

E-Mail ALSPO G/10

Subj: COORDINATION OF SPO DATA ENTRY

Ref: (a) [Military Personnel Data Records \(PDR\) System, COMDTINST M1080.10 \(series\)](#)
(b) [Pay & Personnel Center Servicing Personnel Office \(SPO\) Online Manual](#)

Purpose This E-Mail ALSPO message provides guidelines for SPOs to follow when providing services to members who are not permanently or temporarily assigned, for a period of more than 60 days, to a unit in the SPO's area of responsibility (AOR).

Discussion Transactions processed at SPOs other than the member's "home SPO" can be executed in Direct Access (DA) without knowledge, review, or approval of the home SPO. For example, a non-home SPO may unknowingly enter an inaccurate transaction into DA that could have been completed correctly based on the home SPO's more in-depth understanding of the member's unique circumstances. Moreover, a service member could potentially "SPO shop" for an answer to an entitlement question until the desired response is received.

Review of SPO PDR required for accurate data entry Conducting a review of the SPO PDR is an important, first step, in the process of creating an accurate pay transaction. SPOs should not enter transactions in DA for:

- Members who are not permanently or temporarily assigned, for a period of more than 60 days, to a unit in the SPO's AOR.
- Permanently or temporarily assigned personnel until they have received and had the opportunity to review the SPO PDR from the member's previous or home SPO per paragraphs 2.C and 2.D of reference (a).

Reference (a), paragraph 2.C.3, provides the procedure to follow in the event the SPO PDR is not received within 5 days of the member's reporting for permanent or temporary duty.

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Coordination between SPOs is required in unusual or urgent situations

A transaction may be input by other than a member's home SPO if delaying the transaction (to review the SPO PDR or transmit the information to the home SPO) would result in a personal financial hardship to the member or denial of a benefit or privilege for the member and/or dependents.

If possible, the member's home SPO should be contacted and consent obtained before submitting the transaction.

All required supporting documentation must be sent to the home SPO as soon as practicable after entering the transaction.

Reports

The following reports are available to help identify and contact the responsible SPO based on the member's permanently assigned unit:

- The [Servicing Personnel Office to Unit Relationship Report](#) provides a listing of all units and the corresponding responsible SPO.
- The [Servicing Personnel Office Contact List](#) provides a listing of e-mail addresses, points of contact, and phone numbers for SPOs.

Both of these reports are available on PPC's intranet/CGWEB site at:
<http://cgweb.ppc.uscg.mil/spocontactlist.asp>

Directives affected

The contents of this E-Mail ALSPO message will be incorporated into the applicable sections of reference (b). This E-Mail ALSPO message provides interim guidance, which shall expire one year from the date of issuance unless it is incorporated into an appropriate PPC publication, reissued, or cancelled.

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://www.uscg.mil/ppc/ccb/> (Online Trouble Ticket/Inquiry Form)



PPC-DG-CustomerCare@uscg.mil (E-Mail)

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Released by Internet release authorized.

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