ADHOC Report Requests

Introduction   This guide provides the procedures for requesting an ADHOC (created or done for a particular purpose as necessary) report out of Direct Access (DA).

Information   Alternatively, you may e-mail your request for an ADHOC to PPC Customer Care directly at: ppc-dg-customercare@uscg.mil.

Procedures   See below.

Step	Action
1	Go to the PPC Customer Care web page at https://cg.portal.uscg.mil/units/ppc/SitePages/Contact%20Us.aspx and review the instructions on the website for saving the Trouble Ticket Template to your computer. IT IS VERY IMPORTANT THAT YOU FOLLOW THESE INSTRUCTIONS. Procedure for Submitting PPC Customer Care Trouble Tickets from us, you are invited to fill out our customer service survey. Please **click this link to complete the PPC Customer Satisfaction Survey** *Attention, Very Important – Please turn off the **digital signature** in MS Outlook before sending the e-mail message. The tracking system is not accepting digitally signed e-mails at this time.* We have created a template for submitting trouble tickets to PPC via e-mail. It works like this: 1. Right-mouse click on the link to the MS word template at https://cg.portal.uscg.mil/units/ppc/Documents/PPC_Customer_Care_Trouble_Ticket_Form.docm and select "save file as..."
2	Click on the **Trouble Ticket Form** link. **Trouble-Ticket Form** (please review the instructions, below, if you are not familiar with the MS Word Template Trouble Ticket Process):

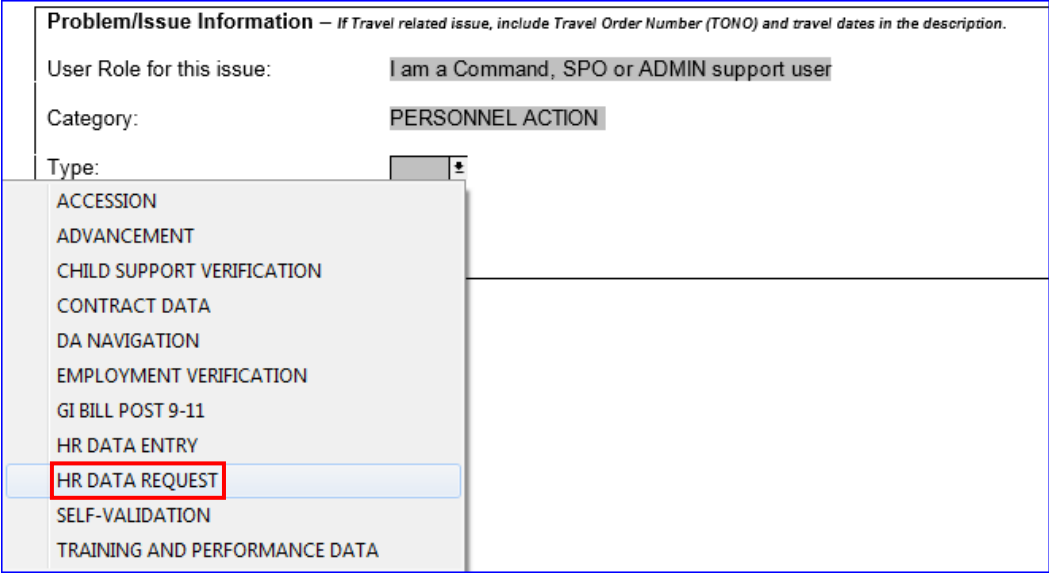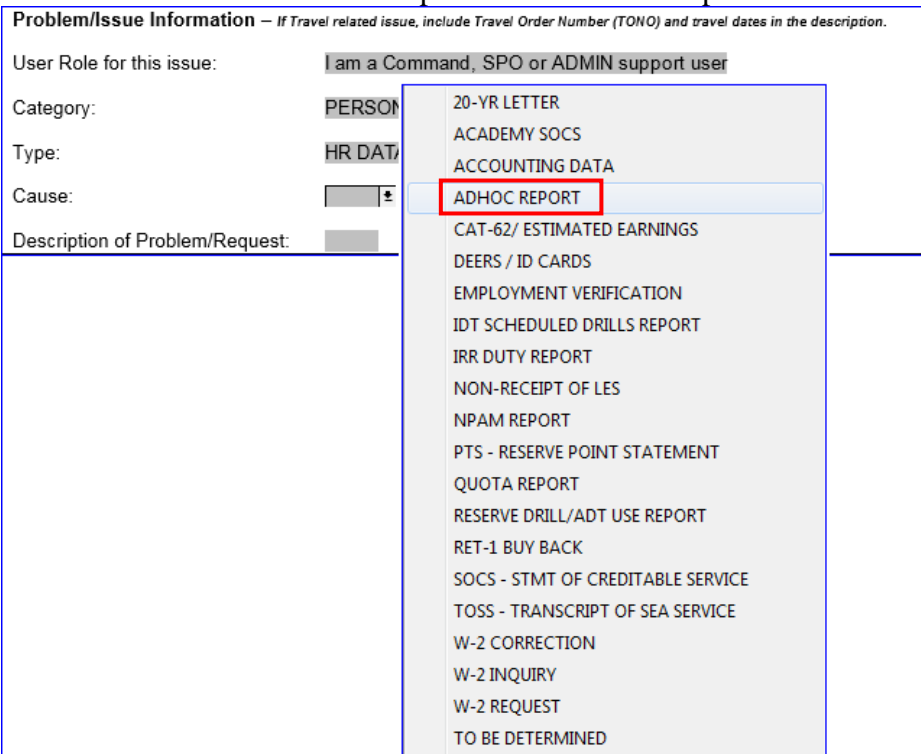*Continued on next page*

ADHOC Report Requests, Continued

Procedures,
continued

Step	Action
3	Fill in all appropriate information into the **Contact Information** and the **Member/Employee Information** sections. **Contact Information -** Who is submitting this ticket? POC Employee ID: 8888888 POC Email: jim.t.smith@uscg.mil POC First Name: Jim POC Last Name: Smith POC Title, Rate or Rank: YNC POC Daytime Phone Number: 555-1212 *(include area code & ext)* **Member/Employee Information** - Who is this ticket for? Member/Employee ID: 5555555 Member/Employee First Name: Jane Member/Employee Last Name: Doe
4	Select the **I am a Command, SPO or ADMIN support user** option from the Select User Role drop-down. **Problem/Issue Information** — *If Travel related issue, include Travel Order Number (TONO) and travel dates in the description.* User Role for this issue: Select User Role Select User Role I am the Member/User (self-service issue) I am a Command, SPO or ADMIN support user I am a PPC staff member Description of Problem/Request:
5	Select **PERSONNEL ACTION** from the Category drop-down. **Problem/Issue Information** — *If Travel related issue, include Travel Order Number (TONO) and travel dates in the description.* User Role for this issue: I am a Command, SPO or ADMIN support user Category: Type: PASSWORD/USER ACCESS PAY ACTION Cause PERSONNEL ACTION TRAVEL Descr EI-PDR/WEBNOW TPAX

ADHOC Report Requests, Continued

Procedures,
continued

Step	Action
6	Select the **HR DATA REQUEST** option from the Type drop-down. **Problem/Issue Information** – *If Travel related issue, include Travel Order Number (TONO) and travel dates in the description.* User Role for this issue: I am a Command, SPO or ADMIN support user Category: PERSONNEL ACTION Type: ACCESSION ADVANCEMENT CHILD SUPPORT VERIFICATION CONTRACT DATA DA NAVIGATION EMPLOYMENT VERIFICATION GI BILL POST 9-11 HR DATA ENTRY HR DATA REQUEST SELF-VALIDATION TRAINING AND PERFORMANCE DATA
7	Select the **ADHOC REPORT** option in the Cause drop-down. **Problem/Issue Information** – *If Travel related issue, include Travel Order Number (TONO) and travel dates in the description.* User Role for this issue: I am a Command, SPO or ADMIN support user Category: PERSON Type: HR DAT Cause: Description of Problem/Request: 20-YR LETTER ACADEMY SOCS ACCOUNTING DATA ADHOC REPORT CAT-62/ ESTIMATED EARNINGS DEERS / ID CARDS EMPLOYMENT VERIFICATION IDT SCHEDULED DRILLS REPORT IRR DUTY REPORT NON-RECEIPT OF LES NPAM REPORT PTS - RESERVE POINT STATEMENT QUOTA REPORT RESERVE DRILL/ADT USE REPORT RET-1 BUY BACK SOCS - STMT OF CREDITABLE SERVICE TOSS - TRANSCRIPT OF SEA SERVICE W-2 CORRECTION W-2 INQUIRY W-2 REQUEST TO BE DETERMINED

ADHOC Report Requests, Continued
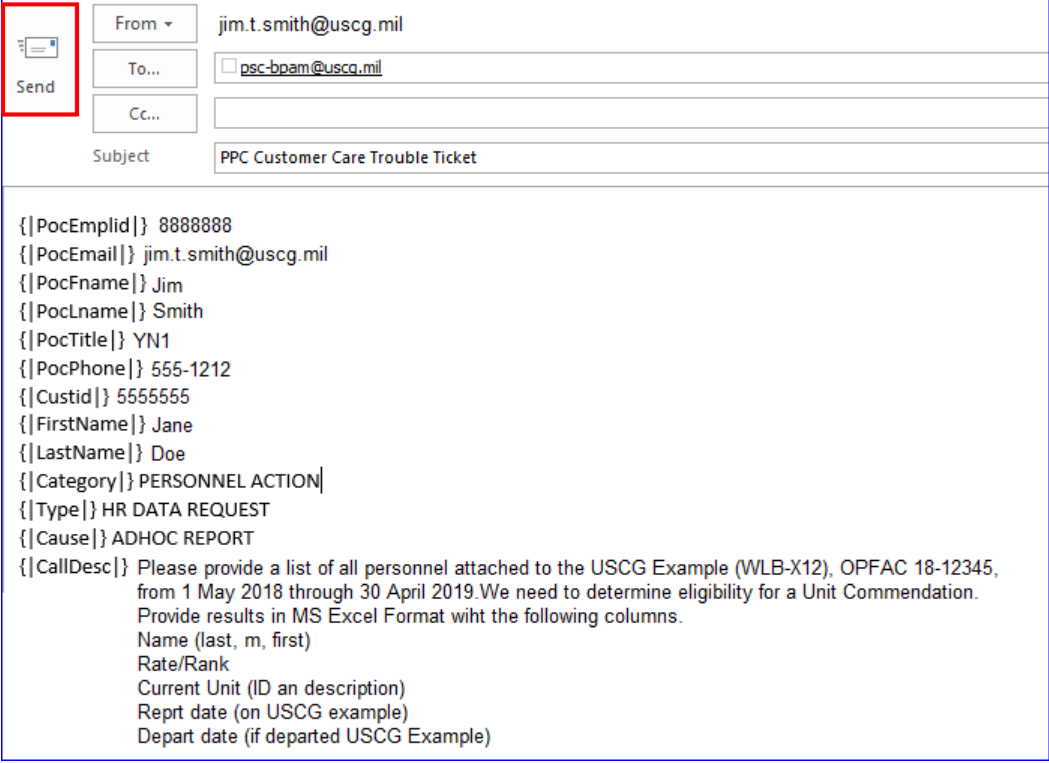
Procedures,
continued

Step	Action
7	Enter a complete description of the query in the **Description of Problem/Request:** block of the form. Click **Submit**. **Problem/Issue Information** – *If Travel related issue, include Travel Order Number (TONO) and travel dates in the description.* User Role for this issue: I am a Command, SPO or ADMIN support user Category: PERSONNEL ACTION Type: HR DATA REQUEST Cause: ADHOC REPORT Description of Problem/Request: Please provide a list of all personnel attached to the USCGC Example (WLB-X12), OPFAC 18-12345, from 1 May 2018 through 30 April 2019. We need to determine eligibility for a Unit Commendation. Provide results in MS Excel format with the following columns: Name (last, first, mi) Rate/Rank Current Unit (ID and Description) Report date (on USCGC Example) Depart date (if departed USCGC Example) Point of contact: YNC Jim Smith, (757) 555-1212. Submit
8	This Message will display. Click **OK**. Microsoft Word IMPORTANT: Please read this in its entirety. To send your request, press 'OK'. An Outlook email window should open automatically. You may need to maximize Outlook to see the email. Attachments may be added at this point; however, DO NOT CHANGE any text or formatting in the email. Changes to the text or formatting in the email will cause a delay in the processing of your ticket/request. Press 'Send' from the email window to send the email. A copy of the email will be saved in your Outlook 'Sent' items. OK

ADHOC Report Requests, Continued

Procedures,
continued

Step	Action
9	An email message will display.Attachments may be added. **Do not make any other changes to the message**. Turn off the digital signature before sending. Click **Send**. From: jim.t.smith@uscg.mil To... psc-bpam@uscg.mil Cc... Subject PPC Customer Care Trouble Ticket {|PocEmplid|} 8888888 {|PocEmail|} jim.t.smith@uscg.mil {|PocFname|} Jim {|PocLname|} Smith {|PocTitle|} YN1 {|PocPhone|} 555-1212 {|Custid|} 5555555 {|FirstName|} Jane {|LastName|} Doe {|Category|} PERSONNEL ACTION {|Type|} HR DATA REQUEST {|Cause|} ADHOC REPORT {|CallDesc|} Please provide a list of all personnel attached to the USCG Example (WLB-X12), OPFAC 18-12345, from 1 May 2018 through 30 April 2019.We need to determine eligibility for a Unit Commendation. Provide results in MS Excel Format wiht the following columns. Name (last, m, first) Rate/Rank Current Unit (ID an description) Reprt date (on USCG example) Depart date (if departed USCG Example)