

Manic Monday Mayhem

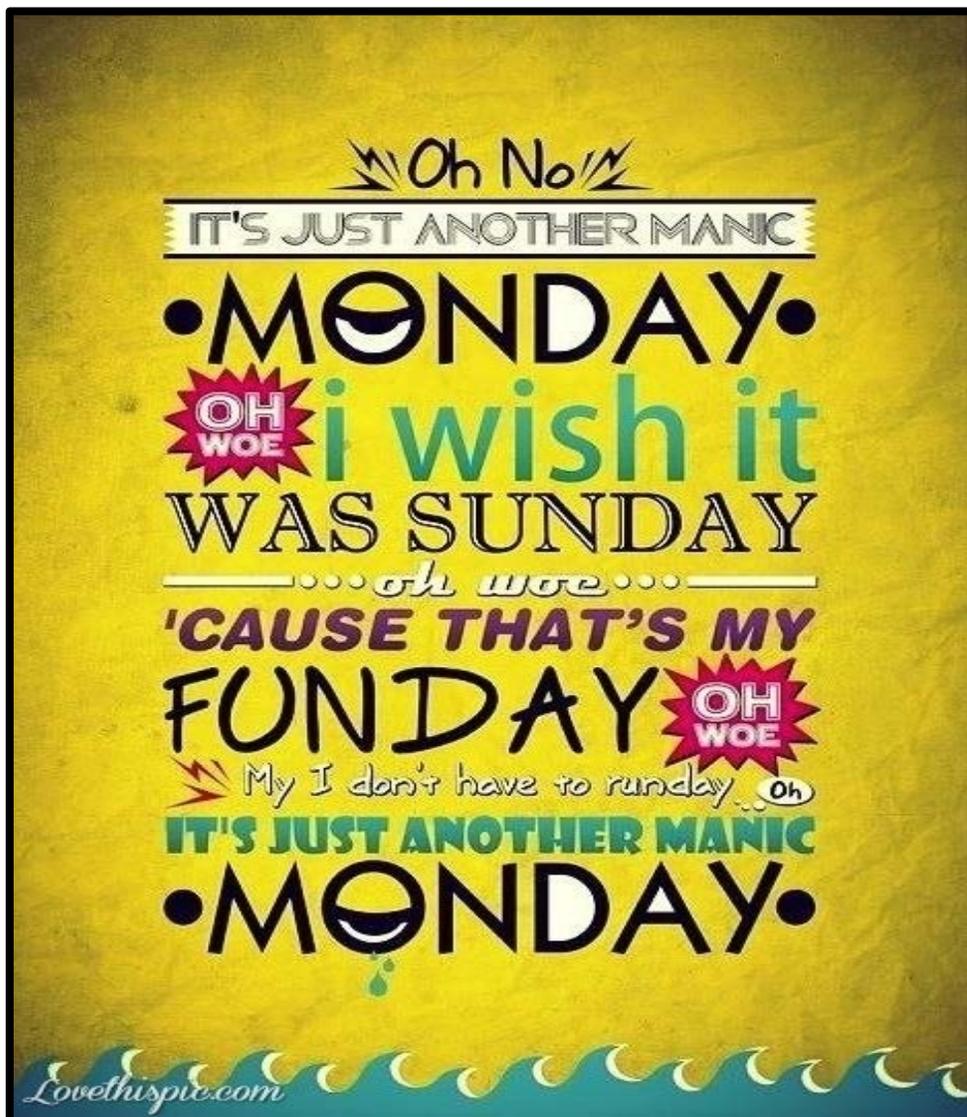
PPC Procedures & Development proudly presents a monthly virtual extravaganza bringing the latest known issues, review of newly released information, best practices for the coming month, and Q&A no holds barred!

NO REGISTRATION REQUIRED

1300 Central Standard Time
60 minute session



<https://dhsconnect.connectsolutions.com/manicmonday/>



January 25, 2016

February 29, 2016

March 28, 2016

April 25, 2016

May 23, 2016

June 27, 2016

July 25, 2016

August, 29, 2016

September 26, 2016

October 24, 2016

November 28, 2016

December 19, 2016

January Manic Monday Q & A

Q: What is the average turnaround for trouble tickets?

A: It is up to 7-10 business days for the call center to review. It can take an additional 30 when it is routed.

Q: When a member updates their Emergency Contacts in Self Service and they check the box that says "same address as employee", it does not print on the Emergency Contact form. Has this been fixed?

A: This is a defect that is being reviewed.

Q: - How do you run a roster for dependents? The old way is no longer available.
- Is there a reason they took away the ability to run certain reports? I don't see why a SPO cannot run reports like we used to.
- Where can I pull a unit roster that will include the member's current SGLI and FSGLI elections?

A: All reports are being reviewed. The plan is to have ALL reports located in one location. Notification will be sent once reports are published.

Q: Is there a plan to add Combat Tax Exclusion to the monthly Payslips?

A: A CRQ has been submitted to add comments on Payslips.

Q: - Where can ADMIN see SSN?
- Why can't ADMIN see CG MBR INFO or Addresses?

A: SSNs are located in Core HR pagelet Personal Data. Currently the link is not available for some roles. It is a known issue and being corrected.

Q: Are the known issues and workarounds included in the user guides?

A: Known Issues and Workarounds are located in the Knowledge Base.

Q: How do we look up PCS orders and TDY orders that were issued in 8.0 now? I'm sure I'm missing something...

A: Orders issued in 8.0 are not available for review in DA. You must submit an Adhoc request.

Q: Is CSTB still taking up to 5 pay period to get pay?

A: CSTBs are typically paid within 2 pay cycles from the date the ticket is submitted. However, this past week they've had an influx of CTSB requests.

Q: When will the new DA feed into DEERS?

A: The DA to DMDC file backlog has been completed. If you are still experiencing a delay, please submit a PPC help ticket.

Q: When will all the broken links be deleted?

A: Removal of broken links is pending completion.

Q. Is there any plan to add the DOD badge #'s to DA to help facilitate urinalysis. For TRACEN, we do not have access to DOD #'s for SELRES and TDY students.

A. DOD badge numbers are currently on the Urinalysis report. The file we receive from DMDC that contains the DOD badge numbers is not received on a set schedule. We are currently working to download the DMDC file on a regular basis. SELRES and TDY members will not appear on the TRACEN permanent members report.

Q. I sign orders for the Marine field for multiple trainings, ICS, conferences, etc and I am trying to understand the reason behind our one opportunity to receive training gets cancelled? Are there any plans to make sure this training opportunity is provided and approved in the future?

A. New requirements have been put in place that would require the submission of documentation for any training to CG-81. Due to the nature of the conference requests forms it is not feasible at this time for P&D to pursue training for the 2016 FY. However, options are available and will be broadcast to the fleet in the next few weeks.

Q. Will DA, CGBI and DEERs communicate with DA in the near future?

A. These systems currently communicate with each other.

Q. When will reference numbers be added to trouble tickets? Upon submission, we are not receiving a response with a reference number.

A. Trouble tickets submitted via PPC web will have a ticket number. Requests submitted via email do not include ticket numbers. (SPO Miami has been cutting the text out of the submitted ticket and then pasting it into the email that generates the ticket, then forwarding to the technicians for reference. All the info is on one email.)

Q. With the new SPO alignment, are the parent IDs being updated when the records are moved over? Want to ensure the records are being mailed to the correct locations.

A. Yes.

Q. Any word on the status of the IDT drill sheet?

A. Yes, the form is currently in for approval.

Q. I just reported 20 students and 18 of them do not have the BAH row for when they left government quarters. Are these students going to get BAH in transit even if the last BAH row is code "D" or "E"? I notice a lot of "A" school students do not get pay BAH in route. What can the new reporting unit should do?

A. The PCS guide advises that the reporting SPO must submit the BAH-TR into DA. Then they must submit the new BAH row for the reporting unit.

Q. Have there been any updates on the Reservist Pay issues. We have members that have not been paid ADT, but have been paid the IDT during the same pay period.

A. Please contact us directly and we can research the issue for you. Most of the pay issues for Reservists are due to timing.

Q. Are IDT drills going to show in the SPO Tree by member's name vice approver's name?

A. A defect has been submitted to add the member's name.

Q. Will SPO Metrics be coming back in the future?

A. Yes.

Q. When we approve IDT drills to a completed status, they end up going to a terminated status vice approved. Any ideas?

A. When IDT drills are approved for pay via the IDT Drills link vice the Action Request page, they are being set to terminated to prevent re-approval when other auditors approve via the Action Request process.

Q. What was the largest overpayment to a member in 2015?

A. Largest overpayment so far was for a Reserve Member for \$24,663.03. Cause: Mbr was on EAD orders, SPO Discharged the member vice RELAD. SPO had to cancel the discharge which then restarted member's P&A and was overpaid from 1JUL-15OCT.

Q. BAH in transit for overseas - V code is use for all Oconus locations or only for the ones with OHA eligibility. HI and AK are not OHA.

A. There are two codes for BAH-Transit:

- U - Mbr in Transit - With deps or paying child support; Mbr & deps not assigned govt qtrs
- V - Mbr in Transit - W/O deps or spouse in svc; no other deps and mbr not in govt qtrs

Q. Will approval freeze ever go away?

A. No, however in the future the approval freeze period will be reduced.

Q. Is there any chance the YN Symposium will ever come back?

A. Yes, we are currently looking at sometime in September 2016.

Q. Can the Academy SPO do the DCO accessions?

A. This business process is being reviewed.

Q. My PAL has been changed to read Admin/Personnel Support due to SPO realignment, but I won't lose all my PDRs until AY17 transfer season when the billets I lose go to Cape May, should I be worried that I will lose SPO access to DA before then?

A. PPC is coordinating with all affected units.

Q. When is an equivalent to Jumps coming online?

A. JUMPS data has been converted into the JUMPS Data Repository (JDR). Access to the JDR is being reviewed.

Q. I know JUMPS will never be back, but is there going to be any JUMPS related info/reports available in new DA? Example: SPO wants to figure CSEAPAY Premium for member. SPO needs to look at CSEAPAY rows to see what exact dates of CSEAPAY have been paid in the past. Currently there is only Sea Time Balances to reference what the correct premium date is. I know there is an ADHOC request for JUMPS info.

A. This issue is being reviewed.

Q. Any word on when the DEERS/DA issue going to be resolved? We did see that the TAMPS benefits were added to the Sep Auth, however we have had several members who have RELAD or tried to renew their CACs but couldn't due to a recent REN.

A. A trouble ticket should be submitted for any members having issues. The DEERS/DA issues have been resolved.

Q. Is there a spot where the full middle name is listed?

A. The middle name should be listed in the member's Personal Information.

Q. Will the issue ever be fixed when saving a DD214 and it deletes out the middle name every time?

A. You have to manually update the middle name in personal data. It will then update in the DD214.

Q. I don't think our trouble ticket made it up yet, but when a technician used withdrawl on a disciplinary action, it grayed out the entire process and we could not correct it. Has this issue made it up yet?

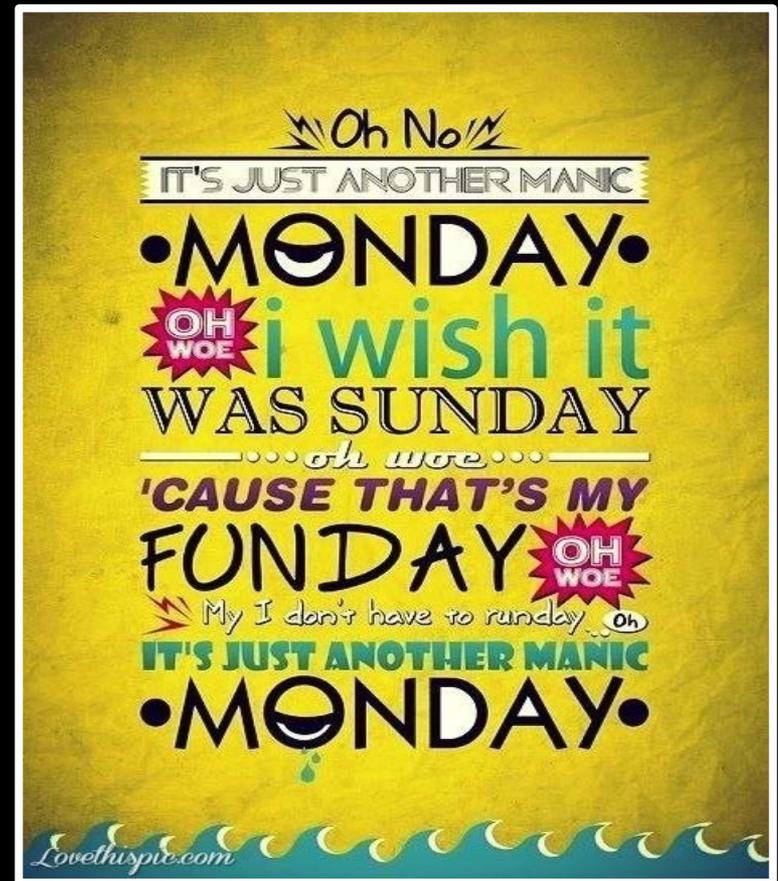
A. This issue has been received and assigned for review.

WELCOME

We will begin shortly!

Please make sure speakers are working...music is playing right now.

Please use the chat pod to communicate with the staff.



*** Session Will be Recorded and Posted ***

PPC P&D STAFF MEMBERS



MANIC MONDAY MENU



APPETIZER

Assorted Selections

SPECIAL BEVERAGE

A Shot of Reality



MAIN COURSE

House Specialty



DESSERT

Fortune Cookie



APPETIZER...ASSORTED SELECTIONS

- Direct Access 9.1 Final Conversions – Tech Refresh

- EER
- ETR
- TAS
- Discipline
- General Absences
- SWE/Boards



<http://www.uscg.mil/ppc/pd.asp>

News

Course Materials

Known Issues

E-Learning

Notices

YN Development

Library

Payslip Validation

SPECIAL BEVERAGE...A SHOT OF REALITY

• Got Issues?

- January 2016
- ADHOC
- Call Center



<http://www.uscg.mil/ppc/pd.asp>

News

Course Materials

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MAIN COURSE...HOUSE SPECIALTY

- Chef's Choice * Best Practices
 - User Guides – always changing
 - 2015 KI/Workarounds – now SOP
 - PCS Departing Worksheet CG-2000
 - PCS Auto Stops/Starts Guide
 - W2's – legally by January 31
 - Being mailed
 - Waiting for online access



DESSERT...FORTUNE COOKIE

Confucius Says...



Questions
Answers
Follow Up

CONTACT INFORMATION

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