if any) and travel intentions. The officers should submit new SGLI/FSGLI elections and be aware they will be incurring charges for SGLI immediately upon accession into the Coast Guard Reserve. If they don't plan on drilling right away, they may have a substantial debt for SGLI to be liquidated from their first drill pay checks.

The ISC (pf/fot)'s should not issue Reserve PCS assignment orders for these officers. The orders will interfere with the re-hire process (if the SPO endorses them prior to completing the discharge/accession process). If orders are inadvertently issued, the SPOs must not approve or endorse them before completing the accession. The ISC (pf/fot)'s should provide the SPOs with the position numbers the officers will be assigned to. The SPOs will use the position numbers to create requisition numbers in Direct Access. The process for creating the requisition number is provided in Chapter 2-A of the DA Guide for Accessions. A new requisition should be created for each assignment; this will allow the SPO to set the rank accordingly and will carry forward into the re-hire process, the officers will be 'hired' directly into their drilling unit assignments.

The SPOs will also need to create new Applicant ID numbers as explained in Chapter 2-B of the DA Accessions Guide (be sure to affiliate the Applicant ID with the officer's Employee ID number as described on page 2-B-4 (Step 5) of the DA Accessions Guide).

The remainder of the accession process is set forth in the DA Guide (Chapters 3 and 8), pay attention to the warnings and notes for the key fields. For example:

- When completing the Service Information tab of the Contract Data portion of the procedures (Beginning on page 3-26 of the DA Guide) be sure to:
 1. Carry forward the officers' pay base date, active duty base date, and initial military obligation dates.
 2. Accurately set the Reserve Anniversary Date, expected loss date and Reserve Drill Obligation Date (if the CGPC (rpm-1) memo requires the officer to make a commitment to remain in the SELRES for a specific period)
 3. Set the Employee Classification to SELRES with a Reserve Training Pay Code of "A" (drill pay status) and a Reserve Classification Code of "I" if the officer is still within their initial 8-year military service obligation (MSO) or "Q" if they have completed their initial 8-year MSO.
- When completing the Hire Applicant procedures (Beginning on page 3-36 of the DA Guide) ensure you:
 1. Set the rank/pay grade correctly (Job Code)
 2. Set the date of rank in accordance with the CGPC (rpm-1) memo (Job Code Entry Date)

Better Communications with PSC Customer Care

Help us Help You

Karen Stadler PSC (ccb)

Hello from customer service at PSC. I would like to introduce myself. I am Karen Stadler, and recently took over as the supervisor in the Customer Care branch, previously held by John Schwartz. In order to improve our service to members and the personnel who assist them, our team came up with a few tips that we hope you will employ. These tips will help us and you by clarifying exactly what's needed for your inquiry. Please feel free to pass this information along to the customers you serve at your outlying units.

MISC

- ✚ If you are calling PSC Customer Care please have your paperwork and information in hand. Be prepared to provide the EMPLID of the member you are calling on behalf of. If the member doesn't have an EMPLID because they are Navy, or a dependent or other category, please tell us this up front.
- ✚ If you are the member who is calling, engage the SPO/unit admin staff first so they know you are contacting us. You should always try to resolve your issue first with them.
- ✚ If you are calling about a travel issue, there are two things that we need in addition to your EMPLID: the TONO and your full name.

EMAIL/WEB

- ✚ If you submit a ticket via email or on the web submission form located at: <http://www.uscg.mil/hq/psc/ccb/> please do not call in addition to submitting the ticket. This duplicates the work.

VOICE MAIL

- ✚ Voice mail is a great tool if you must leave a message because you cannot wait on the phone, but some of our voice mails are completely undecipherable. If you want a response to your inquiry, we ask you to follow some basic rules. First thing you should say on the voice mail is "this is for EMPLID xxxxxxx" and your name or the full name of the member you are calling about. It helps if you spell it out. Also be sure to specify if this is a pay related or a travel related issue. You don't need to leave a lengthy message but if you at least specify what category, we can get back to you quicker. Also be sure to leave your phone # and speak slowly and clearly.

PHONE OPTIONS

- ✚ Calling the main number -- 785-339-2200, gives you three options. **Option 1** is for Direct Access (DA)/TPAX passwords. However this is for information only. It will not get you a live person. You will be directed to submit a help ticket since passwords are not given out over the phone. **Option 2** is for Travel related issues. This can mean audit, claim issues, TPAX navigation OR debts due to travel. **Option 3** is for all other calls, specifically pay, DA navigation, and other personnel issues.

TPAX PASSWORDS

- ✚ If you are the Point of Contact (POC) asking for a password for another member keep in mind that we cannot give you the password. Many times the POC will ask for the password because the member is on leave, or his computer isn't working or because the POC doesn't think the member will know what to do w/ the password, etc. These are not valid reasons and regardless, no member is authorized to have another member's password due to security reasons. We can only send the password to a personal email address that is set up in TPAX or DA. Also please inform your member that the passwords expire in TPAX after 90 days. Keep in mind that the TPAX and DA systems are not linked. If you update your DA email you must still update your TPAX e-mail address.

Continued on next page →

Help us Help You *(continued from previous page)*

AUDIT STATUS

- ✚ If your inquiry is about an audit and you are checking on the status to see if it has been received and/or completed, please check the audit status website first. It is really very simple and you can pass this along to your members to use. Any outstanding audits will be listed by name and SSN. The website is http://cgweb.fincen.uscg.mil/tvs_aux2/. If you are the SPO/unit admin you should be checking the audit website for your unit on a regular basis, say at least once a month by running a unit report. You just need to know the OPFAC of your unit. That website is <http://cgweb.psc.uscg.mil/travel/audits/>.
- ✚ A large percentage of the travel recoupment actions are due to members failing to respond to the audit request. TPAX audit requests go to the email address listed in TPAX so please ensure your members all have updated email addresses in TPAX. It can be a work or personal email address, but the “primary” box needs to be checked. When a members’ email is invalid they will not receive the audit request. When the member fails to comply with the 1st, 2nd, and 3rd audit requests eventually all of their money is recouped and this is often a very costly mistake that could have been avoided by doing this simple 30 second change/check of one’s email address in TPAX. The unit can also assist its members by reviewing the Unit reports as noted above.

Please pass along to members that PSC does NOT process DITY move claims. Contact FINCEN at (757) 523-6940.

If you have comments or suggestions for PSC, please utilize the web survey at <http://www.uscg.mil/hq/psc/survey.htm>

Contacting PSC Customer Care

How to contact Customer Care:

1. Online Trouble-Ticket: <http://www.uscg.mil/hq/psc/ccb/>
2. Phone number: (866) 772-8724 (toll free) or (785) 339-2200 (0700 to 1600 weekdays and 0730 to 1600 on scheduled weekends)
3. Email: PSC-CustomerCare@uscg.mil

The Customer Care call center at PSC Topeka will be staffed on the following weekends to assist and answer questions regarding password resets, pay, travel, and user support for T-PAX and Direct-Access. Phone support hours of operation for these weekends are 0730-1600 central time:

FY 2008 Weekend Staffing	
January 12-13/26-27	June 14-15/21-22
February 9-10/23-24	July 12-13/19-20
March 8-9/15-16	August 9-10/16-17
May 10-11/17-18	September 13-14/20-21

No October or April dates due to the RSWE and all-hands training

Per Diem Rate Change for PSC Travel

As announced in ALCOAST 446/07, the per diem rate for CONUS PCS travel increased to \$109. This change is due to an increase in the standard CONUS lodging rate, effective 1 October 2007, to \$70. The meals and incidentals (M&IE) portion of the per diem rate did not change. It is \$39.

Global Pay (Retired Pay System)

SPOs Play a Critical Role in the New System

Rick Stadler PSC (ras)

PSC is in the process of converting the retired payroll system over to PeopleSoft (Global Pay). We are in our third month of parallel processing.

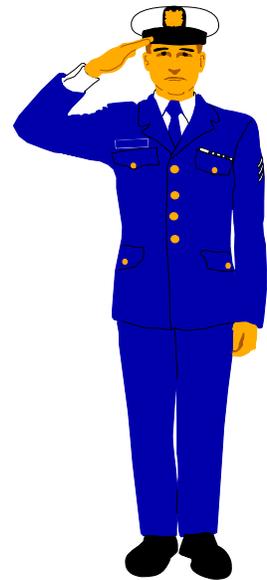
In order for a member to receive retired pay, the SPO must endorse the Retirement Separation Authorization from CG Personnel Command, and the CGHRSUP must approve the Retirement Separation Transaction. The procedures for endorsing and approving Retirement Separation Transactions are prescribed in the Direct Access Separation procedures (http://www.uscg.mil/hq/psc/ps/separations/retirement/data_entry.htm).

Final approval of the Retirement Separation Transaction by the CGHRSUP initiates a process a Global Pay for starting the member's retired pay.

It is essential that the Retirement Separation Transaction be approved by the CGHRSUP in order for the member's retired pay to begin.

All payroll transactions should be submitted and approved within two days of the effective date of the transaction. Separation transactions can be approved up to 14 days prior to their effective date.

Please assess and modify your procedures to ensure that Retirement Separation Transactions are submitted/approved in a timely fashion. Non-timeliness can result in a member not receiving retired pay the first month of retirement.



See <http://www.uscg.mil/hq/psc/alspo/2007/J07/RetirementProcessing.pdf>

Questions, problems, need more information or have a comment?

[Contact PSC \(RAS\) by e-mail](#) or call

(800) 772-8724 (toll free) or (785) 339-3415 -- 0730-1600 M-F (central time)

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

Reenlistment Contracts

SPOs can now delete unapproved reenlistment contracts. Reenlistment contracts may be deleted if the transaction has not been approved by the SPO supervisor (CGHRSUP Role User).

The SPO cannot make Corrections to or Delete a Reenlistment Contract transaction after it has been **approved** and saved. If the Reenlistment Contract has been approved and saved and any information on the transaction is incorrect, contact [\(PSC\) Customer Care](#). If the contract has not been executed (e.g. Signed by the member and oath administered), PSC can delete the contract and the member's the Contract Expected End Date, Expected Loss Date and Expected AD Term Date will all be reset to what they were prior to the reenlistment. Changes to executed contracts require approval by Commander, Coast Guard Personnel Command (epm/rpm).

Please see the Reenlistment Contract topic in the Direct-Access Online Manual for procedures:
http://www.uscg.mil/hq/psc/ps/modify_obligation/Reenlistment_Contract.htm.



TSP Changes for 2008

The TSP Web Site provides the new limits for 2008: <http://www.tsp.gov/curinfo/data.html>. Maximum contribution is still \$15,500 for those under age 50, and \$20,500 for those age 50 or over. The elective deferral limit for those serving in a Combat Zone has increased from \$45,000 to \$46,000. Please visit our [TSP procedures and information page](#) (<http://www.uscg.mil/hq/psc/tsp.asp>) for enrollment information and forms.

Divorce or Death of Spouse

There are four areas in Direct-Access you need to update when a member reports a change in marital status. They are:

Area to Update	Reason
Elections & Beneficiaries	Stop Family SGLI Deduction
Dependent /Beneficiary Data	Change relationship to former spouse. Remove BAH eligibility and record date of divorce or date of death.
Personal Data	Change member's marital status and effective date of change.
Employee Entitlements	If member has no remaining BAH eligible dependents (e. g. No children or divorced and is not the primary custodian of a dependent child) BAH & COLA entitlements need to be changed. Members paying child support may be eligible for BAH-Child.

We have created a step-by-step guide for processing these changes in DA. Get it at
<http://www.uscg.mil/hq/psc/guides/DivorceorDeathofSpouse.pdf>.

BAH and Allotments for Public Private Venture Housing

We have added information about the Public Private Venture Housing program from e-mail ALSPO Y/04 to the [Direct-Access BAH Entitlement Guide](http://www.uscg.mil/hq/psc/guides/pay_entitlements/bah.pdf) (http://www.uscg.mil/hq/psc/guides/pay_entitlements/bah.pdf). The information can be found in Appendix (c), which begins on page 23 of the guide.

Public Private Venture (PPV) housing is not Government-owned or leased housing. Members electing to occupy PPV housing are entitled to BAH. When government-owned housing is converted to PPV housing a member occupying such housing is no longer considered to be assigned to government quarters and is entitled to BAH.

Members are encouraged to pay their PPV housing rent by allotment. Allotment transactions may be input by the SPO or by the member using Direct-Access Self-Service.

We recommend that the SPO assume the responsibility for inputting the initial allotment start. The allotment needs to be input into Direct-Access not later than the cutoff for mid-month Compute of the month before the first rent payment is due.

The start BAH transaction needs to be input at least one update cycle before the allotment start or the system may reject the allotment due to lack of available pay.

Rental charges for PPV housing units are based on the BAH rate applicable for the Military Housing Area (MHA) where the housing is located and the member's paygrade.

Whenever there is a change in the BAH rate for the MHA where PPV housing is located, the member must change the amount of his/her allotment. The following additional instances will necessitate a change to the amount of a PPV allotment:

- Promotion/Demotion of the Member.
- Annual Rate Changes to BAH (normally effective in January of each year).

The allotment system is not designed to make an automatic adjustment to reflect BAH rate changes, promotions, or demotions. The landlord-tenant lease will make it clear that the service member is responsible for changing the allotment amount, and notifying the PPV Property Manager of any change in BAH.

It is important for the member to anticipate changes to BAH Rates in order to alleviate any possible rent shortages that may occur due to these changes. Once their allotment is started for a certain amount, it will remain at that amount until they change it (using Direct-Access Self-Service) or request a change through their SPO.

The 2008 BAH rates are available at <http://perdiem.hqda.pentagon.mil/perdiem/bah.html>. Allotment changes/starts must be submitted by 07 January 2008 for 1 February payments.

2008 TRICARE Dental Premiums

TRICARE Dental premiums increase on 1 February 2008. Remember, premiums are paid in advance. The 2008 rates apply to payments you make in January for coverage effective on 1 February.

- ❖ Premiums for Active Duty Family Members:
http://www.tricare dental program.com/tdptws/enrollees/premiums/activeduty_premiums.jsp
- ❖ Premiums Reservists and their Family Members:
http://www.tricare dental program.com/tdptws/enrollees/premiums/reserveguard_premiums.jsp

FY 2008 IDT Drill Cap Exceptions

SELRES members assigned to the following units are authorized a maximum of 60 IDT drills in FY 2008:

NCWRON 21
 NCWRON 30
 NCWRON 25
 NCWRON 26
 NCWRON 33
 NCWGRU TW0 - ATLANTIC
 NCWGRU ONE - PACIFIC
 MSST SEATTLE (91101)
 MSST LA/LB (91103)
 MSST GALVESTON (91104)
 MSST NEW YORK (91106)
 MSST KING'S BAY (91108)
 MSST BOSTON (91110)
 MSST SAN FRANCISCO (91105)
 MSST HONOLULU (91107)
 MSST SAN DIEGO (91109)
 MSST ANCHORAGE (91111)
 MSST NEW ORLEANS (91112)
 MSST MIAMI (91114)
 MARITIME SECURITY RESPONSE TM
 CG PSU 311
 CG PSU 305
 CG PSU 309
 CG PSU 307
 CG PSU 313
 CG PSU 308
 CG PSU 312
 PSU 301
 SMTC
 CGRU USSOUTHCOM
 CGRU JTRU US TRANSCOM
 CGRU USJFCOM
 CGRU USNORTHCOM

Direct-Access has been setup to allow 60 drills for the units listed above.

In accordance with Paragraph 2.D.4, of the Reserve Policy Manual, COMDTINST M1001.28(series), SELRES members assigned to other units are authorized a maximum of 48 drills per fiscal year.

Working With the Employee Entitlements Component in Direct-Access

The Employee Entitlements Basic Navigation guide provides the procedure for navigating the Employee Entitlements component in Direct Access.

What's in the guide?

This guide covers the following topics:

1. Accessing Employee Entitlements
2. Working With Effective Dates
3. Auto Stops of Entitlements (PCS or Separation)
4. Starting an Entitlement
5. Stopping an Entitlement
6. Correcting an Entitlement
7. Deleting an Entitlement
8. Links to Individual Entitlement Procedural Guides

Where can I get the guide?

The Employee Entitlements Basic Navigation guide is available at

<http://www.uscg.mil/hq/psc/guides/entitlements.pdf>.

PCS Order Notes/Remarks

Standard Remarks/Orders Notes entered by the CGPC (opm/epm/rpm) or the ISC (pf/fot) Assignment Officer shall not be modified or deleted by other users at units or SPOs. The AO notes are part of the order and in many cases a guarantee made by the AO. Other users, desiring to add remarks to an order, must access the remarks section by clicking the **Order Notes** button followed by the **Add** button. SPOs can add the 'fill-in-the-blank' standard remarks template for PCS orders to save time when finalizing PCS orders.

Lookup Order Note

Contract Clause:

Description:

[Basic Lookup](#)

Search Results

View All First 1 of 1 Last

Contract Clause	Description
PCS	PCS ORDER NOTE