A data quality review of DD-214 forms exposed ongoing issues with the content of block 11, *Primary Specialty Number, Title and Years and Months in Specialty*. The data quality review showed that Competency Codes were mistakenly being entered in the block.

For officers, block 11 will only contain *Officer Specialty Code(s)*, titles and years and months assigned. Although Officer Specialty Codes and Competency Codes are both stored in Direct Access under the *Person Profile* as "competencies", they are not the same. A Competency Code is not an Officer Specialty Code.

SPOs will follow the guidance in the [SPO Manual, Part VI, Chapter 6](http://www.uscg.mil/ppc/), for DD-214 completion. The Block 11 instructions are repeated below:

**Block 11. Primary Specialty Number, Title and Years and Months in Specialty.**

For enlisted personnel, enter "N/A" in the Description field and leave the Competency, Year Acquired and Last Used fields blank (Ref: COMDTINST M1900.4 (series), Para 1-E).

For CWOs, enter the specialty (e.g., For "PERS" enter "Personnel Administration").

For Officers, the instructions in COMDTINST M1900.4 (series), Para 1-E, are no longer valid because the Officer Experience Indicators were removed from the Register of Officers (COMDTINST M1427.2 (series)) and are no longer available. The Coast Guard transitioned to a new Officer Specialty Management System (OSMS) (See [http://www.uscg.mil/psc/opm/Opm3/opm-3OSMS.asp](http://www.uscg.mil/psc/opm/Opm3/opm-3OSMS.asp) for more information and status updates). The majority of O-4s and above as well as many Direct Commission Officers and CWO-LTs of all paygrades have OSCs assigned. If any OSC is assigned to the officer in DA, enter it (Code and Description) in Block 11. If no OSC is assigned the officer should contact PSC-OPM-3 directly and they will address the initial assignment.

Valid OSCs are listed in the "[Competency Dictionary](http://www.uscg.mil/ppc/)", (Second tab of the worksheet). Do not enter any competency code in the block 11 fields. Only Officer Specialty Codes are valid for block 11. The system (DA) pulls in the assigned code IF one is assigned.
(Continued from page 1)

Questions:

Direct questions regarding DD-214 policy to Commandant (CG-1331), Ms. Teresa Marshall, phone - (202) 475-5391, E-mail - Teresa.Marshall@uscg.mil.

Direct questions regarding Officer Specialty Codes to the appropriate point of contact listed on the OSMS web page (http://www.uscg.mil/psc/opm/Opm3/opm-3OSMS.asp) or the OSMS Program Manager, Mr. Brandon Chittum, CG Personnel Service Center, Officer Evaluations Branch, (OPM-3), phone - (703) 872-6467, E-mail - Brandon.F.Chittum@uscg.mil.

Direct questions regarding Direct Access procedures and issues to PPC Customer Care.

**Payroll Processing Schedule For January Through June 2014**

E-Mail ALSPO message N/13 publishes the payroll processing schedule for January through June 2014. The Payroll Processing Schedule for July through December 2014 will be promulgated separately. The schedule will be developed in conjunction with Human Capital Management System/Global Pay testing.

**February 2014 Military Payroll Processing Complete**

**February Leave and Earnings Statements Posted:**

LESs for February are available. Go to "View Paycheck" in Direct Access under Employee Self Service to view.

**The official pay date for end-month February 2014 is 28 February 2014**

**February Reserve Points Statements Posted:**

Reserve retirement point data for February 2014 is available. Go to "View Reserve Points" in Direct Access under Self Service to view.

**About the Pay & Personnel Center Customer Newsletter**

An authorized publication, Pay & Personnel Center Customer Newsletter is published under the direction of the U.S. Coast Guard Pay & Personnel Center. Views and opinions expressed are not necessarily those of the Department of Homeland Security or the U.S. Coast Guard. Pay & Personnel Center Customer Newsletter shall not be considered an authority for any official action and is non-record material. Pay & Personnel Center Customer Newsletter is published quarterly. Articles are solicited from all readers. Back issues are available at: http://uscg.mil/ppsponewsletter.asp.

**How to submit an article**

Articles for Pay & Personnel Center Customer Newsletter may be submitted by e-mail to the Procedures & Development branch e-mail address "PPC-PF-PD". Articles may also be submitted via our web form at http://www.uscg.mil/ppc/newitemform.asp. All items approved for publication will immediately be posted on our SPO news web page (http://uscg.mil/ppc/alspo/).

**U. S. Coast Guard Pay & Personnel Center**

- **S. L. Lebruska, CAPT, USCGR**
  Commanding Officer
- **CAPT Jose Saliceti,**
  Chief, Customer Service Division
- **Eric Norris, YNMC, USCGR**
  Command Master Chief
- **Gary Earling,**
  Executive Director
- **Richard Etheridge,**
  Editor, PPC Customer Newsletter
Within Direct Access, members may change their allowances for federal tax withholding under Tasks/W-4. Common reasons for members to use this tool is after marriage or birth of a child. We should counsel members prior to using this tool, as changes can have significant impacts on their federal tax withholdings. Changes should not be considered lightly, and members should seek guidance before making changes.

If not used correctly, this can result in too little taxes held from their pay and end up owing federal tax. This situation most often occurs when members select two allowances (themselves and spouse) and both work. The withholding amount is calculated based on expected pay, number of dependents, the tax withholding requirements from the IRS and your state of legal residence, and changed automatically such as when serving in a Combat Zone Tax Exemption area.

You can adjust your tax withholdings based on that information to make sure enough is withheld each year, or to make sure the Service is not withholding too much. Online, the IRS has a site to assist with calculating tax withholdings. Link: http://www.irs.gov/Individuals/IRS-Withholding-Calculator.

### 2014 Military Pay Days

See E-Mail ALSPO N/13; Payroll Processing Schedule for January through June 2014 for the complete payroll processing schedule through June 2014. The schedule for July through December 2014 will be promulgated separately. The schedule will be developed in conjunction with Human Capital Management System/Global Pay testing.

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Mandatory Online Training Requirements for Payment Approving Officials

E-Mail ALSPO message C/11 announced two online courses for Payment Approving Officials (PAOs) at Coast Guard Servicing Personnel Offices (SPOs). The training requirements were added to Part I, Chapter 2, of the PPC SPO Manual, PPCINST M5231.3, in March 2011. All applicants for PAO designation must complete the courses for initial PAO designation. PAOs must repeat the online training courses annually in order to retain certification.

- The PAO training (Course code 502360) establishes a formal PAO certification process that provides uniform training to all PAOs. It provides PAOs with a comprehensive skill set enabling them to perform their PAO duties in compliance with appropriation law and Treasury regulations. This training will result in a more competent PAO corps and will assist the USCG in earning clean audit opinions.

- The Internal Controls over Financial Reporting (ICOFR) (Course code 810047) training contributes to the awareness of all personnel who cause to be conducted, conduct, or review/approve personnel transactions that have an impact on the creation of USCG financial data. The training content includes an overview of Office of Management & Budget (OMB) Circular A-123 and other documents that describe the federal requirements to have sufficient controls in place to ensure proper execution of financial transactions. In addition, the training provides participants with the background necessary to comply with federal requirements regarding the, entry, accuracy review, and approval of pay transactions that occur at all levels of the Coast Guard. Comprehensive understanding of these principles helps to strengthen the Coast Guard's internal control structure and also assists the USCG with earning clean audit opinions.

The PAO and ICOFR online training courses can be accessed via the Learning Management System (LMS) (https://elearning.uscg.mil/). Both courses are listed in the Acquisitions catalog.

Upon verification of the minimum requirements, and application approval, PPC will provide a formal letter of designation to the member, via the chain of command. The member can then be assigned the PAO competency code in Direct-Access.

May 2014 SWE Personal Data Extracts (PDEs) Posted

The PDEs for the upcoming May 2014 SWE have been posted to member accounts in DA. On the home page of Direct Access, the member may click the "more" link in the "View" column of the blue box titled "Employee". The link "SWE PDE" will be available to select and review the online PDE. Members are reminded that 1 February was the deadline to complete all eligibility requirements. However, 1 April is the PDE correction deadline to request corrections to any missing or incorrect data on the PDE.

For commands to view PDEs of their members, click either the "SWE PDE" link in the "Self Service for Commands" blue box on the DA home page (to see an individual members PDE), or click the "PDE By Dept Report" link to produce a file containing all PDEs for a specific department ID.

In order to more efficiently maintain historical records of customer inquiries and documentation, along with streamlining our customer service procedures, all customer service requests concerning SWE and EERs must now be submitted through the PPC Customer Care Branch rather than by directly contacting PPC(ADV) via phone or email.
CG Standard Workstation Account Transfer (Tech Tip)

Ensure IT support staff (CG FIXIT) is notified of member's PCS so they can initiate an "Employee Transfer". It is imperative that users properly check-out with their computer support staffs prior to PCS departure to ensure that required information is provided to process the account moves.


Transfer to a non-CG unit/position (Tech Tip)

AOS/SPOs - When counseling a member transferring to an external billet (i.e. non-CG duty station such as DOD or Department of State assignments), please ensure they are advised to check out the CGFIXIT Tech Tip "Transferring to a Billet External to the Standard CG Organization" [https://cglink.uscg.mil/PCSandRemoteAccess](https://cglink.uscg.mil/PCSandRemoteAccess).

This action needs to be completed prior to checking out of their current unit. Doing so will ensure their CG computer account is not deleted and provide continued access to systems such as the CG Learning Management System for required training completion.
Almost 34 years ago, I made a decision that would change my life forever. Joining the military was not a difficult choice. Growing up with reminders of the Vietnam War broadcast near the dinner hour, and living in a community in which the military uniform was abundant, helped soothe my transition into the U.S. Air Force. My career was fulfilling and full of hard work. Sacrificing family life for service to my country certainly had its rewards, but on July 24, 2009, a day I will never forget, everything changed.

My career started in mid-1980 and I began flying in late 1983. Although search and rescue was not my unit's primary mission, we responded to numerous aircraft mishaps and crashes within the next two and a half years. Nothing can prepare you for what you see when asked to help locate human remains at a crash site, but, I did it without question.

For the next two decades, I served as a flight engineer, spending a great deal of time in Southwest Asia, particularly during the Gulf War, Operation Enduring Freedom and Operation Iraqi Freedom. With the addition of the European theatre (NATO), my numerous deployments - ranged from 30 days to eight months and included countless missions and flying hours.

I returned to Saudi Arabia July 24, 2009, and for the next three weeks experienced nightmares, night sweats, constant anxiety attacks and extreme weight loss. I returned home after being in country for only four weeks. My family physician referred me to VA and after extensive evaluation, I was diagnosed with delayed-onset Post Traumatic Stress Disorder. VA began an aggressive treatment plan to help me manage PTSD.

I was medically discharged from the Air Force while still being treated. While in the early stages of treatment, I failed to make the necessary connections for retirement and, most importantly, protection for my family in the event something happened to me.

I was shocked when I discovered that I couldn't get private life insurance because of my PTSD diagnosis. I contacted more than five private companies, and each one told me that I was uninsurable. When I had about given up, I got a phone call from the VA Insurance Outreach Unit. The stress from not being able to protect my family was lifted when they told me I qualified for Veterans Group Life Insurance.

VGLI is lifetime renewable group term insurance that is available to active duty, Reserve and Guard Service members who separate with Service members' Group Life Insurance coverage. Members must apply within one year and 120 days of separating from service, or of being placed in the Individual Ready Reserve.

It's important to remember that you can qualify for VGLI insurance without answering health questions if you convert your SGLI to VGLI within 240 days of separation or of being placed on Individual Ready Reserve. I highly recommend that you protect your family in those first 240 days so that you don't have to worry, like I did, about whether you will qualify for insurance.

I hope my story will serve as a testament for Veterans, because I feel that no matter how each one of us separates from the military, VA is there to help make the transition to a civilian life a little easier.

This article originally appeared on the U.S. Department of Veterans Affairs blog.
Newborn and Child Defense Enrollment Eligibility Reporting System (DEERS) Enrollment

This article provides information relating to Defense Enrollment Eligibility Reporting System (DEERS) enrollment for newborn children.

Newborn enrollment to the DEERS should occur as soon as possible, normally within 30-days. A child's enrollment in DEERS allows for timely medical care access to Military Treatment Facility (MTF) and TRICARE. In some instances, authorized TRICARE providers can enroll a newborn child within DEERS, known as a placeholder record, until confirmed by the military member/sponsor.

Documentation

The following documents are acceptable for DEERS enrollment at the nearest uniformed Services identification (ID) card issuing facility:

- Certified original or copy of the child's birth certificate
- Certificate of Live Birth, authenticated by an attending physician or responsible person from a U.S. hospital or Military Treatment Facility (This is often referred to as the "Hospital Birth Certificate").

Consular Report of Birth Abroad, Foreign Services Form (FS-240)

Unmarried Children Born out of Wedlock, under the age of 21

A male military member/sponsor presents:

- A court order that establishes paternity and the child's birth certificate
- An approved dependency determination
- A voluntary acknowledgement of paternity per USD P&R Memorandum, 28 Jan 08, Determinations of Dependency for Health Care Benefits for Out-of-Wedlock Children. to the ID Card Manual (COMDTINST M5512.1A) paragraphs 4.9.3 and 4.9.4, and Attachment 5, Rule 18e (1) and (2). NOTE: A determination of paternity is required at the time of the military member's/sponsor's death if no previous court order or voluntary acknowledgement of paternity was present in establishing the parent/child relationship.

- A male military member/sponsor must process and receive an approved dependency and residency determination (reflecting over 50 percent support) to include presenting a child's birth certificate. NOTE: A birth certificate alone does not satisfy documentation requirements for a child born out of wedlock of a male member/sponsor. Refer to the ID Card Manual (COMDTINST M5512.1A) paragraphs 19.24 for Army sponsors, 20.17 for Navy sponsors, 21.21 for Air Force sponsors, 22.12 for Marine Corps sponsors, 23.5 for Coast Guard sponsors, 25.1.6 for National Oceanic and Atmospheric Administration sponsors, and 25.1.7 for Public Health Service sponsors.

- Each state maintains a procedure to allow a father to voluntarily acknowledge paternity of a child born out of wedlock. These state forms will be used to determine eligibility for a child DEERS enrollment. For more information on the voluntarily acknowledgement of paternity state forms. The military member/sponsor will present the notarized form to the nearest ID card issuance site to have the child added to DEERS. NOTE: The child may be enrolled at any time before their 21st birthday.

- The state form and a birth certificate will be required to add the child to DEERS. Note: The forms will be scanned into DEERS as part of the enrollment process.

- Once the child has been added to DEERS, the

(Continued on page 9)
Thinking about a tax refund anticipation loan? DoD regulation limits interest rates for military, families

Most of us have heard the horror stories of payday loan offices and used car lots charging military members interest rates that are through the roof. Some service members find it difficult to get out of a cycle of debt that grows faster than they can repay.

DoD was tasked by law (National Defense Authorization Action for Fiscal Year 2007) to draft a Predatory Lending regulation which protects service members and their families from unscrupulous loan products. The regulation was written and enforcement began on October 1, 2007, and sets the max interest rate allowed is 36 percent.

Military members and families are often targeted by payday lenders. Payday loans are short-term cash loans based on the borrower's personal check held for future deposit or electronic access to the borrower's bank account. Borrowers write a personal check for the amount borrowed plus the finance charge and receive cash. In some cases, borrowers sign over electronic access to their bank accounts to receive and repay payday loans. Lenders hold the checks until the next payday when loans and the finance charge must be paid in one lump sum. To pay a loan, borrowers can redeem the check for cash, allow the check to be deposited at the bank, or just pay the finance charge to roll the loan over for another pay period.

Since October 2007, the Federal regulation has prohibited creditors from making payday loans, vehicle title loans and tax refund anticipation loans to active duty service members and their dependents with annual percentage rates over 36 percent. Knowing the rules can help military members understand their rights, and to report violators to their Coast Guard Legal Assistance office.

To avoid debt, consider financial management courses and personalized support from financial management specialists offered through CGSuprt.

Coast Guard Personnel now have FREE access to a personal financial management program, My Secure Advantage (MSA).

CGSuprt is pleased to offer all eligible Coast Guard Personnel enhanced personal financial management services with our new Financial Wellness program, MY Secure Advantage. The program provides one on one Money Coaching, a personalized website with helpful tools and calculators, Financial Education classes and more!

A Money Coach provides live Financial Education webinars twice a month on a variety of financial topics, with a brief Q and A session at the conclusion of the presentation. Registration for the webinars is open to all eligible Coast Guard Personnel and their family members.

You may work with a Money Coach on topics such as Debt, Budgeting, Spending, Retirement, Taxes, Credit, Investing and much more. This program is packed with many more benefits and includes fun raffles and prizes for items such as gift cards, apple TV's and ipads! Call 855-CGSUPRT to get started and ask for the MSA Financial Wellness Benefit!

To activate your personal Money Coaching website, please CLICK HERE.

Related Articles:

Free tax-filing service offered through CGSUPRT.
Direct Access - View Your W-2 Data.
(Continued from page 7)

military member/sponsor will be provided 60 days to remove the child from DEERS. Note: After 60 days, the child will remain in DEERS as the military member's/sponsor's child until he/she is 21 or 23 if enrolled in a full time course of study at an institution of higher learning approved by the administering Secretary, and is dependent on the member or former member for over one-half of the child's support.

A female military member/sponsor present:

- Her child's birth certificate.

A military member/sponsor who is the child's natural parent:

- Presents a marriage certificate (between the military member/sponsor and the natural mother or father) and the child's birth certificate.

Tools

- [Identification Card Issuance Sites](#)

Authoritative/Related Resources

- [COMDTINST M5512.1A, Identification Cards for Members of the Uniformed Services, Their Eligible Family Members, and other Eligible Personnel](#)

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**Joint Federal Travel Regulations (JFTR) Monthly Changes**

Change 327 to the Joint Federal Travel Regulations (JFTR) is available on the Defense Travel Management Office (DTMO) web site.

This change includes all material and revisions written in the following Military Advisory Panel (MAP) or Civilian Advisory Panel (CAP) items:

- MAP 006-13(R)/CAP 005-13(R) -- Professional Books, Papers and Equipment. Redefines Professional Books, Papers, and Equipment (PBP&E) and limits the amount of PBP&E to a maximum net weight of 2,000 pounds with no authority to waive the limitation. This change is effective for all Permanent Change of Station (PCS) orders issued on or after 1 May 2014. Affects pars. U5310-C, U5310-L, U5335-E, and APP A1.

- MAP 232-13(E) -- Housing for Member in Non-Pay Status. Removes the authority to pay a housing allowance and CONUS COLA for a member in grades E-1 through E-4 (4 or fewer years' service) for dependents of a member in a non-pay status (AWOL, in pre-trial confinement in a foreign country or on excess leave status). That authority in law no longer exists. Affects pars. U8032 and U10422.


- Par. Reference Updates. Numerous par reference updates made to Ch 3 in this month's change. No UTD issued.
SUBJ: TRAVEL MANAGEMENT CENTER (SATO) ONLINE BOOKING ENGINE (GETTHERE) WEBSITE ADDRESS CHANGE

1. On 7 Mar 14 the website for the GetThere application used for making on-line travel reservations with SATO will change from http://wcp.getthere.net/govcwt to http://wcp.gov.getthere.net/govcwt. During the period 5 Feb 14 to 8 March 14, both links will work. However, during the period 08-21 Mar 14, the old link will redirect the user to the new link. This grace period will be provided until 21 March to allow users time to update their links and bookmarks to the new GetThere site.

2. GetThere System Outages.
   a. Phase 1 website change implementation will begin on Friday 7 Mar 14 at 1900 CT and is expected to complete no later than 2330 CT. During this time, the GetThere site will be locked and not accessible.
   b. Phase 2 will begin Friday 21 Mar 14 at 1900 CT and complete no later than Saturday 22 Mar 14 at 0600 CT. During Phase 2 all government profile and booking data will be moved to the new GetThere government specific datastore. During the Phase 2 migration, users will be locked out of the booking engine. During the outage the maintenance window message will be displayed when attempting to access the booking engine.

3. Complete information on this website address change and logging into the GetThere site are available at http://www.uscg.mil/psc/bops/govtrvl/default.asp and then selecting the "SATO" option at the top of the page. For navigational or log on assistance with GetThere, please call the CWTSato Travel Help Desk at 877-905-9647 or email them at govechelp@cwtsatotravel.com.

4. TMC questions should be directed to Ms. Carlene Curry at e-mail Evelyn.C.Curry@uscg.mil or Mr. Matt Ruckert at e-mail Matthew.T.Ruckert@uscg.mil.

5. RDML Dave Callahan, Commander, CG Personnel Service Center, sends.

6. Internet Release Authorized.
Cancellation of Training Orders due to Inclement Weather

SUBJ: TQC TRAINING ADVISORY 004-15: CANX OF ORDERS DUE TO INCLEMENT WEATHER

COMDTINST M1500.10C, PERFORMANCE, EDUCATION AND TRAINING MANUAL
JOINT FEDERAL TRAVEL REGULATIONS (JFTR), VOL 1 (MILITARY)

1. Per Ref (a), if a member is in receipt of C school orders, but the member cannot travel due to inclement weather from their PDS, the unit shall send a CGMS to TQC for cancellation of orders.

2. If a course is cancelled by a TRACEN due to inclement weather at the TRACEN site prior to a member arriving at the TRACEN, TQC will notify the unit of the course cancellation. If travel has already commenced and/or members are already onsite for training, members will be cancelled out of the course and sent back to their units at the earliest and safest opportunity. Units shall not order members to return to their unit without authorization from the TRACEN, as some courses can be rescheduled within a short window of the weather delay and will not require the member to execute another set of orders.

3. Upon receipt of the CGMS message from a unit or guidance from a TRACEN of cancellation, TQC will cancel the orders via Direct Access. Members should still complete a travel claim against the TONO for any travel costs incurred upon completion of travel. Members shall seek guidance from their command regarding travel related issues while TDY and from the SPO/AO regarding changes to orders due to weather for travel claim processing.

4. If a unit has questions or concerns regarding TQC-generated orders or inclement weather procedures, please contact the appropriate scheduler. Assigned TQC schedulers can be found at http://www.uscg.mil/hq/tqc/TQC_phone_list.asp.

5. Please disseminate to subordinate commands and all Servicing Personnel Offices.

6. CG TQC POC: LCDR Amanda Ramassini, Commanding Officer, AMANDA.M.RAMASSINI@USCG.MIL.

7. Internet release authorized.
FLAG VOICE # 414
DIRECT ACCESS/GLOBAL PAY PRIMER

The Coast Guard migrated to Direct Access in 2000. The engine behind Direct Access is PeopleSoft HRMS. PeopleSoft, supplemented by other special purpose software systems (e.g., JUMPS, MRTT), is the substance of our Human Capital Management System (HCMS).

For a variety of reasons, we chose to customize PeopleSoft over the years. Each change in the wording of headings, data names, or process names to make them sound “less like a business” and “more like the Coast Guard” meant that when updates from the software vendor were applied, all the changes had to be made again and again, with considerable cost and rework. Our version of PeopleSoft, version 8.0, was deployed in 2000. Fourteen years later, in 2014, that’s like a century in “computer years.” Our version is so old that Oracle stopped supporting it in 2008. That’s one reason we are updating our HCMS – to eliminate customization, catch up with the technology, and get back to as close to “off the shelf” as we can.

My staff watched a demonstration of the current version of PeopleSoft recently, and among other improvements saw a module that would allow people to compare their competencies, experiences, and other characteristics with those of any job in the organization and produce a gap report that could feed an Individual Development Plan. Imagine what it might mean to PO2 Gogetter to be able to lay out career goals with all the training and assignments necessary to gain the competencies to be competitive for that dream job. That’s another reason we are updating our HCMS – to make Direct Access easier to use, and provide new capabilities to our people.

And that includes our HR specialists – Yeomen. When we first began to use technology to manage our HR information systems (anyone remember PMIS?), we started to believe that we could do what we had been doing with fewer people. But our experience is that the technology doesn’t just replace existing capability – we want it to do much more, since it is more capable. We downloaded quite a bit of work to members (self-service), changed the role of the YN dramatically, and took the assumed savings for reinvestment elsewhere. In retrospect, this may not have been the best course of action. There is a clear need for greater face-to-face/direct customer support as pays, transactions, and record requirements have become more complex. There are more rules than most of our people can remember or even remember to look up. We have a growing need for administrative “customer service” by our front-line HR professionals, and we could do much better by using technology and reallocating overworked-but-underemployed Yeomen. That’s another reason we are updating our HCMS – to take advantage of better technology, but not to replace HR specialists – to allow us to put some of those specialists where they need to be, closer to the customers they serve – members and their leaders.

We built complicated workarounds, complex matrices, and special purpose programs to link our HCMS to our payroll and financial systems – at considerable cost. And maintaining those systems is becoming more difficult as the criteria for success change. As the last few years of auditing our financial systems and internal controls demonstrated, we have a long way to go to be able to balance our books and assert to their sustained accuracy. We need to update our tools and our processes, automate as much as we can to reduce workload, and make sure that we can prevent errors that result in costly review, troubleshooting, and rework. That’s another reason we are updating our HCMS – to give us (and DHS, OMB, GAO, etc.) confidence that our HR and payroll transactions are accurate, that our books are balanced, and that we can tell American taxpayers that we know where their money is going, and for what purpose.

So what does all this mean? What are we doing?

First, we are “refreshing” Direct Access to version 9.1 of PeopleSoft HCM. That sounds simple enough, but the differences between our current version and the new one are great, and greater in some areas than

Continued on page 13
others. Rather than having everyone learn all the nuances of these changes as they occur over the next few years, our first step has been to deploy MyPortalDirect, which will provide a single, stable, user interface regardless of what is going on behind the scenes. No one other than the technicians and process owners should need to worry about what version of our HCMS software they are using. This is underway already, and our goal is to make that invisible to as many people as possible. I’ll discuss a rough timeline below.

Second, we are moving from JUMPS to PeopleSoft Global Payroll. That will not affect most of us, except by making some self-service actions a little easier. What it will do is directly link personnel and pay transactions, and with a complementary financial accounting suite and some interface work, will be able to meet the Coast Guard’s accounting and financial reporting needs. It will also make it possible for us to take advantage of updates and improvements provided by the software developer without having to change everything ourselves.

Third, as some know from a pilot test underway in the Boston area, we are looking carefully at how technology can be used to automate processes, capture required records and other documents once at the source, and strengthen our controls over the accuracy and validity of HR transaction that affect pay. The Coast Guard is under considerable pressure to improve these things as important dimensions of our financial audits.

The result of this pilot may point the way toward redistributing our HR specialists from jobs as data entry clerks and “checkers” to a more important role: providing better customer service for all of our members. We need to let computers do what they do best, and let people do what they do best. We also need to look at all the “add-ons” and special purpose applications we have developed over the years and see if they are still necessary, or if some of the functions can be accomplished within the new capabilities of Direct Access 9.1. This is an ambitious effort, to be sure, and one that will take years to accomplish. The current timeline calls for the Direct Access refresh and the move to Global Payroll to be completed in 2015. Coast Guard and PHS retirees and annuitants are already being paid using Global Pay. Active duty members’ pay transactions will shift from JUMPS to Global Pay on 1 January 2015. PHS active duty payroll will be phased in the following year.

D. A. NEPTUNE, RADM, USCG
Assistant Commandant for Human Resources
The North Carolina General Assembly recently enacted the Tax Simplification and Reduction Act which becomes effective for taxable years beginning on or after January 1, 2014. Under this new law, all taxpayers will pay a lower rate and be granted a higher standard deduction. Taxpayers may no longer claim a personal exemption for themselves, their spouse, children, or any other qualifying dependents. Additionally, many deductions and tax credits that impact North Carolina withholding tax are no longer available for tax years beginning on or after January 1.

As a result of this Act, **every employer must have all employees provide a new Employee's Withholding Allowance Certificate**, either Form NC-4 EZ (http://www.dornc.com/downloads/nc4ez.pdf) or Form NC-4 (http://www.dornc.com/downloads/nc4.pdf).

- The new form must be completed by the member and provided to the member's SPO so the correct amount of State income tax is withheld for any payment periods beginning on or after January 1, 2014.

- Coast Guard military personnel may submit their withholding changes via Direct Access Self Service in lieu of completing either Form NC-4 EZ or Form NC-4. Follow the instructions in the Direct Access online help to update your state tax information: http://www.uscg.mil/ppc/ps/self_service/members/change_state_tax_information.htm.

If a new form is not submitted or if you do not update your state tax withholding in Direct Access Self Service, PPC will change your NC state income tax withholding to Single and 0 allowances in May.
NC State Income Tax for Military Personnel

Source: http://www.dornc.com/taxes/individual/military.html

If you are serving in the United States Armed Forces and your domicile (legal residence) is North Carolina, you must pay North Carolina income tax and North Carolina income tax should be withheld from your military pay, regardless of where you are stationed. Domicile or legal residence is an individual's permanent home. Your legal residence does not change even though you may be absent for one or more years unless you intend to change your state of residence and you take voluntary and positive actions to do so. Actions that demonstrate your intent to establish a new state of residence include: physical presence in a new location, registration of automobiles, location of bank accounts, and filing and paying local property and income tax in the new location. Without such actions, residency is not changed. A statement that a service-member intends to carry out these actions at a later date is not sufficient.

Under the Servicemembers Civil Relief Act, if you are a legal resident of another state who is stationed in North Carolina on military orders, you will not be taxed on your military pay by North Carolina. However, if you receive income from non-military employment, tangible property or a business located in North Carolina, you must pay the North Carolina tax on that income.

Questions

Direct questions regarding NC state income taxes to the NC Department of Revenue. Contact information is available on their web site at http://www.dornc.com/aboutus/phones.html.

Direct questions regarding Coast Guard Direct Access procedures and issues to PPC Customer Care via the web form at http://www.uscg.mil/ppc/ccb or by phone (785) 339-2200, or toll-free (866) 772-8724.