

Pay & Personnel Newsletter

United States Coast Guard Pay & Personnel Center

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What CGMA is:

- Grant and Interest-Free Loan Program
- A resource to help you, a proactive way to manage your finances
- A transaction between you and CGMA.
- CGMA is a 501 (c)(3) non-profit, not funded by the government.
- A place to get an 0% interest loan or grant, even if you do not donate

What CGMA does not do:

- Credit checks
- Affect your security clearance or credit score
- Limit the number of times you receive CGMA assistance during your career

cgmahq.org // 800.881.2462

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.

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Direct-Access Outage Scheduled for 3-6 April

At 0600 EST, Friday, April 03, 2020, there will be no availability to Direct Access while tasks are being performed to support the upgrade. Direct Access will be reactivated at 0600 EST, Monday, April 06, 2020. This outage is necessary to avoid the submission of self-service and SPO transactions that potentially conflict with a system upgrade.

Coast Guard Planning a Modified PCS Season

As our Nation and Coast Guard confront the unprecedented challenges of the coronavirus pandemic, the Coast Guard faces a clear challenge that requires us to be committed, patient, and flexible. The movement of our personnel to fill critical billets around the Nation is paramount. We must ensure that key positions are staffed, while safeguarding future readiness by keeping our members healthy.

We recognize the stress that this situation creates for everyone, and particularly for our members that need to arrange permanent change of station (PCS) moves this season. As our Nation confronts COVID-19 challenges that significantly impact the communities we work and live in, we intend to implement a modified, measured PCS execution process that balances risk to mission with protection of our people and their families.

We WILL have an AY20 PCS season, but it will not be business as usual. The PCS season will very likely be extended, and require flexibility, leadership involvement, and compromise to meet service, unit, and individual needs. Ultimately, we want to carry out all planned PCS moves this summer. The process we are developing will allow for limited PCS and related household goods (HHG) shipments in the short term, while we assess the impacts that the COVID-19 crisis has on transportation service

providers and logistics required for our members to successfully carry out their moves.

For now, we are moving forward with PCS moves, within the U.S., that have been scheduled on or before April 30, 2020. The following interim measures apply to those who have a scheduled HHG pickup on or before April 30, 2020:

- If you already have a HHG pickup date using a government furnished transportation provider with a CONUS destination on or before 30 April 2020, send an email to HQS-DG-LST-CG-1332-TRAVEL@uscg.mil.
- Your email must contain your first and last name, departing command, and your pack date.
- You will be issued a cover letter for your orders, as well as direction to call your Transportation Office and inform them that you are a "Coast Guard move" and excepted from the DoD stop movement order.

You can find additional details through a series of Frequently Asked Questions (FAQs) posted on the Coast Guard's coronavirus website: <https://www.uscg.mil/coronavirus/>.

Defense Travel Management Office Allowances Update

The Defense Travel Management Office has updated the following information for 01 April 2020:

- [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](#).

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May 2020 Servicewide Examination (SWE) Competition and Master Chief Advancement Panel (MCAP)

The Coronavirus global pandemic requires our service to prioritize efforts focused on mission execution, force preservation, and personnel readiness. Consistent with that focus, and to reduce stress on our workforce during this challenging time, the May 2020 SWE cycle has been cancelled. The 2020 MCAP, originally scheduled for May 2020 will be postponed until August/September 2020. The November 2020 SWE will encompass testing for E5-E8. [See ALCOAST 110/20 for more information.](#)

PPC Call Center Reduced Staffing

Due to the Pay and Personnel Center's reduction of staff physically working in the building as a result of the coronavirus, the Call Center will temporarily cease answering live phone calls beginning 26 March 2020. Phone support will be limited to customers leaving a message. PPC staff will check messages daily, create trouble tickets, and work tickets via telework.

The phone number for PPC Customer Care is 1-866-772-8724.

All customers are encouraged to submit trouble tickets through electronic means, if possible. You can submit a trouble ticket by emailing PPC-DG-CustomerCare@uscg.mil. For those with CG Portal access, you can submit the online trouble ticket form found at <https://cg.portal.uscg.mil/units/ppc/SitePages/ContactUs.aspx>. Thank you!

Enlisted Advancement Authorization (EPAA)

[All Coast Guard Enlisted \(ALCGENL\) message 044/20](#) announces enlisted advancements authorized effective 1 April 2020.

Coast Guard Forms Updated

The following Forms and Worksheets referenced in the Personnel and Pay Procedures Manual have been updated:

NUMBER	TITLE	REVISED (MM/YY)
CG-1650	Coast Guard Award Recommendation	02/20
CG-2000	PCS Departing Worksheet	02/20
CG-2015	Pay Delivery Worksheet Note: Use the CGFINCEN EFT/ACH Travel Claim Direct Deposit Account Change Form to change the account used for your travel claim payments.	03/20
CG-2025A	Housing Allowance (BAH/OHA) Protection Worksheet	02/20
CG-2035	Family Separation Allowance (FSA) Worksheet	03/20
CG-2050	Nonreceipt Worksheet	03/20
CG-5489B	Financial Statement	02/20
CG-7220H	Family Stability Act BAH/Housing Worksheet	02/20

April 2020 Active/Reserve Payroll Processing Schedule

The April 2020 Active and Reserve Payroll Processing Schedule is as follows:

Event	Date	Note(s)
Mid-Month Finalize	10 April	No calculations or input/approvals are permitted on finalize dates.
Mid-Month Holds Due	13 April	NLT 1100
Treasury Files Transmission	13 April	
Payday	15 April	
End-Month Finalize	21 April	No calculations or input/approvals are permitted on finalize dates.
End-Month Holds Due	27 April	By COB
Treasury Files Transmission	28 April	
Payday	01 May	

Enlisted Reserve Advancement Announcement

[All Coast Guard Reserve \(ALGRSV\) message 013/20](#) announces reserve enlisted advancements authorized effective 1 April 2020.

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Two Factor Authentication Required for Government Travel Charge Card Online Access

[ALCGPSC 023/20](#) announces the implementation of multi-factor authentication for access to the Government Travel Charge Card's Citimanager system. During April, the CitiManager system will begin requiring account holders to use a two-factor authentication as an enhanced security measure. Cardholders must ensure their profiles contain up-to-date contact information (e-mail address and/or phone number). The user profile contact information will be used to send authorization codes required for online access to account information.

Possible Military Pharmacy Changes Due to COVID-19

Do you use a military pharmacy? If so, there may be temporary limitations that result in decrease in service or closure at your pharmacy due to COVID-19. To maintain patient and personnel safety, you may have to temporarily switch your prescription to TRICARE Pharmacy Home Delivery or to a TRICARE retail network pharmacy. [Continue reading...](#)

TRICARE Pharmacy Home Delivery Brings Your Prescriptions to Your Door

When practicing social distancing, you may want an alternative to having to travel to the pharmacy. Now is a good time to ensure you have adequate medication on hand to cut down on leaving the house. The TRICARE Pharmacy Program gives you three ways to get up to a 90-

day supply of your covered prescriptions, including delivery right to your door. [Continue reading...](#)

Coast Guard Training (Including Class "A" and "C" School) Policy Updated

Select DoD Training Facilities and all CG Training Centers (TRACENs), with the exception of the Maritime Law Enforcement Academy (MLEA), remain open to conduct time-sensitive, mission-essential training. FORCECOM teams remain available to conduct other time-sensitive mission-essential readiness activities, including remote training options as requested by unit commanders. [See ALCOAST 101/20 for more information.](#)

Coast Guard Travel and Leave Policy Updated

[ALCOAST 098/20](#) provides Coast Guard members with updated travel and leave policy guidance as it relates to the 2019 Novel Coronavirus (COVID-19). The intent of this ALCOAST is to assist unit commanders to preserve force readiness and accomplish CG missions. Please see paragraph 4, Domestic Travel, for important guidance regarding local leave.

Body Composition Screenings (Weigh-Ins) Suspended Until October 2020

Due to concerns with social distancing and operational tempo from Novel Coronavirus (C19), all Body Composition Screenings (to include April 2020 Body Composition Screening) are suspended until 01 October 2020. [See ALCOAST ACN 039/20 for more information.](#)



Disaster and Emergency Response

Assistance is provided for:

- Situations requiring immediate attention
- Essentials
- Solving temporary problems

Assistance is NOT provided for:

- Non-essentials
- Comfort, convenience, or desire
- Maintaining a standard of living beyond one's means

CGMA
Coast Guard Mutual Assistance

- Basic Living Expenses
- Car and Home Repair
- Emergency Travel Expenses
- Evacuation Assistance
- Funeral Expenses
- Loss of Funds
- Medical & Dental Costs
- Spoiled Food Replacement
- Temporary Living Expenses

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Direct Access User Guides and Tutorials Updated in March 2020

This is a running list of known issues and procedural highlights for the past month.

▪ **30 March:**

- [Digitally Signing a PDF \(Electronic Signature\) Guide added.](#) This guide provides the procedures for digitally signing a PDF.
- [Digitally Signing Documents from Direct Access Guide added.](#) This guide provides the procedures for digitally signing documents (orders, contracts, DD-214s, etc.) from Direct Access (DA). The user must have Adobe Acrobat DC to perform this task.

Note: On VDI Acrobat Reader may crash when signing a PDF. If this happens, click **Edit** in top left corner –and select **Preferences-> Signatures**. Then select "**More**" in the **Creation & Appearance box**. Uncheck the box "*Use modern user interface for sign and Digital ID configuration*".

▪ **19 March:**

- [Reviewing and Auditing Leave SPO User Guide added.](#) This guide provides the procedures for reviewing leave and guidance on which leave reports are helpful in reviewing leave and how to access them through Direct Access (DA).

▪ **16 March:**

- [Entering a Member's Weigh-In Data Command User Guide updated.](#)

▪ **13 March:**

- [Change the Date of a Pending Contract SPO User Guide added.](#) This guide provides a workaround for changing the Contract Begin Date of a contract that is in a Pending status.

▪ **11 March:**

- [Viewing One Time Positive Input \(OTPI\) SPO User Guide updated.](#)

▪ **10 March:**

- [PCS Entitlements That Automatically Start/Stop SPO User Guide updated.](#) Noted, in the BAH during PCS section, that TRACEN SPOs must manually start BAH-TR for their guaranteed "A" school students with no prior service when they PCS depart the TRACEN.
- [Entering BAH-Transit Rate for Accessions SPO User Guide updated.](#)

▪ **09 March:**

- [Starting Assignment Pay \(AP\) SPO User Guide updated.](#)

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Travel and TPAX Procedural Updates and Known Issues

This is a running list of known issues and procedural highlights for the past month.

30 March:

- [Digitally Signing a PDF \(Electronic Signature\) Guide added.](#) This guide provides the procedures for digitally signing a PDF.

18 March:

- [PCS Claim – Member with Dependent Travel User Guide updated.](#)

05 March:

- [PCS Claim - Member Only Travel WEB-TPAX User Guide updated.](#)

03 March:

- [PCS Travel Using the Alaska Marine Highway System \(AMHS\) User Guide added.](#)
- [PCS Claim - Member Only Travel WEB-TPAX User Guide updated.](#)

Coast Guard Mutual Assistance Allotments

The month of April is the month that we kick off the CGMA Campaign. This year CGMA is doing all donations online due to the Coast Guard working from home at this time. What this means is that you can go to the below website to donate or start an allotment to CGMA.

<https://cgmahq.networkforgood.com/projects/78440-2019-annual-campaign-ready-relevant-responsive>



COVID-19 ASSISTANCE

The following assistance is available in response to needs imposed by CORONAVIRUS (COVID-19):

- Loss of Pay
- Child Care Costs
- Quarentine

Repayment of these loans may be delayed up to four to six months.
Use CGMA Form 5 to apply for assistance.