ACTING DIRECTOR OF THE COAST GUARD RESERVE

WASHINGTON, D.C

On 5 January 2015, the Coast Guard changed how it pays both Active Duty and Reserve personnel. Direct Access (DA) version 9.1 is now the payroll engine, replacing the Joint Uniform Military Pay System (JUMPS). This shift to DA 9.1 was driven by the obsolescence and termination of service support of the JUMPS operating system.

Since its launch, the majority of indentified significant system errors have been stabilized, with the exception of the transfer of active duty and Reserve data files to the Defense Manpower Data Center (DMDC). These 12 critical files have service-wide implications which affect pay and benefits including TRICARE, housing allowances, and access to common access cards for members and identification cards for their dependents.

The DMDC data file transfer challenges currently take priority over all other system change requests (SCR) until it is completed. Of approximately 300 total SCRs, over 80 issues impact the Reserve directly. Each of the current SCRs are constantly prioritized based on the laws, policies, regulations, and priorities of the Coast Guard and the Assistant Commandant for Human Resources. We are diligently working with all stakeholders to overcome these system challenges to bring you a better payroll and HR system.

Pay problems have the highest priority as we continue to overcome system challenges and get a better understanding of the risk points and nuances of the new pay system. This Tri-Fold contains amplifying information to aid everyone in understanding the Reserve pay process and what we can do to eliminate human errors that compound system challenges.

Semper Paratus

Kurt P. Hinrichs
Acting Director Coast Guard Reserve

TRAINING & INFORMATION

It is ***highly*** encouraged that each reserve member completes the Reserve Member and Command Global Pay Virtual Training, as well as the Self Service Member Global Pay Virtual Training sessions.

The new virtual format can be accessed through any computer or mobile device and requires access to an internet connection and the use of speakers or headset.

All materials and user guidance can be found on the Coast Guard Reserve website:

http://reserve.uscg.mil/ReservePay

It is also located on the PPC Procedures and [Learning] Development Branch webpage:

www.uscg.mil/ppc/pd.asp

Click on the Course Materials tab and select the training session.

These websites also provide numerous guides for Reserve specific pay transactions. These guides can be found under the *Reserve Specific Transactions for SPOs* in the Direct Access Knowledge Base. They are updated periodically and can be found at:

www.uscg.mil/ppc/gp/table_of_contents.htm

UNITED STATES COAST GUARD RESERVE

RESERVE PAY

Understanding Direct Access 9.1

↳ Processes

↳ Challenges

↳ Training

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DUTY STATUS PAY PROCESSES

It is of utmost importance that submission and approval by stakeholders in the pay process are conducted in a timely manner. This assists to ensure timely receipt of pay.

Reserve Duty Status Pay Process:

1 – Member schedules inactive duty for training (IDT) request in DA ***prior*** to requested drill date. Supervisor approves request in DA.

2 – After member completes IDT, supervisor validates drill completion, marks it as completed in DA, and notifies the servicing personnel office (SPO).

3 – SPO receives notification of completed drills and processes them for payment within three business days.

4 – Entered transactions are processed by Pay and Personnel Center (PPC) during approval freeze.

5 – Members are paid on pay date.

Note:
SPO approval of new or retro pay transactions cannot occur during Approval Freeze Dates, transactions can only be approved after payroll finalization when the next pay calendar opens.

Active Duty Status Pay Process:

1 – Member enters in active duty for training (ADT) request in DA.

2 – Unit validates request and approves request.

3 – Unit or SPO receives notification of request and forwards to District Reserve Force Readiness Branch (DXR) for validation of funding.*

4 – DXR approves funding and directs SPO to process orders to initiate pay and allowances by approving the orders and placing them in an "Authorized" status in DA.

5 – Unit Admin communicates to SPO when member reports for duty, SPO places the orders in an "En Route" status and processes pay transactions within three business days.

6 – Unit communicates to SPO upon completion of member ADT orders so that the SPO can place the orders in "Finished" status, SPO processes pay transactions within three business days to end pay and allowances.

7 – Members are paid on pay date.

Notes:
ADT orders crossing pay calendars are paid by separate paydays.

SPO approval of new or retro pay transactions cannot occur during Approval Freeze Dates, transactions can only be approved after payroll finalization when the next pay calendar opens.

**This step is currently being standardized between DXRs and SPOs*

CHALLENGES & SOLUTIONS

There are currently over 80 system change requests to address issues in DA 9.1 that are directly affecting reservists. Not all issues already identified are actually system related. A few system and non-system examples are discussed below.

- Pay problems are often process oriented and not a system issue. A common example is IDT not entered and approved in a timely manner resulting in member not getting paid. Understanding the pay process and being proactive to ensure process owners perform necessary actions will eliminate most pay problems.
- A Reserve member can only be in one pay status (Reserve or Active Duty) at any given time. If the SPO attempts to process an IDT drill while the member is in an AD status for pay, the IDT drill pay will be placed on hold until the member returns to a Reserve status for pay. If the SPO approves an IDT drill and then approves a set of AD orders, and both the IDT and the AD orders effective dates are in the same pay calendar, both should process for payment. If AD orders span two pay cycles a member will be paid for days worked until mid month or end month pay dates (if approved by the Payroll Finalization Date in each pay cycle).
- Previously members were unable to enter fiscal year 2016 IDT requests without receiving a drill cap error, this error has been corrected and users are now able to enter requests not exceeding 48 scheduled drills for the year.

As we continue to correct and overcome challenges with DA 9.1, members experiencing personnel and/or pay problems are to coordinate resolution through their unit/personnel and administrative office (P&A office). Many issues may be resolved at the unit, P&A office, or at the SPO level. Check with your supervisor, P&A office, SPO, or for travel related issues, your Travel Approving Official for assistance first.

If resolution is not possible at the unit, P&A office, or at the SPO level, then the SPO needs to submit a trouble ticket to PPC. This method allows the P&A office or SPO point of contact to provide a more detailed description of the problem, resulting in faster resolution and enables the PPC to track and correct recurring problems.

Sample Pay Cycle Calendar of Events

SPO Orders processing
Orders can be submitted to the SPO for processing ***everyday*** of the pay cycle, however, approval for payment cannot happen during Approval Freeze Dates.

SPO Approval Cut Dates
SPO finalizes and approves submissions in DA. Orders not received will wait until next pay cycle.

PPC Approval Freeze Dates
PPC processes approved transactions, (typical process time is two business days) SPO cannot approve transactions for payment.

PPC Payroll Finalization Date
PPC finalizes current cycle payroll and begins new pay cycle.

Pay Date
PPC disburses payroll.