13 October 2023

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

a) Joint Travel Regulations (JTR), Chapters 8-10 (Allowances)
b) Cost of Living Allowance Outside the Continental United States (OCONUS COLA)

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.

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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	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. 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.
Procedures	See below.

Step	Action
1	Click on the **AD/RSV Payroll Workcenter** tile.

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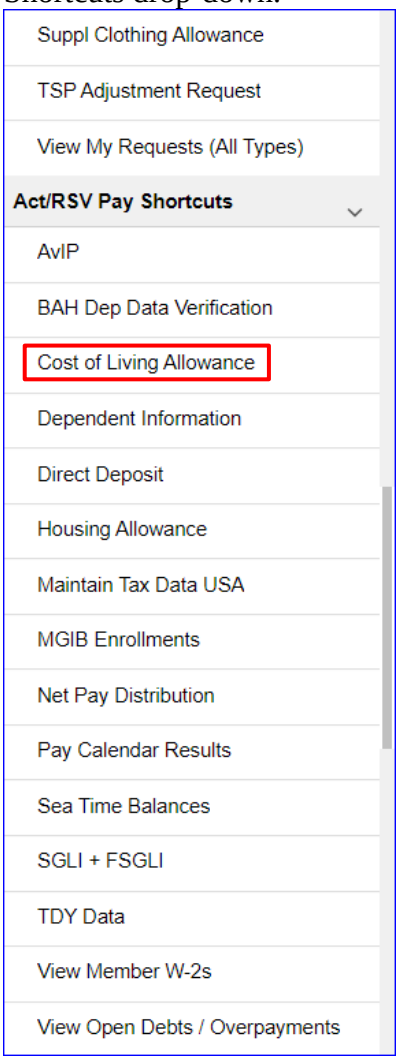
Starting OCONUS COLA, Continued

Procedures, continued

Step	Action
2	Scroll to the **Cost of Living Allowance** option under the Act/RSV Pay Shortcuts drop-down. 

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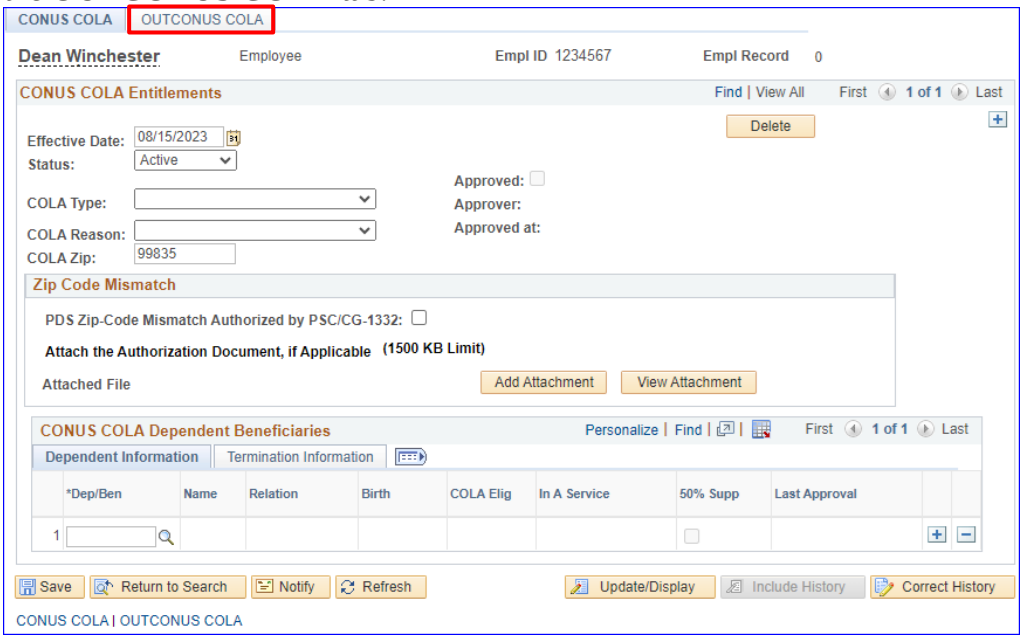
Starting OCONUS COLA, Continued

Procedures, continued

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

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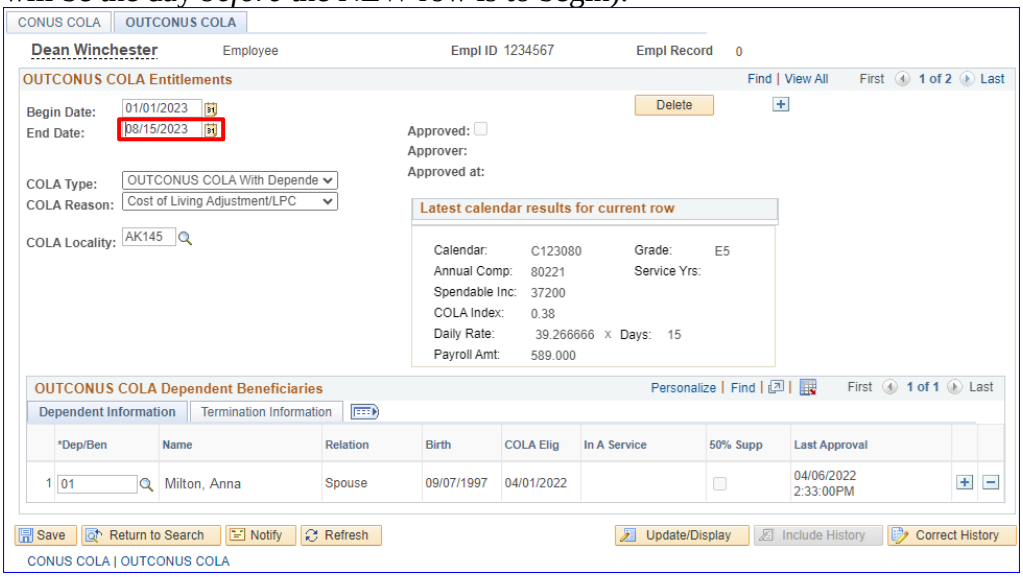
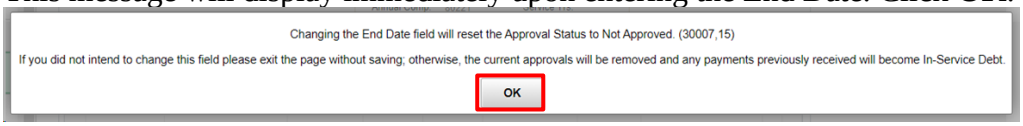
Starting OCONUS COLA, Continued

Procedures, continued

Step	Action
5	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**. If the member has an existing OCONUS COLA row, enter an **End Date** (this will be the day *before* the NEW row is to begin). 
6	This message will display immediately upon entering the End Date. Click **OK**. 

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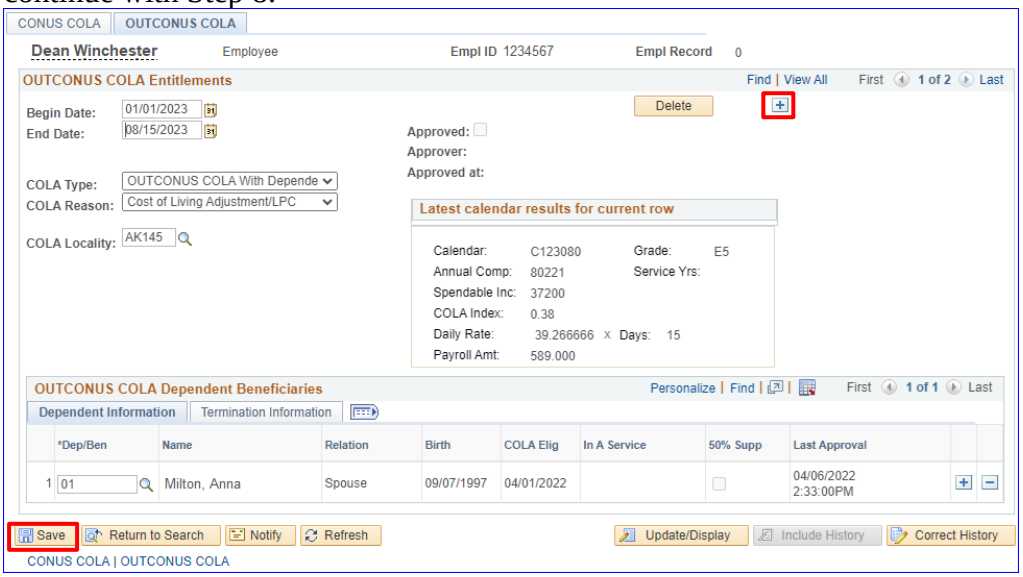
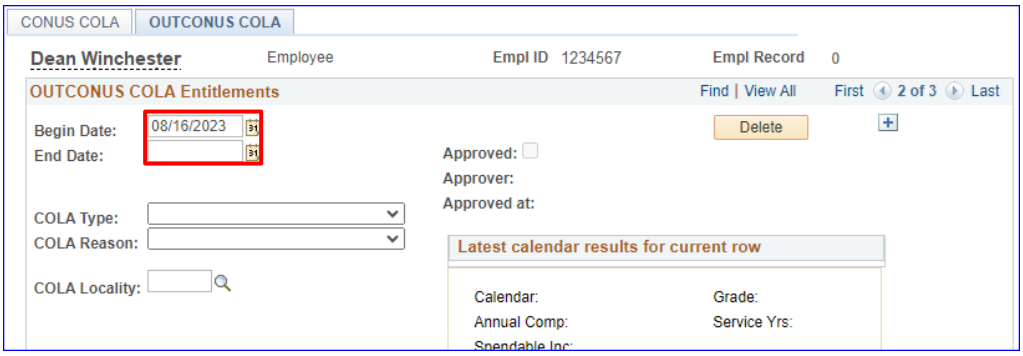
Starting OCONUS COLA, Continued

Procedures, continued

Step	Action
7	Click **Save**. Once saved, the transaction will be forwarded to the SPO tree for approval. Once approved, click the **Plus** button to add a new OCONUS COLA row and continue with Step 8. 
8	Enter the **Begin Date**. Enter the **End Date** if known. **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. 

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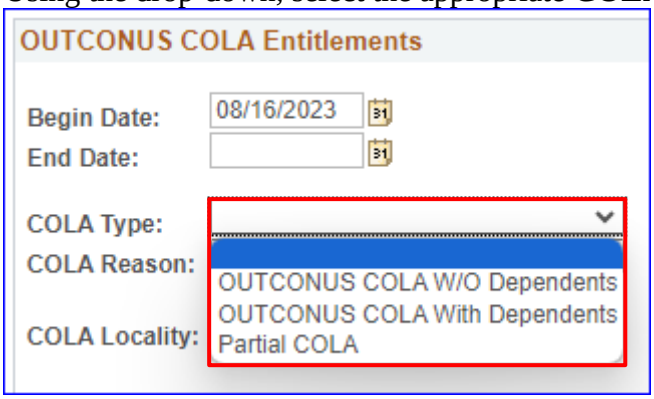
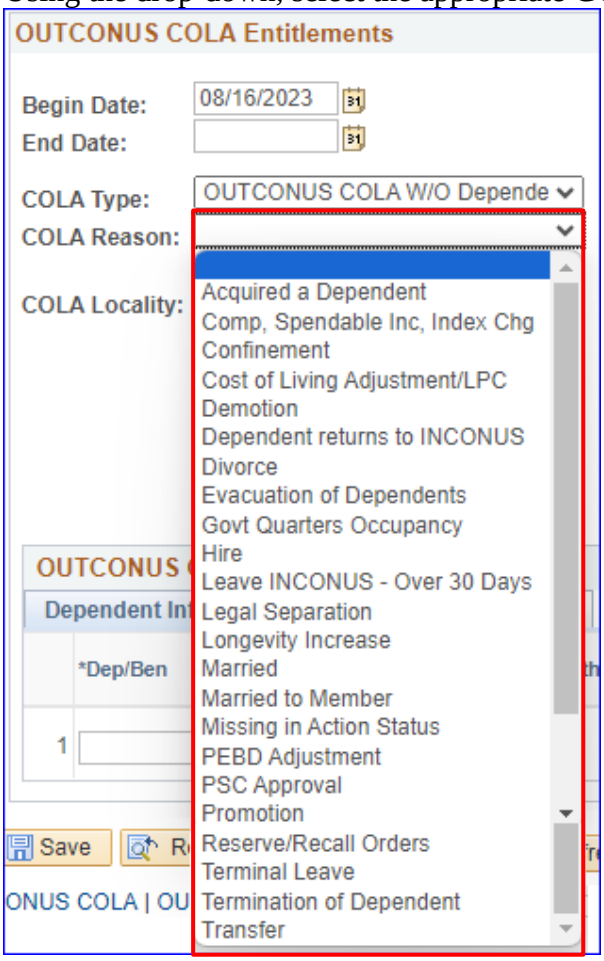
Starting OCONUS COLA, Continued

Procedures,
continued

Step	Action
9	Using the drop-down, select the appropriate **COLA Type**. 
10	Using the drop-down, select the appropriate **COLA Reason**. 

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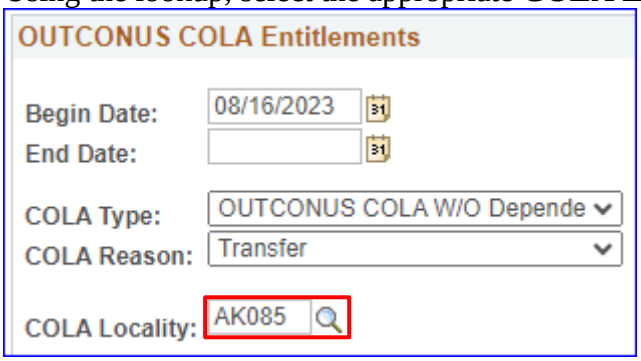
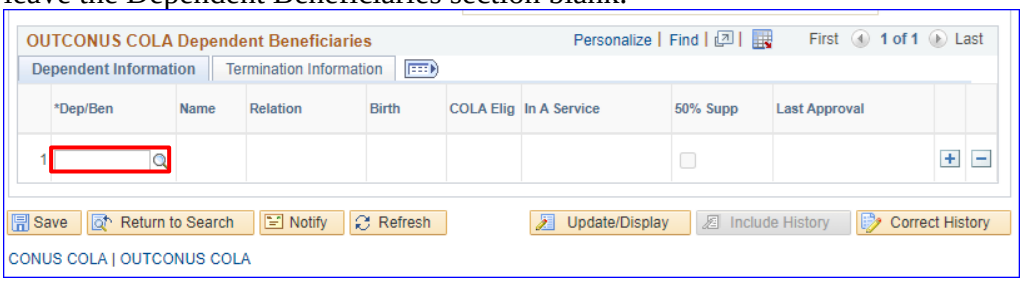
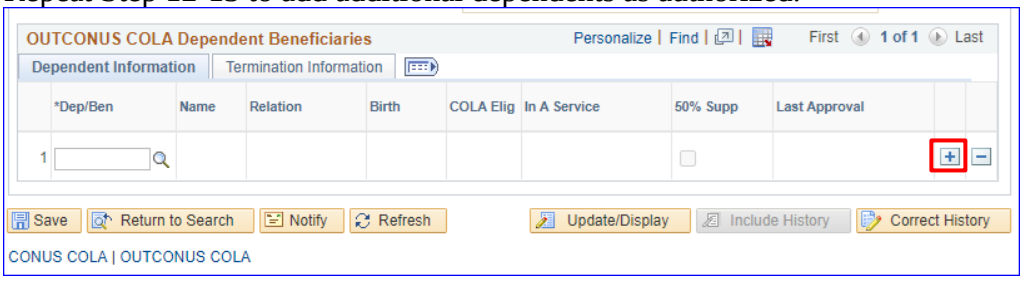
Starting OCONUS COLA, Continued

Procedures, continued

Step	Action
11	Using the lookup, select the appropriate **COLA Locality** code. 
12	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. **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. 
13	To add additional dependents, click the **Plus** button to add a new row. Repeat Step 12-13 to add additional dependents as authorized. 

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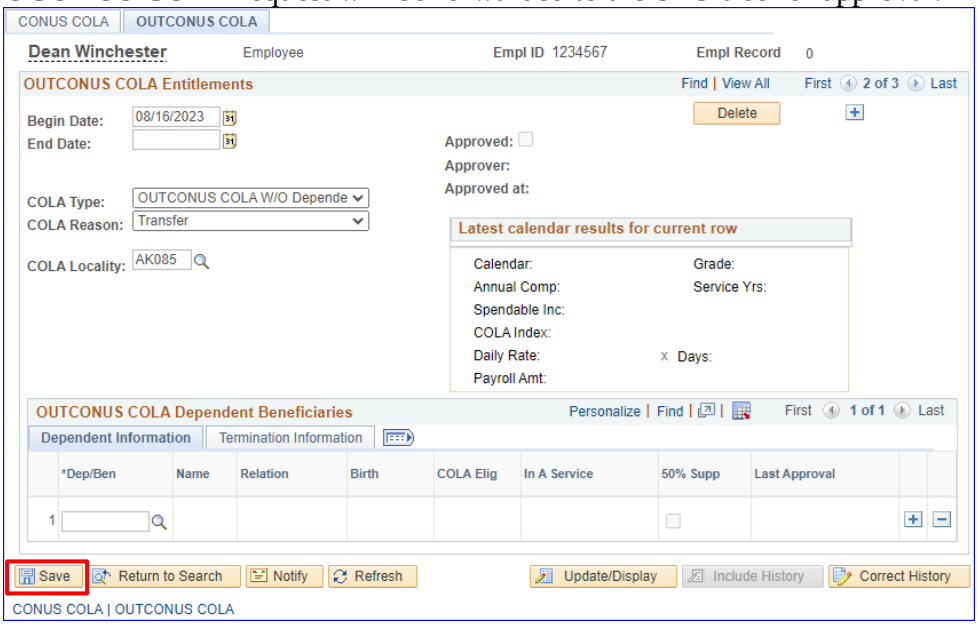
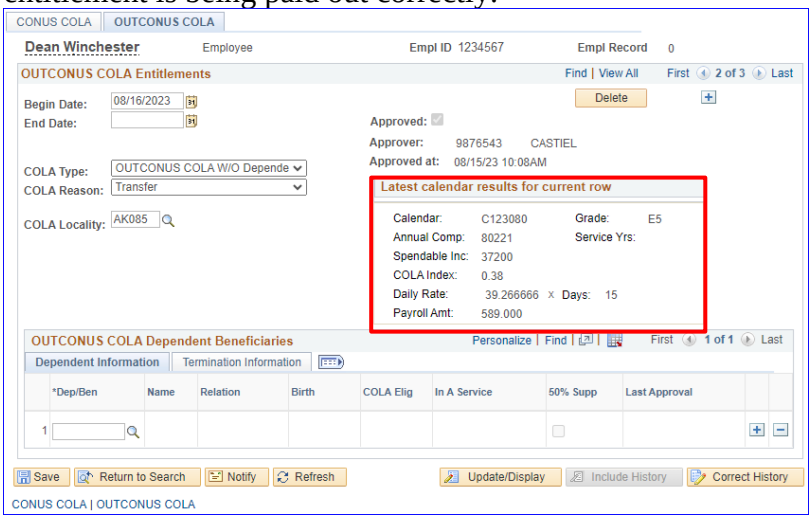
Starting OCONUS COLA, Continued

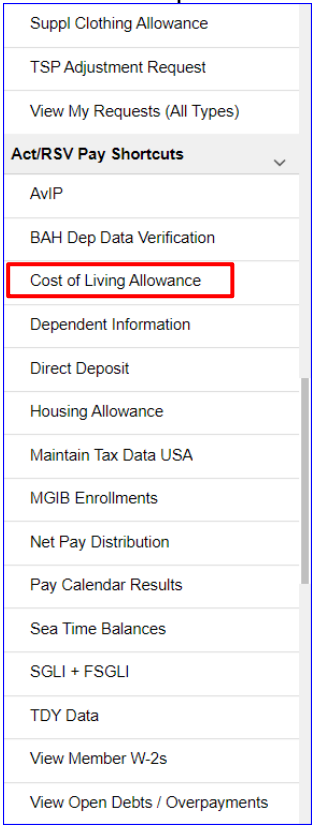
Procedures, continued

Step	Action
14	Once all command authorized dependents have been added, click **Save**. The OCONUS COLA request will be forwarded to the SPO tree for approval. 
15	Once the request has been approved and **<u>finalized</u>** through payroll, the **Latest calendar results for current row** will populate. **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. 

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	Click on the **AD/RSV Payroll Workcenter** tile.
2	Scroll to the **Cost of Living Allowance** option under the Act/RSV Pay Shortcuts drop-down. 

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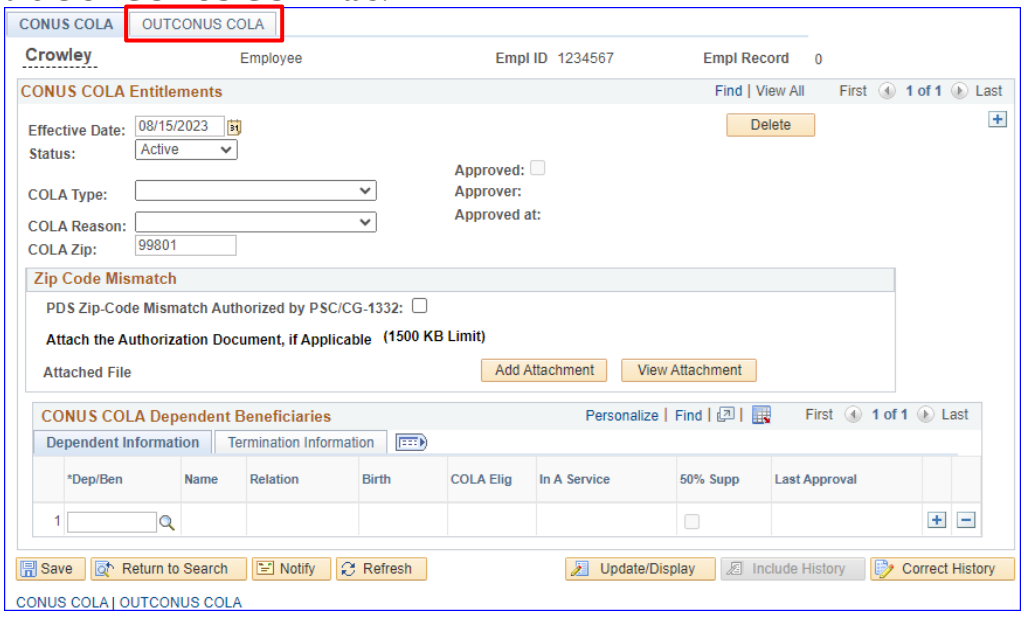
Stopping OCONUS COLA, Continued

Procedures, continued

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

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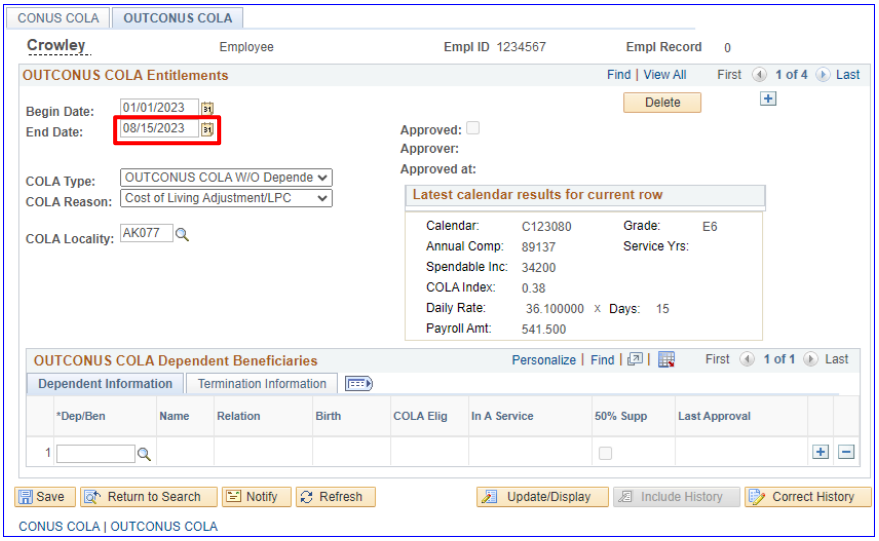
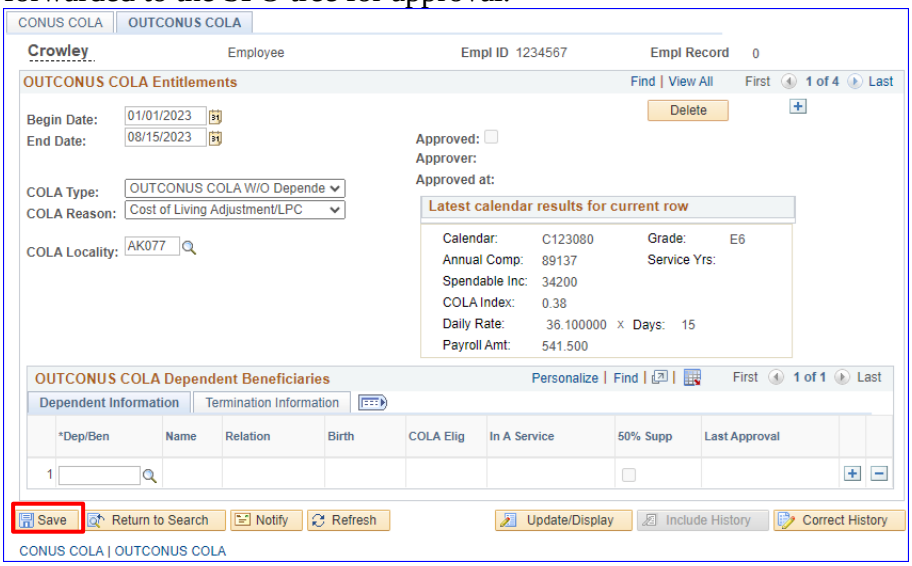
Stopping OCONUS COLA, Continued

Procedures,
continued

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

Correcting OCONUS COLA

Introduction

This section provides the procedures for correcting OCONUS COLA transactions in DA.

Before You Begin

- 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.**
  - 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

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.

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

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.

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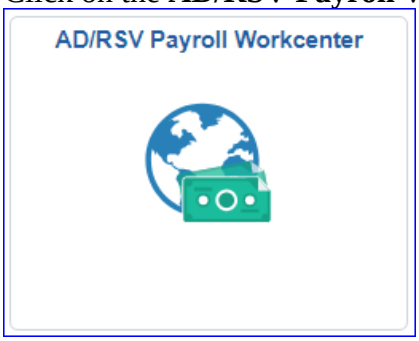
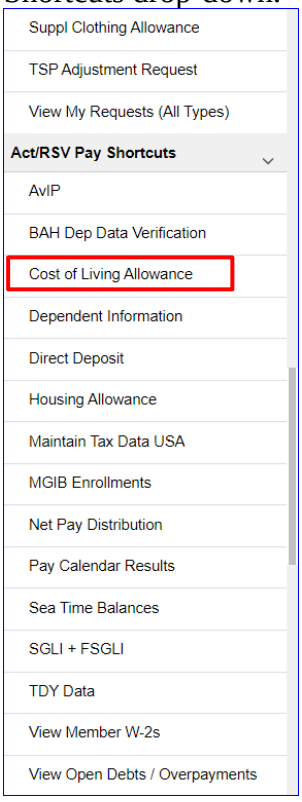
Correcting OCONUS COLA, Continued

Procedures See below.

Step	Action
1	Click on the **AD/RSV Payroll Workcenter** tile. 
2	Scroll to the **Cost of Living Allowance** option under the Act/RSV Pay Shortcuts drop-down. 

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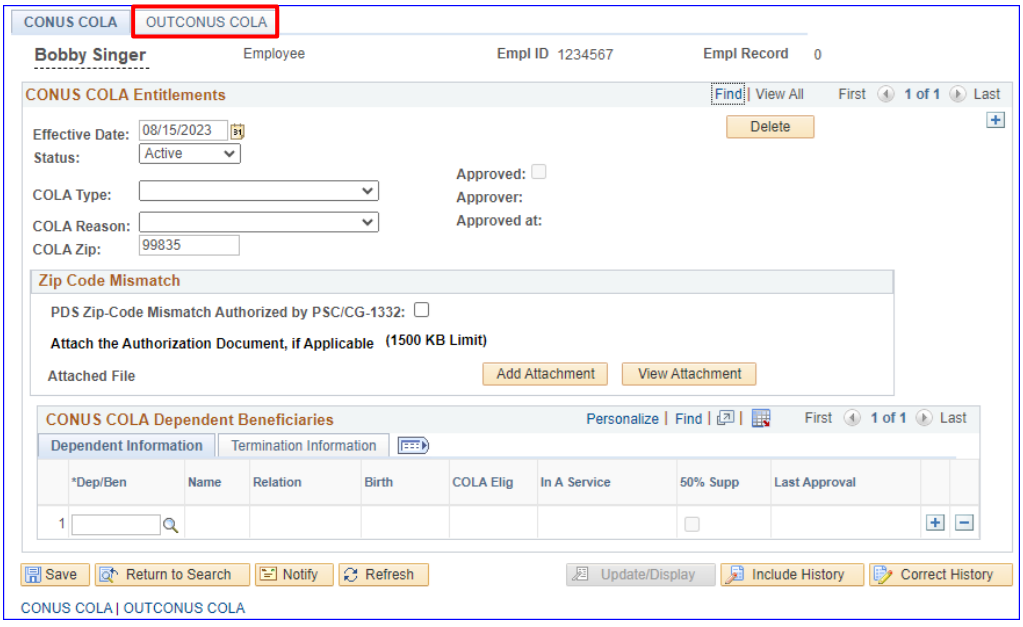
Correcting OCONUS COLA, Continued

Procedures, continued

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

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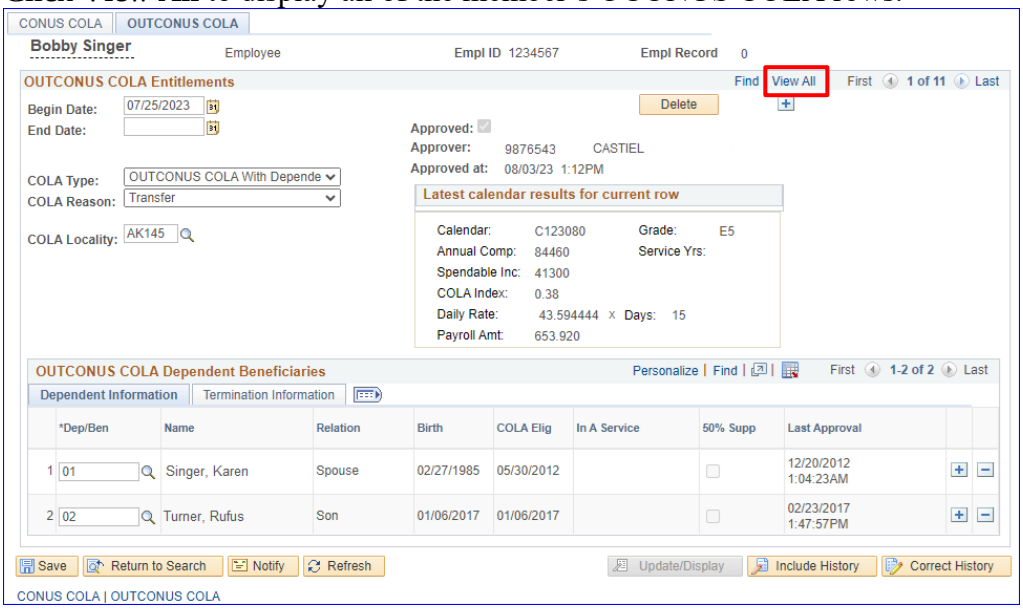
Correcting OCONUS COLA, Continued

Procedures,
continued

Step	Action
5	Click **View All** to display all of the member's OCONUS COLA rows. 

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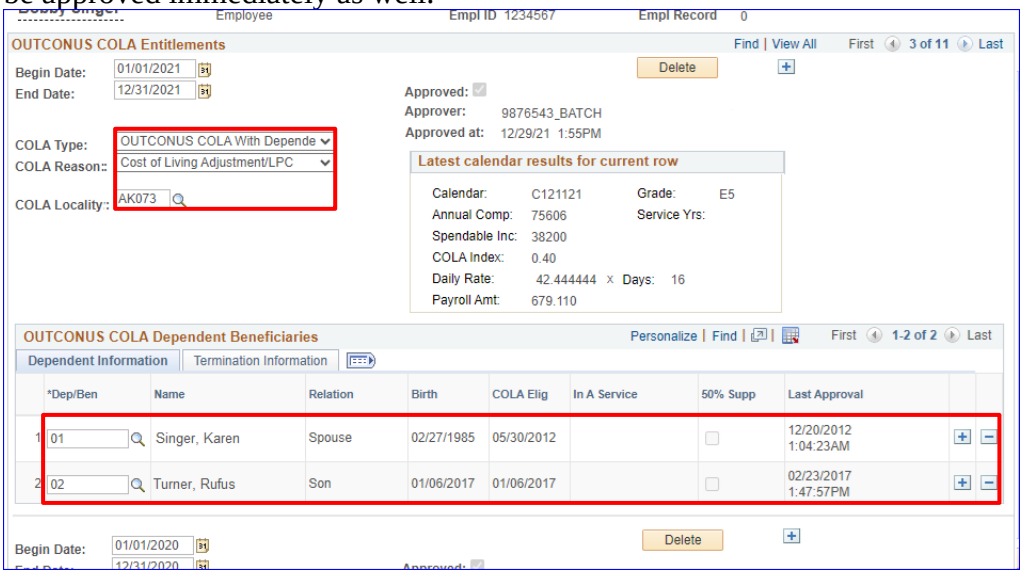
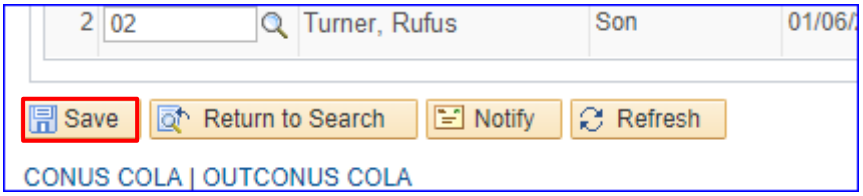
Correcting OCONUS COLA, Continued

Procedures, continued

Step	Action
6	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: • **COLA Type** • **COLA Reason** • **COLA Locality** • **Dependent Information** **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. 
7	Click **Save**. 

Deleting OCONUS COLA

Introduction

This section provides the procedures for deleting an OCONUS COLA row in DA.

Before You Begin

- 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.**
  - 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

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.

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

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.

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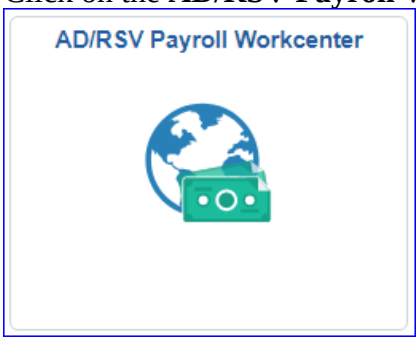
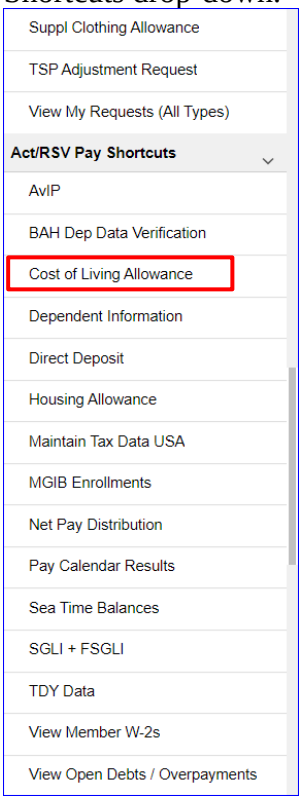
Deleting OCONUS COLA, Continued

Procedures See below.

Step	Action
1	Click on the **AD/RSV Payroll Workcenter** tile. 
2	Scroll to the **Cost of Living Allowance** option under the Act/RSV Pay Shortcuts drop-down. 

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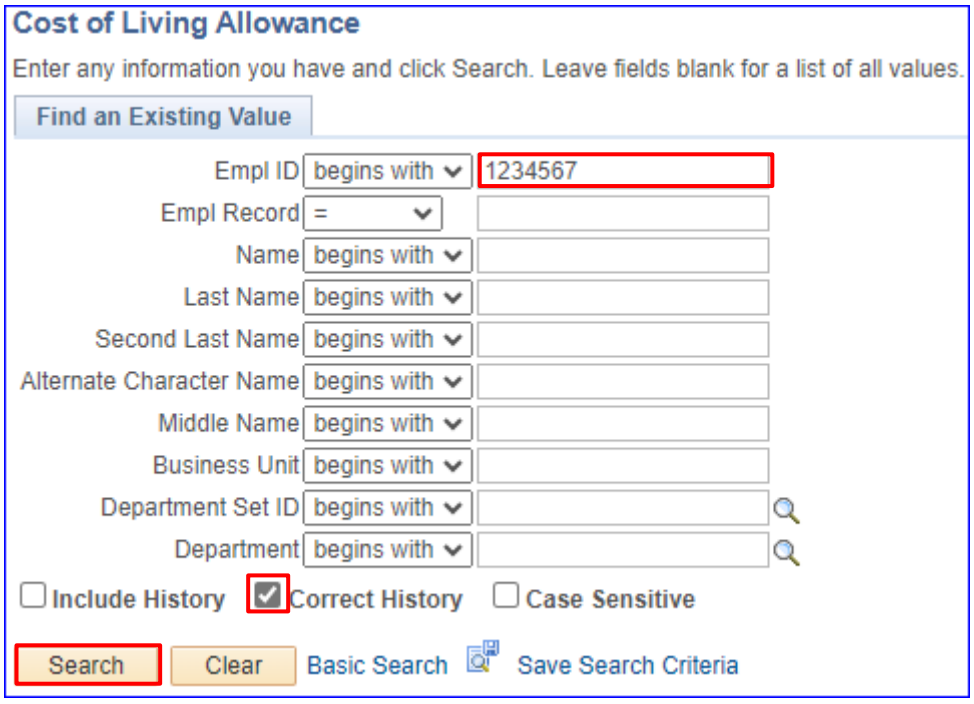
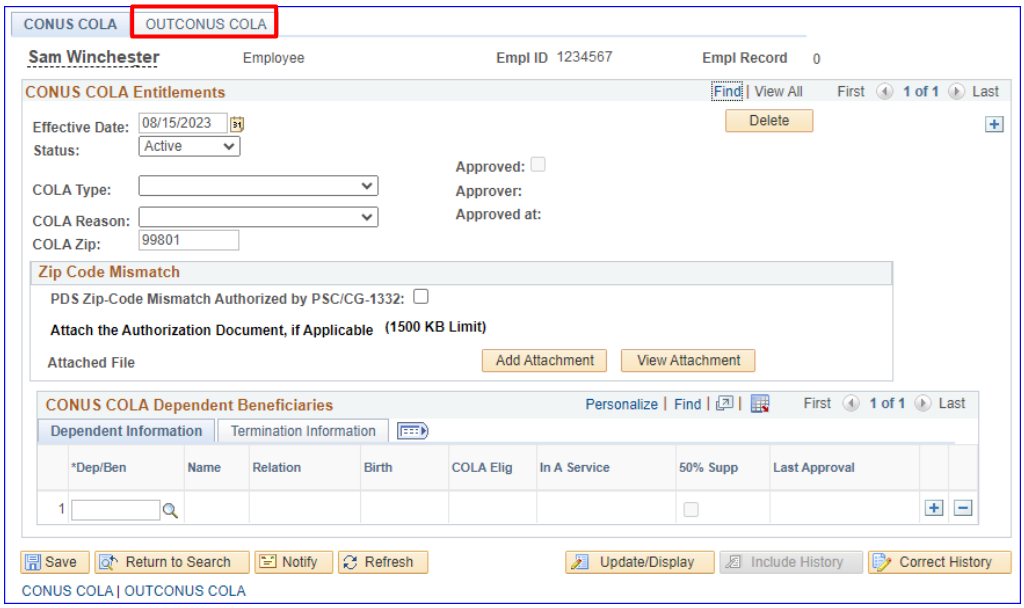
Deleting OCONUS COLA, Continued

Procedures, continued

Step	Action
3	Enter the member's **Empl ID**. Ensure the **Correct History** box is checked and click **Search**. 
4	The member's CONUS COLA information (if any) will display. Select the **OUTCONUS COLA** tab. 

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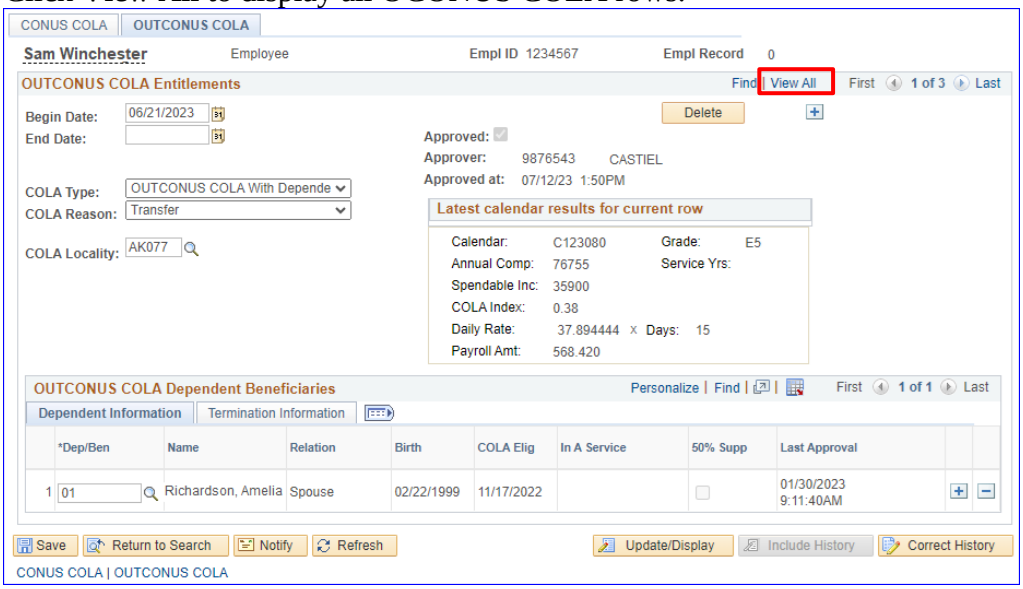
Deleting OCONUS COLA, Continued

Procedures,
continued

Step	Action
5	Click **View All** to display all OCONUS COLA rows. 

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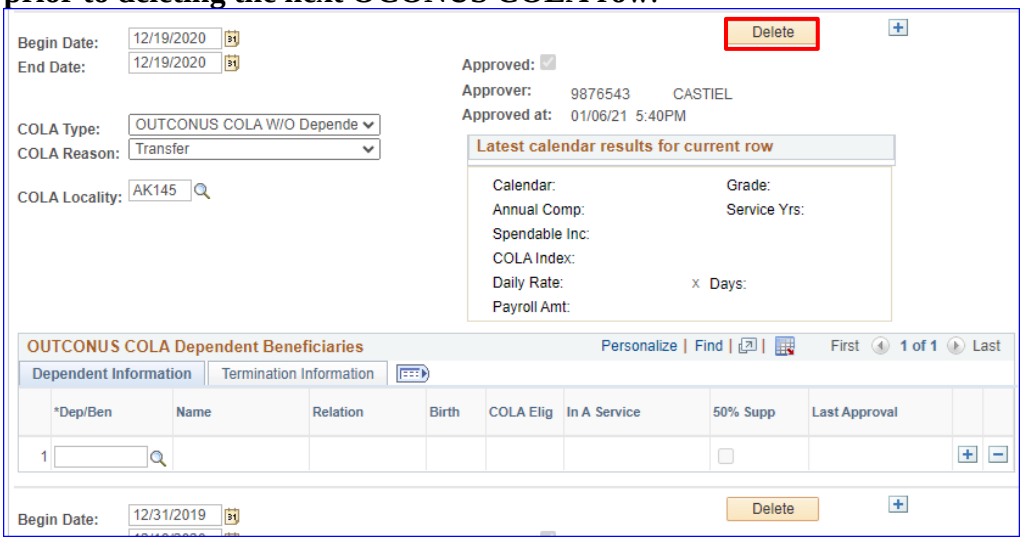
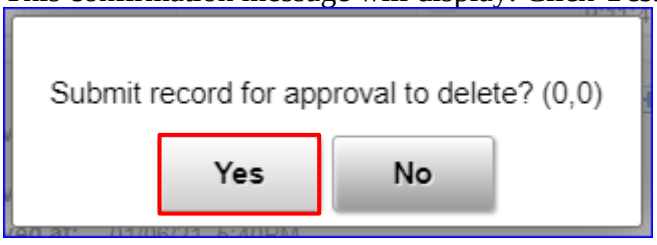
Deleting OCONUS COLA, Continued

Procedures, continued

Step	Action
6	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. **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**. 
7	This confirmation message will display. Click **Yes**. 

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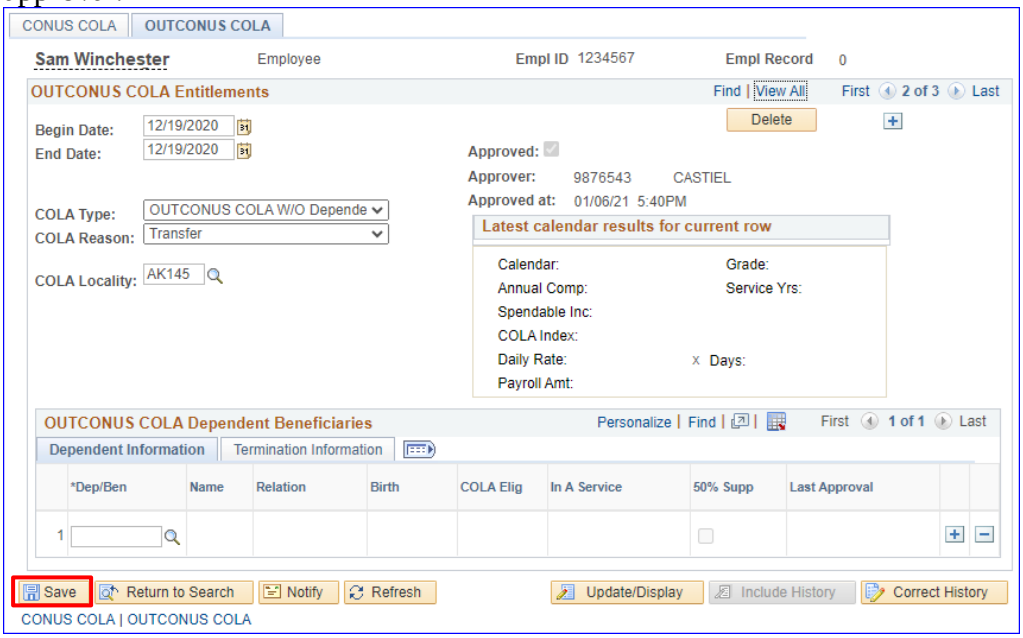
Deleting OCONUS COLA, Continued

Procedures, continued

Step	Action
8	Click **Save**. The Deletion request will be forwarded to the SPO tree for approval. 

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.**

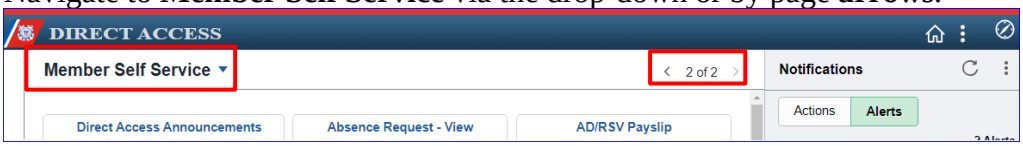
First, **delete** the OCONUS COLA row(s) from **newest to the oldest incorrect row**:
1. Delete the NEWEST incorrect OCONUS COLA row.
2. Approve the deletion.
3. Repeat steps 1 and 2 until the entire affected period is deleted.

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	Navigate to **Member Self Service** via the drop-down or by page **arrows**. 

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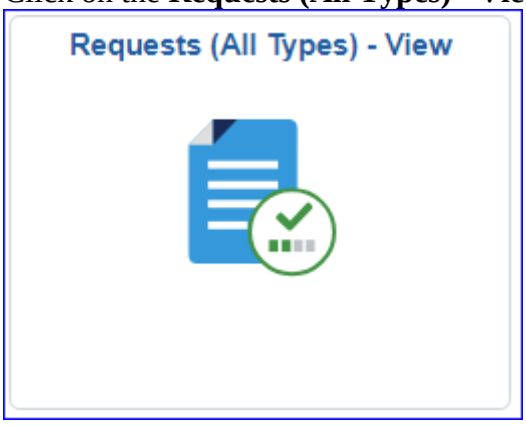
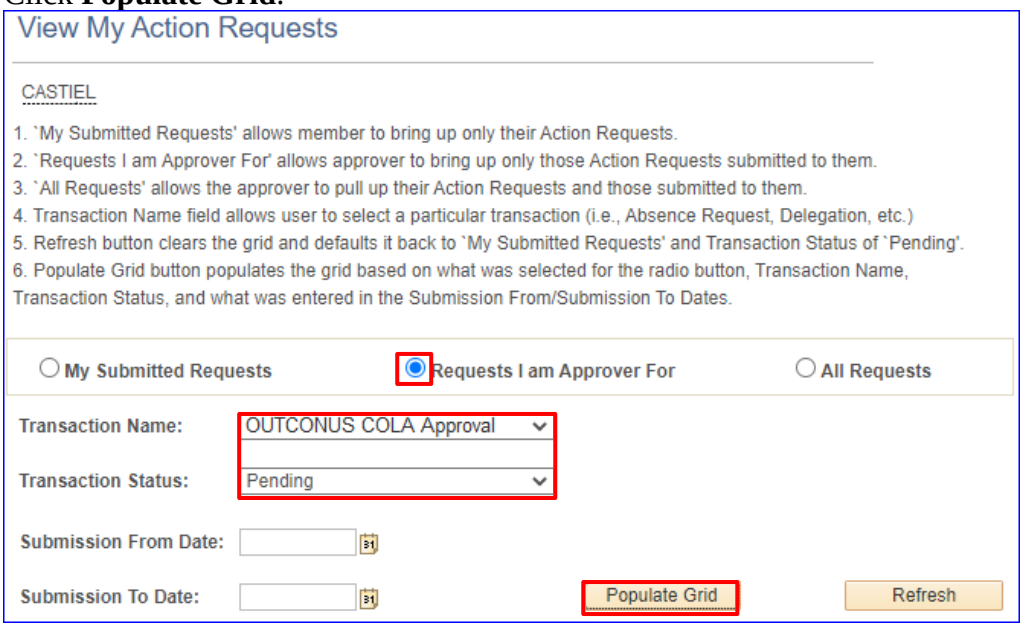
Approving OCONUS COLA Transactions and Corrections,
Continued

Procedures,
continued

Step	Action
2	Click on the **Requests (All Types) - View** tile. 
3	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. Click **Populate Grid**. 

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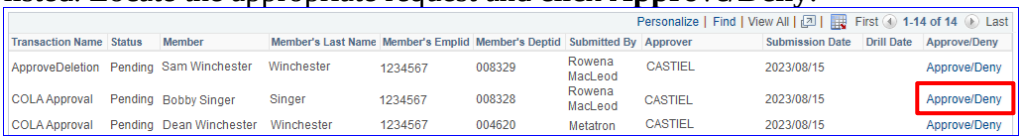
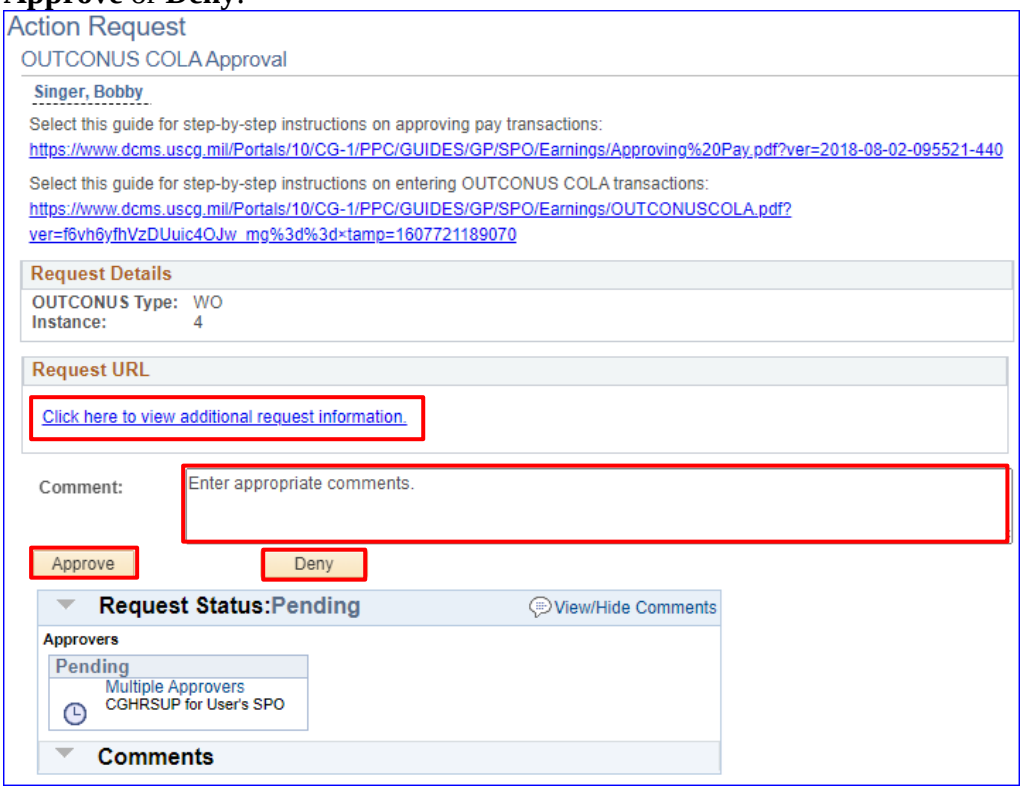
Approving OCONUS COLA Transactions and Corrections, Continued

Procedures, continued

Step	Action
4	Any pending OCONUS COLA transactions assigned to the SPO tree will be listed. Locate the appropriate request and click **Approve/Deny**.  Personalize | Find | View All | First 1-14 of 14 Last Transaction Name / Status / Member / Member's Last Name / Member's Emplid / Member's Deptid / Submitted By / Approver / Submission Date / Drill Date / Approve/Deny ApproveDeletion / Pending / Sam Winchester / Winchester / 1234567 / 008329 / Rowena MacLeod / CASTIEL / 2023/08/15 / / Approve/Deny COLA Approval / Pending / Bobby Singer / Singer / 1234567 / 008328 / Rowena MacLeod / CASTIEL / 2023/08/15 / / Approve/Deny COLA Approval / Pending / Dean Winchester / Winchester / 1234567 / 004620 / Metatron / CASTIEL / 2023/08/15 / / Approve/Deny
5	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 C**omments** as appropriate (required if denying the request) and click **Approve** or **Deny**.  Action Request OUTCONUS COLA Approval Singer, Bobby Select this guide for step-by-step instructions on approving pay transactions: https://www.dcms.uscg.mil/Portals/10/CG-1/PPC/GUIDES/GP/SPO/Earnings/Approving%20Pay.pdf?ver=2018-08-02-095521-440 Select this guide for step-by-step instructions on entering OUTCONUS COLA transactions: https://www.dcms.uscg.mil/Portals/10/CG-1/PPC/GUIDES/GP/SPO/Earnings/OUTCONUSCOLA.pdf?ver=f6vh6yfhVzDUuic4OJw_mg%3d%3d×tamp=1607721189070 Request Details OUTCONUS Type: WO Instance: 4 Request URL Click here to view additional request information. Comment: Enter appropriate comments. Approve Deny Request Status:Pending View/Hide Comments Approvers Pending Multiple Approvers CGHRSUP for User's SPO Comments

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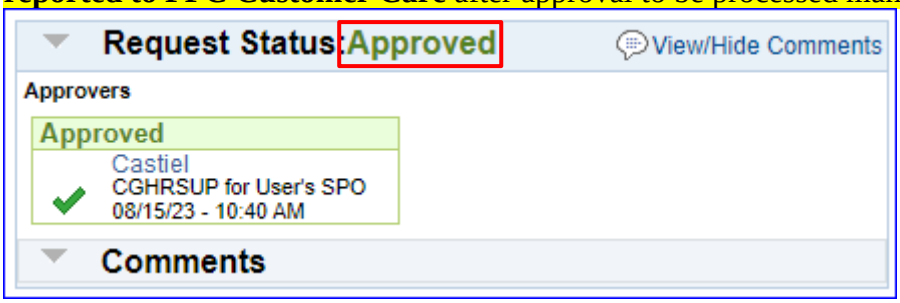
Approving OCONUS COLA Transactions and Corrections,
Continued

Procedures,
continued

Step	Action
6	The Request Status will update to **Approved** or **Denied** depending on the selection in Step 5. **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). **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. 

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

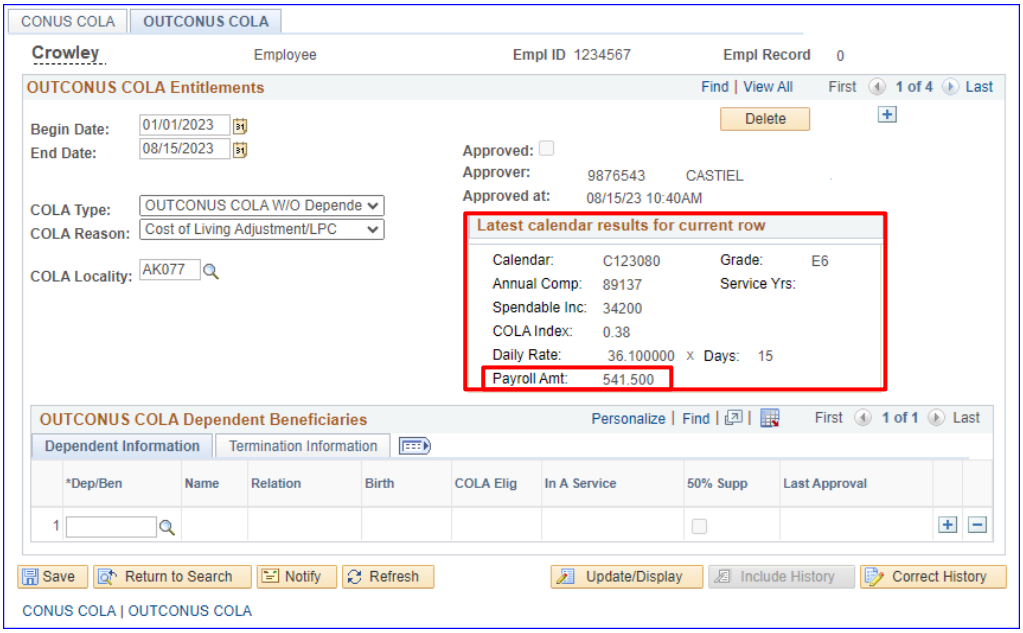
See the Pay Calculation Results and Element Assignment by Payee user guides for procedures on accessing and navigating a member's Pay Calc Results and EABPs.

- **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	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**.



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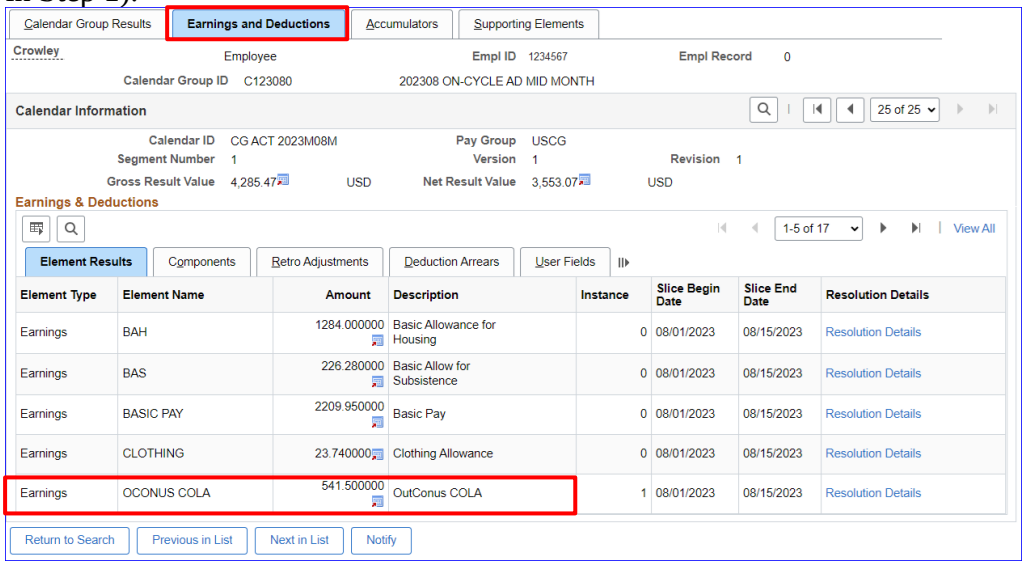
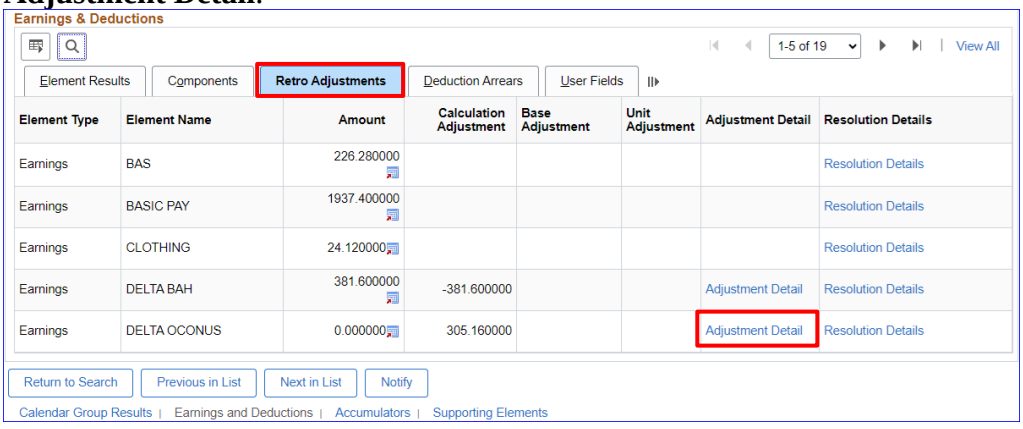
Confirming OCONUS COLA Corrections, Continued

Procedures, continued

Step	Action
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). 
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**. 

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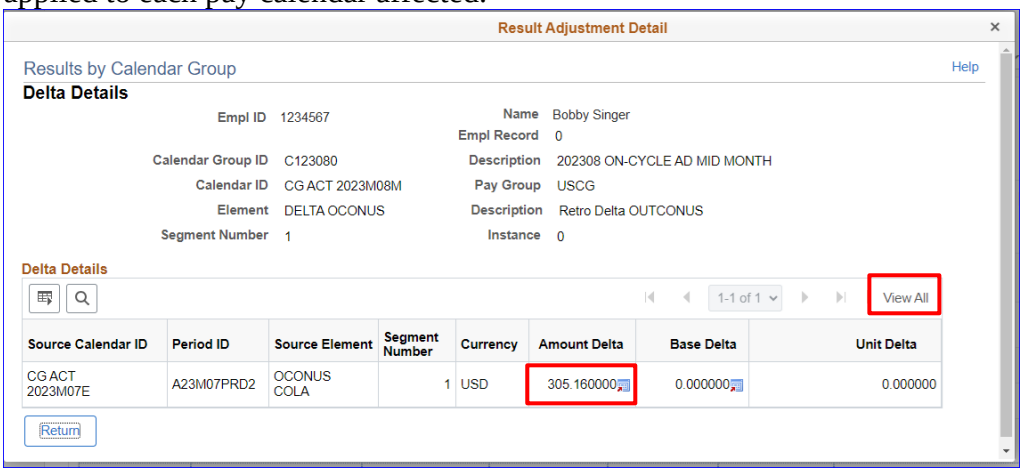
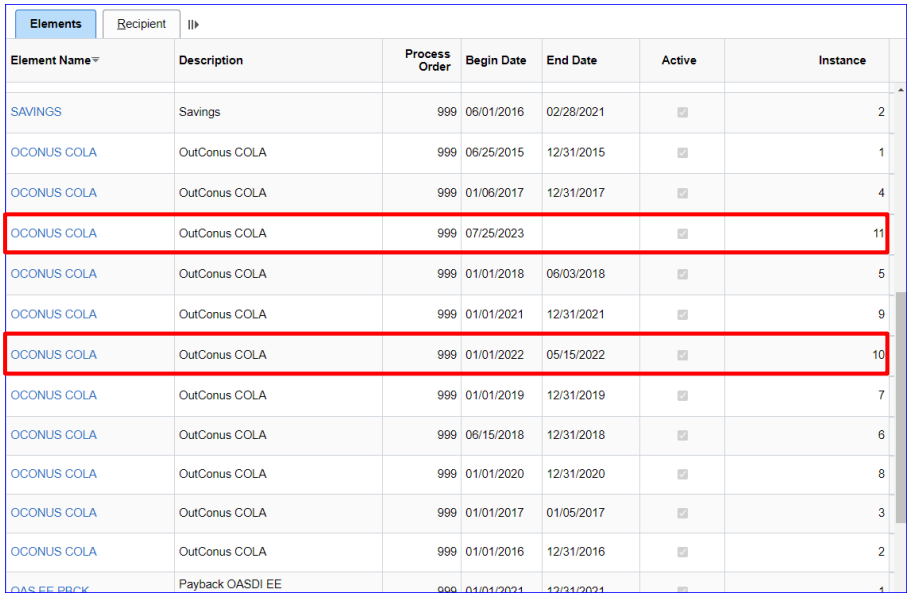
Confirming OCONUS COLA Corrections, Continued

Procedures, continued

Step	Action
4	If applicable, click **View All** to see the **Amount Delta** (changes) that was applied to each pay calendar affected. 
5	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. **NOTE:** In this example, the member transferred out of state to NM and returned to AK 07/25/2023. 

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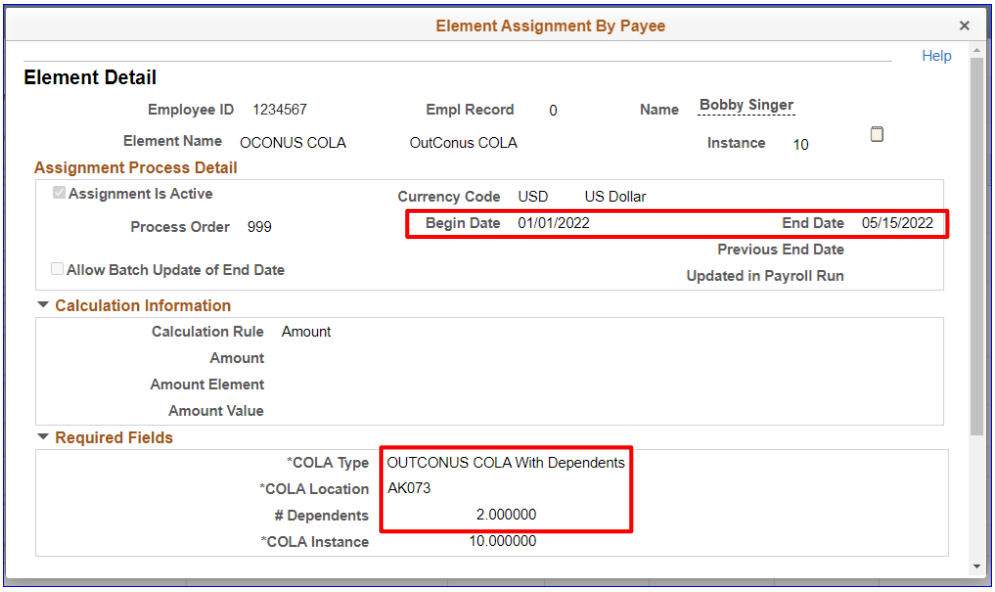
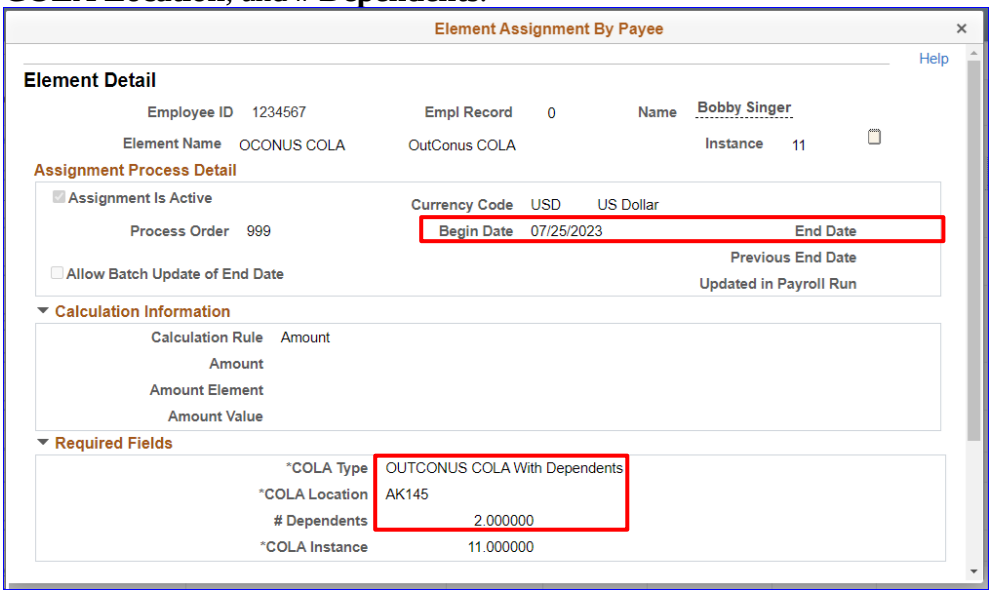
Confirming OCONUS COLA Corrections, Continued

Procedures, continued

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