

Pay & Personnel Newsletter

United States Coast Guard Pay & Personnel Center

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About the PPC Customer Newsletter: An authorized publication, the PPC Customer Newsletter is published under the direction of the U.S. Coast Guard Pay & Personnel Center. Views and opinions expressed are not necessarily those of the Department of Homeland Security or the U.S. Coast Guard. The PPC Customer Newsletter shall not be considered an authority for any official action and is non-record material. The PPC Customer Newsletter is published quarterly. Articles are solicited from all readers.

How to submit an article: Articles for the PPC Customer Newsletter may be submitted by e-mail to [the Procedures & Development branch e-mail address "PPC-PF-PD"](#).

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PPC Trouble - Ticket Email Receipts Discontinued

Recent network changes do not allow the auto generation of e-mails back to the submitter of a PPC Trouble-Ticket. We have configured our PPC Trouble Ticket Status Lookup CG Portal page to allow searches by the member's last name and/or EMPLID -

https://cg.portal.uscg.mil/units/ppc/HRBA/SitePages/PPC_Ticket_Status_Lookup.aspx (CAC logon required).

Defense Travel Management Office Allowances Update

The Defense Travel Management Office has updated the following information for 01 November 2018:

- [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](#).

TRICARE Access during an Evacuation or Natural Disaster

With wildfire and hurricane season underway, have a disaster preparedness plan for you and your family. Access to your TRICARE benefit, prescriptions, and medical resources may change during a disaster. Be informed and learn the best way to keep you and your family safe.

Prepare for an emergency

Follow these easy steps to make sure your family can access your TRICARE benefit during an emergency.

- **Sign up for disaster alerts.** Find out if emergency TRICARE policies apply to your

enrollment area by [signing up for email or text alerts](#).

- **Keep key medical information accessible.** This includes copies of medical records, your uniformed services ID card, and a list of current illnesses and prescription bottles for all family members. Schedule time to [update your information](#) a few times a year.

The Federal Emergency Management Agency [Ready campaign](#) has tips to help you create an emergency plan. Your plan should take into account the area where you live. For example, do you live in an area prone to wildfires or hurricanes? And what are each family member's specific needs, including medication? Update your plan every time you move.

Access care during an emergency

TRICARE will announce any emergency procedures in the [disaster alert](#). This will include the counties affected and the date range for the procedures. If you live in the counties listed by TRICARE, you may be able to access emergency prescription refills at any [TRICARE retail network pharmacy](#). Call ahead or bring in your empty prescription bottle. To find a network pharmacy, call Express Scripts, Inc. at 1-877-363-1303 or [search online for a pharmacy](#) near you.

If you're displaced during a disaster, you may be unable to get care from your regular doctor. TRICARE may also authorize referral waivers during a state of emergency. If seeking non-network care during an emergency, keep your receipts. File any claims with TRICARE as soon as possible.

Know how your family's access to care may change during a weather-related emergency. Receive [text alerts about your health benefit](#) and get real-time [weather updates](#).

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Follow these tips to get the care you need, no matter what the forecast.

[Removal from SWE List Guide](#) linked from the [EPM-1 Advancement Portal Page](#):

November Enlisted Reserve Advancement Announcement

[All Coast Guard Reserve \(ALCGRSV\) message 055/18](#) announces reserve enlisted advancements authorized effective 1 November 2018.

Government Travel Charge Card (GTCC) Newsletter

Below you will find the link to the October 2018 GTCC newsletter. Please share this information as widely as possible with your travelers, respective commands, P&A shops, SPOs, and AOs as it includes important information that may impact travel cards and travel arrangements.

November 2018 AD/RES Payroll Processing Schedule

NOVEMBER 2018 AD Payroll Processing Schedule is as follows:

https://www.dcms.uscg.mil/Portals/10/CG-1/psc/bops/GovTrvl/October_2018_GTCC_Newslter.pdf

Mid-Month Finalize	09 Nov (Fri) No calculations or input
Self Service Payslips Posted	13 Nov (Tue)
Payday	15 Nov (Thu)
End-Month Finalize	20 Nov (Tue) No calculations or input
Self Service Payslips Posted	28 Nov (Wed)
Payday	30 Nov (Fri)

This month's edition contains the following useful travel card information:

- Non-Receipt of CITI GTCC
- CITI Webinar Training
- GTCC Mandated Training System Issues
- Tracking Balances
- Plus much, much more good to know information.

November 2018 Enlisted Advancement Authorization

[All Coast Guard Enlisted \(ALCENL\) message 166/18](#) announces enlisted advancements authorized effective 1 November 2018.

You can check out past articles by searching the newsletter index found at

https://www.dcms.uscg.mil/Portals/10/CG-1/psc/bops/GovTrvl/GTCC-TEMP/GTCC_Newsletter_Index.xls x

Commanding Officers *must* determine if pre-advancement eligibility requirements have or have not been met, especially with regards to EPME EPQ standards. Per [ACN 004/17](#) (CG Portal Link), EPME EPQ standard CG-EPME (May/2017) must have been completed not later than 01 December 2017 and validated prior to the effective date of advancement. COs must notify PPC (ADV) via Admin OIX message, with a copy to PSC (EPM-1), to remove the member from the SWE advancement eligibility list prior to the advancement. Guidance is available in the [Involuntary Withholding or](#)

If you have a suggestion and would like to write an article for the newsletter, please let us know. Our ideas come from your questions and concerns.

Let us know if you have any questions and remember...ALWAYS protect PII.

Thank you,
Ms. E. Carlene Curry
USCG Gov't Travel Card Programs
Personnel Service Center-Business Operations

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Take Command: First Annual TRICARE Open Season Begins Nov. 12

Do you want to make enrollment changes to your or to a family member's TRICARE health plan for 2019? Your chance is around the corner during TRICARE Open Season. However, if you want to keep your current health plan, you don't need to do anything during TRICARE Open Season. Your current health care coverage will continue automatically as long as you remain eligible. Read the entire article at https://tricare.mil/CoveredServices/BenefitUpdates/Archives/10_11_18_First_Annual_TRICARE_Open_Season

Government Travel Charge Card Bank Transition Delayed

Please share this important information regarding the GTCC bank transition with your cardholders, ADMIN and commands. Continue to refer to the FAQ for common concerns regarding this transition. Look to the message board for an ALCGPSC to be released soon.

DHS has decided to delay the GTCC transition from JPMC to CITI Bank, allowing for further troubleshooting and a smoother transition. The transition effective date to CITI originally scheduled for November 30, 2018, will now be January 30, 2019.

Current JPMC charge cards shall be retained and used for official travel through January 29th. If this JPMC card has been destroyed, call the bank at [888-297-0781](tel:888-297-0781) to verify the mailing address and request a new card to be sent. Be sure to take and use the JPMC card for official travel if you will be traveling during the transition period between January/February 2019. Both the JPMC and the CITI card should be carried when traveling during this switch.

The local Travel Managers will continue to have JPMC access to update account profiles and credit limits.

The new CITI GTCC cards received in October shall be retained for use on and after the new January 30, 2019, effective date. If this card has not been received or has been accidentally destroyed, request a new card by contacting CITI customer service at 800-790-7206. By selecting the # sign after being prompted for a card number three times, customer service should come on line and be available to assist. The cardholder should identify themselves as a DHS/USCG account holder. The new CITI card must be activated immediately to validate receipt. Although the card is activated, it will not work until January 30th. Cards that are not activated are subject to cancellation.

Cardholders are responsible for maintaining valid contact and address information with both GTCC companies during this transition period. Any update in the JPMC system will not automatically crosswalk to the new CITI account.

The new CITI GTCC is a nondescript card, generic in appearance. This card is not distinguishable from any other personal card. Caution must be taken to prevent unintentional use.

DHS and CITI continue to work together to resolve training access issues for CITIManager, the CITI electronic access system (EAS). Currently firewall issues prevent webinar instruction using the CITI EAS. We are very close to a resolution using ADOBEConnect to access CITI webinars within CGDN. CITI has also offered several onsite locations for EAS training.

The FAQ posted at <https://www.dcms.uscg.mil/Portals/10/CG-1/psc/bops/GovTrvl/GTCC-TRANSITION-FROM-JPMC-CITIBANK-FAQs.docx> continues to be updated as we move through this bank transition.

Travel Managers and new travel card applicants shall continue to use the JPMC online GTCC application process. The guide and templates

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for the GTCC applications are found online at [https://www.dcms.uscg.mil/PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/#How do I get a Government Travel Card](https://www.dcms.uscg.mil/PSC/BOPS/PSC-BOPS-R/GOVTrvl/Travel_Card/#How_do_I_get_a_Government_Travel_Card)

Cardholder shall direct questions to their unit GTCC Travel Manager. Members can determine who their supporting Travel Managers are under the contact page located at <https://www.dcms.uscg.mil/GOVTrvl/Contact/s/>. GTCC Travel Managers may direct questions to Ms. Carlene Curry or Mr. Matt Ruckert (phone numbers and email addresses can be found in the global address list)

As the new CITI cards have been mailed out to each cardholder, we encourage cardholders take the following actions:

1. Review the FAQ again as we continue to update the questions and answers provided.
2. Follow the instructions that are included with the new CITI card for activating the new card at <http://cardactivation.citi.com>.
3. Then follow the instructions for logging into CITIMGR at <https://home.cards.citidirect.com/CommercialCard/ux/index.html#/login>; if the online activation process is followed, the cardholder will be prompted to do this step automatically.
4. Maintain and use your current JPMC Travel Card until 29 Jan 2019.
5. Start using your new CITI Travel Card for approved, official travel on 30 Jan 19.

Ms. Carlene Curry
USCG Gov't Travel Card Programs
Personnel Service Center-Business Operations
<http://www.uscg.mil/psc/bops/govtrvl/>

Coast Guard Discipline and Conduct Manual Updated

The contents of Coast Guard Policy on the Possession of Firearms and/or Ammunition by Coast Guard Military Personnel, COMDTINST 10100.1 have been incorporated into chapter 4 of the Discipline and Conduct Manual, COMDTINST M1600.2. The following Administrative Remarks Templates, CG-3307, have been updated to reflect the new reference:

- [PD-27 Restraining Order/Military Protective Order](#)
- [PD-28 Conviction for Domestic Violence](#)

Join TRICARE for November 15 Webinar on TRICARE Open Season, Federal Benefits Open Season

Open season is an annual period when you can enroll in or change your health care coverage plan for the following year. TRICARE beneficiaries will experience open season for the first time, from Nov. 12 to Dec. 10, 2018. Enrollment choices made during this period will take effect on Jan. 1, 2019. To learn more, you can join TRICARE for the "Open Season is Here! Your Guide to TRICARE Open Season and Federal Benefits Open Season" webinar on Nov. 15, from 1 to 2 p.m. ET. See https://tricare.mil/CoveredServices/BenefitUpdates/Archives/10_31_18_TRICARE_Webinar_Nov15 for more information and to register for the webinar.

Trouble Ticket Template for Pay Audits

In order to increase the quality of tickets PPC receives regarding conducting a pay audit on a member with little to no research by the submitter, we have added a trouble-ticket template to the PPC website.

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Please use this template ([PPC Ticket for Pay Audit Request](#)) ([CGPortal link, file will open a new e-mail message](#)) when contacting PPC to process a Pay Audit for a member. The Template requires the following information.

1. Member's Name.
2. Member's Emplid.
3. Responsible SPO.
4. Name and Emplid of the SPO Auditor
5. Pay Earnings Audit Action Requested:
6. Affected Date Range: MM/DD/YYYY to MM/DD/YYYY.
7. Have In-service Debt (ISD) EABP rows been reviewed and researched per the [PPC user guide](#)?
8. Attach a Comprehensive SPO audit worksheet with computations that validates and explains the pay discrepancy. NOTE: SPO Pay Discrepancy Audit requests that do not contain a comprehensive SPO audit worksheet will be closed by PPC with no action. Requests for adjustments to Aviation Service Date, Officer Service Date, DIFOPS, DIFDEN, DIFPRO and/or OPFLY TIME still require Command Endorsement via CG Memo. Career Sea Pay Premium (CSPP) still requires a CSPP Start Date Calculator Spreadsheet. Leave inquiries will still require the PPC Ticket for Leave Action.
9. Details: Explain the alleged pay discrepancy in detail.

Leadership and Management School (LAMS) Completion Deadline for Servicewide Exam Waiver Process Guidance

Completion of a Leadership and Management School (LAMS) Course is required for advancement to first class petty officer. Occasionally individuals incur complexities or extenuating circumstances when attempting to obtain a LAMS class quota, which are beyond the members' control. LAMS completion deadline waivers are available to allow for

certain provisions where individuals are unable to complete LAMS prior to the Servicewide Examination Eligibility Date (SED). PPC (ADV) has created a [process guide](#)  which provides reference to policy, procedures and information on submitting Leadership and Management School (LAMS) completion deadline waivers to PPC.

[PPC Advancement LAMS Completion Deadline Waiver Guidance](#)

Fiscal Year 2019 Clothing and Uniform Allowance Rates

Fiscal Year 2019 rates have been posted for [Civilian Clothing Allowance](#), [Supplemental Clothing Allowance](#), and [Enlisted Clothing Maintenance Allowances](#). The new rates are effective on 1 October 2018.

Fiscal Year 2019 Reserve Bonus Amounts and Designated Unit Pay

[ALCOAST 365/18](#) announces eligibility and amounts paid for SELRES Enlistment, Affiliation and Prior Service Enlistment bonuses as authorized by REF (A). It also announces Designated Unit Pay (DUP), formerly known as High Priority Unit Pay. These bonuses and DUP are being continued to help facilitate a return to authorized workforce strength. Additionally, these bonuses and DUP will enable our most critical units to be maintained at full capacity.

Yeoman Rating Force Notes (September 2018)

The September 2018 edition of the Yeoman Rating Force Notes is available via the CG Portal at <https://cg.portal.uscg.mil/units/ppc/PD/GlobalPay/Lists/Posts/Post.aspx?ID=1049>.

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Managing Your Life Insurance Elections Online

Written by Capt. Michael Spolidoro, COMDT (CG-13)

Recognizing the need to automate Servicemembers' Group Life Insurance (SGLI) elections and eliminate the current paper-based system, the Department of Veterans Affairs and the Department of Defense embarked on a project to build a system capable of allowing members to electronically manage life insurance coverage. Known as the SGLI Online Enrollment System (SOES), the web-based application incorporates the functionality of the form SGLV 8286 (SGLI election and certificate) and form SGLV 8286A (spouse coverage election and certificate). The Coast Guard joins the Army, Navy, Air Force and Marine Corps in using the new system.

All Coast Guard active duty and reserve members with full-time coverage must electronically validate their life insurance elections in SOES during the implementation period between Oct 1, 2018, and Mar. 31, 2019. Members access the SOES by signing into [Milconnect](#) with a common access card (CAC) and clicking on *Life Insurance (SOES – SGLI Online Enrollment System)* under the *Benefits* tab. The Coast Guard uploaded current life insurance elections into the SOES prior to the launch on Oct. 1. Once certified, the SOES election will be considered the authoritative record for life insurance.

SOES allows members with full-time SGLI coverage to make changes to their life insurance coverage and beneficiary information at any time without having to complete a paper form or make a trip to the personnel office. SOES will generate annual emails to covered members reminding them to review their life insurance elections.

SGLI provides automatic life insurance coverage of \$400,000 to members upon entering active duty. Members with SGLI also generally get automatic traumatic injury protection (TSGLI) and automatic coverage for their dependent

children and spouses (unless the spouse is insured under SGLI as a service member) under the Family SGLI program. Service members can use the SOES to make all updates to their SGLI and beneficiary coverage.

[ALCOAST 334/18](#) provides additional details on the SOES implementation. Two infographics are available on the Pay and Personnel Center [website](#) to help commands explain the transition to SOES. The Veterans Administration also deployed a training [module](#) to assist members in navigating the SOES application.

Administration of United States Public Health Service (USPHS) Officers Detailed to the Coast Guard

[Commandant Instruction 6010.5 \(series\)](#) has been updated. This Instruction establishes Coast Guard policy and procedures concerning the oversight, management, and integration of USPHS officers detailed to the Coast Guard. It provides information on PCS, TDY, leave, and other personnel administrative tasks to Coast Guard units with USPHS officers assigned.

Fiscal Year (2019) Class "C" School Travel Orders and TDY Guidance

To remain a Ready workforce, we must use our precious training funds as effectively as possible. [ALCOAST 343/18](#) seeks to raise awareness of general programmatic concerns and to reiterate "C" School TDY travel guidance.

Direct Access Maintenance Outage (1 NOV 18)

Direct Access will not be available on 1 November 2018 beginning at 2100 (EDT) due to scheduled maintenance. The outage expected to last about three hours.

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PPC Travel Evacuation Order Guidance October 2018

Preparedness for unusual or emergency circumstances (e.g. hurricane season, flash flooding or wildfires) requires a review of evacuation allowances as well as the evacuation travel claim submission process. This overview is intended to summarize the important points

[PPC TRAVEL EVACUATION ORDER GUIDANCE OCTOBER 2018](#)

Direct Access User Guides and Tutorials Added or Updated in October

- The following DA guides and tutorials have been added or updated in October 2018:

Audience	Type	Topic
Command	Guide	Endorse / Approve Mobilization Application Command User Guide updated.
Command	Tutorial	Endorsing Mobilization Opportunities - Command Tutorial added.
Command	Guide	Servicewide Exam PDE by department and by member Command User Guides updated.
Command	Guide	Servicewide Exam Profile Letter by department and by member Command User Guides updated.
Command	Tutorial	Tutorial for Viewing Reserve IDT Drills (Command) updated.
Command/SPO	Guide	BAH Dependency Data Form Print Procedure Command/SPO User Guide updated.
Command/SPO	Tutorial	Identifying Paid IDT Drill Dates Tutorial (Commands and SPOs) updated.
Command/SPO	Guide	Reserve Title 14 Contingency Active Duty Orders User Guide added.
Command/SPO	Tutorial	Reserve Title 14 Contingency Active Duty Tutorial added.
Command/SPO	Guide	Reserve Title 14 Contingency Orders User Guide updated.
Command/SPO	Guide	Updated the BAH/Dependency Data / Emergency Contact Data Form Print Procedure User Guide .
Command/SPO	Guide	Updated the Understanding Reserve Pay Processing Guide .
Self-Service	Guide	Added CG Civilian Self-Service User Guide . This guide provides Coast Guard Civilian Employees with the procedures to update their email, phone numbers, and emergency contacts in Direct Access (DA). Added a tutorial on 10/17/2018 .
Self-Service	Guide	CG Civilian Self-Service User Guide updated. This guide provides Coast Guard Civilian Employees with the procedures to update their email, phone numbers, and emergency contacts in Direct Access (DA). Added a tutorial on 10/17/2018
Self-Service	Tutorial	Chargeable Absence Request Self-Service Tutorial added.
Self-Service	Tutorial	Mobilization Volunteer Opportunities - Member Tutorial added.
Self-Service	Tutorial	Non-Chargeable Absence Request Tutorial (Member Self-Service) added.
Self-Service	Guide	Non-Chargeable Absence Requests Guide updated.
Self-Service	Tutorial	Tutorial for Member Self-Service Home/Mailing/TSP Addresses updated.
Self-Service	Guide	Updated State Tax Election Self-Service Use Guide .
Self-Service	Guide	Updated the Mobilization Volunteer Opportunities Self-Service User Guide .
Self-Service	Guide	View My Employee Review Summary Self-Service User Guide updated.

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Audience	Type	Topic
Self-Service	Guide	View My E-Resume Submission Report Self-Service User Guide updated.
Self-Service	Guide	View My Payslip Self-Service User Guide updated.
Self-Service	Guide	View My Year-End Tax Forms Self-Service User Guide updated.
SPO	Guide	Add/Remove a Designator SPO User Guide updated.
SPO	Guide	Advancement/Reduction SPO User Guide updated.
SPO	Guide	Amend Reserve Active Duty Orders SPO User Guide updated.
SPO	Guide	Career Sea Pay SPO User Guide updated.
SPO	Tutorial	Chargeable Absence Request Tutorial (CMD/SPO) added.
SPO	Tutorial	Chargeable absence request by Proxy tutorial added.
SPO	Tutorial	Civilian Clothing Allowance SPO tutorial added.
SPO	Guide	Civilian Clothing Allowance SPO User Guide updated.
SPO	Guide	Combat Tax Exclusion (CTE) SPO User Guide updated.
SPO	Guide	Dependent Information SPO User Guide updated.
SPO	Guide	Dependent Information SPO User Guide updated.
SPO	Guide	Enlisted Supplemental Clothing Allowance (SUPP CMA) SPO User Guide updated to include guidance on "effective date" for data entry.
SPO	Guide	Enlisted Supplemental Clothing Allowance (SUPP CMA) SPO User Guide updated.
SPO	Tutorial	Establish/Change Member's Direct-Deposit Account SPO tutorial added.
SPO	Guide	Establish/Change Member's Direct-Deposit Account SPO User Guide updated.
SPO	Guide	How Correct or Delete Approved Absence Requests SPO User Guide updated.
SPO	Tutorial	How Correct or Delete Approved Non-Chargeable Absence Requests Tutorial added.
SPO	Tutorial	How to Correct or Delete Approved Chargeable Absence Requests Tutorial added.
SPO	Guide	Identifying Paid IDT Drill Dates User Guide updated.
SPO	Tutorial	Non-Chargeable absence request by Proxy tutorial added.
SPO	Guide	NP 500 Report SPO User Guide updated.
SPO	Guide	Pay Corrections Action Request SPO User Guide updated.
SPO	Guide	RELAD – AD to SELRES or IRR SPO Separations User Guide updated.
SPO	Guide	RELAD with Sep Request (AD Officers & Members on EAD) SPO Separations User Guide updated.
SPO	Guide	Reserve Active Duty Order Amendments SPO User Guide updated.
SPO	Guide	Special Duty Pay (SDP) SPO User Guide updated.
SPO	Guide	Starting BAH for Reserve Members SPO User Guide updated.
SPO	Tutorial	Starting BAH for Reserve Members Tutorial added.
SPO	Guide	Starting Combat SGLI Offset SPO User Guide updated.
SPO	Guide	Starting Hostile Fire/ Imminent Danger Pay SPO User Guide updated. The Island of Mindanao and the Sulu Archipelago, Philippines are designated for IDP, effective 5 October 2018.
SPO	Guide	Stopping Combat SGLI Offset SPO User Guide updated. This guide provides the procedures for stopping Combat SGLI Offset in Direct Access. Combat SGLI Offset automatically stops upon PCS Departure from a Combat area. This guide should be used when a TDY member departs a Combat area.

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Audience	Type	Topic
SPO	Tutorial	Tutorial for Approving / Denying Reserve IDT Drills (SPO Reserve) added.
SPO	Tutorial	Tutorials for Starting and Stopping SGLI Offset (Combat SGLI) added.
SPO	Guide	Understanding Job Data User Guide updated.
SPO	Guide	Updated Cadet-Hire SPO Accession User Guide .
SPO	Guide	Updated the Divorce, Annulment or Death of a Dependent SPO User Guide
SPO	Tutorial	Viewing a Member's Leave Balance SPO tutorial added.
SPO	Guide	Viewing a Member's Leave Balance SPO User Guide updated.