

**PPC CUSTOMER SERVICES DIVISION  
(PPC CSD)**

1. **Functions:** Under the general direction and supervision of the Commanding Officer of the Coast Guard Pay and Personnel Center, the PPC Customer Services Division shall:
  - a. Be comprised of the following branches PPC Customer Care Branch and PPC Procedures and Development Branch. The mission of the PPC Customer Service Division is collective of the individual functional statements for each the PPC Customer Services' respective branches.

**PPC CUSTOMER CARE BRANCH  
(PPC CUSTOMER CARE BR)**

1. **Functions:** Under the general direction and supervision of the PPC Customer Services Division, the Chief, PPC Customer Care Branch shall:
  - a. Provide one-stop shopping for active duty and reserve pay, travel (including auxiliary and civilian travel) inquiries, and user support for T-PAX and Direct Access (DA).
  - b. Deliver high quality customer service to customers by answering questions promptly and accurately.
  - c. Provide User Access to DA.