

## Correcting CONUS COLA

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

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**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 \(series\)](#)

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**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.

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**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 \(OTPI\)](#)

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**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)

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**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).

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**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.

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**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

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**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.

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**Procedures** See below.

Step	Action
1	<p>Click on the <b>Active/Reserve Pay</b> Tile.</p> 

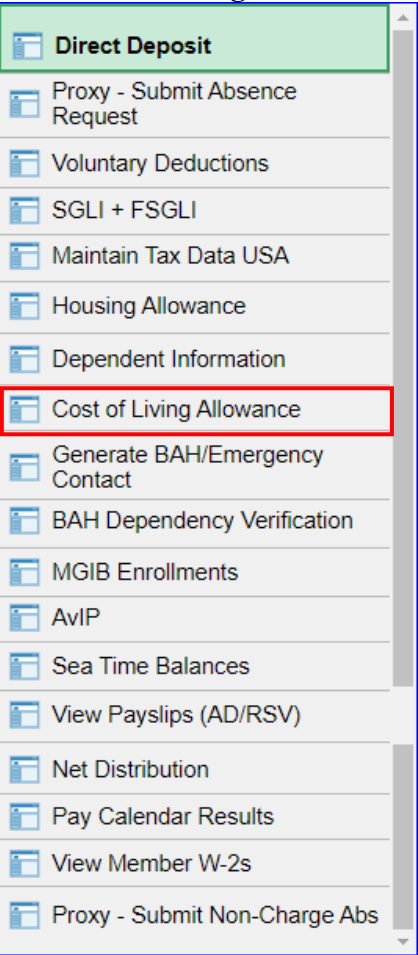
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## Correcting CONUS COLA (In-Range), Continued

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Procedures,  
continued

Step	Action
2	<p>Select the <b>Housing Allowance</b> option.</p> 

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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**.

Cost of Living Allowance

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

▼ Search Criteria

Empl ID

begins with ▼

1234567

Empl Record

= ▼

Name

begins with ▼

Last Name

begins with ▼

Second Last Name

begins with ▼

Alternate Character Name

begins with ▼

Middle Name

begins with ▼

Business Unit

begins with ▼

Department Set ID

begins with ▼

Department

begins with ▼

☐ Include History

☒ Correct History

☐ Case Sensitive

Search

Clear

Basic Search

Save Search Criteria

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.

CONUS COLA

OUTCONUS COLA

Malcolm Reynolds

Employee

Empl ID 1234567

Empl Record 0

CONUS COLA Entitlements

Find

View All

First

1 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

Save

Return to Search

Notify

Update/Display

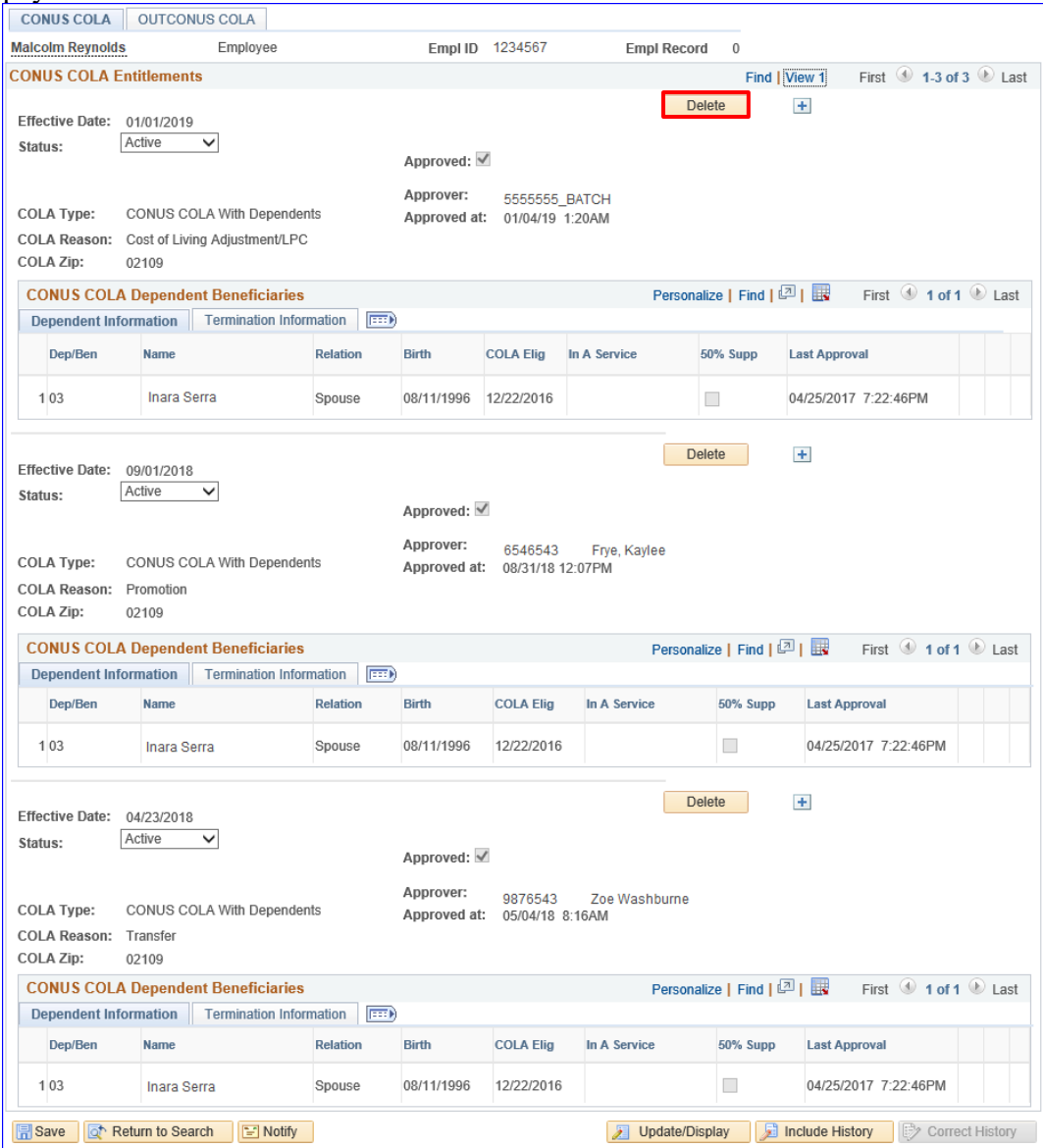
Include History

Correct History

*Continued on next page*

# 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. <b>It is important to take <a href="#">screenshots</a> of the member's CONUS COLA rows before and after any corrections.</b> To delete the LPC row, click <b>Delete</b>.</p> <p><b>IMPORTANT:</b> 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' screen for employee Malcolm Reynolds (Empl ID: 1234567). It shows three rows of COLA entitlements. The first row, with an effective date of 01/01/2019, is the target for deletion. The 'Delete' button for this row is highlighted with a red box. The second row, with an effective date of 09/01/2018, and the third row, with an effective date of 04/23/2018, are also visible. Each row includes fields for Status, Approved, COLA Type, COLA Reason, COLA Zip, and a table of dependent beneficiaries. The dependent beneficiaries table for each row shows a single beneficiary, Inara Serra, with a relation of Spouse and a birth date of 08/11/1996. The screen also includes navigation buttons like 'Find', 'View', 'First', 'Last', 'Personalize', 'Find', 'Update/Display', 'Include History', and 'Correct History'.</p>

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# Correcting CONUS COLA (In-Range), Continued

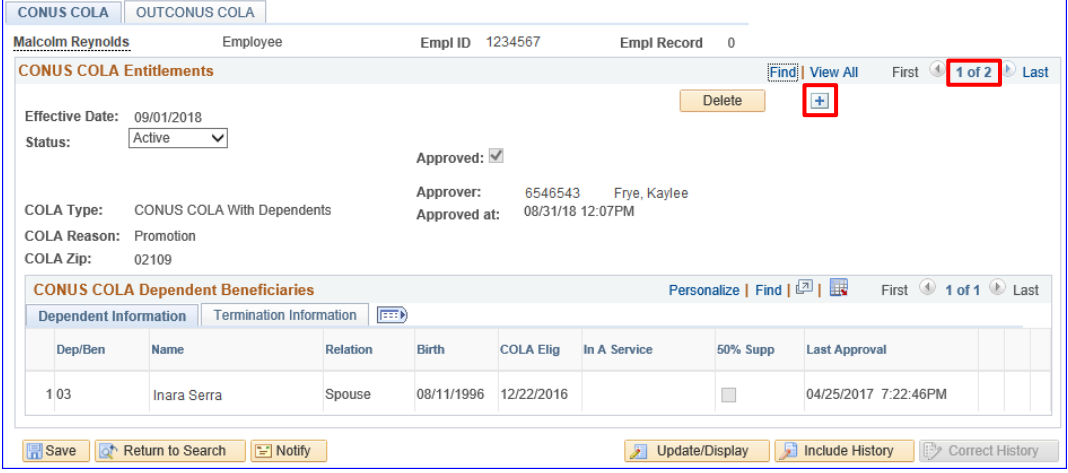
Procedures,  
continued

Step	Action																																																
6	<p>A warning message will display. Click <b>Yes</b>.</p> <div style="border: 1px solid blue; padding: 10px;"> <p>Message</p> <p>Submit record for approval to delete? (0,0)</p> <div style="display: flex; justify-content: space-around;"> <span style="border: 2px solid red; padding: 5px;">Yes</span> <span>No</span> </div> </div>																																																
7	<p>Click <b>Save</b>. The row will remain a part of the member's CONUS COLA page until the deletion is approved.</p> <div style="border: 1px solid blue; padding: 10px;"> <div style="display: flex; justify-content: space-between;"> <span>CONUS COLA</span> <span>OUTCONUS COLA</span> </div> <hr/> <div> <div>Malcolm Reynolds      Employee      Empl ID 1234567      Empl Record 0</div> <div>CONUS COLA Entitlements <span style="float: right;">Find   View 1   First 1-3 of 3 Last</span></div> <div> <div>Effective Date: 01/01/2019</div> <div>Status: Active</div> <div>Approved: <input checked="" type="checkbox"/></div> <div> <div>COLA Type: CONUS COLA With Dependents</div> <div>COLA Reason: Cost of Living Adjustment/LPC</div> <div>COLA Zip: 02109</div> </div> <div> <div>Approver: 5555555_BATCH</div> <div>Approved at: 01/04/19 1:20AM</div> </div> </div> <div> <div>CONUS COLA Dependent Beneficiaries <span style="float: right;">Personalize   Find   1 of 1 Last</span></div> <div> <div>Dependent Information    Termination Information</div> <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 03</td> <td>Inara Serra</td> <td>Spouse</td> <td>08/11/1996</td> <td>12/22/2016</td> <td></td> <td><input type="checkbox"/></td> <td>04/25/2017 7:22:46PM</td> </tr> </tbody> </table> </div> </div> <div> <div>Effective Date: 09/01/2018</div> <div>Status: Active</div> <div>Approved: <input checked="" type="checkbox"/></div> <div> <div>COLA Type: CONUS COLA With Dependents</div> <div>COLA Reason: Promotion</div> <div>COLA Zip: 02109</div> </div> <div> <div>Approver: 6546543 Frye, Kaylee</div> <div>Approved at: 08/31/18 12:07PM</div> </div> </div> <div> <div>CONUS COLA Dependent Beneficiaries <span style="float: right;">Personalize   Find   1 of 1 Last</span></div> <div> <div>Dependent Information    Termination Information</div> <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 03</td> <td>Inara Serra</td> <td>Spouse</td> <td>08/11/1996</td> <td>12/22/2016</td> <td></td> <td><input type="checkbox"/></td> <td>04/25/2017 7:22:46PM</td> </tr> </tbody> </table> </div> </div> <div> <div>Effective Date: 04/23/2018</div> <div>Status: Active</div> <div>Approved: <input checked="" type="checkbox"/></div> <div> <div>COLA Type: CONUS COLA With Dependents</div> <div>COLA Reason: Transfer</div> <div>COLA Zip: 02109</div> </div> <div> <div>Approver: 9876543 Zoe Washburne</div> <div>Approved at: 05/04/18 8:16AM</div> </div> </div> <div> <div>CONUS COLA Dependent Beneficiaries <span style="float: right;">Personalize   Find   1 of 1 Last</span></div> <div> <div>Dependent Information    Termination Information</div> <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 03</td> <td>Inara Serra</td> <td>Spouse</td> <td>08/11/1996</td> <td>12/22/2016</td> <td></td> <td><input type="checkbox"/></td> <td>04/25/2017 7:22:46PM</td> </tr> </tbody> </table> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div> <span>Save</span> <span>Return to Search</span> <span>Notify</span> </div> <div> <span>Update/Display</span> <span>Include History</span> <span>Correct History</span> </div> </div> </div> </div>	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		<input type="checkbox"/>	04/25/2017 7:22:46PM	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		<input type="checkbox"/>	04/25/2017 7:22:46PM	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		<input type="checkbox"/>	04/25/2017 7:22:46PM
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# Correcting CONUS COLA (In-Range), Continued

Procedures,  
continued

Step	Action
8	<p>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.</p> 

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# Correcting CONUS COLA (In-Range), Continued

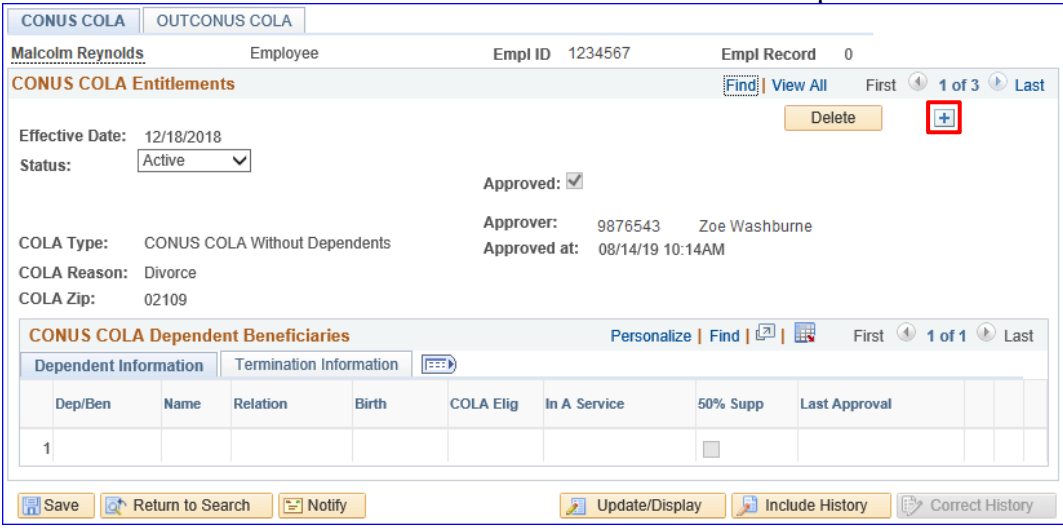
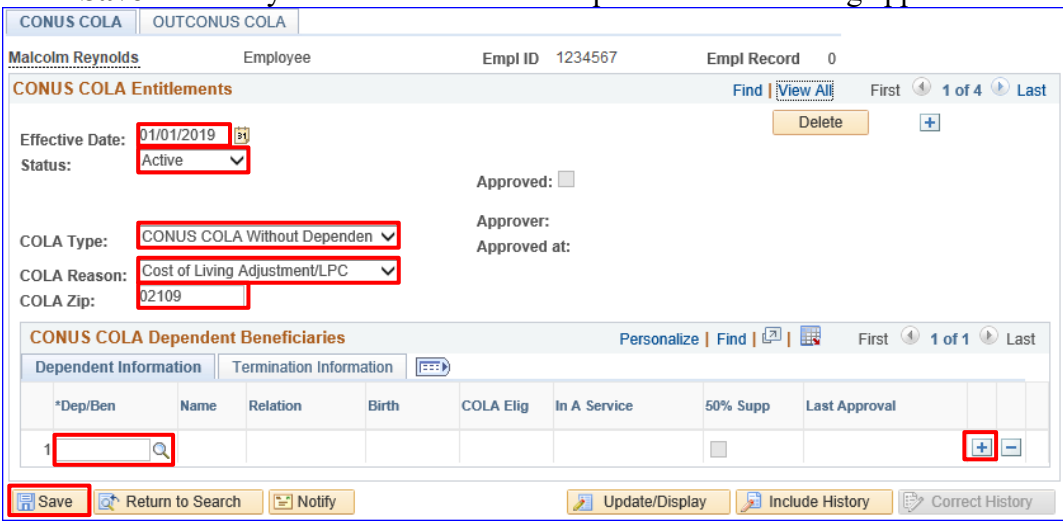
Procedures,  
continued

Step	Action
9	<ul style="list-style-type: none"> <li>Enter the <b>Effective Date</b> and ensure the Status indicates <b>Active</b>. Using the drop-downs, select the appropriate <b>COLA Type</b> and <b>COLA Reason</b>. Ensure the <b>COLA Zip</b> is correct.</li> <li>In a case where dependents would need to be added, click the lookup icon under <b>Dependent Information</b> and select the appropriate Dependent from the Search Results. Click the (+) button to add additional dependents as necessary.</li> <li>Click <b>Save</b> and notify the SPO Auditor the request is now awaiting approval.</li> </ul> <p><b>Note:</b> The zip code is limited to 5 digits, do <b>NOT</b> add any additional numbers or letters after the initial zip code. <b>Adding more than the 5 digit zip code will result in non-payment of CONUS COLA.</b></p> <p>The screenshot displays the 'CONUS COLA Entitlements' form for employee Malcolm Reynolds (Empl ID 1234567). It shows three active COLA entries. The first entry, dated 12/18/2018, is for 'CONUS COLA Without Dependents' due to a 'Divorce' with zip code 02109. The second entry, dated 09/01/2018, is for 'CONUS COLA With Dependents' due to a 'Promotion' with zip code 02109, approved by Kaylee Frye. The third entry, dated 04/23/2018, is also for 'CONUS COLA With Dependents' due to a 'Transfer' with zip code 02109, approved by Zoe Washburne. Each entry includes a table of dependent beneficiaries. In the first entry's table, a search icon and a red box around the search input field are highlighted. At the bottom of the form, a red box highlights the 'Save' button.</p>

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## Correcting CONUS COLA (In-Range), Continued

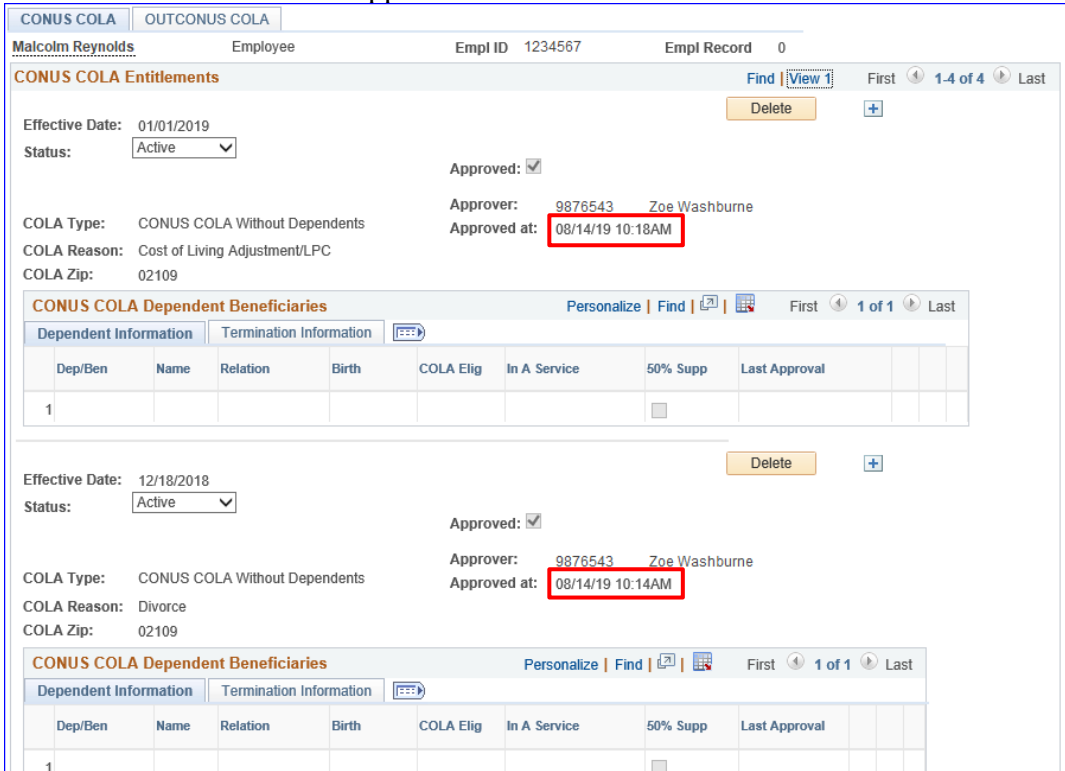
Procedures,  
continued

Step	Action
10	<p>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.</p> 
11	<p>Enter the <b>Effective Date</b> and ensure the Status indicates <b>Active</b>. Using the drop-downs, select the appropriate <b>COLA Type</b> and <b>COLA Reason</b>. Ensure the <b>COLA Zip</b> is correct. It is <b>important</b> that the COLA Type, COLA Reason, and COLA Zip match the LPC row screenshot taken in Step 4.</p> <p>In a case where dependents would need to be added, click the lookup icon under <b>Dependent Information</b> and select the appropriate Dependent from the Search Results. Click the (+) button to add additional dependents as appropriate.</p> <p>Click <b>Save</b> and notify the SPO Auditor the request is now awaiting approval.</p> 

Continued on next page

# Correcting CONUS COLA (In-Range), Continued

Procedures,  
continued

Step	Action
12	<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 minutes of each other.</p>  <p>The screenshot displays the 'CONUS COLA Entitlements' and 'CONUS COLA Dependent Beneficiaries' sections. The top section shows the member's own COLA with an effective date of 01/01/2019, status 'Active', and an approval date of 08/14/19 10:18AM. The bottom section shows a dependent beneficiary's COLA with an effective date of 12/18/2018, status 'Active', and an approval date of 08/14/19 10:14AM. Both approvals are by Zoe Washburne.</p>
13	<p>Remember, because this correction is <b>In-Range</b> (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 <a href="#">Pay Calculation Results</a> user guide for more information on navigating, reviewing, and researching a member's Pay Calculation Results.</p>

## Correcting CONUS COLA (Out-of-Range)

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### 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).

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### 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.

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### 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*

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

<b>Scenario</b>	<p>For the purposes of this user guide, the following scenario was used:</p> <p>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 <b>must</b> be taken and attached to the PPC Trouble Ticket notifying PPC of the Out-of-Range transaction.</p> <p>To process this correction, any rows with an effective date <b>after</b> 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.</p> <p>Please see the <a href="#">Submitting Trouble Tickets with Supporting Documents</a> user guide for more information on PPC Trouble Ticket requirements and how to obtain screenshots.</p>
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**Procedures** See below.

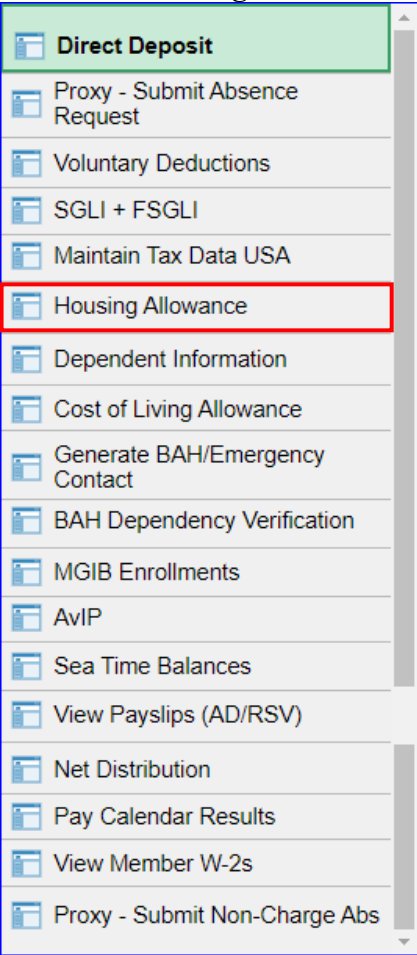
Step	Action
1	<p>Click on the <b>Active/Reserve Pay</b> Tile.</p> 

*Continued on next page*

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

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Procedures,  
continued

Step	Action
2	<p>Select the <b>Housing Allowance</b> option.</p> 

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

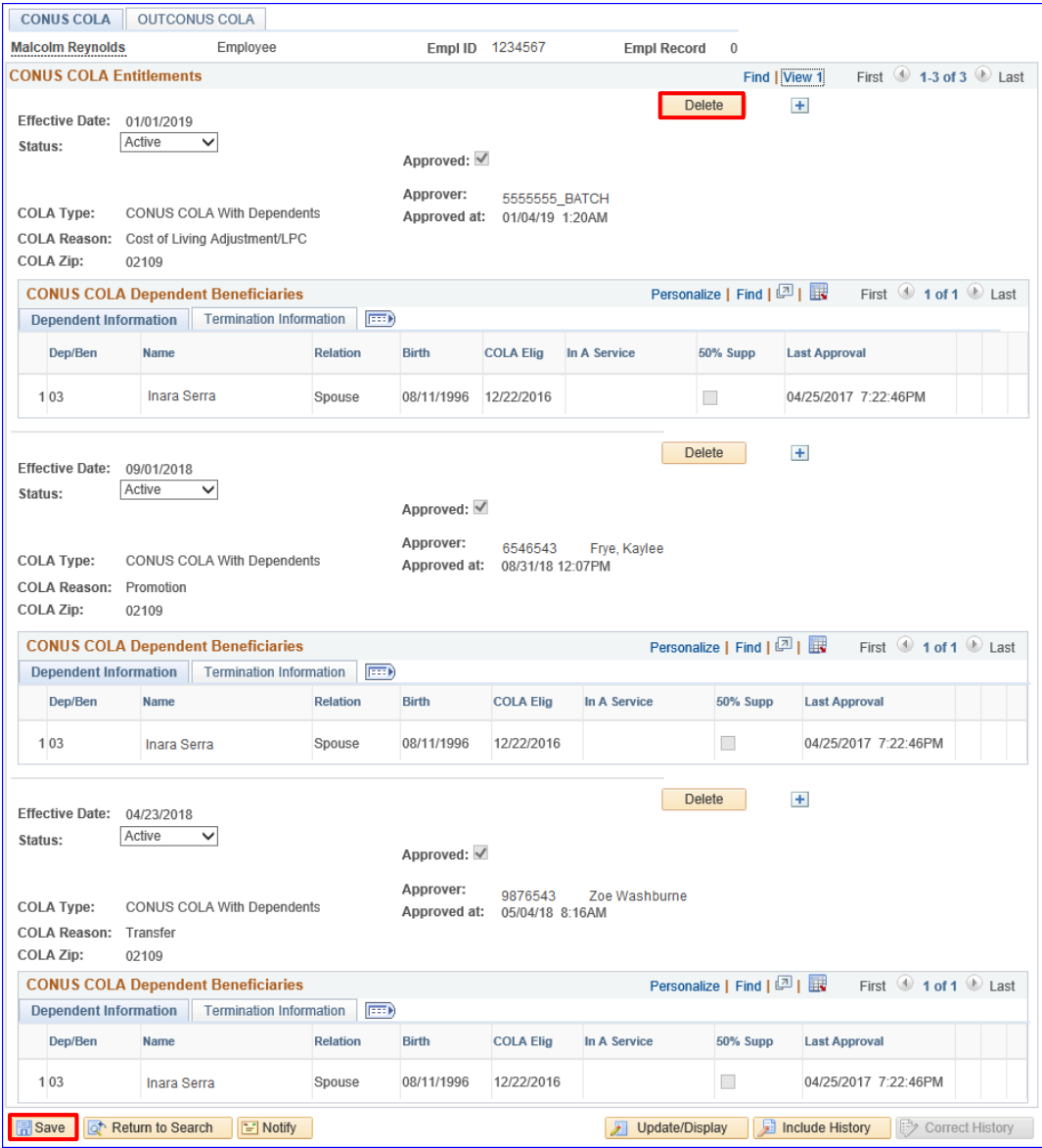
Procedures,  
continued

Step 3	<div>Action</div> <div>Enter the member's <b>Empl ID</b>. Check the <b>Correct History</b> box and click <b>Search</b>.</div> <div><div><div>Cost of Living Allowance</div><div>Enter any information you have and click Search. Leave fields blank for a list of all values.</div><div><div>Find an Existing Value</div></div><div><div>▼ Search Criteria</div><div><div>Empl ID</div><div>begins with ▼</div><div>1234567</div></div><div><div>Empl Record</div><div>= ▼</div><div></div></div><div><div>Name</div><div>begins with ▼</div><div></div></div><div><div>Last Name</div><div>begins with ▼</div><div></div></div><div><div>Second Last Name</div><div>begins with ▼</div><div></div></div><div><div>Alternate Character Name</div><div>begins with ▼</div><div></div></div><div><div>Middle Name</div><div>begins with ▼</div><div></div></div><div><div>Business Unit</div><div>begins with ▼</div><div></div></div><div><div>Department Set ID</div><div>begins with ▼</div><div></div></div><div><div>Department</div><div>begins with ▼</div><div></div></div><div><div><input type="checkbox"/> Include History</div><div><input checked="" type="checkbox"/> Correct History</div><div><input type="checkbox"/> Case Sensitive</div></div><div><div>Search</div><div>Clear</div><div>Basic Search</div><div>Save Search Criteria</div></div></div></div></div>																
4	<div>The member's CONUS COLA page will display. If the member has multiple CONUS COLA rows, select <b>View All</b>. In this example, the member has 3 CONUS COLA rows.</div> <div><div><div><div>CONUS COLA</div><div>OUTCONUS COLA</div></div><div><div>Malcolm Reynolds</div><div>Employee</div><div>Empl ID 1234567</div><div>Empl Record 0</div></div><div><div>CONUS COLA Entitlements</div><div><div>Find</div><div>View All</div><div>First</div><div>1 of 3</div><div>Last</div></div><div><div>Delete</div><div>+</div></div><div><div>Effective Date:</div><div>01/01/2019</div></div><div><div>Status:</div><div>Active ▼</div></div><div><div>Approved:</div><div><input checked="" type="checkbox"/></div></div><div><div>Approver:</div><div>5555555_BATCH</div></div><div><div>Approved at:</div><div>01/04/19 1:20AM</div></div><div><div>COLA Type:</div><div>CONUS COLA With Dependents</div></div><div><div>COLA Reason:</div><div>Cost of Living Adjustment/LPC</div></div><div><div>COLA Zip:</div><div>02109</div></div></div><div><div><div>CONUS COLA Dependent Beneficiaries</div><div><div>Personalize</div><div>Find</div><div>First</div><div>1 of 1</div><div>Last</div></div><div><div>Dependent Information</div><div>Termination Information</div></div><table><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><tr><td>1 03</td><td>Inara Serra</td><td>Spouse</td><td>08/11/1996</td><td>12/22/2016</td><td></td><td><input type="checkbox"/></td><td>04/25/2017 7:22:46PM</td></tr></table><div><div>Save</div><div>Return to Search</div><div>Notify</div><div>Update/Display</div><div>Include History</div><div>Correct History</div></div></div></div></div></div>	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		<input type="checkbox"/>	04/25/2017 7:22:46PM
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*Continued on next page*

# 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. <b>It is important to take <a href="#">screenshots</a> of the member's CONUS COLA rows before and after any corrections/deletions.</b> 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 <b>Delete</b>.</p> <p><b>IMPORTANT:</b> 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 <b>Yes</b>.</p> <div> <p><b>Message</b></p> <p>Submit record for approval to delete? (0,0)</p> <p><b>Yes</b> <b>No</b></p> </div>																																																
7	<p>Click <b>Save</b>. The row will remain a part of the member's CONUS COLA page until the deletion is approved.</p> <div> <p><b>CONUS COLA</b> <b>OUTCONUS COLA</b></p> <p>Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0</p> <p><b>CONUS COLA Entitlements</b> Find View 1 First 1-3 of 3 Last</p> <p>Effective Date: 01/01/2019 Status: Active Approved: <input checked="" type="checkbox"/></p> <p>COLA Type: CONUS COLA With Dependents Approver: 5555555_BATCH</p> <p>COLA Reason: Cost of Living Adjustment/LPC Approved at: 01/04/19 1:20AM</p> <p>COLA Zip: 02109</p> <p><b>CONUS COLA Dependent Beneficiaries</b> Personalize Find 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 03</td><td>Inara Serra</td><td>Spouse</td><td>08/11/1996</td><td>12/22/2016</td><td></td><td><input type="checkbox"/></td><td>04/25/2017 7:22:46PM</td></tr> </tbody> </table> <p>Effective Date: 09/01/2018 Status: Active Approved: <input checked="" type="checkbox"/></p> <p>COLA Type: CONUS COLA With Dependents Approver: 6546543 Frye, Kaylee</p> <p>COLA Reason: Promotion Approved at: 08/31/18 12:07PM</p> <p>COLA Zip: 02109</p> <p><b>CONUS COLA Dependent Beneficiaries</b> Personalize Find 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 03</td><td>Inara Serra</td><td>Spouse</td><td>08/11/1996</td><td>12/22/2016</td><td></td><td><input type="checkbox"/></td><td>04/25/2017 7:22:46PM</td></tr> </tbody> </table> <p>Effective Date: 04/23/2018 Status: Active Approved: <input checked="" type="checkbox"/></p> <p>COLA Type: CONUS COLA With Dependents Approver: 9876543 Zoe Washburne</p> <p>COLA Reason: Transfer Approved at: 05/04/18 8:16AM</p> <p>COLA Zip: 02109</p> <p><b>CONUS COLA Dependent Beneficiaries</b> Personalize Find 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 03</td><td>Inara Serra</td><td>Spouse</td><td>08/11/1996</td><td>12/22/2016</td><td></td><td><input type="checkbox"/></td><td>04/25/2017 7:22:46PM</td></tr> </tbody> </table> <p><b>Save</b> Return to Search Notify Update/Display Include History Correct History</p> </div>	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		<input type="checkbox"/>	04/25/2017 7:22:46PM	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		<input type="checkbox"/>	04/25/2017 7:22:46PM	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		<input type="checkbox"/>	04/25/2017 7:22:46PM
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# Correcting CONUS COLA (Out-of-Range), Continued

Procedures,  
continued

Step	Action																																
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. In this example, the Promotion row also need to be deleted. To delete the Promotion row, click the <b>Delete</b> button. A warning prompt will display, click <b>Yes</b>. Click <b>Save</b> and notify the SPO Auditor the next delete request is awaiting approval.</p> <p><b>Remember:</b> Take a <a href="#">screenshot</a> of the row prior to deleting.</p> <div> <div> <div>CONUS COLA   OUTCONUS COLA</div> <div>Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0</div> <div>CONUS COLA Entitlements Find View 1 First 1 of 2 Last</div> <div> <div>Effective Date: 09/01/2018</div> <div>Status: Active</div> <div>Approved: <input checked="" type="checkbox"/></div> <div> <div>COLA Type: CONUS COLA With Dependents</div> <div>COLA Reason: Promotion</div> <div>COLA Zip: 02109</div> </div> <div> <div>Approver: 6546543 Frye, Kaylee</div> <div>Approved at: 08/31/18 12:07PM</div> </div> </div> <div> <div>CONUS COLA Dependent Beneficiaries Personalize Find 1 of 1 Last</div> <div> <div>Dependent Information Termination Information</div> <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 03</td> <td>Inara Serra</td> <td>Spouse</td> <td>08/11/1996</td> <td>12/22/2016</td> <td></td> <td><input type="checkbox"/></td> <td>04/25/2017 7:22:46PM</td> </tr> </tbody> </table> </div> <div> <div>Effective Date: 04/23/2018</div> <div>Status: Active</div> <div>Approved: <input checked="" type="checkbox"/></div> <div> <div>COLA Type: CONUS COLA With Dependents</div> <div>COLA Reason: Transfer</div> <div>COLA Zip: 02109</div> </div> <div> <div>Approver: 9876543 Zoe Washburne</div> <div>Approved at: 05/04/18 8:16AM</div> </div> </div> <div> <div>CONUS COLA Dependent Beneficiaries Personalize Find 1 of 1 Last</div> <div> <div>Dependent Information Termination Information</div> <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 03</td> <td>Inara Serra</td> <td>Spouse</td> <td>08/11/1996</td> <td>12/22/2016</td> <td></td> <td><input type="checkbox"/></td> <td>04/25/2017 7:22:46PM</td> </tr> </tbody> </table> </div> </div> <div> <div>Save Return to Search Notify Update/Display Include History Correct History</div> </div> </div> <div> <div>Message</div> <div>Submit record for approval to delete? (0,0)</div> <div> <div>Yes</div> <div>No</div> </div> </div> </div> </div>	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		<input type="checkbox"/>	04/25/2017 7:22:46PM	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		<input type="checkbox"/>	04/25/2017 7:22:46PM
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Continued on next page

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

Procedures,  
continued

Step

9

Action

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.

CONUS COLA

OUTCONUS COLA

Malcolm Reynolds

Employee

Empl ID 1234567

Empl Record 0

CONUS COLA Entitlements

Find | View All

First

1 of 1

Last

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		<input type="checkbox"/>	04/25/2017 7:22:46PM

Save

Return to Search

Notify

Update/Display

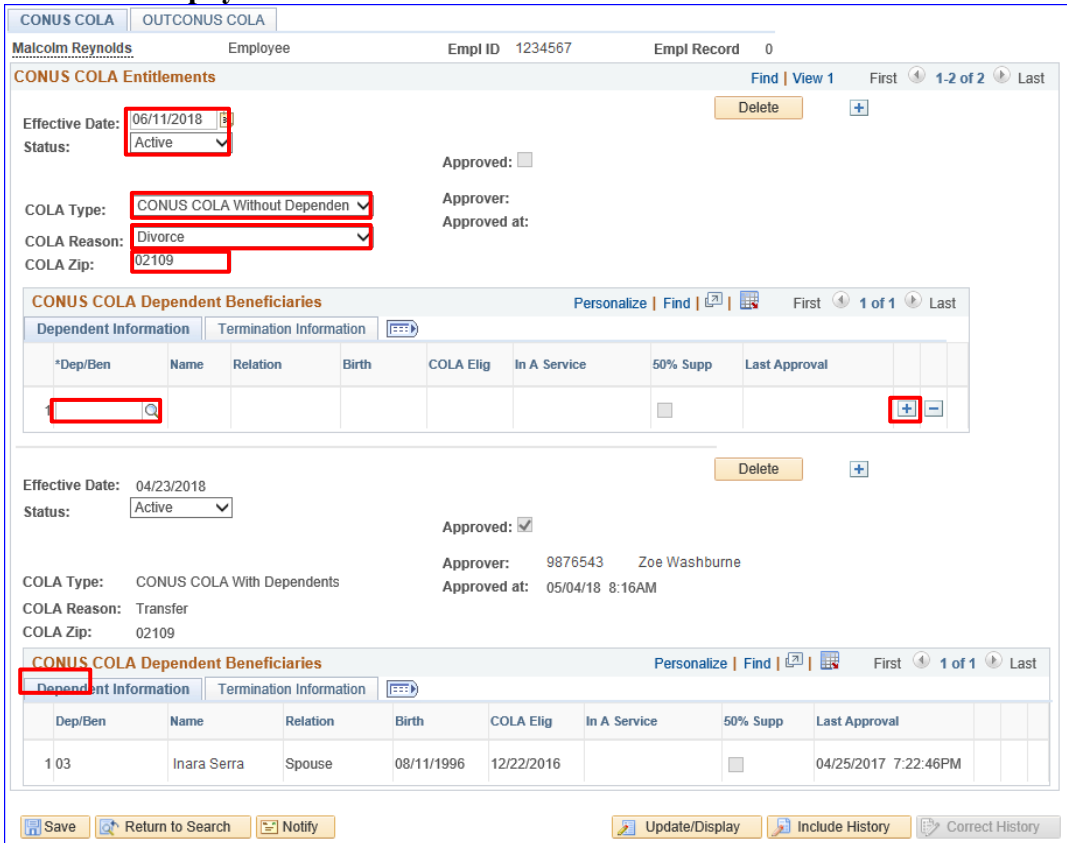
Include History

Correct History

*Continued on next page*

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

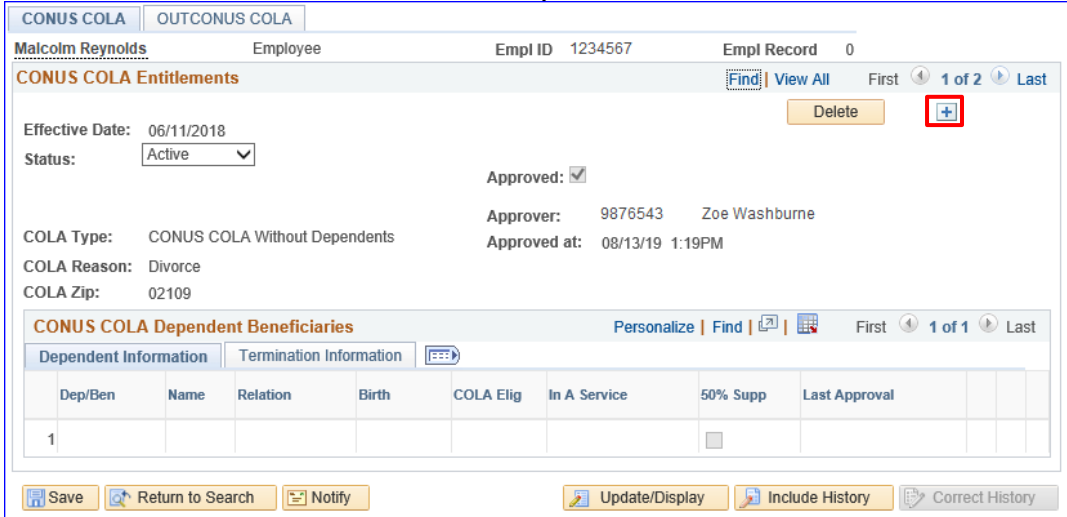
Procedures,  
continued

Step	Action
10	<p>Enter the <b>Effective Date</b> and ensure the Status indicates <b>Active</b>. Using the drop-downs, select the appropriate <b>COLA Type</b> and <b>COLA Reason</b>. Ensure the <b>COLA Zip</b> is correct.</p> <p>In a case where dependents would need to be added, click the lookup icon under <b>Dependent Information</b> and select the appropriate Dependent from the Search Results. Click the (+) button to add additional dependent as necessary.</p> <p>Click <b>Save</b> and notify the SPO Auditor the request is now awaiting approval.</p> <p><b>Note:</b> The zip code is limited to 5 digits, do <b>NOT</b> add any additional numbers or letters after the initial zip code. <b>Adding more than the 5 digit zip code will result in non-payment of CONUS COLA.</b></p> 

*Continued on next page*

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

Procedures,  
continued

Step	Action
11	<p>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.</p>  <p>The screenshot displays the 'CONUS COLA Entitlements' page for Malcolm Reynolds (Empl ID 1234567). The page includes fields for Effective Date (06/11/2018), Status (Active), COLA Type (CONUS COLA Without Dependents), COLA Reason (Divorce), and COLA Zip (02109). It also shows the Approver (9876543, Zoe Washburne) and the approval date (08/13/19 1:19PM). A red box highlights a '+' button next to the 'Delete' button. Below the entitlements section is the 'CONUS COLA Dependent Beneficiaries' section, which includes a table with columns: Dep/Ben, Name, Relation, Birth, COLA Elig, In A Service, 50% Supp, and Last Approval. The table has one row with the value '1' in the Dep/Ben column.</p>

*Continued on next page*

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

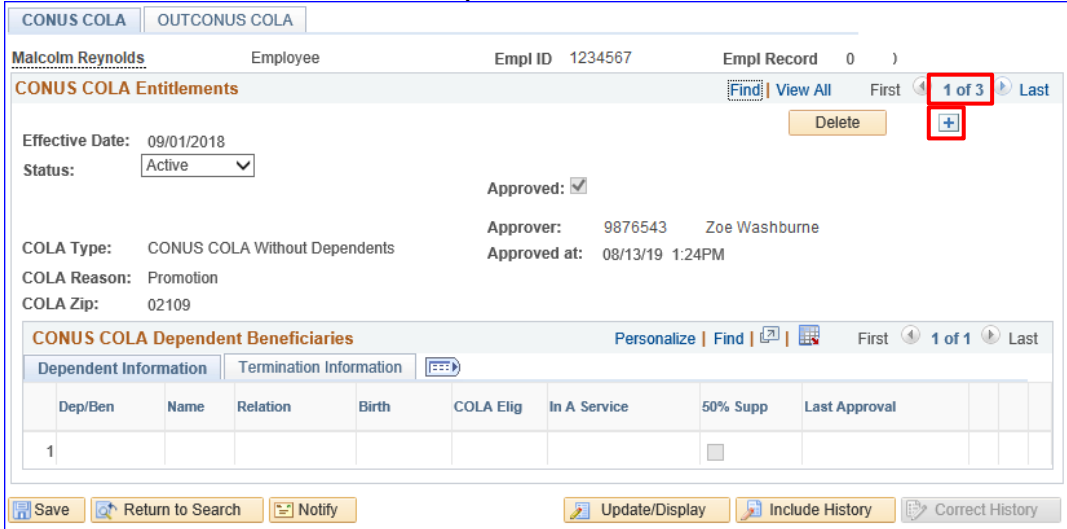
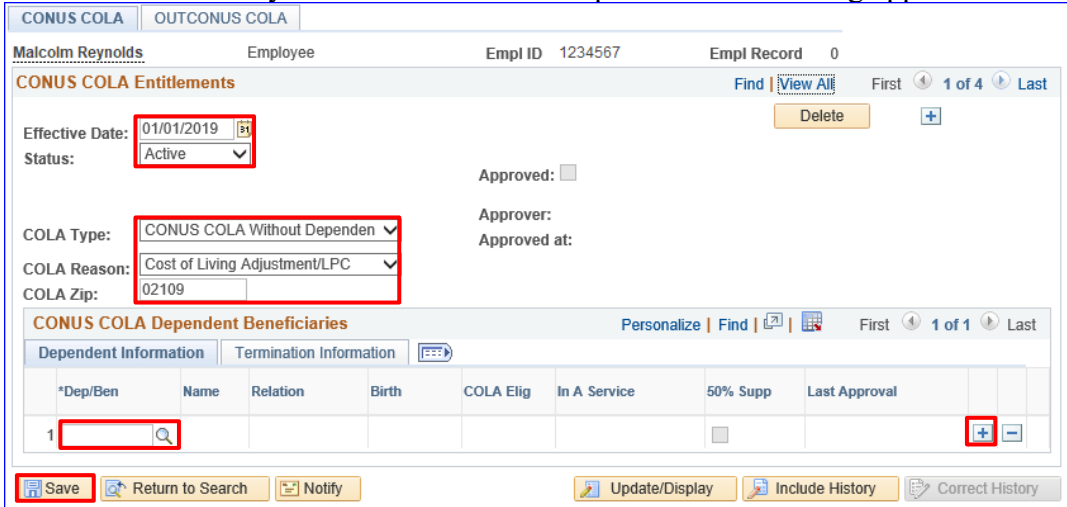
Procedures,  
continued

Step	Action																																																						
12	<p>Enter the <b>Effective Date</b> and ensure the Status indicates <b>Active</b>. Using the drop-downs, select the appropriate <b>COLA Type</b> and <b>COLA Reason</b>. Ensure the <b>COLA Zip</b> is correct. It is <b>important</b> that the COLA Type, COLA Reason, and COLA Zip match the screenshot of the Promotion row taken in Step 7.</p> <p>In a case where dependents would need to be added, click the lookup icon under <b>Dependent Information</b> and select the appropriate Dependent from the Search Results. Click the (+) button to add additional dependents as necessary.</p> <p>Click <b>Save</b> and notify the SPO Auditor the request is now awaiting approval.</p> <p><b>CONUS COLA Entitlements</b></p> <p>Malcolm Reynolds Employee Empl ID 1234567 Empl Record 0</p> <p>Find   View 1 First 1-3 of 3 Last</p> <p>Effective Date: 09/01/2018 Status: Active Approved: <input type="checkbox"/></p> <p>COLA Type: CONUS COLA Without Dependents Approver: <input type="text"/></p> <p>COLA Reason: Promotion Approved at: <input type="text"/></p> <p>COLA Zip: 02109</p> <p><b>CONUS COLA Dependent Beneficiaries</b></p> <p>Personalize   Find   First 1 of 1 Last</p> <table border="1"> <thead> <tr> <th>Dependent Information</th> <th>Termination Information</th> </tr> <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</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Effective Date: 06/11/2018 Status: Active Approved: <input checked="" type="checkbox"/></p> <p>COLA Type: CONUS COLA Without Dependents Approver: 9876543 Zoe Washburne</p> <p>COLA Reason: Divorce Approved at: 08/13/19 1:19PM</p> <p>COLA Zip: 02109</p> <p><b>CONUS COLA Dependent Beneficiaries</b></p> <p>Personalize   Find   First 1 of 1 Last</p> <table border="1"> <thead> <tr> <th>Dependent Information</th> <th>Termination Information</th> </tr> <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</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Effective Date: 04/23/2018 Status: Active Approved: <input checked="" type="checkbox"/></p> <p>COLA Type: CONUS COLA With Dependents Approver: 9876543 Zoe Washburne</p> <p>COLA Reason: Transfer Approved at: 05/04/18 8:16AM</p> <p>COLA Zip: 02109</p> <p><b>CONUS COLA Dependent Beneficiaries</b></p> <p>Personalize   Find   First 1 of 1 Last</p> <table border="1"> <thead> <tr> <th>Dependent Information</th> <th>Termination Information</th> </tr> <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>103</td> <td>Inara Serra</td> <td>Spouse</td> <td>08/11/1996</td> <td>12/22/2016</td> <td></td> <td></td> <td>04/25/2017 7:22:46PM</td> </tr> </tbody> </table> <p><b>Save</b> <b>Return to Search</b> <b>Notify</b> <b>Update/Display</b> <b>Include History</b> <b>Correct History</b></p>	Dependent Information	Termination Information	*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1								Dependent Information	Termination Information	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1								Dependent Information	Termination Information	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	103	Inara Serra	Spouse	08/11/1996	12/22/2016			04/25/2017 7:22:46PM
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Continued on next page

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

Procedures,  
continued

Step	Action
13	<p>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.</p> 
14	<p>Enter the <b>Effective Date</b> and ensure the Status indicates <b>Active</b>. Using the drop-downs, select the appropriate <b>COLA Type</b> and <b>COLA Reason</b>. Ensure the <b>COLA Zip</b> is correct. It is <b>important</b> that the COLA Type, COLA Reason, and COLA Zip match the screenshot of the LPC row taken in Step 4.</p> <p>In a case where dependents would need to be added, click the lookup icon under <b>Dependent Information</b> and select the appropriate Dependent from the Search Results. Click the (+) button to add additional dependents as necessary.</p> <p>Click <b>Save</b> and notify the SPO Auditor the request is now awaiting approval.</p> 

*Continued on next page*





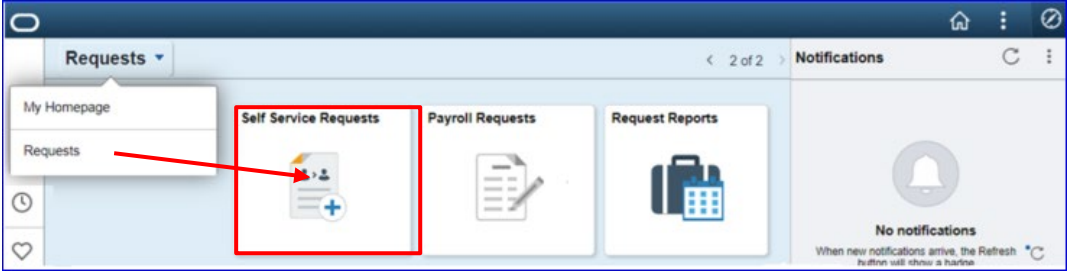
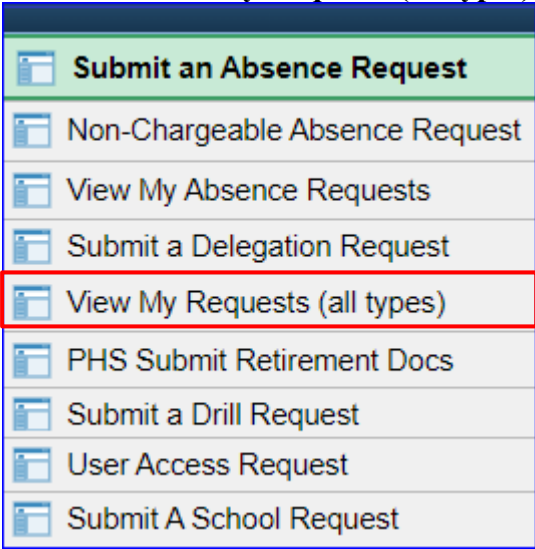
# Approving CONUS COLA

<b>Introduction</b>	This section provides the procedures for a SPO Auditor to approve a CONUS COLA request in Direct Access (DA).
<b>In-Range vs. Out-of-Range</b>	<p>If the correction is <b>In-Range</b> (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.</p> <p>If the correction is <b>Out-of-Range</b> (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 <b>MUST</b> be reported to PPC Customer Care to be processed manually.</p> <p>For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the <a href="#">Submitting Trouble Tickets with Supporting Images</a> user guide.</p>
<b>Timing</b>	<p>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.</p> <p><b>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.</b></p> <p>First, <b>delete</b> the CONUS COLA row(s) from <b>newest to oldest</b>:</p> <ol style="list-style-type: none"> <li>1. Delete the NEWEST incorrect CONUS COLA row.</li> <li>2. Approve the deletion.</li> <li>3. Repeat steps 1 and 2 until the entire affected period is deleted.</li> </ol> <p>Then, <b>add</b> CONUS COLA row(s), from <b>oldest to newest</b>.</p> <ol style="list-style-type: none"> <li>1. Add the oldest CONUS COLA row with the correct information.</li> <li>2. Approve the addition.</li> <li>3. Repeat steps 1 &amp; 2 until the entire period is added.</li> </ol>

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## Approving CONUS COLA, Continued

**Procedures**      See below.

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

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# Approving CONUS COLA, Continued





Procedures,  
continued

Step	Action
3	<p>Select the <b>Requests I am Approver For</b> radio button. Ensure the <b>Transaction Status</b> indicates Pending. Click <b>Populate Grid</b>.</p> <p><b>Note:</b> The Search Results may be narrowed by selecting the <b>Submission From Date</b> and/or <b>Submission To Date</b>.</p> <div> <p><a href="#">View My Action Requests</a></p> <hr/> <p><a href="#">ZOE WASHBURNE</a></p> <ol style="list-style-type: none"> <li>1. 'My Submitted Requests' allows member to bring up only their Action Requests.</li> <li>2. 'Requests I am Approver For' allows approver to bring up only those Action Requests submitted to them.</li> <li>3. 'All Requests' allows the approver to pull up their Action Requests and those submitted to them.</li> <li>4. Transaction Name field allows user to select a particular transaction (i.e., Absence Request, Delegation, etc.)</li> <li>5. Refresh button clears the grid and defaults it back to 'My Submitted Requests' and Transaction Status of 'Pending'.</li> <li>6. Populate Grid button populates the grid based on what was selected for the radio button, Transaction Name, Transaction Status, and what was entered in the Submission From/Submission To Dates.</li> </ol> <div> <input type="radio"/> My Submitted Requests           <input checked="" type="radio"/> <b>Requests I am Approver For</b> <input type="radio"/> All Requests         </div> <div>           Transaction Name: <input type="text" value="All Transactions"/> </div> <div>           Transaction Status: <input type="text" value="Pending"/> </div> <div>           Submission From Date: <input type="text"/> </div> <div>           Submission To Date: <input type="text"/> </div> <div> <input type="button" value="Populate Grid"/> <input type="button" value="Refresh"/> </div> </div>

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# Approving CONUS COLA, Continued

Procedures,  
continued

Step	Action
5	<p>The Action Request will display. To view the details of the action request, click <b>‘Click here to view additional request information’</b> URL.</p> <p>Enter <b>Comments</b> as appropriate (required if the request is being denied). Click <b>Approve</b> or <b>Deny</b> as appropriate.</p> <div> <p><b>Action Request</b></p> <p><a href="#">Delete Transaction on Approval</a></p> <p><a href="#">Reynolds, Malcolm</a></p> <p>INSTRUCTIONS HERE</p> <p><b>Request Details</b></p> <p>Type: CONUS EffDt: 01/01/2019 OCONUS Type Code: OCONUS Instance:</p> <p><b>Request URL</b></p> <p><a href="#">Click here to view additional request information.</a></p> <p>Comment: <input type="text"/></p> <p><input type="button" value="Approve"/> <input type="button" value="Deny"/></p> <p><b>Request Status: Pending</b> <a href="#">View/Hide Comments</a></p> <p><b>Approvers</b></p> <p><b>Skipped</b></p> <p> <b>River Tam</b> CGHRSUP for User's SPO 08/13/19 - 1:07 PM</p> <p><b>Pending</b></p> <p> <b>Multiple Approvers</b> CGHRSUP for User's SPO</p> <p><b>Comments</b></p> <p><b>System at 08/13/19 - 1:07 PM</b></p> </div>
6	<p>The Request Status will update based on the selection made in Step 4.</p> <div> <p><b>Request Status: Approved</b> <a href="#">View/Hide Comments</a></p> <p><b>Approvers</b></p> <p><b>Approved</b></p> <p> <b>Zoe Washburne</b> CGHRSUP for User's SPO 08/13/19 - 1:12 PM</p> <p><b>Skipped</b></p> <p> <b>River Tam</b> CGHRSUP for User's SPO 08/13/19 - 1:07 PM</p> <p><b>Comments</b></p> <p><b>System at 08/13/19 - 1:07 PM</b></p> </div>