

**Naval Supply Systems Command**

# **Afloat Supply Department of the Future**

## **Concept of Operations**

**Prototype  
Disbursing Off-Ship**

**USS HARRY S TRUMAN (CVN 75)**

**Version 1.00**

**1-Dec-99**

## RECORD OF CHANGES

VER/CH NO.	EFFECTIVE DATE	CHANGE DESCRIPTION	CHANGE LOCATION
1.00	<b>1 DEC 99</b>	Initial Release	

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# Disbursing Off-Ship Concept of Operations

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## 1 Purpose

This document lays out the initial Concept of Operations (CONOP) for developing and implementing a prototype Disbursing Off-Ship process on board USS HARRY S TRUMAN (CVN 75).

## 2 As-Is State

### 2.1 *Disbursing Functions*

The Disbursing Office on board a Navy vessel conducts numerous transactions on a daily basis which affect members' pay. The transactions are batched and transmitted off ship to central processing site (Defense Finance and Accounting Service Center) for posting to members' master military pay accounts (MMPA). Currently, it is the responsibility of the ship to generate, validate and execute all pay-related transactions. The following are disbursing functions currently conducted onboard: compute, document, pay all pay (basic pay, special pay, incentive pay, travel pay, and health and comfort pay) and allowances, to include computing deductions from pay (e.g., allotments, Federal and State taxes, and Split Pay Option (SPO), maintaining Automated Teller Machines (ATMs). Additionally, maintain local safekeeping accounts, reconcile LESs, resolve pay problems, handle customer service inquiries and payment of transient personnel (including ACDUTRA and NROTC), and verify and process Reporting and Detaching endorsements.

### 2.2 *Financial Management.*

In addition to Disbursing functions, a disbursing office conducts financial management functions. The scope of the prototype will not cover fiscal functions initially but dependent on outcome of additional prototypes on USS BON HOMME RICHARD and USS TORTUGA, following functions may migrate to shore sites: procure, prepare, process, distribute (issue), and dispose of US Treasury checks; receive funds (cash and checks) from authorized custodians and cash collection agents (e.g., Ship's Store, Post Office, Wardroom) and distribute funds to paying agents and change funds to Ship's Store operators; cash personal checks and make money exchanges for the crew; make cash and check deposit to financial institutions; verify and balance cash on hand; verify and reconcile deposit tickets, maintain and balance Check Logs and Certificate of Deposit Logs, assemble and forward checking account returns; prepare and distribute month-end check issue summary; process and total all Public Vouchers (PVs), Collection Vouchers (CVs), Debit Vouchers, and Deposit Tickets, verify cash and prepare Detailed Analysis of Cash and Other Assets, and prepare Statement of Accountability.

### 3 To-Be State

#### 3.1 Travel/Pay Functions Migrated to Shore

Following Travel and Pay functions will migrate to shore support with information flow per figures 3.1 and 3.2.

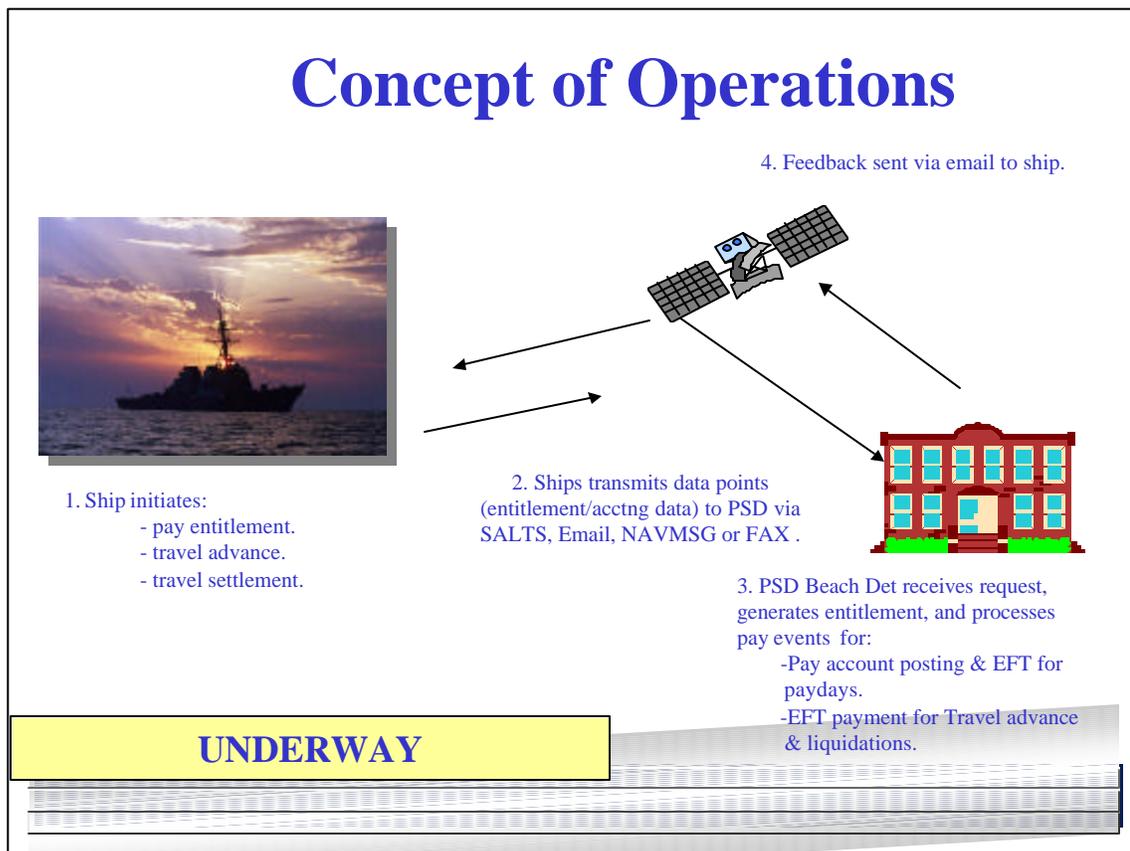


Figure 3.1 Underway Information Flow Diagram

# Concept of Operations



1. Ship Liaison rep faxes/delivers pay or travel request to PSD.

2. PSD Beach Det receives request, generates entitlement, and processes pay events for:  
-Pay account posting & EFT for paydays.  
-EFT payment for Travel advance & liquidations.

**INPORT**

**Figure 3.2 Inport Information Flow Diagram**

## **3.1.1 DETAILED PROCEDURES - TRAVEL**

### **3.1.1.1 TRAVEL ADVANCE ICW TEMPORARY ADDITIONAL DUTY (TAD)**

#### SHIP ACTION

- A. Disbursing Officer verifies legality and accuracy of the TAD order presented. If traveler is a VISA card holder, no advance is authorized. Do not forward requests. If traveler is a non VISA card holder, only 100% of MI&E and other miscellaneous expenses is payable. TAD orders must indicate the type of Meals Authorized (GMR, PMR or CMR).

- B. Forward following documents to PSA, via best means, no more than 15 days prior to departure:
  - 1. EFT information (RTN, Acct. No's.,& Type)
  - 2. Copy of TAD Orders
- C. Endorse original TAD orders of payment information.

PSD ACTION

- A. Review documents received.
- B. Process TAD advance requests via IATS.
- C. Correct any DFAS Reject on ADS.
- D. Advise Ship of complete payment information. (Amount Paid, Date, DOV Number)

**3.1.1.2 TRAVEL ADVANCE ICW PERMANENT CHANGE OF STATION (PCS)**

SHIP ACTION

- A. Disbursing Officer verifies accuracy of Advance Travel Request Form and validity of the PCS orders presented for payment
- B. Forward all documents to PSD, via best means, no more than 30 days prior to detachment.
  - 1. EFT information (RTN, Acct. No's.,& Type)
  - 2. PCS Travel Advance Request Form.
  - 3. PCS Orders.
  - 4. PCS Orders Modification
- C. Endorse original PCS orders of payment information.

PSD ACTION

- A. Review documents received.
- B. Process PCS advance requests.
- C. Correct any DFAS Reject on ADS.
- D. Advise Ship, via best means, of complete payment information. (Amount Paid, Date, DOV Number)



### **3.1.1.3 TRAVEL CLAIMS SETTLEMENT**

#### **SHIP ACTION**

A. Forward the following documents and information to PSA Norfolk via best means.

Attention: Ships in Pass

#### **TAD CLAIMS**

1. EFT information (RTN, Acct. No's.,& Type)
2. DD 1361-2, signed by member and D.O. (ensure all Advances received are indicated)
3. TAD Orders (front and back)
4. TAD Orders Modifications

#### **PCS CLAIMS**

1. EFT information (RTN, Acct. No's.,& Type)
2. DD 1351-2, signed by member and D.O. (ensure all Advances received are indicated)
3. PCS Orders (front and back)
4. PCS Orders Modifications

**NOTE:** (a) Receipts are not required. D.O. must verify completeness and accuracy of claim, validity of receipts submitted, and adjudicate every item of reimbursable expense claimed. Reimbursable expense claimed by members can be approved in full, reduced or disallowed by D.O. After complete review and verification, return all receipts to member for retention for 6 months.

(b) D.O. must always sign the Authorizing Officer Signature Block (27) of 1351-2 to certify accuracy, legality and approval of claim.

B. Deliver copy of Travel Voucher Summary to member upon receipt from PSD.

C. File original TAD/PCS claim with D.O. Retain for future reference.

#### **PSD ACTION**

A. Review accuracy and completeness of claim.

B. Input TAD/PCS claims via IATS.

C. Correct any DFAS Reject on ADS.

D. Forward copy of travel voucher, via best means, to ship

#### **3.1.1.4 COLLECTION PROCEDURES FOR OVERPAID CLAIMS**

When claim settlement (PCS/TAD) resulted in overpayment, the notification letter and voucher summary computation will be forwarded to the ship, via best means, for delivery to the member for review and due process.

##### SHIPS ACTION

- A. Notify member of Overpayment.
- B. Determine how member wish to repay indebtedness
  - 1. Cash or check. D.O. will collect funds and credit line of accounting
  - 2. Pay Checkage. D.O. will forward, via best means, required information. Upon receipt of Check from DFAS-CL, process DD1131 to credit line of accounting and forward to PSD, via best means, the CV number and date to update IATS data base.

##### PSD ACTION

- A. Forward, via best means, Collection Letter, Travel Voucher Summary, and Collection Voucher.
- B. Prepare DS01, FID, using D.O. Company Code. .
- C. Update IATS database of Collection Voucher information.

#### **3.1.1.5 SUBMISSION OF SUPPLEMENTAL CLAIM**

##### SHIPS ACTION

- A. Upon receipt of travel voucher summary and the member determines that there is a possible error in computation and the D.O. agrees that more funds are payable, forward the following documents:
  - 1. DD 1351-2, signed by member and D.O. and clearly marked SUPPLEMENTAL across the form.
  - 2. Copy of Orders (PCS/TAD)
  - 3. Copy of Travel Voucher Summary
  - 4. Copy of any modification to orders.

### PSD ACTION

- A. Determine validity and legality of supplemental claim.
- B. Input claims via IATS.
- C. Correct any DFAS Reject on ADS.
- D. Forward, via best means, Travel Voucher summary to ship. All documentation may be forwarded to PSA Norfolk and each command via any of the methods listed below. The urgency and timeliness requirements in each individual case will dictate which method is most practical and cost effective.
  - a. Facsimile
  - b. Electronic Mail
  - c. Scanner via Electronic Mail
  - d. PASS Liaison Representative delivery
  - e. U.S. Mail
  - f. PSD Weekly Courier (Tortuga personnel)

### **3.1.2 DETAILED PROCEDURES – PAY/PERSONNEL**

In order to complete all pay and personnel transactions in a timely manner, a joint effort on the part of TRUMAN and PSA Norfolk is required.

#### **3.1.2.1 CHARGING LEAVE**

### SHIP ACTION

- A. Verify the Leave Request/Authorization (NAVCOMPT FORM 3065) ensuring member's name, social security number, and the Leave Authorization Number is legible, and complete blocks 27 through 33. For members granted convalescent leave, the supporting documentation must be attached to the leave paper. The command should forward leave papers to their designated representative at PSA Norfolk.

### PSD ACTION

- A. Review supporting documentation.
- B. Submit FID.
- C. Notify ship of completed action.



### **3.1.2.2 PAY, ALLOWANCES AND SPECIAL PAYS**

These include, but are not limited to, Basic Allowance for Housing (BAH), Basic Allowance for Subsistence (BAS), Diving Pay, Miscellaneous Incentive Pays (Parachute, Flight Deck, Demolition and Experimental Stress), Foreign Language Pay, Special Duty Assignment Pay, Civilian Clothing Allowance, Career Seapay, and Family Separation Allowance.

#### **SHIP ACTION**

- A. Verify the member's entitlement to pay. The command should forward on command letterhead the authorization to start or stop pay to PSA Norfolk. Include supporting documents such as the Family Separation Allowance worksheet and copy of TAD orders, etc. Supporting documentation is not needed for Diving Pay, Miscellaneous Pay, and Special Duty Assignment Pay because these are listed on the member's Permanent Change of Station Orders (PCS) and member is entitled to pay upon approval from his/her commanding officer

**Note:** If a member has a lapsed dive date, Diving Pay will not be started until member has requalified dive and the parent command has notified PSD of new dive lapse date.

#### **PSD ACTION**

- A. Review supporting documentation.
- B. Submit FID.
- C. Notify ship of completed action.

### **3.1.2.3 RECORD OR EMERGENCY DATA/DEPENDENCY APPLICATION**

#### **SHIP ACTION**

- A. NAVPERS 1070/602 is informally known as the "Page Two". It is a multi-purpose form used for application for dependency and to capture pertinent personnel information such as primary next of kin, beneficiary designation, etc. It also provides an immediately accessible up-to-date record of emergency data for casualty reporting. A page two should be updated upon dependency, beneficiary, and address change.
- B. Forward any supporting documentation required to update the Page Two. These include Marriage Certificates, Divorce Decrees, Birth Certificates, Court Order for custody of a ward, Social Security Card numbers, Court Order for child support and Letter of Paternity.

## PSD ACTION

- A. Prepare a new Page Two and return to the command for the member's signature. Upon receipt of the signed Page Two from the command, distribute as appropriate. Command is responsible for filing a copy in the member's service record.

### **3.1.2.4 REENLISTMENTS**

## SHIP ACTION

- A. Command Career Counselors (CCC) are urged to monitor the Expiration Term of Service (ETS) of all of their personnel, including personnel who must obligate service for orders.
- B. Enlisted Navy Career Options for Reenlistments (ENCORE) submission is required for all first term personnel, and should be submitted as early as possible to ensure the member the best possible chance of being able to continue their career. ENCORE is not binding, and should be submitted even if the member's career intentions are uncertain.
- C. Approximately 90 days prior to the member's ETS, notification will appear on their Leave and Earning Statements (LES) that direct deposit and allotments will stop. Since the implementation of the Defense Joint Military Pay System (DJMS), members are no longer required to complete a Direct Deposit Continuation (DDC) sheet. However, it is now imperative that members make their intentions known (i.e., reenlistment, extension, separation, etc.) 120 days, but **not later than 30 days**, prior to their ETS to avoid pay disruption.
- D. Reenlistment requests should be submitted to PSA Norfolk 120 days, **but not later than 30 days, prior to the planned, reenlistment date**. OPNAVINST 1160.6 (Series) mandates the eligibility requirements for Selective Reenlistment Bonus (SRB) reenlistments. Commands are required to complete SRB requests following the procedures set forth in DMRS Manual and to forward the requests to PSA Norfolk. SRB reenlistment requests **must be submitted to the Commander, Naval Personnel Command (COMNAVPERSCOM) 30 to 90 days prior to the reenlistment/extension date** to ensure time for reenlistment processing. All data included in SPB pre-certification requests should be verified with the command Enlisted Distribution Verification Report (EDVR) to minimize errors and rejections. SRB reenlistments require BUPERS (PERS 2556) approval prior to committing personnel for service obligation under the SRB program.
- E. Payments of SRB and Lump Sum Leave (LSL). Under new DJMS procedures, it is imperative that the reenlistment contract be returned to PSA Norfolk the same day the member reenlists, to avoid unnecessary delays in payment of SRB or LSL. After the member reenlists, the reenlistment generates the posting of the SRB and LSL to the member's Master Military Pay

Account (MMPS). Update of the MMPA occurs 7 to 10 days after the document is released. PSD is not authorized to make payments until it has posted to the member's MMPS.

- F. The timely submission of SRB requests permits sufficient processing time to determine eligibility for, and entitlement to, bonus awards through the established pre-certification (Defense Finance and Accounting System (DFAS), Cleveland), and certification (COMNAVPERSCOM) systems.
- G. Sell Back of Accrued Leave. MILPESMAN Article 11650-120 governs eligibility for sell back of accrued leave upon reenlistment. Members must sign the accompanying page 13 entry **seven working days** prior to their reenlistment date and return it to PSA Norfolk.
- H. MILPERSMAN Article 1160-120 contains conditions of extensions. Upon presentation of the original approved request chit or COMNAVPERSCOM authorization message, the command is required to submit appropriate documentation to PSA Norfolk for preparation of documents for the member's signature. CCC's must advise members with inoperative extensions pending to sign their page 13 entry **not later than seven days** prior to their ETS and discuss the disposition of accrued leave (for the first extension of the enlistment/reenlistment only).
- I. Further Command Responsibilities. OPNAVINST 1160.6 (Series) requires CCC's to conduct a pre-separation counseling for their personnel a minimum of **60 days** prior to the member's ETS. Required physical examinations must be completed prior to reenlistment or separation, and remain the responsibility of the ship. Reenlistment and discharge certificates are prepared by the ship.
- J. Upon approval of special request chit and completion of command staffing of reenlistment requests, the CCC should forward the appropriate documents for SRB/non-SRB reenlistments to PSA Norfolk for processing.
- K. Forward a copy of the signed contact to PSA Norfolk immediately following the reenlistment ceremony to allow for timely release and posting of the document. Forward the original signed contract and page 13 entry to PSA Norfolk for appropriate action.

#### **PSD ACTION**

- A. Submit SRB request if required via OPINS or LSL verification.
- B. Create Reenlistment Contract for member's signature.
- C. Forward contact to ship for ceremony/signature.
- D. Upon receipt of signed contact, release documents via SDS.

### 3.1.2.5 EXTENSIONS

#### SHIP ACTION

- A. CCC's are urged to monitor the ETS of all of their personnel, including personnel who must obligate service for orders.
- B. ENCORE submission is required to monitor the ETS of all of their personnel, and should be submitted as early as possible to ensure the member the best possible change of being able to continue their career. ENCORE is not binding, and should be submitted even if the member's career intentions are uncertain.
- C. Approximately 90 days prior to the member's ETS, notification will appear on their LES that direct deposit and allotments will stop. Since the implementation of the DJMS, members are no longer required to complete a DDC sheet. However, it is now imperative that members make their intentions known (i.e., reenlistment, extension, separation, etc.) 120 days, but **no later than 30 days** prior to their ETS to avoid pay disruption.
- D. Sell Back of Accrued Leave. MILPERSMAN Article 1160-120 governs eligibility for sell back of accrued leave upon reenlistment. Must sign the accompanying page 13 entry **seven working days** prior to their reenlistment date and return it to PSA Norfolk.
- E. MILPERSMAN Article 1160-120 contains conditions of extensions. Upon presentation of the original approved request chit or COMNAVPERSCOM authorization message, the service record will be pulled and the document prepared immediately for the member's signature. CCC's must advise members with inoperative extensions pending to sign their page 13 entry **not later than seven days** prior to their ETS and discuss the disposition of accrued leave (for the first extension of the enlistment/reenlistment only).
- F. Further Command Responsibilities. OPNAVINST 1160.65 (Series) requires physical examinations must be completed prior to extension (24 months or more), and remain the responsibility of the customer command.
- G. Upon approval of the special request chit and completion of command staffing of extension request, the CCC should forward the appropriate documents for extension with/without leave sell back to PSD Norfolk for processing.
- H. Forward the signed document and page 13 entry to PSA Norfolk for appropriate action.

#### PSD ACTION

- A. Verify supporting documentation.
- B. Create event CO2 for member's signature.
- C. Forward to ship for signature.
- E. Upon receipt or notification or signature, release event.
- F. Create Event C03. Monitor ETS for release of C03 on effective date.

### **3.1.2.6 TRANSFERS**

#### SHIPS ACTION

- A. Upon receipt of member's orders at PSA Norfolk, a transfer notification package will be prepared and forwarded to the member's command. In the event orders are not received by PSA Norfolk, CCC's are urged to contact PSA Norfolk if they haven't received a transfer notification package within 10 working days of receipt of orders. In the event of a short fused transfer, commands are encouraged to notify PSA Norfolk and forward a copy of the member's orders **ASAP** for tracking and the generation of a notification package. Screening of each individual is mandatory to ensure members meet the requirements for transfer. Therefore, commands are encouraged to utilize NAVPERS 15909F, and the transfer notification package. If a Screening/OBLISERV is required, you must complete your Screening/OBLISERV within the time frame specified in NAVPERS 15909f **OR IN YOUR ODERS**. If Screening/OBLISERV requirement is not complied with, transfer will not be processed, possibly resulting in cancellation of the orders. **NOTE:** Once a transfer date has been approved by the command, it will not be changed for any reason except a bonafide emergency. This must be certified and approved by the Commanding Officer in writing.
  - 1. Ensure member is in compliance with their orders (i.e., obligated service, screenings, etc.).
  - 2. Ensure the member completes the transfer package in a timely manner and routes it via the chain of command for final approval.
  - 3. Ensure that members FITREP/EVALUATION or letter of extension is completed and forwarded to PSA Norfolk.
  - 4. Ensure reenlistment/extension request is initiated upon receipt of the transfer notification package. Reenlistments require a 30 working day processing time.
  - 5. Return the transfer notification package to PSA Norfolk Transfer Section within 30 days for CONUS transfers and 60 days for OCONUS transfers for processing. If for some reason this cannot occur, notify the Transfer Supervisor ASAP.

#### PSD ACTION

- A. Verify all comply with items.
- B. Submit portcall (if required).
- C. Submit entry approval request (if required).
- D. Submit passport/visa documents (if required).
- E. Create/release FIDs.
- F. Submit documents for advances (if required).
- G. Consolidate package for member.

### 3.1.2.7 DISCHARGES/SEPARATIONS

#### SHIPS ACTION

- A. Monitor their personnel and make a determination whether a member will be discharged or administratively separated. Discharge (DISCH) is a complete separation from active and inactive service. Regular discharge is voluntary termination of active obligation due to the fulfillment of service obligation, and no portion of the contract remains to be served. Administrative Separation (ADSEPS) is the involuntary termination of service as a result of court-martial action, or as directed by higher authority for various reasons (i.e., unsuitability for continued service, commission of a serious offense, a finding of not physically fit to perform duties, etc.).
- B. ADSEPS are outlined in OPNAVINST 1910.1 (Series) and MILPERSMAN Article 1910-010 through 1910-900. Processing of ADSEPS upon receipt of BUPERS approval are time-sensitive and often require execution of the discharge within 10 working days from the date of receipt of the approval. To allow for advance planning, customer commands will provide copies of ADSEP documentation to PSA Norfolk upon submission. **Scheduling of the pre-separation physical examination upon convening of the Administrative Board or waiver thereof is critical to expedite the separation.** Due to the sensitive nature of some ADSEPS , hand delivery is encouraged and guard mail deemed inappropriate.
- C. Separations evaluations are required to close out service records, and are used in the determination of reenlistment cords on required documentation. Separation evaluations should be delivered to PSA Norfolk not later than 10 working days prior to the member's separation/separation-leave date.

- D. Separation leave requests/PTDY chits should be forwarded to PSA Norfolk not later than 15 working days prior to the commencement of leave/PTDY. All processing will be completed prior to the commencement of leave/PTDY.
- E. PSA Norfolk requires a separation pay letter, from the ADSEP approving authority, stating that the command is aware the member is entitled to receive either half or full separation pay, in accordance with procedures outlined in the DODFMR. The letter is required to be on command letterhead and signed by the separation approving authority.
- F. A member may, with Commanding Officer approval, go home to await final disposition by BUPERS on an "unfit for further naval service" evaluation by medical authority. As the member will not be returning to the area, the detachment date will be set 15 working days after the chit has reached PSA Norfolk to allow sufficient time to process the separation.
- G. It is essential for both Command Career Counselors and PSA Norfolk to monitor upcoming EAOS' for all personnel to avoid last minute processing. The member should be contacted a minimum of 60-90 days prior to their EAOS to determine their intentions.
  - 1. Notify PSA Norfolk of member's intentions as soon as they are known.
  - 2. In the case of a member requesting early separation, forward the approved request to PSA Norfolk for processing on the date of approval.

#### PSD ACTION

- A. Verify supporting documentation.
- B. Create/release FIDS.
- C. Prepare DD214 for signature.
- D. Close out record.

#### **3.1.2.8 TRANSFER TO THE FLEET RESERVE (FLTRES)/RETIREMENT (RET)**

#### SHIPS ACTION

- A. FLTRES is the release of inactive duty and transfer to class F-65 Fleet Reserve upon satisfactory completion of 20 years or more creditable service. RET is the release to inactive duty for the following reasons:
- B. Voluntary retirement. Retirement after satisfactory completion of 30 days of creditable service. Personnel are transferred to the Permanent Retirement List.

- C. Temporary Disability Retired List (TDRL). Involuntary physical disability retirement with potential for reinstatement to future active service, subject to the member's consent.
- D. Permanent Disability Retired List (PDRL). Involuntary physical disability retirement due to permanent physical disability.
- E. Fleet Reserve and Voluntary Non-Physical Disability Retirements. Prior to requesting a Fleet Reserve date, CCC's must ensure that the member has the necessary obligated service to meet or exceed the requested date (can be satisfied by reenlistment or extension only). Personnel in receipt of authorization from BUPERS (PERS 273) to transfer to the Fleet Reserve or Permanent Retired List are required to submit a Survivors Benefit Plan (SBP) election prior to separation. Current statutory provisions require the SBP elections be forwarded to DFAS Cleveland not later than 45 days prior to the Fleet Reserve/Retirement date or the beginning of authorized PTDY/separation leave, whichever is earlier. Counseling and guidance regarding the election is the responsibility of the CCC.
- F. Evaluation should not be submitted upon retirement or transfer to the Fleet Reserve unless the reporting senior wishes to make the performance a matter of record.
- G. Upon approval of the special chit and completion of command staffing of Fleet Reserve requests, the CCC should forward the request and completed worksheet to PSA Norfolk for processing.
  - 1. Forward the appropriate documents to PSA Norfolk for processing.

#### PSD ACTION

- A. Submit the Fleet Reserve request via OPINS and open a file on the member.
- B. When approval is received, PSA Norfolk will forward to the CCC appropriate documentation for the member to complete and return to PSA Norfolk.
- C. When all documentation is received, PSA Norfolk will contact the command if any additional information is required or to set up an appointment with the member to finalize the Fleet Reserve processing.

NOTE: Upon approval of member's separation leave request, forward an advance copy, **without LCN assigned**, to PSA Norfolk. Forward original separation leave requests, **with the LCN assigned**, and Permissive Temporary Duty (PTDY) chits with a copy of the orders to PSA Norfolk not later than 15 working days prior to the commencement of Leave/TDY.

### **3.1.2.9 DISCIPLINE**

#### SHIP ACTION

- A. Forward muster reports to PSA Norfolk only if an unauthorized absence or returnee is annotated.
- B. Forward copies of the report, chit, disposition of offense, and Military Suspect's Acknowledgement and Waiver of Rights documents to PSA Norfolk.
- C. On the 30<sup>th</sup> day of UA, the command is required to prepare a deserter message, a DD 53, and an inventory list of personal items and forward copies to PSA Norfolk.

#### PSD ACTION

- A. On the 10<sup>th</sup> day of UA, PSA Norfolk will stop the member's pay
- B. Process appropriate documentation in the case of UA, deserters, and Non-Judicial Punishment cases.

### **3.1.2.10 RECEIPTS**

#### SHIP ACTION

- A. All personnel checking in (with the exception of students and ACDUTRA personnel) must physically report to PSA Norfolk for processing. Commands should advise personnel to have their original orders, service record, all tickets issued, port calls, and any receipts in their possession at the time of reporting. As soon as possible after reporting, the member should provide to disbursing the name and address of a financial institution along with an account and routing number to expedite payment via Electronic Fund Transfer (EFT) upon liquidation of their travel claim.

#### PSD ACTION

- A. Process all associated FIDs with the receipt process (i.e., G03, SC04, SB03, LG04, 2701)
- B. Assist member with the completion of NAVCOMPT 1351/1 (Travel Voucher) (If Required). Forward completed travel voucher to travel for liquidation.

## 4 Prototype Approach

### 4.1 General

A single-phase implementation will be developed for the Disbursing Off-ship process. Currently an active prototype is in progress on USS BON HOMME RICHARD and USS TORTUGA. USS HARRY S TRUMAN (CVN 75) has been identified as the tertiary test platform.

### 4.2 Points of Contact

The organizations, names, phone numbers, and e-mail addresses of participants in the implementation Disbursing Off-ship process on board CVN 75 are provided in Appendix A, Points of Contact.

### 4.3 Administrative Actions

Table 2, Administration Actions, summarizes the tasks and responsibilities necessary for coordinating implementation of the Disbursing Off-ship process and ensuring that the ship, TYCOM, NAVSUP, and PSA Norfolk are kept informed of program status.

Task	Description	Responsibility
Develop and coordinate Memorandum of Agreement (MOA)	Develop MOA for Disbursing Off-ship functional areas. MOA will be signed by NAVSUP, PSA Norfolk, and TRUMAN.	NAVSUP/PSA Norfolk/AIRLANT/TRUMAN
Develop and Manage Disbursing Off-Ship Project	Develop POAM and execute Disbursing Off-ship project.	NAVSUP/TRUMAN/AIRLANT
Develop and Analyze Performance Metrics	Publish actual performance versus expected performance.	NAVSUP/TRUMAN/PSA Norfolk

**Table 2. Administration Actions**

## 5 Hardware, Software, and Contractor Support Requirements

NAVSUP, TRUMAN and AIRLANT will be responsible for the development, execution, and analysis of the project. NAVSUP will have overall responsibility for managing the prototype execution.

Current prototypes on TORTUGA and BON HOMME RICHARD has the ship transmitting substantiating documents to shore sites via fax or email. The TRUMAN prototype will require latest fax/email capabilities.

TRUMAN and AIRLANT will identify any additional hardware/software requirements for the execution of the prototype and forward the requirements to NAVSUP.

Table 1 highlights resources, summarizes the supplies, equipment, and personnel necessary for implementing the Disbursing Off-ship process on board CVN 75.

Resource	Description	Qty Per Ship	Use	Supplier	Funding Source
Supplies and Equipment	High speed fax machine	2	Transmit documents to shore	Vendor	NAVSUP
	High speed fax machine	1/shore	Receive documents from ship	Vendor	NAVSUP
	Hi speed comm.	1	Allows transmission of fax/email/etc	Fleet	AIRLANT
	Dedicated phone line ashore	1/shore	Receive transmission	Fleet	AIRLANT
Personnel	Shipboard personnel assigned to shore	3-5	Support Shore	Ships	TRUMAN
	Trainers	NA	Procedural Training	FEG	AIRLANT

**Table 1. Resources**

## **6 Funding and Time Frames Required to Support Requirements**

### **6.1 Prototype**

The NAVSUP ASDOF Office will be responsible for funding for the development, testing, execution, and life cycle support of the Disbursing Off-ship hardware and software for the duration of the prototype.

### **6.2 Decision to Deploy Fleetwide**

If the Disbursing Off-ship test and evaluation is deemed successful and the business case analysis is positive, a decision will be made whether or not to deploy the system fleetwide. If the decision is made to begin Fleet roll out, responsibility for the system will pass from NAVSUP to the functional sponsors and the fleet.

## **7 Metrics to Measure Success During Prototype**

Prior to the rollout of the prototype, a baseline analysis needs to be performed on the TRUMAN to have a datum point from which to base the business case analysis. TRUMAN and AIRLANT will be responsible for gathering the initial data. Customer satisfaction and performance rates are key metrics which need to be measured during the prototype. TRUMAN and PSA Norfolk will be responsible for collecting the data required for the analyses.

### **7.1 Transaction Processing Time**

- Current Process time
- Prototype Processing Time
- Customer Perceptions

### **7.2 Reject Processing Time**

- Current Process time
- Prototype Processing Time
- Customer Perceptions

### **7.3 Travel Claim Processing Time**

- Current Process time
- Prototype Processing Time
- Customer Perceptions

## **8 Performance Standards**

The accuracy and timeliness of all transactions will meet or surpass the current standards to consider the prototype a success. A “learning curve” period of adjustment will be taken into consideration for the initial startup period.

## **9 Risks**

Crews’ perception of being distanced from the pay process must be alleviated by exceptional customer support from the remaining clerks on board. Consistent and constant feedback from the shore support is necessary to ensure that timely information is available to the crew.

## **10 Training Needs**

DKs and PNs will receive classroom training in procedural methods prior to the execution of the prototype. FEG will conduct an audit and scrub all problem accounts prior to execution to ensure a clean database is in place prior to commencing the prototype.

To provide “customer” education, individuals will be provided informative pamphlets and correspondences to enlighten them on the revised process.

## **11 Policy Changes Required**

DoD FMR Vol 5 and 7A delineates the disbursing office responsibilities on transaction affecting pay. During the prototype, a revised policy document generated upon completion of the TORTUGA and BON HOMME RICHARD prototypes will be used to supplement the DoD FMRs.

## **12 Plan of Action and Milestones**

### ***12.1 Planning and Implementation Schedules***

NAVSUP, PSA Norfolk, and TRUMAN will develop, coordinate, publish, and distribute implementation plans and schedules for the Disbursing Off-ship project with the appropriate functional area managers, commands, and supporting vendors. Schedules will be designed to minimize interference with ship's operations. Appendix B is a tentative POAM on the project with commencement date dependent on approval decision of the Concept of Ops.

### **13 Acceptance.**

The provisions of this Concept of Operations are accepted when signed and dated below.

**For Naval Supply Systems Command**

**For Naval Personnel Command**

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CAPT Crispin A. Toledo, SC, USN  
Deputy Commander Support Services  
Naval Supply Systems Command

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CAPT A. L. Lawson  
Director of Business Operations (PERS 3)  
Commander Naval Personnel Command

**For Commander in Chief, U.S. Atlantic Fleet**

**For Commander, Naval Air Force,  
U.S. Atlantic Fleet**

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CAPT D. M. Cook, SC, USN  
Director of Supply Operations and Readiness  
Commander in Chief, U.S. Atlantic Fleet

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CAPT J.T. Freihofer  
Force Supply Officer  
Commander Naval Air Force, U.S. Atlantic Fleet