

Correcting CONUS COLA

Introduction	This guide provides the procedures to correct both In-Range and Out-of-Range CONUS COLA transactions in Direct Access (DA).
References	<ul style="list-style-type: none"> (a) Joint Travel Regulations, Chapters 8-10 (Allowances) (b) Coast Guard Supplement to Joint Travel Regulations, COMDTINST M4600.17 (series) (c) Coast Guard Pay Manual, COMDTINST M7220.29 (series) (d) FMR Volume 7A, Chapter 67
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 automatically without manual intervention by PPC.</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>
Audit Standards	<p>Refer to PSC Notice 5402 and the USCG Personnel and Pay procedures Manual (3PM), PPCINST M1000.2 (series) which address the standard business process for submitting and validating pay transactions. See the following user guides for navigating, identifying, and researching pay transactions:</p> <ul style="list-style-type: none"> • Pay Calculation Results • Element Assignment By Payee (EABP) • One Time Positive Input (OTPI)
Important Information/ Known Issue	<p>When entering or verifying a zip code for CONUS COLA, the zip code is limited to 5 digits. Do NOT add any additional numbers or letters after the initial 5 digit zip code. Adding more than the 5 digit zip code will result in non-payment of CONUS COLA.</p> <p>It is important to verify the member's zip code in Direct Access and ensure you are entering the correct zip code when you re-enter the new CONUS COLA rows. The program auto populates the COLA Zip as the member's current zip code.</p> <ul style="list-style-type: none"> • If the effective date being entered is prior to the member's current unit, you will need to enter the correct zip code, for the effective date. Check the mismatch box and attach a document (could be the PCS Orders for that time period) before saving. • If you use a zip code other than what is currently listed without following these steps, DA will populate an error message to do the zip-code mismatch.

Continued on next page

Correcting CONUS COLA (In-Range), Continued

Before You Begin

Whenever processing Reserve Orders, ensure **CONUS COLA** is authorized and then started based on the type and duration of the orders.

When Reserve Orders end, the Reservist's pay group is changed from **USCG** (Active Duty) back to **USCG RSV** (Reserve). The **CONUS COLA** row will remain Active but will not pay until the member is back on Active Duty (AD) Orders. If the member is not authorized to receive CONUS COLA on the new set of orders, you must add a new CONUS COLA row and approve it as **INACTIVE** to ensure the member is not paid CONUS COLA erroneously. Ensure the member is receiving the correct CONUS COLA entitlement every time they start a new set of AD Orders.

NOTE: A Reserve Component member called/ordered to AD for any "involuntary contingency" (Title 10 or Title 14) operation is authorized primary residence/home-based CONUS COLA rate beginning the first day of the orders.

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Correcting CONUS COLA (In-Range)

Introduction This section provides the procedures for a SPO to process an In-Range CONUS COLA correction in DA.

CONUS COLA does not allow edits of its rows; therefore, a correction generally involves deleting an existing row(s).

In-Range vs. Out-of-Range 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 process automatically without manual intervention by PPC.

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.

Timing CONUS COLA does not allow for editing of its rows; therefore, a correction generally requires deleting and re-entering existing CONUS COLA rows. Any deletion must be approved immediately, and a new CONUS COLA row re-entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

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

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

Then, **add** CONUS COLA row(s), from **oldest to newest**.

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

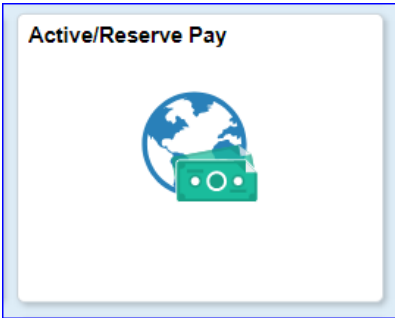
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Correcting CONUS COLA (In-Range), Continued

Scenario For the purposes of this user guide, the following scenario was used: Member's CONUS COLA was started April 2018 at the 'with Dependent' rate. In October 2022, the member and his spouse divorced, and the member has no other dependents. The SPO was not made aware of the divorce until September 2023. This CONUS COLA correction will be considered In-Range; therefore, it shouldn't require manual intervention by PPC.

To process this correction, any rows with an effective date **after** October 2022 will need to be deleted. Once all the necessary row(s) have been deleted and those deletions have been approved, the first new row to be entered is the divorce row changing the entitlement to CONUS COLA without dependents. As each new row is entered, it will need to be approved before the next row should be entered.

Procedures See below.

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

Continued on next page

Correcting CONUS COLA (In-Range), Continued

Procedures,
continued

Step	Action
2	<p>Select the Cost of Living Allowance option.</p> <div><div>Direct Deposit</div><div>Proxy - Submit Absence Request</div><div>SGLI + FSGLI</div><div>Maintain Tax Data USA</div><div>Housing Allowance</div><div>Dependent Information</div><div>Cost of Living Allowance</div><div>Generate BAH/Emergency Contact</div></div>

Continued on next page

Correcting CONUS COLA (In-Range), Continued

Procedures,
continued

Step

Action

3

Enter the member’s **Empl ID**. Check the **Correct History** box 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

▼ Search Criteria

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 CONUS COLA page will display. If the member has multiple CONUS COLA rows, select **View All**. In this example, the member has 12 CONUS COLA rows.

CONUS COLA

OUTCONUS COLA

Harold Tasker

Employee

Empl ID 1234567

Empl Record 0

CONUS COLA Entitlements

Find

View All

First

1 of 12

Last

Effective Date: 01/01/2023

Status: Active

Approved: ☒

Delete

COLA Type: CONUS COLA With Dependents

Approver: 1234567_BATCH

COLA Reason: Cost of Living Adjustment/LPC

Approved at: 12/29/22 10:34AM

COLA Zip: 02109

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 02	TASKER, HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM

Save

Return to Search

Notify

Refresh

Update/Display

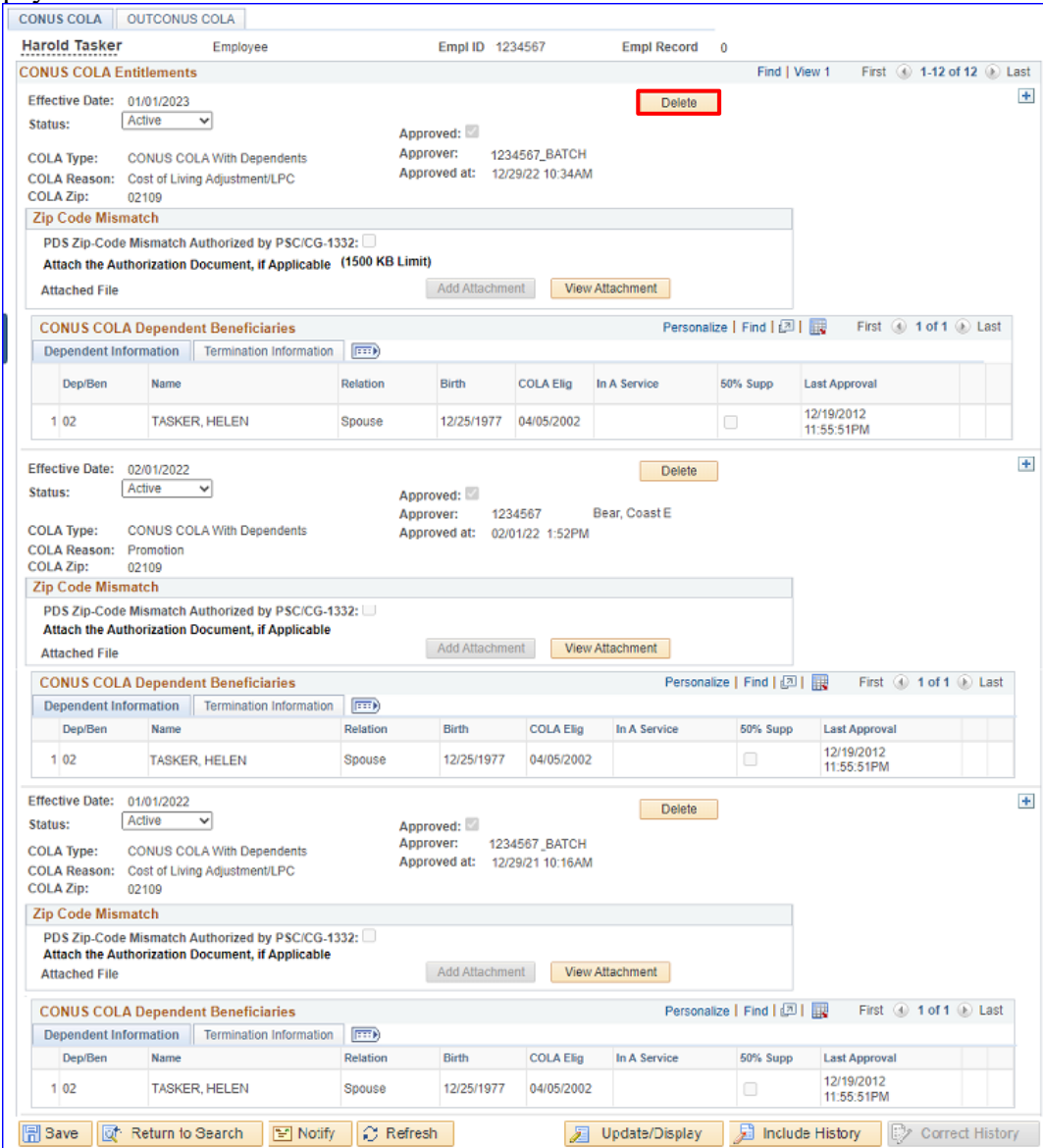
Include History

Correct History

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Correcting CONUS COLA (In-Range), Continued


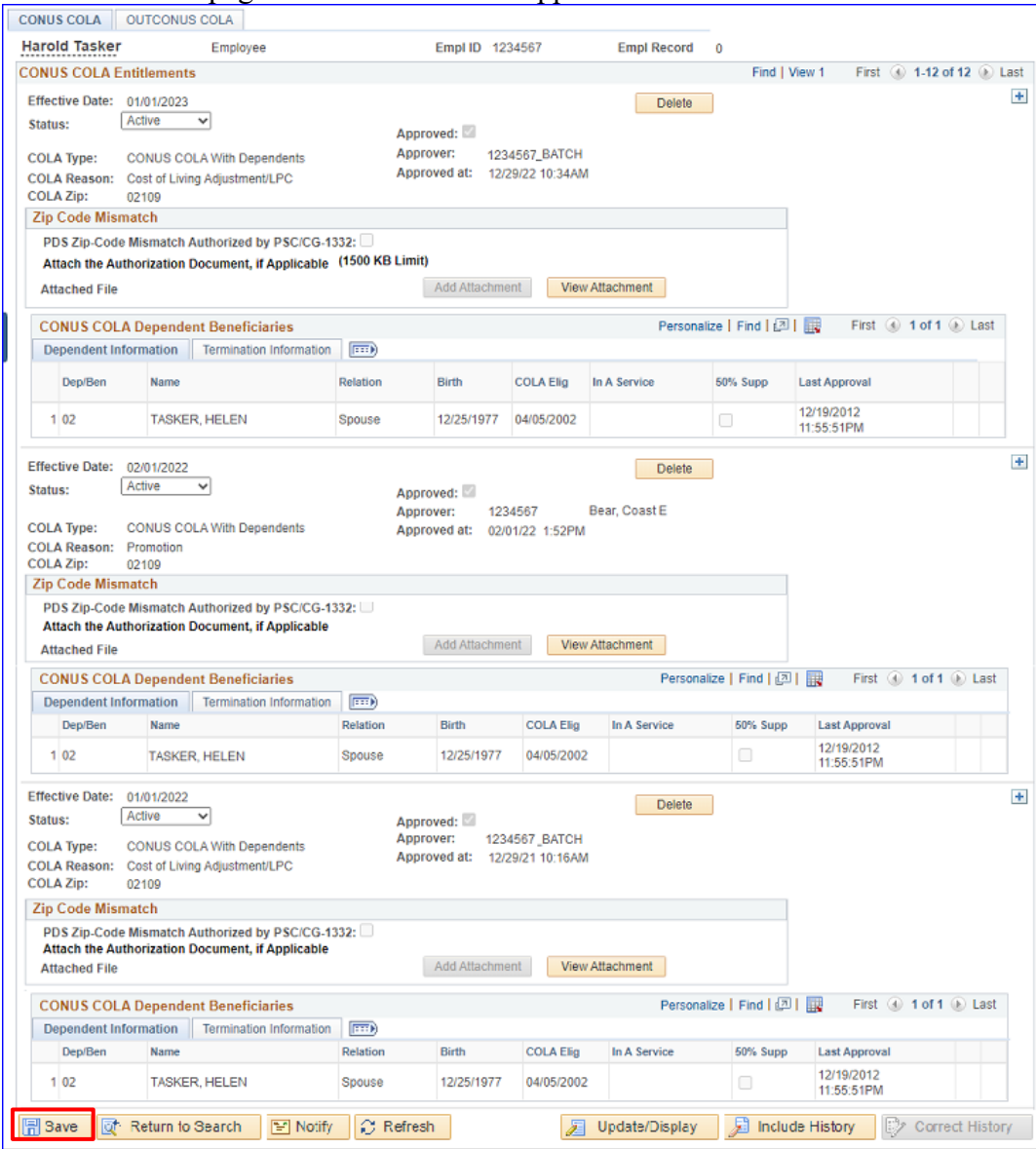
Procedures,
continued

Step	Action
5	<p>In this example, the 'Effective Date' of the divorce falls before the LPC row, so the existing LPC row will need to be deleted before the Divorce row can be entered. It is important to take screenshots of the member's CONUS COLA rows before and after any corrections. To delete the LPC row, click Delete.</p> <p>IMPORTANT: Rows are deleted in reverse chronological order with the most recent being deleted first. Each deleted row must be approved before the next row can be deleted. It is very important that these rows be re-entered with the correct entitlement within minutes of each other to prevent an incorrect over/under payment to the member.</p> 

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Correcting CONUS COLA (In-Range), Continued

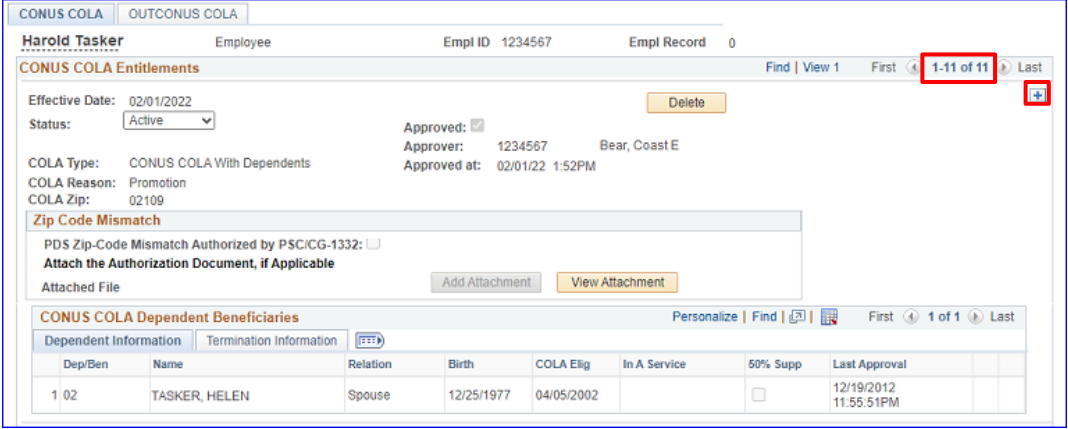
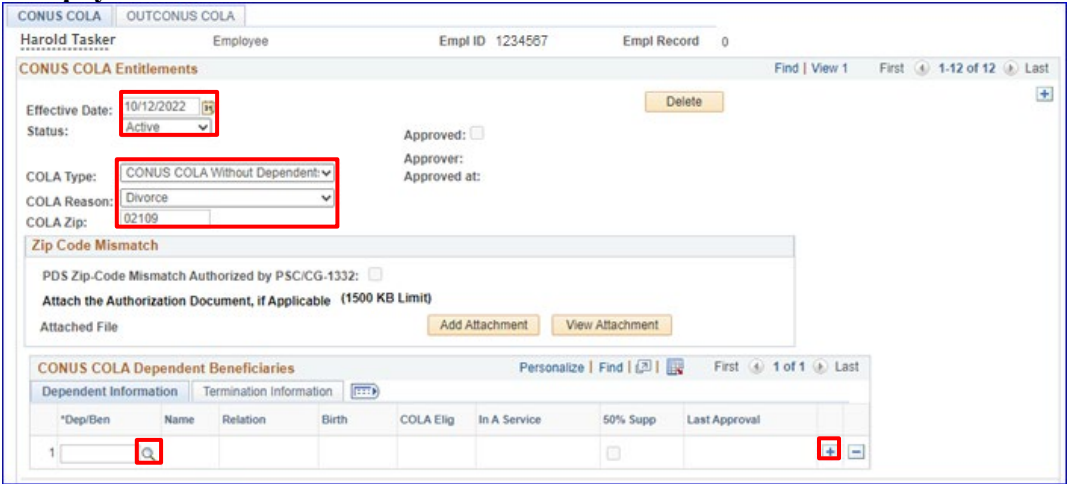
Procedures,
continued

Step	Action
6	<p>A warning message will display. Click Yes.</p> 
7	<p>Scroll to the bottom and click Save. The row will remain a part of the member's CONUS COLA page until the deletion is approved.</p> 

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Correcting CONUS COLA (In-Range), Continued

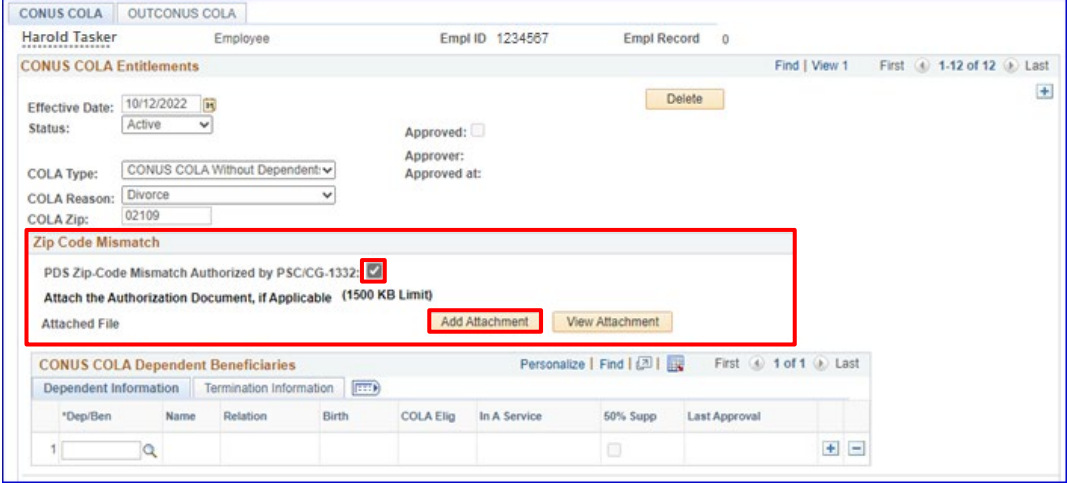
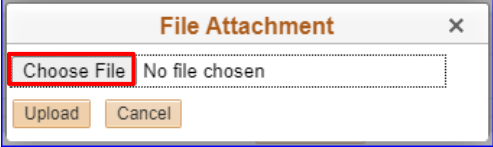
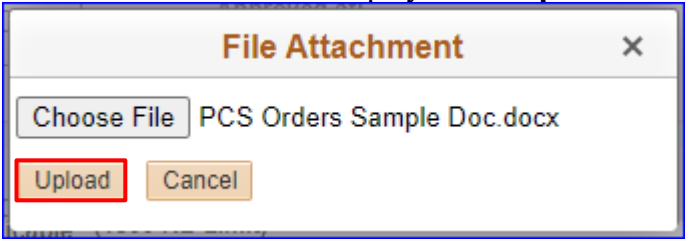
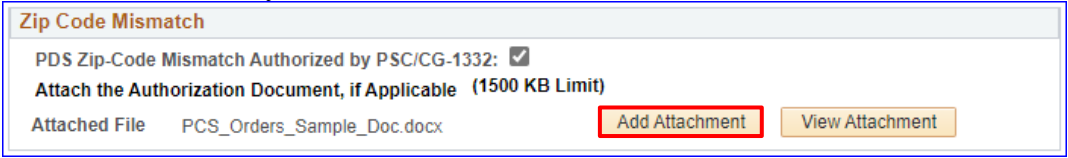
Procedures,
continued

Step	Action
8	<p>Once the deletion has been approved, return to the member's CONUS COLA page. Notice the LPC row is no longer listed (there are only 11 rows). In this example, the divorce took place after the Promotion row so no further rows need to be deleted. The Divorce row now needs to be entered. To add a row, click the Plus (+) button on the most recent row.</p> 
9	<ul style="list-style-type: none"> Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependents as necessary. <p>Note: The zip code is limited to 5 digits, do NOT add any additional numbers or letters after the initial zip code. Adding more than the 5 digit zip code will result in non-payment of CONUS COLA.</p> 

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Correcting CONUS COLA (In-Range), Continued

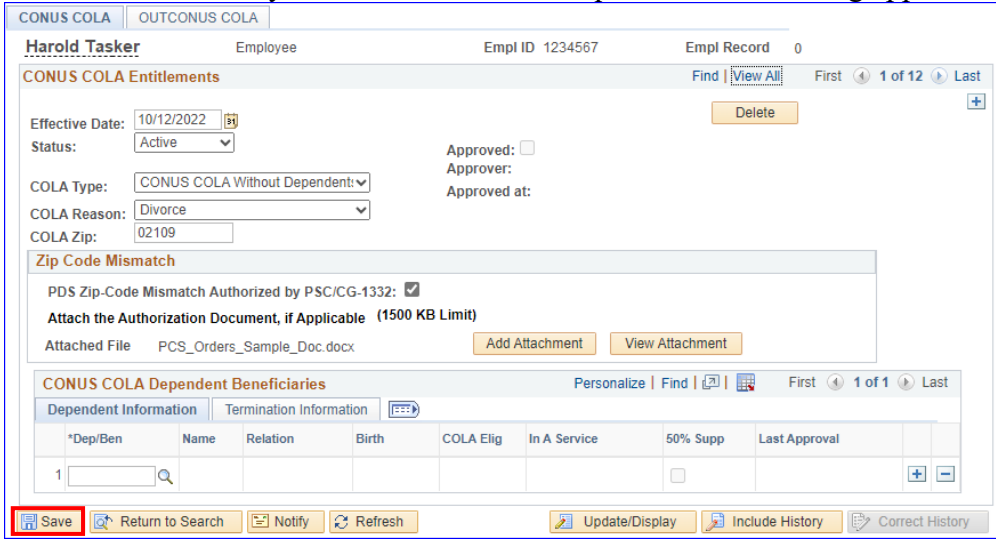
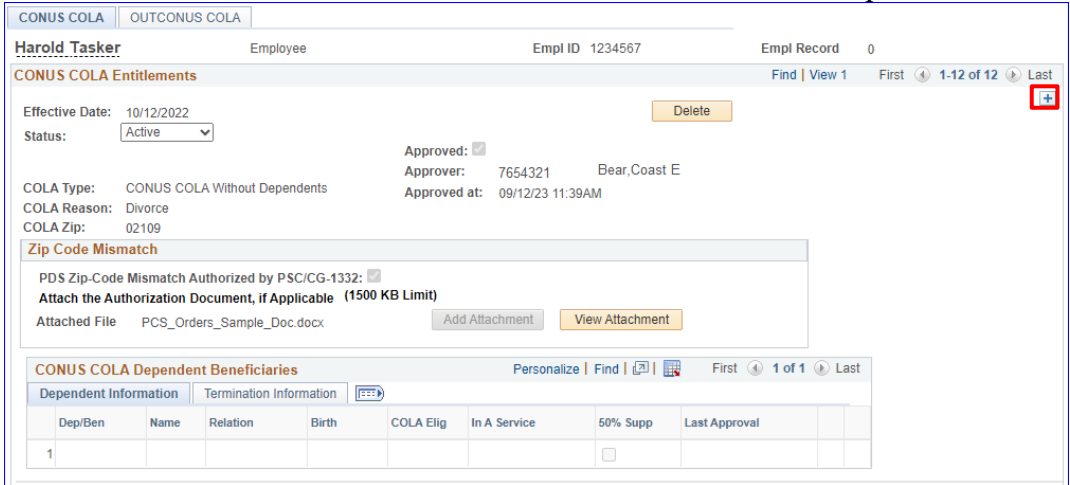
Procedures,
continued

Step	Action
10	<ul style="list-style-type: none"> • If the effective date is prior to the member's current unit, you must complete the Zip Code Mismatch Section. Check the PDS Zip Code Mismatch Authorized by PSC/CG-1332 box and click Add Attachment. • If the zip code is the same at the current unit, skip to Step 14. 
11	<p>Click on Choose File, then select the document (recommend PCS orders for the applicable time period) from your files.</p> 
12	<p>The document name will display. Click Upload.</p> 
13	<p>The document name will display in the Zip Code Mismatch section. Click View Attachment to verify it is the correct document. Click View 1 or scroll down.</p> 

Continued on next page

Correcting CONUS COLA (In-Range), Continued

Procedures,
continued

Step	Action
14	<p>Click Save and notify the SPO Auditor the request is now awaiting approval.</p> 
15	<p>Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 12 rows). Click the Plus (+) button on the most recent row to re-enter the LPC row that was deleted in Step 4.</p> 

Continued on next page

Correcting CONUS COLA (In-Range), Continued

Procedures,
continued

Step	Action
16	<ul style="list-style-type: none"> Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. It is important that the COLA Type, COLA Reason, and COLA Zip match the LPC row screenshot taken in Step 4. IF the effective date is prior to the member's current unit, you must complete the Zip Code Mismatch Section. See Steps 10-13. In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependents as appropriate. Click Save and notify the SPO Auditor the request is now awaiting approval.

CONUS COLA
OUTCONUS COLA

Harold Tasker
Employee
Empl ID 1234567
Empl Record 0

CONUS COLA Entitlements
Find View All
First 1 of 13 Last

Effective Date: 01/01/2023
Status: Active
Approved:
COLA Type: CONUS COLA Without Dependent
COLA Reason: Cost of Living Adjustment/LPC
COLA Zip: 02109
Approved at:

Delete

Zip Code Mismatch

PDS Zip-Code Mismatch Authorized by PSC/CG-1332:
Attach the Authorization Document, if Applicable (1500 KB Limit)
Attached File PCS_Orders_Sample_Doc.docx
Add Attachment
View Attachment

CONUS COLA Dependent Beneficiaries
Personalize Find
First 1 of 1 Last

Dependent Information
Termination Information

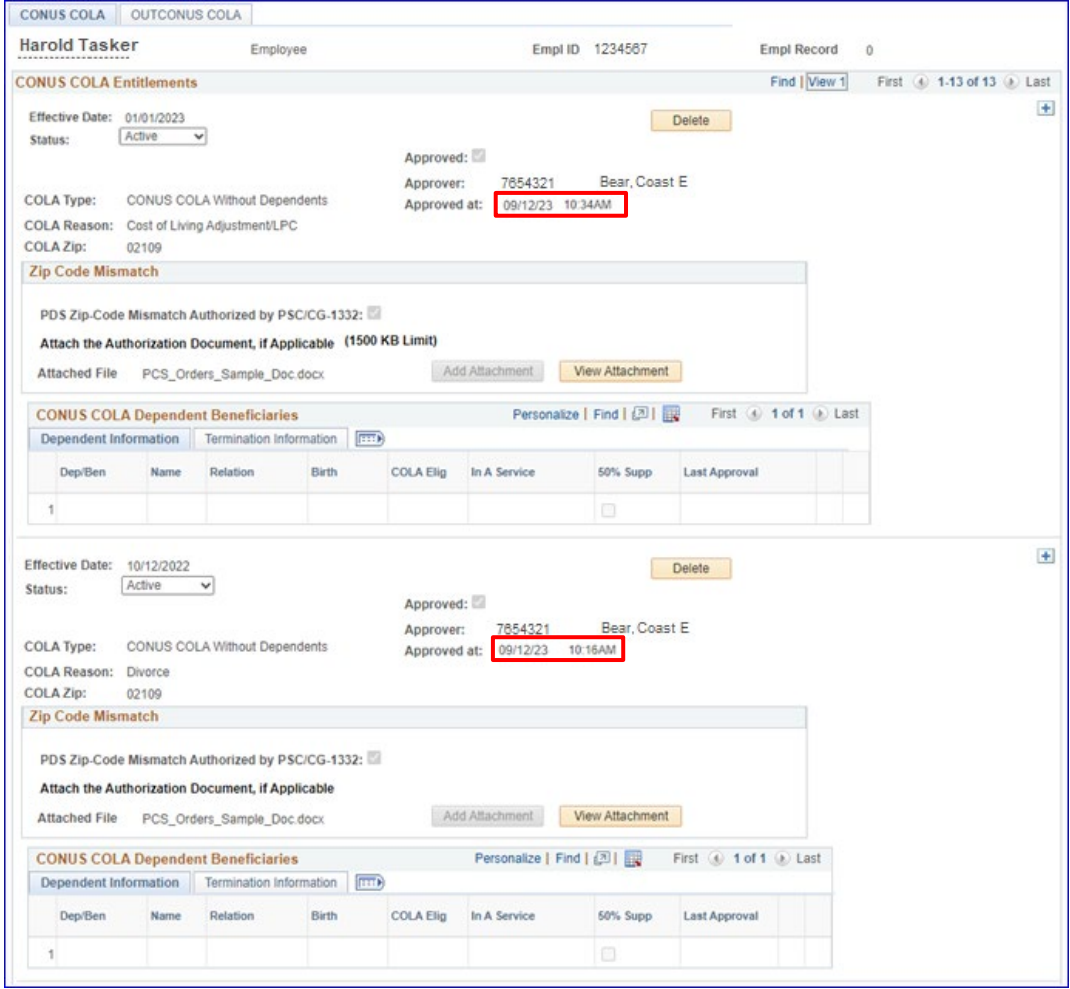
*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1							

Save
Return to Search
Notify
Refresh
Update/Display
Include History
Correct History

Continued on next page

Correcting CONUS COLA (In-Range), Continued

Procedures,
continued

Step	Action
17	<p>Once the CONUS COLA row is approved, return to the member's CONUS COLA page. In this example, the LPC row was the last row to be entered and approved. Notice the date/time of the approvals are within 15 minutes of each other.</p>  <p>The screenshot displays the 'CONUS COLA Entitlements' page for Harold Tasker (Empl ID 1234567). It shows two rows of entitlements. The first row is for the period 01/01/2023 to 09/12/23, with a status of Active and an approval at 09/12/23 10:34AM. The second row is for the period 10/12/2022 to 09/12/23, with a status of Active and an approval at 09/12/23 10:16AM. Both rows show a 'Zip Code Mismatch' warning and an attached file 'PCS_Orders_Sample_Doc.docx'.</p>
18	<p>Remember, because this correction is In-Range (the entire affected period is within 24 pay periods or 1 year), the correction should process automatically without manual intervention by PPC.</p> <p>It is important to review the member's Pay Calculation Results after the correction has processed through a nightly pay calculation to ensure the CONUS COLA transactions processed correctly. Please see the Pay Calculation Results user guide for more information on navigating, reviewing, and researching a member's Pay Calculation Results.</p>

Correcting CONUS COLA (Out-of-Range)

Introduction

This section provides the procedures for a SPO to process an Out-of-Range CONUS COLA correction in DA.

CONUS COLA does not allow edits of its rows; therefore, a correction generally involves deleting an existing row(s).

In-Range vs. Out-of-Range

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 process automatically without manual intervention by PPC.

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.

Timing

CONUS COLA does not allow for editing of its rows; therefore, a correction generally requires deleting and re-entering existing CONUS COLA rows. Any deletion must be approved immediately, and a new CONUS COLA row re-entered with the correct dates and entitlements. The new row needs to be approved immediately as well.

THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.

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

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

Then, **add** CONUS COLA row(s), from **oldest to newest**.

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

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Correcting CONUS COLA (Out-of-Range), Continued

Scenario For the purposes of this user guide, the following scenario was used:

Member's CONUS COLA was started April 2018 at the 'with Dependent' rate. In January 2022, the member and his spouse divorced, and the member has no other dependents. The SPO was not made aware of the divorce until September 2023. This CONUS COLA correction will be considered Out-of-Range; therefore, screenshots **must** be taken and attached to the PPC Trouble Ticket notifying PPC of the Out-of-Range transaction.

To process this correction, any rows with an effective date **after** January 2022 will need to be deleted. Once all the necessary rows have been deleted and those deletions have been approved, the first new row to be entered is the Divorce row changing the entitlement to CONUS COLA without dependents. As each new row is entered, it will need to be approved before the next row should be entered.

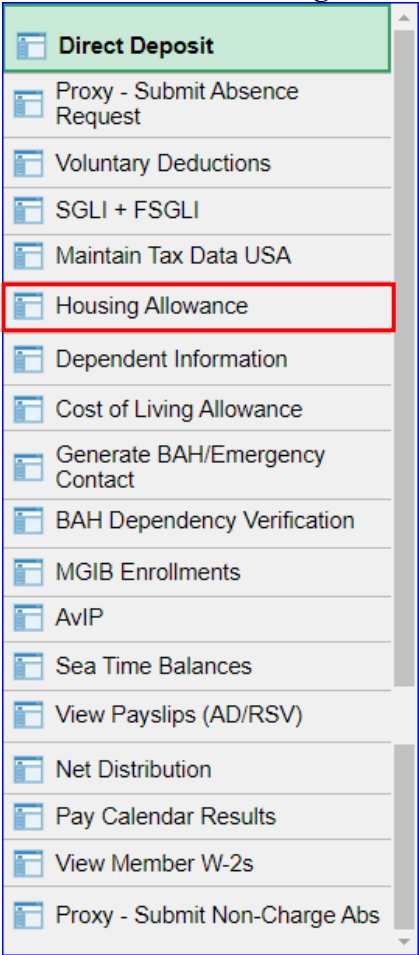
Procedures See below.

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

Continued on next page

Correcting CONUS COLA (Out-of-Range), 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 blue icon. The items are: Direct Deposit (highlighted in green), Proxy - Submit Absence Request, Voluntary Deductions, SGLI + FSGLI, Maintain Tax Data USA, Housing Allowance (highlighted with a red border), Dependent Information, Cost of Living Allowance, 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.</p>

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step

3

Action

Enter the member’s Empl ID. Check the Correct History box 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

▼ Search Criteria

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 CONUS COLA page will display. If the member has multiple CONUS COLA rows, select View All. In this example, the member has 12 CONUS COLA rows.

CONUS COLA | OUTCONUS COLA

Harold Tasker Employee Empl ID 1234567 Empl Record 0

CONUS COLA Entitlements

Find | View All First 1 of 12 Last

Effective Date: 01/01/2023

Status: Active

Approved: [checked]

COLA Type: CONUS COLA With Dependents

COLA Reason: Cost of Living Adjustment/LPC

COLA Zip: 02109

Zip Code Mismatch

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

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

Attached File

CONUS COLA Dependent Beneficiaries

Dependent Information | Termination Information

Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1 02	TASKER, HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM

Save

Return to Search

Notify

Refresh

Update/Display

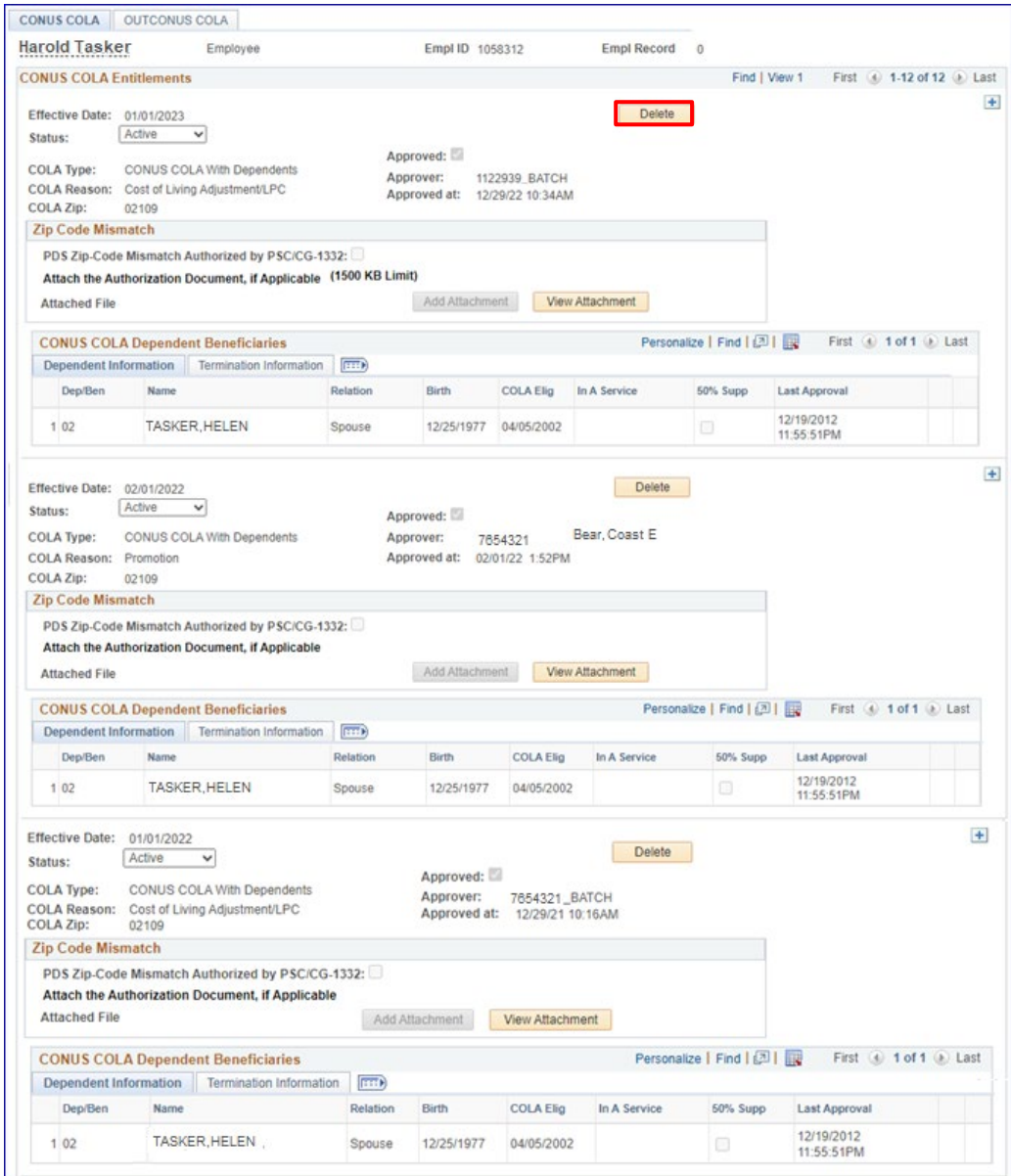
Include History

Correct History

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued


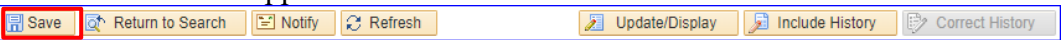
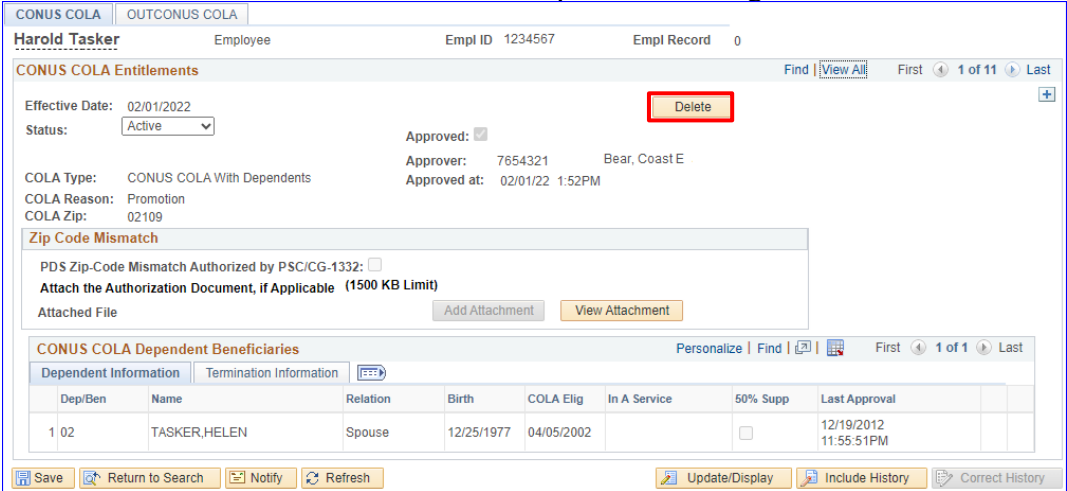

Procedures, continued

Step	Action
5	<p>In this example, the 'Effective Date' of the divorce falls prior to the Promotion row, so the existing LPC row and Promotion row will need to be deleted before the Divorce row can be entered. It is important to take screenshots of the member's CONUS COLA rows before and after any corrections/deletions. This is especially important because this correction is Out-of-Range and these screenshots are required to be attached to the PPC Trouble Ticket. To delete the LPC row, click Delete.</p> <p>IMPORTANT: Rows are deleted in reverse chronological order with the most recent being deleted first. Each deleted row must be approved before the next row can be deleted. It is very important that these rows be re-entered with the correct entitlement within minutes of each other to prevent an incorrect over/under payment to the member.</p> 

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Correcting CONUS COLA (Out-of-Range), Continued

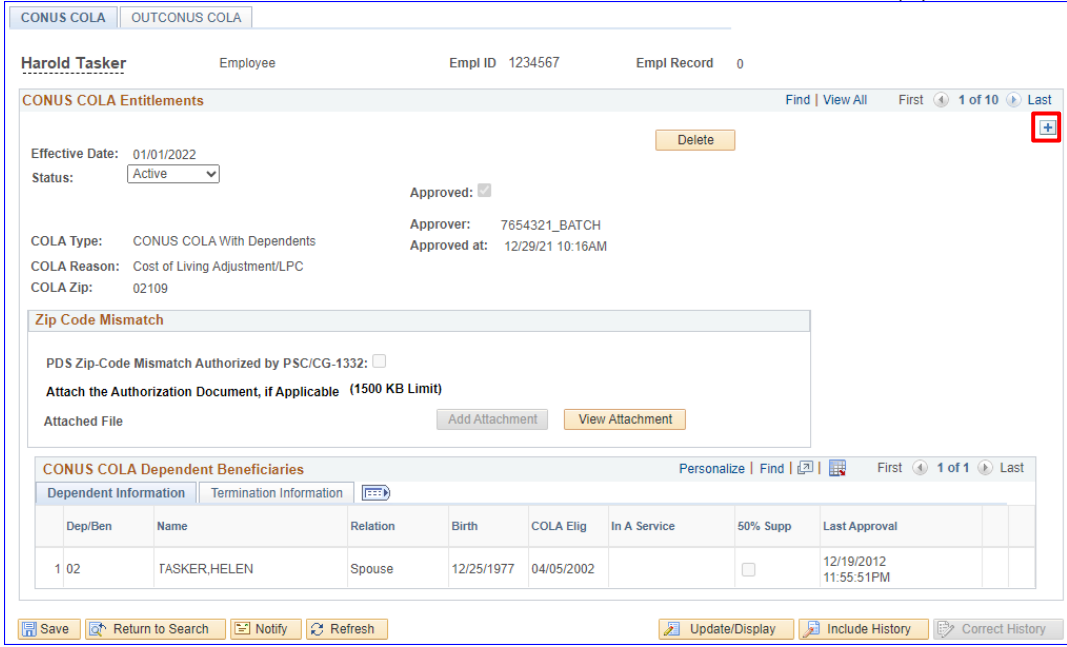
Procedures,
continued

Step	Action
6	<p>A warning message will display, click Yes.</p> 
7	<p>Click Save. The row will remain a part of the member's CONUS COLA page until the deletion is approved.</p> 
8	<p>Once the deletion request has been approved, return to the member's CONUS COLA page. Notice the LPC row is no longer available (there are now 11 rows). In this example, the Promotion row also need to be deleted. To delete the Promotion row, click the Delete button. A warning prompt will display, click Yes. Then click Save and notify the SPO Auditor the next delete request is awaiting approval.</p> <p>Remember: Take a screenshot of the row prior to deleting.</p>  

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Correcting CONUS COLA (Out-of-Range), Continued

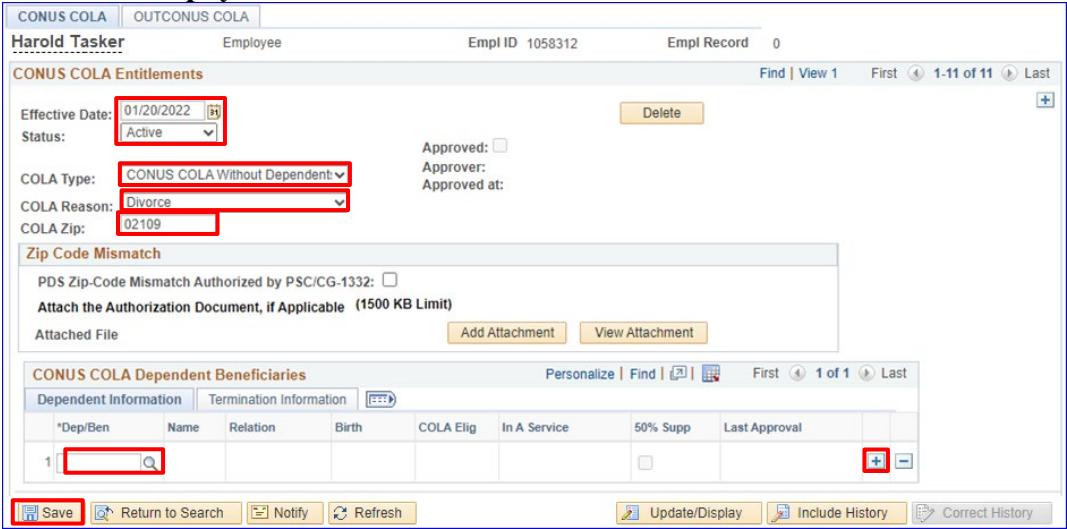
Procedures,
continued

Step	Action																
9	<p>Once the deletion request has been approved, return to the member's CONUS COLA page. Notice there are now 10 CONUS COLA rows. For this example, the Divorce row needs to be entered. To enter a new row, click the Plus (+) button.</p>  <p>The screenshot displays the 'CONUS COLA Entitlements' page for Harold Tasker. At the top, there are tabs for 'CONUS COLA' and 'OUTCONUS COLA'. The page shows the member's name, Employee ID (1234567), and Empl Record (0). The 'CONUS COLA Entitlements' section includes a 'Delete' button and a red box highlighting a '+' button in the top right corner. Below this, there are fields for 'Effective Date' (01/01/2022), 'Status' (Active), 'Approved' (checked), 'COLA Type' (CONUS COLA With Dependents), 'COLA Reason' (Cost of Living Adjustment/LPC), and 'COLA Zip' (02109). There is also a 'Zip Code Mismatch' section with a checkbox for 'PDS Zip-Code Mismatch Authorized by PSC/CG-1332' and an 'Attach the Authorization Document, if Applicable (1500 KB Limit)' section with 'Add Attachment' and 'View Attachment' buttons. At the bottom, there is a 'CONUS COLA Dependent Beneficiaries' table with one row for Helen Tasker.</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 02</td><td>TASKER, HELEN</td><td>Spouse</td><td>12/25/1977</td><td>04/05/2002</td><td></td><td><input type="checkbox"/></td><td>12/19/2012 11:55:51PM</td></tr> </tbody> </table> <p>At the bottom of the page, there are buttons for 'Save', 'Return to Search', 'Notify', 'Refresh', 'Update/Display', 'Include History', and 'Correct History'.</p>	Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval	1 02	TASKER, HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM
Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval										
1 02	TASKER, HELEN	Spouse	12/25/1977	04/05/2002		<input type="checkbox"/>	12/19/2012 11:55:51PM										

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Correcting CONUS COLA (Out-of-Range), Continued

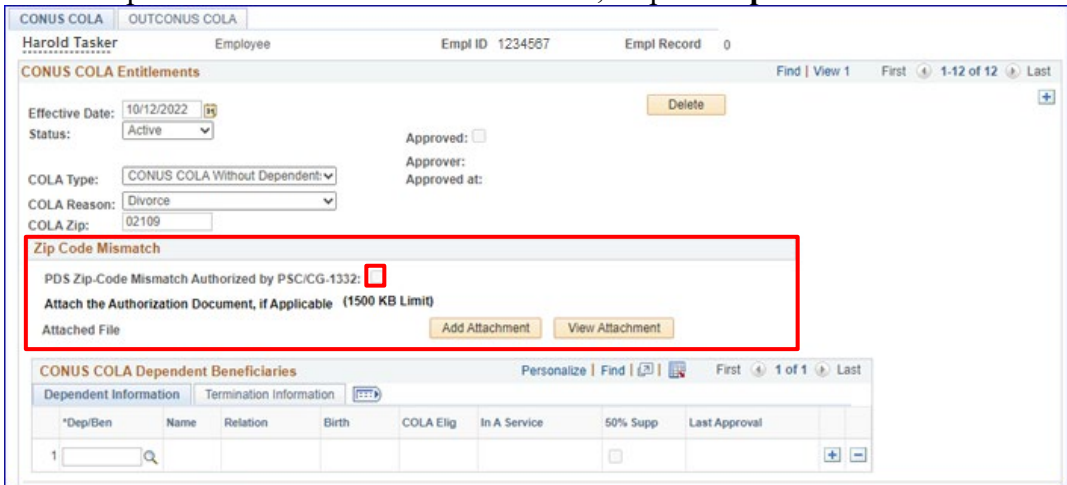
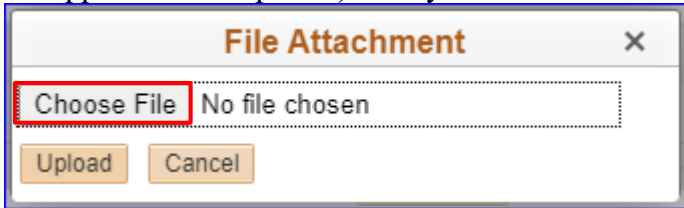
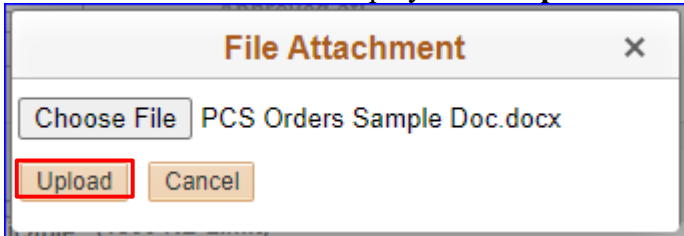
Procedures,
continued

Step	Action
10	<ul style="list-style-type: none"> Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependent as necessary. <p>Click Save and notify the SPO Auditor the request is now awaiting approval.</p> <p>Note: The zip code is limited to 5 digits, do NOT add any additional numbers or letters after the initial zip code. Adding more than the 5 digit zip code will result in non-payment of CONUS COLA.</p> 

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Correcting CONUS COLA (Out-of-Range), Continued

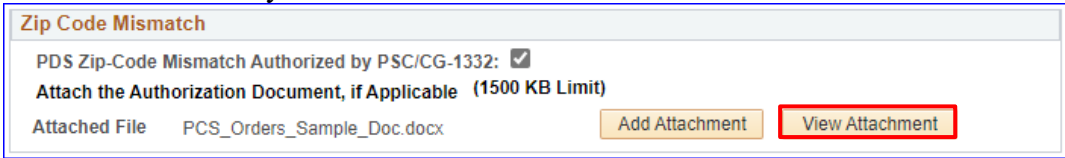
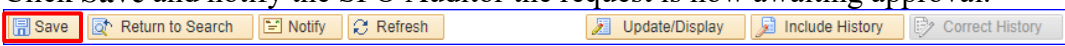
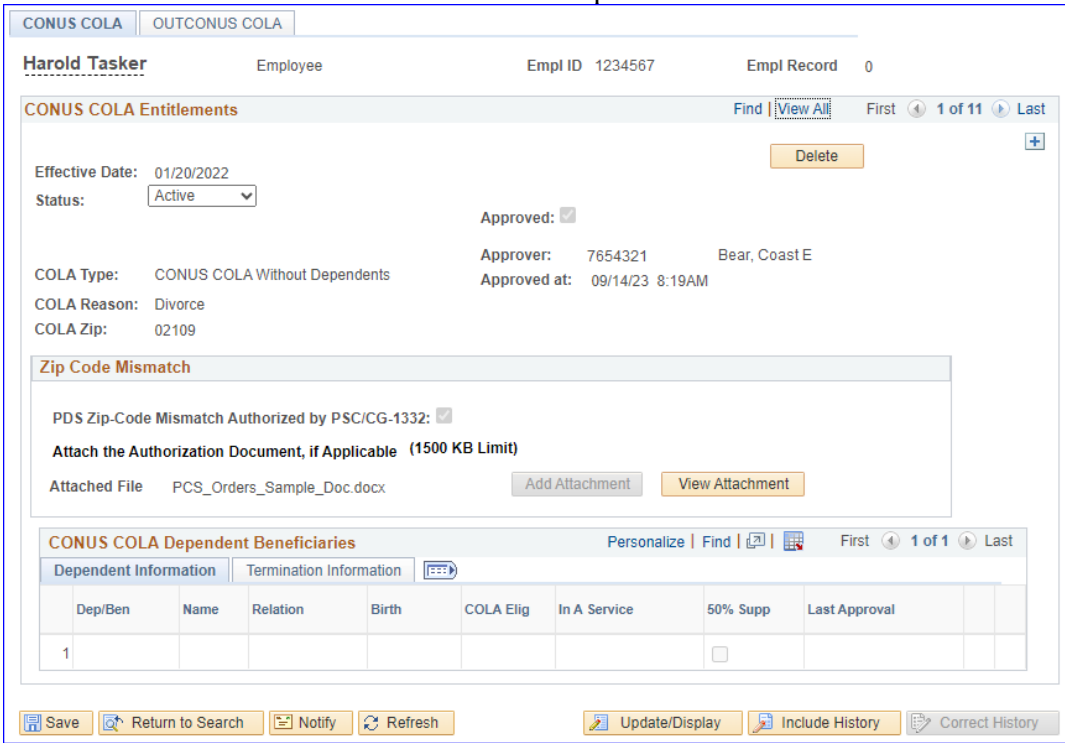
Procedures,
continued

Step	Action
11	<ul style="list-style-type: none"> • If the effective date is prior to the member's current unit, you must complete the Zip Code Mismatch Section. Check the PDS Zip Code Mismatch Authorized by PSC/CG-1332 box and click Add Attachment. • If the zip code is the same at the current unit, skip to Step 15. 
12	<p>Click on Choose File, then select the document (recommend PCS orders for the applicable time period) from your files.</p> 
13	<p>The document name will display. Click Upload.</p> 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step	Action
14	<p>The document name will display in the Zip Code Mismatch section. Click View Attachment to verify it is the correct document. Click View 1 or scroll down.</p> 
15	<p>Click Save and notify the SPO Auditor the request is now awaiting approval.</p> 
16	<p>Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 11 rows). Click the Plus (+) button to add the Promotion row that was deleted in Step 7.</p> 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

Procedures,
continued

Step	Action
17	<ul style="list-style-type: none"> Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. It is important that the COLA Type, COLA Reason, and COLA Zip match the screenshot of the Promotion row taken in Step 7. In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependents as necessary. If the zip code does not match the current unit repeat Steps 11-14. Click Save and notify the SPO Auditor the request is now awaiting approval.

CONUS COLA
OUTCONUS COLA

Harold Tasker
Employee
Empl ID 1234567
Empl Record 0

CONUS COLA Entitlements
Find View All First 1 of 12 Last

Effective Date: 02/01/2022
Status: Active
Delete

COLA Type: CONUS COLA Without Dependent
COLA Reason: Promotion
COLA Zip: 02109

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 PCS_Orders_Sample_Doc.docx
Add Attachment View Attachment

CONUS COLA Dependent Beneficiaries
Personalize Find First 1 of 1 Last

Dependent Information Termination Information

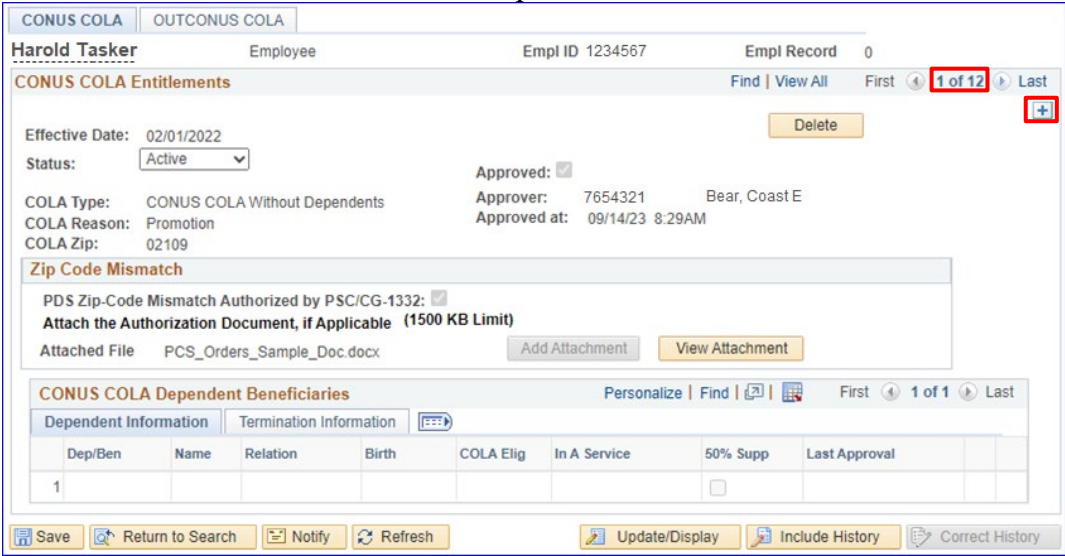
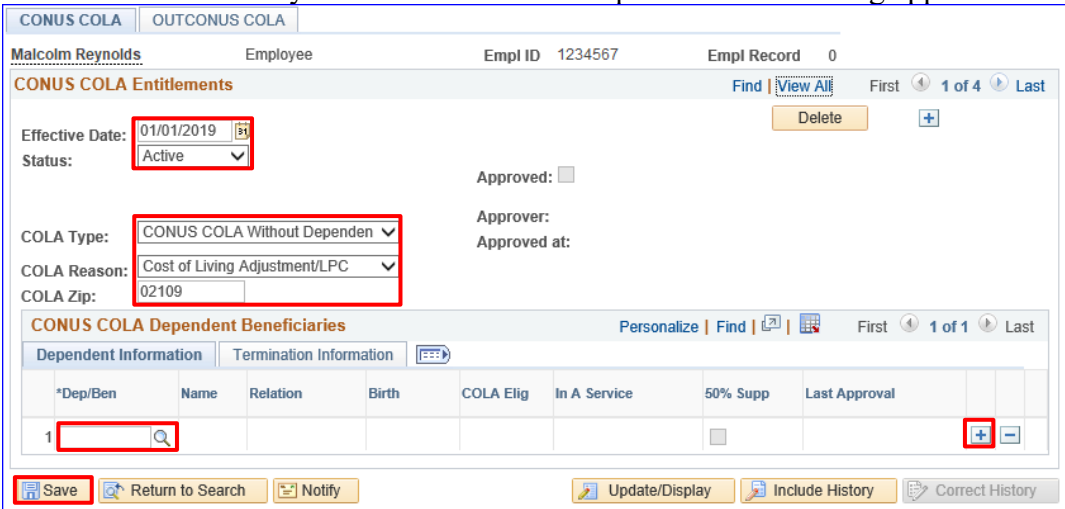
	*Dep/Ben	Name	Relation	Birth	COLA Elig	In A Service	50% Supp	Last Approval
1								

Save Return to Search Notify Refresh Update/Display Include History Correct History

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

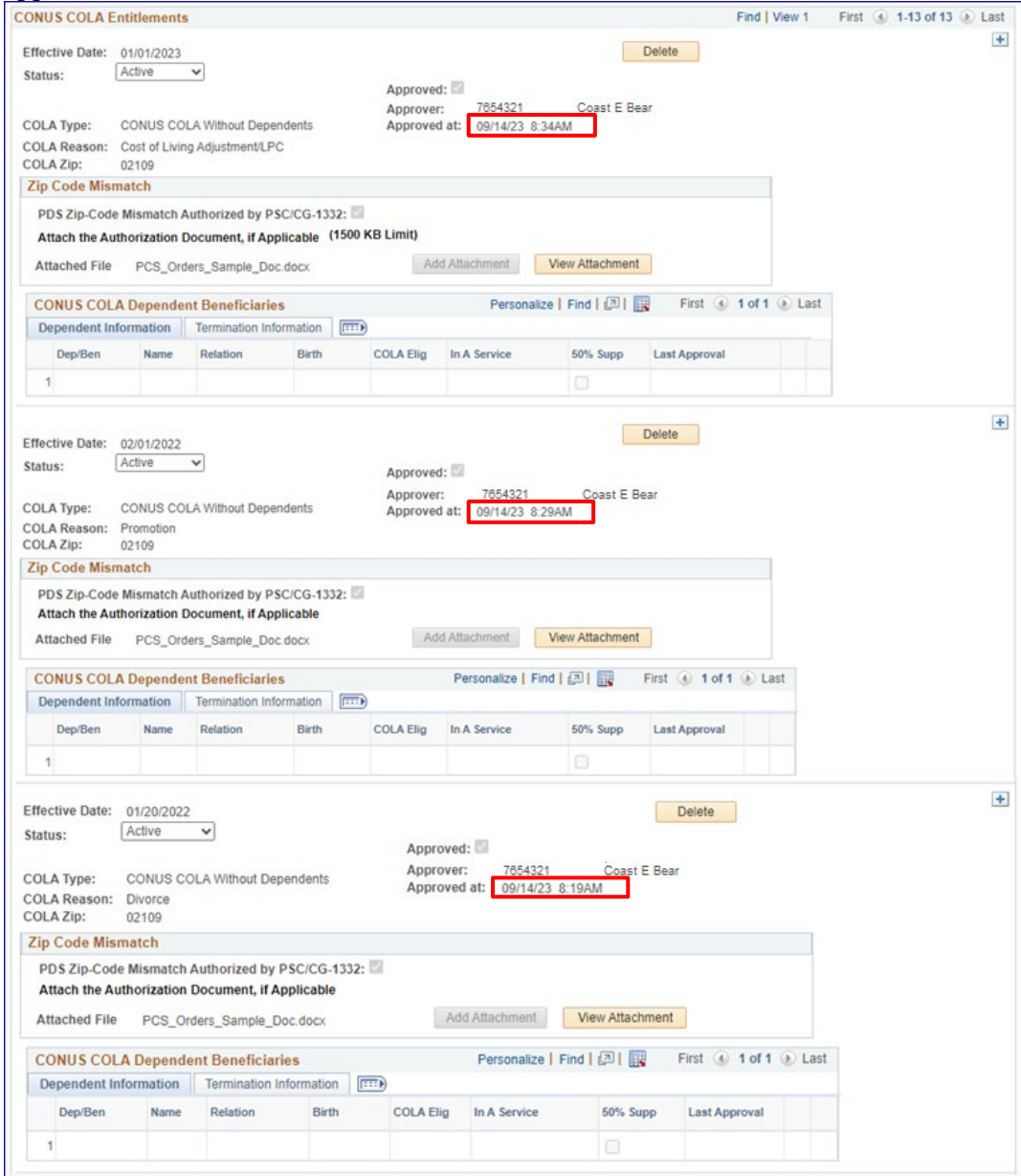
Procedures,
continued

Step	Action
18	<p>Once the CONUS COLA request has been approved, return to the member's CONUS COLA page (notice there are now 12 rows). Click the Plus (+) button to add the LPC row that was deleted in Step 4.</p> 
19	<ul style="list-style-type: none"> Enter the Effective Date and ensure the Status indicates Active. Using the drop-downs, select the appropriate COLA Type and COLA Reason. Ensure the COLA Zip is correct. It is important that the COLA Type, COLA Reason, and COLA Zip match the screenshot of the Promotion row taken in Step 7. In a case where dependents would need to be added, click the lookup icon under Dependent Information and select the appropriate Dependent from the Search Results. Click the Plus (+) button to add additional dependents as necessary. If the zip code does not match the current unit repeat Steps 11-14. Click Save and notify the SPO Auditor the request is now awaiting approval. 

Continued on next page

Correcting CONUS COLA (Out-of-Range), Continued

Procedures, continued

Step	Action
20	<p>Once approved, return to the member's CONUS COLA page. In this example, the LPC row was the last row to be entered and approved. Notice the date/time of the approvals are within 15 minutes of each other.</p>  <p>The screenshots show the following details for each COLA entry:</p> <ul style="list-style-type: none"> Entry 1 (LPC): Effective Date: 01/01/2023, Status: Active, COLA Type: CONUS COLA Without Dependents, COLA Reason: Cost of Living Adjustment/LPC, COLA Zip: 02109. Approved at: 09/14/23 8:34AM. Entry 2 (Promotion): Effective Date: 02/01/2022, Status: Active, COLA Type: CONUS COLA Without Dependents, COLA Reason: Promotion, COLA Zip: 02109. Approved at: 09/14/23 8:29AM. Entry 3 (Divorce): Effective Date: 01/20/2022, Status: Active, COLA Type: CONUS COLA Without Dependents, COLA Reason: Divorce, COLA Zip: 02109. Approved at: 09/14/23 8:19AM. <p>Each entry also includes a 'Zip Code Mismatch' section with a PDS Zip-Code Mismatch Authorized by PSC/CG-1332 checkbox and an 'Attach the Authorization Document, if Applicable' button. The 'CONUS COLA Dependent Beneficiaries' table shows one dependent for each entry.</p>
21	<p>Remember, because this correction is Out-of-Range (any part of the affected period is older than 24 pay periods or 1 year), all the corrections/changes MUST be reported to PPC Customer Care to be processed manually.</p>

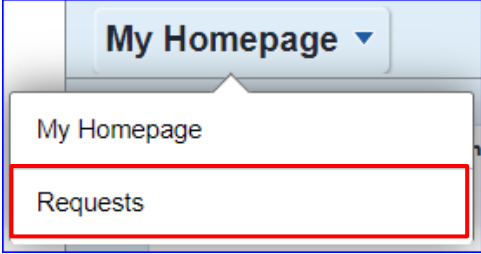
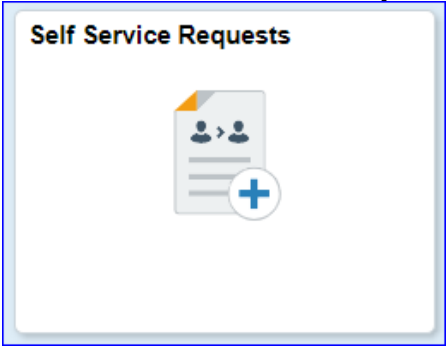
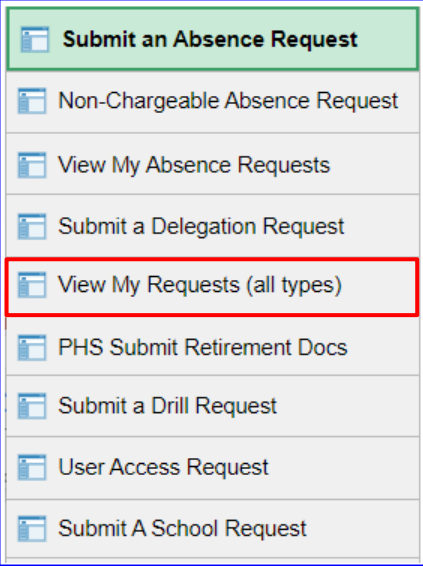
Approving CONUS COLA

Introduction	This section provides the procedures for a SPO Auditor to approve a CONUS COLA request in Direct Access (DA).
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 process automatically without manual intervention by PPC.</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> <p>For guidance on how to take and attach screenshots (required) when submitting a Customer Care ticket, see the Submitting Trouble Tickets with Supporting Images user guide.</p>
Timing	<p>CONUS COLA does not allow for editing of its rows; therefore, a correction generally requires deleting and re-entering existing CONUS COLA rows. Any deletion must be approved immediately and a new CONUS COLA row re-entered with the correct dates and entitlements. The new row needs to be approved immediately as well.</p> <p>THIS COMPLETE PROCESS MUST BE DONE WITHIN THE SAME PAY PERIOD TO PREVENT PAY PROBLEMS! PPC (MAS) RECOMMENDS COMPLETING THE ENTIRE PROCESS WITHIN 10 MINUTES. FAILURE TO COMPLETE CORRECTIVE ACTIONS IN PROPER SEQUENCE AND TIMING MAY RESULT IN OVERPAYMENTS/UNDERPAYMENTS.</p> <p>First, delete the CONUS COLA row(s) from newest to oldest:</p> <ol style="list-style-type: none"> 1. Delete the NEWEST incorrect CONUS COLA row. 2. Approve the deletion. 3. Repeat steps 1 and 2 until the entire affected period is deleted. <p>Then, add CONUS COLA row(s), from oldest to newest.</p> <ol style="list-style-type: none"> 1. Add the oldest CONUS COLA row with the correct information. 2. Approve the addition. 3. Repeat steps 1 & 2 until the entire period is added.

Continued on next page

Approving CONUS COLA, Continued

Procedures See below.

Step	Action
1	<p>Select Requests from the My Homepage drop-down.</p> 
2	<p>Click on the Self Service Requests tile.</p> 
3	<p>Select the View My Requests (all types) option.</p> 

Continued on next page

Approving CONUS COLA, Continued

Procedures,
continued

Step	Action
4	<p>Select the Requests I am Approver For radio button. Ensure the Transaction Status indicates Pending. Click Populate Grid.</p> <p>Note: The Search Results may be narrowed by selecting the Submission From Date and/or Submission To Date.</p> <div> <p>View My Action Requests</p> <p>Coast E Bear</p> <ol style="list-style-type: none"> 1. 'My Submitted Requests' allows member to bring up only their Action Requests. 2. 'Requests I am Approver For' allows approver to bring up only those Action Requests submitted to them. 3. 'All Requests' allows the approver to pull up their Action Requests and those submitted to them. 4. Transaction Name field allows user to select a particular transaction (i.e., Absence Request, Delegation, etc.) 5. Refresh button clears the grid and defaults it back to 'My Submitted Requests' and Transaction Status of 'Pending'. 6. Populate Grid button populates the grid based on what was selected for the radio button, Transaction Name, Transaction Status, and what was entered in the Submission From/Submission To Dates. <div> <input type="radio"/> My Submitted Requests <input checked="" type="radio"/> Requests I am Approver For <input type="radio"/> All Requests </div> <div> Transaction Name: <input type="text" value="All Transactions"/> </div> <div> Transaction Status: <input type="text" value="Pending"/> </div> <div> Submission From Date: <input type="text"/> </div> <div> Submission To Date: <input type="text"/> </div> <div> <input type="button" value="Populate Grid"/> <input type="button" value="Refresh"/> </div> </div>

Continued on next page

Approving CONUS COLA, Continued

Procedures,
continued

Step	Action
5	<p>The Action Request will display. To view the details of the action request, click ‘Click here to view additional request information’ URL.</p> <p>Enter Comments as appropriate (required if the request is being denied). Click Approve or Deny as appropriate.</p> <div> <p>Action Request</p> <p>Delete Transaction on Approval</p> <p>Tasker, Harold</p> <p>INSTRUCTIONS HERE</p> <p>Request Details</p> <p>Type: CONUS EffDt: 01/01/2023 OCONUS Type Code: OCONUS Instance:</p> <p>Request URL</p> <p>Click here to view additional request information.</p> <p>Comment: <input type="text"/></p> <p><input type="button" value="Approve"/> <input type="button" value="Deny"/></p> </div>
6	<p>The Request Status will update based on the selection made in Step 5.</p> <div> <p>Request Status Approved</p> <p>Approvers</p> <p>Approved</p> <p>Coast E Bear CGHRSUP for User's SPO 09/12/23 - 11:51 AM</p> </div>
