

E-Mail ALSPO N/05

Subj: UTS/T-PAX KNOWN ISSUES AND SOLUTIONS

Ref: (a) PSC 101913Z NOV 05

Introduction This E-Mail ALSPO provides the PSC Website location of known software errors and procedural issues related to UTS/T-Pax. Alternatives and solutions have been provided for the user to complete the transaction or gather the necessary data.

Discussion Per reference (a), PSC is currently working on several issues involving UTS/T-Pax. The PSC website now features a Known Issues page with solutions at <http://cgweb.psc.uscg.mil/uts.shtm>. The direct address is http://cgweb.psc.uscg.mil/travel/uts/webhelp/index.htm - Known_Issues.htm.

The most significant issue involves the user's password. The password must be exactly eight characters in length, using only alpha/numeric combinations. NO SPECIAL CHARACTERS ARE ALLOWED.

A new feature that was added allows users to track their travel claim through UTS/T-Pax from the time the claim is received to the time the claim is released to FINCEN for payment. If attempting to track a claim, but the TONO is not listed in UTS/T-Pax, check the history; if it is still not listed, the claim may not have been received yet.

Customer inquiries may be directed to the PSC Customer Care Branch (CCB) AT 785-339-2200/Toll Free 1-866-772-8724, via E-Mail to pccustomer@hrsic.uscg.mil or by completing the web form at the link noted below. Phone support hours of operation are weekdays 0700 to 1600 and 0730 to 1600 on scheduled weekends. FY06 weekend staffing schedule is available at <http://www.uscg.mil/hq/psc/customerservice.shtm>.

Questions Questions regarding the content of this E-Mail ALSPO may be directed to PSC Customer Care at:



(866) 772-8724 / (785) 339-2200



<http://www.uscg.mil/hq/psc/customerservice.shtm>.
PSCCustomerCare@hrsic.uscg.mil

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/s/
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Executive Director