Q&A from Alameda HRS Workshop

Q: Could the PPC pay techs add the trouble ticket number to the notepad when they are resolving the issue?
A: We have passed this suggestion on to MAS.

Q: Which SPD code should be used for a routine RELAD, KBK or MBK? What is the difference?
A: You should use MBK for routine RELADs. We checked the SPD manual. The description for both codes is Completion of Active Service, but MBK says Voluntary Release, while KBK says Voluntary Discharge. That is the difference.

Q: The DA feed to the Housing Management Information System (HMIS) is not working. Is someone working on this? It is maintained by OSC.
A: This has been forwarded up our chain of command.

Q: Why can't the PPC website be more like google when searching? It's not very user friendly?
A: Google is a 37.1 billion dollar company with over 50,000 employees. We have one webmaster that maintains our site. However, you can use Google Advanced Search to specifically search within PPC's website. Go to www.google.com/advanced_search, enter what you are searching for in the all these words field, and enter http://www.uscg.mil/ppc/ in the site or domain field.

Q: Can the detailers schedule PCS report dates that do not fall in the black out period?
A: PCS report dates are generated by the member's PCS Reporting Worksheets. Show the members the payroll processing calendar as you are counselling them.

Q: The units used to have one ERT auditor that would contact them about errors/issues. Can we go back to that?
A: The Exception Report Team (ERT) no longer exists since there is no Exception Report in DA 9.1. All former members of ERT are now part of MAS' pay technicians.

Q: Can we get the system to auto check the begin ext/rex box?
A: No. That would be an enhancement (which costs money).

Q: Is there a delay for Reserve Leave sale? We've heard it's around 2 months before members are seeing the payment.
A: It depends on whether the leave sale was added to the orders originally or if they were amended after they were already in a finished status (cosmetic only).

Q: Who can access the Separation Reports? What role do you need in DA?
A: Still waiting on an answer.

Q: If only changing a BAH row to inactive, does it require HRSUP approval?
A: Yes, it does.

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Q: Why can’t Refund Missed Meals (RMM) span across multiple months?
A: This will cause payroll overpayments because it will pay the entire amount all at once. For example, if you know a galley is going to be closed for 3 months so you enter RMM for 8/1/15-10/31-15, it will pay out the entire 3 months on the mid-month August payroll and the member isn’t entitled to that money yet.

Q: When do Reservists get CONUS COLA? Long term orders?
A: They qualify for CONUS COLA when they are on Active Duty orders that are 140 days or greater or while on any type of contingency orders.

Q&A from Alameda RES Workshop

Q: Is there going to be a blackout period for bringing PHS online?
A: Not that we know of, but if we hear any different, we will let you know.

Q: Will you be updating the SPO Manual?
A: No. Other than Part IX (JUMPS), the manual is obsolete. However, everything you need to know can be found on the PPC website on the E-learning tab. We update those guides, knowledge base entries, and tutorials on a regular basis so they are as close to a living document as we can get. Not having a manual allows us the freedom to make changes as soon as possible.

Q: Will Reserve billets be affected by the SPO Realignment?
A: No.

Q: If an ATP is marked unexcused, does it count against your IDT cap?
A: No. The Reserve Policy Manual states that only an unexcused IDT goes against the IDT cap.

Q: When scheduling multiple drills for my unit, can I include my own?
A: You can schedule them and set them to complete, but you cannot approve them for pay. We verified this using the test environment (signed in as the YNC who asked the question).

Q: How do you know which Correspondence Courses you've received credit for on your points statement?
A: If completed prior to 1/1/15, they will be listed in segment 81 in JUMPS. That component is still in 8.0 but will be added to 9.1 on 1/1/16. We haven't seen what that looks like yet.

Q: Why can't the 20 Year Letter be emailed like the Career Status Bonus notification?
A: We have routed this suggestion up our chain of command.

Q: Why was the 4170 (BAH dependency/data) access taken away from Admin? They now can't see or generate them.
A: This was submitted as a System Change Request (SCR) back in May. It is in the programmer's to-do pile.

Q: Does payroll run 3 times a day on the weekends too?
A: No. It only runs Monday through Friday.

Q&A from Miami HRS Workshop

Q: Can you incorporate CGHRSVW into the CG Field Admin role?
A: No. Not every Admin user needs that access.

Q: Is TSP all Self Service now or do you still need to submit a form to start it?
A: It is all Self Service. Commands/SPOs do not have access to view or make changes to the member's TSP. Only the members can start, change or stop it now.

Q: Does the roles query still exist in the new system?
A: No. Not yet.

Q: Have to write certain things on the DD-4 (officer name, rank, address, etc). Is that being fixed?
A: These items need to be corrected in the appropriate components in DA (personal information, etc) before starting the contract.

Q: If an extension takes affect during the blackout period and they can't approve it, will it affect pay?
A: Yes, it can.

Q: Does an approved contract change the loss dates?
A: Yes.

Q: What happens when a member never receives the CSB letter? Can they still ask for it?
A: The notification for CSB is now sent via email with a "read receipt" attached. If the member can prove that they never received the email, the Bonus team can still consider it for payment.

Q: What is the effect of not checking the begin EXT/REX box to execute the extension/re-extension?
A: The leave will not sell until that box is checked and it will remain on the Begin Extensions report until it is checked.

Q: When TDY Orders come live in January, will historical data come with it?
A: We've been told that it will only show TDY orders from 2014 forward.

Q: The new ALCOAST 070/15 regarding IDT Meal Eligibility only discusses lodging authorized versus lodging not authorized. What about the reasonable commuting distance?
A: From the ALCOAST 3A, **"**Reserve members are not authorized an IDT subsistence allowance for periods of travel to and from their drill site or whenever entitled to a meal per diem allowance in an IDT travel status."

Q: If you have scheduled drills from October, November, December that were never paid, how do you go back and pay them?
A:

Q: Where are Correspondence Courses entered in 9.1?
A: They are still being entered in the training section in 8.0. They will be coming over in January.

Q: One of the No-Cost PCS orders (extensions, interoffice transfers or fleet-ups) is stopping BAH. Has that been reported?
A: Yes. This is a known issue.

Q&A from Miami RES Workshop

Q: How will the IDT check-in sheet be put in the PDR? Some units only use one sheet for their entire unit, don't want other member's PII in every PDR. Also, can we make it electronic? It feels like we are taking a step backwards with paper.
A: The new sheet (hasn't been officially released yet) will be individual to each member. It will also be electronic.

Q: We cannot edit drills submitted prior to go live from this fiscal year. What can we do?
A: Submit a trouble ticket through your chain of command (unit, then SPO).

Q: Have there been any problems with entering drills for the next fiscal year?
A: A few members tried and it told them they reached their drill cap already. So we're guessing that they haven't reset the ticker yet.

Q: Can we get more feedback to the members regarding trouble tickets submitted on their behalf?
A: Just like the information must flow up through the chain of command, we expect the resolution to funnel back through the same process.

Q: When should I expect to receive my 20 year letter?
A: There is currently as issue with the 20 year report so some members are slipping through the cracks. Please submit a trouble ticket to Customer Care once your Points Statement shows you have 20 Satisfactory Years of service.

Q&A from NOLA HRS Workshop

Q: Could trouble ticket replies from Customer Care include the member's name? Some YNs are entering multiple tickets a day and just the ticket number doesn't help.
A: We will pass this suggestion on to Customer Care.

Q: With all the problems with SGLI, why can't the member's just set up that they be paid by allotment/EFT from their bank?
A: Not in the foreseeable future.

Q: How live are the Seniority Dates?
A: We suggest waiting until the next business day before verifying changes to Service Dates.

Q: We know that an IDT worksheet is in the works, but what documentation is required for AD Orders?
A: This is also being looked at. We might need to go back to signing hard copy orders or including a space in the order notes for a member to sign.

Q: Will SGLI ever be a self-service function?
A: Not in the foreseeable future.

Q: Can you ask the SEP branch where they get the EOE list to send to SPOs before paycut? What is the timeframe?
A: They run a special report for that. However, all units should be running their Unit Roster report on a regular basis. This identifies both the expected loss dates (EOE) and expected Active Duty termination dates for all members at their unit.

Q: Can separated members enter personal (non .mil) email addresses for forgotten password process?
A: We know they can add their personal email address as their primary. We have been told that this works. If it does not, contact customer care for assistance.

Q: Can we still access DD-214s that were created in 8.0?
A: Yes. Follow the 8.0 breadcrumbs: Direct Access Content > Administer Workforce > Administer Workforce (GBL) > Use > DD Form 214 8.0 Archive.

Q: Are DD-214s being sent successfully to DMDC?
A: No. All feeds between DA and DMDC are broken right now but it is a top priority to be fixed.

Q: Will the CGHRSVW role allow Commands to view the DD-214?
A: Yes.

Q: Do Personally Procured Move (PPM) payments show up in OTPI?
A: No. Those are paid by FINCEN.

Q: Do you add a new BAH row when an Officer is promoted?
A: The advancement should update it, but the process is currently broken. MAS is currently running a script to fix these. Verify the BAH row to make sure.
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Q: Is there a report in 9.1 that shows all entitlements for members on a boat like it did in 8.0?
A: Not yet.

Q: Some members are reporting that their allotments are not arriving at the appropriate financial institution for dental, child support, etc. What should they do?
A: Route the information up their chain of command and submit a trouble ticket.

Q: Why does RAS need 90 days to get a Retirement Certificate? We know RPM blesses all retirement requests, then forward the information to RAS. What else is involved with the process?
A: From RAS: The only process that we have a 90 day turnaround request time for is the Ret-2 request coming from RPM. The 90 days are used to make sure the Active side of the house is closed down since we have been burned before by members doing drills right up to and including the date of retirement. This is a process that PPC and PSC have both agreed upon. As far as certificates, the only requirement is that a Separation Authorization has been approved so certificates can be requested any time after this action takes place. RPM only blesses Reserve retirements.

Q: If a member previously scheduled a drill for a specific date, and you are trying to schedule multiple drills for the entire unit on that date, will the member show up? Will you need to minus them out?
A: Yes, the member will show up. There is no need to minus them out.

Q: Why can't they just make a satisfactory year worth 35 points and get rid of the membership points?
A: By law, all members in the Reserve Component of the Armed Forces get 15 points each year for membership.

Q&A from NOLA RES Workshop

Q: An email notification is sent when the command approves a drill as scheduled, but not when it is approved for pay by the SPO? Why one and not the other?
A: Members can use the My Reserve Drills report in Self Service to see if their drill has been approved for pay.

Q: Any chance of an email notification when a SPO denies a drill?
A: The user guide specifies that the SPO must notify the command when they deny a drill.

Q: There is a member who is currently on the Advancement list as an Active Duty YN2. She is requesting a Temporary Separation for Care of Newborn Child (CNC) and wants to know if she will be eligible to advance on the Reserve list?
A: As long as she was a SELRES member with all of the eligibility requirements met by the RSWE cutoff date (July 1^{st}), then she is eligible to be placed on the Reserve Advancement list.

Q&A from Honolulu HRS Workshop

Q: DA 8.0 allowed E-4 to E-9 to enter EERs, 9.1 does not, why?
A: The 3PM outlines policy that requires E-6 and above to be authorized CGEMPREV role.

Q: With the new system on line and all the requests for assistance from the fleet, is PPC going to increase the number of call techs?
A: No, there are no plans to increase the number of CSD techs.

Q: Would it be possible to create a Yeoman Blog site for Questions/Issues?
A: Yes, the YN group on the CG Portal is:
https://cg.portal.uscg.mil/communities/yns/sitepages/home.aspx.
There is also a discussion board:
https:///cg.portal.uscg.mil/communities/yns/lists/team%20discussion/allitems.aspx.

Q: Can P&A offices get the ability to see Career Sea Pay for CSP Premium calculations?
A: Yes, the CGHRSVW role will have that ability shortly.

Q: As a non Admin/SPO Yeoman, we would like to be able to have CGHRSVW role so we can help our members with personnel/pay issues.
A: Yes, if you are in a position where your primary duties is administrative in nature.

Q: Will SPO metrics come back?
A: Eventually.

Q: Can the notes entered into IDT requests be maintained, even after approval?
A: There are no plans to modify the current process to have notes from member to command carried forward past command approval. If you have a need to keep the notes, suggest taking a screen shot of the IDT.

Q: How do we delete documents from the "requests" tab?
A: We will contact CG-631 to see if/how documents in requests can be deleted, and by whom. A lot of docs in the requests tab are there as a result of the original document being edited, resubmitted and subsequently approved. The "old" document remains in DA requests. Those documents should have been denied, then edited/resubmitted.

Q: Would like PPC to consider Yeoman other than assigned to a SPO the permission to contact PPC for assistance? For example, YNC aboard a WHEC underway.
A: The requirement for SPO Auditors/Supervisors to directly contact PPC is primarily due to issues/questions that relate to pay require SPO input. However, in your example if an issue is non-pay related, submit a trouble ticket for assistance.

Q: Current policy only PAO's are permitted to call PPC. There are times when the YN1 or Chief is not aboard and we need help now. Why can't others be permitted to call for assistance?
A: PPC (CSD) will accept help tickets from other SPO YN's. The policy is not to discourage from obtaining assistance, rather to use the chain of command when available.

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Q: There are no provisions to allow SPO's to enter BAS II, who can enter the entitlement?
A: BAS II must be authorized/approved by CG-1332. After approval, submit a PPC trouble ticket with the approval attached and PPC (MAS) will enter the entitlement.

Q: We have asked for JUMPS password reset and were denied, why?
A: K1B8 passwords are reset by PPC (CSD). If your password has expired and it is greater than 45 days since last log-in, you will be required to submit a new CG-7421A.

Q: How do you delete old airport terminal orders?
A: You can't, however you can enter a date range to eliminate seeing old orders.

Q: Can the dependents section of orders auto populate all dependents or, a note/reminder that members have dependents and are not added to orders?
A: The system is working as designed. There are no plans to modify that section of the orders.

Q: Amend mode for PCS orders does not allow changes to original departure date until orders are finished first, can that be fixed to allow a change when not finished?
A: The amend mode is not functioning properly and does not work at all for finished orders. However, you should be able to edit the actual depart date and the delay en route section without being in the amend mode.

Q: Responsibility Pay - When a new CO assumes command and the previous CO is still aboard, can both receive Responsibility Pay?
A: No, Chapter 4-D of the Pay Manual prohibits two members at same command from receiving responsibility pay.

Q: Will the new Financial/Accounting system coming on line affect TPax?
A: Any new financial/accounting system implemented by the Coast Guard would also require interface with current operating systems like TPax.

Q: Does the CGHRSVW role allow access to the Payroll Verification Report?
A: No, however you can contact your SPO who can provide the report for your unit.

Q: Will the new system ever have all the reports that were available in 8.0?
A: A list of reports for inclusion into 9.1 was provided to CG-631 for review. Reports that are completed are being included into DA. Not all reports that were available in 8.0 will be included in 9.1.

Q: Would it be possible to have a user guide for Rehire AD to Reserve Commission?
A: The Reserve-Rehire guide should be used in the case of AD officers DISCH and Rehire Reserve Commission.

NOTE: During the workshops, it was passed that SWE raw scores are only posted once in DA. "What I learned today"…I recently learned that after all challenge questions have been reviewed by the test writers, the SWEs are rescored and the new raw score are repost in DA.

Q&A from Seattle HRS Workshop

Q: Can DD214s be approved during the blackout period?
A: Yes, processing and saving the DD214 does not transmit any pay transactions.

Q: Will CG-4170s ever be able to be "batch printed" for the entire unit?
A: Procedures are being developed and should be coming very soon.

Q: If we discover errors on PPC web page, who do we contact?
A: You can contact PPC (P&D), we will ensure it gets to our webmaster for updating.

Q: Is the Advance Pay Accumulator what the member would receive if requesting advance pay?
A: Yes, but remember the accumulator is only showing one pay slice of Basic Pay. You would double the amount to equal one month pay.

Q: When can we approve separations?
A: You can approve them as soon as they are complete and accurate.

Q: Can the member communicate directly with BOPS-C on a DD2144 issue? Members are being told only the SPO must contact them.
A: The member may contact BOPS-C directly if the DD214 has an admin error (miss-spelled name/incorrect rank, awards, etc). If the error pertains to substance (ie characterization/re-enlistment code, missing info) then a BCMR action will be required and if applicable, the BCMR will contact BOPS-C for action.

Q: The airport terminal does not give all units under one department ID, we have to run the report for each department separately. Is there any plans to modify the search?
A: This is a known issue. Unfortunately the new system does not allow the flexibility. We are not aware of any plans to modify the airport search functionality.

Q: Can you verify that 11 type documents are not authorized for Long Term TDY claims?
A: Travel advises that a 13 type document should be used for submission of multiple claims, but not required. The TPAX system will process 11 type documents, however members are still subject to audit requirements and may be required to submit audit packages for more than the current claim period.

Q: Have been told that a request for DLA should be noted in the order notes.
A: Authorization for DLA must be identified in the order notes before PPC (TVL) will pay the entitlement. You must also check the DLA box in Block 5.

Q: It is being reported that FPO addresses are not acceptable in block 6 of the DD-1351 documents. When members report and have not secured private housing, we are required to use APO address for unit and not to use street address.
A: PPC (TVL) advised that the street address IS required when processing DLA for a member without dependents, to establish the relocation was not to government quarters. The physical street address is not required when processing DLA with dependents, and APO or FPO addresses can be used if members have not secured private housing.

Q: Are Authorizations required to be entered into TPAX?
A: Not at this time.

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Q: Why are claims being returned to member if supporting documentation is not scanned, if scanning receipts are not required?
A: PPC (TVL) has advised that scanning of receipt is currently not required and claims should not be returned. However if documents ARE scanned but missing required receipts, the claim is deemed not complete as submitted, and will be returned.

Q: Why are claims being returned to correct an error, only to be returned again for another error discovered after resubmission? Why does PPC not review entire claim initially?
A: PPC (TVL) advised that they do audit the entire claim before returning. If you are experiencing otherwise, please submit a PPC trouble ticket with details.

Q: Is there a report being developed for Unit Weigh-in reporting?
A: Yes, a Physical Characteristics report is being tested now and may be available shortly.

Q: Why can't auto stops for ALL entitlements be programmed?
A: COMDT (CG-1) is reviewing all auto stop/start entitlements. There are many variables to manually stopping or starting some entitlements that make programming complicated.

Q: Is it possible to have an "audit trail" for SPO's to see who did what and when?
A: There is the Global Payroll Action Requests Report located in the Active and Reserve Payroll Reports pagelet. This report provides an audit trail for all transactions processed via the "Requests" link. Orders have an audit trail located on the Audit tab.

Q: Would it be possible to create a Reserve Readiness Report in DA? The one created in CGBI often takes over an hour to complete?
A: There is currently no pending requests to create this report in DA. Submit a PPC trouble ticket with all the information and fields needed and we will look at creating a SCR.

Q: Can a SGLI/FSGLI information be part of the CG-4170 verification report?
A: There currently is no "report" created for CG-4170 verification procedures. However, section 5.C.1 of the 3PM outlines the verification process for BAH, SGLI/FSGLI and other data.

Q: Where is the requirement written that SPO's are to Audit/File Payslips?
A: Currently the Audit Requirement is being reviewed. The requirement to file the Payslips is contained in the PDR Instruction.

Q: Can it be programmed to display all the details for CONUS COLA entitlement as it does for BAH?
A: Programming for CONUS COLA was not developed to include "details" for the entitlement. Currently there is no System Change Request (SCR) submitted to entertain changing programming.

Q: Can a Reservist sell leave when they Re-enlist?
A: Yes, Inactive Duty Reserve enlisted members that terminate an enlistment to reenlist is characterized as a discharge for accrued annual leave sale purposes, if otherwise eligible. However, any leave sold in this manner counts against the 60 day career leave sell cap, regardless of the source of the accrued leave.