

Correcting CONUS COLA

Introduction This guide provides the procedures to correct both In-Range and Out-of-Range CONUS COLA transactions in Direct Access (DA).

References

- (a) [Joint Travel Regulations, Chapters 8-10 \(Allowances\)](#)
- (b) [Coast Guard Supplement to Joint Travel Regulations, COMDTINST M4600.17 \(series\)](#)
- (c) [Coast Guard Pay Manual, COMDTINST M7220.29 \(series\)](#)
- (d) [FMR Volume 7A, Chapter 67](#)

In-Range vs. Out-of-Range

If the correction is **In-Range** (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should be processed automatically without manual intervention by PPC.

If the correction is **Out-of-Range** (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes **MUST** be reported to PPC Customer Care to be processed manually.

Audit Standards Refer to [PSC Notice 5402](#) and the USCG [Personnel and Pay procedures Manual \(3PM\), PPCINST M1000.2](#) (series) which address the standard business process for submitting and validating pay transactions. See the following user guides for navigating, identifying, and researching pay transactions:

- [Pay Calculation Results](#)
- [Element Assignment By Payee \(EABP\)](#)
- [One Time Positive Input \(OTPI\)](#)

Important Information/ Known Issue

When entering or verifying a zip code for CONUS COLA, the zip code is limited to 5 digits. Do **NOT** add any additional numbers or letters after the initial 5 digit zip code. **Adding more than the 5 digit zip code will result in non-payment of CONUS COLA.**

It is important to verify the member's zip code in Direct Access and ensure you are entering the correct zip code when you re-enter the new CONUS COLA rows. The program auto populates the COLA Zip as the member's current zip code.

- If the effective date being entered is prior to the member's current unit, you will need to enter the correct zip code, for the effective date. Check the mismatch box and attach a document (could be the PCS Orders for that time period) before saving.
- If you use a zip code other than what is currently listed without following these steps, DA will populate an error message to do the zip-code mismatch.

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Correcting CONUS COLA (In-Range), Continued

Before You Begin

Whenever processing Reserve Orders, ensure **CONUS COLA** is authorized and then started based on the type and duration of the orders.

When Reserve Orders end, the Reservist's pay group is changed from **USCG** (Active Duty) back to **USCG RSV** (Reserve). The **CONUS COLA** row will remain Active but will not pay until the member is back on Active Duty (AD) Orders. If the member is not authorized to receive CONUS COLA on the new set of orders, you must add a new CONUS COLA row and approve it as **INACTIVE** to ensure the member is not paid CONUS COLA erroneously. Ensure the member is receiving the correct CONUS COLA entitlement every time they start a new set of AD Orders.

NOTE: A Reserve Component member called/ordered to AD for any "involuntary contingency" (Title 10 or Title 14) operation is authorized primary residence/home-based CONUS COLA rate beginning the first day of the orders.

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Correcting CONUS COLA (In-Range)

Introduction

This section provides the procedures for a SPO to process an In-Range CONUS COLA correction in DA.

CONUS COLA does not allow edits of its rows; therefore, a correction generally involves deleting an existing row(s).

In-Range vs. Out-of-Range

If the correction is **In-Range** (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should process automatically without manual intervention by PPC.

If the correction is **Out-of-Range** (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes **MUST** be reported to PPC Customer Care to be processed manually.

Timing

CONUS COLA does not allow for editing of its rows; therefore, a correction generally requires deleting and re-entering existing CONUS COLA rows. Any deletion must be approved immediately, and a new CONUS COLA row re-entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

First, **delete** the CONUS COLA row(s) from **newest to oldest**:

1. Delete the NEWEST incorrect CONUS COLA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then, **add** CONUS COLA row(s), from **oldest to newest**.

1. Add the oldest CONUS COLA row with the correct information.
 2. Approve the addition.
 3. Repeat steps 1 & 2 until the entire period is added.
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Correcting CONUS COLA (In-Range), Continued


Scenario

For the purposes of this user guide, the following scenario was used: Member’s CONUS COLA was started April 2018 at the ‘with Dependent’ rate. In October 2022, the member and his spouse divorced, and the member has no other dependents. The SPO was not made aware of the divorce until September 2023. This CONUS COLA correction will be considered In-Range; therefore, it shouldn’t require manual intervention by PPC.

To process this correction, any rows with an effective date **after** October 2022 will need to be deleted. Once all the necessary row(s) have been deleted and those deletions have been approved, the first new row to be entered is the divorce row changing the entitlement to CONUS COLA without dependents. As each new row is entered, it will need to be approved before the next row should be entered.

Procedures


See below.

Step	Action
1	<p>Click on the AD/RSV Payroll Workcenter tile.</p> 

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Correcting CONUS COLA (In-Range), Continued

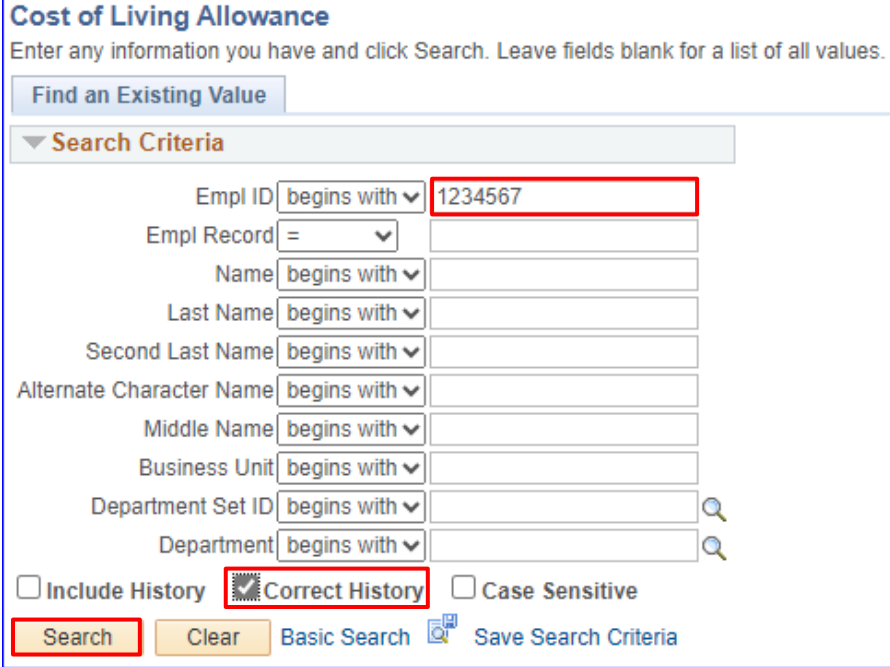
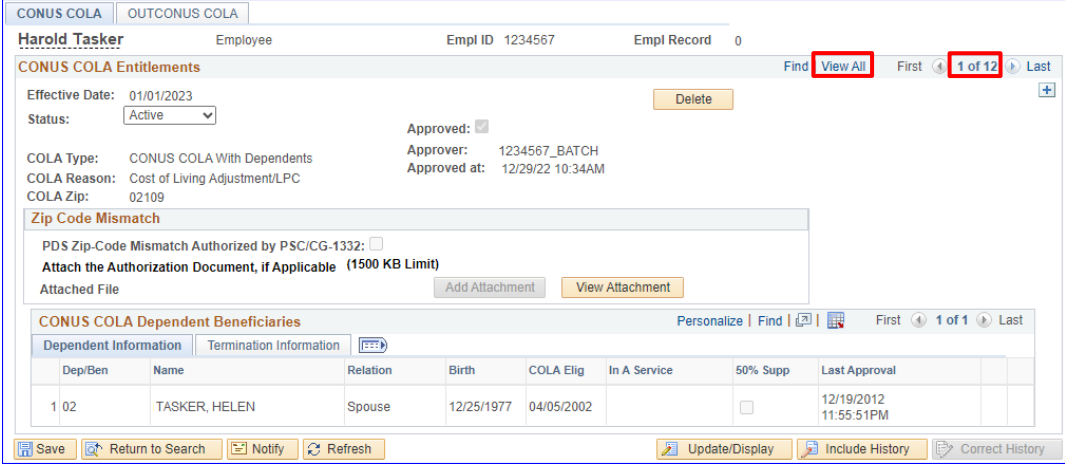
Procedures,
continued

Step	Action
2	<p>Select the Cost of Living Allowance option under the Act/RSV Pay Shortcuts drop-down.</p>  <p>The screenshot shows a dropdown menu titled "Act/RSV Pay Shortcuts" with a downward arrow. The menu is open, displaying a list of options. The option "Cost of Living Allowance" is highlighted with a red rectangular box. Other options in the list include AvIP, BAH Dep Data Verification, Dependent Information, Direct Deposit, Housing Allowance, Maintain Tax Data USA, MGIB Enrollments, Net Pay Distribution, Pay Calendar Results, Sea Time Balances, SGLI + FSGLI, TDY Data, View Member W-2s, View Open Debts / Overpayments, View Payslips (AD/RSV), and Voluntary Deductions.</p>

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Correcting CONUS COLA (In-Range), Continued

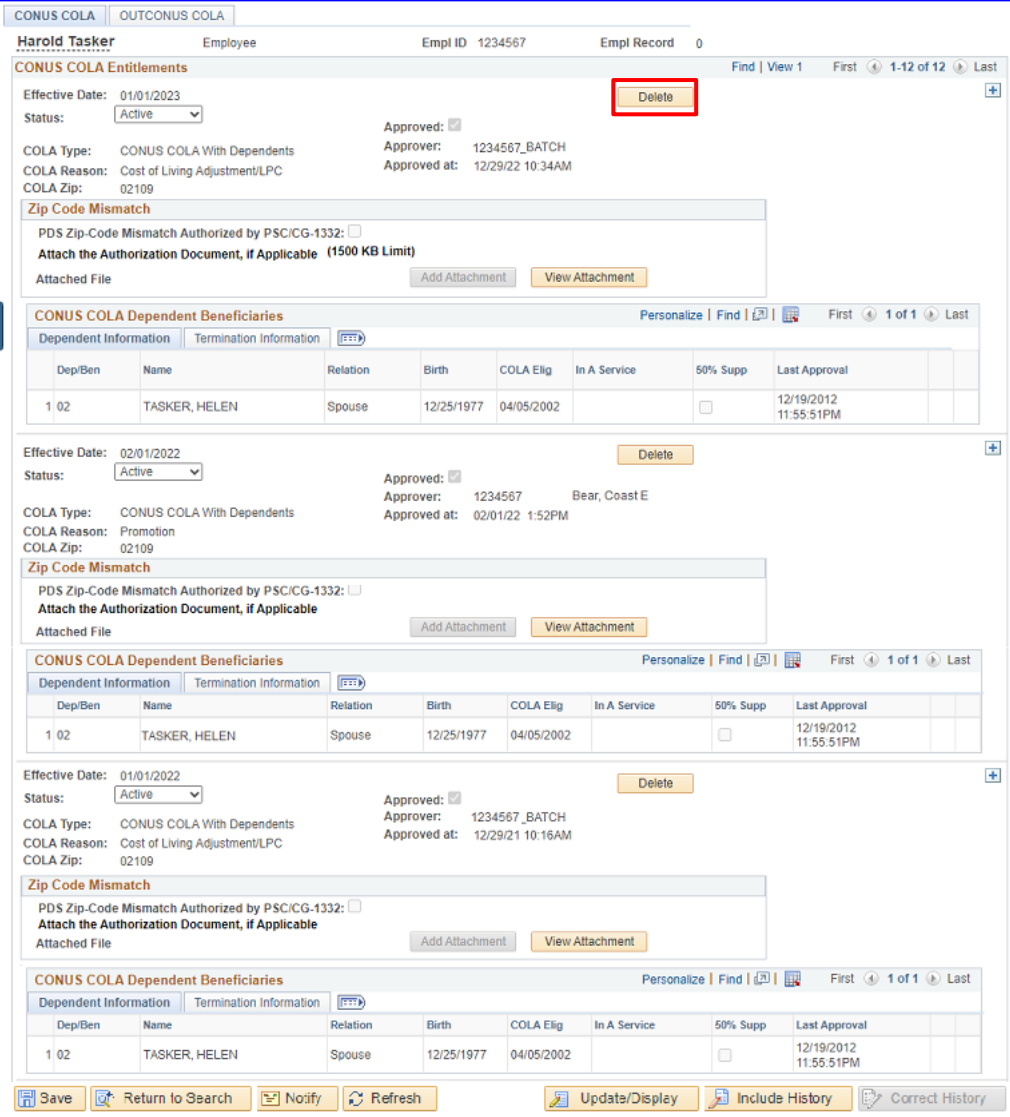
Procedures,
continued

Step	Action																
3	<p>Enter the member's Empl ID. Check the Correct History box and click Search.</p>  <p>Cost of Living Allowance Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p>Find an Existing Value</p> <p>▼ Search Criteria</p> <p>Empl ID begins with <input type="text" value="1234567"/></p> <p>Empl Record = <input type="text"/></p> <p>Name begins with <input type="text"/></p> <p>Last Name begins with <input type="text"/></p> <p>Second Last Name begins with <input type="text"/></p> <p>Alternate Character Name begins with <input type="text"/></p> <p>Middle Name begins with <input type="text"/></p> <p>Business Unit begins with <input type="text"/></p> <p>Department Set ID begins with <input type="text"/></p> <p>Department begins with <input type="text"/></p> <p><input type="checkbox"/> Include History <input checked="" type="checkbox"/> Correct History <input type="checkbox"/> Case Sensitive</p> <p><input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Basic Search"/> <input type="button" value="Save Search Criteria"/></p>																
4	<p>The member's CONUS COLA page will display. If the member has multiple CONUS COLA rows, select View All. In this example, the member has 12 CONUS COLA ROWS.</p>  <p>CONUS COLA OUTCONUS COLA</p> <p>Harold Tasker Employee Empl ID 1234567 Empl Record 0</p> <p>CONUS COLA Entitlements Find <input type="button" value="View All"/> First <input type="text" value="1 of 12"/> Last</p> <p>Effective Date: 01/01/2023 Status: Active Approved: <input type="checkbox"/> Delete</p> <p>COLA Type: CONUS COLA With Dependents Approver: 1234567_BATCH COLA Reason: Cost of Living Adjustment/LPC Approved at: 12/29/22 10:34AM COLA Zip: 02109</p> <p>Zip Code Mismatch PDS Zip-Code Mismatch Authorized by PSC/CG-1332: <input type="checkbox"/> Attach the Authorization Document, if Applicable (1500 KB Limit) Attached File <input type="button" value="Add Attachment"/> <input type="button" value="View Attachment"/></p> <p>CONUS COLA Dependent Beneficiaries Personalize Find <input type="text"/> First <input type="text" value="1 of 1"/> Last</p> <table border="1"> <thead> <tr> <th>Dep/Ben</th> <th>Name</th> <th>Relation</th> <th>Birth</th> <th>COLA Elig</th> <th>In A Service</th> <th>50% Supp</th> <th>Last Approval</th> </tr> </thead> <tbody> <tr> <td>1 02</td> <td>TASKER, HELEN</td> <td>Spouse</td> <td>12/25/1977</td> <td>04/05/2002</td> <td></td> <td><input type="checkbox"/></td> <td>12/19/2012 11:55:51PM</td> </tr> </tbody> </table> <p><input type="button" value="Save"/> <input type="button" value="Return to Search"/> <input type="button" value="Notify"/> <input type="button" value="Refresh"/> <input type="button" value="Update/Display"/> <input type="button" value="Include History"/> <input type="button" value="Correct History"/></p>	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1 02	TASKER, HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM
Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval										
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Correcting CONUS COLA (In-Range), Continued


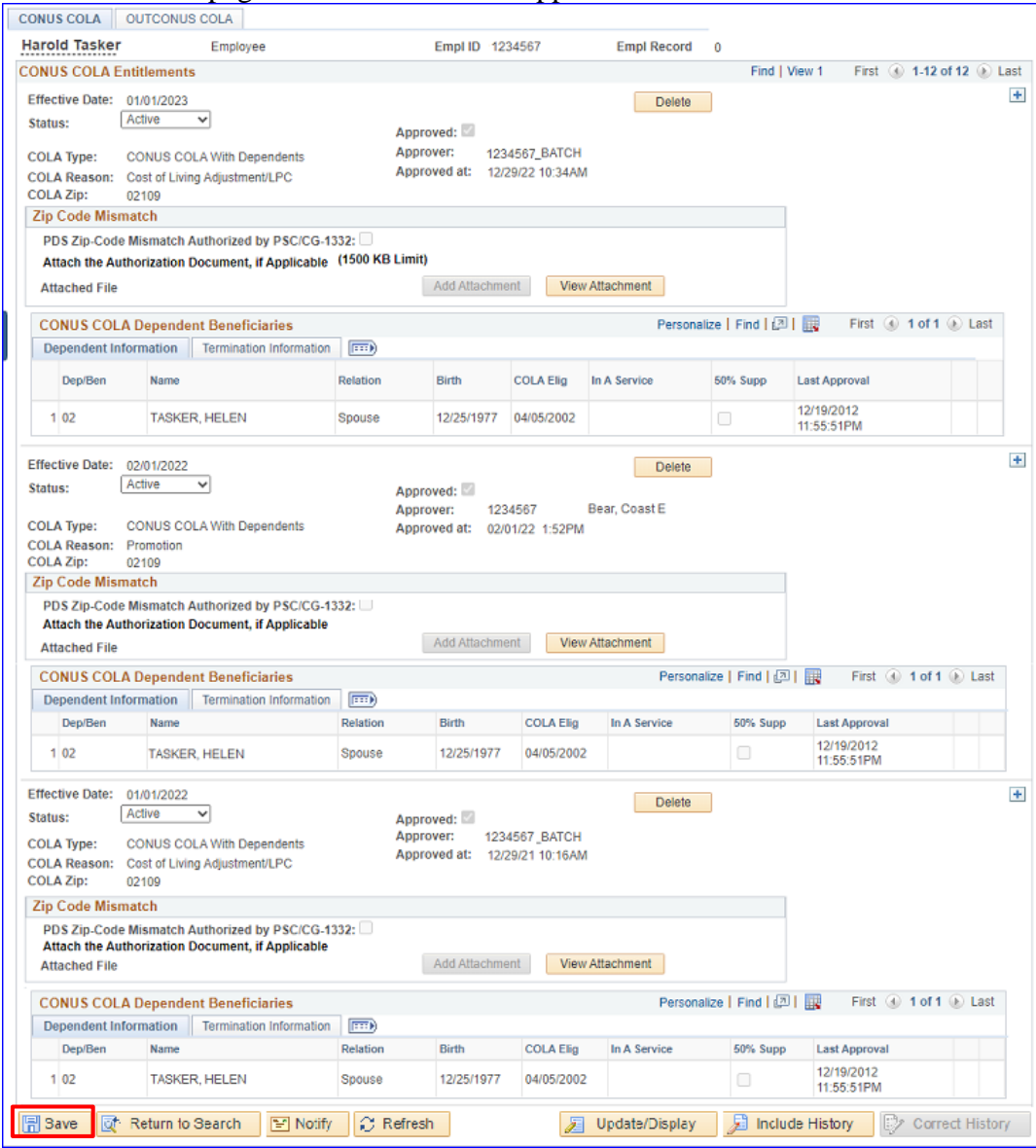
Procedures,
continued

Step	Action
5	<p>In this example, the ‘Effective Date’ of the divorce falls before the LPC row, so the existing LPC row will need to be deleted before the Divorce row can be entered. It is important to take screenshots of the member’s CONUS COLA rows before and after any corrections. To delete the LPC row, click Delete.</p> <p>IMPORTANT: Rows are deleted in reverse chronological order with the most recent being deleted first. Each deleted row must be approved before the next row can be deleted. It is very important that these rows be re-entered with the correct entitlement within minutes of each other to prevent an incorrect over/under payment to the member.</p>  <p>The screenshot displays the 'CONUS COLA Entitlements' page for Harold Tasker (Employee, Empl ID 1234567). It shows three rows of COLA data. The top row, with an effective date of 01/01/2023, is highlighted, and its 'Delete' button is circled in red. Below this, there are sections for 'Zip Code Mismatch' and 'CONUS COLA Dependent Beneficiaries'. The dependent beneficiaries table lists Helen Tasker as the spouse. The interface also shows approval status and dates for each row.</p>

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Correcting CONUS COLA (In-Range), Continued

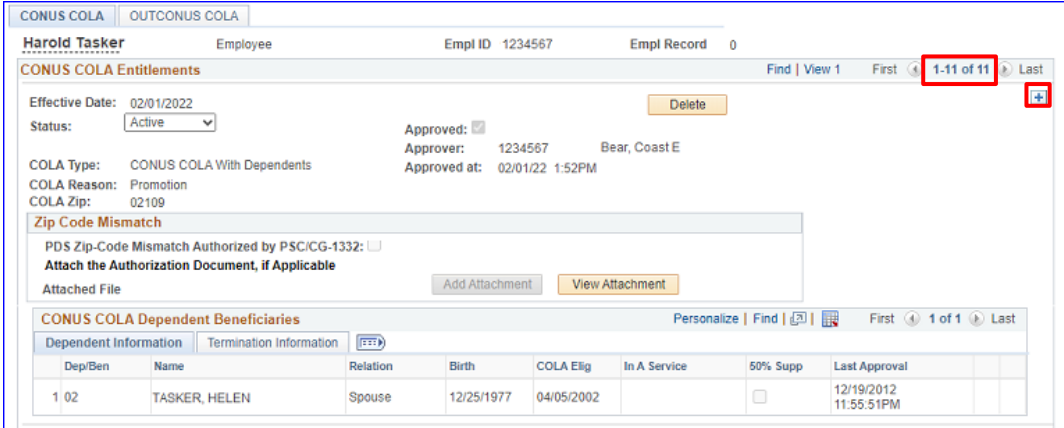
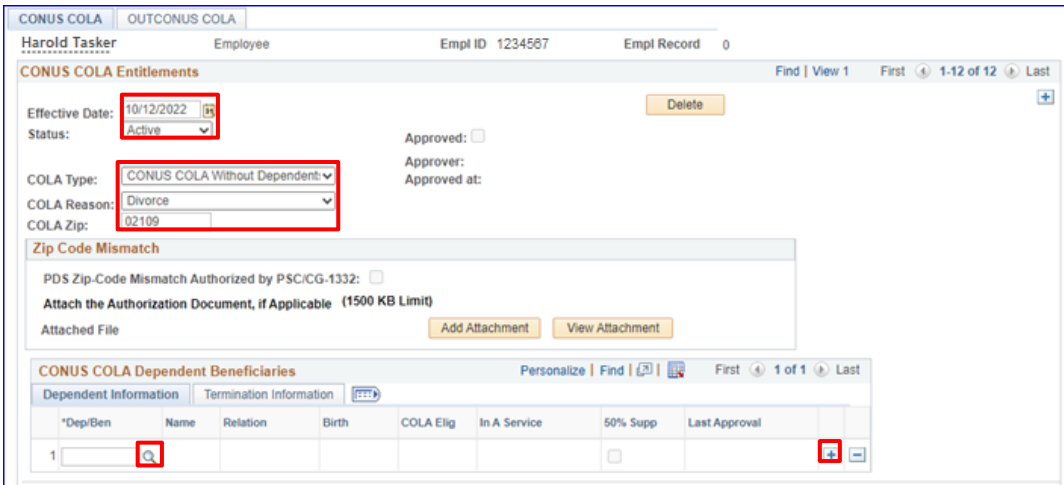
Procedures,
continued

Step	Action
6	<p>A warning message will display. Click Yes.</p> 
7	<p>Scroll to the bottom and click Save. The row will remain a part of the member's CONUS COLA page until the deletion is approved.</p> 

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Correcting CONUS COLA (In-Range), Continued

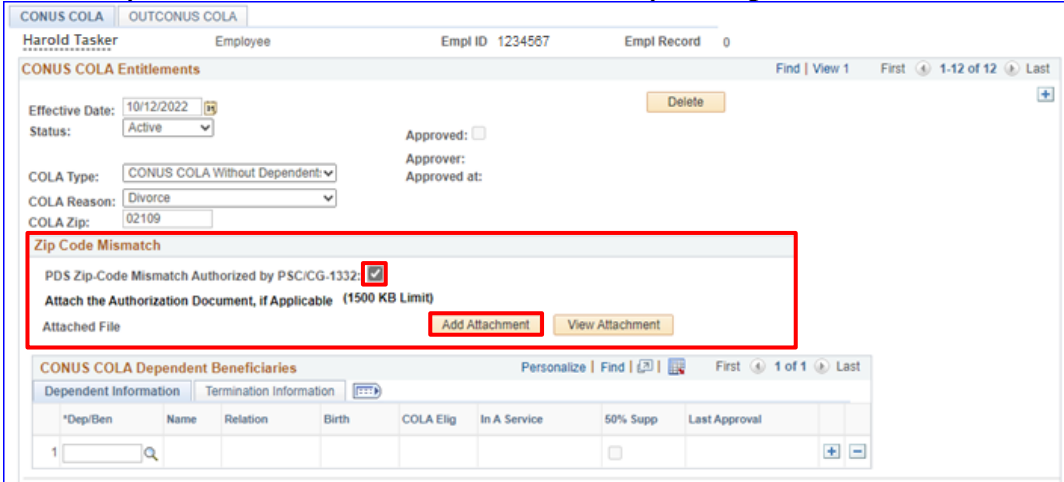
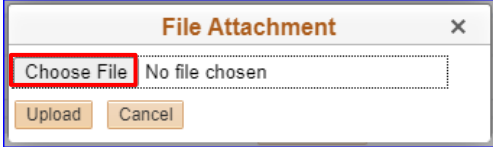
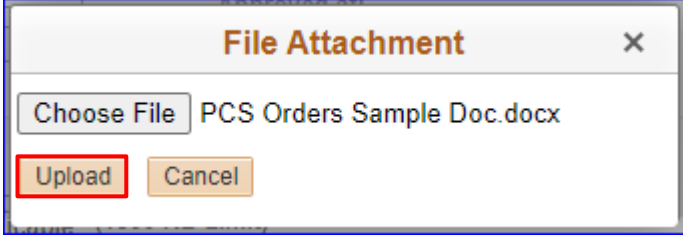
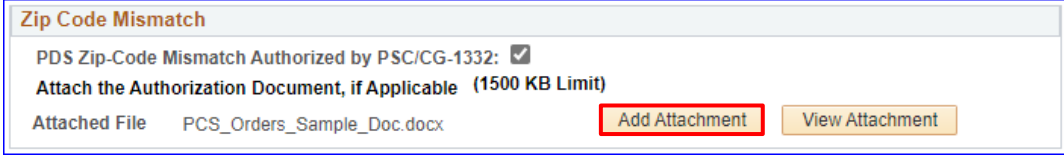
Procedures,
continued

Step	Action
<p>8</p>	<p>Once the deletion has been approved, return to the member’s CONUS COLA page. Notice the LPC row is no longer listed (there are only 11 rows). In this example, the divorce took place after the Promotion row so no further rows need to be deleted. The Divorce row now needs to be entered. To add a row, click the Plus (+) button on the most recent row.</p> 
<p>9</p>	<ul style="list-style-type: none"> • Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. • In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependents as necessary. <p>Note: The zip code is limited to 5 digits, do NOT add any additional numbers or letters after the initial zip code. Adding more than the 5 digit zip code will result in non-payment of CONUS COLA.</p> 

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Correcting CONUS COLA (In-Range), Continued

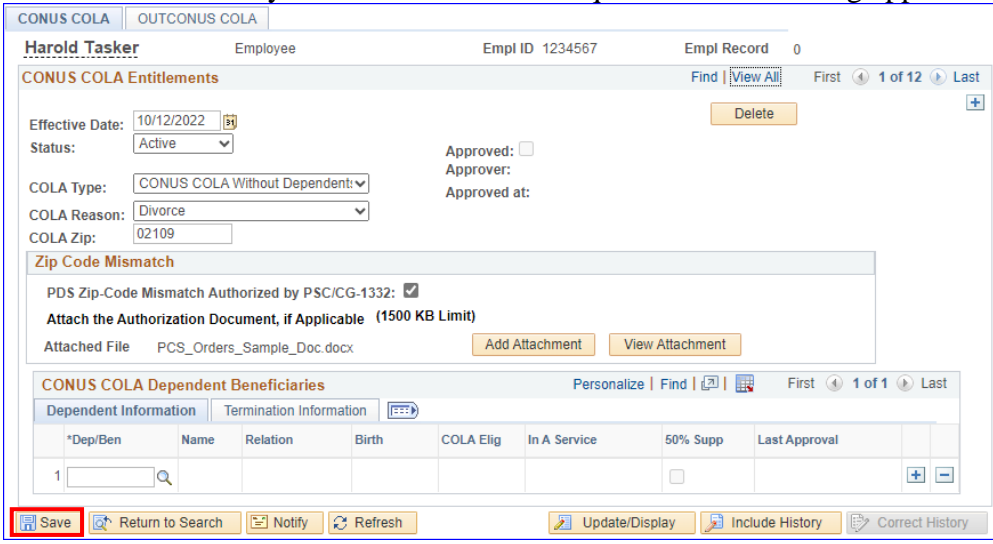
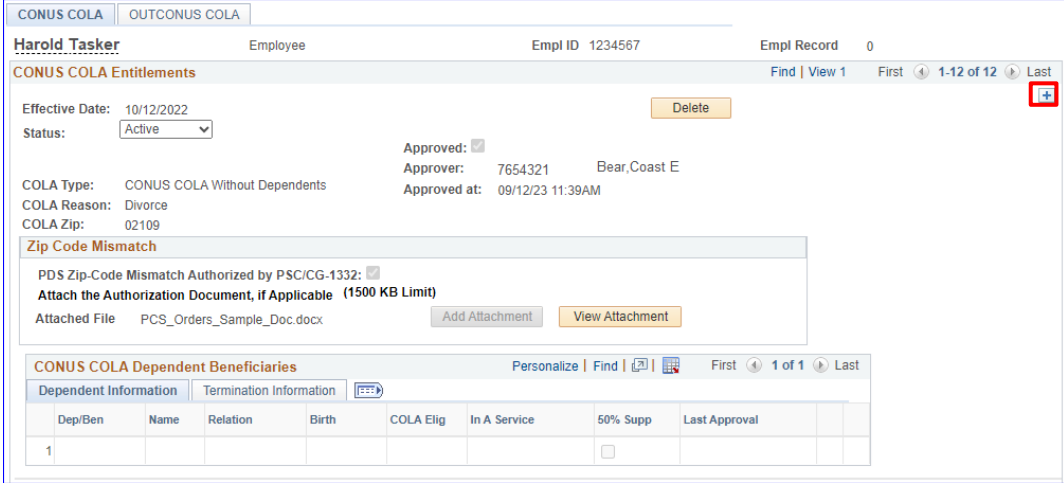
Procedures,
continued

Step	Action
<p>10</p>	<ul style="list-style-type: none"> • IF the effective date is prior to the member’s current unit, you must complete the Zip Code Mismatch Section. Check the PDS Zip Code Mismatch Authorized by PSC/CG-1332 box and click Add Attachment. • If the zip code is the same at the current unit, skip to Step 14. 
<p>11</p>	<p>Click on Choose File, then select the document (recommend PCS orders for the applicable time period) from your files.</p> 
<p>12</p>	<p>The document name will display. Click Upload.</p> 
<p>13</p>	<p>The document name will display in the Zip Code Mismatch section. Click View Attachment to verify it is the correct document. Click View 1 or scroll down.</p> 

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Correcting CONUS COLA (In-Range), Continued

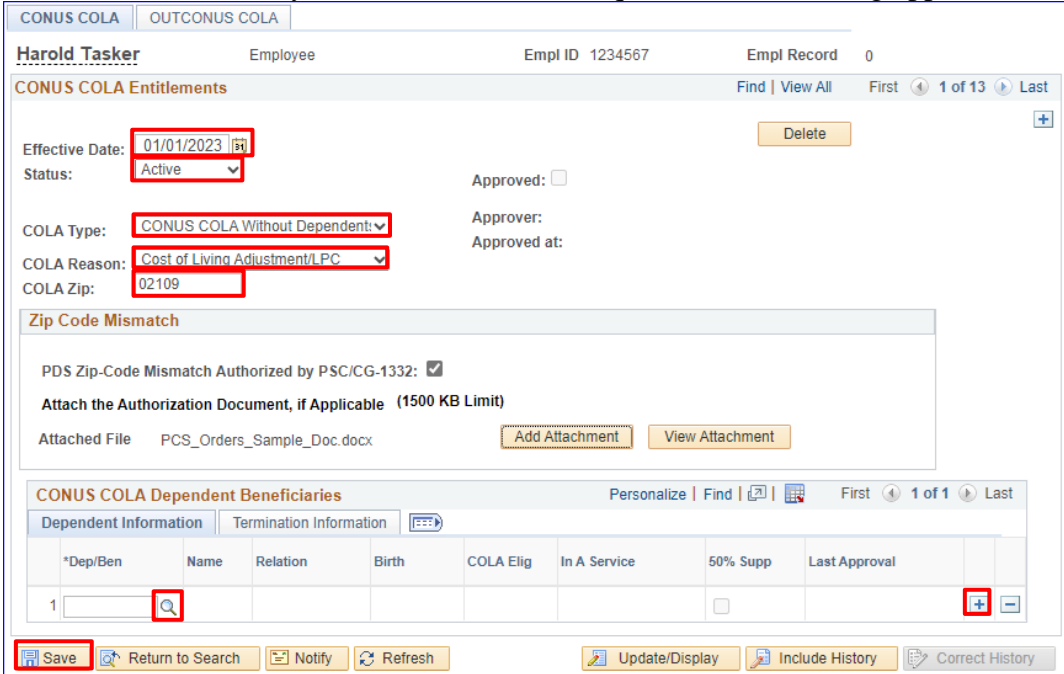
Procedures,
continued

Step	Action
<p>14</p>	<p>Click Save and notify the SPO Auditor the request is now awaiting approval.</p> 
<p>15</p>	<p>Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 12 rows). Click the Plus (+) button on the most recent row to re-enter the LPC row that was deleted in Step 4.</p> 

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Correcting CONUS COLA (In-Range), Continued

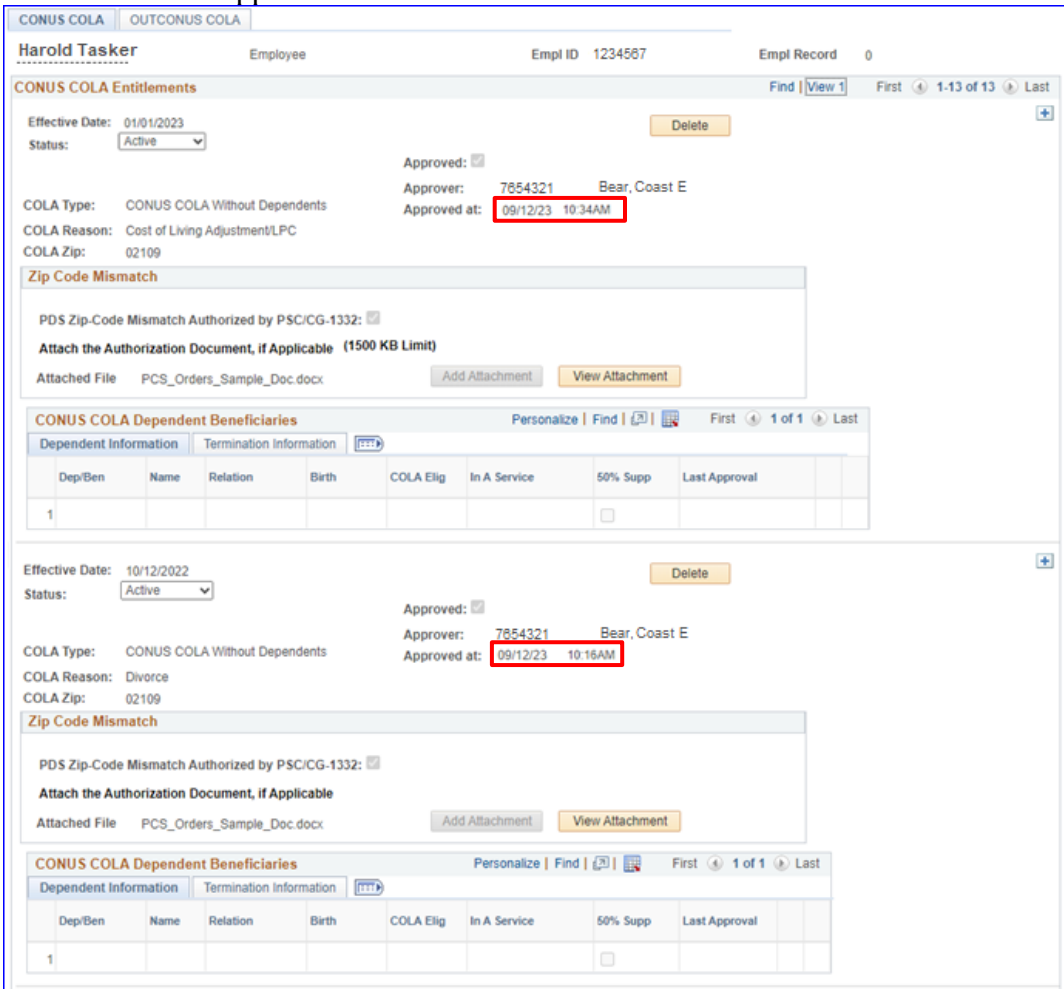
Procedures,
continued

Step	Action
16	<ul style="list-style-type: none"> • Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. It is important that the COLA Type, COLA Reason, and COLA Zip match the LPC row screenshot taken in Step 4. • IF the effective date is prior to the member’s current unit, you must complete the Zip Code Mismatch Section. See Steps 10-13. • In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependents as appropriate. • Click Save and notify the SPO Auditor the request is now awaiting approval. 

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Correcting CONUS COLA (In-Range), Continued

Procedures,
continued

Step	Action
<p>17</p>	<p>Once the CONUS COLA row is approved, return to the member's CONUS COLA page. In this example, the LPC row was the last row to be entered and approved. Notice the date/time of the approvals are within 15 minutes of each other.</p> 
<p>18</p>	<p>Remember, because this correction is In-Range (the entire affected period is within 24 pay periods or 1 year), the correction should process automatically without manual intervention by PPC.</p> <p>It is important to review the member's Pay Calculation Results after the correction has processed through a nightly pay calculation to ensure the CONUS COLA transactions processed correctly. Please see the Pay Calculation Results user guide for more information on navigating, reviewing, and researching a member's Pay Calculation Results.</p>

Correcting CONUS COLA (Out-of-Range)

Introduction

This section provides the procedures for a SPO to process an Out-of-Range CONUS COLA correction in DA.

CONUS COLA does not allow edits of its rows; therefore, a correction generally involves deleting an existing row(s).

In-Range vs. Out-of-Range

If the correction is **In-Range** (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should process automatically without manual intervention by PPC.

If the correction is **Out-of-Range** (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes **MUST** be reported to PPC Customer Care to be processed manually.

Timing

CONUS COLA does not allow for editing of its rows; therefore, a correction generally requires deleting and re-entering existing CONUS COLA rows. Any deletion must be approved immediately, and a new CONUS COLA row re-entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

First, **delete** the CONUS COLA row(s) from **newest to oldest**:

1. Delete the NEWEST incorrect CONUS COLA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then, **add** CONUS COLA row(s), from **oldest to newest**.

1. Add the oldest CONUS COLA row with the correct information.
 2. Approve the addition.
 3. Repeat steps 1 & 2 until the entire period is added.
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Correcting CONUS COLA (Out-of-Range), Continued

Scenario


For the purposes of this user guide, the following scenario was used:

Member’s CONUS COLA was started April 2018 at the ‘with Dependent’ rate. In January 2022, the member and his spouse divorced, and the member has no other dependents. The SPO was not made aware of the divorce until September 2023. This CONUS COLA correction will be considered Out-of-Range; therefore, screenshots **must** be taken and attached to the PPC Trouble Ticket notifying PPC of the Out-of-Range transaction.

To process this correction, any rows with an effective date **after** January 2022 will need to be deleted. Once all the necessary rows have been deleted and those deletions have been approved, the first new row to be entered is the Divorce row changing the entitlement to CONUS COLA without dependents. As each new row is entered, it will need to be approved before the next row should be entered.

Procedures


See below.

Step	Action
1	Click on the AD/RSV Payroll Workcenter tile. <div data-bbox="288 1084 809 1491" style="border: 1px solid blue; padding: 10px; margin: 10px 0;"> <p style="text-align: center; color: blue; font-weight: bold;">AD/RSV Payroll Workcenter</p>  </div>

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Correcting CONUS COLA (Out-of-Range), Continued

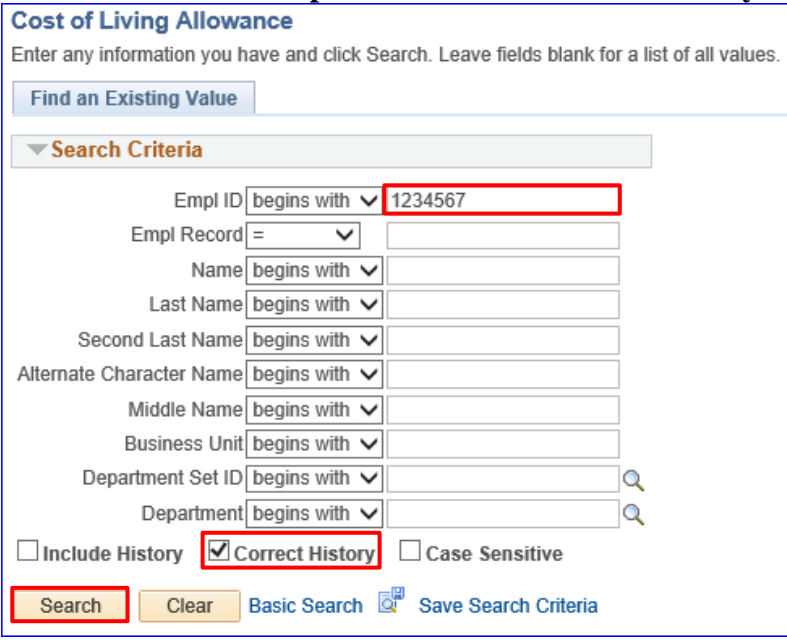
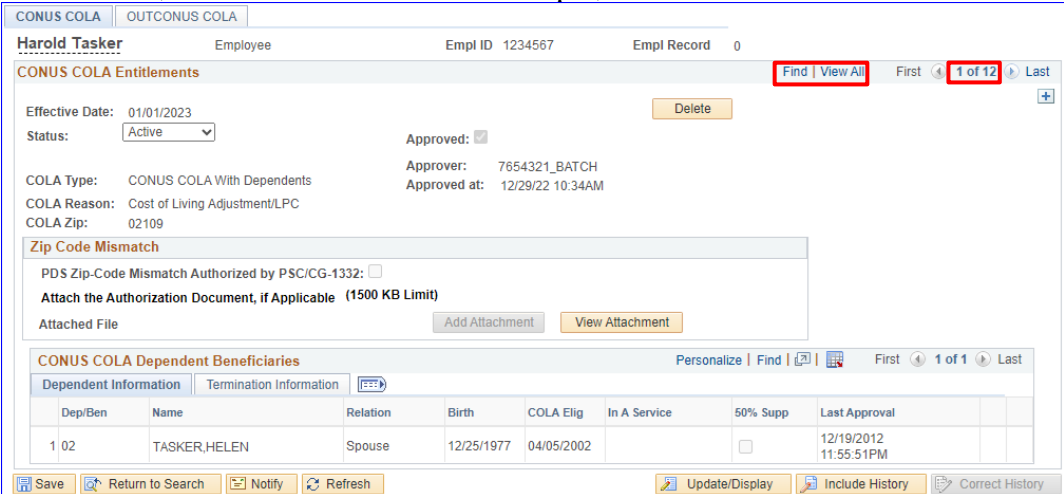
Procedures,
continued

Step	Action
2	<p>Select the Cost of Living Allowance option.</p>  <p>The screenshot shows a dropdown menu titled "Act/RSV Pay Shortcuts" with a downward arrow. The menu is open, displaying a list of options. The option "Cost of Living Allowance" is highlighted with a red rectangular border. Other options in the list include AvIP, BAH Dep Data Verification, Dependent Information, Direct Deposit, Housing Allowance, Maintain Tax Data USA, MGIB Enrollments, Net Pay Distribution, Pay Calendar Results, Sea Time Balances, SGLI + FSGLI, TDY Data, View Member W-2s, View Open Debts / Overpayments, View Payslips (AD/RSV), and Voluntary Deductions.</p>

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Correcting CONUS COLA (Out-of-Range), Continued

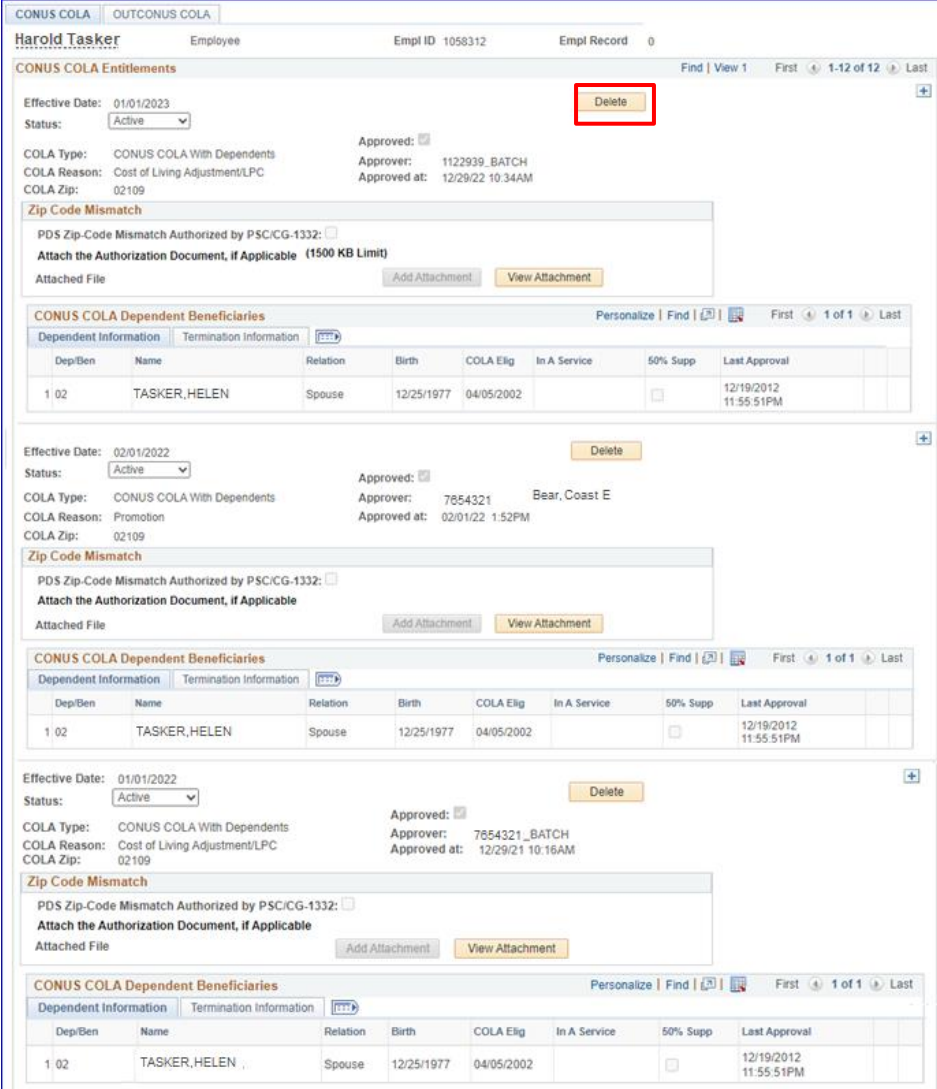
Procedures,
continued

Step	Action																
3	<p>Enter the member's Empl ID. Check the Correct History box and click Search.</p>  <p>Cost of Living Allowance Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p>Find an Existing Value</p> <p>Search Criteria</p> <p>Empl ID begins with <input type="text" value="1234567"/></p> <p>Empl Record = <input type="text"/></p> <p>Name begins with <input type="text"/></p> <p>Last Name begins with <input type="text"/></p> <p>Second Last Name begins with <input type="text"/></p> <p>Alternate Character Name begins with <input type="text"/></p> <p>Middle Name begins with <input type="text"/></p> <p>Business Unit begins with <input type="text"/></p> <p>Department Set ID begins with <input type="text"/></p> <p>Department begins with <input type="text"/></p> <p><input type="checkbox"/> Include History <input checked="" type="checkbox"/> Correct History <input type="checkbox"/> Case Sensitive</p> <p><input type="button" value="Search"/> <input type="button" value="Clear"/> Basic Search <input type="button" value="Save Search Criteria"/></p>																
4	<p>The member's CONUS COLA page will display. If the member has multiple CONUS COLA rows, select View All. In this example, the member has 12 CONUS COLA rows.</p>  <p>CONUS COLA OUTCONUS COLA</p> <p>Harold Tasker Employee Empl ID 1234567 Empl Record 0</p> <p>CONUS COLA Entitlements Find View All First <input type="text" value="1 of 12"/> Last</p> <p>Effective Date: 01/01/2023 <input type="button" value="Delete"/></p> <p>Status: <input type="text" value="Active"/> Approved: <input checked="" type="checkbox"/></p> <p>COLA Type: CONUS COLA With Dependents Approver: 7654321_BATCH</p> <p>COLA Reason: Cost of Living Adjustment/LPC Approved at: 12/29/22 10:34AM</p> <p>COLA Zip: 02109</p> <p>Zip Code Mismatch</p> <p>PDS Zip-Code Mismatch Authorized by PSC/CG-1332: <input type="checkbox"/></p> <p>Attach the Authorization Document, if Applicable (1500 KB Limit)</p> <p>Attached File <input type="button" value="Add Attachment"/> <input type="button" value="View Attachment"/></p> <p>CONUS COLA Dependent Beneficiaries Personalize Find <input type="text"/> <input type="text"/> First <input type="text" value="1 of 1"/> Last</p> <table border="1"> <thead> <tr> <th>Dep/Ben</th> <th>Name</th> <th>Relation</th> <th>Birth</th> <th>COLA Elig</th> <th>In A Service</th> <th>50% Supp</th> <th>Last Approval</th> </tr> </thead> <tbody> <tr> <td>1 02</td> <td>TASKER,HELEN</td> <td>Spouse</td> <td>12/25/1977</td> <td>04/05/2002</td> <td></td> <td><input type="checkbox"/></td> <td>12/19/2012 11:55:51PM</td> </tr> </tbody> </table> <p><input type="button" value="Save"/> <input type="button" value="Return to Search"/> <input type="button" value="Notify"/> <input type="button" value="Refresh"/> <input type="button" value="Update/Display"/> <input type="button" value="Include History"/> <input type="button" value="Correct History"/></p>	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1 02	TASKER,HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM
Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval										
1 02	TASKER,HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM										

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Correcting CONUS COLA (Out-of-Range), Continued


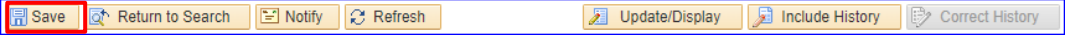
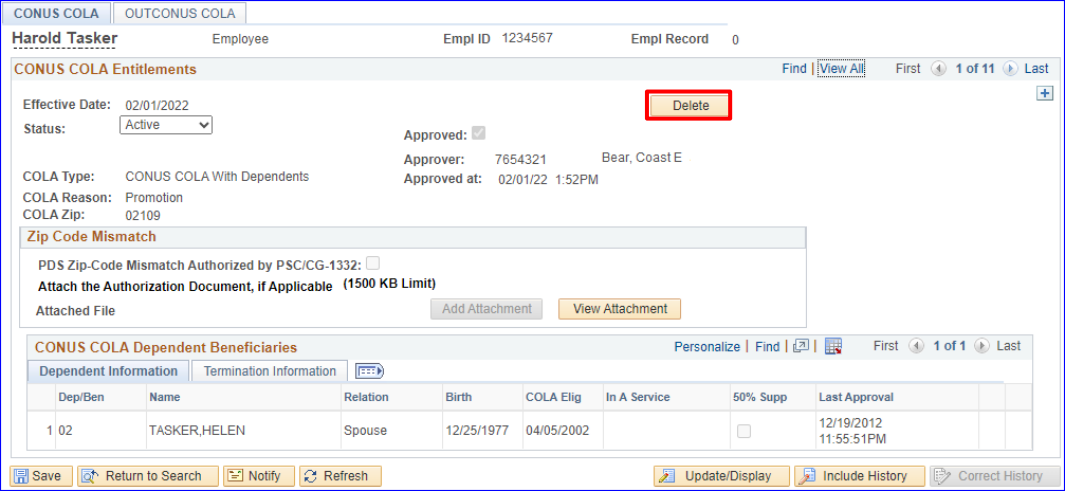

Procedures,
continued

Step	Action
5	<p>In this example, the 'Effective Date' of the divorce falls prior to the Promotion row, so the existing LPC row and Promotion row will need to be deleted before the Divorce row can be entered. It is important to take screenshots of the member's CONUS COLA rows before and after any corrections/deletions. This is especially important because this correction is Out-of-Range and these screenshots are required to be attached to the PPC Trouble Ticket. To delete the LPC row, click Delete.</p> <p>IMPORTANT: Rows are deleted in reverse chronological order with the most recent being deleted first. Each deleted row must be approved before the next row can be deleted. It is very important that these rows be re-entered with the correct entitlement within minutes of each other to prevent an incorrect over/under payment to the member.</p> 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step	Action																
6	<p>A warning message will display, click Yes.</p> 																
7	<p>Click Save. The row will remain a part of the member's CONUS COLA page until the deletion is approved.</p> 																
8	<p>Once the deletion request has been approved, return to the member's CONUS COLA page. Notice the LPC row is no longer available (there are now 11 rows). In this example, the Promotion row also need to be deleted. To delete the Promotion row, click the Delete button. A warning prompt will display, click Yes. Then click Save and notify the SPO Auditor the next delete request is awaiting approval.</p> <p>Remember: Take a screenshot of the row prior to deleting.</p>  <table border="1" data-bbox="304 1402 1318 1514"> <caption>CONUS COLA Dependent Beneficiaries</caption> <thead> <tr> <th>Dep/Ben</th> <th>Name</th> <th>Relation</th> <th>Birth</th> <th>COLA Elig</th> <th>In A Service</th> <th>50% Supp</th> <th>Last Approval</th> </tr> </thead> <tbody> <tr> <td>1 02</td> <td>TASKER,HELEN</td> <td>Spouse</td> <td>12/25/1977</td> <td>04/05/2002</td> <td></td> <td><input type="checkbox"/></td> <td>12/19/2012 11:55:51PM</td> </tr> </tbody> </table> 	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1 02	TASKER,HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM
Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval										
1 02	TASKER,HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM										

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Correcting CONUS COLA (Out-of-Range), Continued

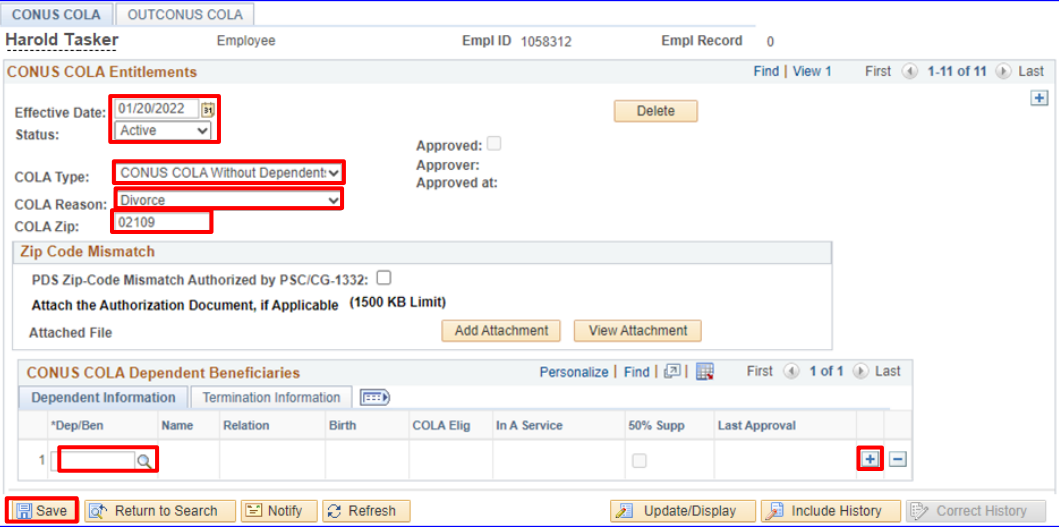
Procedures,
continued

Step	Action																
9	<p>Once the deletion request has been approved, return to the member's CONUS COLA page. Notice there are now 10 CONUS COLA rows. For this example, the Divorce row needs to be entered. To enter a new row, click the Plus (+) button.</p>  <p>The screenshot displays the 'CONUS COLA Entitlements' page for Harold Tasker. The page includes a 'Delete' button and a red box around a plus sign (+) button in the top right corner. Below the entitlements, there is a 'Zip Code Mismatch' section with an 'Add Attachment' button. At the bottom, there is a table for 'CONUS COLA Dependent Beneficiaries' with one row for HELEN TASKER.</p> <table border="1" data-bbox="311 1019 1316 1153"> <thead> <tr> <th>Dep/Ben</th> <th>Name</th> <th>Relation</th> <th>Birth</th> <th>COLA Elig</th> <th>In A Service</th> <th>50% Supp</th> <th>Last Approval</th> </tr> </thead> <tbody> <tr> <td>1 02</td> <td>TASKER,HELEN</td> <td>Spouse</td> <td>12/25/1977</td> <td>04/05/2002</td> <td></td> <td><input type="checkbox"/></td> <td>12/19/2012 11:55:51PM</td> </tr> </tbody> </table>	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1 02	TASKER,HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM
Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval										
1 02	TASKER,HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM										

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

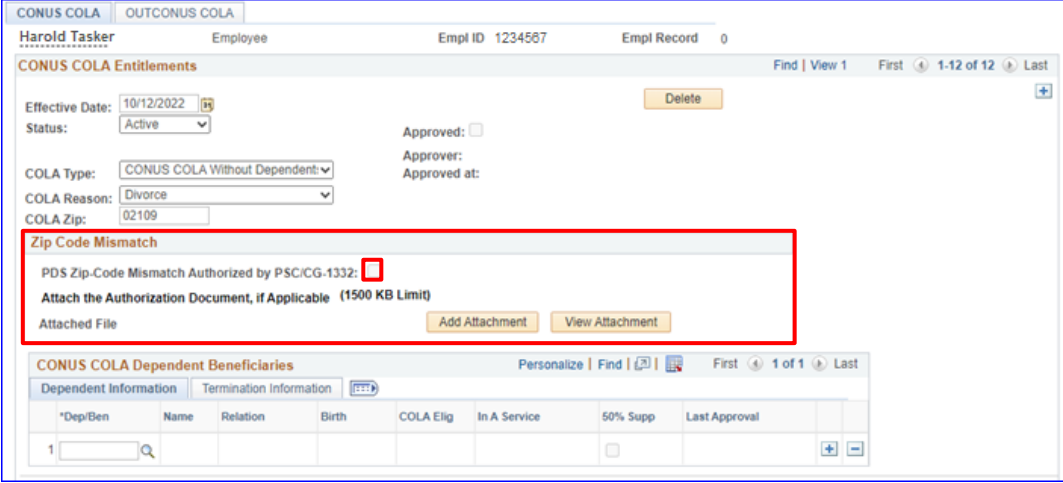
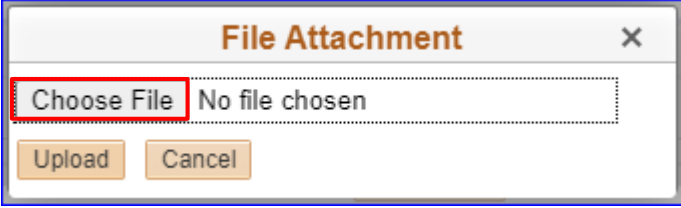
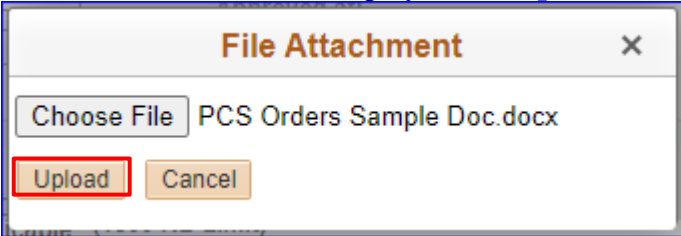
Procedures,
continued

Step	Action
10	<ul style="list-style-type: none"> Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependent as necessary. <p>Click Save and notify the SPO Auditor the request is now awaiting approval.</p> <p>Note: The zip code is limited to 5 digits, do NOT add any additional numbers or letters after the initial zip code. Adding more than the 5 digit zip code will result in non-payment of CONUS COLA.</p> 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

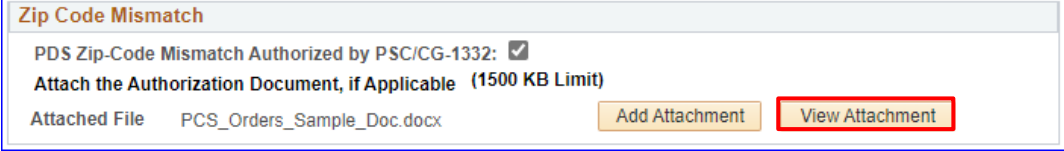

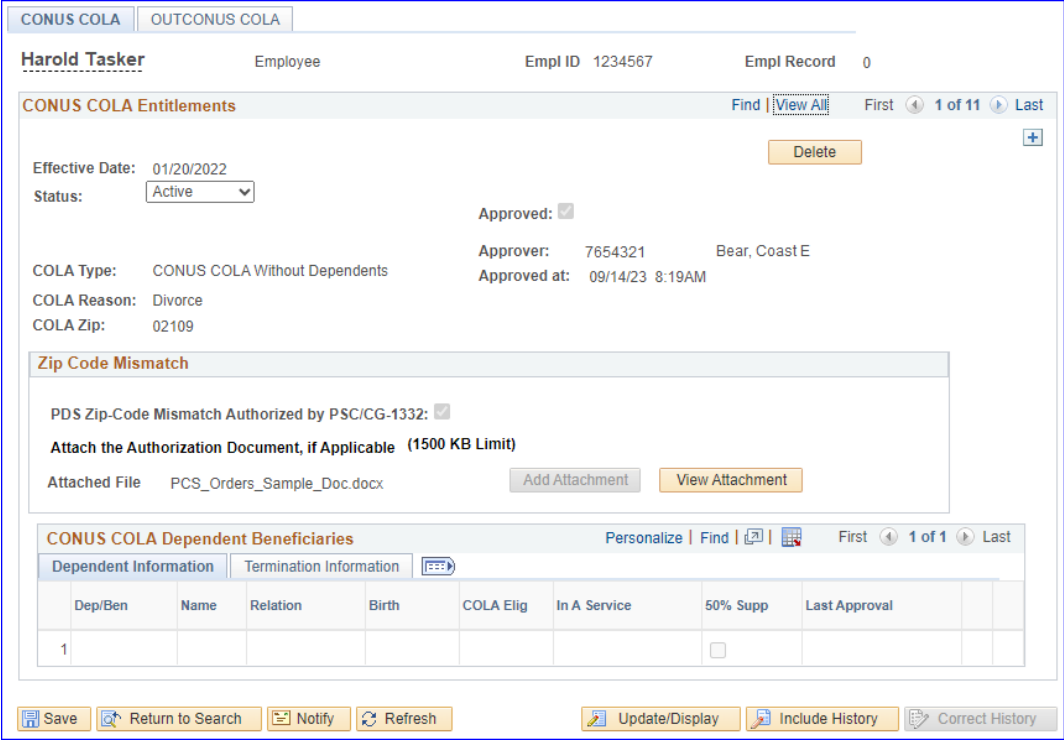
Procedures,
continued

Step	Action
<p>11</p>	<ul style="list-style-type: none"> • IF the effective date is prior to the member’s current unit, you must complete the Zip Code Mismatch Section. Check the PDS Zip Code Mismatch Authorized by PSC/CG-1332 box and click Add Attachment. • If the zip code is the same at the current unit, skip to Step 15. 
<p>12</p>	<p>Click on Choose File, then select the document (recommend PCS orders for the applicable time period) from your files.</p> 
<p>13</p>	<p>The document name will display. Click Upload.</p> 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

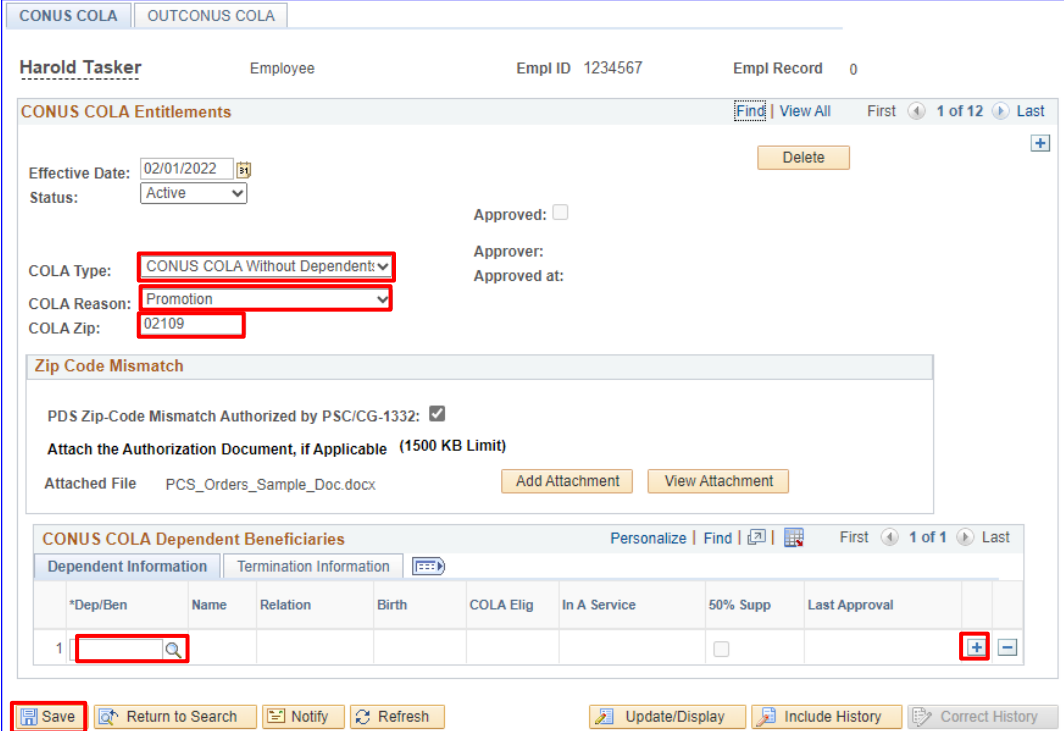
Procedures,
continued

Step	Action
14	<p>The document name will display in the Zip Code Mismatch section. Click View Attachment to verify it is the correct document. Click View 1 or scroll down.</p> 
15	<p>Click Save and notify the SPO Auditor the request is now awaiting approval.</p> 
16	<p>Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 11 rows). Click the Plus (+) button to add the Promotion row that was deleted in Step 7.</p> 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

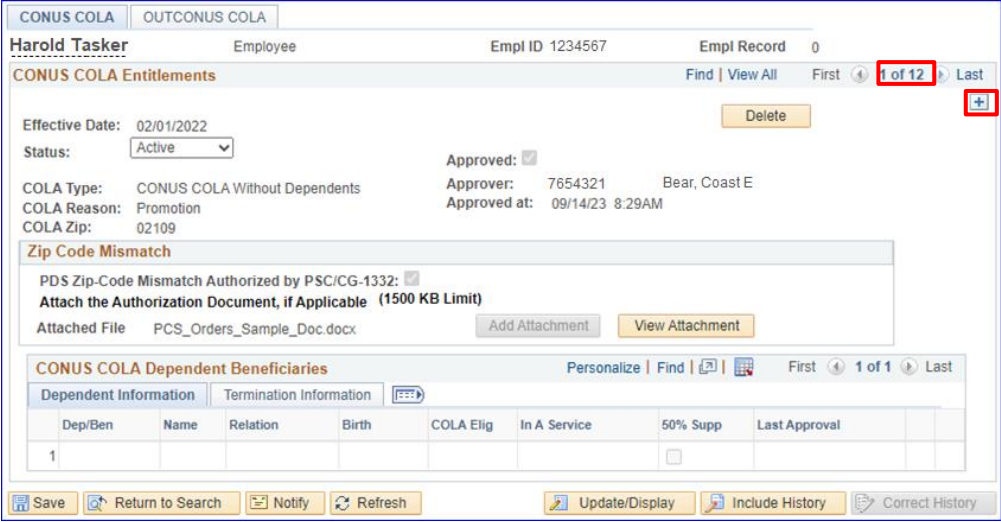
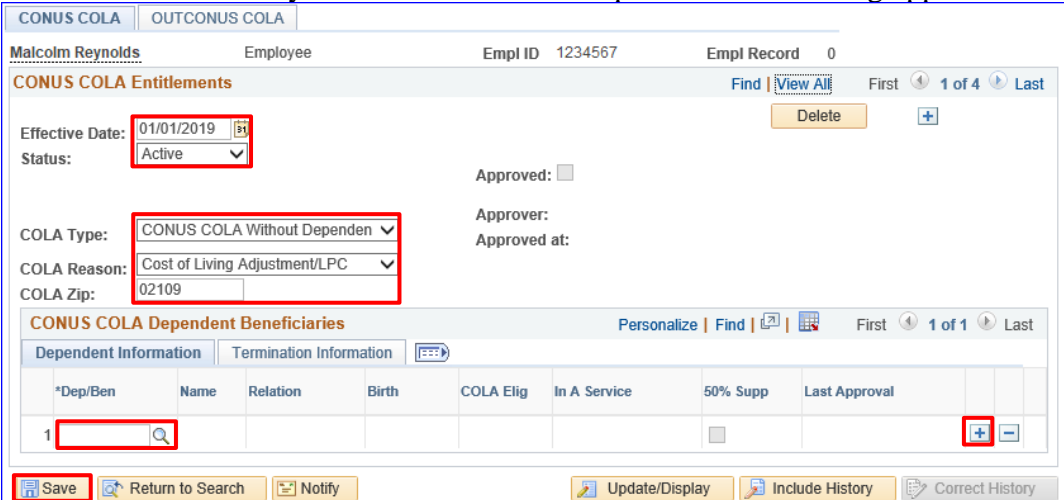
Procedures,
continued

Step	Action
17	<ul style="list-style-type: none"> Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. It is important that the COLA Type, COLA Reason, and COLA Zip match the screenshot of the Promotion row taken in Step 7. In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependents as necessary. If the zip code does not match the current unit repea Steps 11-14. Click Save and notify the SPO Auditor the request is now awaiting approval. 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

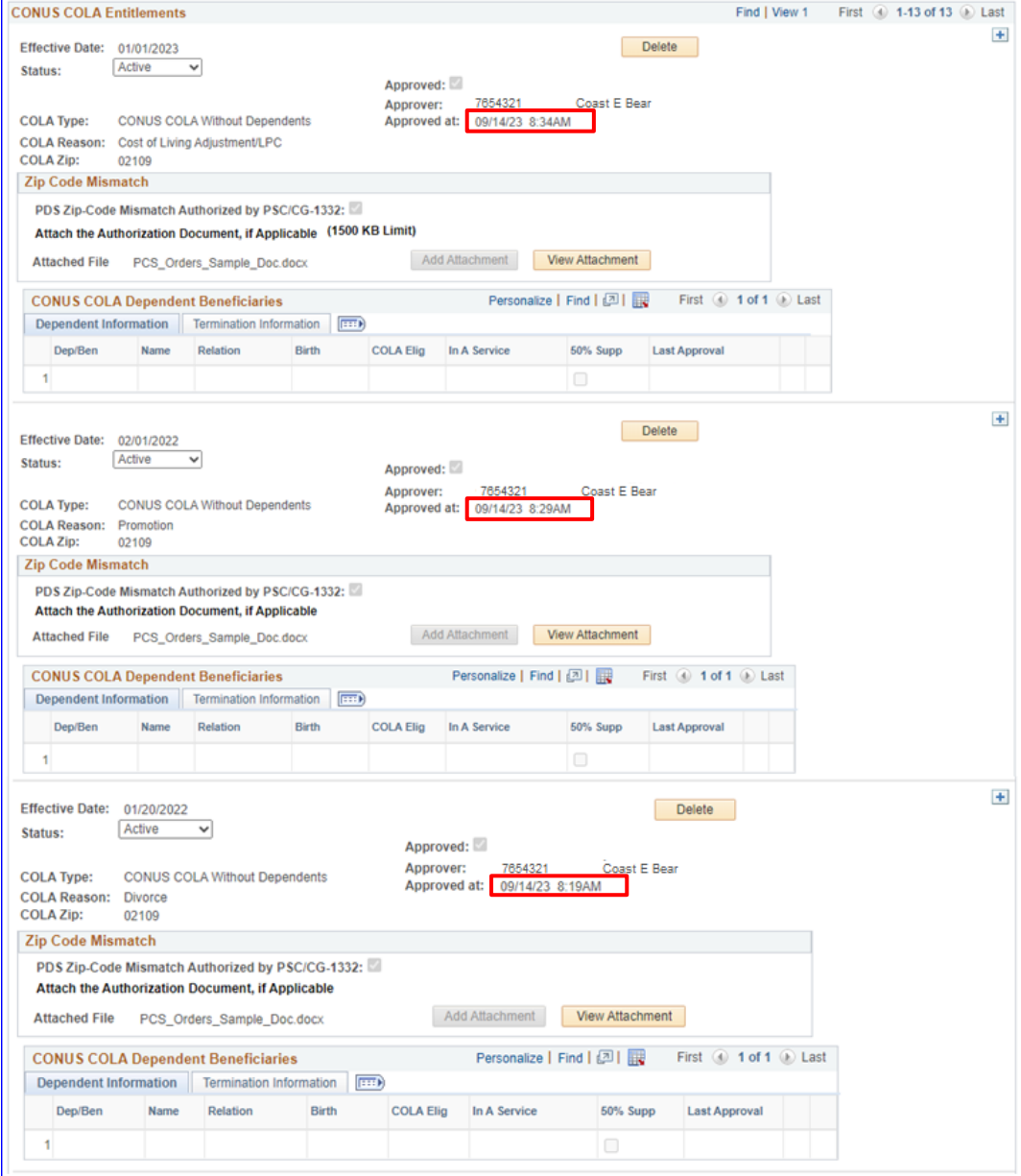
Procedures,
continued

Step	Action
18	<p>Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 12 rows). Click the Plus (+) button to add the LPC row that was deleted in Step 4.</p> 
19	<ul style="list-style-type: none"> • Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. It is important that the COLA Type, COLA Reason, and COLA Zip match the screenshot of the Promotion row taken in Step 7. • In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependents as necessary. • If the zip code does not match the current unit repeat Steps 11-14. • Click Save and notify the SPO Auditor the request is now awaiting approval. 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step	Action
20	<p>Once approved, return to the member's CONUS COLA page. In this example, the LPC row was the last row to be entered and approved. Notice the date/time of the approvals are within 15 minutes of each other.</p>  <p>The screenshot displays three rows of CONUS COLA Entitlements. Each row includes the following information:</p> <ul style="list-style-type: none"> Effective Date: 01/01/2023, 02/01/2022, and 01/20/2022. Status: Active (dropdown menu). Approved: [checkbox checked] Approver: 7854321 Coast E Bear Approved at: 09/14/23 8:34AM, 09/14/23 8:29AM, and 09/14/23 8:19AM. COLA Type: CONUS COLA Without Dependents COLA Reason: Cost of Living Adjustment/LPC, Promotion, and Divorce. COLA Zip: 02109 Zip Code Mismatch: PDS Zip-Code Mismatch Authorized by PSC/CG-1332: [checkbox checked]. Attached File: PCS_Orders_Sample_Doc.docx. CONUS COLA Dependent Beneficiaries: A table with columns: Dep/Ben, Name, Relation, Birth, COLA Elig, In A Service, 50% Supp, Last Approval. Row 1: 1, [blank], [blank], [blank], [checkbox checked], [checkbox checked], [checkbox checked], [blank].
21	<p>Remember, because this correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes MUST be reported to PPC Customer Care to be processed manually.</p>

Approving CONUS COLA

Introduction This section provides the procedures for a SPO Auditor to approve a CONUS COLA request in DA.

In-Range vs. Out-of-Range

If the correction is **In-Range** (the entire affected period is within 24 pay periods or 1 year): follow the steps in this guide and all corrections should process automatically without manual intervention by PPC.

If the correction is **Out-of-Range** (any part of the affected period is older than 24 pay periods or 1 year): follow the steps in this guide. Once all corrections/changes have been approved, all the corrections/changes **MUST** be reported to PPC Customer Care to be processed manually.

For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the [Submitting Trouble Tickets with Supporting Images](#) user guide.

Timing CONUS COLA does not allow for editing of its rows; therefore, a correction generally requires deleting and re-entering existing CONUS COLA rows. Any deletion must be approved immediately and a new CONUS COLA row re-entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

First, **delete** the CONUS COLA row(s) from **newest to oldest**:

1. Delete the NEWEST incorrect CONUS COLA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

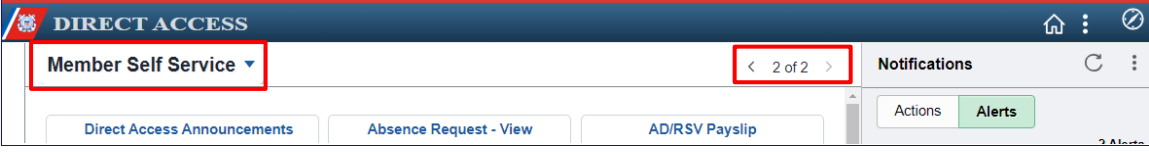
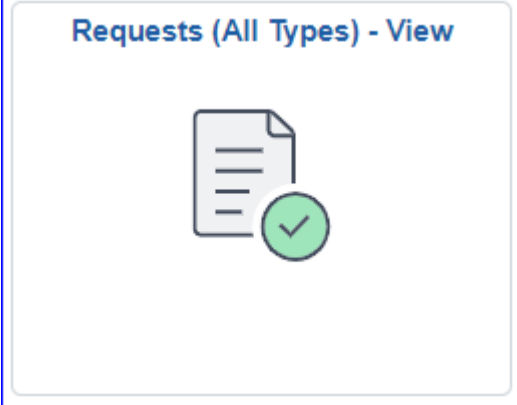
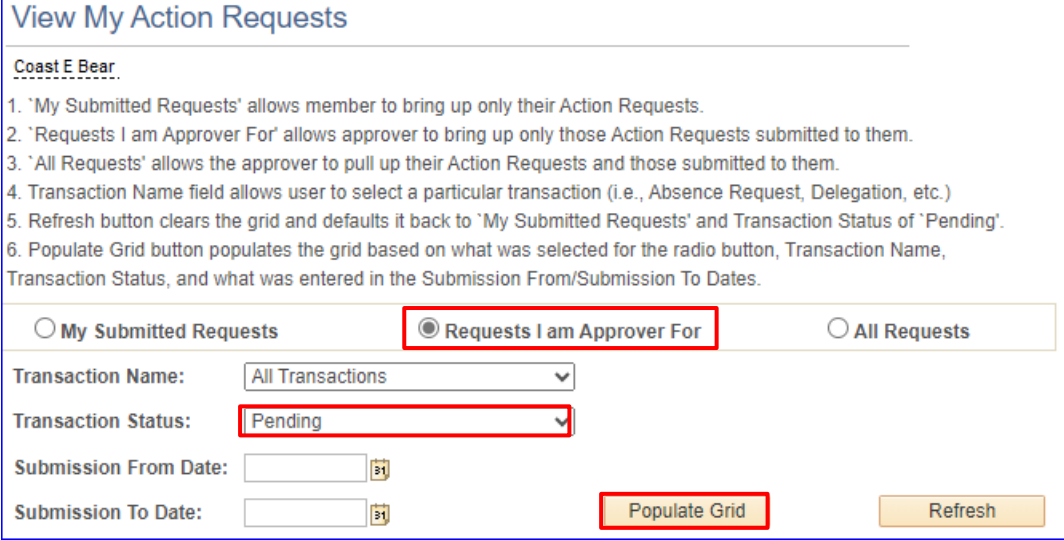

Then, **add** CONUS COLA row(s), from **oldest to newest**.

1. Add the oldest CONUS COLA row with the correct information.
 2. Approve the addition.
 3. Repeat steps 1 & 2 until the entire period is added.
-

Continued on next page

Approving CONUS COLA, Continued

Procedures See below.

Step	Action																						
1	<p>Navigate to Member Self Service via the drop-down or by page arrows.</p> 																						
2	<p>Click on the Requests (All Types) - View tile.</p> 																						
3	<p>Select the Requests I am Approver For radio button. Ensure the Transaction Status indicates Pending. Click Populate Grid.</p> 																						
4	<p>A list of pending requests will display. Locate the appropriate request and click Approve/Deny to open the request.</p>  <table border="1" data-bbox="279 1848 1348 1892"> <thead> <tr> <th>Transaction Name</th> <th>Status</th> <th>Member</th> <th>Member's Last Name</th> <th>Member's Emplid</th> <th>Member's Deptid</th> <th>Submitted By</th> <th>Approver</th> <th>Submission Date</th> <th>Drill Date</th> <th>Approve/Deny</th> </tr> </thead> <tbody> <tr> <td>Approve/Deletion</td> <td>Pending</td> <td>Harold Tasker</td> <td>Tasker</td> <td>1234567</td> <td>007474</td> <td>Johnny Appleseed</td> <td>Coast E Bear</td> <td>2023/09/12</td> <td></td> <td>Approve/Deny</td> </tr> </tbody> </table>	Transaction Name	Status	Member	Member's Last Name	Member's Emplid	Member's Deptid	Submitted By	Approver	Submission Date	Drill Date	Approve/Deny	Approve/Deletion	Pending	Harold Tasker	Tasker	1234567	007474	Johnny Appleseed	Coast E Bear	2023/09/12		Approve/Deny
Transaction Name	Status	Member	Member's Last Name	Member's Emplid	Member's Deptid	Submitted By	Approver	Submission Date	Drill Date	Approve/Deny													
Approve/Deletion	Pending	Harold Tasker	Tasker	1234567	007474	Johnny Appleseed	Coast E Bear	2023/09/12		Approve/Deny													

Continued on next page

Approving CONUS COLA, Continued

Procedures,
continued

Step	Action
5	<p>The Action Request will display. To view the details of the action request, click 'Click here to view additional request information' URL.</p> <p>Enter Comments as appropriate (required if the request is being denied). Click Approve or Deny as appropriate.</p> 
6	<p>The Request Status will update based on the selection made in Step 5.</p> 