31 August 2023

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)

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.

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.

Audit Standards

Email ALSPO B/19 implemented a standard business process for submitting and validating pay transactions entered by Servicing Personnel Offices (SPOs). 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

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**.

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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 Direct Access (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.

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.

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Correcting CONUS COLA (In-Range), Continued

Scenario

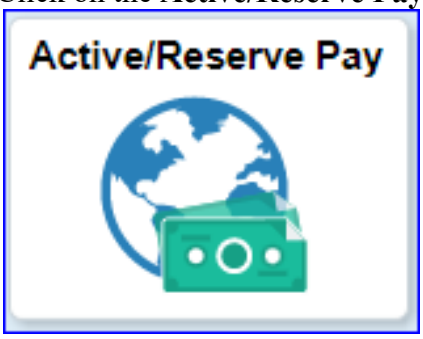
For the purposes of this user guide, the following scenario was used:

Member's BAH was started April 2018 at the 'with Dependent' rate. In December 2018, member and his spouse divorced and the member has no other dependents. The SPO was not made aware of the divorce until August 2019. 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** December 2018 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	Click on the **Active/Reserve Pay** Tile. 

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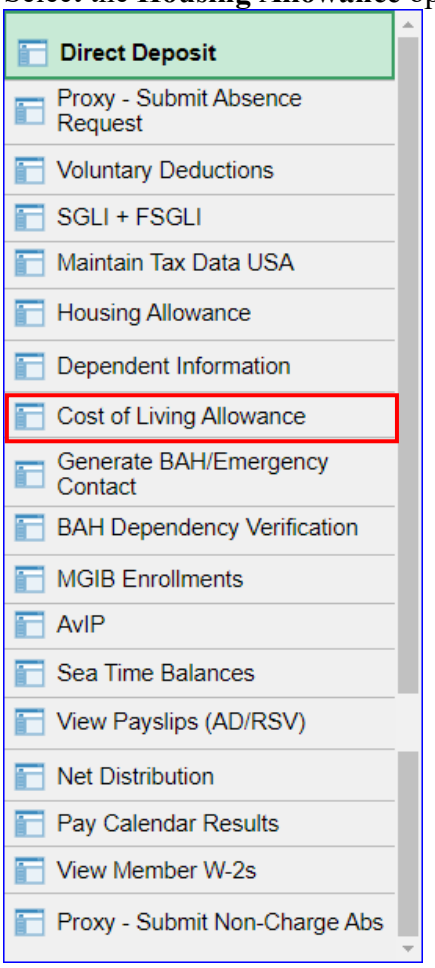
Correcting CONUS COLA (In-Range), Continued

Procedures,
continued

Step	Action
2	Select the **Housing Allowance** option. 

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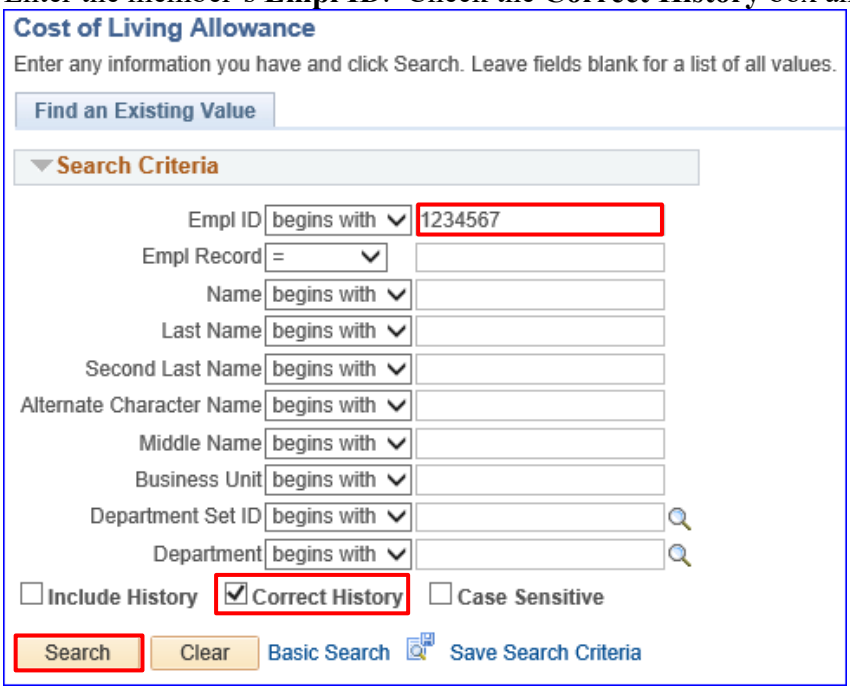
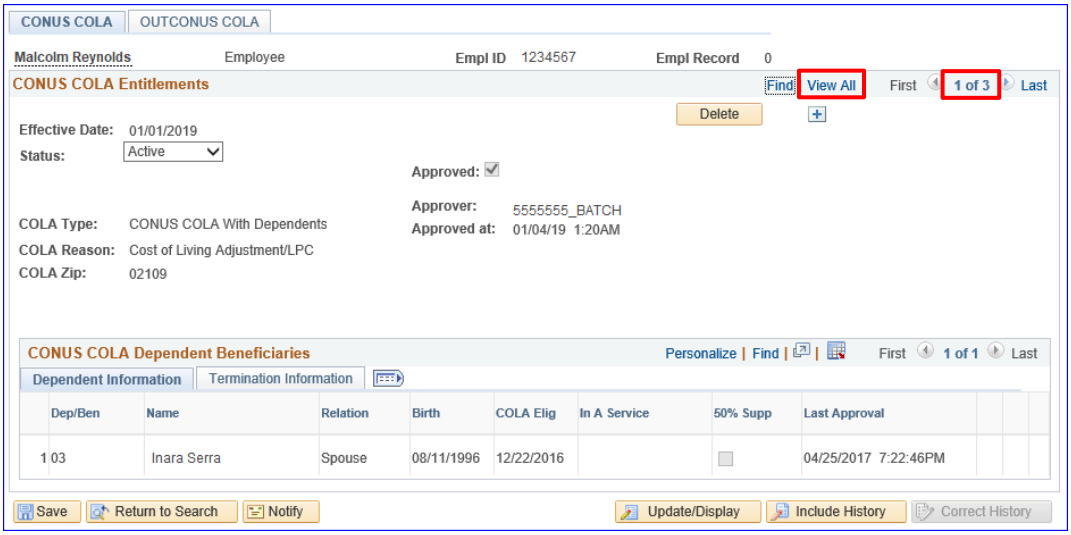
Correcting CONUS COLA (In-Range), Continued

Procedures, continued

Step	Action
3	Enter the member's **Empl ID**. Check the **Correct History** box and click **Search**. 
4	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 3 CONUS COLA rows. 

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Correcting CONUS COLA (In-Range), Continued

Procedures,
continued

Step	Action
5	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**. **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. CONUS COLA | OUTCONUS COLA Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0 CONUS COLA Entitlements Find | View 1 First 1-3 of 3 Last Delete Effective Date: 01/01/2019 Status: Active Approved: ☑ Approver: 5555555_BATCH Approved at: 01/04/19 1:20AM COLA Type: CONUS COLA With Dependents COLA Reason: Cost of Living Adjustment/LPC COLA Zip: 02109 CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last Dependent Information | Termination Information Dep/Ben Name Relation Birth COLA Elig In A Service 50% Supp Last Approval 1 03 Inara Serra Spouse 08/11/1996 12/22/2016 04/25/2017 7:22:46PM Delete Effective Date: 09/01/2018 Status: Active Approved: ☑ Approver: 6546543 Frye, Kaylee Approved at: 08/31/18 12:07PM COLA Type: CONUS COLA With Dependents COLA Reason: Promotion COLA Zip: 02109 CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last Dependent Information | Termination Information Dep/Ben Name Relation Birth COLA Elig In A Service 50% Supp Last Approval 1 03 Inara Serra Spouse 08/11/1996 12/22/2016 04/25/2017 7:22:46PM Delete Effective Date: 04/23/2018 Status: Active Approved: ☑ Approver: 9876543 Zoe Washburne Approved at: 05/04/18 8:16AM COLA Type: CONUS COLA With Dependents COLA Reason: Transfer COLA Zip: 02109 CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last Dependent Information | Termination Information Dep/Ben Name Relation Birth COLA Elig In A Service 50% Supp Last Approval 1 03 Inara Serra Spouse 08/11/1996 12/22/2016 04/25/2017 7:22:46PM Save | Return to Search | Notify | Update/Display | Include History | Correct History

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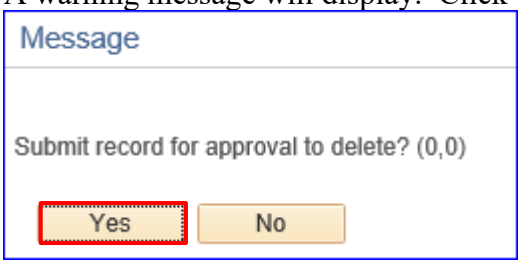
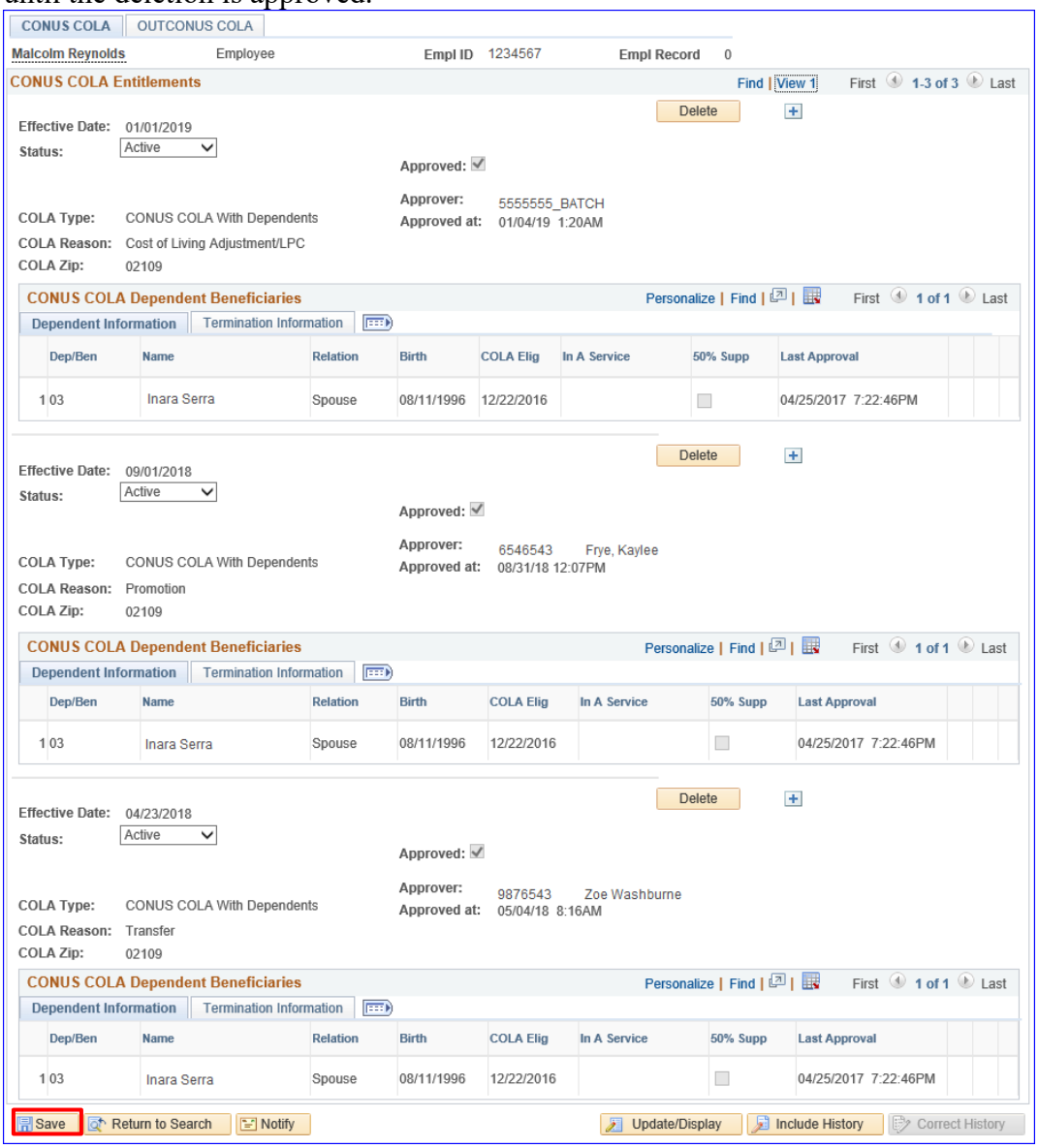
Correcting CONUS COLA (In-Range), Continued

Procedures, continued

Step	Action
6	A warning message will display. Click **Yes**. 
7	Click **Save**. The row will remain a part of the member's CONUS COLA page until the deletion is approved. 

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Correcting CONUS COLA (In-Range), Continued

Procedures, continued

Step	Action
8	Once the deletion has been approved, return to the member's CONUS COLA page. Notice the LPC row is no longer listed. In this example, the divorce took place after the Promotion row so no further rows need to be deleted. Instead the Divorce row needs to be entered. To add a row, click the **(+)** button on the most recent row.

CONUS COLA | OUTCONUS COLA

Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0

CONUS COLA Entitlements Find | View All First 1 of 2 Last

Delete

Effective Date: 09/01/2018
Status: Active
Approved: ☑
Approver: 6546543 Frye, Kaylee
Approved at: 08/31/18 12:07PM
COLA Type: CONUS COLA With Dependents
COLA Reason: Promotion
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1	03	Inara Serra	Spouse	08/11/1996	12/22/2016		☐	04/25/2017 7:22:46PM

Save | Return to Search | Notify | Update/Display | Include History | Correct History

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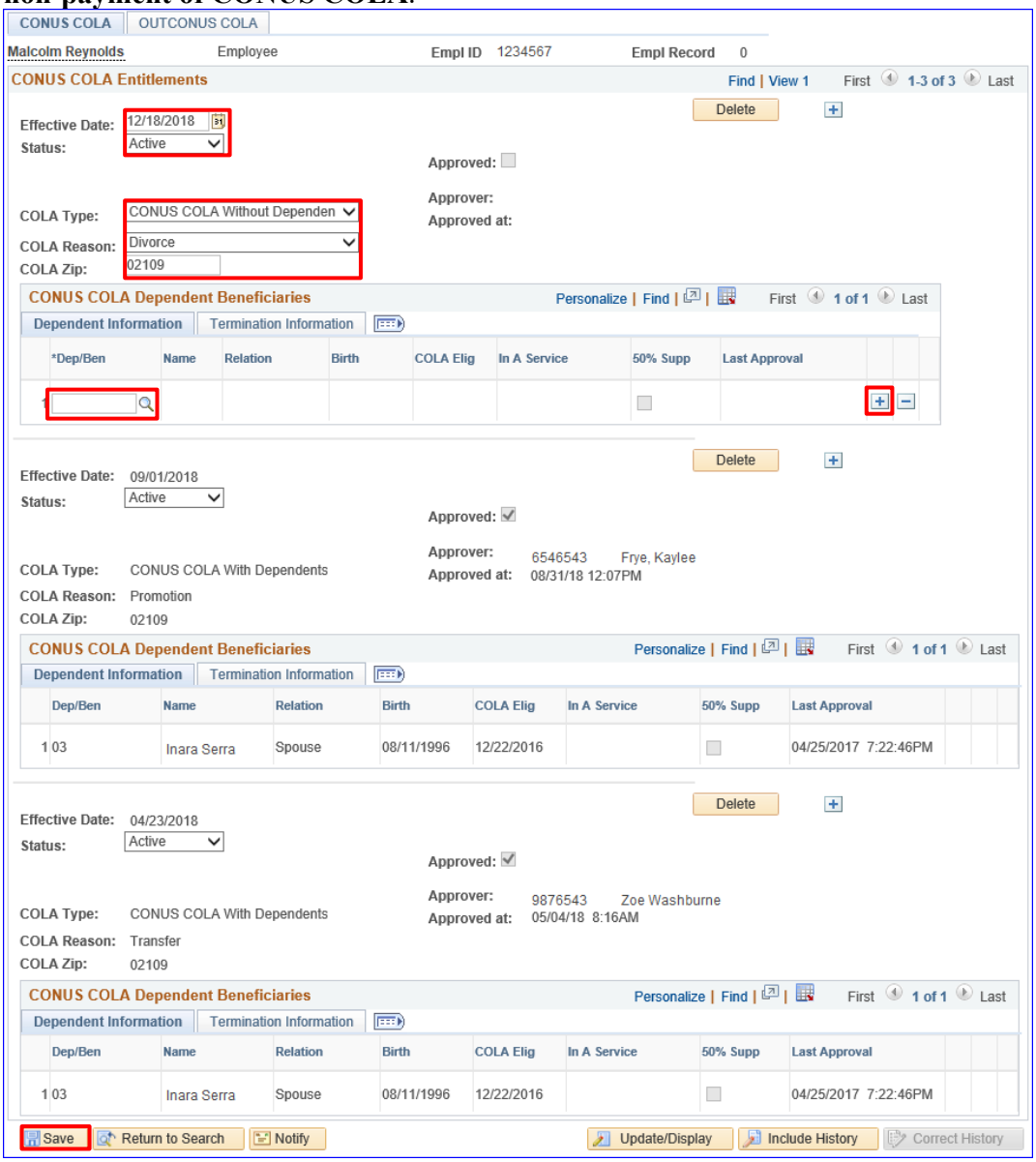
Correcting CONUS COLA (In-Range), Continued

Procedures, continued

Step	Action
9	• 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 **(+)** button to add additional dependents as necessary. • Click **Save** and notify the SPO Auditor the request is now awaiting approval. **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**. 

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Correcting CONUS COLA (In-Range), Continued

Procedures, continued

Step	Action
10	Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 3 rows). Click the **(+)** button on the most recent row to re-enter the LPC row that was deleted in Step 4.
11	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. 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 **(+)** 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
12	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 minutes of each other.
13	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. 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.

CONUS COLA | OUTCONUS COLA

Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0

CONUS COLA Entitlements Find | View 1 First 1-4 of 4 Last

Delete

Effective Date: 01/01/2019
Status: Active
Approved: ☑
Approver: 9876543 Zoe Washburne
Approved at: 08/14/19 10:18AM
COLA Type: CONUS COLA Without Dependents
COLA Reason: Cost of Living Adjustment/LPC
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1							☐	

Delete

Effective Date: 12/18/2018
Status: Active
Approved: ☑
Approver: 9876543 Zoe Washburne
Approved at: 08/14/19 10:14AM
COLA Type: CONUS COLA Without Dependents
COLA Reason: Divorce
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1							☐	

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 Direct Access (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.

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.

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

Scenario

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

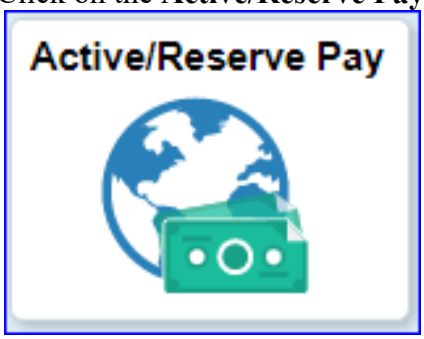
Member's BAH was started April 2018 at the 'with Dependent' rate. In June 2018, member and his spouse divorced and the member has no other dependents. The SPO was not made aware of the divorce until August 2019. This CONUS COLA correction will be considered Out-of-Range; therefore, screenshots **must** 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** June 2018 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.

Please see the Submitting Trouble Tickets with Supporting Documents user guide for more information on PPC Trouble Ticket requirements and how to obtain screenshots.

Procedures

See below.

Step	Action
1	Click on the **Active/Reserve Pay** Tile. 

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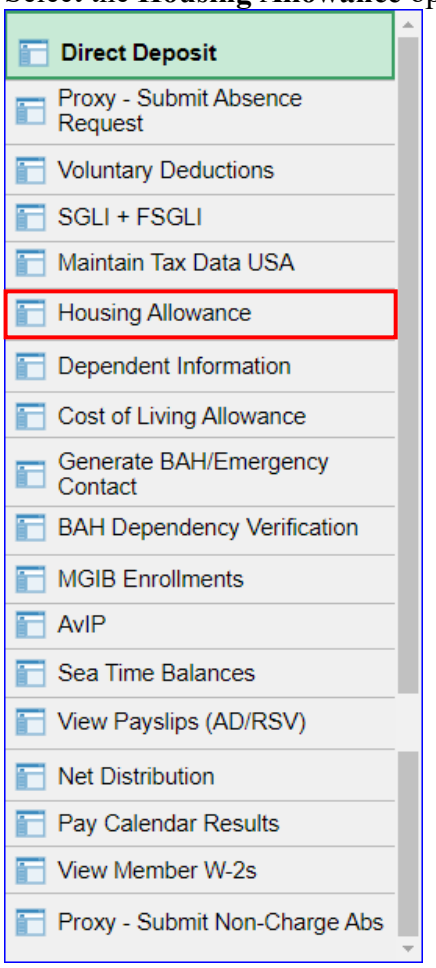
Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step	Action
2	Select the **Housing Allowance** option. 

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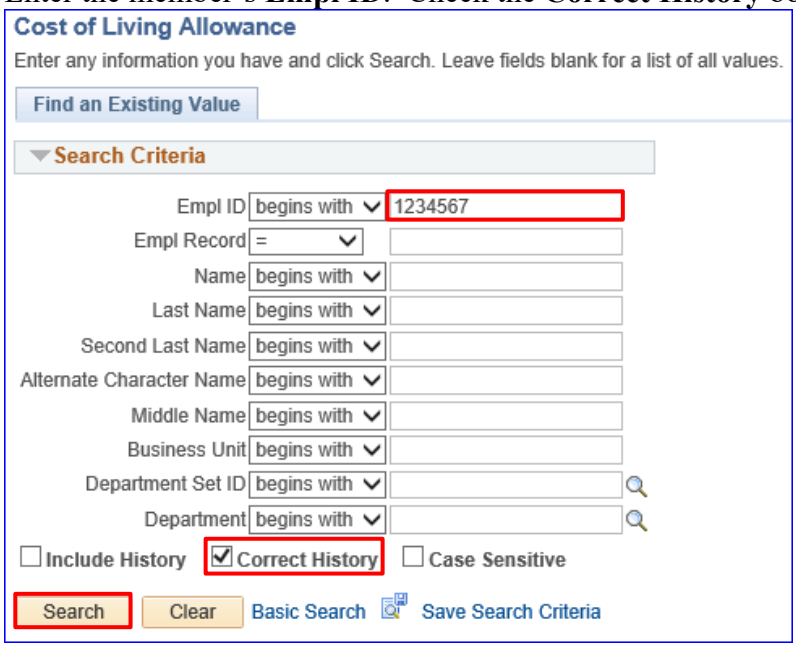
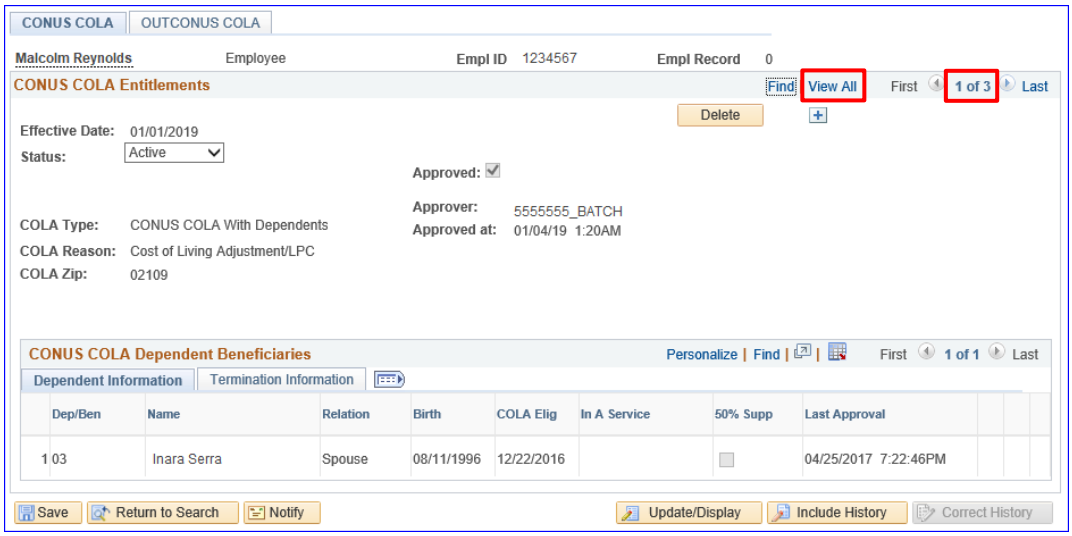
Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step	Action
3	Enter the member's **Empl ID**. Check the **Correct History** box and click **Search**. 
4	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 3 CONUS COLA rows. 

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

Procedures,
continued

Step	Action
5	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**. **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. CONUS COLA | OUTCONUS COLA Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0 CONUS COLA Entitlements Find | View 1 First 1-3 of 3 Last Delete Effective Date: 01/01/2019 Status: Active Approved: ☑ Approver: 5555555_BATCH Approved at: 01/04/19 1:20AM COLA Type: CONUS COLA With Dependents COLA Reason: Cost of Living Adjustment/LPC COLA Zip: 02109 CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last Dependent Information | Termination Information Dep/Ben Name Relation Birth COLA Elig In A Service 50% Supp Last Approval 1 03 Inara Serra Spouse 08/11/1996 12/22/2016 ☐ 04/25/2017 7:22:46PM Delete Effective Date: 09/01/2018 Status: Active Approved: ☑ Approver: 6546543 Frye, Kaylee Approved at: 08/31/18 12:07PM COLA Type: CONUS COLA With Dependents COLA Reason: Promotion COLA Zip: 02109 CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last Dependent Information | Termination Information Dep/Ben Name Relation Birth COLA Elig In A Service 50% Supp Last Approval 1 03 Inara Serra Spouse 08/11/1996 12/22/2016 ☐ 04/25/2017 7:22:46PM Delete Effective Date: 04/23/2018 Status: Active Approved: ☑ Approver: 9876543 Zoe Washburne Approved at: 05/04/18 8:16AM COLA Type: CONUS COLA With Dependents COLA Reason: Transfer COLA Zip: 02109 CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last Dependent Information | Termination Information Dep/Ben Name Relation Birth COLA Elig In A Service 50% Supp Last Approval 1 03 Inara Serra Spouse 08/11/1996 12/22/2016 ☐ 04/25/2017 7:22:46PM Save Return to Search Notify Update/Display Include History Correct History

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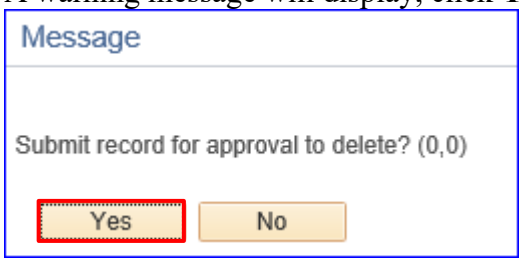
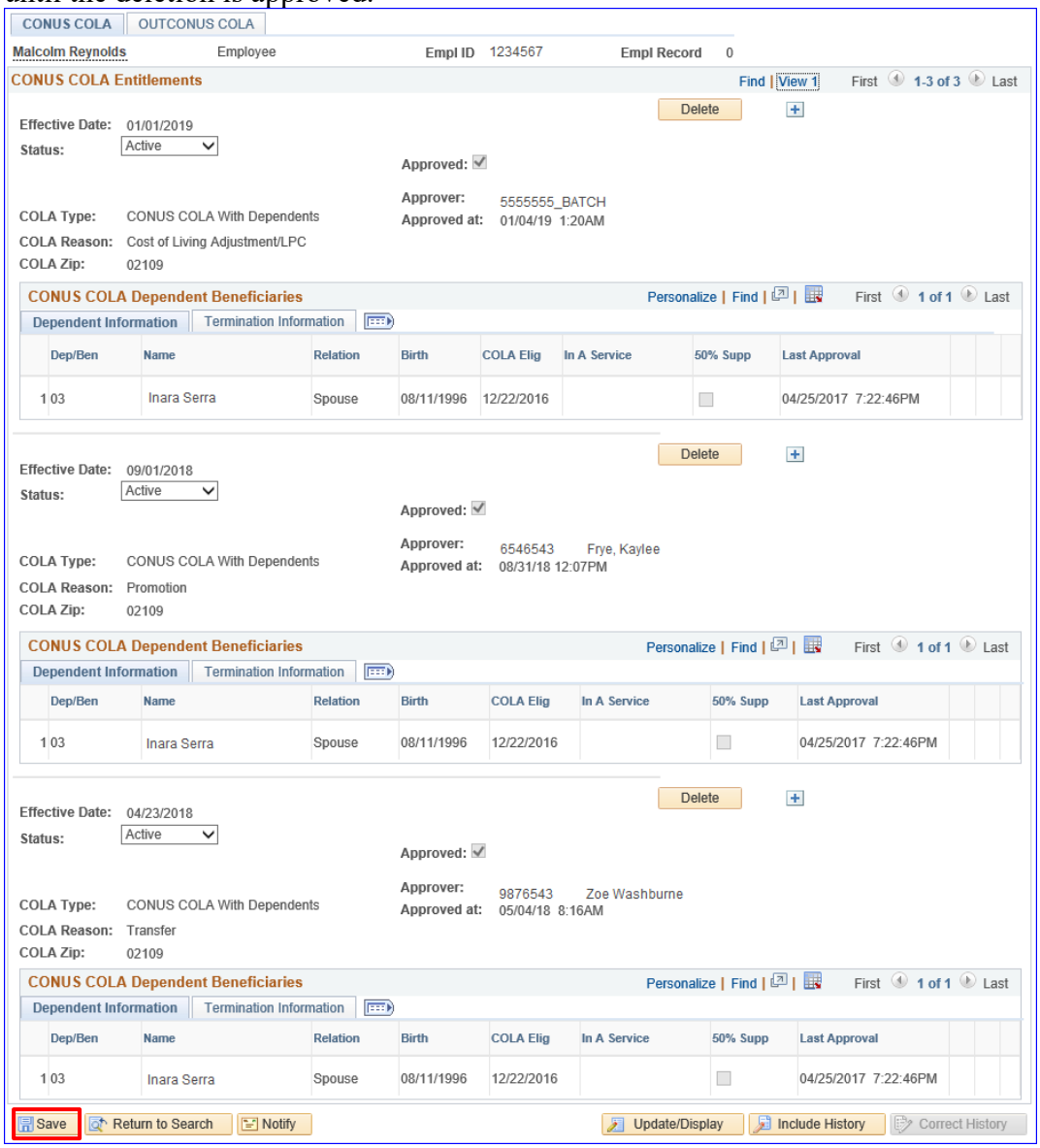
Correcting CONUS COLA (Out-of-Range), Continued

Procedures, continued

Step	Action
6	A warning message will display, click **Yes**. 
7	Click **Save**. The row will remain a part of the member's CONUS COLA page until the deletion is approved. 

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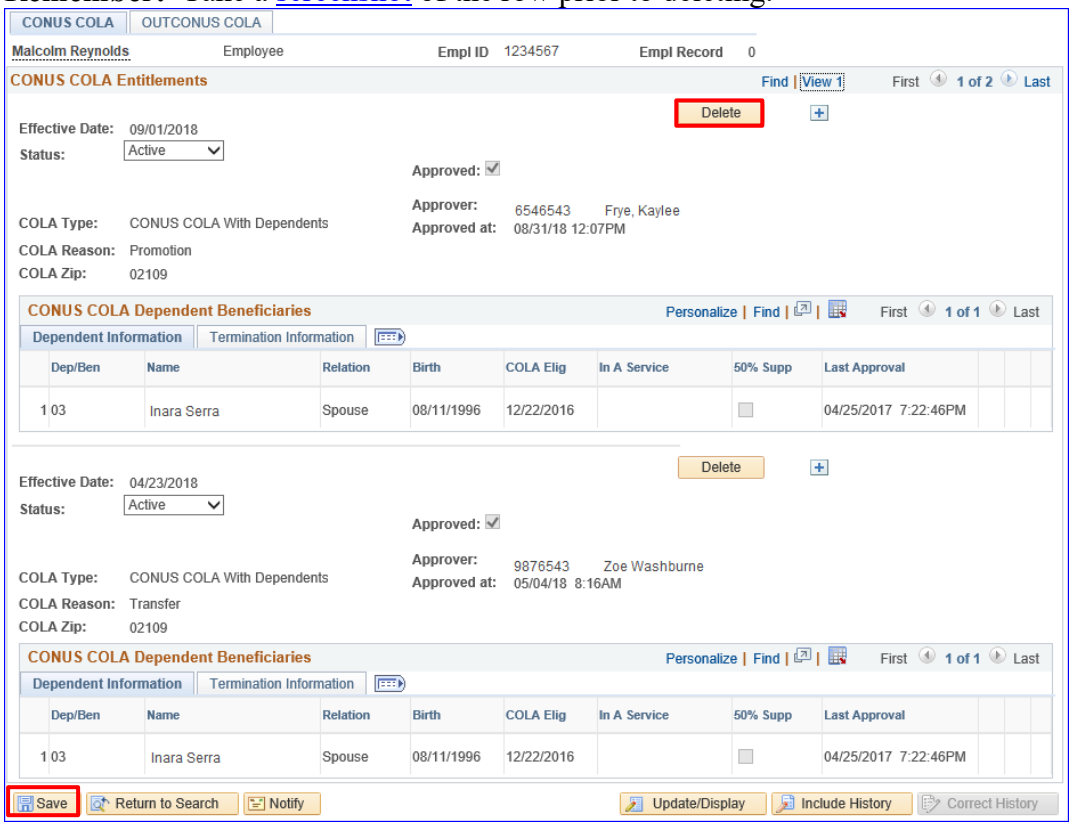
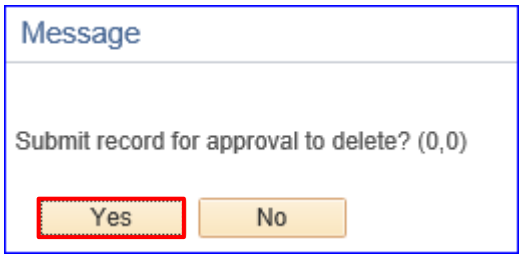
Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step	Action
8	Once the deletion request has been approved, return to the member's CONUS COLA page. Notice the LPC row is no longer available. 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**. Click **Save** and notify the SPO Auditor the next delete request is awaiting approval. **Remember:** Take a screenshot of the row prior to deleting.  

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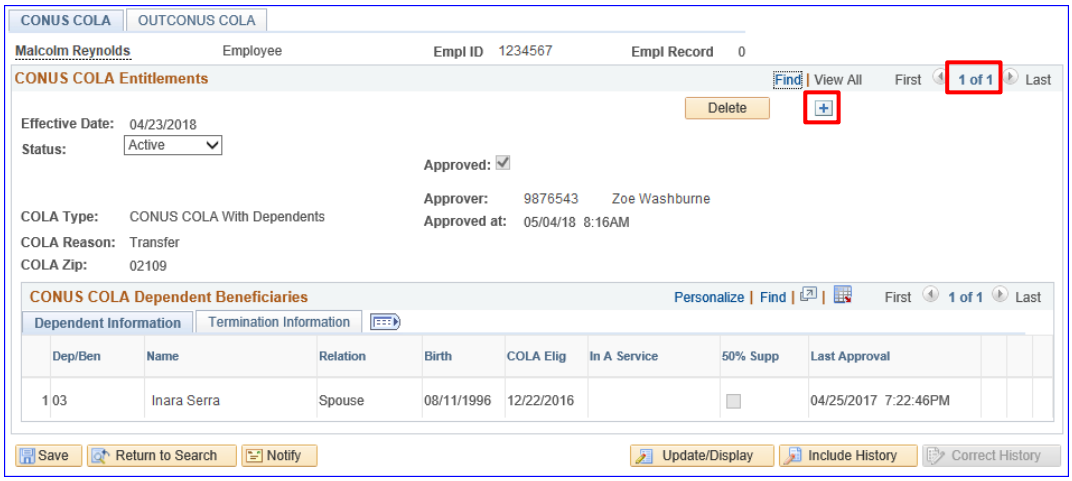
Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step	Action
9	Once the deletion request has been approved, return to the member's CONUS COLA page. Notice there is now only one CONUS COLA row. For this example, the Divorce row needs to be entered. To enter a new row, click the **(+)** button.



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

Procedures,
continued

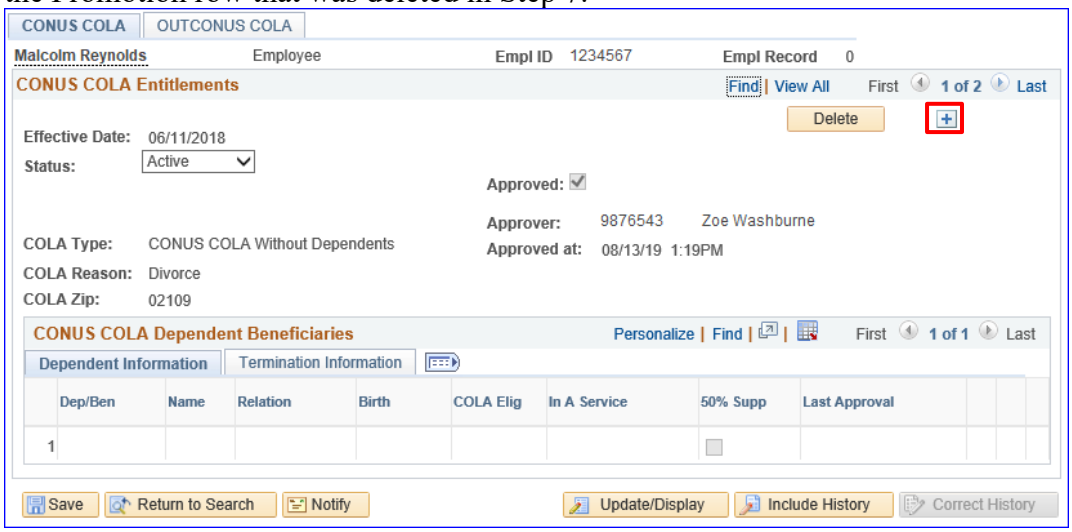
Step	Action
10	Enter the **Effective Date** and ensure the Status indicates **Active**. Using the drop-downs, select the appropriate **COLA Type** and **COLA Reason**. Ensure the **COLA Zip** is correct. In a case where dependents would need to be added, click the lookup icon under **Dependent Information** and select the appropriate Dependent from the Search Results. Click the **(+)** button to add additional dependent as necessary. Click **Save** and notify the SPO Auditor the request is now awaiting approval. **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**. CONUS COLA | OUTCONUS COLA Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0 CONUS COLA Entitlements Find | View 1 First 1-2 of 2 Last Delete Effective Date: 06/11/2018 Status: Active Approved: Approver: Approved at: COLA Type: CONUS COLA Without Dependen COLA Reason: Divorce COLA Zip: 02109 CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last Dependent Information Termination Information *Dep/Ben Name Relation Birth COLA Elig In A Service 50% Supp Last Approval Delete Effective Date: 04/23/2018 Status: Active Approved: Approver: 9876543 Zoe Washburne Approved at: 05/04/18 8:16AM COLA Type: CONUS COLA With Dependents COLA Reason: Transfer COLA Zip: 02109 CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last Dependent Information Termination Information Dep/Ben Name Relation Birth COLA Elig In A Service 50% Supp Last Approval 1 03 Inara Serra Spouse 08/11/1996 12/22/2016 04/25/2017 7:22:46PM Save Return to Search Notify Update/Display Include History Correct History

Continued on next page

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

Procedures,
continued

Step	Action
11	Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 2 rows). Click the **(+)** button to add the Promotion row that was deleted in Step 7.



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

Procedures, continued

Step	Action
12	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 **(+)** button to add additional dependents as necessary. Click **Save** and notify the SPO Auditor the request is now awaiting approval.

CONUS COLA | OUTCONUS COLA

Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0

CONUS COLA Entitlements Find | View 1 First 1-3 of 3 Last

Delete

Effective Date: 09/01/2018
Status: Active
Approved:
COLA Type: CONUS COLA Without Dependen
Approver:
Approved at:
COLA Reason: Promotion
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1								

Delete

Effective Date: 06/11/2018
Status: Active
Approved: ☑
Approver: 9876543 Zoe Washburne
Approved at: 08/13/19 1:19PM
COLA Type: CONUS COLA Without Dependents
COLA Reason: Divorce
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1								

Delete

Effective Date: 04/23/2018
Status: Active
Approved: ☑
Approver: 9876543 Zoe Washburne
Approved at: 05/04/18 8:16AM
COLA Type: CONUS COLA With Dependents
COLA Reason: Transfer
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1	03	Inara Serra	Spouse	08/11/1996	12/22/2016			04/25/2017 7:22:46PM

Save | Return to Search | Notify | Update/Display | Include History | Correct History

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

Procedures, continued

Step	Action
13	Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 3 rows). Click the **(+)** button to add the LPC row that was deleted in Step 4.
14	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 LPC row taken in Step 4. 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 **(+)** button to add additional dependents as necessary. 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
15	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 minutes of each other.
16	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.

CONUS COLA | OUTCONUS COLA

Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0

CONUS COLA Entitlements Find | View 1 First 1-4 of 4 Last

Delete

Effective Date: 01/01/2019
Status: Active
Approved: ☑
Approver: 9876543 Zoe Washburne
COLA Type: CONUS COLA Without Dependents
Approved at: 08/13/19 1:30PM
COLA Reason: Cost of Living Adjustment/LPC
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1							☐	

Delete

Effective Date: 09/01/2018
Status: Active
Approved: ☑
Approver: 9876543 Zoe Washburne
COLA Type: CONUS COLA Without Dependents
Approved at: 08/13/19 1:24PM
COLA Reason: Promotion
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1							☐	

Delete

Effective Date: 06/11/2018
Status: Active
Approved: ☑
Approver: 9876543 Zoe Washburne
COLA Type: CONUS COLA Without Dependents
Approved at: 08/13/19 1:19PM
COLA Reason: Divorce
COLA Zip: 02109

CONUS COLA Dependent Beneficiaries Personalize | Find | First 1 of 1 Last

Dependent Information | Termination Information

	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1							☐	

Delete

Effective Date: 04/23/2018

Approving CONUS COLA

Introduction

This section provides the procedures for a SPO Auditor to approve a CONUS COLA request in Direct Access (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.

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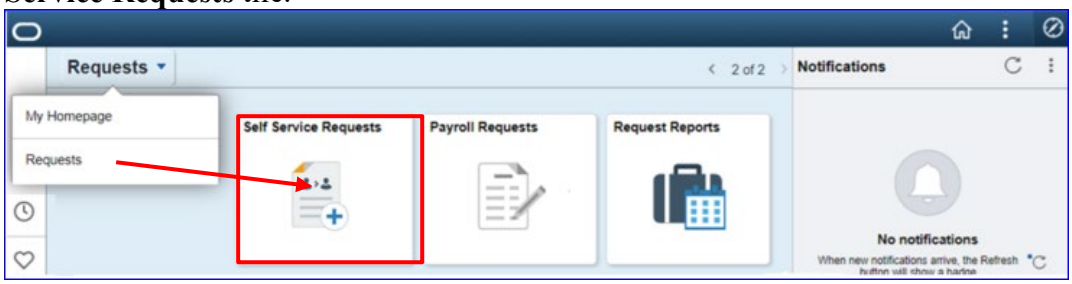
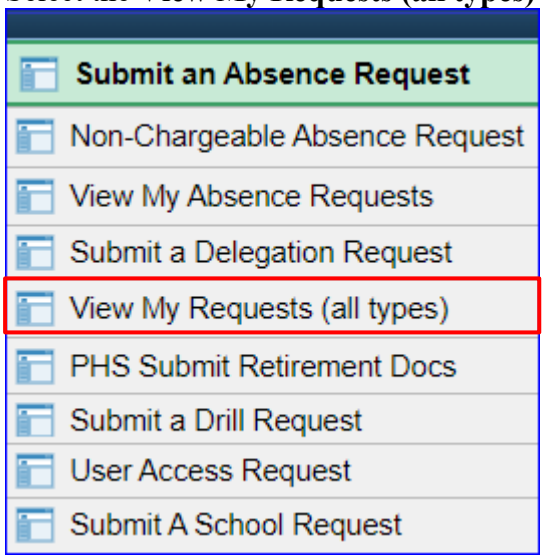
Approving CONUS COLA, Continued

Procedures See below.

Step	Action
1	After selecting **Requests** from the My Homepage drop-down, click on the **Self Service Requests** tile. 
2	Select the **View My Requests (all types)** option. 

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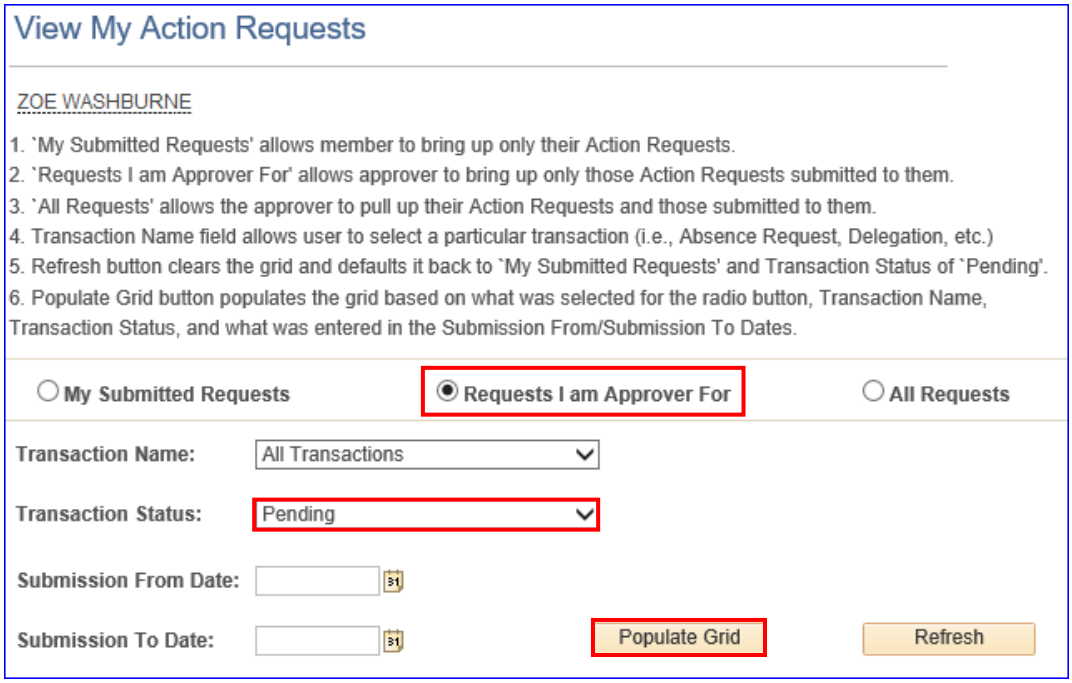
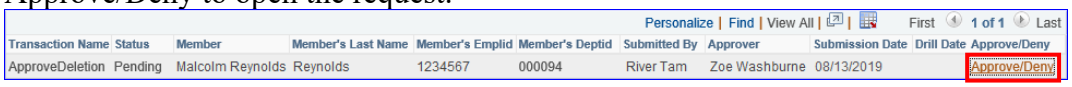
Approving CONUS COLA, Continued

Procedures,
continued

Step	Action
3	Select the **Requests I am Approver For** radio button. Ensure the **Transaction Status** indicates Pending. Click **Populate Grid**. **Note:** The Search Results may be narrowed by selecting the **Submission From Date** and/or **Submission To Date**. 
4	A list of pending requests will display. Locate the appropriate request and click Approve/Deny to open the request. 

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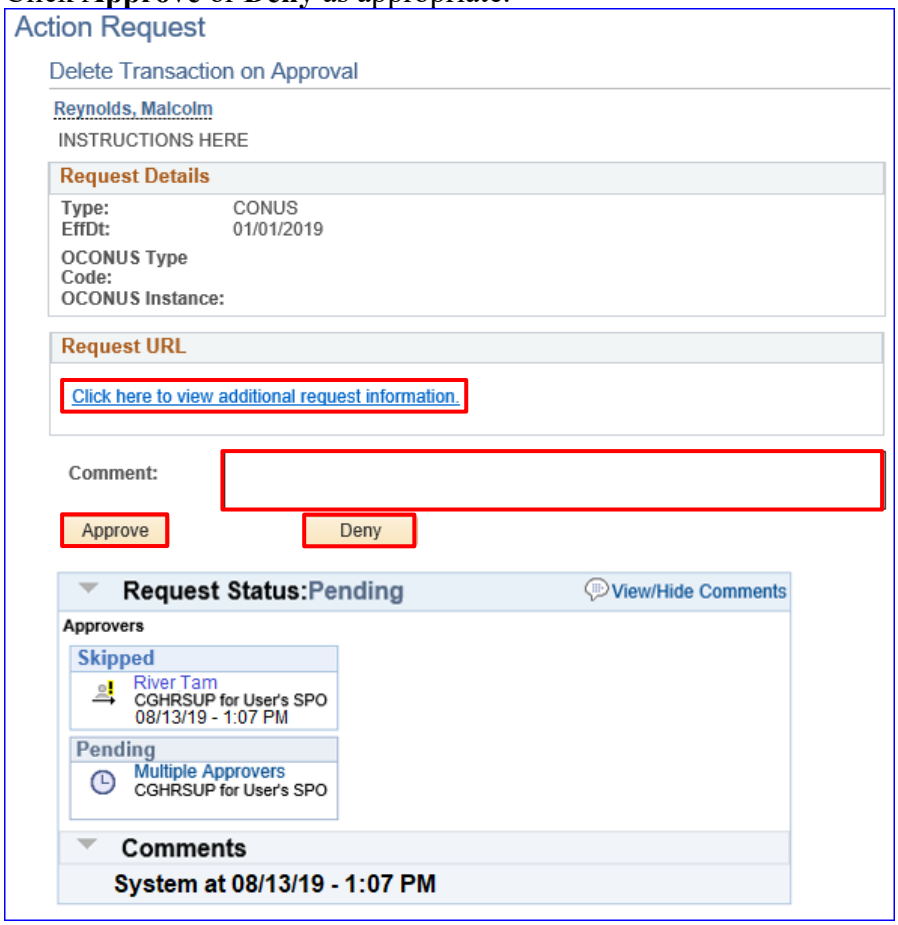
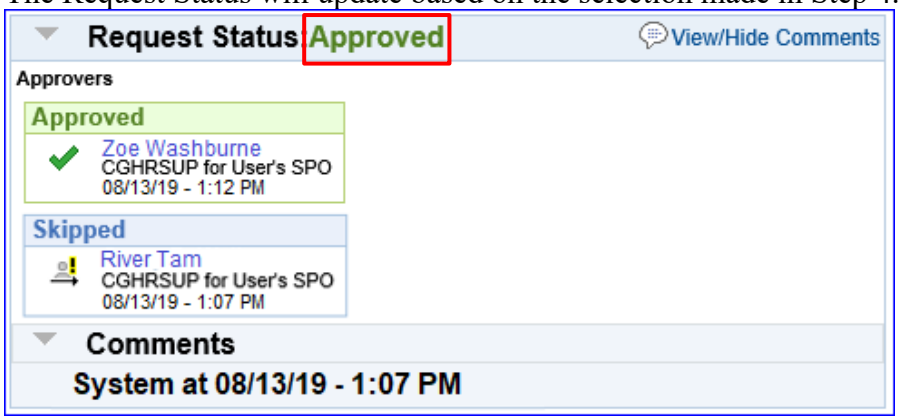
Approving CONUS COLA, Continued

Procedures, continued

Step	Action
5	The Action Request will display. To view the details of the action request, click '**Click here to view additional request information**' URL. Enter **Comments** as appropriate (required if the request is being denied). Click **Approve** or **Deny** as appropriate. 
6	The Request Status will update based on the selection made in Step 4.