

Pay & Personnel Newsletter

United States Coast Guard Pay & Personnel Center

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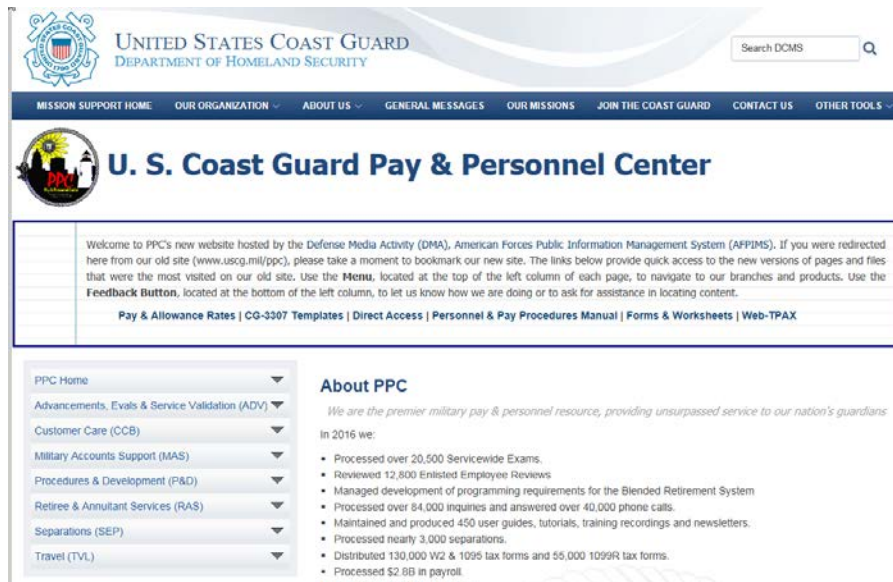
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New PPC Internet Site
 Launching 19 May.
 See page 8 for details.

About the PPC Customer Newsletter: An authorized publication, the PPC Customer Newsletter is published under the direction of the U.S. Coast Guard Pay & Personnel Center. Views and opinions expressed are not necessarily those of the Department of Homeland Security or the U.S. Coast Guard. The PPC Customer Newsletter shall not be considered an authority for any official action and is non-record material. The PPC Customer Newsletter is published quarterly. Articles are solicited from all readers.

How to submit an article: Articles for the PPC Customer Newsletter may be submitted by e-mail to [the Procedures & Development branch e-mail address "PPC-PF-PD"](mailto:PPC-PF-PD).

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Conference Lodging Policy Update

ALCGPSC 056/17

SUBJ: Civilian Exemption for Required use of the Travel Management Center (TMC) for Conference Lodging

A. 41 CFR, Federal Travel Regulations, Chapter 301-11.11 (Civilian Travel Reference)

B. ALCGPSC 120/16

1. Per recent changes to Ref A, Civilian employees are no longer required to use our TMC (ADTRAV) to make lodging reservations for conferences when the conference sponsor has negotiated and set aside rooms at one or more lodging facilities. This exemption already existed for military personnel per Ref B.

2. Details of the exemption are provided within this GSA Travel Policy FAQ posted at <https://www.gsa.gov/portal/content/104206#5>.

3. Approving Officials may cite the above exemption on travel orders for both military and civilian travelers attending conferences where the conference sponsor has negotiated with one or more lodging facilities to set aside a specific number of rooms for conference attendees.

4. Travelers should review the required use of TMC lodging Frequently Asked Questions (FAQ) at the link below or contact their local ADMIN support for travel questions.
<https://www.uscg.mil/ppc/bops/govtrvl/TMC/ADTRAV/Required-Use-of-TMC-Lodging-FAQs.docx>.

5. All other questions should be directed as follows:

a. Cardholders shall direct GTCC questions to their unit GTCC Travel Manager. Members can determine who their supporting Travel Managers are under the contacts page located

at www.uscg.mil/ppc/bops/govtrvl/.

b. GTCC Travel Managers: direct questions to Ms. Carlene Curry at 703-258-5996 or Evelyn.C.Curry@uscg.mil or Mr. Matt Ruckert at 703-201-3080 or Matthew.T.Ruckert@uscg.mil.

6. Released: RDML M. T. Bell Jr., Commander, Personnel Service Center. The Service Center for Our Most Important Resource - Our People.

7. Internet release is authorized.

Transfer Season 2017 is in Full Swing

Effective and successful transfers are an essential part of Coast Guard operations and affect every member at some point in their career. The Transfer Season team is consistently finding ways to simplify and improve the technical portion of this important process.

Under the technical guidance of TISCOM-EISI Product Line, automated by OSC CGFIXIT Team, and managed by Centralized Service Desk, Transfer Season 2017 leverages an automated method to move CGOne Standard User accounts and mailboxes from one unit to another. This process, which reconfigures user accounts for use at a new location, does **not** move user data, such as files maintained on the departing unit's file server, but does archive them for a specific time. For this reason, transferring personnel are responsible for performing a number of tasks on their own before departing their unit.

The automated portion of a PCS Transfer is triggered by the transferring member's submittal of a CGFIXIT ticket at least two weeks before departing their unit. Once a ticket is submitted, the User Transfer Service (UTS) system completes the account transfer process. Anyone who fails to submit a CGFIXIT ticket

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before departure will experience delays at their new unit.

Learn more about end user responsibilities and find helpful tips to ensure a smooth and successful transfer of IT resources by visiting the [User Account Transfer Resources](#) site on CG Portal.

After transferring to a new unit, users might receive an email with a survey about the technical portion of their transfer experience. Our Transfer Season team encourages personnel to participate in the survey and share candid feedback that will help improve future transfer seasons.

Defense Travel Management Office Allowances and Regulations Update

The Defense Travel Management Office has updated the following information for 01 May 2017:

[OCONUS Non-Foreign and Foreign Per Diem Rates](#)
[Overseas Housing Allowances \(OHA\)](#)
[Overseas Cost of Living Allowances \(COLA\)](#)
[Joint Travel Regulations \(JTR\) and Appendices*](#)

*See related article, below.

To access this information, visit the [DTMO Website](#).

Changes to the Joint Travel Regulations (JTR) - Effective 1 May 2017

Please be aware that the May 2017 Joint Travel Regulations (JTR) will be reorganized. This new framework includes revised Chapters 1-3 covering general travel policies, standard allowances, and TDY travel. It will replace the old Chapters 1-4 and 7. These revised chapters use plain language and standardized terminology, and include extensive use of

if/then tables to explain all possible travel situations in place of long paragraphs. It is important to note that the policies contained in the May 2017 JTR cover all of the travel authorities that it does today. No policies will change but may be rearranged according to the new framework and/or rewritten to ease understanding.

These changes are part of the first phase of the Defense Travel Management Office's effort to simplify policy and make the JTR easier to navigate, easier to understand, and shorter in length. Subsequent phases will address the remaining chapters and appendices.

The May 2017 version of the JTR is now available at <http://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>.

For more information on the new framework, go to: http://www.defensetravel.dod.mil/Docs/Revised_JTR_graphic.pdf.


DTMO is also offering an updated JTR Distance Learning course to help explain these changes. For more information on how to sign up for this training, go to: https://www.defensetravel.dod.mil/Docs/Training/JTR_Modules_1-Pager.pdf.

Also see: [JTR Crosswalk \(Chapters 1-4 and 7\)](#).

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Direct Access Competency Dictionary Update

The [Direct Access Competency Dictionary](#)  (a spreadsheet which shows all authorized competency codes and descriptions) has been updated by Comdt (CG-1B-1).

Changes made since last update (21 March 2017) are hi-lighted in blue text on the spreadsheet.

- 4 Competencies created
- 1 Competency inactivated
- 3 Competency modified*

(*) There are 720 competencies with changes in the dictionary (denoted with blue text). While no changes were made in the Direct Access to these competencies, changes were made in the dictionary to properly reflect the status of their mapping to TMT. A lion's share of the modifications were to remove the "Yes" from column M until the mapping in TMT is complete and verified.

The Retiree Newsletter Issue 02/17

The April 2017 issue of The Retiree Newsletter is now available on the PPC Retiree and Annuitant Services web page (www.uscg.mil/ppc/ras).

Here is a direct link to the newsletter: <https://www.uscg.mil/ppc/retnews/2017/April17newsletter.pdf>.

This issue includes the following items of interest:

- Arctic Cutter Bear
- PPC CO's Corner
- Shopping at the CGX

- Coast Guard Mutual Assistance
- Admiral Zukunft Addresses Academy Cadets
- Coast Guard Combat Related Special Compensation
- Annual Meeting of the CGNRC
- Using Coast Guard Retired Pay Self Service
- TRICARE Dental
- Book Review: The Lost Eleven
- Address and State Tax Changes must be submitted in writing
- The Shield (1 March 1944)
- Deputy Commandant for Mission Support (DCMS) 24X7 Watch

The Top 10 Things You Should Know About Bonuses

We conducted our monthly online learning session on Tuesday, 18 April 2017. The topic this month was "**The Top 10 Things You Should Know About Bonuses**". Below are links to the presentation, a transcript of the question and answer session, and a recording of the event.

- [Presentation](#)
- [Questions and Answers](#)
- [Video Recording](#)

The Top 10 Things You Should Know About Reserve Orders (16 May 2017)

Join us next month (Tuesday, 16 May 2017). Our topic will be "**The Top 10 Things You Should Know About Reserve Orders**". Visit the [PPC Procedures and Development Branch web page](#) for the meeting link and starting time (TBA).

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Personally Procured Movements of Household Goods

During peak season it may be difficult to secure a Government-contracted transportation service provider (TSP) that meets the desired packing, pick-up, and delivery dates of everyone affected. If a TSP cannot be contracted, or if a member prefers, they may perform a full or partial Personally Procured Movement (PPM) of Household Goods (HHGs) and receive the incentive payment of 95% of the government's constructed expense, not to exceed the authorized weight allowance as published in the Joint Travel Regulations. [ALCOAST 077/17](#) provides detailed information for those planning to use the Personally Procured Movements (PPM) of Household Goods program.

Transfer Season 2017 Household Goods (HHG) Shipping Information

The 2017 HHG transportation season will be upon us soon, and whether a member is performing a long distance permanent change of station (PCS) move or a funded local move, HHG counseling is mandatory. To ensure members are aware of their HHG transportation entitlements, commands should ensure that all members departing on PCS orders, or separating from the Coast Guard receive a printed copy of [ALCOAST 072/17; Transfer Season 2017 Household Goods \(HHG\) Shipping Information and Mandatory Customer Satisfaction Survey](#).

Mandatory Use of the General Services Administration City Pair Program

Coast Guard travelers on official business are required to use the General Services Administration (GSA) City Pair Program (CPP) contract carrier unless a specific contract exception applies. [ALCOAST message 073/17](#) communicates these requirements and establishes the required procedures for using any of the allowed exceptions.

Travel Reimbursement Process Changes

02 MAR 2017
BT
UNCLAS //N02620//
ALCGPSC 033/17

SUBJ: CG TRAVEL REIMBURSEMENT PROCESS CHANGES

A. PPCINST M1000.2 (series), Personnel and Pay Procedures Manual

1. This message outlines travel process changes and TPAX enhancements that will improve the overall timeliness and effectiveness of the CG travel reimbursement program. Over the past year, while the average PPC travel claim processing times were 3.3 days for TDY claims and 16.6 days for PCS claims, processing times increased significantly during the peak of the PCS travel season. Primary factors driving these increased times include: travel claim volume, staff (experience and vacancies), travel claims submissions (incomplete, inaccurate, and not timely), and approving official's (AOs) thoroughness and proficiency.

2. In an effort to further reduce processing times and avoid spikes during high volume periods, PPC is implementing the changes outlined below. These changes will be incorporated in a future change to ref (A).

- A. "Kick-back" Processing - Starting 1 May, resubmitted claims will be processed separately from first-time submissions. This change will reduce processing time for these claims and will also reduce field frustrations.
- B. Audit Processing - PPC has already implemented a number of audit process efficiencies that have reduced both the audit backlog by over 33% and overall audit processing times.
- C. Claim Completion Notifications - Starting in May, travel claim notification e-mails will alert travelers when reimbursement amounts differ from what was originally submitted (i.e. amounts adjusted or zeroed out).

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- D. AO Kickback Notifications - Starting in May, both the traveler and AO will be notified when a claim is returned for correction. Including the AOs on the notification will facilitate quicker resolution and resubmission of the claim.
- E. Member / PPC Communications - Starting on 1 May, all travelers will work directly with their AOs to complete claims, resolve errors, and obtain information regarding claim status, audits, supplemental claims, travel policy, or requests for explanation of travel payments. This change will provide the most rapid resolution of members travel issues, will improve AO/traveler communications and efficiency, will improve AO proficiency and expertise, and will reduce overall claim processing and reimbursement times. If an issue cannot be resolved at the AO level, the AO will submit an electronic based ticket to PPC. Directions for submitting an electronic ticket can be found at <https://www.uscg.mil/ppc/ccb/>. PPC Customer Care will continue to field emergency calls related to travel advances, debt collection overpayments, and other miscellaneous travel related emergencies.
- F. New AO Training Course - In July 2016, PPC launched a new AO training course that is available in LMS ([https://elearning.uscg.mil/Course #100102 - "Travel Authorizing/Approving Official \(AO\) Course"](https://elearning.uscg.mil/Course #100102 - \)). This course focuses on the AO responsibilities, common elements of PCS and TDY travel claims, and provides AOs with the core knowledge needed to be successful.
- G. AO Familiarization/Refresher - In April, PPC will provide a virtual AO familiarization and refresher that will cover AO responsibilities, TPAX tools and reports, and common errors and resolutions. These sessions will be recorded and available 24 X 7 on the PPC Travel Website. Specific information will be provided SEPCOR.
- H. Updated PPC Travel Website - On 15 Feb, PPC launched a new/revamped Travel Website (<https://www.uscg.mil/ppc/tvl.asp>). This site is easier to navigate and employs a "two-click" approach (everything you need in two clicks or less). Below is a summary of the information available on the site:

(1) News - providing PPC General Announcements, Top Ten Tuesdays (2017)

Monthly Online Learning and Q&A Sessions with PPC, and Travel & WEB-TPAX News Updates.

(2) General Information - containing General Travel and Contact Information to include, Travel Payment Status, Claims, Mailing Address, Web TPAX Audit Process Overview, Signatures on Travel Orders, Rate Changes, How to calculate "Cost of GTR", Lost Receipts or Original Orders, Calculators, and Travel Frequently Asked Questions.

(3) Known Issues - maintaining a running list of known issues and procedural highlights for the past six months.

(4) E-Learning - containing the Web TPAX User Guides, Tutorials and Webinar Recordings.

(5) AO Designation - containing the Travel Approving Official Training and Designation Procedures.

(6) Additional Resources - containing general Travel Information and Resources. (7) Library - containing links to Travel Related Directives, Publications and Guides.

3. While the process for submitting travel claims has not changed, several TPAX enhancements and internal process changes will further improve the overall travel reimbursement program. The comprehensive changes outlined in this message will accomplish several goals: improve the overall travel reimbursement program, increase AO proficiency and expertise, and mitigate impacts to the CG travel program as a result of a personnel redux. PPC will continue to work with AOs and the field to identify future improvements.

4. Direct inquiries to PPC Customer Care Branch (CCB) via e-mail to ppc-dg-customer-care@uscg.mil or by completing a trouble ticket at <https://www.uscg.mil/ppc/ccb/>.


5. Released by: RDML M. T, Bell, Jr., Commander, CG Personnel Service Center. The Service Center for our Most Important Resources - Our People.

6. Internet release authorized.

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Travel E-Newsletter April 2017

The [April 2017 Travel E-Newsletter](#)  is now available. This issue includes the following items:

- What's New in WebTPAX Upgrade Version 6.21.6
- Most Common Reasons Why a PCS Travel Claim is Returned to the Traveler
- WEB TPAX PCS Advances
- PCS Travel Advance - Do it Right the First Time
- Permanent Change of Station (PCS)
- Reimbursement for the Use of More than Two POCs
- Constructed PCS Travel Dates and TLE
- Shipping a Second Privately Owned Vehicle within the Contiguous United States
- Consecutive Overseas Tour (COT) Travel Clarification
- Government Travel Charge Card (GTCC) Policies and PCS
- AO Reference Links

May 2017 Enlisted Personnel Advancement Announcement

[ALCGENL message 041/17](#) lists enlisted advancements authorized on 1 May 2017. In addition to the message, a spreadsheet is available which also shows the member's unit:

-  [EPAA0517.xls](#)

SPO Consolidation Update -SPO at Sector Delaware Bay Closed

The SPO located at Sector Delaware Bay (007317) has been disestablished in DA. Records were moved to the TRACEN Cape May SPO (006420).

Please refer to the SPO Contact List page at <https://cg.portal.uscg.mil/units/ppc/Pages/SPOContactList.aspx> for SPO contact information and previously issued updates.

Ensure all communications regarding the shifting of SPO records are routed through PSC-BOPS-R. The POC is Emily Jennings.

New PPC (P&D) Page on DCMS Website (Launching 19 May 2017 (See page 8 for more)

Procedures & Development (P&D) Branch

- PPC Home
- Advancements, Evals & Service Validation (ADV)
- Customer Care (CCB)
- Military Accounts Support (MAS)
- Procedures & Development (P&D)
- Retiree & Annuitant Services (RAS)
- Separations (SEP)
- Travel (TVL)

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- [Top 10 Tuesdays - Monthly Virtual Sessions with PPC \(P&D\)](#)
- [Course Materials](#)
- [Known Issues](#)
- [E-Learning](#)
- [Submit Requests to PPC for Specialized Virtual Training](#)

Click article titles to expand text

Quick links to user guides.
Click the images to access.



P&D E-Learning

Direct Access, Travel and TPAX User Guides and Tutorials



PPC News Feed

- Defense Travel Management Office Allowances and Regulations Update
- Transfer Season 2017 is in Full Swing U.S. Coast Guard Pay and Personnel Center News Update
- April End-Month Payroll Processing Complete U.S. Coast Guard Pay and Personnel Center News
- Direct Access Competency Dictionary Update
- The Top 10 Things You Should Know About Bonuses

PPC Customer Newsletter / Servicing Personnel Office Newsletter

About the PPC Customer Newsletter

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New PPC Internet Site to Launch on 19 May 2017

PPC, along with CG-1, CG-4, CG-6, CG-9, DOL, PSC, and other DCMS elements will be launching new Internet sites on **19 May 2017**.

You will be able to find us at <http://www.dcms.uscg.mil/>. (*New DCMS Home Page, shown below*)



Once at the DCMS home page, click **“OUR ORGANIZATION”**, then select **“Assistant Commandant for Human Resources (CG-1)”**, and click on **“Pay and Personnel Center (PPC)”** to go to our new home page.



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We've added *quick links* to our most popular content at the top of the new PPC home page.

UNITED STATES COAST GUARD
DEPARTMENT OF HOMELAND SECURITY

MISSION SUPPORT HOME OUR ORGANIZATION ABOUT US GENERAL MESSAGES OUR MISSIONS JOIN THE COAST GUARD CONTACT US OTHER TOOLS

U. S. Coast Guard Pay & Personnel Center

Welcome to PPC's new website hosted by the Defense Media Activity (DMA), American Forces Public Information Management System (AFPIMS). If you were redirected here from our old site (www.uscg.mil/ppc), please take a moment to bookmark our new site. The links below provide quick access to the new versions of pages and files that were the most visited on our old site. Use the **Menu**, located at the top of the left column of each page, to navigate to our branches and products. Use the **Feedback Button**, located at the bottom of the left column, to let us know how we are doing or to ask for assistance in locating content.

[Pay & Allowance Rates](#) | [CG-3307 Templates](#) | [Direct Access](#) | [Personnel & Pay Procedures Manual](#) | [Forms & Worksheets](#) | [Web-TPAX](#)

PPC Home
Advancements, Evals & Service Validation (ADV)
Customer Care (CCB)
Military Accounts Support (MAS)
Procedures & Development (P&D)
Retiree & Annuitant Services (RAS)
Separations (SEP)
Travel (TVL)

About PPC

We are the premier military pay & personnel resource, providing unsurpassed service to our nation's guardians

In 2016 we:

- Processed over 20,500 Servicewide Exams.
- Reviewed 12,800 Enlisted Employee Reviews
- Managed development of programming requirements for the Blended Retirement System
- Processed over 84,000 inquiries and answered over 40,000 phone calls.
- Maintained and produced 450 user guides, tutorials, training recordings and newsletters.
- Processed nearly 3,000 separations.
- Distributed 130,000 W2 & 1095 tax forms and 55,000 1099R tax forms.
- Processed \$2.8B in payroll.
- Processed \$9.0M in bonuses.

Links to PPC branches are located in the site navigation menu on the left side of the page. This same menu is used on all of our pages so you can quickly jump from branch to branch:


PPC Home
Advancements, Evals & Service Validation (ADV)
Customer Care (CCB)
Military Accounts Support (MAS)
Procedures & Development (P&D)
Retiree & Annuitant Services (RAS)
Separations (SEP)
Travel (TVL)

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The titles on the site navigation menu will take you to the named branch's page. *The titles are expandable and provide direct links to popular content for that branch.*



Click on the  (down arrow icon) to reveal more links. The Military Accounts Support (MAS) sub-menu is shown below:

- PPC Home ▼
- Advancements, Evals & Service Validation (ADV) ▼
- Customer Care (CCB) ▼
- Military Accounts Support (MAS) ▲
- Latest Pay Rates and Benefits
- Career Sea Pay Tables
- Career Sea Pay Premium Start Date
- Career Status Bonus
- Clothing and Uniform Allowances ▲
- Enlisted Clothing Maintenance Allowances
- Civilian Clothing Allowance Authorizations
- Enlisted Supplementary Clothing Allowances
- Direct Access User Guides and Updates
- Special Duty Assignment Pay
- Thrift Savings Plan (TSP)

The Travel branch menu is shown below:

- Travel (TVL) ▲
- Civilian PCS Claim Procedures
- Evacuation Voucher Assistance
- Invitation Travel Orders (ITOs)
- Approving Official Training and Designation
- Web TPAX User Guides
- Travel Related Directives & Publications

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Many of our pages make use of **expanding text links** for in-page navigation. This example (below) shows the menu for Direct Access User Guides. The image on the left is the menu. The image on the right shows the expanded menu.

Direct Access/Global Pay Use

Links to Knowledge Base entries will take you to (PDF) file format.

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- ⊕ District Reserve Force Readiness Branch
- ⊕ Enlisted Employee Review (EERS)
- ⊕ Person Profile (Awards, Competencies, Languages, Training, Weigh-In Data, and Video Tutorial)
- ⊕ Personal Data, Job Data, and Dependency
- ⊕ PHS Officer Corps Direct Access User Guide
- ⊕ Reports and Queries
- ⊕ Retiree Self Service Global Pay
- ⊕ Self-Service
- ⊕ Self-Service for Commands
- ⊕ SPO Absences
- ⊕ SPO Accessions, Reenlistments, and Extensions
- ⊕ SPO Advancements
- ⊕ SPO Disciplinary Actions
- ⊕ SPO Global Pay Deductions
- ⊕ SPO Global Pay Earnings
- ⊕ SPO Permanent Change of Station (PCS)
- ⊕ SPO Reserve Specific Transactions
- ⊕ SPO Separations Transactions

Direct Access/Global Pay User Guides, Tutorials and

Links to Knowledge Base entries will take you to the CG Portal (CAC login required). (PDF) file format.

Collapse All Expand All

⊕ District Reserve Force Readiness Branch (DXR)

TOPIC	KNOWLEDGE BASE ENTRY	PROCEDURE GUIDE (PDF)	VIDEO TUTORIAL
DXR - Reserve Orders Authorization		11/23/2016	
Reserve Orders Extract Report		08/22/2016	

- ⊕ Enlisted Employee Review (EERS)
- ⊕ Person Profile (Awards, Competencies, Languages, Training, Weigh-In Data, and Video Tutorial)

We're confident you'll like the clean and fresh look of our new Internet site and that you will be able to quickly locate the information you're looking for. However, if you do run into broken links or can't locate information that was on our old site, **please let us know**. Just click the "**Give us your feedback**" button, which is located at the bottom of every PPC page in the right hand column.



The button will launch your email program. Just let us know on which page you discovered the problem or tell us what you are looking for and we will point you in the right direction. You can also e-mail us directly at ppc-pf-pd@uscg.mil with any questions about the transition to the new site.