



United States Coast Guard
U.S. Department of Homeland Security

10 SEP 2024
FM: CHDIRAUX
TO: ALAUX
ALAUX 030/24

Subj: NEW AUXDATA II SERVICE REQUEST PROCEDURES AND PATROL ORDER
CLOSEOUT

1. This ALAUX announces temporary procedures for requesting AUXDATA II account assistance and places timelines on Fiscal Year (FY) 2024 Patrol Orders.
2. Due to the pending AUXDATA II contract negotiations with the Coast Guard, effective immediately, the email auxdata@acumensolutions.com used for submitting service requests external to AUXDATA II will not be available and must not be used. There will not be any warning reply if this address is used. The temporary process for submitting AUXDATA II service requests is below.
 - a. For support during this temporary period, please create a Service Request in AUXDATA II if you have access to do so.
 - b. If you DO NOT have access to AUXDATA II, please Submit a Ticket at the USCG Auxiliary National Help Desk at <https://cgaux-helpdesk.kayako.com> or contact an AUXILIARY IS Officer or other officer for assistance. If possible, please select "What Kind of Help" you need assistance with or describe this in the ticket.
 - c. The AUXDATA II TIER 1 team will respond to the requests as soon as possible.
3. Below will explain the 2024 Fiscal Year (FY) Patrol Order closeout process.
 - a. Auxiliarists and/or Order Issuing Authorities (OIA) must "CANCEL" any Patrol Order in an "APPROVED" status if there are no "Activities" and the patrol was never conducted. This must be completed immediately, but no later than 13 September 2024, to avoid automatic cancellation. To view the list of Patrol Orders in AUXDATA II that need to be "CANCELLED", please use the following link Report: [FY24 Approved w/o Activities Current \(crmforce.mil\)](#).
 - b. Auxiliarists who have Patrol Orders in an "APPROVED" status, except those meeting requirements of paragraph 3.a. above, must move Patrol Orders to "COMPLETED" status so OIA's can review and submit to Financial System Modernization System (FSMS). This must be completed immediately, but no later than 30 September 2024, to

avoid submission and reimbursement delays. To view the list of Patrol Orders in AUXDATA II that need to be reviewed, signed and “APPROVED”, please use the following link [Patrol Orders \(crmforce.mil\)](#).

c. OIA’s shall ensure all “COMPLETED” Patrol Orders are in a “SUBMITTED” status in AUXDATA II prior to 2359 30 September 2024. This will ensure a timely reimbursement and avoid any possible delays for patrol order reimbursements. To view the list of Patrol Orders in AUXDATA II that need to be reviewed, signed and “SUBMITTED” to FSMS, please use the following link [Patrol Orders \(crmforce.mil\)](#).

4. Until further guidance from the Chief Director of Auxiliary (CG-BSX) pertaining to FY2025 Patrol orders, no Patrol Order request with a patrol date starting after 0000hrs, 01 October 2025 shall be REQUESTED in AUXDATA II or any other process.

5. Internet release is authorized.

For many reasons including the value of keeping communication lines clear and open as well as facilitating access to training and educational tools, all Auxiliarists are urged to have their own email address and to keep it updated in AUXDATA II.

*All ALAUX's are posted on the Chief Director of Auxiliary web site located at: [CHDIRAUX ALAUX](#)

If you have a question regarding this ALAUX, please seek resolution within your Chain of Leadership and Management (COLM) including up to your servicing District Director of Auxiliary (DIRAUX). If your question still cannot be resolved after that, then please email CGAUX@uscg.mil.
