

There are a few reasons why reimbursements haven't been received.

Below is the reason for 95% of the questions we receive on why a traveler hasn't received payment.

The following ALCGFINANCE message lays out the days that FINCEN does not process payments.

I.E. if you see your claim has been completed in T-Pax but you have not seen payment, before reaching out to PPC, check the dates below.

If it has been 10 days since "completed" in T-Pax, reaching out to FINCEN is appropriate (757) 523-6940. Please understand that you will must tell FINCEN when PPC completed the claim (give the completed date in t-pax) DDMMMYYYY and they should take for action. The email address is FIN-SMB-CUSTOMERSERVICE@uscg.mil

If the claim is in a completed status, there is nothing that PPC can do at this point. It is out of our hands and in FINCEN's control.

The monthly maintenance windows are:

- a. 12 Oct 2018 2100 EDT through 15 Oct 0600 EDT.
- b. 16 Nov 2018 2100 EST through 19 Nov 0600 EST.
- c. 14 Dec 2018 2100 EST through 17 Dec 0600 EST.
- d. 18 Jan 2019 2100 EST through 22 Jan 0600 EST.
- e. 15 Feb 2019 2100 EST through 19 Feb 0600 EST.
- f. 15 Mar 2019 2100 EDT through 18 Mar 0600 EDT.
- g. 12 Apr 2019 2100 EDT through 15 Apr 0600 EDT.
- h. 17 May 2019 2100 EDT through 20 May 0600 EDT.
- i. 14 Jun 2019 2100 EDT through 17 Jun 0600 EDT.
- j. 12 Jul 2019 2100 EDT through 15 Jul 0600 EDT.
- k. 16 Aug 2019 2100 EDT through 19 Aug 0600 EDT.

The monthly closing dates are:

- a. Oct 2018: 0001 EDT 29 Oct through 0000 EDT 01 Nov.
- b. Nov 2018: 0001 EST 28 Nov through 0000 EST 01 Dec.
- c. Dec 2018: 0001 EST 27 Dec through 0000 EST 01 Jan.
- d. Jan 2019: 0001 EST 29 Jan through 0000 EST 01 Feb.
- e. Feb 2019: 0001 EST 26 Feb through 0000 EST 01 Mar.
- f. Mar 2019: 0001 EDT 28 Mar through 0000 EDT 01 Apr.
- g. Apr 2019: 0001 EDT 26 Apr through 0000 EDT 01 May.
- h. May 2019: 0001 EDT 29 May through 0000 EDT 01 Jun.
- i. Jun 2019: 0001 EDT 26 Jun through 0000 EDT 01 Jul.
- j. Jul 2019: 0001 EDT 29 Jul through 0000 EDT 01 Aug.
- k. Aug 2019: 0001 EDT 28 Aug through 0000 EDT 01 Sep.
- l. Sep 2019: 0001 EDT 25 Sep through 0000 EDT 01 Oct.

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SUBJ: FY19 FINCEN SYSTEMS USER AVAILABILITY SCHEDULE

1. The following schedule represents planned system downtime for USCG users of FINCEN system applications.  
System downtime is required for system maintenance and monthly closing for accounting purposes.
2. Monthly Maintenance: During the periods listed below the Enterprise CAS suite will be completely unavailable.  
This includes CAS, FPD, CIMS, Sunflower, MarkView, PPC Checkfree, as well as WINS, WINS Remote, PCA, CBS, TLC, TAC, MPS and CTAPs. FINCEN intranet will also be unavailable:
  - a. 12 Oct 2018 2100 EDT through 15 Oct 0600 EDT.
  - b. 16 Nov 2018 2100 EST through 19 Nov 0600 EST.
  - c. 14 Dec 2018 2100 EST through 17 Dec 0600 EST.
  - d. 18 Jan 2019 2100 EST through 22 Jan 0600 EST.
  - e. 15 Feb 2019 2100 EST through 19 Feb 0600 EST.
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  - h. 17 May 2019 2100 EDT through 20 May 0600 EDT.
  - i. 14 Jun 2019 2100 EDT through 17 Jun 0600 EDT.
  - j. 12 Jul 2019 2100 EDT through 15 Jul 0600 EDT.
  - k. 16 Aug 2019 2100 EDT through 19 Aug 0600 EDT.
3. Extended Outage: This planned outage will facilitate required system upgrades. It will occur during the course of the normal work-week and will impact field users. During this outage, the Enterprise CAS suite will be completely unavailable. This includes CAS, FPD, CIMS, Sunflower, MarkView, PPC Checkfree, as well as WINS, WINS Remote, PCA, CBS, TLC, TAC, MPS and CTAPs. FINCEN intranet will also be unavailable:
  - a. 21 Nov 2018 2100 EST through 26 Nov 0600 EST.
4. FY19 Monthly Closing Schedule: In order to maintain proper accounting and financial reporting, certain procedures must be accomplished at month-end within the CAS application. FPD and CIMS will still be available for users, but the real-time integration functionality will be disabled and procurement transactions will record to the CAS outbox. Non-enterprise systems (WINS, WINS REMOTE, PCA, CBS, TLC, TAC, MPS, CTAPS) will be available to users. FINCEN Internet and Intranet will not be affected and will be available for use.  
The monthly closing dates are:
  - a. Oct 2018: 0001 EDT 29 Oct through 0000 EDT 01 Nov.
  - b. Nov 2018: 0001 EST 28 Nov through 0000 EST 01 Dec.
  - c. Dec 2018: 0001 EST 27 Dec through 0000 EST 01 Jan.
  - d. Jan 2019: 0001 EST 29 Jan through 0000 EST 01 Feb.
  - e. Feb 2019: 0001 EST 26 Feb through 0000 EST 01 Mar.
  - f. Mar 2019: 0001 EDT 28 Mar through 0000 EDT 01 Apr.
  - g. Apr 2019: 0001 EDT 26 Apr through 0000 EDT 01 May.
  - h. May 2019: 0001 EDT 29 May through 0000 EDT 01 Jun.
  - i. Jun 2019: 0001 EDT 26 Jun through 0000 EDT 01 Jul.
  - j. Jul 2019: 0001 EDT 29 Jul through 0000 EDT 01 Aug.
  - k. Aug 2019: 0001 EDT 28 Aug through 0000 EDT 01 Sep.
  - l. Sep 2019: 0001 EDT 25 Sep through 0000 EDT 01 Oct.
5. The point of contact for the system availability schedule is Ms. Paula Kitchen, (757) 413-7270 or Paula.N.Kitchen@uscg.mil.
6. FINCEN Customer Support: (757) 523-6940 or <http://support.fincen.uscg.mil/> or [FIN-SMB-Customerservice@uscg.mil](mailto:FIN-SMB-Customerservice@uscg.mil).
7. Captain J. V. Yarosh, Commanding Officer, Finance Center, sends.
8. Internet release not authorized.

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