

Pay & Personnel Newsletter

United States Coast Guard Pay & Personnel Center

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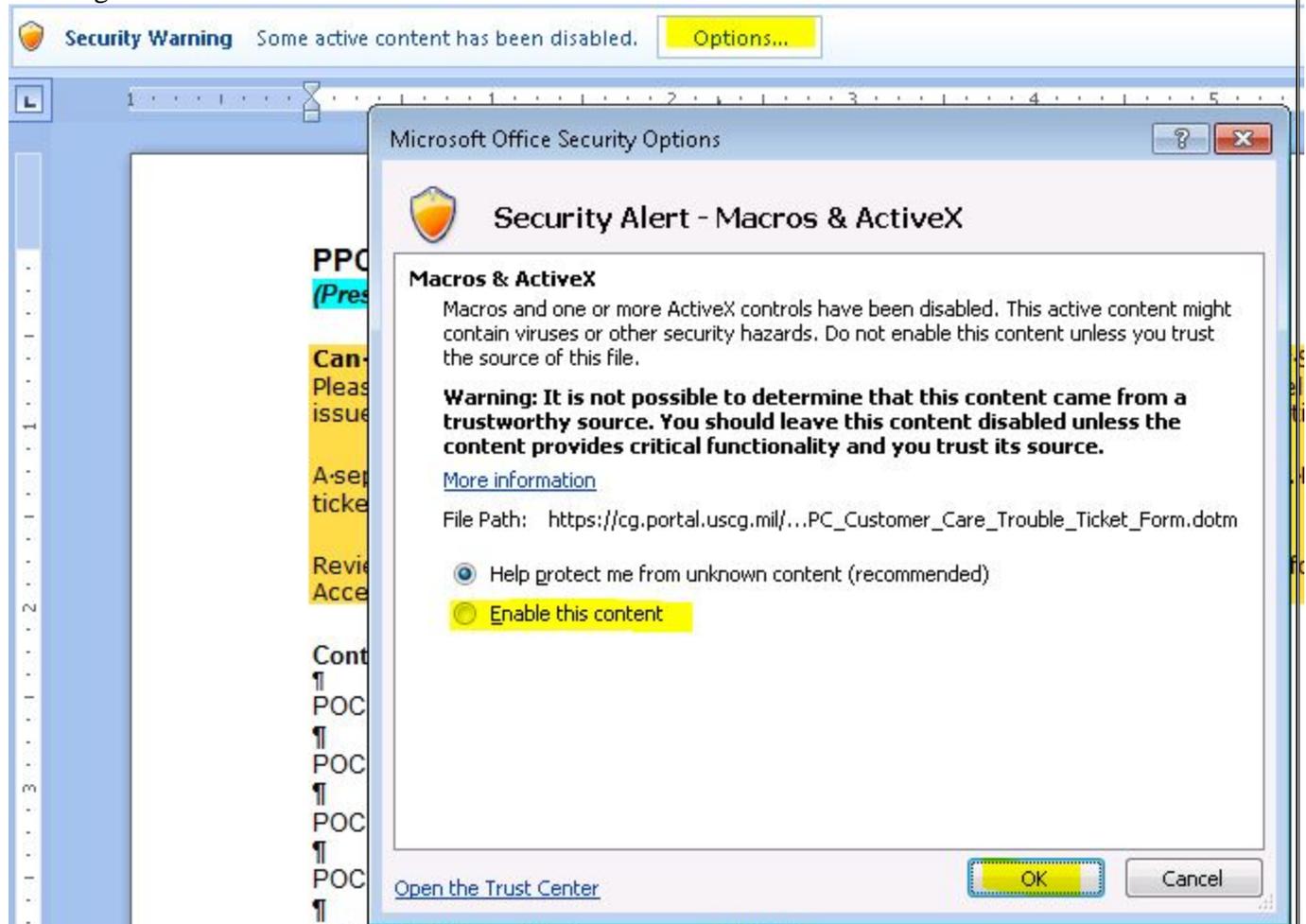
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New Procedure for Submitting PPC Customer Care Trouble Tickets

The Web-based trouble ticket at <http://www.uscg.mil/ppc/ccb> will be removed on 10 June 2016. We have created a new template for submitting trouble tickets to PPC via e-mail. It works like this:

1. Open the MS word template at <http://cglink.uscg.mil/PPCticket>
2. You will be prompted to open or save the file. Choose "Open"
3. MS word will open with the template form. **You may see a security warning at the top of the window.** If so, click "Options" and then click "Enable this content" and "OK" as shown in the image below.

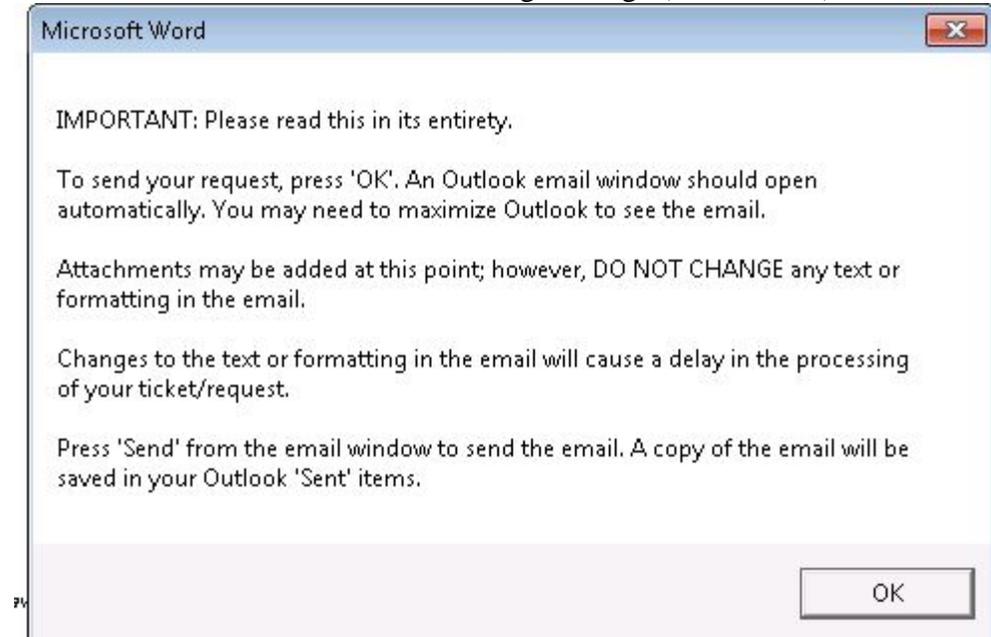


4. Fill out the ticket as you have filled out the web ticket in the past.
5. Click the "Submit" button

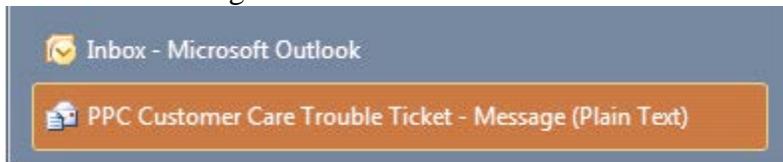
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6. Review the information in the warning message (show below) and click "OK"



7. If you have MS Outlook open, the icon in the task bar will blink. Click it and you will see you have a new message in draft form.



8. Open the draft message by clicking on the icon in the task bar. The message is addressed to PSC-bpam@uscg.mil this is the correct address for our tracking system. **Do not change it.**

9. You can add attachments if desired. **Do not make any other changes to the message.**

10. Click "Send" and **cancel the spell check.**

11. Click "Yes" when prompted to send the message.

12. Your ticket will be loaded into our tracking system. You may close the MS word document. A copy of the message is available in your "sent items" folder in Outlook.

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Supplemental and Striker Advancement Eligibility Lists Updated

The advancement eligibility lists for [active duty striker and supplemental advancements](#) have been updated to reflect requests processed prior to 1 June 2016.

The advancement eligibility lists for [reserve supplemental advancements](#) have been updated to reflect requests processed prior to 1 June 2016.

The lists and other helpful information are available on the [Advancements branch CG Portal page](#).

May End-Month Payroll Processing Complete

"Payslips" for 01 June pay day are available in Direct Access. Report any discrepancies through the P&A Office (Admin) to the SPO. If SPOs cannot address or need assistance, the SPO will submit trouble ticket. Payslips can be accessed via the [Self-Service "View" menu](#). Refer to [this guide](#) for an overview of the new payslip.

The End-Month May pay date is 01 June 2016. Paydays are the 1st (end of month (EOM)) and the 15th (Mid-Month) of each month, or the business day preceding the 1st or the 15th if either should fall on a federal holiday, Saturday or Sunday. Members should not set up automated payments or assume funds will be available prior to published paydays. Members should verify with their financial institutions as to the actual time funds are available to their account. See [When is Payday?](#) for more information.

Note: Please see this [Frequently Asked Question \(FAQ\) entry](#) if you have any difficulty opening your payslip or other files in Adobe Acrobat (PDF) file format from within Direct Access.

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October 2016 RSWE Eligibility Requirements and RSWE Announcement Message

Linked below are the RSWE Announcement MSG and the SWE Eligibility Requirements document for the upcoming reserve SWE (RSWE). Eligibility requirements must be completed effective 1 July 2016.

- [ALCGRSV 016/16; October 2016 Reserve Servicewide Examination \(SWE\) Competition](#)
- [Eligibility Criteria for the October 2016 RSWE](#) 

Please take note that all ratings are now integrated into ERATS as per ALCOAST 112/15, Para 2.B. A number of reserve ratings that were previously not required to have the "Rating Competency Code" recorded in TMT, will be required to have the code for the first time for the October 2016 RSWE. The "Rating Competency Code" must be entered and approved in TMT once the member has all RPQ's completed in TMT. Members who completed RPQ's but did not also receive the Rating Competency Code in TMT will receive a "Not Eligible" PDE. The Rating Competency Code may be entered into TMT as soon as RPQ's are completed or up to the 1SEP2016 PDE correction deadline, provided the RPQ's were completed on/before 1JUL2016 and the Rating Competency Code approval date is backdated to 1JUL2016 or earlier. PPC(ADV) is expecting an increase of PDE trouble tickets due to "not eligible" PDE's that are missing the Rating Competency Code. Your help in disseminating this information to the reserve enlisted force and local SWE Officer/ESO is appreciated.

Also, please take note of paragraph 3.a of the RSWE Announcement Message which lists those ratings which will have the SWE waived in October. These ratings will either become or remain supplemental ratings. Guidance for requesting advancement in 2017 for members in supplemental ratings will be provided by a future ALCOAST message from CG-13. The most current reserve supplemental advancement message is ALCOAST 012/16. Several ratings which were previously waived in 2015 will have a RSWE in 2016. It's recommended that all members in these ratings who are currently on reserve supplemental advancement lists plan to participate in the RSWE since those supplemental lists do not guarantee advancement and will expire on 1JAN2017.

Finally, please take note on the attached SWE Eligibility Requirements document that all RAT and EPME AQE exams are waived for the 2016 RSWE. This is per ALCOAST 353/15. However, this waiver does not include DWO exams for BM's, CPOA for E8 candidates and LAMS for E6 candidates. And, although the EPME AQE is waived for E6 and E8 candidates, all members are still required to have their EPME performance factors signed off to qualify IAW CIM1510.2. The EPME performance factors are currently paper based and have not been integrated to ERATS and must be verified by the members command.

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Electronically Imaged PDR (EI-PDR)

PSC-BOPS-MR has streamlined their email accounts. All SPOs who need documents included into a member's record should now use **ARL-PF-CGPSC-BOPS-MR-SPO_Support@uscg.mil**. SPOs should advise their customers that all requests to have parts or all of the PDR produced for their use should be sent to **ARL-PF-CGPSC-MR_CustomerService@uscg.mil**.

SPOs are also encouraged to look at and direct customers to the MR website <http://www.uscg.mil/psd/mr/>.

The PPC SPO User Guide - [*SPO Access to the Electronically Imaged PDR \(EI-PDR\)*](#)  has been revised and updated to reflect these and other changes.

PSC Transfer Season 2016 - Don't Leave Your User Account Behind

The 2016 Transfer Season is in full swing, and similar to years past, an automated method is being used to move CGOne Standard User accounts from one unit to another. This process, which reconfigures user accounts for use at a new location, does not move user data (such as files maintained on local C4IT resources) but does archive them for a specific time. Because of this, transferring personnel are responsible for performing a number of tasks on their own before departing their unit. More information about end user responsibilities to ensure a smooth and successful transfer of IT resources is on the [Transfer Tech Tips site](#).

The automated portion of a PCS Transfer is triggered by the transferring member submitting a CGFIXIT ticket at least two weeks before departing their unit. Once a ticket is submitted, the User Transfer Service (UTS) system completes the account transfer process. If a ticket is not submitted in CGFIXIT before departing your old unit, you will experience delays at your new unit.

Effective and successful transfers are an essential part of Coast Guard operations and affect every member at some point in their career. The Transfer Season team is consistently finding ways to simplify and improve the technical portion of this important process. After you arrive at your new unit, you might receive an email with a survey about the technical portion of your transfer experience. You are encouraged to participate and share your candid feedback so that future transfer seasons may be improved.

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When are contributions sent from the Coast Guard to the Thrift Savings Plan (TSP)?

When are contributions sent from the Coast Guard to the TSP?

TSP contributions are delivered to TSP on the first *business day of the month*. **It can be up to five business days before your contribution posts into your TSP account.**

Visit our [Thrift Savings Plan \(TSP\) web page](#) for more information on enrolling and managing your TSP payroll contributions.

2016 PCS Season - Avoiding BAH Overpayment

Ref: [Coast Guard Pay Manual, COMDTINST M7220.29B, Chapter 3](#)

Erroneous BAH entitlements continue to be a problem. Here is some guidance to avoid BAH overpayments during the PCS transfer season:

1. Review [BAH in the Direct Access/Global Pay Knowledge Base](#).
2. Setup a good communications process with the Local Housing Office to ensure timely notice of gov't quarters assignments and terminations.
3. Advise every member who PCS reports of what dollar amount they should expect to see on their payslip, and to contact the SPO immediately if the amount is different.
4. Timing is EVERYTHING! Send a reminder to the units and members that your SPO supports about the importance of the timely submission of BAH/Housing Worksheets and other PCS Reporting documents.
5. Common BAH items to remember:
 - A. Single E-3 and below members assigned to vessels are entitled to BAH-Partial and their BAH codes must be D, E, or F.
 - B. Member-married-to-member - if they reside on the economy and if there are no other dependents, both members should have BAH code H (without dependents rate). However, if there is another dependent(s), one member should have BAH code L (with dependents rate), while the other member should have BAH code H (without dependents rate). Both members CANNOT have the "with dependents" rate.

Related Topics:

Please review the following articles on the PPC (mas) web page relating to BAH and PCS transfers:

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- [BAH-Transit to Single Members PCS Transferred from outside the U.S.](#)
- [BAH for Single Recruit, OCS, or Academy Graduates In-Transit](#)

Also, to avoid potential overpayment issues, SPOs are highly encouraged to implement a periodic "[Payslip Validation](#)" routine as recommended in this article.

June Enlisted Advancements

[ALCGENL message 076/16](#) lists enlisted advancements authorized on 1 June 2016. In addition to the message, a spreadsheet is available which also shows the member's unit:

[EPAA0616.xls](#) (CGPortal Link)

[ALCGRSV message 015/16](#) lists enlisted reserve advancements authorized on 1 June 2016. In addition to the message, a spreadsheet is available which also shows the member's unit:

[ERAA0616.xls](#) (CGPortal Link))

PPC Travel Hurricane and Evacuation Order Guidance 2016

Preparedness for the hurricane season requires a review of evacuation entitlement as well as the evacuation manual claim submission process. [Our 2016 Hurricane/Evacuation Order Guide](#) is intended to summarize the important points but not to replace the official guidance provided by the JTR and FTR. If you have any questions please contact your travel manager or travel approving official.

[PPC Travel Hurricane / Evacuation Order Guidance 2016](#) 

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Overseas Transfer Webinar Materials Posted

Per [ALCGPSC 058/16](#), PSC (BOPS-C) conducted a series of webinars in May 2016 for members and their spouses executing permanent change of station (PCS) orders to overseas locations in 2016.

The materials along with a recording of the presentation are now available for viewing/download via the [Overseas Screening working group's CG Portal page](#).

To see and hear the Overseas Transfer Webinar, click on the following link:

- <https://dhsconnect.connectsolutions.com/p1k09vtydid/>

Make sure your speakers are turned on.
This Webinar is available to view anytime.

The [slides for the presentation](#) along [with guidance for travel to/from Vehicle Processing Centers](#) are located in the [Work Group Documents](#) section of the working group's portal page.

As a reminder, the CG-1300, CG-1300.1, and changes to CIM1000.8 are still working drafts and not approved for official use.

Preferred Retirement Window

By: YNC Arnold Uhrina, CG PSC, Enlisted Personnel Management-1

In accordance with [ALCOAST 516/13](#), the preferred window for requesting voluntary retirement falls between the dates of May 1st and October 1st. Members may request retirement for a date that falls outside of this window; however a command endorsement is required to accompany the retirement request that specifically addresses the potential impact for a staffing gap at the unit.

*Note: A signature on the retirement request as a Thru addressee does not constitute acceptance of a potential gap or conclude that no gap will exist. A new-page first endorsement to the memo must accompany the retirement request explaining the potential for a staffing gap resulting from the requested retirement date. Failure to provide the proper command endorsement may result in the member's retirement request to be returned with no action taken.

Q1: Should I contact my Assignment Officer prior to requesting retirement?

A1: It is imperative that IF you plan to request retirement outside of the window AND this may be of concern with your command, the member and/or their command should contact their

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Assignment Officer to discuss retirement intentions and potential backfill of the position at the unit.

Q2: ALCOAST messages are only good for a period of 12 months. The latest edition of Military Separations (COMDTINST M1000.4), released in March 2015, noted that the preferred retirement window is September 1st through December 1st. Why are we still using an old ALCOAST from 2013?

A2: As noted in paragraph four of ALCOAST 516/13, the update to the retirement window dates were intended to be included in the recent update of Military Separations. When the manual was released, the dates were not updated. The preferred retirement dates have been confirmed with CG-133. The correction to the dates will be reflected in the next update to Military Separations, tentatively scheduled for a 2016 release.

Q3: How do these dates relate to High Year Tenure (HYT) retirements? Retire In Lieu Of Orders (RILO)?

A3: All HYT candidates may request retirement for a date no later than 1 September of the year following the year their active military service time exceeds their PGP. Members who request to RILO should still request a date no later than 1 August of the applicable assignment year. HYT and RILO requested retirement dates that fall before 1 May will require a command endorsement that specifically addresses the potential of a staffing gap at the unit. Note that a member may request to Commander (CG PSC-EPM) to be retired, if eligible, due to HYT, up to six months prior to their required retirement date. In this case, the nature of the retirement is involuntary.

Q4: Do you have a template for a new-page endorsement that my command can use?

A4: A template for this endorsement may be found at the CG PSC-epm-1 Retirement Section Website: <http://www.uscg.mil/epm/epm1/Retiredefault.asp>.

Known Issue: Some Retirement DD-214s may be missing Re-Entry Codes

Prior to the Global Pay update to Direct Access in January 2015, the retirement staff at CG PSC-epm-1 did not enter the applicable re-entry code in Direct Access for members who were retiring from the Service. This was previously the responsibility of the Servicing Personnel Office (SPO) to review the retirement documentation and enter the appropriate re-entry code on the DD-214. Following the Global Pay update in January 2015, the change to the DD-214 entry form in Direct Access did not allow for manipulation of this block by the SPO. PSC will now enter in the appropriate re-entry code in Direct Access.

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If your SPO discovers that a member who has an approved retirement authorization in Direct Access is missing the appropriate re-entry code on their DD-214, please notify PSC immediately at the following email address to request the appropriate changes: ARL-PF-CGPSC-EPM-1-Retirements@uscg.mil.

CGHR: On the Radar Screen May 2016

Welcome to the latest issue of CGHR: On the Radar Screen. You can access the newsletter when (and how) it's convenient for you - from work, from home, your smartphone, or your tablet. CGHR is your calendar for upcoming training and professional development events, as well as time-sensitive news.

You can read CGHR in its entirety by going to <http://www.uscg.mil/hq/cg1/cghr/2016/5.10.16.asp>.

If you have trouble accessing any of the newsletter links from your Coast Guard workstation, forward this email so you can read CGHR at home (or share with your family).

In this issue, you will find:

- On the Horizon
- Articles and Resources
- Tips and Tricks
- Coast Guard All Hands and Compass Blogs
- Recent Messages
- CG SUPRT
- Infographic

Earlier issues of CGHR can be accessed at <http://www.uscg.mil/hq/cg1/cghr/default.asp>.

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Defense Travel Management Office Allowances and Regulations Update

The Defense Travel Management Office has updated the following information for 01 May 2016:

[OCONUS Non-Foreign and Foreign Per Diem Rates](#)
[Overseas Housing Allowances \(OHA\)](#)
[Overseas Cost of Living Allowances \(COLA\)](#)
[Joint Travel Regulations \(JTR\) and Appendices](#)

To access this information, visit the [DTMO Website](#).

WEB-TPAX Upgrade Completed

Read about the changes and new features here: [WEBTPAX What's New in Version 6.21.5](#) .

PPC Travel eNewsletter May 2016

Published Date: Mon, 09 May 2016 13:30:01 CDT

The [May 2016 Travel eNewsletter](#)  is now available.

In this issue:

- WebTpax Outage Scheduled for System Upgrade
- What's New in WebTpax version 6.21.5
- Authorized use of the CBA
- Permanent Change of Station (PCS)
- Things to remember when submitting PCS claims through WebTPAX
- Reimbursement for the Use of More than Two POCs
- When is PCS TLE Payable?
- TLE Reimbursement for Member Married to Member
- Constructed PCS Travel Dates
- Most Common Reasons Why a Manual PCS Travel Claim is Returned
- Shipping a Second Privately Owned (Motor) Vehicle within the Contiguous United States
- Consecutive Overseas Tour Travel Clarification

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Monthly Monday Learning Opportunity

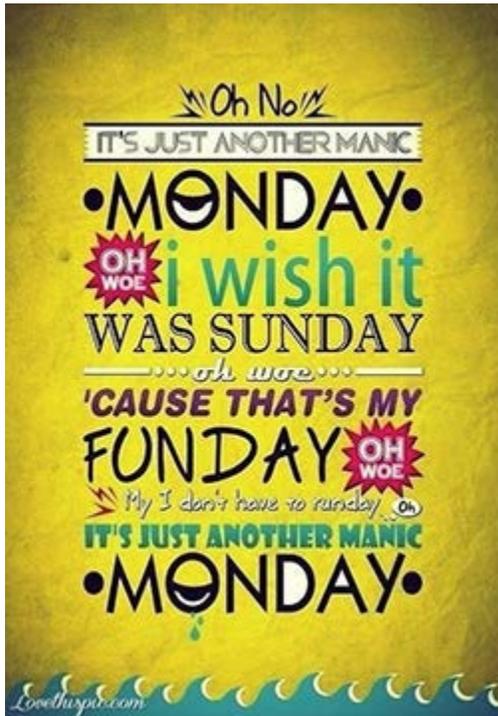
Manic Monday Mayhem

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

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



- June 27, 2016
- July 25, 2016
- August, 29, 2016
- September 26, 2016
- October 24, 2016
- November 28, 2016
- December 19, 2016

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Known Issue: Web-TPAX E-Mail and Proxy

Web-TPAX is currently experiencing issues with the AO notification email function and TPAX Proxy releasing. These issues have been reported to the CG Programmers and they are working on a emergency patch to correct these defects. In the meantime, for the email notification issue, please communicate with your travelers and ensure they notify you (their AO) when a claim has been sent for review/approval. For the Proxy issue, please have your travelers utilize the full signature proxy (vice Proxy) under their TPAX profile or have the traveler enter their own claim until these issues can be resolved.

If you have any questions or concerns please contact PPC Customer Care via an online ticket at : <https://cg.portal.uscg.mil/units/ppc/SitePages/Home.aspx> or you can call 785-339-2200 or 1-866-772-8724. Thank for your patience while we work through these issues.

SPO Record Shift

Sector Long Island Sound SPO (007165) has been disestablished in DA and all records moved to the Academy SPO (002667).

Records for the following units have been transferred to the Academy SPO:

UNIT ID	UNIT NAME
000037	CG R&D CENTER GROTON
000080	CG INTL ICE PATROL
000344	CG ANT LONG ISLAND SOUND
000347	CG ANT MORICHES
000353	CG STA NEW LONDON
000358	CG STA JONES BEACH
000361	CG STA EATONS NECK
000362	CG STA FIRE ISLAND
000363	CG STA MONTAUK
000374	CGC BOLLARD
000566	CG STA NEW HAVEN
000567	CG STA SHINNECOCK
000738	CG MSL GROTON
000799	CGC ALBACORE
004391	IPD NEW HAVEN

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UNIT ID	UNIT NAME
004547	ESD MORICHES
004578	ESD NEW HAVEN
005745	STA (SM) EAST MORICHES
005746	STA (SM) FISHERS ISLAND
006167	CGC RIDLEY
006373	CGC BONITO
007157	SECTOR LONG ISLAND SOUND
007158	SEC LIS CMD CADRE
007159	SEC LIS CP/RDNS STF
007160	SEC LIS CMD CENTER
007161	SEC LIS LOGISTICS DEPT
007162	SEC LIS PREVENTION DEPT
007163	SEC LIS RESPONSE DEPT
007164	SEC LIS INTEL STAFF
007166	SEC LIS FIN/SUPPLY DIV
007167	SEC LIS ENG/SUPPORT DIV
007168	SEC LIS INSPECTIONS DIV
007169	SEC LIS WTRWAYS MGT DIV
007170	SEC LIS INVESTIGATE DIV
007171	SEC LIS INCIDENT MGT DIV
007172	SEC LIS ENFORCEMENT DIV
007648	SFO MORICHES
007674	MSD CORAM
009286	CG R&D CEN - COMMAND STAFF
009288	CG R&D CEN - SUPPORT DIV
009289	CG R&D CEN -TECHNICAL DIV
038097	DD-SEC LONG ISLAND SOUND
042912	NAUGATUCK VALLEY COLLEGE
043154	DD-STA EATONS NECK
044230	QUINNIPIAC UNIVERSITY

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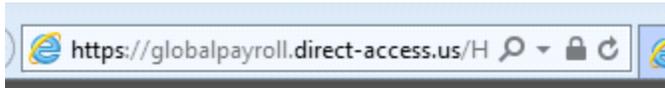
What to do When Adobe Acrobat PDF Files Do Not Open (Payslips, Tax Statements, etc.) in Direct Access

Sometimes, when you attempt to open a link from Direct Access to a file in Adobe Acrobat (PDF) file format a window will open with just a letter "X". This can be caused by the internet browser's security settings. Here's a workaround which will allow you to open the file directly in Adobe Acrobat reader. This bypasses the browser's security settings and should only be used on trusted sites. Follow these steps to open a file in Adobe Acrobat reader:

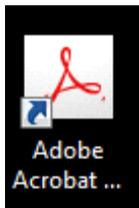
1. Once you are signed into DA, go to open a pay slip or any other document that need to open as a PDF. When the new window opens showing the "X" block in the corner of the screen,



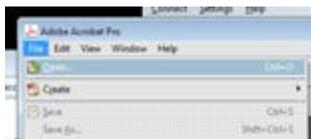
2. Go to the browser address block and copy the address



3. Open Adobe Acrobat (from the shortcut on the desktop or the start menu link)



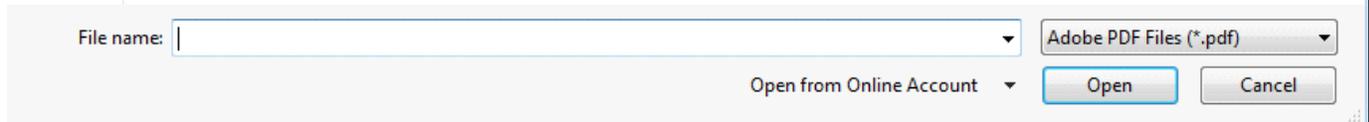
4. From within Adobe Acrobat, go to **File** and chose **Open**.



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5. A new window will appear, paste the address that you copied into the File Name block on the bottom.



6. Click the Open button. The file will open in Adobe Acrobat.