



**FLAG VOICE #528**  
**Direct Access and Reserve Pay**  
**14 September 2020**

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A significant change was made to the Coast Guard Human Capital Management System (Direct Access) in order to address concerns with the delay in payments to the Reserve Workforce when transitioning to Active Duty orders. This change also reduces the need for PPC interventions and increases the efficiency of Reserve Pay.

**What Changed?** Direct Access has a Reserve and Active Duty Pay Calendar that allows for payments only to be made under one pay calendar at a time. This has presented issues for the Reserve Workforce who regularly switch between the two calendars based on the type of duty they are performing. Although this has minimal impact if pay is processed in a timely manner, it can result in members going months or longer, if member's pay is not processed timely or retroactively adjusted after the member transitions to another pay calendar. PPC has the capability to make manual adjustments to pay these members, but can only do so for items reported to them directly; this is also a lengthy and time-consuming process for the PPC staff to make these adjustments. A change was implemented in Direct Access creating the capability to pay members, regardless of which pay calendar they are on, by forwarding retroactive pay to the member's current open calendar. This system enhancement requires no additional effort on the part of the member nor the Servicing Personnel Office (SPO).

**When Will this Take Place?** This change occurred in Direct Access on Friday, September 4, 2020, and is already in effect.

**Who is impacted?** This change is a great improvement for our organization and will have a positive impact on the entire Reserve Workforce in ensuring they receive pay and allowances in a timely manner, especially when changing status based upon various types of orders being executed. This change is one of many that have been evaluated and implemented within the past several months to better support our Reserve Workforce.

**Questions?** For further questions please reach out to the Direct Access Program Manager LT Chase Mercer at (202) 475-5026 or Chase.A.Mercer@uscg.mil.

A handwritten signature in blue ink that reads "Joanna M. Nunan".

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