

OUTCONUS COLA

Overview

Introduction This guide provides the procedures for starting, stopping, correcting, and approving OUTCONUS COLA (OCONUS COLA) transactions in Direct Access (DA). This guide also provides the procedures to confirm corrections were processed accurately in DA.

Reference [Joint Travel Regulations \(JTR\), Chapters 8-10 \(Allowances\)](#)

Known Issue Even though the pay grade might be incorrect on the OCONUS COLA box, the correct rate will pay out. **Always compare the pay calculation results with the [DTMO website](#)** to verify that the OCONUS COLA entitlement is being paid out correctly.

Example: A member advanced to E3; when the SPO tried to put in the OCONUS COLA row with an effective date the same as the advancement, the "latest calendar results for current row box" didn't update the member's paygrade until the LPC row was put in. Even though the wrong pay grade was displayed, the correct E3 OCONUS COLA rate paid out.

LPC Row A Legislative Pay Change (LPC) for Housing Allowance & COLA pages should never be deleted unless it is **IMMEDIATELY** replaced with a corrected LPC row.

Contents

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Starting OCONUS COLA

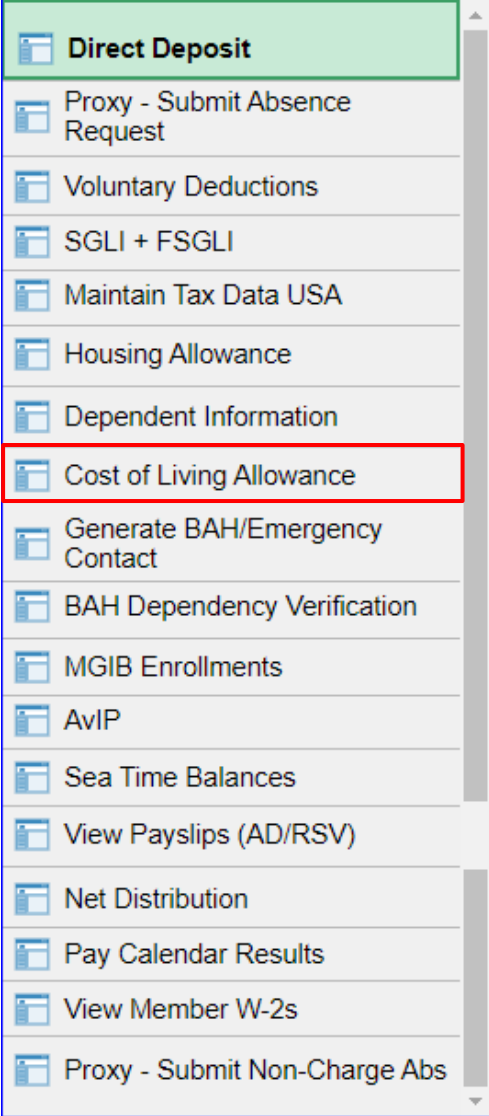
Introduction	This section provides the procedures for starting OCONUS COLA in DA.
Dual Rows	DA allows eligible members to have 2 OCONUS COLA rows running simultaneously, provided one is with dependents and one is without. For example, a member stationed in the U.K. receives OCONUS COLA at the W/O rate for Great Britain and receives OCONUS COLA for his wife and children living in Hawaii at the with dependents rate.
OCONUS COLA when Government Messing is Available	<p>A member is authorized OCONUS COLA at the W/O dependent rate when the member is assigned to Government quarters, but the Commanding Officer provides a statement that using the Government dining facility is impractical due to mission or operational needs.</p> <p>The unit MUST provide PPC a signed memo requesting OCONUS COLA at the W/O dependent rate and state the reason why Reduced (Partial) COLA is insufficient. See Joint Travel Regulations (JTR), Chapters 8-10 (Allowances) for more information.</p>
Procedures	See below.

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

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Starting OCONUS COLA, Continued

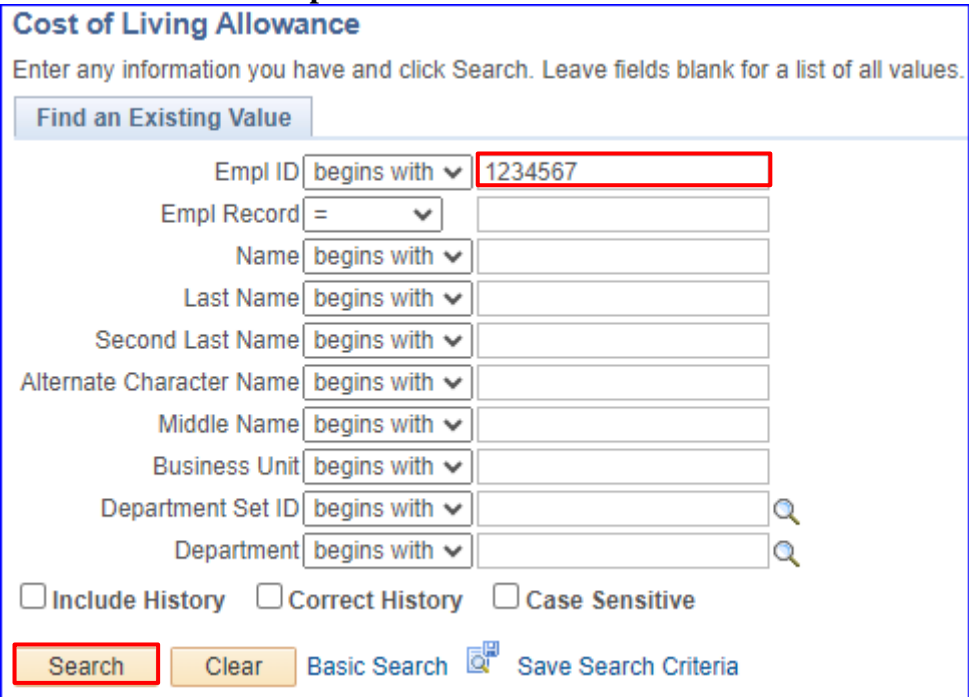
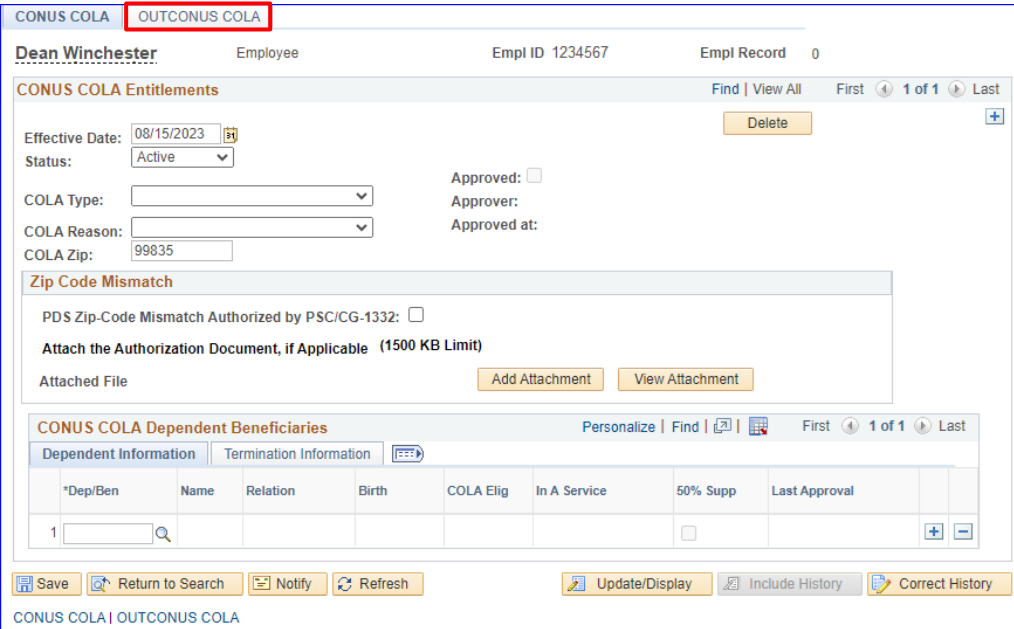
Procedures,
continued

Step	Action
2	<p>Select the Cost of Living Allowance option.</p>  <p>The screenshot shows a vertical list of menu items, each preceded by a small icon. The items are: Direct Deposit (highlighted in green), Proxy - Submit Absence Request, Voluntary Deductions, SGLI + FSGLI, Maintain Tax Data USA, Housing Allowance, Dependent Information, Cost of Living Allowance (highlighted with a red box), Generate BAH/Emergency Contact, BAH Dependency Verification, MGIB Enrollments, AvIP, Sea Time Balances, View Payslips (AD/RSV), Net Distribution, Pay Calendar Results, View Member W-2s, and Proxy - Submit Non-Charge Abs. A scrollbar is visible on the right side of the menu.</p>

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Starting OCONUS COLA, Continued

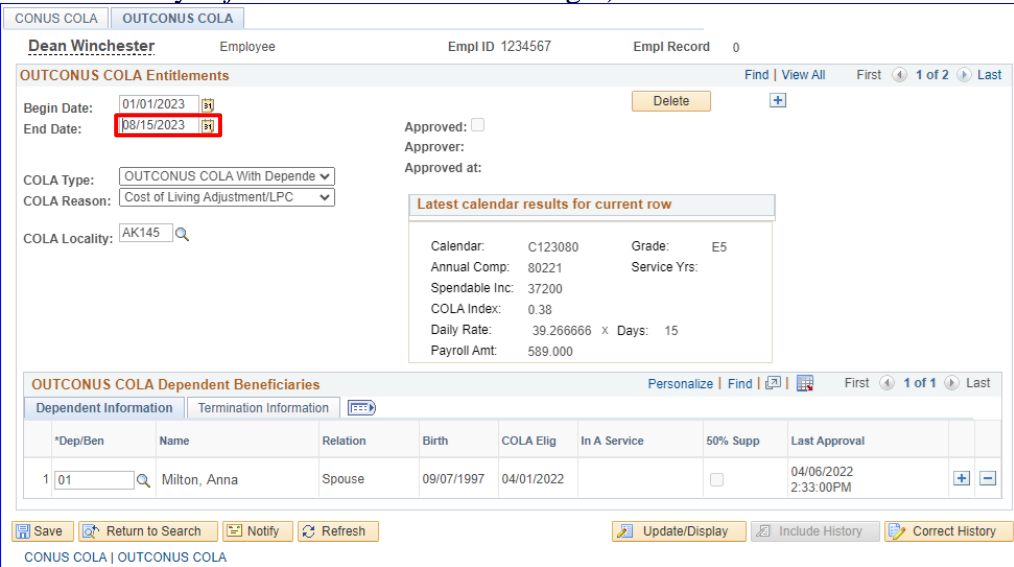
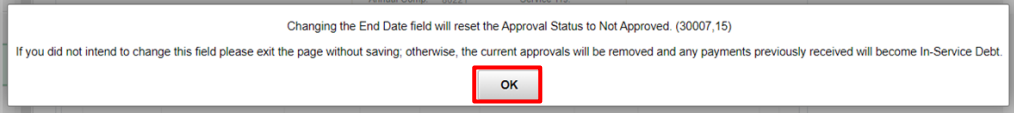
Procedures,
continued

Step	Action
3	<p>Enter the member's Empl ID and click Search.</p> 
4	<p>The member's current CONUS COLA information (if any) will display. Select the OUTCONUS COLA tab.</p> 

Continued on next page

Starting OCONUS COLA, Continued

Procedures, continued

Step	Action
5	<p>The member's current OCONUS COLA information (if any) will display. If the member does not have an existing OCONUS COLA row, skip to Step 9.</p> <p>If the member has an existing OCONUS COLA row, enter an End Date (this will be the day <i>before</i> the NEW row is to begin).</p> 
6	<p>This message will display immediately upon entering the End Date. Click OK.</p> 

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Starting OCONUS COLA, Continued

Procedures, continued

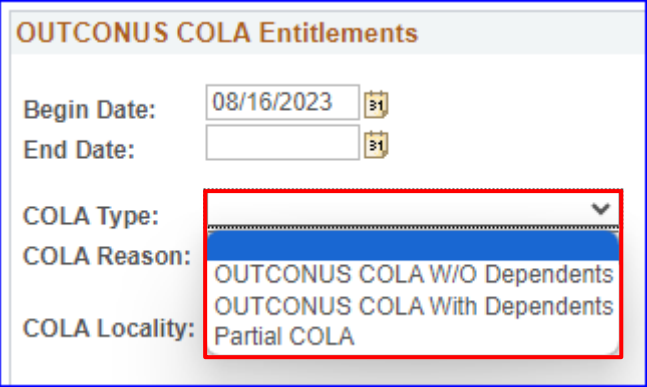
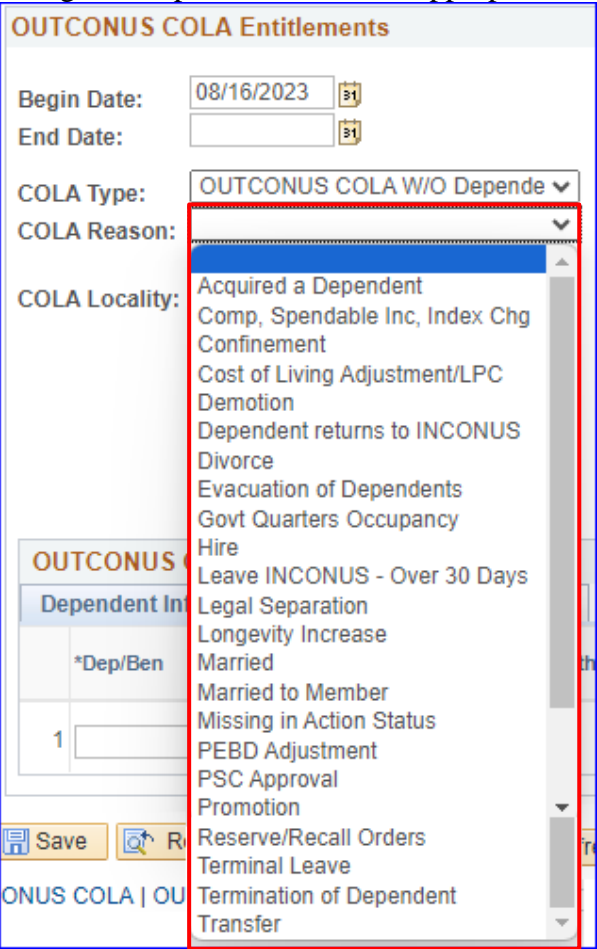
Step	Action																
7	<p>Click Save. Once saved, the transaction will be forwarded to the SPO tree for approval.</p> <p>Once approved, click the Plus button to add a new OCONUS COLA row and continue with Step 8.</p> <div><div>CONUS COLA OUTCONUS COLA</div><div><div>Dean WinchesterEmployeeEmpl ID 1234567Empl Record 0</div><div>OUTCONUS COLA EntitlementsFind View AllFirst1 of 2Last</div><div><div>Begin Date:01/01/2023</div><div>End Date:08/15/2023</div><div>COLA Type:OUTCONUS COLA With Dependents</div><div>COLA Reason:Cost of Living Adjustment/LPC</div><div>COLA Locality:AK145</div><div>Approved:<input type="checkbox"/></div><div>Approver:</div><div>Approved at:</div><div>Latest calendar results for current row</div><div><div>Calendar:C123080</div><div>Grade:E5</div><div>Annual Comp:80221</div><div>Service Yrs:</div><div>Spendable Inc:37200</div><div>COLA Index:0.38</div><div>Daily Rate:39.266666 x Days: 15</div><div>Payroll Amt:589.000</div></div></div><div><div>OUTCONUS COLA Dependent BeneficiariesPersonalize Find 1 of 1Last</div><div><div>Dependent InformationTermination Information</div><table><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 01</td><td>Milton, Anna</td><td>Spouse</td><td>09/07/1997</td><td>04/01/2022</td><td></td><td><input type="checkbox"/></td><td>04/06/2022 2:33:00PM</td></tr></tbody></table></div><div><div>SaveReturn to SearchNotifyRefreshUpdate/DisplayInclude HistoryCorrect History</div></div><div>CONUS COLA OUTCONUS COLA</div></div></div></div>	*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1 01	Milton, Anna	Spouse	09/07/1997	04/01/2022		<input type="checkbox"/>	04/06/2022 2:33:00PM
*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval										
1 01	Milton, Anna	Spouse	09/07/1997	04/01/2022		<input type="checkbox"/>	04/06/2022 2:33:00PM										

8	<p>Enter the Begin Date. Enter the End Date if known.</p> <p>NOTE: If an Active Duty member is assigned to a new PDS within close proximity to the previous PDS, OCONUS COLA must be started on the departure date from the previous PDS to prevent an underpayment of OCONUS COLA.</p> <div><div>CONUS COLA OUTCONUS COLA</div><div><div>Dean WinchesterEmployeeEmpl ID 1234567Empl Record 0</div><div>OUTCONUS COLA EntitlementsFind View AllFirst2 of 3Last</div><div><div>Begin Date:08/16/2023</div><div>End Date:</div><div>COLA Type:</div><div>COLA Reason:</div><div>COLA Locality:</div><div>Approved:<input type="checkbox"/></div><div>Approver:</div><div>Approved at:</div><div>Latest calendar results for current row</div><div><div>Calendar:</div><div>Grade:</div><div>Annual Comp:</div><div>Service Yrs:</div><div>Spendable Inc:</div></div></div></div></div>
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Starting OCONUS COLA, Continued

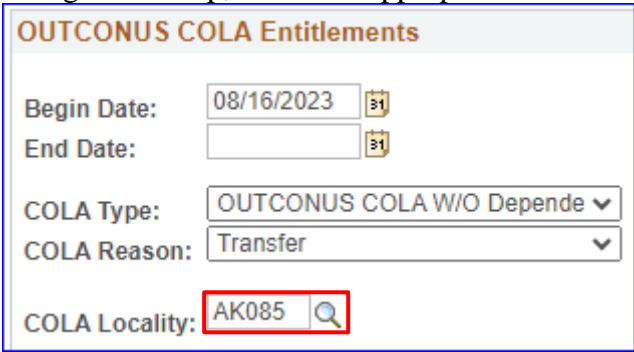
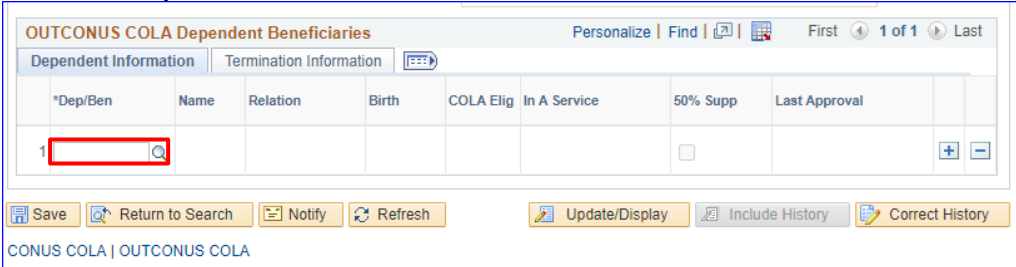
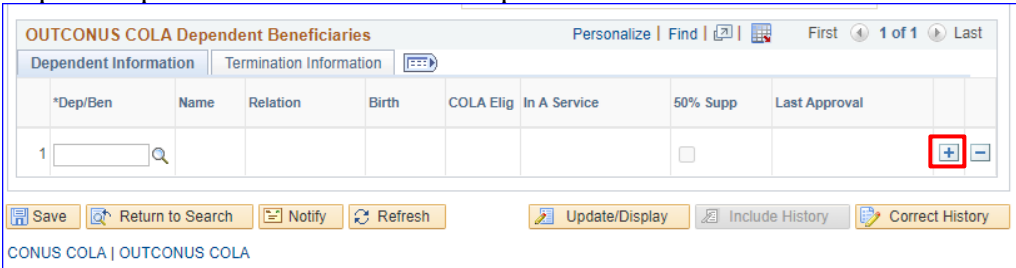
Procedures,
continued

Step	Action
9	<p>Using the drop-down, select the appropriate COLA Type.</p> 
10	<p>Using the drop-down, select the appropriate COLA Reason.</p> 

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Starting OCONUS COLA, Continued

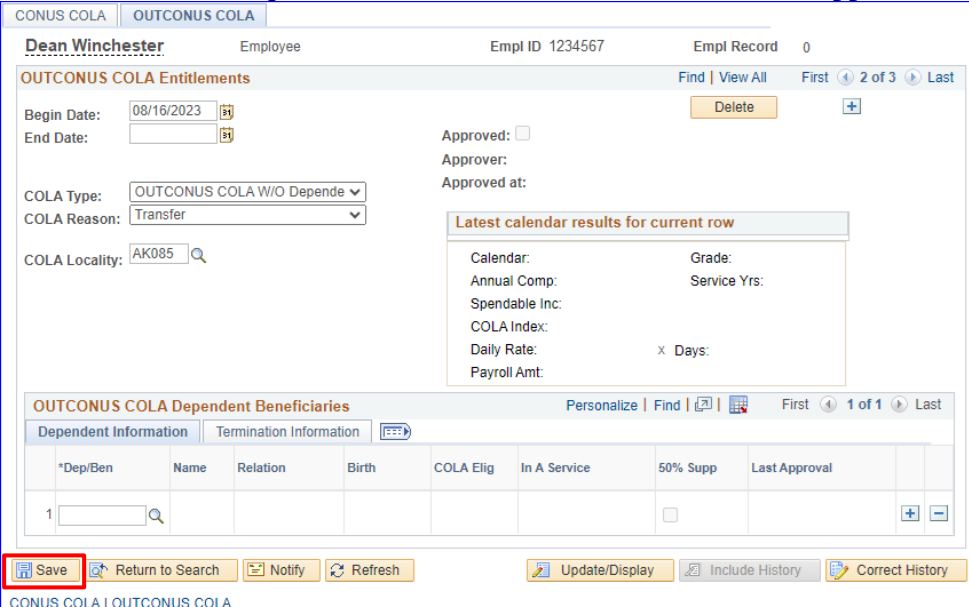
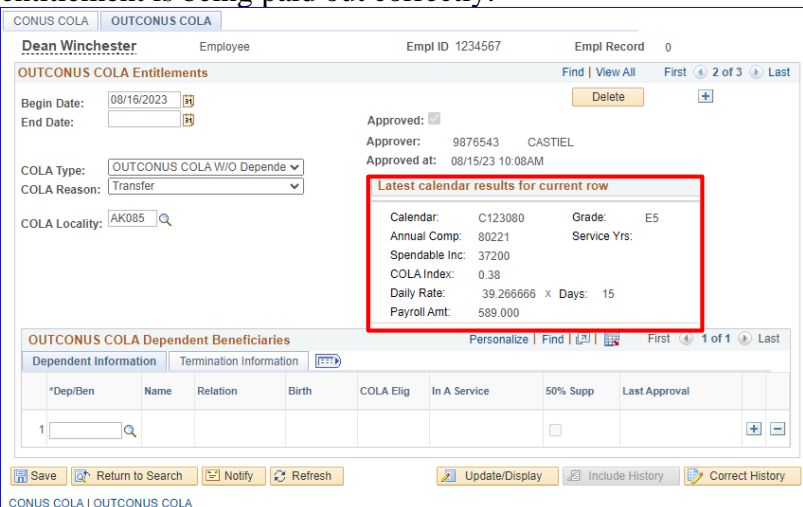
Procedures,
continued

Step	Action
11	<p>Using the lookup, select the appropriate COLA Locality code.</p> 
12	<p>If the member has command authorized dependents and is co-located with them, click the lookup icon under *Dep/Ben and select a dependent from the list.</p> <p>NOTE: If the member has dependents but is NOT entitled to OCONUS COLA with dependents, DO NOT populate dependents in the "OCONUS COLA Dependent Beneficiaries" field of the OCONUS COLA transaction in DA. You must select COLA Type: "OCONUS COLA W/O Dependents" and leave the Dependent Beneficiaries section blank.</p> 
13	<p>To add additional dependents, click the Plus button to add a new row. Repeat Step 12-13 to add additional dependents as authorized.</p> 

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Starting OCONUS COLA, Continued


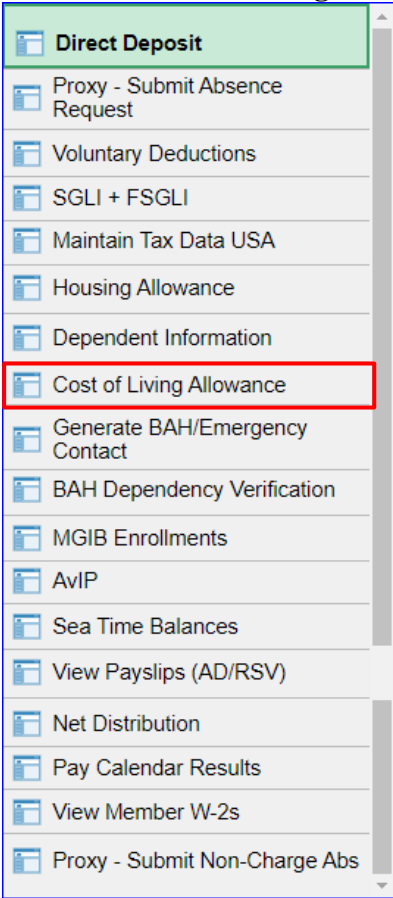
Procedures,
continued

Step	Action
14	<p>Once all command authorized dependents have been added, click Save. The OCONUS COLA request will be forwarded to the SPO tree for approval.</p> 
15	<p>Once the request has been approved and finalized through payroll, the Latest calendar results for current row will populate.</p> <p>NOTE: Even though the Grade or Daily Rate might be missing or not shown properly, the correct rate will pay out. Always compare the Pay Calculation Results with the DTMO website to verify that the OCONUS COLA entitlement is being paid out correctly.</p> 

Stopping OCONUS COLA

Introduction This section provides the procedures for stopping OCONUS COLA and Reduced OCONUS COLA (previously known as Partial) in DA.

Procedures See below.

Step	Action
1	<p>Click on the Active/Reserve Pay Tile.</p> 
2	<p>Select the Cost of Living Allowance option.</p> 

Continued on next page

Stopping OCONUS COLA, Continued

Procedures,
continued

Step

3

Action

Enter the member's **Empl ID** 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

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 current CONUS COLA information (if any) will display. Select the **OUTCONUS COLA** tab.

CONUS COLA

OUTCONUS COLA

Crowley

Employee

Empl ID 1234567

Empl Record 0

CONUS COLA Entitlements

Find | View All

First 1 of 1 Last

Effective Date:

08/15/2023

Status:

Active

COLA Type:

COLA Reason:

COLA Zip:

99801

Approved:

Approver:

Approved at:

Zip Code Mismatch

PDS Zip-Code Mismatch Authorized by PSC/CG-1332:

Attach the Authorization Document, if Applicable (1500 KB Limit)

Attached File

Add Attachment

View Attachment

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								

Save

Return to Search

Notify

Refresh

Update/Display

Include History

Correct History

CONUS COLA | OUTCONUS COLA

Continued on next page

Stopping OCONUS COLA, Continued

Procedures,
continued

Step	Action
5	<p>Enter an End Date.</p>
6	<p>This message will display immediately after the End Date is entered. Click OK.</p>
7	<p>Click Save. Once saved, the stop OCONUS COLA transaction will be forwarded to the SPO tree for approval.</p>

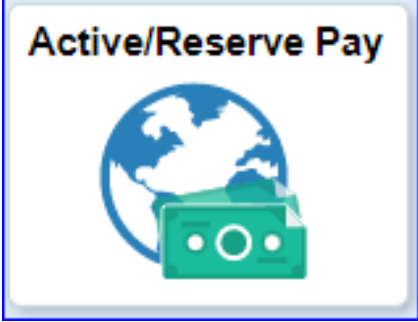
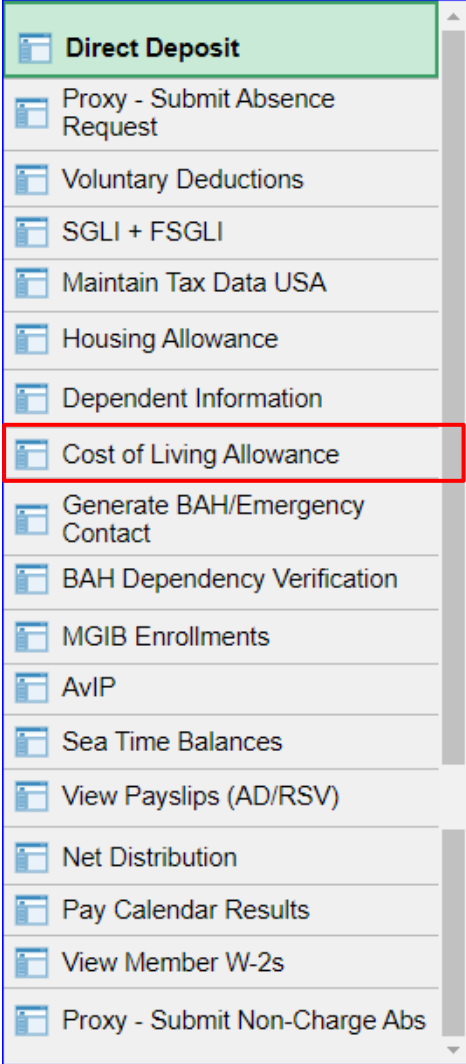
Correcting OCONUS COLA

Introduction	This section provides the procedures for correcting OCONUS COLA transactions in DA.
Before You Begin	<ul style="list-style-type: none"> • While changing editable fields is the preferred method; when dates are involved, deleting and adding rows is necessary. • Prior to making any Corrections and/or Deletions of any OCONUS COLA rows, it is important to view the member's OCONUS COLA assignments in EABP. <ul style="list-style-type: none"> – For guidance on how to access a member's EABPs, see the Element Assignment by Payee (EABP) user guide. – For guidance on what to look for when reviewing a member's EABPs, see the Confirming OCONUS COLA Corrections section of this guide.
In-Range vs. Out-of-Range	<p>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 by the automated system.</p> <p>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.</p>
Timing	<p>While some OCONUS COLA fields are editable and allow corrective action, if any dates require correction, delete the most current row, and move backwards deleting rows until reaching the incorrect row.</p> <p>First, delete the OCONUS COLA row(s) from newest to the oldest incorrect row:</p> <ol style="list-style-type: none"> 1. Delete the NEWEST incorrect OCONUS COLA row. 2. Approve the deletion. 3. Repeat steps 1 and 2 until the entire affected period is deleted. <p>Then, add OCONUS COLA row(s), from oldest to newest:</p> <ol style="list-style-type: none"> 1. Add the oldest OCONUS COLA row with the correct information. 2. Approve the addition. 3. Repeat steps 1 & 2 until the entire period is added. <p>PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. Failure to complete corrective actions in proper sequence and timing may result in severe overpayments or underpayments for the member.</p>

Continued on next page

Correcting OCONUS COLA, Continued

Procedures See below.

Step	Action
1	<p>Click on the Active/Reserve Pay Tile.</p> 
2	<p>Select the Cost of Living Allowance option.</p> 

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Correcting OCONUS COLA, Continued

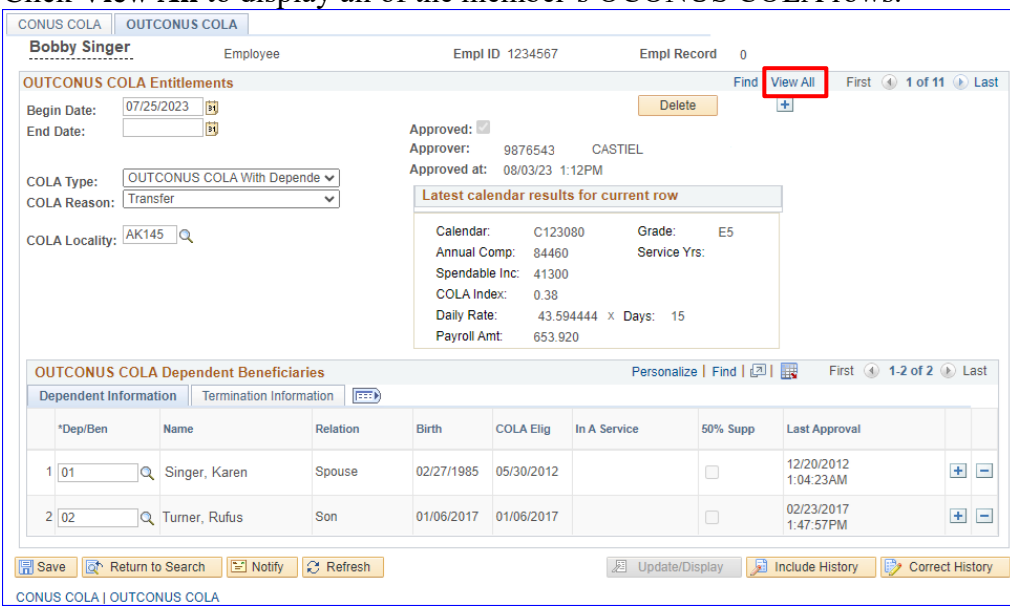
Procedures,
continued

Step	Action																
3	<div>Enter the member's Empl ID and click Search.</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>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><div><input type="checkbox"/> Include History</div><div><input 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 information (if any) will display. Select the OUTCONUS COLA tab.</div> <div><div><div><div>CONUS COLA</div><div>OUTCONUS COLA</div></div><div><div><div>Bobby Singer</div><div>Employee</div><div>Empl ID 1234567</div><div>Empl Record 0</div></div><div><div>CONUS COLA Entitlements</div><div>Find View All First 1 of 1 Last</div><div><div>Effective Date: 08/15/2023</div><div>Status: Active</div><div>COLA Type:</div><div>COLA Reason:</div><div>COLA Zip: 99835</div><div>Approved:</div><div>Approver:</div><div>Approved at:</div></div><div><div>Zip Code Mismatch</div><div>PDS Zip-Code Mismatch Authorized by PSC/CG-1332:</div><div>Attach the Authorization Document, if Applicable (1500 KB Limit)</div><div>Attached File</div><div>Add Attachment</div><div>View Attachment</div></div><div><div>CONUS COLA Dependent Beneficiaries</div><div>Personalize Find First 1 of 1 Last</div><div><div>Dependent Information</div><div>Termination Information</div></div><table><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</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table></div><div><div>Save</div><div>Return to Search</div><div>Notify</div><div>Refresh</div><div>Update/Display</div><div>Include History</div><div>Correct History</div></div><div>CONUS COLA OUTCONUS COLA</div></div></div></div></div>	*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1							
*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval										
1																	

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Correcting OCONUS COLA, Continued

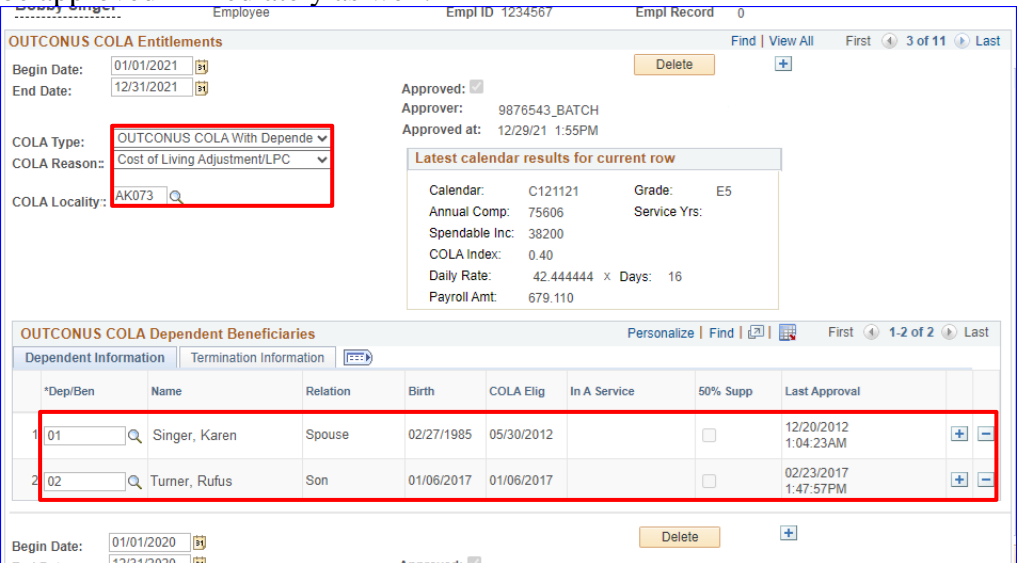
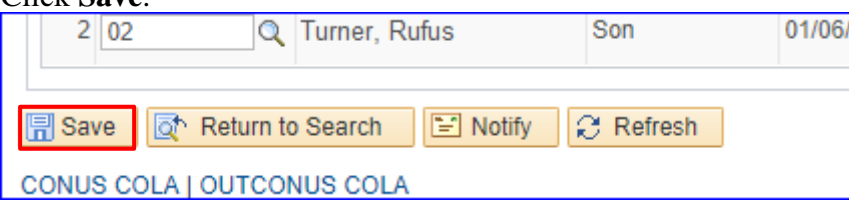
Procedures, continued

Step	Action																								
5	<p>Click View All to display all of the member's OCONUS COLA rows.</p>  <p>The screenshot shows the 'OUTCONUS COLA Entitlements' section for Bobby Singer (Employee ID 1234567). The 'View All' link is highlighted with a red box. Below this, the 'OUTCONUS COLA Dependent Beneficiaries' section is visible, showing a table of dependents.</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 [01]</td> <td>Singer, Karen</td> <td>Spouse</td> <td>02/27/1985</td> <td>05/30/2012</td> <td></td> <td><input type="checkbox"/></td> <td>12/20/2012 1:04:23AM</td> </tr> <tr> <td>2 [02]</td> <td>Turner, Rufus</td> <td>Son</td> <td>01/06/2017</td> <td>01/06/2017</td> <td></td> <td><input type="checkbox"/></td> <td>02/23/2017 1:47:57PM</td> </tr> </tbody> </table>	*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1 [01]	Singer, Karen	Spouse	02/27/1985	05/30/2012		<input type="checkbox"/>	12/20/2012 1:04:23AM	2 [02]	Turner, Rufus	Son	01/06/2017	01/06/2017		<input type="checkbox"/>	02/23/2017 1:47:57PM
*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval																		
1 [01]	Singer, Karen	Spouse	02/27/1985	05/30/2012		<input type="checkbox"/>	12/20/2012 1:04:23AM																		
2 [02]	Turner, Rufus	Son	01/06/2017	01/06/2017		<input type="checkbox"/>	02/23/2017 1:47:57PM																		

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Correcting OCONUS COLA, Continued

Procedures, continued

Step	Action
6	<p>Scroll through and locate the row(s) to be corrected. It is important to take screenshots of the member's OCONUS COLA rows before and after any corrections/deletions. This is especially important if the correction is Out-of-Range as these screenshots are required for a PPC Customer Care ticket. Correct any editable fields as appropriate. Editable fields include:</p> <ul style="list-style-type: none"> • COLA Type • COLA Reason • COLA Locality • Dependent Information <p>Remember: Any dates requiring correction, must be deleted (see the Deleting OCONUS COLA section of this guide for the procedures to delete a row). The deletion must be approved immediately and a new OCONUS COLA row re-entered with the correct dates and entitlements. The new row needs to be approved immediately as well.</p> 
7	<p>Click Save.</p> 

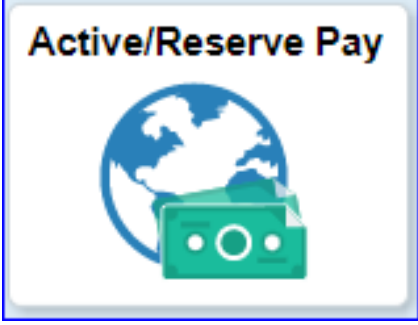
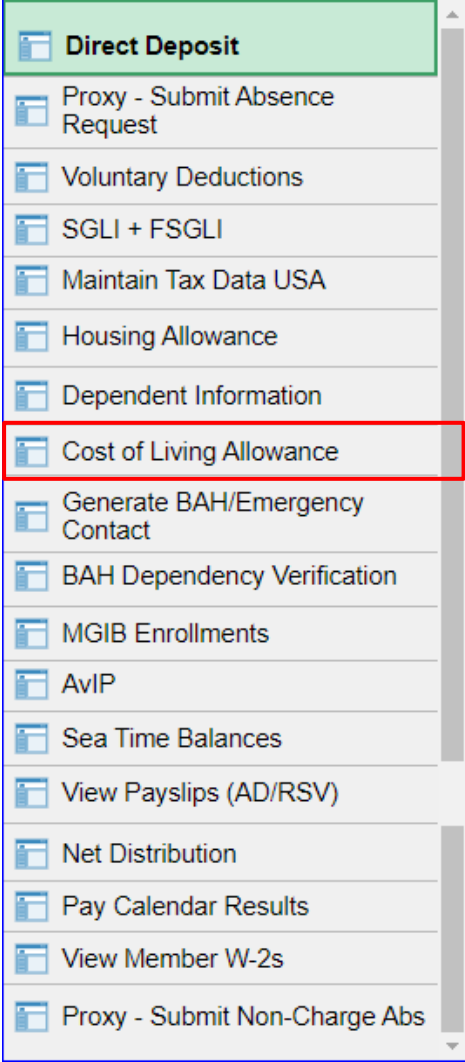
Deleting OCONUS COLA

Introduction	This section provides the procedures for deleting an OCONUS COLA row in DA.
Before You Begin	<ul style="list-style-type: none"> While changing editable fields is the preferred method; when dates are involved, deleting and adding rows is necessary. Prior to making any Corrections and/or Deletions of any OCONUS COLA rows, it is important to view the member's OCONUS COLA assignments in EABP. <ul style="list-style-type: none"> For guidance on how to access a member's EABPs, see the Element Assignment by Payee (EABP) user guide. For guidance on what to look for when reviewing a member's EABPs, see the Confirming OCONUS COLA Corrections section of this guide.
In-Range vs. Out-of-Range	<p>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 by the automated system.</p> <p>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.</p>
Timing	<p>While some OCONUS COLA fields are editable and allow corrective action, if any dates require correction, delete the most current row, and move backwards deleting rows until reaching the incorrect row.</p> <p>First, delete the OCONUS COLA row(s) from newest to the oldest incorrect row:</p> <ol style="list-style-type: none"> Delete the NEWEST incorrect OCONUS COLA row. Approve the deletion. Repeat steps 1 and 2 until the entire affected period is deleted. <p>Then, add OCONUS COLA row(s), from oldest to newest:</p> <ol style="list-style-type: none"> Add the oldest OCONUS COLA row with the correct information. Approve the addition. Repeat steps 1 & 2 until the entire period is added. <p>PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. Failure to complete corrective actions in proper sequence and timing may result in severe overpayments or underpayments for the member.</p>

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Deleting OCONUS COLA, Continued

Procedures See below.

Step	Action
1	<p>Click on the Active/Reserve Pay Tile.</p> 
2	<p>Select the Cost of Living Allowance option.</p> 

Continued on next page

Deleting OCONUS COLA, Continued

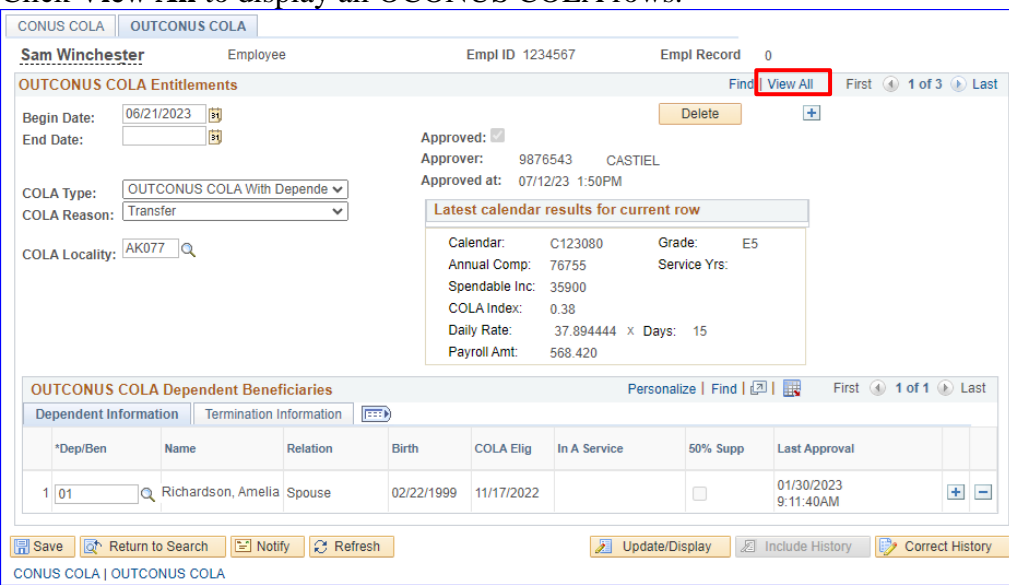
Procedures,
continued

Step	Action																				
3	<p>Enter the member's Empl ID. Ensure the Correct History box is checked and click Search.</p> <div><p>Cost of Living Allowance</p><p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p><p>Find an Existing Value</p><p>Empl ID begins with <input type="text" value="1234567"/></p><p>Empl Record = <input type="text"/></p><p>Name begins with <input type="text"/></p><p>Last Name begins with <input type="text"/></p><p>Second Last Name begins with <input type="text"/></p><p>Alternate Character Name begins with <input type="text"/></p><p>Middle Name begins with <input type="text"/></p><p>Business Unit begins with <input type="text"/></p><p>Department Set ID begins with <input type="text"/></p><p>Department begins with <input type="text"/></p><p><input type="checkbox"/> Include History <input checked="" type="checkbox"/> Correct History <input type="checkbox"/> Case Sensitive</p><p>Search Clear Basic Search Save Search Criteria</p></div>																				
4	<p>The member's CONUS COLA information (if any) will display. Select the OUTCONUS COLA tab.</p> <div><p>CONUS COLA OUTCONUS COLA</p><p>Sam Winchester Employee Empl ID 1234567 Empl Record 0</p><p>CONUS COLA Entitlements Find View All First 1 of 1 Last</p><p>Effective Date: 08/15/2023 </p><p>Status: Active <input type="text"/></p><p>COLA Type: <input type="text"/></p><p>COLA Reason: <input type="text"/></p><p>COLA Zip: 99801</p><p>Approved: <input type="checkbox"/></p><p>Approver: <input type="text"/></p><p>Approved at: <input type="text"/></p><p>Zip Code Mismatch</p><p>PDS Zip-Code Mismatch Authorized by PSC/CG-1332: <input type="checkbox"/></p><p>Attach the Authorization Document, if Applicable (1500 KB Limit)</p><p>Attached File Add Attachment View Attachment</p><p>CONUS COLA Dependent Beneficiaries Personalize Find First 1 of 1 Last</p><table><thead><tr><th colspan="2">Dependent Information</th><th colspan="2">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><input type="text"/></td><td></td><td></td><td></td><td></td><td><input type="checkbox"/></td><td></td></tr></tbody></table><p> Save Return to Search Notify Refresh Update/Display Include History Correct History</p><p>CONUS COLA OUTCONUS COLA</p></div>	Dependent Information		Termination Information		*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1	<input type="text"/>					<input type="checkbox"/>	
Dependent Information		Termination Information																			
*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval														
1	<input type="text"/>					<input type="checkbox"/>															

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Deleting OCONUS COLA, Continued

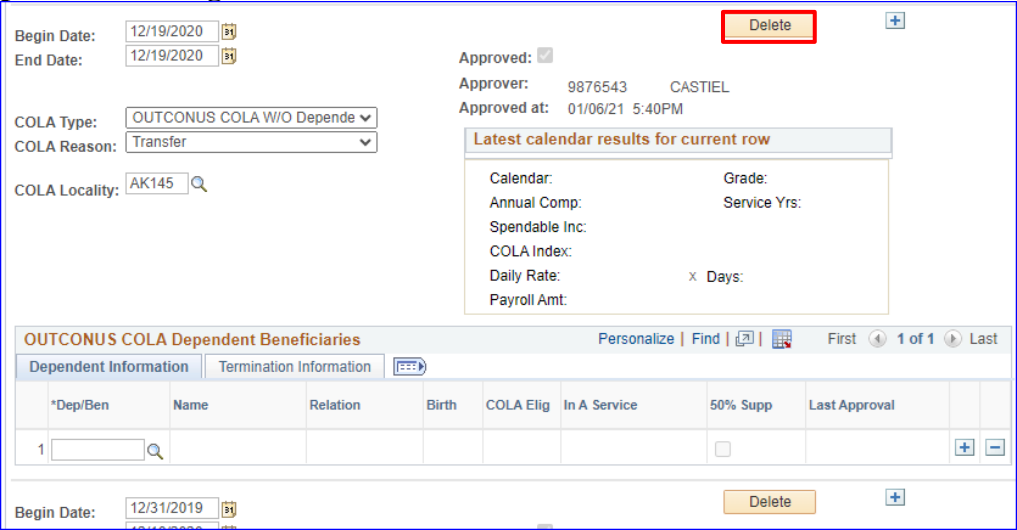
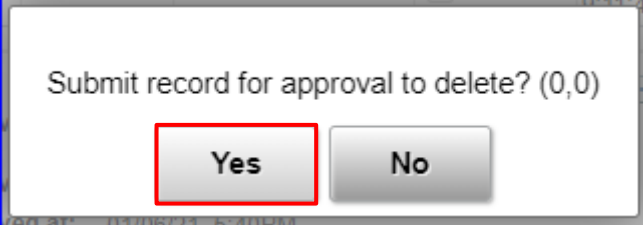
Procedures,
continued

Step	Action
5	<p>Click View All to display all OCONUS COLA rows.</p>  <p>The screenshot displays the 'OUTCONUS COLA Entitlements' form for employee Sam Winchester (Empl ID 1234567). The 'View All' button is highlighted. The form includes fields for Begin Date (06/21/2023), End Date, COLA Type (OUTCONUS COLA With Dependents), COLA Reason (Transfer), and COLA Locality (AK077). It also shows a 'Latest calendar results for current row' section with details like Calendar (C123080), Grade (E5), Annual Comp (76755), and Service Yrs. Below this is a table for 'OUTCONUS COLA Dependent Beneficiaries' with one entry for Richardson, Amelia. The bottom of the form has buttons for Save, Return to Search, Notify, Refresh, Update/Display, Include History, and Correct History.</p>

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Deleting OCONUS COLA, Continued

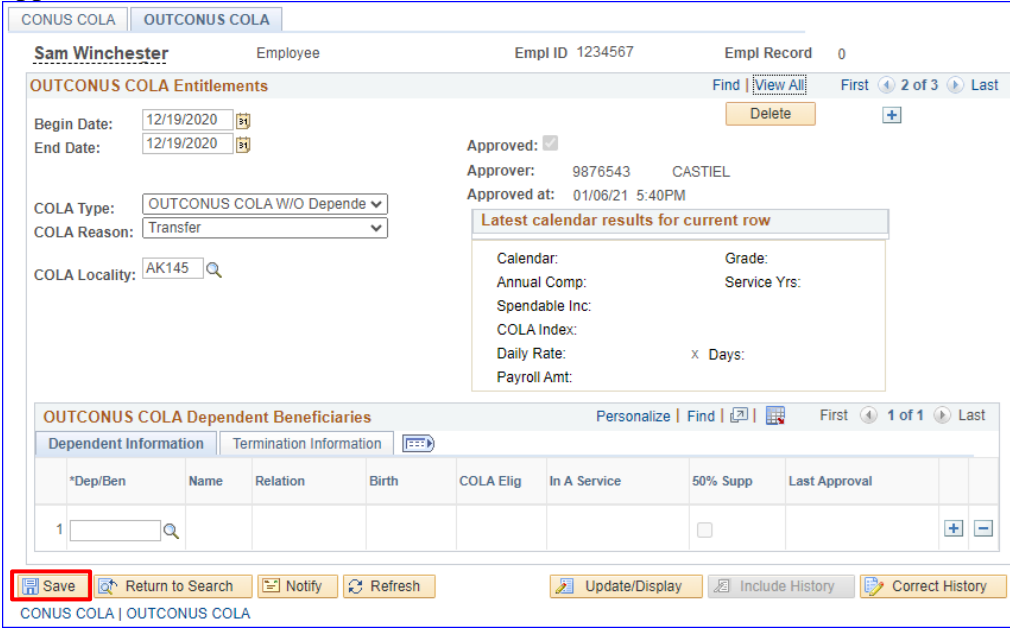
Procedures, continued

Step	Action
6	<p>Locate the row to be deleted. It is important to take screenshots of the member's OCONUS COLA rows before and after any corrections or deletions. This is especially important if the correction is Out-of-Range as these screenshots are required for a PPC Customer Care ticket. Click the Delete button.</p> <p>Remember: If multiple rows need to be deleted; delete in reverse chronological order (newest to oldest) and ensure each deletion is approved prior to deleting the next OCONUS COLA row.</p> 
7	<p>This confirmation message will display. Click Yes.</p> 

Continued on next page

Deleting OCONUS COLA, Continued

Procedures,
continued

Step	Action
8	<p>Click Save. The Deletion request will be forwarded to the SPO tree for approval.</p>  <p>The screenshot shows the 'OUTCONUS COLA Entitlements' form for employee Sam Winchester (Empl ID 1234567). The form includes fields for Begin Date (12/19/2020), End Date (12/19/2020), COLA Type (OUTCONUS COLA W/O Dependence), COLA Reason (Transfer), and COLA Locality (AK145). It also displays approval information (Approved: 9876543, CASTIEL, Approved at: 01/06/21 5:40PM) and a table for dependent beneficiaries. The 'Save' button is highlighted with a red box.</p>

Approving OCONUS COLA Transactions and Corrections

Introduction This section provides the procedures for a SPO to approve an OCONUS COLA transaction or correction in DA.

Timing While some OCONUS COLA fields are editable and allow corrective action, if any **dates require correction, delete the most current row, and move backwards deleting rows until reaching the incorrect row.**

First, **delete** the OCONUS COLA row(s) from **newest to the oldest incorrect row**:

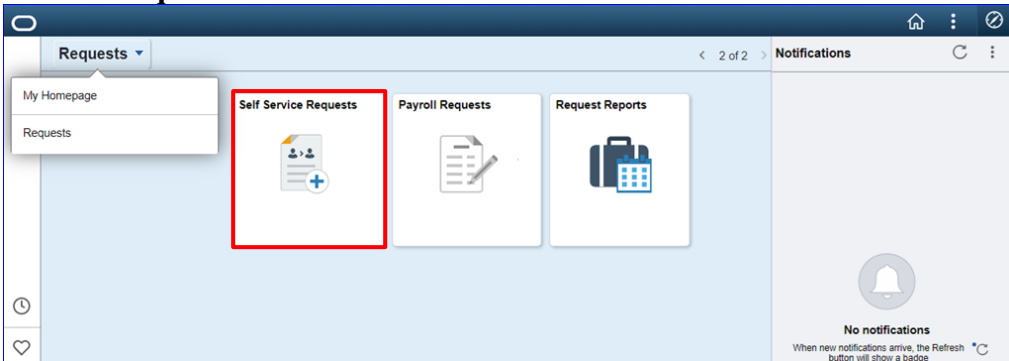
1. Delete the NEWEST incorrect OCONUS COLA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

Then, **add** OCONUS COLA row(s), from **oldest to newest**:

1. Add the oldest OCONUS COLA row with the correct information.
2. Approve the addition.
3. Repeat steps 1 & 2 until the entire period is added.

PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. Failure to complete corrective actions in proper sequence and timing may result in severe overpayments or underpayments for the member.

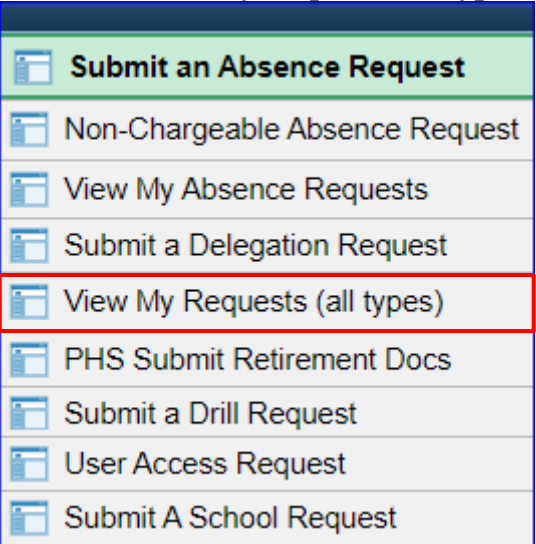
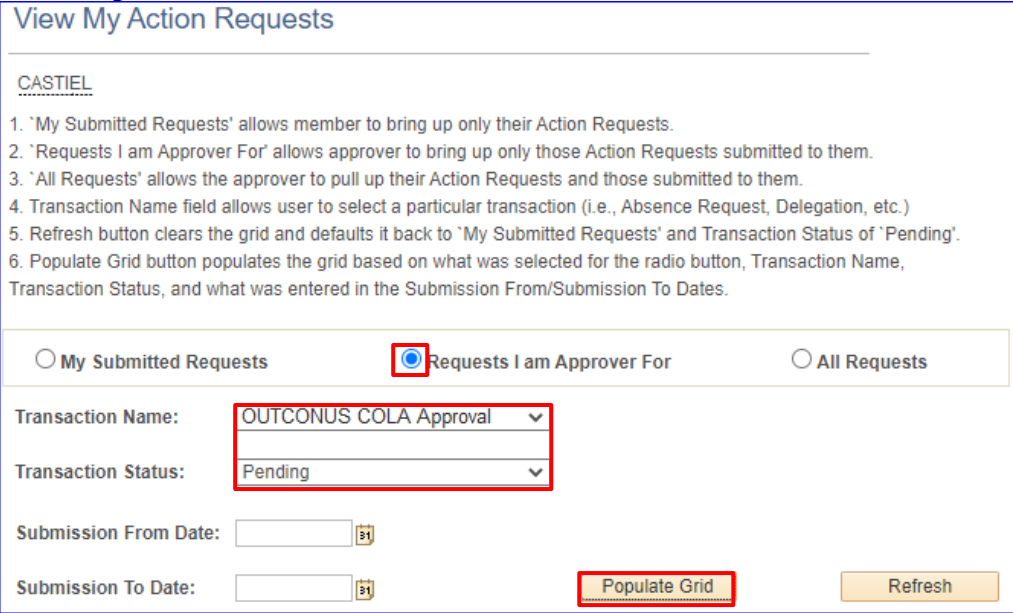
Procedures See below.

Step	Action
1	<p>After selecting Requests from the My Homepage drop-down, click on the Self Service Requests tile.</p> 

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Approving OCONUS COLA Transactions and Corrections, Continued

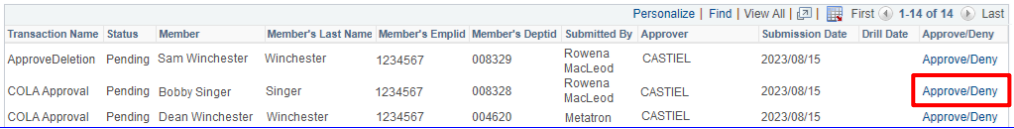
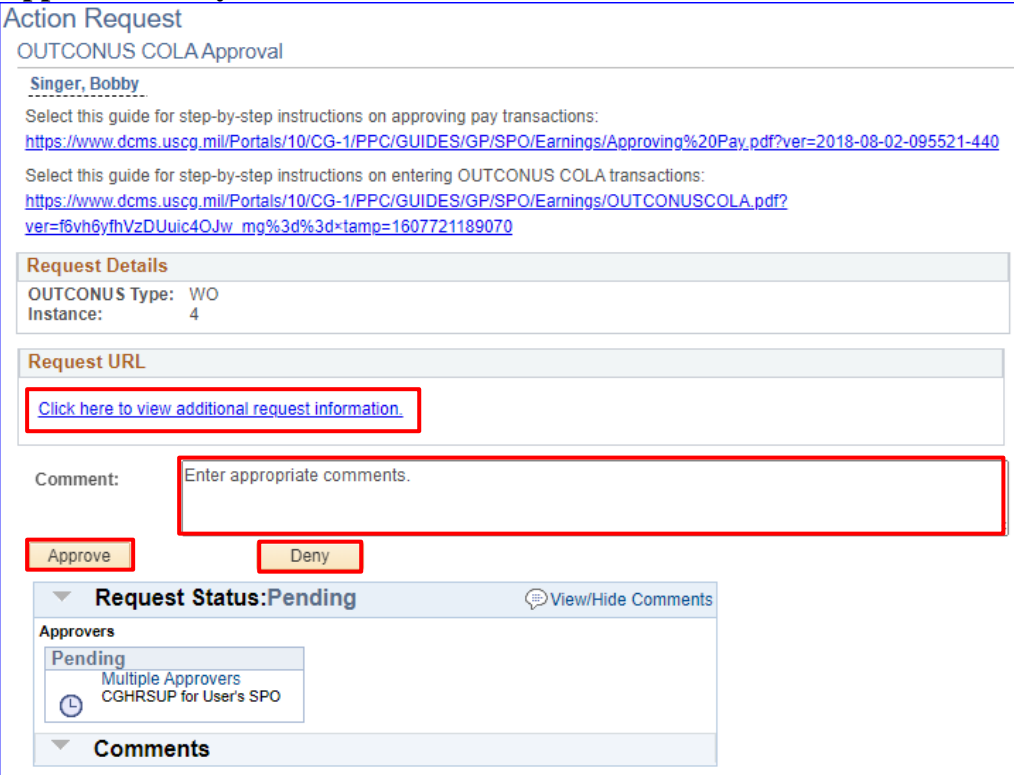
Procedures,
continued

Step	Action
2	<p>Select the View My Requests (all types) option.</p> 
3	<p>The View My Action Requests page will display. Select the Requests I am Approver For radio button. Select OUTCONUS COLA Approval from the Transaction Name drop-down to narrow the search results. Leave the Transaction Status at Pending.</p> <p>Click Populate Grid.</p> 

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Approving OCONUS COLA Transactions and Corrections, Continued

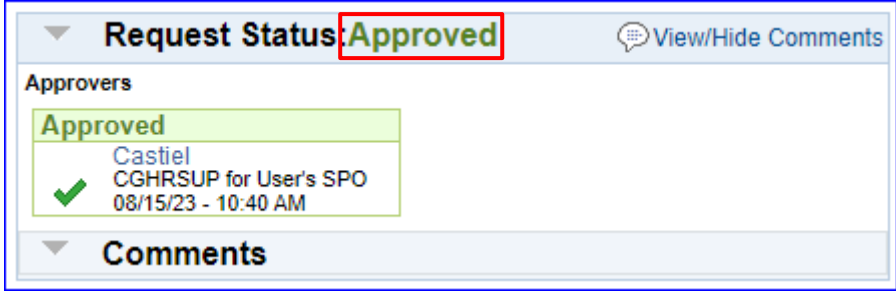
Procedures, continued

Step	Action
4	<p>Any pending OCONUS COLA transactions assigned to the SPO tree will be listed. Locate the appropriate request and click Approve/Deny.</p> 
5	<p>The Action Request will display. To view the OUTCONUS COLA request, click the URL Click here to view additional request information. The Action Request will open in a new window. After reviewing the request data, enter Comments as appropriate (required if denying the request) and click Approve or Deny.</p> 

Continued on next page

Approving OCONUS COLA Transactions and Corrections, Continued

Procedures, continued

Step	Action
6	<p>The Request Status will update to Approved or Denied depending on the selection in Step 5.</p> <p>NOTE: If the OCONUS COLA transaction was part of a corrective action, repeat steps 1-5 as necessary until all correcting entries have been approved (within the recommended 10 minutes).</p> <p>Important: If the correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year), all corrections/changes MUST be reported to PPC Customer Care after approval to be processed manually.</p>  <p>The screenshot shows a user interface for a request. At the top, it says 'Request Status: Approved' with a red box around the word 'Approved'. To the right is a 'View/Hide Comments' link. Below this is a section titled 'Approvers' which contains a green box with the word 'Approved', a green checkmark, the name 'Castiel', the text 'CGHRSUP for User's SPO', and the timestamp '08/15/23 - 10:40 AM'. At the bottom of the screenshot is a section titled 'Comments'.</p>

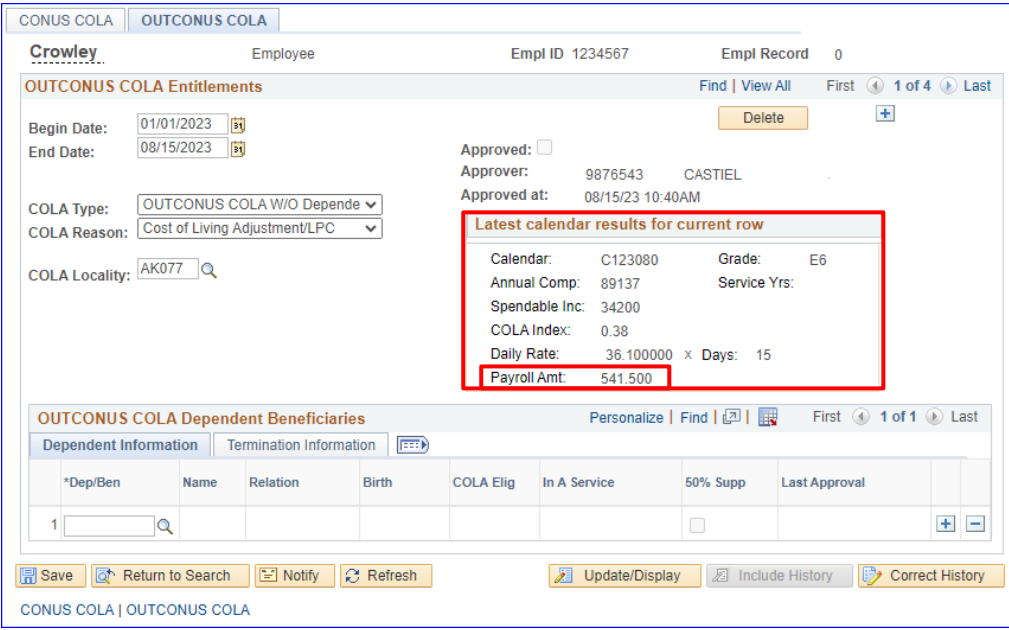
Confirming OCONUS COLA Corrections

Introduction This section provides the procedures for confirming the OCONUS COLA corrections, by reviewing a member's Pay Calculation Results and Element Assignment By Payee (EABP) in DA.

Information See the [Pay Calculation Results](#) and [Element Assignment by Payee](#) user guides for procedures on accessing and navigating a member's Pay Calc Results and EABPs.

- **Steps 1 – 4** show what to look for in a member's **Pay Calculation Results**. Pay Calculation Results will display the member's OCONUS COLA entitlement, and any debits or credits attributed to OCONUS COLA.
- **Steps 5 – 9** show what to look for on a member's **EABP**. The member's EABP will display the member's OCONUS COLA row(s) and will aid in determining if there are multiple OCONUS COLA rows running simultaneously, or if any dates are overlapping, as well as the # of authorized dependents, and the COLA location.

Procedures See below.

Step	Action
1	<p>Once the OCONUS COLA corrective action request(s) has been approved, return to the member's OCONUS COLA rows, and review the Latest calendar results for current row information. Make a note of the Payroll Amt.</p>  <p>The screenshot shows the 'OUTCONUS COLA Entitlements' screen. At the top, it identifies the employee as Crowley with Empl ID 1234567. The 'OUTCONUS COLA Entitlements' section includes fields for Begin Date (01/01/2023), End Date (08/15/2023), COLA Type (OUTCONUS COLA W/O Dependence), COLA Reason (Cost of Living Adjustment/LPC), and COLA Locality (AK077). A red box highlights the 'Latest calendar results for current row' section, which contains the following information: Calendar: C123080, Grade: E6, Annual Comp: 89137, Service Yrs, Spendable Inc: 34200, COLA Index: 0.38, Daily Rate: 36.100000 x Days: 15, and Payroll Amt: 541.500. Below this is the 'OUTCONUS COLA Dependent Beneficiaries' section, which includes a table for dependent information with columns for Dep/Ben, Name, Relation, Birth, COLA Elig, In A Service, 50% Supp, and Last Approval.</p>

Continued on next page

Confirming OCONUS COLA Corrections, Continued

Procedures, continued

Step

2

Go to Pay Calculation Results and select the pay calendar the OCONUS COLA corrective action was processed for (in this example, the pay calendar is C123080 (CG ACT 2023M08M). Select the **Earnings and Deductions** tab. Note the **OCONUS COLA** amount (this should match the Payroll Amt noted in Step 1).

Calendar Group Results

Earnings and Deductions

Accumulators

Supporting Elements

Crowley

Employee

Empl ID 1234567

Empl Record 0

Calendar Group ID C123080

202308 ON-CYCLE AD MID MONTH

Calendar Information

Calendar ID CG ACT 2023M08M

Pay Group USCG

Segment Number 1

Version 1

Revision 1

Gross Result Value 4,285.47

USD

Net Result Value 3,553.07

USD

Earnings & Deductions

1-5 of 17

View All

Element Results

Components

Retro Adjustments

Deduction Arrears

User Fields

Element Type	Element Name	Amount	Description	Instance	Slice Begin Date	Slice End Date	Resolution Details
Earnings	BAH	1284.000000	Basic Allowance for Housing	0	08/01/2023	08/15/2023	Resolution Details
Earnings	BAS	226.280000	Basic Allow for Subsistence	0	08/01/2023	08/15/2023	Resolution Details
Earnings	BASIC PAY	2209.950000	Basic Pay	0	08/01/2023	08/15/2023	Resolution Details
Earnings	CLOTHING	23.740000	Clothing Allowance	0	08/01/2023	08/15/2023	Resolution Details
Earnings	OCONUS COLA	541.500000	OutConus COLA	1	08/01/2023	08/15/2023	Resolution Details

Return to Search

Previous in List

Next in List

Notify

3

If applicable, select the **Retro Adjustments** tab (new example shown below). The Retro Adjustments tab will display the debit/credit amount to the member (this example shows the member received a credit of \$305.16). Click **Adjustment Detail**.

Earnings & Deductions

1-5 of 19

View All

Element Results

Components

Retro Adjustments

Deduction Arrears

User Fields

Element Type	Element Name	Amount	Calculation Adjustment	Base Adjustment	Unit Adjustment	Adjustment Detail	Resolution Details
Earnings	BAS	226.280000					Resolution Details
Earnings	BASIC PAY	1937.400000					Resolution Details
Earnings	CLOTHING	24.120000					Resolution Details
Earnings	DELTA BAH	381.600000	-381.600000			Adjustment Detail	Resolution Details
Earnings	DELTA OCONUS	0.000000	305.160000			Adjustment Detail	Resolution Details

Return to Search

Previous in List

Next in List

Notify

Calendar Group Results

Earnings and Deductions

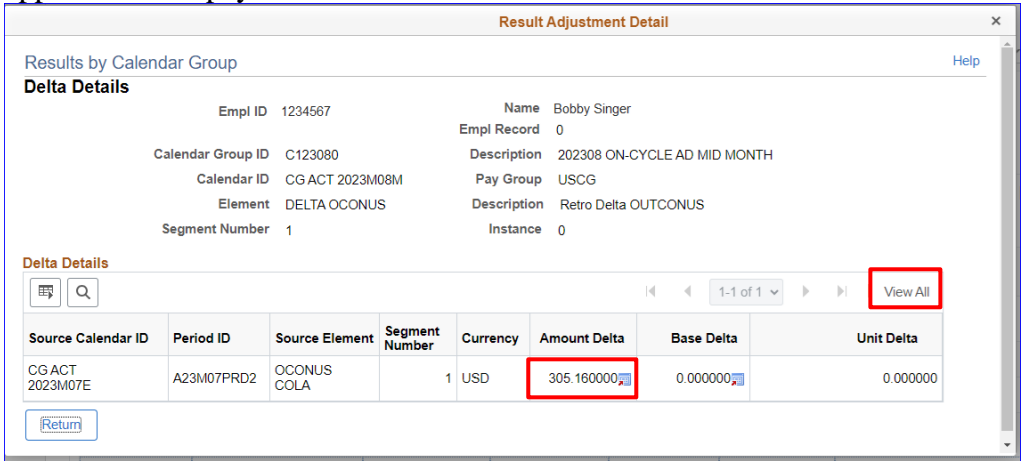
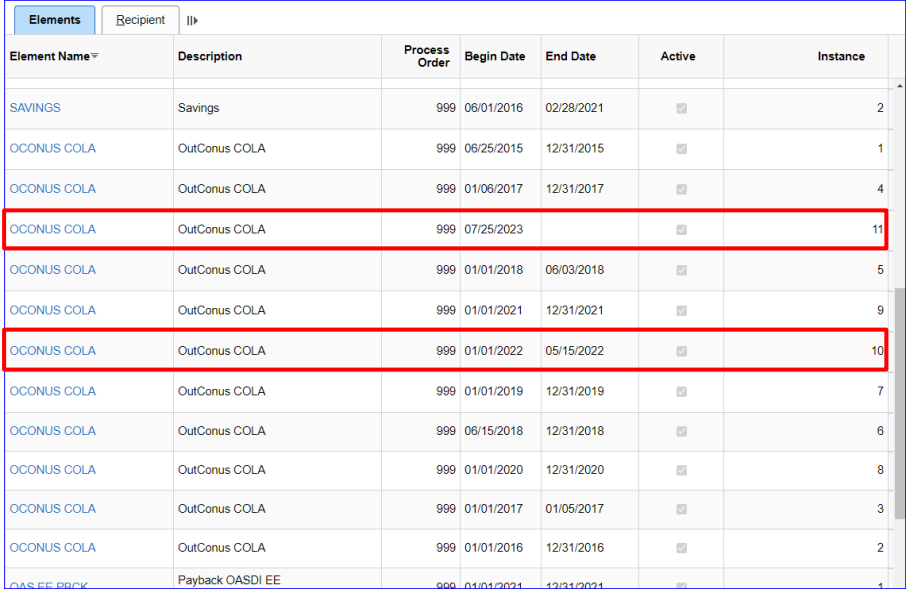
Accumulators

Supporting Elements

Continued on next page

Confirming OCONUS COLA Corrections, Continued

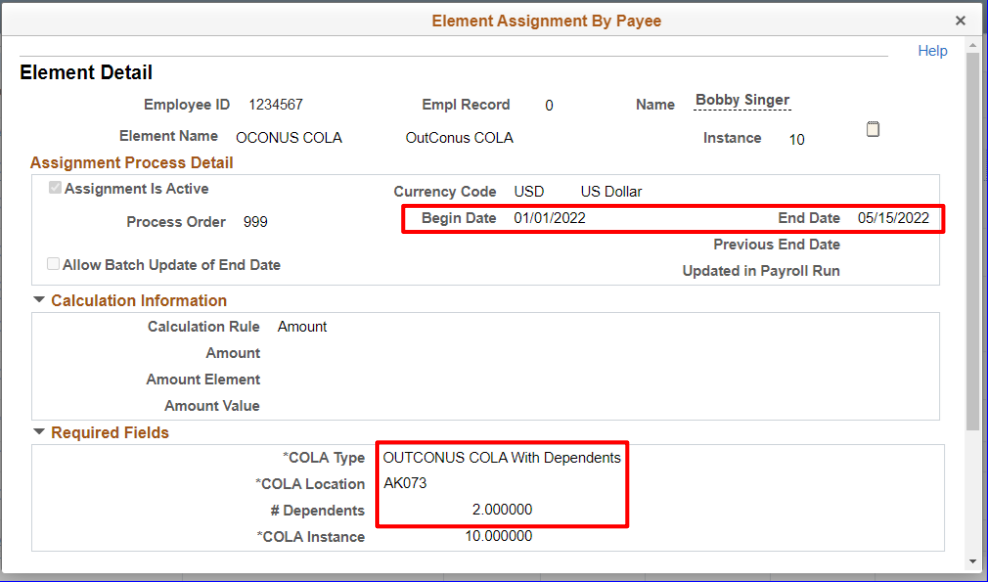
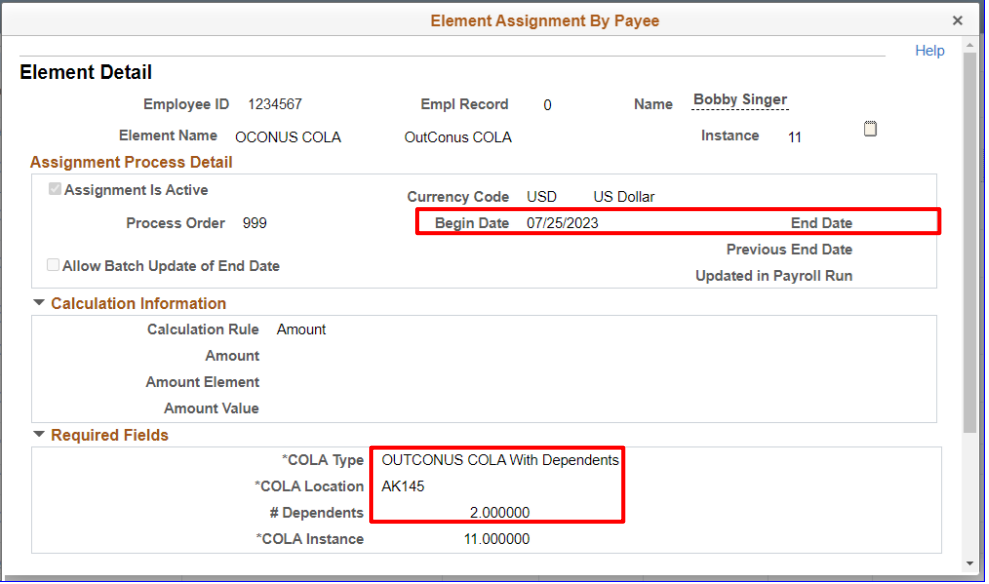
Procedures, continued

Step	Action
4	<p>If applicable, click View All to see the Amount Delta (changes) that was applied to each pay calendar affected.</p> 
5	<p>Prior to correcting and/or deleting any OCONUS COLA rows, it is important to view the member's OCONUS COLA assignments in EABP. It is important to take screenshots of the member's EABP(s) prior to the any corrections/deletions. This is especially important if the correction is Out-of-Range, as these screenshots are required for the PPC Customer Care ticket.</p> <p>NOTE: In this example, the member transferred out of state to NM and returned to AK 07/25/2023.</p> 

Continued on next page

Confirming OCONUS COLA Corrections, Continued

Procedures,
continued

Step	Action
6	<p>Before corrections/deletions: Review the Begin and End Dates, COLA Type, COLA Location, and # Dependents. Remember: Take screenshots of the ‘before’ EABP.</p> 
7	<p>Before corrections/deletions: Review the Begin and End Dates, COLA Type, COLA Location, and # Dependents.</p> 
9	<p>After corrections: Ensure there are no overlapping dates and the COLA Type, COLA Location, and # dependents are correct.</p>