



**DEPARTMENT OF THE NAVY**  
**PERSONNEL SUPPORT ACTIVITY WEST**  
**937 NORTH HARBOR DRIVE**  
**SAN DIEGO, CALIFORNIA 92132-0076**

**IN REPLY REFER TO:**  
PERSUPPACTWESTINST 5401.1A  
N1  
9 January 2004

PERSUPPACT WEST INSTRUCTION 5401.1A

Subj: OFFICER IN CHARGE (OIC) INDOCTRINATION MANUAL

Encl: (1) Subject Manual

1. Purpose. To update enclosure (1) implementing an OIC Indoctrination Manual for use by PSA West Officers In Charge.
2. Background. The manual is provided as general information to newly reporting PSA West OICs and to serve as a general reference source during their tours.
3. Policy. The goal of PSA West is to provide quality customer service uniformly throughout all Detachments. In the interest of maintaining consistency, OICs should use this manual for a deck-plate view of operations in their own Detachment.
4. Cancellation. PERSUPPACTWESTINST 5401.1.
5. Terminology. The term Officer In Charge (OIC) as used in this directive applies to all Officers assigned as Officers In Charge as well as to Master Chief Petty Officers In Charge, Senior Chief Petty Officers In Charge, and Chief Petty Officers In Charge.
6. Action. OICs shall review enclosure (1) on a continuing basis and use this resource as general guidance during their tour. OICs are to submit change recommendations to PSA West (Code N1).

  
CAROLINE B. KONCZEY

Distribution:  
PERSUPPACTWESTINST 5216.1K List II

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INTRODUCTION TO THE OFFICER IN CHARGE INDOCTRINATION MANUAL

1. Welcome Aboard!
2. This guide is to help you become settled into one of the most challenging and stimulating assignments of your naval career. PSA West is a widely dispersed command with Detachments in California, Arizona, Washington, Nevada, Oklahoma and Colorado. The quality of our service impacts our Sailors' morale and overall Navy retention efforts. Our goal is to provide outstanding customer service; courteous, correct, and timely. The challenges will begin the first day you are on the job.
3. This manual is broad in scope and gives a basic overview of various topics regarding PSA West and your Personnel Support Activity Detachment (PSD)/Customer Service Desk (CSD). It is designed to give the prospective Officer in Charge (OIC), Assistant Officer in Charge (AOIC), or Master/Senior/Chief Petty Officer in Charge (M/S/CPOIC) a basic understanding of personnel, transportation, and disbursing functions. For the purpose of this manual, and unless otherwise indicated, the term OIC refers to OICs, AOICs, and M/S/CPOICs.
4. Ideally, you will be allotted two days for OIC indoctrination at PSA West. During this period, you will cover various topics with the staff expert until you have at least a basic familiarity with the topic and all applicable references. A typical schedule includes:
  - Day 1: Pay/Personnel Administrative Support System (PASS) organization in PSA West/PSD/CSD organization, and overview of OIC responsibilities, Quality Assurance (QA) functions, and personnel manning.
  - Day 2: NSIPS, data processing, disbursing, transportation, and comptroller functions.
  - Day 3: Miscellaneous topics of general information not covered above and debrief with the Commanding Officer.
5. This guide is for your personal use and should not be cited as a regulatory or policy reference. Always check the official reference when responding to questions. Appendices A and B provide excellent background information as you assume your duties as OIC. Appendix C will assist you in learning the unique language of the PASS organization.
6. When you arrive at your PSD, it is important to meet the CO and XO of your customer commands. You should pay courtesy calls on them as part of your check-in procedure. It is best to go with the person you are relieving if turnover time permits.

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CHAPTER I

PASS ORGANIZATION

1. Chain of Command. It is helpful to know who is in your chain of command and where you fit in.

Chief of Naval Operations

Chief of Naval Installations (CNI)

Personnel Support Activity West

Personnel Support Activity Detachments

Customer Service Desks

a. Overall functional management is held by the Assistant Chief of Naval Personnel, Management Support (Pers-3). The Director, Field Support Division (Pers-33) and the PASS Program Manager (Pers-331) provide technical support and information to Pers-3 concerning policy development and implementation, program execution, and PASS Sponsor Program Proposal (SPP) preparation and representation in the Planning, Programming, and Budgeting System (PPBS) Process. Additionally, Pers-33 and Pers-331 are points of contact on matters concerning PASS policy and procedures, resource requirements, implementation, and functional issues.

b. CNI is our major claimant. Commander, Navy Region Southwest is PSA West's area coordinator for various administrative and legal review matters.

c. Each PSD/CSD also comes under an area coordinator. The area coordinator is the senior regional commander who ensures an effective integrated effort by the shore establishment. Some regions are subdivided for your facility requirements.

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CHAPTER II

PERSONNEL SUPPORT ACTIVITY (PSA) ORGANIZATION

1. Overview

a. Mission:

(1) PSA West and its Detachments are to provide the highest quality pay, personnel, and transportation services to Navy active duty and reserve personnel. We also provide various support services to commands, family members, retirees, and other Department of Defense (DOD) components. We accomplish our mission by continually improving our responsiveness to customer needs.

(2) PSDs/CSDs are "one-stop" service centers that maintain pay accounts and personnel records for shore, afloat, or mobile activities within a specific geographic area. Active duty Navy personnel, including transients, students, and patients attached to naval activities and Joint and Unified Commands within prescribed geographic areas, family members, and other service personnel in support of Navy units are supported by PSDs/CSDs.

(3) PASS encompasses preparation and submission of personnel related documents and events under the Navy Standard Integrated Personnel System NSIPS, personnel service record and pay account maintenance, military passenger transportation administration, and issuance of Government Transportation Requests (GTRs).

(4) To accomplish our mission, detachments provide services for centralized pay, personnel, and transportation "one stop" service to a designated command or group of commands, or functional operations which ensure consistent service and policy in areas that have been subdivided into particular functions (i.e., receipts, transfers, etc.). Periodic monitoring by the OIC will ensure systems are on track and various Navy-wide requirements are met.

(5) As OIC, you will have a great deal of interaction with the PSA West staff. Besides the standard chain of command (OICs report directly to the Commanding Officer keeping the XO informed), you will interact with staff personnel who can assist you in a number of areas. A list of the PSA West staff is attached as Appendix D.

(6) In addition, you should know who your fellow OICs are. You should have frequent contact with them, as a free exchange of information can assist you in your job and help prevent "reinventing the wheel." See Appendix E.

2. Other Organizational Considerations. Each Detachment is located in an area of major Navy concentration. You will have frequent

interface with your host who is coordinating many services for other tenants and fleet units. You should attend and take an active role in meetings that the host holds for tenant commands. While OICs of smaller Detachments are sometimes invited to attend department head meetings, remember that you are the head of a separate unit under the command of PSA West with responsibility for providing services to many commands. Your customers are entitled to equal attention and services, which are provided per the PASS Manual.

a. As a tenant command, every Detachment has an ISSA with the host command in which the host agrees to provide certain services on a cost or a no-cost basis. These services include utilities, telephones, janitorial, and other support services. You should review this agreement early in your tour. Any changes must be coordinated through the Comptroller.

3. Turnover. You are required to execute a relieving letter when you complete the turnover process. As you go through your indoctrination, you should keep your relieving letter in mind. The OIC being relieved is responsible for pointing out any deficiencies and problems and for turning over official records. As part of your relieving letter, include an inventory of:

- ID Cards
- GTRs
- Meal passes
- Classified material
- Plant and minor property
- Navy-wide exams and performance tests
- DD 214s/215s
- Cash funds and change funds (other than DO/DDO/Agent cashiers)
- IS Security - minor property, password control and user I.D.

a. Keep in mind you are participating in a Change of Charge, not assuming command. All correspondence should be addressed as Change of Charge, not Change of Command. See Appendix F for sample turnover letter and Change of Charge message.

4. Management. One of the most important tasks of the OIC is that of effective management. We may lead our people, but overall mission accomplishment entails more than just good leadership style.

a. The major steps of management include:

- (1) Planning - What are your objectives, resources, and priorities?
- (2) Organizing - What basic steps or phases will be involved?
- (3) Staffing - Who will accomplish each phase; when and with what responsibilities?

(4) Leading - Getting people motivated leadership standards, and communication.

(5) Analysis - What are the feedback/QA requirements, evaluations of progress, communications of exceptions, measures of success? Monitoring how things are going in your Detachment.

b. In accomplishing the above, you will need effective communication up and down the chain of command. You are expected to do some creative thinking to continue to improve the standards of service, to suggest new ways of doing things, and to continuously evaluate the status quo. You owe it to the staff and your fellow OICs to share your good ideas. Everyone benefits.

5. Monthly Update to CO. CO, PSA West requires each OIC to either visit with the CO (if within commuting distance of PSA West staff) or send a monthly report by email. General topics to cover are:

a. External. Issues that have come up with your customer commands, i.e., unusual requests, sticky problems, events, or courtesies where you went out of the way to help an individual customer.

b. Internal. Initiative things that you have done to improve your operations or customer service. Suggestions to improve the system (pay, personnel, or travel systems). Discuss what processes, e.g., travel voucher processing, receipts, making service record entries, etc. you are monitoring. Present charts to demonstrate what has happened over time, or discuss what you have learned from them and then what you plan to do about it.

c. Problems. Reasonable issues that the CO should be aware of and might be able to help.

d. Chit Chat. Things your folks are doing for the community, accomplishments, births, graduations, selections, funny stories, etc.

e. Anything Else. Whatever you feel needs to be discussed.

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CHAPTER III

GENERAL ADMINISTRATION MATTERS

As OIC, you are the leader, manager and general administrator of your Detachment. Some primary concerns, which you will face, are described here, but they are certainly not all encompassing.

1. Legal Matters

a. Legal Referrals. Occasionally customer commands request legal support from PSDs/CSDs. Legal is not a PASS function - that is, we do not prepare report chits, charge sheets, administrative discharge boards, etc., for customer commands. The responsibility for preparing offense report forms, holding mast, preparing charge sheets, convening courts-martial, and conducting administrative discharge boards remains with the CO of the individual concerned. Each command is staffed with a legal/discipline officer for these functions, or has access to a Naval Legal Services Office (NLSO) or NLSO Detachment for legal advice in these matters. The PSD/CSD, however, will prepare service record entries of the final legal action taken by the CO except for a Page 13 warning notice, which remains the individual command's responsibility. OICs are expected to support host command requirements for membership on courts-martial, boards, and similar proceedings on a pro rata share basis with other tenant commands.

b. Line of Duty (LOD)/Misconduct Investigations. Chapter II of the Manual of the Judge Advocate General (JAGMAN) discusses LOD and misconduct investigations. These investigations are required in the event of death of a member or when a member incurs an injury that might result in permanent disability. A LOD/misconduct determination is necessary for an injury, which results in a member's inability to perform duty for a period exceeding 24 hours. OICs are authorized convening authorities for these investigations. Since, as the OIC, you have jurisdiction over the individual and may have to take disciplinary action, you should not conduct the investigation yourself. The JAGMAN provides that officers may conduct such informal investigations, senior enlisted personnel, or mature civilian employees. XO, PSA West will serve as the primary point of contact for LOD and Misconduct investigations. The correct correspondence chain for any JAGMAN investigation is from the investigating officer to the Navy Judge Advocate General, via the PSD OIC and CO PSA West.

c. Nonjudicial Punishment (NJP). Commissioned officers who are designated as OICs have NJP authority over Navy enlisted personnel assigned. Regardless of the grade of the OIC (less AOIC/SCPOIC/CPOIC), punishment imposed is limited to:

- (1) Forfeiture of not more than seven (7) days pay.

(2) Reduction to the next inferior paygrade (E6 and below only).

(3) Extra duty for not more than 14 consecutive days.

(4) Restriction to specified limits for not more than 14 consecutive days.

d. Since NJP authority is limited, those cases in which the alleged offense is considered serious, i.e., drug involvement and driving under the influence (DUI) of alcohol will be referred to the Commanding Officer for disposition. The Commanding Officer shall be advised immediately whenever a PSD/CSD individual is placed on report for the above offenses. The CO of your host command does not have NJP authority over your personnel; however, if lack of travel funds prevents CO, PSA West from holding NJP, the CO of the host command may be requested to do so only with the approval of CO, PSA West. This will be arranged between the COs.

e. Courts-Martial. OICs are not authorized to convene courts-martial. CO, PSA West is a convening authority for summary and special courts-martial. Depending upon the location of the accused, CO, PSA West may request another CO to convene the court-martial. Your local area coordinator convenes general courts-martial with GCM convening authority. CO, PSA West will be advised of any disciplinary cases which may result in court-martial so appropriate arrangements can be made expeditiously.

2. Calendar of Reports Due. There should be a master Recurring Reports File (better known as a tickler file) in your Admin Section. The two types of reports that you will be concerned with are:

a. Recurring: a report, which has the same type of information, submitted on a regular basis.

b. Situational: a report, other than a periodic report, which is prepared only on the occasion of a specific event (e.g., positive drug screening report).

c. The system can also be used as a reminder of action required on incoming mail and non-receipt of a reply to an outgoing letter from your Detachment.

3. Training. Review your Detachment's annual training plan during the beginning of each fiscal year. Training your staff cannot be overemphasized. You are professionals in the eyes of customer commands; therefore, you must be proficient and correct. An active training program will assist in ensuring proficiency and professionalism.

4. Command Managed Equal Opportunity Program (CMEO). The CMEO Program is the Navy's Equal Opportunity Program for military personnel. Per OPNAVINST 5354.1 (Series) (Navy Equal Opportunity (EO) Manual), all Navy personnel must attend the Navy Rights and Responsibilities (NRR) Workshop and have it documented on a Page 13 of their service record within 90 days of reporting. Currently most detachments do not train in-house Command Training Team (CTT) members since the NRR course is only available through other local commands. Command Assessment Team (CAT) members should be designated and used to assess command EO climate indicators as needed or at command discretion.

Reference: OPNAVINST 5354.5 (Series)

5. Senior Enlisted Advisor (SEA). As a collateral duty assignment, the SEA functions as the principal enlisted advisor to the OIC. Each OIC shall designate a SEA (E7/8/9) as appropriate. The primary duty/responsibility of the SEA is to assist the OIC in matters pertinent to the welfare, job satisfaction, morale, and training of enlisted personnel. The SEA will function in close coordination with the Detachment's Retention Team, Career Counselor, and Awards Board. The SEA will work closely with all sections to maintain CNO Special Interest Items. The SEA should be the Chairman of the Detachment's Sailor of the Quarter/Year Board. The SEA will also maintain and administer the Welfare and Recreation program. The SEA should be present at all mast cases for the purpose of maintaining order and to ensure proper military etiquette is observed.

6. Disapproval Authority. The CO is the final disapproval authority for all matters within the network. All policy items that pertain to customers will be forwarded for review by the CO or discussed at the OIC's monthly briefing/report with the CO. The OIC is the final approving/disapproving authority for all special request chits submitted by Detachment personnel. After signature, a copy of all disapproved request chits will be forwarded to the Command Master Chief for retention. The Command Master Chief periodically forwards them to the CO for review and will maintain the disapproval file for two years. Questionable requests will be presented to the CO on a case-by-case basis for information and concurrence.

7. Information Sharing. It is most important that we keep customer commands and PASS Liaison Representatives (PLRs) up to date on important changes concerning PASS matters. Ensure your PLR meeting is dynamic and promulgate timely written minutes following each meeting.

8. Incentives and Awards. Recognizing a job "well-done" and giving special recognition for outstanding performance is extremely important to maintaining high morale. Make it a point to regularly recognize your workers.

9. Military Decorations

Ref: SECNAVINST 1650.1G

a. Definition. A military decoration is an award bestowed on an individual for a specific act or acts of gallantry or meritorious service.

b. Initiation. A recommendation for an award may be submitted by any commissioned officer, senior to the individual being recommended, having knowledge of any act, achievement or service, which may warrant such award. A recommendation originated by other than the Commanding Officer of the individual concerned must be forwarded to the Commanding Officer for endorsement.

c. Timeliness. A timely recommendation is essential to a successful awards system. A recommendation must be submitted as soon as possible following the act, achievement or service upon which it is based. However, all recommendations must be appropriately justified and sufficiently detailed to allow proper evaluation and decision.

d. Submit award recommendations when an individual's detachment is anticipated. When a reporting senior is being detached and feels that the service of a subordinate merits recognition, a recommendation from (OPNAV 1650/3) for the observed period should be completed and be retained within the command, pending detachment of the individual. If at that time the current reporting senior feels the latter portion of the individual's tour merits recognition, the recommendation should be combined with the earlier one; if not, the recommendation of the predecessor should be forwarded for consideration on its own merits by the awarding authority empowered to approve the award.

e. Process recommendations for an award terminating with retirement or separation so that presentation may be made at the individual's current duty station. Other awards may be processed for presentation at the individual's new duty station. A minimum of three months from date of mailing by originator should be allowed for administrative processing of award recommendations.

f. Preparation. Format. Prepare recommendations for personal decorations on the Personal Award Recommendation Form (OPNAV 1650/3). Guidance for completing this form is contained in appendix B to Chapter 2, SECNAVINST 1650.1G.

g. Summary of Action. Since each award recommendation is evaluated on the merits of the justification, this part of the recommendation is required in all cases except Navy Command awarded Navy and Marine Corps Achievement Medals; Flag Letter of Commendation, Letter of Commendation. Avoid generalities and excessive use of superlatives. Present an objective summary giving specific examples of the performance and manner of accomplishing it, together with the

results and benefits derived. The amount of detail and supporting documentation required would depend upon the circumstances and the nature of the award being recommended, but, in general, a single page will suffice.

h. Citation. A proposed citation, which is a condensation of the summary of action, must accompany the recommendation. THE PROPOSED CITATION SHALL BE PREPARED IN DOUBLE SPACE, UPPER AND LOWER CASE TYPE AND WITHOUT THE USE OF ACRONYMS. Although a citation is laudatory and formalized, it must be factual and contain no classified information.

Non-combat citations (FLOC/LOC) ARE LIMITED TO 22 TYPEWRITTEN LINES, 7 1/2 LINES FOR NC AND NA awards; in no case should citations exceed one typewritten page. ALL AWARDS ARE TYPED IN 12 PITCH FONT. A citation consists of three parts:

(1) Opening Sentence. The citation begins with a standard phrase describing the degree of meritorious or heroic service as specified for each award, duty assignment of the individual, inclusive dates of service on which the recommendation is based, and if desired, a description of operations of the unit to which the individual is attached.

(2) Statement of Heroic/Meritorious Achievement or Service. The second part of the citation identifies the recipient by name, describes specific duty assignments, his/her accomplishments and the outstanding personal attributes displayed. The description of the individual's achievements must show clearly that they were sufficient to justify the award recommended. Value of results of achievements may also be included. If duty was performed in actual combat, the citation should so state. No classified information may be included in the proposed citation.

(3) Commendatory Remarks. The third part of the citation states that the outstanding attributes, mentioned or implied in the second part, "reflected (use 'great credit' for MSM and above) credit upon him/her and were in keeping with the highest traditions of the United States Naval Service.

i. Navy and Marine Corps Commendation Medal

(1) Opening Sentence

MERITORIOUS SERVICE AS (INSERT DUTY ASSIGNMENT) AT (INSERT DUTY STATION) FROM (INSERT PERIOD OF AWARD).

EXAMPLE: MERITORIOUS SERVICE AS OFFICER IN CHARGE AT PERSONNEL SUPPORT ACTIVITY DETACHMENT NAVAL STATION, SAN DIEGO, CALIFORNIA FROM JANUARY 1999 TO JANUARY 2003.

(2) Closing Sentence

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9 January 2004

BY HIS/HER NOTEWORTHY ACCOMPLISHMENTS, PERSEVERANCE, AND DEVOTION TO DUTY, LIEUTENANT COMMANDER DOE REFLECTED CREDIT UPON HERSELF AND UPHELD THE HIGHEST TRADITIONS OF THE UNITED STATES NAVAL SERVICE.

j. Navy and Marine Corps Achievement Medal

(1) Opening Sentence

PROFESSIONAL ACHIEVEMENT AS (INSERT DUTY ASSIGNMENT) FOR (INSERT DUTY STATION) FROM (INSERT PERIOD OF AWARD).

EXAMPLE: PROFESSIONAL ACHIEVEMENT AS ASSISTANT OFFICER IN CHARGE FOR PERSONNEL SUPPORT ACTIVITY DETACHMENT FALLON, NEVADA FROM MARCH 1989 TO AUGUST 1993.

(2) Closing Sentence

HER/HIS MANAGERIAL ABILITY, PERSONAL INITIATIVE, AND UNSWERVING DEVOTION TO DUTY REFLECTED CREDIT UPON HER/HIS AND WERE IN KEEPING WITH THE HIGHEST TRADITIONS OF THE UNITED STATES NAVAL SERVICE.

k. Letter of Commending and Flag Letter Of Commending

(1) Opening Sentence Example

"For outstanding performance as Assistant Reserve Operations Officer for Personnel Support Activity Detachment Point Loma, San Diego, California from April 2000 to June 2000.

(2) Closing Sentence Example

Her/His outstanding professional performance and total dedication to duty reflected credit upon her/him and were in keeping with the highest traditions of the United States Naval Service."

1. The Navy does not have a retirement award, nor is it appropriate to recommend an award for the entire career of a service member. If an individual is recommended for an award upon retirement, it should only recognize service at the last duty station or not previously recognized. In addition, a retirement/career statement in the citation is also not appropriate.

10. Sexual Harassment, Equal Opportunity, and Safety Policy Statements. These high visibility Navy programs require energetic monitoring and action in order to ensure OUR NUMBER ONE ASSET, our people, are being treated in a fair and impartial manner. As the OIC, you are expected to set the tone in your Detachment and one of the first steps that you should take is to review the CO's policy statements. Policy must be posted in high visibility areas within the Detachment and you should take time within the first several days of your leadership tour to explain your views to all hands.

11. Civilian Personnel Administration

a. Overview. PSA West employs U.S. Civil Service employees. If civilian employees are attached to your Detachment, you are responsible to see that their Position Descriptions (PDs) are current and an Alternative Performance Appraisal System (APAS) has been established and executed correctly. The civilian personnel guidelines and regulations are often complex and confusing. To assist you with your civilian employee matters, contact PSA West Staff Code N1CP at (619) 532-2428 or DSN 522-2428. Code N1CP is the liaison with the servicing Human Resources Office (HRO), which is the Human Resources Department of Commander, Navy Region Southwest.

b. Position Description (PD). These are statements of the duties and responsibilities that comprise the work assigned to a civilian employee. A single PD, e.g., Human Resources Assistant Military/OA, MILPAY Clerk, etc. These PDs are an essential feature of a modern position management system. They provide an official record of the work to be performed by an employee or group of employees. The PD is important to your civilian personnel because it determines the grade level of their jobs. The PD is also used to inform applicants of what the job entails, to establish training needs, and provide the basis of performance evaluations, eligibility for incentive awards, and mutual expectations between you and your civilian employee. The immediate supervisor must review the PD with each civilian employee prior to setting standards to ensure that the PD describes work performed. PSA West has a Position Management (PM) Program headed by the XO that is designed to review PDs and help you make changes. Remember, the PD has great impact on your employees, and it is to everyone's benefit that responsibility for each position is accurately described.

c. Alternative Performance Appraisal System (APAS). Each civilian employee is graded and counseled on critical performance elements established by the PD which they are expected to perform. PDs should be generic and cover the duties, which your civilian personnel should know and be able to do. However, the performance appraisal should be based on only those functions that an individual is actually expected to perform and should document how well those functions are done. Evaluations are used in considering an individual for incentive awards, promotion, establishing additional training needs, reassignment, or reduction in grade. Evaluations strengthen employee/supervisor relations and improve the overall productivity of the Navy's civilian work force. The annual appraisal cycle is for a one-year period. Supervisors must hold a progress review session with each employee near the halfway point of his/her year. More frequent counseling sessions are encouraged. PSA West policy is to establish and maintain an employee appraisal program that complies with the Civil Service Reform Act of 1978.

(1) APAS has no bearing on promotion.

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(2) Mid-year counseling Period: 1 JUL - 31 DEC

(3) Appraisal Period: 1 JUL - 30 JUN

(a) Establish Performance Plan: 1-30 JUL and within 10 days for newly reporting employees or a change to the employee's supervisor. Copy to PSA West Code N1CP.

(4) Progress Review: 31 December

(5) Rating of Record: 30 June. Completed original to PSA West Code N1CP.

(6) Close Out Rating: When member leave the Detachment or has a change of supervisor.

d. Time Keeping Procedures. Time and attendance reports are submitted to PSA West (N8) the Thursday before the end of the pay period. Adjusted reports must be submitted immediately following the pay period. Refer to PSAWESTINST 7410.5J.

e. Civilian Awards Program. The civilian time off awards program is designed to grant time off to an employee in recognition of special accomplishments or efforts contributing to the quality, efficiency, economy, or productivity of our organization, such as:

(1) Notably high quality contributions to a difficult or important assignment or project.

(2) Display of special skill(s) or initiative in completing an assignment or project ahead of deadlines.

(3) Display of creativity resulting in a notable improvement of a process, service, or program.

(4) Ensuring mission accomplishment by successfully completing additional work/tasks in addition to normal job assignments.

(5) Accomplishing a one-time or special assignment resulting in special recognition of the organization for responsiveness to "short fused" requirements.

(6) Contributing a beneficial suggestion that was adopted by the organization, which did not result in honorary or monetary award.

(7) Sustaining a high level of performance over an extended period as evidenced by productivity records or other documented sources.

f. Civilian awards recommended by Supervisors, Department Heads, or OICs require approval by the Civilian Awards Board chaired by the Executive Officer.

g. Normally, time off awards approved at the OIC level will be for a maximum of 16 hours per award and needs to go to N1CP for accounting.

h. Detachment Civilian of the Quarter time-off award will be a maximum of 16 hours per award.

i. OIC's will make a recommendation for time-off award to the Executive Officer for final approval using the Recommendation for Incentive Award Form (FISC-SD 12451/13). A total amount of time off which may be granted to an employee during any one leave year is 80 hours. The maximum amount of time off which may be granted for any single contribution is 40 hours. Department Heads/Supervisors will maintain records of time off granted to avoid exceeding limits. Awarded time off must be used within one year and is not transferable between DOD components. A time off award does not convert to cash under any circumstances.

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CHAPTER IV

BUDGET AND SUPPLY FUNDING

1. Budget Process. The budgeting formulation cycle is a continuous, interrelated series of actions, which begin at the command level and flow upward through command echelons with a review and summarization process occurring at each level. The budget is tied to the command mission, and data expressed in the budget must ultimately relate to mission performance. Since the budget is the basis on which resources are ultimately authorized, it must be justified in quantitative terms that will withstand critical analysis. The budget also serves in the management and effective use of resources by providing a plan against which performance may be measured. The data presented on official financial reports must be the basis from which future budget submissions are developed.

a. Highlights of the Budget Process. PSA West is provided funds on a quarterly basis from Chief of Naval Installations (CNI) to operate the command. Although budget information may be requested at any time, the major budget submissions are the Program Objectives Memorandum (POM), the DON Apportionment/Budget, the Midyear Review, and the Certified Obligations submissions.

b. Program Objectives Memorandum (POM). The POM is a request to modify the five-year Defense Plan (FYDP) by identifying new programs requiring funding and by requesting increased/decreased funding for existing programs. All POM requirements for PSA West are prepared at the staff level. Our input on issues that have direct bearing on the command's ability and readiness is essential in the POM process. It is important you keep in touch with your customer commands on the issue of future growth or rightsizing. This is the area where problems sneak up on us, particularly when the customer is under another claimant. In order for us to conduct or execute this properly, you must keep PSA West (Code N8) advised in writing of any upcoming changes which require additional resources.

Question: What is the current customer base and are changes projected?

c. Apportionment/Budget. The initial budget for a fiscal year is normally prepared for submission to CNI approximately 18 months before commencement of that fiscal year. The initial budget is the first official request for operating funds for the fiscal year in question and every effort must be made to ensure that the data contained in this request is based on the best available plans as they relate to the operational requirements for the budget year. The apportionment is a review of the initial budget previously submitted, which is usually prepared five to six months before the start of the fiscal year. PSA West budget submissions are compiled by the Staff, with input from each OIC regarding their Detachment's projected

requirements. This data call is generally done in the March/April time frame. The objective of this budget call is to identify resources required to accomplish approved programs. PSA West's goal is to ensure that approved programs are fully funded and that out-years accurately reflect the impact of program and funding decisions. Although additional requirements may be submitted throughout the year, it is extremely important for planning and budgeting purposes that all known requirements are included. All budget requirements are subject to justification at any time throughout the budget cycle. Additional justifications are generally required due to changes in the current funding environment or shifts in emphasis. OICs are responsible for operating their Detachments within approved budget constraints.

Questions: What requirements were submitted in the last budget cycle?

What is the status of these requests?

d. Budget Control. PSA West has established a centralized budget management system to achieve economy in the operation and control of funds. PSA West has total control of funds for travel, communications, transportation, utilities, purchased services including maintenance contracts for labor saving devices, equipment, furniture, and civilian labor, other than civilian incentive awards. Funds for civilian incentive awards, such as PSD Civilian of the Quarter, PSA Civilian of the Year, and on the spot special act/service awards are distributed to and managed by the OICs based on the PSD's number of civilians on board. Funds for the PSA-wide Civilian of the Quarter/Year are managed at staff level.

e. Financial Operation Targets (OPTARS). Considering projected needs, OICs are issued an OPTAR funding authorization on a quarterly basis to be used for the daily operations of their Detachments in areas such as printing services and purchasing of general consumable supplies (pens, pencils, paper, etc.). OPTAR cannot be exceeded without prior approval from PSA West.

Question: What is the Detachment's annual OPTAR?

f. Government Commercial Purchase Card Program. The purchase card allows us to make small purchases under \$2,500 over the telephone or by direct pick-up from a vendor. It may be used as a method of payment up to \$100,000 for items available under mandatory sources, such as GSA Federal Supply Schedules, Federal Prison Industries (FPI) National Institute for the Blind (NIB), National Institute for the Severely Handicapped (NISH), etc. It may be used for not-to-exceed price repair services. The PSA Comptroller is the Purchase Card Agency Program Coordinator (APC). All cardholders are at staff level in the N6 department. The Purchase Card Program does not change current PSD procedures for requesting an open purchase.

References: PERSUPPACTWESTINST 4400.1E  
PERSUPPACTWESTINST 4200.1C

2. Supply Petty Officer. OICs must account for all funds committed. Each Detachment must have a collateral duty Supply Petty Officer and an alternate who can administer the ordering/supply side as well as the financial side of Detachment operations. The PSA West Staff Supply Technician must train all newly assigned Supply Petty Officers. This includes training on Automated Requisition System (AUTOREQ) and automated minor property system (PROPLINK). The new Supply Petty Officer should also be given a proper turnover by his/her predecessor.

Question: Who is the Detachment's Supply Petty Officer?

a. Breakage/Repair/Maintenance. Periodically, pieces of machinery break, malfunction, or just die. It would be helpful if your assigned Supply Petty Officer is knowledgeable on equipment maintenance procedures.

Questions: What equipment has maintenance contracts?

How frequently is preventive maintenance provided on Office equipment (in-house or by contract)?

b. Plant Property Class 3 and Minor Property. Detachment Supply Petty Officers are responsible for accounting and controlling plant and minor property. Your Systems Administrator (SA) or IT Point of Contact (ITPOC) is responsible for IT equipment.

Question: Are plant and minor property accounts up to date?

3. Unauthorized Commitments. An unauthorized commitment occurs when an individual without authority either knowingly or unknowingly commits the Government to a contractual commitment without benefit of a pre-existing contract. Rectifying this situation is extremely time-consuming and requires extensive supporting documentation. In addition, the person implicated in making the unauthorized commitment may be personally liable for paying the amount of funds obligated. Ensure you and your Detachment personnel avoid any actions that might result in an unauthorized commitment. If you find that an unauthorized commitment has occurred, contact the PSA Comptroller immediately for instructions on resolution.

4. Inter/Intra Service Support Agreements (ISSAs). The Comptroller negotiates ISSAs. They detail what support your host will provide and whether it will be on a reimbursable basis. As a tenant activity, the host often approaches OICs first about proposed changes to an ISSA. OICs should be familiar with the details of the support agreement so that they will be aware if host services are not provided as agreed upon and paid for. When the host proposes ISSA changes, the OIC should endorse the host's letter with an impact statement prior to

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forwarding it to the Comptroller. Note that funding amounts stated on the ISSA are estimates based on projected usage; actual charges should reflect actual usage. Therefore, it is important that any changes in projected usage, level of support provided, or actual rate charged are forwarded to the Comptroller in writing so future budget estimates can be adjusted.

Questions: What are the areas of support the host activity will provide my Detachment?

Who is financially responsible for these services?

CHAPTER V

MILITARY PERSONNEL

1. Overview. The military personnel function can be one of the most difficult areas for the new OIC to master. If you understand the system's checks and balances and follow up with periodic auditing procedures, you should have few problems. The Military Personnel function covers the Activity Manning Document (AMD), Officer Distribution Control Report (ODCR), Enlisted Distribution and Verification Report (EDVR), Transient/Student Processing, Limited Duty (LIMDU), Enlisted Evaluations/Fitness Reports, Receipts, Separations, PCS Transfers, Reenlistments/Extensions, as well as various others.

2. Military Personnel Division. In the PSA West network we have two key functions: Director of Field Operations and the FOCUS/QIV Officer. The FOCUS/QIV Officer reports to the Director of Field Operations and is the senior specialist on military personnel/pay matters. The FOCUS/QIV division provides advisory services and process improvement guidance to the PSDs and CSDs within the PSA network.

3. Activity Manpower Document (AMD). Your AMD represents the quantity and quality of manpower requirements authorized by CNO for your Detachment to accomplish its mission. The manpower requirements and manpower classifications within each naval activity should be reviewed annually to ensure the deletion of unnecessary billets/positions and the proper classification of each authorized billet/positions. Also, if you consider your approved manpower requirements to be insufficient to accomplish your Detachment's mission, you should address your concerns to PSA West (Code N1) for review. AMD change requests will be submitted by Code N1 as necessary.

Reference: OPNAVINST 1000.16J

4. Officer Distribution Control Report (ODCR).

a. The ODCR is downloaded monthly to each Unit Identification Code's (UICs) ITEMPO mailbox. The report will be available for 20 days beginning on the first Friday closest to the fifth of the month.

If the ITEMPO mailbox does not contain the ODCR for the current month, wait 24 hours and retry. If the current month's ODCR is still not in the mailbox, contact the control DPC help desk at [dpchelp@bupers.navy.mil](mailto:dpchelp@bupers.navy.mil). You must be an authorized user to download the ODCR from this website.

b. Retrieval procedures for the ODCR are as follows:

(1) Logon to [www.bol.navy.mil](http://www.bol.navy.mil)

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(2) Select the "NAVPERS Legacy and ITEMPO" icon.

(3) Select "ITEMPO report viewing center."

(4) Select the desired UIC. A separate window will open that displays the ITEMPO and ODCR reports contained within your UIC mailbox.

(5) Select ODCR. A separate window will open displaying your ODCR. You can view and print from window.

The validity of the ODCR information depends upon the timely submission of accurate data to BUPERS via NSIPS and other pertinent reporting systems. Each Detachment should review its ODCR thoroughly upon receipt and report all discrepancies per instructions provided in MAPTIS Decision Logic Table-Officer (enclosure (2) of BUPERSINST 1301.40). All actions affecting data on the ODCR are to be annotated by PSD.

Reference: BUPERSINST 1301.40 (Series)

5. Enlisted Distribution and Verification Report (EDVR). The EDVR is available to each activity by downloading it electronically from the Enlisted Personnel Management Center (EPMAC) Bulletin Board System. EDVR sections one through three list separately, an alphabetical listing of all personnel on board, members who are expected to report to the activity, personnel to be detached from the activity, those in temporary duty or deserter status, or those who have been administratively dropped from Navy strength accounts. These sections contain action statements that tell the activity what procedures to follow to keep the account up-to-date and where to find those procedures. The Manpower, Personnel, and Management Information System (MAPMIS) Decision Logic Table in Chapter 15 of EDVRMAN will assist you in resolving EDVR discrepancies.

Reference: EDVRMAN (01 MAR 99)

6. Transient/Student Processing. At any given time there are great numbers of personnel in the transient pipeline who represent an abundance of much-needed manpower. In an effort to increase transient personnel accounting effectiveness, PSDs/CSDs should adopt procedures, which will assist in moving transient personnel to their ultimate destinations in the most expeditious manner possible. The Transient Monitoring Unit (TMU) in New Orleans monitors the movement of personnel through transient, patient, prisoner, and student pipelines. Before a visit, four weeks advance notice is provided. TMU uses the Transient Monitoring Tracking Report (TMTR), Availability Report and Transient Status Verification Report (TSVR) to review the status of the above personnel. It is a key tool in properly tracking and accounting for transient/student personnel. It is ideal for distribution to customer commands for verification and update,

eliminating the need for memos and countless phone calls, thereby improving communication and the flow of information. Use the TPAMAN and the TMU Check Off List.

References: MILPERSMAN  
EPMACINST 5000.3 (Series) (TPAMAN)

7. Limited Duty (LIMDU). This area requires constant attention in order to move LIMDU personnel through the system and return them to duty. Sound personnel management requires timely medical reevaluation of members assigned to LIMDU, as well as prompt notification of cognizant personnel authorities in case of delay. While the PSD/CSD is responsible for establishing a tickler system to track LIMDU personnel, the member, the member's command, and the cognizant medical facility share the overall success of this program. Use the Transient Monitoring Tracking Report, Limited Duty Tracking Report, TPAMAN, and TMU Check Off List.

Question: Are you familiar with LIMDU reporting requirements?

References: MILPERSMAN  
EPMACINST 5000.3 (Series) (TPAMAN)

8. Enlisted Evaluations/Fitness Reports. Enlisted performance evaluations/fitness reports constitute an extremely important part of the service record. These documents provide a record of duty performance and are used for selection and promotion, assignment determination, retention, and eligibility for various programs.

a. The OIC of the Detachment prepares all Enlisted Evaluations/Fitness Reports. The following guidelines apply:

(1) If the OIC is a LCDR or above, they may sign all enlisted evaluations within their Detachment.

(2) If the OIC is a LT and below, they may sign E4 and below evaluations.

(a) All E5/E6 evaluations are to be smoothed and prepared for the XO, PSA West signature.

(b) All E7/E8/E9 fitness reports are smoothed and prepared for the CO, PSA West signature.

b. While it is the responsibility of the customer command to prepare these documents, PSD/CSD must ensure they are recorded and included in service records. The use of spreadsheets or other electronic tools to assist in tracking evaluations is strongly encouraged.

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Questions: Is counseling of PSD/CSD personnel conducted per current guidelines?

Are customer commands made aware of overdue evaluations that have not been entered into the service record?

Reference: BUPERSINST 1610.10 (Series)

9. Receipts. The officer and enlisted receipt process is another busy function. Those activities that have a large transient workload will find this area even more demanding. The timely receipt and efficient processing of newly reporting personnel, as well as the overall performance of the PSD/CSD will have an immediate and lasting impression on new arrivals. The importance of a complete verification of the service record upon receipt cannot be over emphasized. To this end your PSD/CSD should be processing receipts within three days of reporting on board.

Reference: OPNAVINST 1000.23 (Series) (PASSMAN)

10. Separations. The separations of officer and enlisted personnel from the Navy involves a variety of different forms, regulations, and entitlements for different types of discharges and characterizations of separation. These require the utmost attention. The need for careful and complete processing of personnel for separation cannot be overemphasized. Lack of it can result in erroneous records, which require difficult, time-consuming correction, and if the errors are not corrected, will invariably have a detrimental effect on a member's future. You must ensure experienced, well-trained, and conscientious individuals are assigned these responsibilities and that separation paperwork is strictly audited. Each separation is unique and must be accomplished per existing regulations. Personnel completing separation paperwork must open the book each time to ensure proper processing. Expect the unexpected, close liaison with customer commands and strict compliance with appropriate regulations should make the separation process run smoothly and accurately. The DD 214 is a document containing sensitive information and is vulnerable to fraudulent use. Every PSD/CSD will utilize PSA West directed accountability procedures for use and tracking of the electronic DD 214. The authorized official shall be an E-7, GS-7, or higher grade. The exception is designated separation activities, listed in MILPERSMAN 1910-812, which may authorize an E-5, GS-5, or above to serve in this capacity, when designated in writing by the responsible CO/OIC (O4 or above).

Question: Are all hands involved with processing courier electronic DD 214 aware of the procedures accountability and issuance?

References: MILPERSMAN  
BUPERSINST 1900.8 (Series)

11. PCS Transfers. Upon receipt of PCS orders, a complete review must be conducted and all "comply with items" identified. PCS orders are sent to PSD as info addee. A Transfer Information Sheet (TIS) should then be prepared and sent to the command (usually within five days of receipt of orders).

Questions: Are TISs prepared in a timely manner?

Are all comply with items on a PCS transfer completed, such as:

- Does the member have sufficient obligated service to execute PCS orders as written?
- Are all screening requirements completed and accurate (overseas, instructor, physical security, etc.) if required?
- If required, are background investigations completed?
- Has a Family Member Entry Approval been submitted and approval been granted if required?
- Does the member have a completed transfer evaluation documented in Service Record?
- Passports applied for and received?

References: MILPERSMAN  
OPNAVINST 1000.23 (Series) (PASSMAN)

12. Reenlistments/Extensions. Members on active duty who are reenlisting in the regular Navy or reenlisting in the Naval Reserve may reenlist on board for a term of two, three, four, five, or six years. PSDs/CSDs are responsible for interviewing the member and obtaining information necessary to complete the reenlistment/extension process. The paperwork process is enormous and the guidelines listed in MILPERSMAN 1160 must be strictly adhered to. Reenlistment and extensions of 24 months (or an aggregate thereof) or more require physicals if the member have not had a current physical within the last five years. Physicals should be completed three to six months prior to reenlistments or extension. Personnel not requiring a physical exam are required to see a medical representative prior to reenlisting or extending. Information on reenlistment is available on the PSA West website at <http://www.psawestsd.navy.mil/departments/reenlist.asp>.

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Question: Do customer commands provide adequate lead-time to properly prepare reenlistment documents?

References: MILPERSMAN 1160  
OPNAVINST 1000.23 (Series) (PASSMAN)

13. Service Records. Service records should be maintained in a secure area and a bar code system used to track checked out service records. As a rule, service records should not be checked out over five days. Exceptions are authorized, but the individual who checked the record out must recheck the record out at the five-day point.

Question: How many records have been out more than five days, and why?

Reference: MILPERSMAN 1070-100

14. Defense Enrollment Eligibility Reporting System (DEERS)/Real-Time Automated Personnel Identification System (RAPIDS). This database is for Air Force, Army, Navy, Marine Corps, Coast Guard, Public Health Service, and National Oceanic and Atmosphere Administration active duty, reserve, and retired personnel and their family members. It will be used to verify eligibility for DOD entitlements (medical, TRICARE, commissaries, etc.) and also to keep statistics on the population supported which assists in planning and budgeting. The PSD/CSD utilizes DEERS to enroll new members and verify eligibility. Currently, PSDs/CSDs should be verifying that personnel checking in have been enrolled in DEERS.

References: BUPERSINST 1750.10 (Series)  
MILPERSMAN

15. Identification Card Procedures. A major workload for your Detachment will be issuing Armed Forces Common Access Cards (CAC). Your prime concern will be to ensure only authorized personnel are issued identification cards as well as providing control and adequate security for these cards. All sites within the network use the automated identification card processing system (DEERS/RAPIDS) which utilizes computer imagery, workstation automation, and information derived from the DEERS database to assist in ensuring only authorized personnel receive identification cards while automatically updating the DEERS database during card issuance.

Question: Have all Armed Forces Identification Cards been properly accounted for?

Reference: BUPERSINST 1750.10 (Series)

16. Educational Services. One of the most important functional areas of any detachment is the Educational Services Section. You will find yourself personally accountable as custodian of certain Navy training

and examination materials. The only personnel authorized to hold and control Navy-wide examinations are commissioned officers, E-7s and above when designated CPOIC, and designated civilian employees (normally GS-6 and above). You can expect some of the most hectic times of the year preparing for and conducting Navy-wide advancement examinations; however, if you plan properly, follow Advancement Manual procedures, and use the resources of your customer commands, most of the potential frustrations can be avoided. It will be your personal responsibility to maintain strict accountability of each advancement examination from its receipt at your detachment until it is either transferred to another activity or destroyed after the exam is administered. You must review early on the procedures for ordering Navy-wide advancement examinations. The requirements for accountability and secure storage, and the documentation required for receipt, transfer, and destruction of advancement examinations, as well as security of correspondence course answer keys and performance tests and how to form and utilize THE LOCAL EXAMINING BOARD. It is essential that you set deadlines to prepare for examination cycles. It is even more important that customer commands comply with established deadlines. Early announcements and sound PLR liaison can accomplish this. You should monitor compliance through your administrative tickler system. Your presence at the examination site is mandatory whenever Navy-wide advancement examinations are administered. One frequently overlooked and underutilized asset each OIC has available to them is the Local Examining Board composed of Officers/CPOs from customer commands. After acquainting yourself with the Advancement Manual (BUPERSINST 1430.16E) concerning local examining board administrative responsibilities, you will readily see that this tool will make your job much easier. Utilize this board correctly and actively employ the membership of this board during examination cycles.

Question: Are all Navy-wide exams stowed properly and accounted for?

Reference: BUPERSINST 1430.16 (Series)

17. Meal Passes (NAVSUP 1105). Meal passes are issued to document active duty enlisted personnel entitlement to Basic Allowance for Subsistence (BAS). Meal passes shall be issued and controlled per instructions in NAVSUP P-486, Food Service Management. PSD/CSDs will be responsible for the actual issuance and control of meal passes to personnel whose service record and/or financial record are maintained by the Detachment and for personnel who are assigned extended TAD to a command supported by the Detachment.

References: MILPERSMAN 1746-020  
PERSUPPACTWESTINST 4060.2 (Series)

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Note: Meal passes issuance and general mess control procedures are currently high interest items in ongoing efforts to combat fraud, waste, and abuse.

18. Leave System. The leave system places the responsibility for preparing the leave form with the customer command. Control logs are maintained by the customer command. The PSD/CSD monitors and ensures that leave taken is charged to members' accounts. The PSD/CSD tracks leave by system generated Leave Tracking Reports by UIC. After the member returns from leave, a copy of the authorization is forwarded to the Detachment and leave taken is reported as a Defense Joint Military Pay System (DJMS) leave event.

Reference: MILPERSMAN 1050-100

19. Memorandum of Understanding (MOUs). MOUs are agreements entered into between two or more commands for the benefit of all parties. The CO, PSA West and the CO of the activity to which the agreement is made will sign all MOUs entered into between PSDs/CSDs. The MOU will be drafted by the PSD/CSD and presented to CO, PSA West for review and signature. A copy of all MOUs will be retained by PSA (N1).

CHAPTER VI

MILITARY PAY

1. Overview. The military pay function can be one of the most difficult areas for the new OIC to master. If you understand the system's checks and balances and follow up with periodic auditing procedures, you should have few problems. However, since military pay is an area near and dear to our hearts and pocketbooks, it's usually the area where you will hear the most frequent and loudest complaints. The Military Pay function is the divisional component of each PSD tasked to maintain Pay Accounts data bases, process military and civilian travel claims, maintain Disbursing Officer's accountability, and provide disbursing support to all naval Reserve personnel on active duty. In addition, limited support is provided to all service component retirees. DJMS/DMO has drastically changed the maintenance of Master Military Pay Account (MMPA). NSIPS will soon replace DMO in maintaining both personnel and pay accounts. Integrated Automated Travel System (IATS), in conjunction with the DON Reengineering TAD Travel implementation will soon be replaced by WINIATS and ultimately by Defense Travel System. You should play an active role in convincing your tenant commands to take the opportunity to get into DTS. Your Fiscal Section report is consolidated each business day through DFRRS.

2. Military Pay Division. In the PSA West network we have two key functions: Director of Military Pay and Disbursing Officer (DO). The DO reports to the Director of Military Pay and is accountable for collection and disbursement of funds. Questions concerning propriety of payments will be directed to the DO. The PSA West Director of Field Operations is a Department Head responsible to the CO for the overall military pay operations and personnel throughout the PSA West network. At the Detachment level, the Military Pay Division Supervisor reports to the OIC and is responsible for the sound operation of the Military Pay Division. Department of Defense Financial Management Regulation (DODFMR Vol. V) describes the authority and accountability of DOs and Deputy Disbursing Officers (DDOs).

Questions: The disbursing symbol is under the cognizance of?

The DO/DDO submits his/her financial returns daily?  
Monthly?

3. Deputy Disbursing Officer (DDO). A DDO is acting under the approved power of attorney executed by the cognizant DO, is authorized to perform acts relating to the receipt, disbursement, custody, and accounting of public funds in the name of and for the account of the cognizant DO, as directed by that DO. To ensure continuation of disbursing/fiscal operations, one or more account position(s) have been established at each PSD/CSD. When DDOs receive cash and checks,

deposit is made to the local bank. If necessary, DDO prepares checks for payment/disbursement. Public Vouchers payable to a commercial source are not payable by your DDO. Only a DDO may sign or issue checks. DDOs are required to balance and prepare reports of financial transactions completed and of their individual accountability at the end of the business day. Letters appointing individuals to these positions and detailing duties to be performed are issued by the cognizant DO. Refer to DODFMR Vol. V and DJMS PTG for further information on fiscal, public voucher, and military pay functions which may be performed only by the DO or a duly appointed DDO.

Questions: Who are the DDOs in my PSD/CSD?

Do they have appointment letters?

Have I read their appointment letters?

Does my "By direction" authority to DDOs conflict with the letter/voucher/documents which they must sign for the DO as DDO?

4. Electronic Maintenance of Leave and Earning Statements. A Leave and Earning Statement (LES) issued monthly on each member on active duty is a printout of the member's MMPA Account, which is on file at Defense Finance Accounting Service-Cleveland (DFAS-CL) Center. Updating the PMF with current MMPA data is of utmost importance. After downloading and printing LES's at your PSD, the original LES is forwarded to each customer command for distribution to the member; the duplicate is discarded. Pay accounts for PSD personnel (Pay Record Access (PRA) Records) are maintained separately by the DDO or other designated persons and are tightly controlled. PRA pay and personnel accounts are expected to be 100 percent error free at all times.

Questions: How many military pay clerks are attached?

How many pay accounts on the average does each clerk maintain?

How many pay accounts does the Det maintain?  
Officers?  
Enlisted?

Who is my PRA accounts clerk?

5. Basic Business Operations under DJMS. The MILPAY section is responsible for downloading DJMS management reports/notices from DFAS-CL via DMO system. Reports are printed and distributed to different sections as applicable. Rejected transactions and management notices that need action must be resolved daily to ensure member pay is accurate. The following are reports that are downloaded daily:

Document Transmittal Log (DTL), processed transaction listing, recycle/reject listing, management notices, and transactions by others. Monthly reports printed at the end of the month for all the UICs that your Detachment services are: LES, and Unit Commander's Finance Report (UCFR). Net pay Advice (NPA) is printed and distributed at mid-month. MILPAY supervisors must establish daily cutoffs to meet local upload requirements, and core cutoff dates to ensure pay impacting documents have been submitted to DFAS-CL, to prevent unnecessary over and underpayments. PSA West monitors Detachment accuracy and timelines reports on a monthly basis. One of the keys to a successful MILPAY operation is to aggressively resolve rejects, recycles, and management notices on a timely basis to avoid potential pay problems before they occur.

Questions: Who is monitoring our rejected transactions and Management notices?

What are my most common rejects?

6. General Travel Claim Information. Each PSD/CSD has travel clerks assigned to process all types of travel claims and public vouchers. PSDs within the San Diego area, including PSD Camp Pendleton, submit their travel claims through Consolidated Processing Site (CPS). Public voucher procedures are covered by a number of publications, including but not limited to, several of the Comptroller of the Navy (NAVCOMPT) and NAVSUP manuals.

a. Travel. Governing Publication and Definitions:

(1) JFTR, Vol. I: Contains basic statutory laws and regulations related to members of the Armed Services.

(2) JTR, Vol. II: Contains basic statutory laws and regulations related to civilian employees.

(3) DODFMR Vol. 9: Contains travel policy and procedures.

(4) Financial Management Guide for PCS Travel (BUPERSINST 7040.6 and 7040.7): Contains military PCS accounting data for the appropriate Military Personnel Navy (MPN) and Reserve Personnel Navy (RPN).

(5) MILPERSMAN: Published by BUPERS. Used to determine leave, proceed, and travel time.

(6) Orders: Written instruments issued or approved by the Secretary of the Military Department concerned, or designated representative authorizing or directing travel time.

(7) Endorsement: Written comment to an order that becomes part of the orders.

(8) Per Diem: An allowance to defray the cost of quarters, meals and miscellaneous expenses.

(9) Homeport: Port to which a commissioned naval vessel is assigned.

(10) High Cost Area: A city, town, or county within Continental United States (CONUS) in which the daily travel allowance is the actual cost of quarters, subsistence, and miscellaneous expenses not to exceed an established rate for the area (see JFTR Vol. I, App D and JFTR Vol. II, App E).

(11) Group Travel Orders: Issued only when three or more members travel from the same point of origin to the same destination for which transportation will be furnished by government conveyance or GTR.

(12) Blanket or Repeat Travel Orders (RTOs): These orders DO NOT EXPIRE upon return to the permanent duty station. Make it a point to find the identity (by command) of your RTO customers.

(13) Travel Time: The number of days allowed is the actual travel time taken, not to exceed the allowed travel time. One additional day of travel time will be allowed for any distance in excess of 50 miles.

b. PCS Travel Advances (T/A) (DODFMR Vol. 9 and JFTR Vol. II)

(1) May not be paid more than 10 days prior to transfer.

(2) 100 percent of all PCS entitlements, less Temporary Lodging Allowances, are advanceable (except for some restrictions on separation travel).

(3) All advances must be liquidated within 10 days after reporting to the new permanent duty station.

c. Military and Civilian Temporary Additional Duty (TEMADD)

(1) Advances may not be paid more than three workdays prior to commencement of travel.

(2) Payment of advances is based on whether a person is a government travel charge card (GTCC) holder or not. GTCC holder are not eligible to get paid travel advances except when going to an isolated TDY station where automated teller machines (ATM) are not available. Non-card holders may be paid advances not exceed 80 percent of estimated per diem and 100% of miscellaneous expenses.

(3) TEMADD travel claim settlement vouchers are required to be submitted to the servicing PSD/CSD within 10 days after completion of

travel. Enforcement of this requirement is the responsibility of the command, NOT the PSD/CSD. Similarly, proper claim preparation and substantiation are strictly a command responsibility.

d. Per Diem Allowance (JFTR Vol. I, Chapter 4 and JFTR Vol. II, Chapter 4). Per Diem under the Lodging Plus System is based on the maximum daily rate listed in Appendices B and D of JFTR Vol. I, and Appendices A and E of JTR Vol. II. These rates are the maximum per diem rates prescribed for reimbursement of subsistence expenses incurred during official travel within and outside CONUS.

e. Travel Claim Processing

(1) Navy standard of service for travel claim requires settlement claims be processed within 10 workdays after receipt at the PSD/CSD. This is a high visibility area and frequently "makes or breaks" a PSD's reputation with customer commands. It is imperative that OICs closely monitor travel claim processing performance.

(2) Claims are processed using the Integrated Automated Travel System (IATS). This system is capable of processing every type of travel claim and is being used DOD-wide. The payment method is controlled and centralized at DFAS-CL. Electronic Fund Transfer (EFT) payment is mandated unless waiver is met. To send payment by EFT, the traveler must provide the PSD with his/her financial institution's Routing Transit Number (RTN).

Questions: Are voucher examiners complying with questionable and possibly fraudulent claim procedures?

Who is responsible for maintaining the overpaid travel claim file?

Are there any overpaid travel claims on hand that are more than 30 days from the date of the letter of notification of overpayment?

How many travel claims do my personnel reject prior to processing?

What are the reasons for the rejects? Are they things that can be taken care of over the phone?

How does the log-in system work? Just when does the travel claim turnaround clock begin and end?

How many travel advances are we cutting? What are they being used for PCS or TAD?

f. Questionable or Fraudulent Claims (DODFMR Vol. 5, Chapter 25, Vol. 9, JFTR Vol. 1, Paragraph U2505)

(1) The DO is primarily responsible for determining the existence of fraud in a claim presented for payment. Because of the locations of the PSDs, the DO has delegated the authority to question validity of claims and to refuse payment to the DDOs.

(2) It is PSA West policy that voucher examiners at PSDs/CSDs screen each claim for validity of allowances claimed and of documents received to support the claim. Claims considered questionable will not be paid but referred to the DDO. The Military Pay Supervisor will discuss the claim with the OIC who will refer the request to the CO of the traveler for verification and, if appropriate, request an NCIS investigation. Under no circumstances will a suspected fraudulent claim be returned to the claimant, such action would allow the claimant the opportunity to destroy evidence which might be relevant to a criminal investigation by Naval Criminal Investigative Service (NCIS). Suspected claims will not be referred to the NCIS without the prior review by PSA West CO.

g. Reserve Members (DJMS PTG, Part 8). Several types of reserve personnel accounts are:

(1) Active Duty for Special Work (ADSW) - 30 days or more. Reservist must be on ADSW for at least 180 days in order to register allotments and in excess of 139 days to qualify for advance pay and BAH I. Pay and personnel documents are prepared, a MMPA Account is opened in DFAS-CL, pay account is maintained the same as regular active duty and regular Navy appropriation is charged.

(2) ADSW - less than 30 days. Generally, these reservists are entitled to the same pay entitlements as active duty personnel (except BAH). However, payment of pay and allowances is made on a public voucher (SF 1034), not a payroll, and travel is paid on a travel claim form DD 1351-2. Forward NAVPERS 1070/602, IRS W4, and copies of member's orders and copy of SF 1034 and DD 1351-2 to DFAS-CL code: PMMACB. DFAS-CL will remit taxes to Federal Reserve Bank and issue a W-2 to the member.

(3) Annual Training (AT)/Active Duty Training (ADT) - 30 days or more. ADT members under this type of orders for a duration of less than 20 weeks are eligible for per diem. These accounts are not maintained in BUPERS and DFAS-CL. Pay transactions are submitted to DJMS-RC via DMO. All payments are made by EFT. Reserve appropriation is charged. W-2 forms are centrally issued at DFAS-CL. Allotments may not be started nor advance pay received.

(4) AT/ADT - less than 30 days. These are reservists on active duty, usually for periods of 14 days or less. They are paid only once during the period of AT and no Personal Financial Record (PFR) is opened. AT's under this type of orders are not eligible for per diem except allowable travel times unless

government quarters and/or messing is/are not available. Payments are made through Defense Milpay Office (DMO). Payments will be made via DJMS-RC using the same payment preference the member chose for drill pay. EFT through IATS will pay travel claims. During the summer months, there are a large number of AT payments made at most PSDs/CSDs.

h. Indebtedness Procedures (DJMS PTG, Part 7, Chapter 7). The procedure for notifying personnel and processing collections varies depending upon the type of overpayment or indebtedness before withholding funds from pay. Overpayments/indebtedness, which can be liquidated over one payday, may be processed without completing the "installment liquidation" procedures. The notification letter is different for travel and other indebtedness. Thirty days is the maximum number of days allowed for military members to respond to a travel letter; a few more days notice may be required for other indebtedness depending upon the payroll processing schedule. Due process MUST be afforded to the member prior to starting any collection process.

(1) Notification Procedures

(a) Excess Travel Advance: Notify military member. If cash/check payment is not received after 30 days, deduct the entire amount of the indebtedness (not to exceed 2/3 of available pay) from the next payday amount.

(b) Other Indebtedness: Notify the member by letter. Specify the type, amount, and date on which checkage action will begin unless payment is received or liquidation over a period of time is requested.

(2) Collection Options

(a) MMPA Overpayments and Other Indebtedness: Member may request full amount by cash/check, may request a one-time paycheckage, or, may request installment liquidation.

(b) Excess Travel Advance: Member may pay full amount by cash or check. A one-time checkage by means of a Collection Payroll will be processed if refund is not received within fifteen days. Governing regulations are SECNAVINST 7220.38E, DJMS PTG.

(3) Cash Collections

(a) Cash collections must be monitored by the DO/DDO. A designated agent or the DO/DDO for processing must receipt for all cash collection transactions.

Questions: Who is responsible for receiving cash collections?

Are we accepting cash payments?

What are the office procedures?

Show me the COV Log Book and explain the process from start to finish?

i. Death Gratuity (DG) Payments (DODFMR Vol. 7A Chapter 34 and DODFMR Vol. 5). DG is paid, to eligible beneficiary (ies) regardless of whether death occurred in the line of duty or was the result of the member's misconduct. DG is paid in the amount of \$6000.00.

(1) Casualty Message: Designates paying PSD payment of DG and identifies eligible beneficiary (ies) and his or her address (es). Must be verified with NAVPERS 1070/602 (Page 2 in service record).

(2) DD 397: Public voucher used to pay DG, considered priority payments. When authorized specifically by message, DG payments may be made for other military services. The DD 397 are prepared by the command to which deceased member was attached. Ensure blocks 17, 17A, and 18 are filled out correctly.

(3) DDO is required forward copy of DD 397 after payment to PSA West Fiscal for preparation of IRS 1099R. DDO should ensure that beneficiary (ies) SSN and good mailing address is annotated on DD 397 before forwarding to PSA Fiscal Office.

(4) Casualty Assistance Calls Officer (CACO): Establishes liaison between command, survivors, and servicing PSD/CSD. Normally, he/she delivers the DG check payment to the beneficiary (ies).

Questions: Who is responsible for issuing DG payments as authorized for payment by local DDO?

Who is responsible for completing payment and sending the message reporting payment?

Has the Duty Section been trained on DG procedures using the MILPERSMAN and DJMS?

CHAPTER VII

NAVY PASSENGER TRANSPORTATION OFFICE (NAVPTO)

1. Overview. Passenger transportation is the third area included in PASS. Normally a Detachment will have a Passenger Transportation Division. In the case of small Detachments, passenger transportation may be provided under another division, by another Detachment, or by a service activity located nearby. The Transportation Divisions at PSD Naval Station, San Diego, CA, PSD Bangor in Silverdale, WA, and PSD Port Hueneme, CA have been designated as NAVPTOs by CNO (N413) for regional traffic management functions. The Transportation Officer (TO) is responsible for the implementation of Navy passenger transportation policy, coordinating and managing transportation services within the network, and providing technical advice and guidance to customer commands. The TO of NAVPTO San Diego is the senior Navy passenger transportation official in the PSA West region who serves as Director, Passenger Transportation Department on the PSA West staff. TOs also act as Technical Assistants to the Contracting Officer's Representative (COR) at CNO when Commercial Travel Offices (CTOs) are contracted.

2. Functions of the NAVPTO. The NAVPTO has the responsibility to requisition and provide Detachments, on a sub-custody basis, GTRs, and other accountable transportation documents. The NAVPTO is also responsible for auditing copies of issued documents, providing guidance and directing corrective action as required. Statistical data is also gathered from Detachments and reports are made to the CO, PSA West and higher authority, as required. NAVPTO arranges international or transoceanic travel and issues port calls to Detachments for personnel performing official travel from their areas of responsibility. NAVPTO determines the availability or non-availability of government air transportation in connection with arranging international or transoceanic travel and provides movement support and coordination requirements related to the implementation of mobilization plans and exercises. NAVPTO also implements the Navy's Quality Assurance Plan related to Navy Regional Official Travel Service Contracts.

3. Port Calls. The NAVPTOs and Passenger Control Points (PCPs) are the only offices, which may book passengers on government air flights directly with Air Mobility Command (AMC) or certify non-availability of government air. Reservations are booked via the automated Global Air Transportation Execution System (GATES) or other means. NAVPTOs are authorized to port call for travel worldwide; PCPs may only issue port calls for travel from their respective locations. The NAVPTO responds to Passenger Reservation Requests (PRRs) received from PSDs/CSDs and deployed afloat units. Ships and mobile units homeported or located in PSA West area of responsibility follow the formats outlined in the Passenger Transportation Manual. The NAVPTO

or PCP books AMC flights or authorizes commercial air which is booked by the Navy-contracted CTO on GSA Contract City Pair Fares or using the most cost effective routings available to meet mission requirements. A port call is an official modification to the travel orders that advises of transportation arrangements made and directs the traveler when and where to report for the flight.

4. Passports. Each Detachment should have a designated military passport agent or arrange for access to one. These agents accept passport applications for both official and leisure travel and provide passport and visa information. A no-fee passport is issued to military personnel only when the country to be visited requires one. Most countries in the Pacific Theater have Status of Forces Agreements (SOFA) allowing the military to travel solely on their ID card and orders but there are a few that do require passports/visas. It is imperative that these countries are identified utilizing the Foreign Clearance Guide and applications are processed as soon as the requirement is known. Navy passport agents can only process applications for U.S. citizens. A visa is permission to enter a country and issued by the embassy or consulate of the country to be visited. Applications for visas are processed at PSDs/CSDs and must be mailed or hand carried by the applicant to the U.S. Embassy along with the member's passport or passport application. Check with your agent on the procedures your Detachment is following. The Navy Passenger Transportation Manual has instructions regarding procedures to be followed.

Note: All military dependents ordered overseas must have a no-fee passport in order to procure government transportation.

5. Commercial Reservations and Ticketing. NAVPTOs and most PSDs/CSDs are supported by a CTO, which is generally collocated with the Transportation Division. Some smaller detachments have a Satellite Ticket Printer (STP) office, which is electronic ticket delivery equipment. Reservations are made at a main CTO (generally located with the NAVPTO) and tickets are sent via electronic means to the STP location for issuance to passengers. The Transportation Agent (TA) of the cognizant TO is responsible for authorizing commercial airline tickets issued by the CTO. The TO is the singular POC for the contractor and must be notified if there are any problems with the CTO.

6. Centrally Billed Accounts (CBAs). All Navy funded commercial transportation is billed to a government corporate credit card account, currently with Bank of America/Visa, under the Government Travel Account (GTA) bill payment system. This system allows network transportation agents to charge commercial air travel costs to a corporate Bank of America Account for their specific locations. Individual Bank Account (IBA) Cards should not be used to procure official transportation when there is a NAVPTO or PSD nearby. Bank of America bills are received, reconciled through an automated

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system, and approved for payment by the NAVPTO Transportation Officer each month. PSD/CSD Transportation Agents are contacted during this Process only to resolve any discrepancies on a particular bill.

References: Passenger Transportation Manual (PTM)  
Joint Federal Travel Regulations Volume I  
Joint Travel Regulations Volume II  
NAVSUPINST 4600.70  
Defense Travel Regulation, Part I

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CHAPTER VIII

INFORMATION SYSTEMS (IS)

1. Overview. The PSA West Information Systems Security Manager (N6) is responsible for managing IS resources, requirements, and services within the PSA West network and acts as the principle advisor to the CO on matters concerning the operation of IS and word processing systems. Systems currently being utilized within the network include PIII 550Mz system, Windows NT server, Local Area Networks, Public and Private Web Server, DMO server used to process-associated pay, NSIPS server-process personnel records, WINIATS-process travel claims, and administrative tasks. In addition, the CO, PSA West has authorized a variety of software for use. Current listings of authorized software are available from your Information Systems Security Officer (ISSO) or PSA West (Code N6).

2. Security. IS security is of paramount concern. Your responsibilities are in PERSUPPACTWESTINST 5239.1E and cover a wide range of areas. Preventing use of illegal software, violation of copyright laws, exposure to viruses, or access to unauthorized users; ensuring adequate backup of important files and proper storage of equipment are all important aspects of a well-rounded IS security program.

3. Maintenance. Equipment problems should be identified and promptly reported to the NMCI Helpdesk 1-877-537-7480 for resolution. For equipment under warranty, local vendors can be used to perform warranty work. Keep in mind, if the system has been utilized for classified material processing, you must ensure that the provisions of SECNAVINST 5510.30A are strictly adhered to prior to and during maintenance. Out of warranty systems which can be repaired in a cost-effective manner will be repaired utilizing PSA West procedures for procuring computer repair services.

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CHAPTER IX

SELECTED RESERVES

1. Navy Standard Integrated Personnel System (NSIPS). NSIPS is designed to integrate all Navy manpower processing capabilities into a single point-of-entry system. NSIPS is the only field-level system that collects, stores reports, and transmits pay and personnel data to all corporate level systems. There are NSIPS functions that require interfacing functions be completed by the NRA and PSD. It is currently recommended that until OPNAVINST 1001.23B (PASSMAN) is revised, a Memorandum of Understanding (MOU) between the NRA and the PSD be incorporated to ensure all actions are being completed by the responsible activity. A sample MOU can be provided via email by contacting PSA West Reserve Coordinator.

2. Service Record Maintenance. There is very little difference in the maintenance of reserve officer and enlisted service records than with the regular Navy records. The importance of accuracy and upkeep cannot be overemphasized, especially the Record of Emergency Data (Page 2), due to the constant possibility of mobilization or death.

3. Reserve Pay. Timeliness is the key. Although PSD is not responsible for Reserve drill pay, problems may occur if enlistments, reenlistments, gains and losses are not made in a timely and accurate manner. A reservist will not be paid if he/she is not properly gained in NSIPS.

a. Annual Training (AT)/Active Duty for Training (ADT)/Active Duty Special Work (ADSW) less than 30 days. For many years payment for periods of active duty was accomplished by PSD using a local system, the Microcomputer Claims Processing System (MCPS). MCPS developed serious problems affecting the ability to provide accurate pay, and was replaced in May 2001 with the Defense Milpay Office Ultra-Lite Version (DMO (U/L)) software suite. This program was developed by DFAS and allows field activities to make pay transactions directly to Defense Joint Military Pay System-Reserve Component (DJMS-RC). Unlike past procedures using MCPS, reservists will not receive a check upon Detachment from the period of active duty.

b. Retirement Point Crediting. With the implementation of DMO (U/L), reservists will no longer receive a NAVCOMPT 2120 (pay voucher) which was required per BUPERSINST 1001.39D, in order to credit retirement points. The NAVCOMPT 2120 was attached to the completed training orders and the numbers of days verified by the number of days paid. Plans are in progress to automate the process but until such time, copies of the reservist's LES and/or endorsed orders will be the validation documents.

4. Active Duty for Special Work (ADSW)/Presidential Recall (PRC)/Naval Mobilization Processing Site (NMPS). PSA West Reserve

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Coordinator acquired the additional duty of NMPS Region Southwest for Commander, Navy Region Southwest, San Diego, PSA West in conjunction with the NRA, PERS-9, COMNAVRESFOR and the PSDs must ensure complete and timely processing of Reserve component personnel to active duty in support of gaining command, crisis, contingency response or mobilization. For the San Diego area, PSD Naval Station, San Diego was the supporting PSD for NMPS Region Southwest for all PRC and ADSW. In June 2000, OPNAVINST 1001.20B changed the rules as follows:

a. For all ADSW non-contingency orders to gaining commands within the continental U.S., Alaska and Hawaii, the reservist will be activated by the NRA and sent directly to the gaining command and gained to the gaining command via a designated NMPS onto active duty by the PSD that supports the gaining command. With this change all of the PSDs have had the opportunity to process reservist on ADSW. For all ADSW orders to gaining commands located outside the continental U.S., Alaska, and Hawaii the reservist will be activated at the NRA and proceed.

b. It is imperative for the PSDs located in the San Diego area to direct the reservists that attempt to check in for or be released from ADSW OCONUS or PRC, to PSD Naval Station, San Diego as the supporting PSD for NMPS Region Southwest. PSA West Reserve Coordinator is required to submit a report to PERS-9 on all ADSW OCONUS and PRC gains and releases from active duty. The information for this report is obtained from PSD Naval Station, San Diego, so reservists not checking in/out of the supporting PSD cause a tracking nightmare. Port Hueneme, Camp Pendleton, and Bangor are also NMPS sites supported by our PSDs.

Note: In the event of a partial Mobilization, Full Mobilization, and Presidential Call-up all PSDs will be responsible for gaining reservists and Fleet Reserve personnel to active duty.

5. Mobilization Exercise (MOBEX). Commander, Navy Reserve Force (COMNAVRESFOR), or higher authority as part of a Force exercise can initiate per COMNAVRESFORINST 3060.5, a MOBEX. The purpose of the MOBEX is to use and evaluate the procedures for processing Selected reserve personnel to active duty. It is also designed to ensure the active duty full time support personnel are provided adequate indoctrination and training in their assigned mobilization duties and responsibilities. PSD is responsible for processing all SELRES to active duty upon actual mobilization; therefore the NRA may request PSD to participate in the exercise. This is an excellent opportunity to verify the service record and verify/update the NAVPERS 1070/602.

6. Availability of PSD During Drill Weekends. All reservists in a pay status must drill at least one weekend per month. In order to provide maximum customer service to all personnel, Detachments should be available to reserve personnel wanting to update their service records, reenlist, extend, transfer, etc.

CHAPTER X

NAVY STANDARD INTEGRATED PERSONNEL SYSTEM

1. NAVY STANDARD INTEGRATED PERSONNEL SYSTEM (NSIPS). NSIPS is an Automation and Integration Navy field personnel business processed into a standard single point of entry system that will collect, store, pass, use and report personnel and pay data. The NSIPS program is a major Automated Information System under the combined functional sponsorship of the Deputy Chief of Naval Operations (DCNO (N1))/Chief of Naval Personnel (CNP), the Director Naval Reserve (CNO (N95)), the Comptroller of the Navy (NAVCOMPT), and DFAS.

a. The NSIPS architecture and design is a client/server implementation. The architecture has four main components for the Reserve personnel and three for Active duty personnel. The four main components are the Local Client Workstations, Area/Local server sites, All-NSIPS Server Site, and the Corporate Asset Interface (CAI) Server.

b. Local Client Workstations are the only area with an operator interface. Depending on the location, the site has either a stand-alone personal computer with dial-up access to a NSIPS Area Server or a clients/servers configuration.

c. Area/Local Server Sites house the application server and member data. These servers generate corporate messages and receive corporate feedback. The Area Servers are connected to the CAI.

d. All-NSIPS Server is a data warehouse with intelligence. It allows for both reserve and Active duty information to be stored in one location so Navy-Wide queries can be done.

e. The CAI is the bridge between NSIPS and the corporate systems. This server holds NSIPS work items for each corporate system until the system is available to receive data. The CAI also receives feedback from the corporate system and passes it back to the local sites.

f. The System Administrator (SA) or PSA Help Desk (if a detachment does not have a SA) will monitor NSIPS. The SA is under administrative cognizance of the OIC and under technical cognizance of the PSA West Director of Plans and Implementations. The OIC and Director of Plans and Implementations should be kept abreast of pertinent NSIPS occurrence at Detachment sites. The SA/PSA Help Desk performs multiple tasks to ensure NSIPS performs properly at the Local/Area Server. Some of the main task includes; Daily System Maintenance, System Program Installation, System Start-up/Shut-down procedures, Back-up and Recovery Procedures, Security, System error analysis and communication system maintenance. All software and hardware problems should be channeled through the NMCI Help Desk, 1-877-537-7480 for resolution. It is important that the SA have a good working knowledge of the overall functionality of NSIPS. The NSIPS

System Administrator guides are used at Detachments. The SA/PSA Help Desk plays a vital role in the day-to-day operations of NSIPS.

g. All OICs must be familiar with the Continuity of Operations Plan (COOP) for NSIPS emergencies. This plan should be updated and tested annually so that in any emergency, Detachments follow clear guidelines to recover customer service operations.

h. Appendix F is a list of reports that provide a snapshot of Detachment productivity and reliability of information processed.

i. Additional features using NSIPS include:

(1) Master Military Pay Account (MMPA) Access. This is a "read only" feature enabling authorized users to view the MMPA for any service member. User access is controlled exclusively by DFAS-CL. LOOG/LOPG verbs of the MMPA Access allow user "read only" access of the Office Master File (LOOG) and the Enlisted Master File (LOPG) data elements at BUPERS.

(2) E-mail. System administrators should check their E-mail at regular intervals.

2. System Generated reports are divided into three categories: Orders Reports, Statistical reports, and Transaction Status Reports.

a. Orders Reports

(1) Orders Statistical Summary. This is a statistical breakdown of the overdue transactions. The report will list the number of Transactions Accounting codes (TAC) in the message status table that are pending feedback over 8 days from the message release date, pending feedback over 15 days from the message release date, and in a reject status within 45 days of the feedback date. The system report will be generated monthly on the last day of the month, and the user will have the option of printing a report at any time during the month. This report is valid for active duty operators only.

(2) Orders Draft Listing. This daily report summarizes all reporting and transfer orders received each day and provides for a weekly summary. It serves as a management tool to track the processing of orders for arriving and transferring personnel, including orders received each day for school commands.

b. Statistics Reports

(1) Timeliness. Prints a report that reflects timeliness of transactions released for each PPSUIC and Activity Unit Identification Code (AUIC) (Research Center). The monthly/yearly report will print the number of transactions by category, by group type, and by number of days from the date the action occurred (Action Date) to the release

date (System Date). It will provide subtotals by category followed by a total for the PPSUIC or Reserve Center UIC that released the transactions. This report is valid for both active duty and reserve operators.

(2) Overdue Statistical Summary. This is a statistical breakdown of the overdue transactions. The report will list the number of TACs in the message status table that are pending feedback over 8 days from the message release date, pending feedback over 15 days from the message release date, and in a reject status within 45 days of the feedback date. The system report will be generated monthly on the last day of the month, and the user will have the option of printing at any time during the month.

c. Transaction Status Reports

(1) Availability Feedback. This report provides daily feedback received from the Navy Manpower Personnel Distribution System (NMPDS). This report routes availability transactions, validates availability's and routes orders to field sites.

(a) Non-recruit reports will print by UIC

(b) Recruit reports will print by division number

(2) Availability Submission. This report provides a listing of all initial availabilities completed that day. Records are selected by an availability submission date that is equal to today's date and an availability function code equal to "I" (Initial Availability).

(3) BUPERS 1080-11. This is a monthly listing of all transactions sent to NES and OPINS by the PPSUIC. This report needs to be set up by the field commands to run automatically every month, the data saved in the message status table may be purged and all information lost. If you need assistance on the steps to schedule reports, refer to Report Procedures in the NSIPS Help System.

(4) Feedback Data. This is a listing of all transactions generated that are pending feedback and those transactions where feedback data has been received. The report reflects the transactions in one of four parts: Pending feedback, Accepted, Interim, or Rejected. The system report will be divided into four sections.

(a) Section I is a listing of all transactions that have not received feedback from the corporate entity.

(b) Section II lists all transactions that have been accepted at the corporate entity and applied to the database.

(c) Section III lists all those transactions that have been partial acceptance at the corporate entity or that have been rejected by the corporate entity and are awaiting feedback for other Transaction Identifiers (TINs).

(d) Section IV lists all transactions that have been rejected by all corporate entities.

(5) Recruit Initial Gain Status. This is a listing of the status of the initial gain transactions received from the STRASS-RTM and sent to the NES from Recruit Training Command Great Lakes.

(6) Pending Transaction. This report lists all of the transactions that are pending in NSIPS broken down by the supervisor ID. It allows the submitting command to track transactions from the clerk to the supervisor and provides a listing of all pending transactions for the supervisor. This ensures that pay and personnel transactions are released in a timely manner.

(7) Retained Transmittal Log. This is a listing of all transactions released by a Support UIC for a specific date range. The system report is divided into three sections.

(a) Section I lists all Personnel Transactions that have been released that affect a member's personnel record.

(b) Section II lists all those transactions released that affect a member's pay.

(c) Section III is a composite listing of all transaction released from NSIPS.

(8) Navy-wide Advancement Examination Eligibility Report. This report lists all personnel within a specific paygrade who have met the minimum time-in-rate requirements to take the Navy-wide advancement examination.

Users: MILPERSDIV, and Parent Command.

Uses: Informs the parent command of those members who is TIR eligible for the next Navy-wide exam. Provides Educational Services Office (ESO) with information necessary to determine the number of examinations to order from Naval Education and Training Program Management Support Activity (NETPMSA) Pensacola and to ensure candidates for advancement have completed all requirements by the prescribed date.

(9) E2/E3 Advancement Eligibility Report. This report provides the command with a listing of all E1s and E2s eligible for promotion within the next month. It serves a two-fold purpose. It

notifies the PSD of eligible personnel so recommendations may be obtained and it allows the PSD to prepare necessary paperwork in advance.

Users: MILPERSDIV, and Parent Command.

Uses: Notifies the parent command of those members who will be eligible for advancement to E2 OR E3 in the next month. Provides the parent command with the time to determine eligibility and process the paperwork necessary to effect the advancement.

(10) Good Conduct Award Eligibility Review Report. This report lists all enlisted members who will be eligible for a Good Conduct Award in the following month.

Users: MILPERSDIV, and Parent Command.

Uses: Notifies the parent command of those members who will be eligible to receive the Good Conduct Medal in the forthcoming month. Provides the PSD and parent command with the time to determine eligibility, process award paperwork, and to set up the award ceremony requirements.

(11) Performance Evaluation Due Date Listing. This report provides the customer command with a listing of enlisted personnel who have annual evaluations/fitness report due per scheduled cycle.

Users: MILPERSDIV, and Parent Command.

Uses: Check off list for obtaining evaluations due from the parent commands and for processing evaluations to BUPERS. Parent command will use this report to prepare and check off evaluations due of enlisted personnel assigned to their command. Additionally, the report provides evaluation "ending dates" information on file for members to assist parent commands in verifying that evaluation reports, reported and forwarded by them, are recorded. Follow-up actions where necessary may be initiated on the basis of these dates.

(12) Listing of EAOS and FLTRES/RET Occurrence Within Nine Months. This report provides the PSD and customer command with a listing of all enlisted personnel whose EAOS and prospective transfer to Fleet Reserve or Retirement occurs within the next nine months to aid in career counseling and processing of separations.

Users: MILPERSDIV, Parent Command, and Career Counselor (CC).

Uses: CC will contact the member and conduct the interviews prescribed in the CC Manual. PSD will identify, coordinate, and otherwise prepare the member's record for separation or reenlistment, as appropriate. Parent command will counsel member's regarding their

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intentions and assist members in transition to civilian life. The command will also be prepared to update its personnel resources to meet operational commitments.

(13) Listing of PRD Occurrence Within Nine Months. This report provides the PSD and the customer command with a listing of all personnel whose projected rotation date falls within the next nine months. It also indicates whether the member has orders.

Users: MILPERSDIV, Parent Command, and Career Counselor.

Uses: CC will contact members and conduct interviews prescribed in CC Manual. PSD will identify, coordinate, and otherwise prepare member's record for transfer. Parent command will assist members in their transfer, prepare evaluations and other documents, and plan for changes in manpower requirements.

(14) Recall Bill. This report provides the customer command with a list of their members' home phone numbers and addresses for recall. Run for PSD staff only. Run for customer commands upon request.

Users: PSD, and Parent Command.

Uses: Used for recall of personnel during real or drill recalls.

(15) Meal Pass Report. This report lists all enlisted personnel who have been issued a meal pass. It aids in controlling meal pass issuance and meal planning.

Users: MILPERSDIV, and Galley.

Uses: Control issuance of meal passes, meal planning.

(16) Separate Rations. This report lists all enlisted personnel drawing commuted rations.

User: Management.

Used as a management tool.

(17) Prospective Gain Report. This report provides the PSD and customer commands with a list of all personnel due to report.

Users: MILPERSDIV, and Parent Command.

Used for monitoring incoming personnel for manpower planning purpose.

(18) Leave Schedule. This report lists members in a leave status (Part I) and members who have leave authorized for a future date (Part II).

Users: MILPERSDIV, MILPAYDIV, and Parent Command.

Uses: Identify members on leave or to be on leave in the future.  
Assist commands in planning leave quotas and work schedules.

(19) Recommendation for Advancement in Rate or Change of Rating. This is the NAVPERS 1430/2 worksheet for the Navy-wide examination.

User: MILPERSDIV.

Use: To certify member's eligibility to participate in Navy-wide exam and to provide each candidate with information to be reported on exam answer sheets for use in determining final multiple computation or other advancement validation purposes.

(20) Projected Loss Date Report. This report provides a list of transient personnel with a projected loss date. On the Standard Reports Menu, you may select from 14 to 60 days into the future and get a listing of personnel who are projected losses for the next two weeks or next two months, or anywhere in between.

Users: MILPERSDIV, and MILPAYDIV.

Use: To monitor transients to meet appropriate needs.

(21) Transient Tracking File Report. This report lists transient personnel by UIC, ACC, Duty Status Date, and alphabetically for personnel in ACC 109 and 3XX status.

Users: Various at PSDs.

Use: For location, identification, management analysis of transient personnel, and evaluation of special project manpower resources.

(22) Missing LAN Report. Provides a means of identifying Leave Authorization Numbers (LAN) not assigned. Information is used to ensure the integrity of the leave numbering system. Automatically biweekly can also be requested.

Users: MILPERSDIV, and Parent Command.

Use: To account for gaps in the sequence of LANs assigned by each command.

(23) Missing LAN Report Tracking-Report. This report provides the PSD with a means of identifying unacknowledged missing LAN reports.

User: MILPERSDIV.

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Use: To ensure all missing LAN numbers have been acknowledged and reconciled.

(24) Foreign Language Proficiency Data Report. This report provides the PSD and COs a list of personnel on board who have a language proficiency in at least one foreign language.

Users: MILPERSDIV, and Parent Command.

Uses: Verify member's language proficiency. CO must accomplish yearly re-certification.

3. Adhoc Reports. The user to extract data from various data sets within the PSD's database creates Adhoc reports. Adhoc reports are used if existing production or standard reports will not satisfy the request for data. Adhoc reports which are currently standard in each PSD:

a. EVTCOUNT. Required running daily. Used to replace manual counting of certain Workload Statues.

b. Weekly Database Verification Report. Should be run periodically to determine whether there are small master records in the system without Pay Data Files.

c. BUPERS Error Report. Required running as necessary to track and correct all errors/no feedback on events.

d. DFAS Error Reports. Required running as necessary to track errors correctable on Error Correction and Control On-line (ECCO).

e. DDSRPT. Gives current DDS participation data, monthly.

f. OOBACCTS. Shows out of balance pay accounts and the last time monthly LES reconciliation was accomplished. This report will also show records with no clerk codes and clerk and distribution codes in use.

g. ERAUDRPT. Shows outstanding transactions residing in the Out-Trans-File. These are events which Disbursing Clerks must manually "XX" regularly. A once-a-month purge of all "XXd" events occur automatically on the first working day of the month.

\* These reports may be listed under different names.

h. TMU. Shows personnel assigned in ACC 109, 150 and 3XX status on a daily basis and is used in conjunction with the TMTR report. Ideal for distribution to customer commands for verification and update. Eliminates need for memos and countless phone calls while improving communications and information flow.

4. Standard Reports

a. Listing of EAOS and FLTRES/RET occurrence within nine months gives expired EAOS as well as future EAOS.

b. Listing of PRD occurrence within nine months gives blank and expired PRDs.

c. Navy-wide Advancement Examination Eligibility gives local-master information which could be incorrect or blank.

d. Good Conduct Award Eligibility Review Report shows expired/blank GCA dates.

e. Projected Gain Report will show those PG records for personnel identified as projected gains. Also, which are invalid, revealing invalid data to be purged from Proj-Assign-Det file. Submit adtake message.

f. Performance Evaluation Due Date Listing would show invalid data.

g. Limited Duty Report will show all personnel attached in an ACC 105 status.

h. Transient Monitoring Tracking Report will show all members attached in a 3XX and 109, 150 to assist in PSD and command tracking.

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CHAPTER XI

INSPECTIONS

1. Field Operations Consolidated User Support/Quality Improvement Visits (FOCUS/QIV), Audits, and Inspections

a. FOCUS/QIV's are conducted every 16-18 months. Normally announced 30 days in advance. The FOCUS/QIV replaces the conventional command inspection. Its objective is to jointly (FOCUS/QIV Team and the PSD personnel) review and improve the effectiveness and efficiency of selected strategic and common processes, which support the accomplishment of the Detachment mission. Detachment process owners will debrief the CO at conclusion of the visit.

b. Commander Navy Region Southwest On-Site Audit Team (formerly FAADCPAC)-annual to 18 month cycles. Unannounced disbursing examination, which looks at, military pay accounts, fiscal operations, and supporting personnel actions. We will receive an oral and written report.

c. Transient Monitoring Unit (TMU) Audits are unique and should not be associated with Inspector General (IG) Inspections. TMU is a graded (pass/fail) audit. TMU conducts on-site audits of transient personnel processing activities to ensure personnel administration and management procedures are in place. The following are areas reviewed during on-site audits: Personnel Accounting, Appellate Leave, Separations/Transition Assistance Program Delays, Limited Duty, Overseas Screening Delays, Availability's, Humanitarian Assignment (HUMS) Processing, Receipts/Transfers, Medical Board Processing, Discipline, Deserter, in Hands of Civil Authorities, Medical Holding Companies, Navy Passenger Transportation Office Passenger Reservation Request Delays, Navy Standard Integrated Personnel System Procedures, and any other areas that move transient personnel faster. At the conclusion of the audit, TMU will conduct an out brief with the CO/OIC with specific findings and recommendations.

Note: All inspections are properly conducted only by your chain of command or by the Navy Inspector General (IG). Immediate Superior In Command (ISIC) and major claimants conducting inspections, visits, and audits of activities you service are not authorized to inspect or audit you. Occasionally, an inspection party may need to review personnel records. It is not unusual for an ISIC to interview customer command personnel to get their perception of your service. If any problems with your services are uncovered, they should be reported to you and your chain of command. Call CO or XO immediately if any problems arise. The best way to prepare for an inspection or audit is continuous daily monitoring of Detachment activities and the usage of automated reports to correct/improve NSIPS performance.

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2. OIC Calls, Personnel Inspections, and Quarters. OICs are highly encouraged to conduct OIC Calls at least semiannually, Personnel Inspections - quarterly, and All Hands Quarters - weekly. This will give you a good feel for your Detachment's awareness of command policies, quality of life, morale, etc.

CHAPTER XII

TURNOVER TIPS FOR OICS IN PSA WEST NETWORK

The following tips were collected from the OICs in the PSA West network. Some will be applicable to your situation and some will not. The important thing is for you to get as much information about your Detachment as possible from the OIC you are relieving before they depart. This package should give you some ideas of the types of questions to ask during your turnover. "Welcome aboard!"

1. Things to Discuss with Outgoing OIC

- a. Any problems in the Detachment.
- b. Accountable items (ID cards, fiscal, DD 214s, meal passes, and advancement exams).
- c. Administrative procedures. How is incoming and outgoing mail handled? Does the OIC see all messages? Incoming/outgoing correspondence? HP mail? Who has by direction authority? LAN? E-Mail?
- d. Manning priorities from OIC viewpoint.
- e. Do you have cash/imprest funds? Who audits?
- f. What requires personal involvement of the OIC at your Detachment?
- g. Minor property inventory requirements.
- h. IS inventory requirements.
- i. Budget/OPTAR/supply process.
- j. Review procedures for paying bills. Who contracts for open purchase?
- k. How do you submit budget input for the next fiscal year? Does OIC personally monitor each expenditure? Are minor purchases delegated?
- l. What are your recall procedures? How often are they tested?
- m. Relationship with HRO.
- n. Specific tips on where to go for help (PSA, PSD, HRO, and host command).

o. Awards: SOQ, COQ, NAM, NCM, and LOC recommendations; have outgoing OIC leave recommended input for personnel about to transfer.

p. What plans are in place for emergencies such as CACO messages or issuing GTRs at night and on weekends?

q. Do you have a source of manpower such as student drops, ADT personnel, limited duty, or loans from other commands?

r. Is there anything unique about your Detachment?

s. Do you have a support agreement with another command? Does it contain everything it should? How much lead-time is needed to change it?

## 2. Things to Discuss with the PSA Staff during Check-In

a. Unwritten policy and procedures that pertain to you.

b. CO turnover items.

c. OIC liberty/leave policies (XO Approves).

d. Get a feel for how your Detachment is seen from the staff viewpoint. When did they last visit your Detachment?

e. Quality Improvement Visit.

f. PSA's specific policy on Civilian Performance Appraisals and Awards.

g. Urinalysis procedures: Who selects numbers for your Detachment? Who informs the Detachment? What are common discrepancies?

h. Training: Where do you get mandatory training and who pays for it? (Drug and Alcohol Program Advisor (DAPA), civilian courses, CMEQ, etc.)

i. Find out what the staff can do for you.

j. Get any information you can on where to draw the line between CO/OIC responsibilities.

k. Any problems unique to your Detachment.

## 3. Lessons Learned

a. Expect civilian hiring freezes and if you work with HRO you will often find a way to get what you need or want.

- b. Don't take "no" from HRO as hard and fast; there is often a way to get what you need or want.
- c. Read latest audits/assist visit reports and review them with your predecessor (TMU, PSA QA/CI). Ask tough questions and be skeptical.
- d. Customers will vent frustrations about BUPERS, DFAS, and other PSDs. Don't be surprised by this.
- e. Ask tough questions about disbursing. Are daily returns done on time? What is the turnaround time on travel claims? Ask to see travel backlog.
- f. Be prepared to take some flak on NAVPTO problems. Customers may want to talk to an Officer or Chief not a Civilian or Petty Officer.
- g. Don't be afraid to have PSA stand up for you when you take a stand with a customer.
- h. Other OICs occasionally get "brainstorms" on how to do things. Don't paint yourself into a corner by not having a back up for every function.
- i. Know what the CO and XO expect you to tell them and be prepared to anticipate any question on any issue.

#### 4. Indicators Used to Monitor Performance of PSD Personnel

- a. Customer questionnaires may point out problems you are not aware of, even if they are "perception" problems. An OIC may have to give personal feedback (phone call/letter) to disgruntled customers.
- b. Paydays: Are there long lines for special pays? How long does it take to greet a customer?
- c. Review retain files (particularly disbursing) periodically.
- d. Bounce leave papers of your personnel against PRA accounts occasionally to ensure everything is above-board.
- e. Inspection reports: Obviously, avoid repeat hits.
- f. Leadership by walking around: Talk to your own people as well as the customers.
- g. Spot review service and pay records.
- h. Review pay inquiries, PAAs.

5. Tips on Interfacing with Customers

a. Every single day think back to your own experiences as a former PSD customer somewhere else. How would you want to be treated? What would you want to know?

b. Pay a courtesy call on major customers:

(1) Upon your arrival

(2) When a new CO/XO arrives

(3) Every 6-9 months

(4) This will be very difficult to do if you have geographically dispersed units.

c. Provide newsletters, letters on policy changes and Plan of the Week notes. You cannot give them too much information.

d. Work closely with command XOs/MCPOs; your people should work with their counterparts in customer commands.

e. Periodically send a survey to your customers to use as a PSD "report card."

6. Things to Inform CO/XO PSA About

a. "No" answers to the CO of a customer command if you anticipate that they will be brought to higher authority (PSA etc.).

b. Major errors by PSD personnel.

c. Closure of Detachment for any reason (power loss, inclement weather, social event, etc.).

d. Angry senior officer if you anticipate that he/she will talk to higher authority.

e. Successor checks problem/incident.

f. Ask for help in interpreting any new Navy policy or procedures if you are unsure (ex: gray areas in travel entitlements, advance pay, etc.).

g. Serious manning problems.

h. Any long term problems dealing with fiscal.

i. Any "outside" visitor or inspection team.

- j. Protest payments (read the guidance on this; discuss with Disbursing and CO if situation arises).
- k. Any Navy policy or procedure creates a problem for the Detachment. If you have problems, most likely other Detachments will too. PSA can help you get things of this nature fixed.
  - l. Your own leave and liberty requests.
  - m. Ensure the CO/XO are informed when you are SIQ.
  - n. Any proposed disciplinary action, military or civilian.
  - o. Personnel desiring leave in excess of 30 days.
  - p. Congressional inquiries/anything apt to attract media attention.
  - q. Any problem that could keep the Detachment from performing its mission; safety and security issues. Back these up in writing.
  - r. Loss of funds in Disbursing Office.
  - s. Recognition personnel receive (base SOQ, college graduation, selection for advancement, etc.).
  - t. Drug/alcohol problems of PSD personnel, including DUIs and Counseling and Assistance Center (CAAC) referrals.
  - u. Loss of DOD/Armed Forces Identification Cards from bulk stock.
  - v. Loss or compromise of Navy-wide examinations.
- 7. Things Which May Be Done Differently than You Are used to
  - a. Civilian Personnel overtime is tightly controlled here. As an OIC you do not have the authority to approve it, so PLAN AHEAD.
  - b. Any Civilian Personnel changes, such as promotions, cash awards, downgrades, termination, etc., must be approved by the CO prior to submitting official requests to servicing HRO.
  - c. The system for ordering supplies is a little different in every Detachment. Again, there may be long lead times for things you need so don't wait until you have two forms left.
  - d. The other OICs are excellent sources of information and can be used as sounding boards. However, be wary of taking their interpretations of policy as gospel. If you are in doubt about a policy-related matter, it is best to ask the PSA staff.

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APPENDIX A

OIC REQUIRED READING LIST

1. U.S. Navy Regulations (NAVREGS), Chapter 7, 8, and 11
2. OPNAVINST 1000.23B - PASSMAN
3. NAVPERS 15560 - MILPERSMAN, Chapters 50, 54, and 67
4. Manual for Courts-Martial, United States 2000, Part V
5. Manual of the Judge Advocate General (JAGMAN), Chapters I and II
6. OCPMINST 12000
7. Last PSA QA/CI visit report
8. Last Transient Monitoring Unit (TMU) visits report (if applicable)
9. Advancement Manual, Chapters 6 and 7
10. "Who Stole My Cheese?!!" by Ted Menten, Ilene Hochberg
11. "Fish!: A Remarkable Way to Boost Morale and Improve Results" by Stephen C. Lundin, Harry Paul, John Christensen

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APPENDIX B

COURSES AND RESOURCES FOR THE OFFICER IN CHARGE

1. Recommended Correspondence Courses

DISBURSING, PART I (NAVEDTRA 10976-D)  
EQUAL OPPORTUNITY IN THE NAVY (NAVEDTRA 13099-D)

2. Reference Rate Training Manuals

BASIC MILITARY REQUIREMENTS (NAVEDTRA 10054-F)  
DISBURSING CLERK 3&2 (NAVEDTRA 10274-H)  
PERSONNELMAN 3 (TRAMAN 10249)  
PERSONNELMAN 2 (TRAMAN 10250)  
YEOMAN 3 (TRAMAN 10298)  
YEOMAN 2 (TRAMAN 10299)

3. Reference Manuals/Handbooks

CIVILIAN PERSONNEL MANAGEMENT (AG-067/DEPT OF ARMY)  
NAVY CUSTOMER SERVICE MANUAL (NAVEDTRA 10119-B)  
CORRESPONDENCE MANUAL (SECNAVINST 5216.5C)

4. Recommended Training Courses

CIVILIAN PERSONNEL MANAGEMENT FIELD INSTITUTE  
PREVENTION OF SEXUAL HARASSMENT  
SENIOR OFFICER LEGAL COURSE  
SECURITY MANAGER  
FAMILY ADVOCACY TRAINING  
CACO TRAINING  
ADAMS TRAINING  
TEAM BUILDING WORKSHOP  
BASIC STATS/TQ TOOLS

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APPENDIX C

GLOSSARY OF COMMONLY USED ACRONYMS

|            |   |
|------------|---|
| ADSW       | Active Duty for Special Work                        |
| ADT        | Active Duty for Training (Reserves)                 |
| AMC        | Air Mobility Command (former MAC)                   |
| APAS       | Alternative Performance Appraisal System            |
| BAS        | Basic Allowance for Subsistence                     |
| BUPERS     | Bureau of Naval Personnel                           |
| CAAC       | Counseling and Assistance Center                    |
| CACO       | Casualty Assistance Calls Officer                   |
| CAT        | Command Assessment Team                             |
| CMEO       | Command Managed Equal Opportunity                   |
| CONUS      | Continental United States                           |
| CTO        | Commercial Travel Office                            |
| CTT        | Command Training Team                               |
| DAPA       | Drug and Alcohol Program Advisor                    |
| DDO        | Deputy Disbursing Officer                           |
| DDS        | Direct Deposit System                               |
| DEERS      | Defense Enrollment Eligibility Reporting System     |
| DFAS       | Defense Finance and Accounting Service              |
| DFAS-CL    | Defense Finance and Accounting Service-Cleveland    |
| DJMS       | Defense Joint Military Pay System                   |
| DO         | Disbursing Officer                                  |
| DOD        | Department of Defense                               |
| DODFMR     | Department of Defense Federal Management Regulation |
| EDVR       | Enlisted Distribution and Verification Report       |
| EO         | Equal Opportunity                                   |
| EPMAC      | Enlisted Personnel Management Center (New Orleans)  |
| ESO        | Educational Services Office                         |
| GS         | General Service                                     |
| GTRs       | Government Transportation Requests                  |
| HRO        | Human Resources Office                              |
| IG         | Inspector General                                   |
| IS         | Information Systems                                 |
| ISIC       | Immediate Superior in Command                       |
| ISSA       | Inter/Intra Service Support Agreement               |
| ISSO       | Information Systems Security Officer                |
| ITPOC      | IT Point of Contact                                 |
| JAGMAN     | Manual of the Judge Advocate General                |
| JFTR       | Joint Federal Travel Regulations                    |
| JTR        | Joint Travel Regulations                            |
| LES        | Leave and Earnings Statement                        |
| LIMDU      | Limited Duty  |
| LOD        | Line of Duty  |
| MCPS       | Microcomputer Claims Processing System              |
| MILPAY     | Military Pay  |
| MILPERS    | Military Personnel                                  |
| MILPERSMAN | Naval Military Personnel Manual                     |
| MMPA       | Master Military Pay Account                         |

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NAVCOMPT .....Comptroller of the Navy  
NAVPTO .....Navy Passenger Transportation Office  
NAVSUP .....Naval Supply Systems Command  
NETPMSA .....Naval Education and Training Program Management  
                  Support Activity  
NJP .....Nonjudicial Punishment  
NRR .....Navy Rights and Responsibility  
NSIPS .....Navy Standard Integrated Personnel System  
NTI .....Navy Travel Instructions, Vol I (Military); Vol II (Civilian)  
ODCR .....Officer Distribution Control Report  
OFFTRANSMAN .....Officer Transfer Manual  
OIC .....Officer In Charge  
OPTAR .....Financial Operation Targets  
PASS .....Pay/Personnel Administrative Support System  
PCS .....Permanent Change of Duty Station  
PD .....Position Description  
PSA .....Personnel Support Activity  
PSD .....Personnel Support Activity Detachment  
PFR .....Personal Financial Record  
PLR .....PASS Liaison Representative  
PRA .....Pay Record Access  
PRC .....Presidential Recall  
PRR .....Passenger Reservation Request  
PTG .....Procedures Training Guide  
QA .....Quality Assurance  
RAPIDS .....Real Time Automated Personnel Identification System  
SELRES .....Selected Reserve  
SF .....Standard Form  
SOFA .....Status of Forces Agreement  
T/A .....Travel Advance  
TAD/TEMADD .....Temporary Additional Duty  
TMTR .....Transient Monitoring Tracking Report  
TMU .....Transient Monitoring Unit  
UIC .....Unit Identification Code

APPENDIX D

PSA WEST STAFF

| <u>OFFICE CODE</u>                  | <u>TITLE</u>   | <u>DSN 522 OR (619) 532-</u> |
|-------------------------------------|--|------------------------------|
| N00                                 | Commanding Officer   | 3230                         |
| N01                                 | Executive Officer  | 3230                         |
| N00M                                | Command Master Chief   | 2270                         |
| N00S                                | CO/XO Secretary  | 3230                         |
| N1CP                                | Civilian Personnel Liaison   | 2428                         |
| N01R                                | RESOPS/MOB   | 1990                         |
| ADMINISTRATIVE DEPARTMENT           |  |                              |
| N1                                  | Admin/Legal Officer  | 3234                         |
| N11                                 | Admin Chief  | 3241                         |
| N1A                                 | Admin Clerk  | 3233                         |
| N1A1                                | Admin Clerk  | 4100                         |
| N01R                                | Reserve Coordinator/Dept LPO   | 2726                         |
| PASSENGER TRANSPORTATION DEPARTMENT |  |                              |
| N2                                  | NAVPTO Officer (SD)  | 556-5075/DSN 526             |
| FIELD OPERATIONS DEPARTMENT         |  |                              |
| N3                                  | Director   | 3244                         |
| N31                                 | Disbursing Officer   | 3235                         |
| N32                                 | Military Personnel Specialist  | 2402                         |
| N321                                | Process Advisor  | 3238                         |
| N34                                 | CPS Supervisor   | 1625                         |
| PLANS AND PROGRAMS IMPLEMENTATION   |  |                              |
| N4/N6                               | Director   | 3236                         |
| N4A                                 | Program/Project/Facilities<br>Management   | 2421                         |
| N41                                 | Data Base/Web Management   | 1310                         |
| N411                                | Data Base/Web Management   | 2019                         |
| N42                                 | NSIPS  | 2330                         |
| N421                                | IATS/DMO/LRA   | 1541                         |
| N422                                | NMCI   | 1599                         |
| N423                                | DMS  | 1991                         |
| N424                                | CAC/KIOSK  | 1591                         |
| N6A                                 | IT/Network Management  | 3242                         |
| N61                                 | ISSM, Admin/Training, Equipment<br>Control/Telephone Control, Military<br>Issues | 2214                         |
| N62                                 | IT Help Desk Lead  | 2429                         |

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|      |  |      |
|------|--|------|
| N621 | IT Help Desk   | 2309 |
| N622 | IT Help Desk   | 2239 |
| N623 | IT Help Desk   | 4679 |
| N624 | IT Equipment Warehouse Manager and<br>Circuit Action Manager | 2344 |
| N63  | AISSM  | 4684 |

COMPTRROLLER DEPARTMENT

|      |                       |      |
|------|-----------------------|------|
| N8   | Comptroller           | 3253 |
| N80  | Budget Analyst        | 3388 |
| N801 | Accounting Technician | 2775 |
| N803 | Customer Pay Rep      | 2580 |

APPENDIX E

PSA WEST NETWORK DETACHMENTS/CUSTOMER SERVICE DESKS

| <u>ACTIVITY</u>                 | <u>TELEPHONE</u>             |
|---------------------------------|------------------------------|
| BALBOA PSD                      | (619) 532-6540; DSN 522      |
| BREMERTON CSD                   | (360) 476-3459 x251; DSN 439 |
| CAMP PENDLETON PSD              | (760) 725-1209; DSN 365      |
| CHINA LAKE CSD                  | (760) 939-4701; DSN 437      |
| CORONADO (NORTH ISLAND) PSD ??? | (619) 545-7916; DSN 735      |
| CORONADO NAB CSD ???            | (619) 437-2357; DSN 577      |
| DENVER CSD                      | (303) 677-5068; DSN 877      |
| EL CENTRO CSD                   | (619) 339-2473; DSN 658-2473 |
| EVERETT CSD                     | (425) 304-4242; DSN 727      |
| FALLON CSD                      | (775) 426-2651; DSN 890      |
| FLEASWTRACEN CSD                | (619) 524-6968; DSN 524      |
| FT HUACHUCA CSD                 | (520) 553-6787; DSN 821      |
| LEMOORE PSD                     | (559) 998-3990; DSN 949      |
| MONTEREY CSD                    | (831) 656-2079; DSN 878      |
| NAVSTA SAN DIEGO PSD            | (619) 556-1944; DSN 526      |
| OKLAHOMA CITY CSD               | (405) 739-3178; DSN 339      |
| POINT LOMA CSD                  | (619) 553-4978; DSN 553      |
| PORT HUENEME PSD                | (805) 982-5198; DSN 551      |
| PUGET SOUND PSD                 | (360) 396-5700; DSN 744      |
| TWENTY-NINE PALMS CSD           | (760) 830-2339; DSN 230      |
| WHIDBEY ISLAND PSD              | (360) 257-3200; DSN 820      |

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APPENDIX F

OIC REPORT OF CHANGE OF CHARGE

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From: Relieved OIC  
To: Commanding Officer, Personnel Support Activity West, San Diego  
Via: Relieving OIC

Subj: REPORT OF CHANGE OF CHARGE

Ref: (a) U.S. Navy Regulations, 1990 Article 0707  
(b) BUPERS Order Number \_\_\_\_\_ of \_\_\_\_\_  
(c) PERSUPPACTWESTINST 5450.1D

1. I report relief as Officer in Charge, Personnel Support Activity Detachment, \_\_\_\_\_ per reference (a) and (c).

2. In company with my successor, I have conducted a thorough inspection of assigned Detachment spaces. All areas requiring attention and increased emphasis have been discussed with \_\_\_\_\_.

3. I consider the Detachment personnel condition as satisfactory. Projected manning shortfalls have been identified to \_\_\_\_\_ during in brief.

4. A satisfactory inventory of minor property and controlled equipage was conducted and accounted for, with the exception of \_\_\_\_\_.

5. I consider Detachment working conditions to be satisfactory with no safety deficiencies.

6. As training is an ongoing evolution, I consider our existing training program to be effective and viable.

7. All required enlisted evaluations have been completed and forwarded as required. I have signed all other records and papers requiring my signature. The following have been turned over to my relief:

a. All unexecuted orders.

b. All regulations and orders in force which are applicable to the Detachment.

c. All official correspondence and information concerning the Detachment operations and personnel as required.

d. All documents required by reference (a) are either personally kept or supervising by the Officer in Charge.

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e. All accountable documents and classified material.

Signature

-----  
FIRST ENDORSEMENT on \_\_\_\_\_ ltr of \_\_\_\_\_  
\_\_\_\_\_

From: Relieving Officer  
To: Commanding Officer, Personnel Support Activity West

1. I have this date relieved \_\_\_\_\_ as Officer in Charge,  
U.S. Navy Personnel Support Activity Detachment \_\_\_\_\_, and  
found conditions as stated in the basic letter to be correct and  
satisfactory.

Signature

Copy to:  
Relieving OIC

-----  
FM PERSUPP DET \_\_\_\_\_//PSD//  
TO PERSUPPACT SAN DIEGO CA//00//  
INFO AREA COMMANDERS  
ADDITIONAL DUTY COMMANDERS  
UNCLAS //N05060//  
MSGID/GENADMIN/PSD //  
SUBJ/CHANGE OF CHARGE//  
RMKS/1. \_\_\_\_\_ RELIEVED \_\_\_\_\_ AS OFFICER IN CHARGE,  
U.S. NAVY PERSONNEL SUPPORT DETACHMENT \_\_\_\_\_ AT 010730Z JUN 95.//