

E-Mail ALSPO B/09

**Subj: SELF VALIDATION DATA CORRECTIONS AND POST-9/11 GI BILL
CUSTOMER CARE TICKETS**

HRef: (a) [COMDT COGARD WASHINGTON DC 291854Z APR 09, ALCOAST 253/09](#)
(b) [COMDT COGARD WASHINGTON DC 281534Z APR 09, ALCOAST 250/09](#)

Introduction This e-mail ALSPO message addresses PPC customer care ticket submission resulting from Self Validation data corrections, and future Post-9/11 GI Bill eligibility inquiries.

Purpose It is vital that online customer care tickets submitted to PPC are clearly identified as a Self Validation issue with the appropriate data element identified. Post-9/11 GI Bill eligibility inquiries will also require specific ticket identification procedures. This will ensure the ticket can be routed and tracked accurately.

Self Validation When the SPO cannot correct the data element identified as “False” by the member in accordance with reference (a), an online customer care trouble ticket will be required.

**Customer Care
online trouble
tickets**

SPOs shall select the following from the dropdown menus in the Problem / Issue Information section of the web form when preparing the online trouble ticket for Self Validation issues:

1. Category – Select Personnel Action
2. Call Type – Select Self Validation
3. Reason – Select appropriate data element

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CUSTOMER CARE TICKETS**

Self Validation

Customer Care online trouble tickets (cont'd)

PPC customer care trouble ticket web form for Self Validation issues:

Problem/Issue Information	
User Role for this issue:	I am a Command, SPO or ADMIN support user 
Category:	PERSONNEL ACTION
Type:	SELF VALIDATION
Reason:	Select Reason
Travel Order Number: (If this is a travel related issue)	Select Reason
Please enter a description For password resets be su employee ID.	ACTIVE DUTY BASE DATE (MBRS) BAH DEPENDENTS (MBRS) CAREER STATUS BONUS ELECTED (MBRS) COMPONENT (MBRS) DATE INITIAL ENTRY MILITARY SERVICE (MBRS) DATE OF BIRTH (MBRS) EMPLID (MBRS) MARITAL STATUS (MBRS) PAY ENTRY BASE DATE (MBRS) PAY GRADE (MBRS) QUALIFYING SERVICE (MBRS) RECEIVING PAY (MBRS)

Post-9/11 GI Bill Inquiries

Customer Care online trouble tickets

SPOs shall select the following from the dropdown menus in the Problem / Issue Information section of the web form when preparing the online trouble ticket addressing Post-9/11 GI Bill eligibility discrepancies or benefits transfer issues reported by members in accordance with reference (b).

1. Category – Select Personnel Action
2. Call Type – GI Bill Post 9/11
3. Reason – Eligibility

Note: SPOs cannot make changes to a member's Post-9/11 GI Bill eligibility. Corrections to the data provided to the Department of Veterans' Affairs (VA), via the Defense Manpower Data Center, can only be made by PPC and COMDT (CG-13). Changing/correcting Reserve Orders will not update data that has already been transmitted to the VA. If an incorrect Reserve Order is believed to be the cause of a member's ineligibility for the Post-9/11 GI Bill, include that information when reporting the issue to PPC.

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CUSTOMER CARE TICKETS**

Post-9/11 GI Bill Inquiries

Customer Care online trouble tickets (cont'd)

PPC customer care trouble ticket web form for Post-9/11 GI Bill eligibility issues

Problem/Issue Information	
User Role for this issue:	I am a Command, SPO or ADMIN support user 
Category:	PERSONNEL ACTION
Type:	GI BILL POST 9-11 
Reason:	ELIGIBILITY

Source Documents

If the trouble ticket requires source documents to support the “False” answer in the data element, please be sure to mark the checkbox for the “Do you have attachments/documentation to send with this ticket?” question when submitting the online ticket, this will open a new trouble ticket form with instructions for attaching supporting documentation.

PPC customer care trouble ticket web form checkbox for attachments

Attachments/Supporting Documentation <small>Must be in electronic format</small>	
Do you have attachments/documentation to send with this ticket? <input type="checkbox"/> Yes 	
Contact Information <small>Who is submitting</small>	
Employee ID #:	<input type="text"/>
E-Mail:	<input type="text"/>

If you have attachments to send with this ticket you will be redirected to another version of this form. The attachments form will allow you to compose an email to us and include your attachments.

For Service Date corrections, the member is the primary resource in furnishing this information. Documentation can be ordered from the National Archives <http://www.archives.gov/veterans/evetrecs/>.

For National Guard service, the member may contact the State Adjutant Generals' Office via <http://www.agaus.org/contacts.asp>. Click on the [State Adjutants General Roster](#) and contact the state where member was attached.

Enclosure (1) provides new procedures for requesting corrections to service dates via the Statement of Creditable Service/Creditable Sea Service process.

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CUSTOMER CARE TICKETS**

Questions

Questions regarding the content of this e-mail ALSPO message may be directed to PPC Customer Care at:

 (866) 772-8724/(785) 339-2200
 <http://cgweb.ppc.uscg.mil/ccb/> (Online Trouble Ticket)
 PPC-DG-CustomerCare@uscg.mil (E-Mail)

More information on Post-9/11 GI Bill eligibility and application procedures can be found at <http://www.gibill.va.gov/>.

Released by Internet release authorized.

/s/
J. D. PHILLIPS, CAPT, USCG
Commanding Officer

Encl: (1) Requesting Statements of Creditable Service

Requesting Statements of Creditable Service

Ref: (a) Personnel and Pay Procedures Manual, PPCINST M1000.2(series)
(b) Coast Guard Pay Manual, COMDTINST M7220.29(series), Chap. 2

Introduction This enclosure updates the procedures in Section 5.C.4 of reference (a) for requesting a Statement of Creditable Service (SOCS) and/or a Statement of Creditable Sea Service (SOCSS).

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

When to request A SOCS/SOCSS must be requested by the SPO upon:

- Accession of members who have prior service in any other branch of the Armed Forces.
- Accession of members who have prior USCG or USCGR service where there is a break in service.
- Appointment as a Reserve Program Administrator (RPA). (This is to adjust the active duty base date.)
- Identification of any discrepancy in service dates (active duty base date, pay entry base date or date of initial entry military service) or sea time, regardless of whether or not a SOCS/SOCSS has already been completed.

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

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Requesting Statements of Creditable Service, Continued

Documentation required

The following documentation is required to facilitate issuance of a SOCS or SOCSS:

- All Contracts and Discharge Documents including DD-214's and NGB 22 and 23's for National Guard members. (*NGB Documents are the National Guard's version of the DD-214 and enlistment contracts*).
- For Reserve duty, all contracts and all Reserve Retirement Point Statements for the periods in question.

For members with prior sea service also include:

- A Transcript of Sea Service, if available from the U.S. Navy.
- All History of Unit Assignments that cover all of the time on the DD-214. This is used to verify sea time if no Transcript of Sea Service is available from the U.S. Navy or the Marine Corps.

The member is the primary resource in furnishing this documentation. Members may initiate a request for military personnel records from the National Archives Record Center online using the *eVetRecs* system: <http://www.archives.gov/veterans/evetrecs/>.

NOTE: For National Guard service, the member may also contact the State Adjutant Generals' Office at <http://www.agaus.org/contacts.asp>. Click on the [State Adjutants General Roster](#) and contact the state where member was attached.

Documents containing errors

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

If there is a dispute with the accuracy of a DD-214 or other documentation, issued by another branch, the member must request a correction by completing DD Form 149 at the National Archives website: <http://www.archives.gov/veterans/military-service-records/correcting-records.html> and submitting it to the appropriate branch. For information on requesting corrections to Coast Guard and Coast Guard Reserve records, please visit <http://www.uscg.mil/legal/BCMR.asp>.

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Requesting Statements of Creditable Service, Continued

How to request SOCS/SOCSS

For all SOCS/SOCSS requests the SPO should contact PPC Customer Care, via the online trouble ticket at <http://cgweb.ppc.uscg.mil/ccb> and provide the following information:

- Member's Employee ID, full name, and rate/rank
- A very descriptive narrative as to the problem as well as the reason for the SOCS/SOCSS
- SOCS date, if member has already had a SOCS completed but for some reason it is thought to be incorrect.

Supporting documentation must be scanned and attached to the trouble ticket, be sure to mark the checkbox for the “Do you have attachments/documentation to send with this ticket?” question, this will open a new trouble ticket form with instructions for attaching supporting documentation. Ensure all supporting documentation is clear and legible. SPOs that do not have the ability to image supporting documentation shall submit SOCS/SOCSS requests via memo to PPC (ses) and enclose the supporting documentation. Mailing address:

Commanding Officer (ses)
Coast Guard Pay & Personnel Center
444 SE Quincy St.
Topeka, KS 66683-3591

- Maintain a copy of the trouble-ticket receipt, e-mail or memo request in Part 2 of the member’s SPO PDR until the SOCS (PPC Form 1071) and/or SOCSS (PPC Form 1072) is received from PPC (ses).

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Requesting Statements of Creditable Service, Continued

Interim adjustment of service dates

The SPO completing the accession of a member with prior service will perform the initial calculation of the active duty base date (ADBD) and pay entry base date (PEBD) in accordance with reference (a), appendix (C), and reference (b). The ADBD and PEBD are entered in the Contact Data Component when completing the applicant data phase of the accession process in Direct Access. Because these dates have not been substantiated (by issuance of a SOCS), they are considered interim adjustments and the member must be counseled they may be in an overpaid status if the prior service cannot be validated by PPC (ses).

The interim adjustment of service dates must be performed by the SPO at the time of accession. The SPO completing the accession must also submit the request for a SOCS/SOCSS.

Interim sea service adjustment

SPOs cannot enter or adjust a member's cumulative sea time. If a member with prior service sea time is ordered to sea duty before a SOCS or SOCSS is issued, PPC (ses) can make an interim sea service adjustment upon request.

This interim adjustment is based off the DD-214(s) provided by the member.

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

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

Requests for interim sea service adjustments are submitted to PPC Customer Care by the SPO. Interim sea service adjustment requests should be submitted only in cases where the member is in receipt of orders to a Career Sea Pay (CSP) eligible unit and the SOCS/SOCSS request is pending with PPC (ses).

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Requesting Statements of Creditable Service, Continued

**Directives
affected**

The procedures in this enclosure will be incorporated into the reissuance of reference (a).
