

USS HARRY S TRUMAN (CVN 75)

Disbursing Ashore



Final Report

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1. Background

This report is written as an addendum to the COMNAVSUPSYSCOM Final Report on Disbursing Off Ship (DOS) Phase I and II Prototype Report. USS HARRY S TRUMAN (CVN 75) was chosen to prototype what could be called Phase IIA of the DOS prototype. After successful prototypes onboard three Atlantic Fleet Amphibious ships, CINCLANTFLT made the decision to test DOS onboard an Aircraft Carrier.

2. Normal Disbursing Operations Afloat

Today, the ship's Disbursing Office (Disbursing), a division of the ship's Supply Department, generates, validates and performs all pay-related transactions. Reporting to the ship's Supply Officer, the Disbursing Officer (DO) is responsible for maintaining accurate pay accounts for all ship's force personnel and the efficient management of general disbursing operations and division personnel. Besides a Division Officer, 15 DKs are assigned to the USS HARRY S TRUMAN, including both senior and junior DK personnel.

Disbursing performs numerous transactions on a daily basis that affect the Master Military Pay Accounts (MMPA). The DKs compute, document, and pay all pays and allowances, maintain Automated Teller Machines (ATMs) and local safekeeping accounts, reconcile Leave and Earnings Statements (LESs), and handle all customer service inquiries including solving pay problems. A range of different disbursing transactions are generated, processed and transmitted directly to the Defense Finance and Accounting Service (DFAS) for posting to the member's MMPA. Disbursing processes affect many other administrative processes performed by the ship's Personnel Office and the Command Career Counselor (CCC) and, conversely, transactions performed by the Personnel Office and the CCC affect Disbursing. Consequently, Disbursing, Personnel and the CCC typically interact closely to provide overall quality disbursing and administrative support to the sailor at the deck plates.

3. PROTOTYPE DISBURSING OPERATIONS

In the "to be" or prototype state, basic disbursing processes remain unchanged, however, the responsibility to perform the processes was divided between the afloat Disbursing office and the supporting activity. The DKs onboard continue to maintain ATMs, perform cash collections, manage the office, pay bills, and provide general customer support functions including interacting as required with Personnel and the CCC. During HST's deployment disbursing continued to cash an average of 1,178 checks monthly. With the military pay and travel functions moved ashore, Disbursing becomes a transaction reporter providing customer service. The DK interfaces with the customer to initiate various pay transactions or requests, collects and attaches supporting documentation, then, transmits the information to his counterpart located at the supporting shore activity for processing and further transmittal to DFAS. Ashore, the DK receives the disbursing transactions transmitted from the ship and processes the transaction in the normal way, including transmission to DFAS. Additionally, the shore activity provides transaction feedback to the ship. The USS HARRY S TRUMAN provided six

DKs to PSD Norfolk, on a TAD basis, as a beach detachment to provide all military pay and travel processing for HST. The DKs worked in shift providing 24 hour service to the ship.

4. DATA COLLECTION AND ANALYSES

Data for this analysis was provided by the HST Disbursing Clerks ashore or extracted from the Defense Joint Military Pay System – Active Component (DJMS-AC) Performance Accuracy Reports and the Evaluation and Analysis Reporting System (EARS). Appendix (A) contains raw data which is summarized below.

4.1 PAY TRANSACTIONS

The table below presents the average number of pay transactions performed by HST during the prototype period and transaction error rates associated with processing those transactions. Transaction error rate is defined as the number of rejected transactions (partial or complete) divided by the total number of transactions submitted for processing during the period. The table presents average transaction error rates for the ship prior to and during the prototype period. Transaction error rate trends are presented in charts contained in Appendix (A)

Baseline data was collected from Jul through Oct 2000. Both DJMS-AC and EARS reports were collected. The EARS data was received from the CINCLANTFLT Field Examination Group. Upon deployment of the HST EARS data was received from the disbursing detachment at PSA Norfolk. HST recorded an overall increase in error rate of 1.0% as measured by EARS. The DJMS-AC report showed an overall decrease in the error rate by .5%.

Table 4.1.1						
Transaction Error Rates						
SHIP	DJMS-AC Rate Before Prototype Jul – Oct 00	EARS Rate Before Prototype Jul – Oct 00	Average Number of Pay Transactions Per Month Jul – Oct 00	DJMS-AC Rate During Prototype Dec 00 – Apr 01	EARS Rate During Prototype Dec 00 – Apr 01	Average Number of Pay Transactions Per Month Dec 00 – Apr 01
HARRY S TRUMAN	7.5%	5.5%	5168	7.0%	6.5%	14223
Note: The average transaction error rate was computed by dividing the cumulative monthly rate by the number of months.						

Taking an overall average of transaction error rates does not give a complete picture as to the success or failure of the prototype. HST’s error rate early in the deployment was unusually higher. This could be contributed to the inordinate number of transactions processed and since this is the ship’s first

deployment this was also the first time the disbursing office and personnel office have been fully fluxed. Table 4.1.1.2 shows the error rate trends and demonstrates that the error rates in Dec 00 and Jan 01 were higher than normal. These high error rates may be contributable to the hostile fire pay and tax exclusion entitlements processed as well as family separation and the higher than normal losses and gains in personnel.

TABLE 4.1.2					
Transaction Error Rate Trends					
	DEC 00	JAN 01	FEB 01	MAR 01	APR 01
EARS Error Rate	13.7%	8.2%	4.5%	3.4%	2.4%
Number of Documents Processed	17948	23205	10319	7338	12304

4.2 TRAVEL CLAIM PROCESSING

HST reported average travel claims processed and average processing time. HST measured elapsed time from the time the travel claim was received at the supporting shore activity (PSA) until the time the supporting shore activity transmitted the claim to DFAS. Appendix (B) provides a chart of the complete travel claim processing trends.

Table 4.1.2.1		
Average Travel Claim Processing Time		
	Average Travel Claims Per Month (Dec 00 – Apr 01)	Average Processing Time During Prototype (Days)
HARRY S TRUMAN	460	1

The CINCLANTFLT Field Examination Team did not document the average processing time for travel claims during their baseline of HST in Nov 2000 therefore no data is available for comparison.

4.3 MANNING

HST provided six Disbursing Clerks to PSA Norfolk to process all military pay and travel pay transactions. The HST has a basic allowance of 16 Disbursing Clerks not including air wing personnel.

4.4 CONNECTIVITY

USS HARRY S TRUMAN utilized their existing LAN structure and a digital sender to transmit pay and travel documents ashore. Two digital senders were purchased, one as a backup. A digital sender was also purchased for use by the HST disbursing personnel ashore. PSA Norfolk installed a server,

UMIDS and IATS and provided technical assistance as required. Appendix (C) documents connectivity throughout the deployment. The HST reported bandwidth restrictions as indicated by the limitations of sending one document per email via the digital sender.

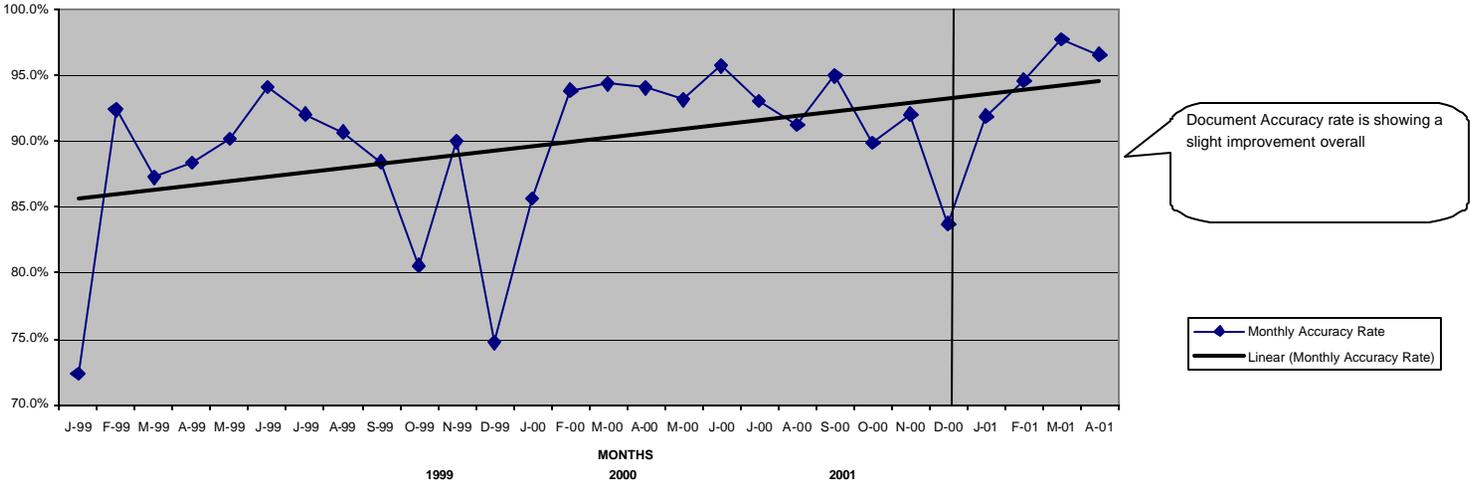
4.5 SHORE INFRASTRUCTURE

PSA Norfolk provided computers, workstations, and telephones to the HST disbursing clerks ashore. Existing LAN infrastructure was used both ashore and aboard ship; therefore, the only cost for communications was for three digital senders at \$3,000.00 each.

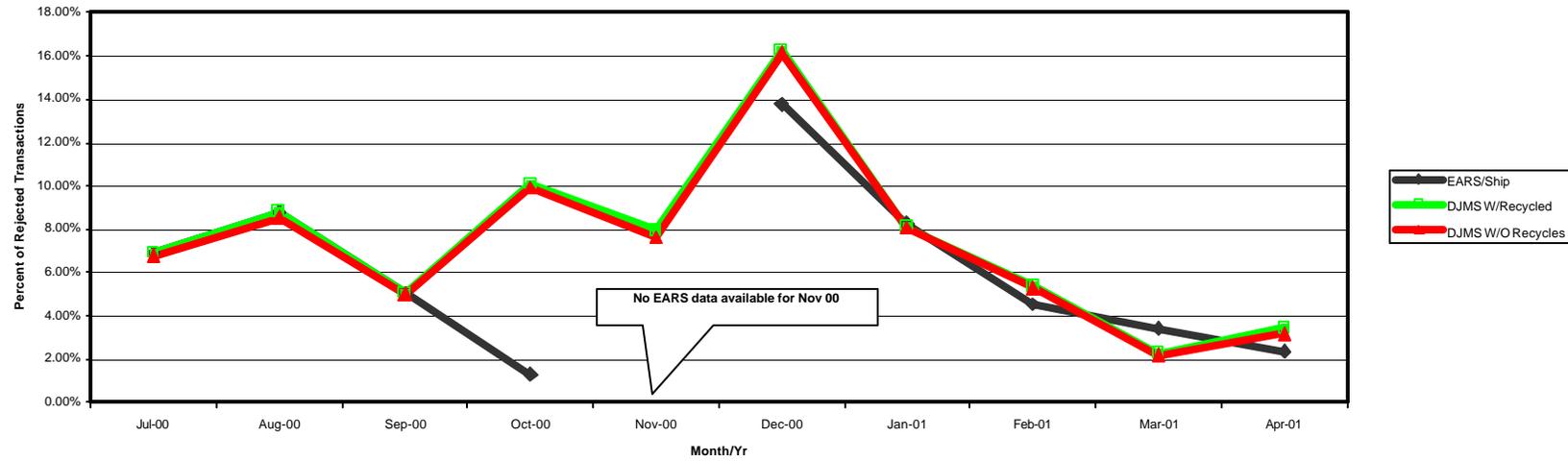
5. FINDINGS AND RECOMMENDATIONS

The DOS prototype was executed successfully and demonstrated the feasibility of transferring disbursing military pay and travel processing functions from ship to supporting shore activities. The only limiting factor of this prototype was the personnel function still being performed onboard the ship. Moving the personnel function ashore, with the proper training, would improve efficiencies and the ship's accuracy rate; however, personnelmen and disbursing clerks would still be required onboard to provide customer service and to complete other requirements in disbursing such as check cashing, cash collections and ATM maintenance. It is recommended that this prototype be expended to include personnel after a successful prototype of Pay and Personnel Ashore (PAPA) on a smaller platform.

**USS HARRY S TRUMAN DISBURSING ASHORE
DJMS-AC Report**

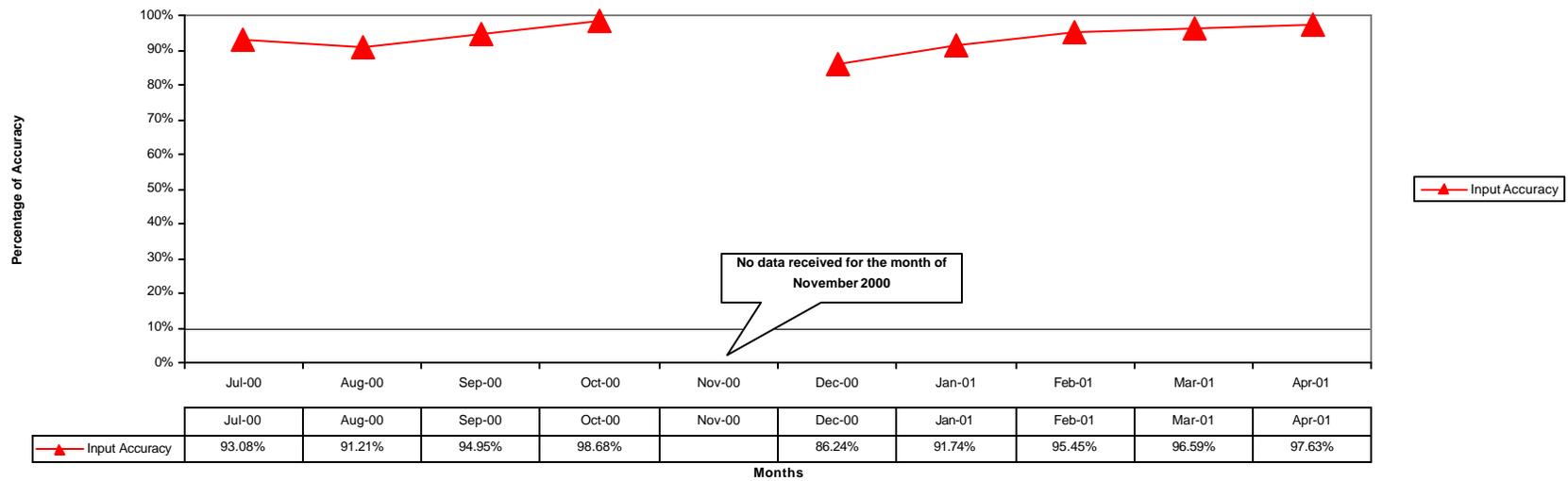


USS HARRY S TRUMAN DISBURSING ASHORE
Disbursing Ashore Transaction Error Rates

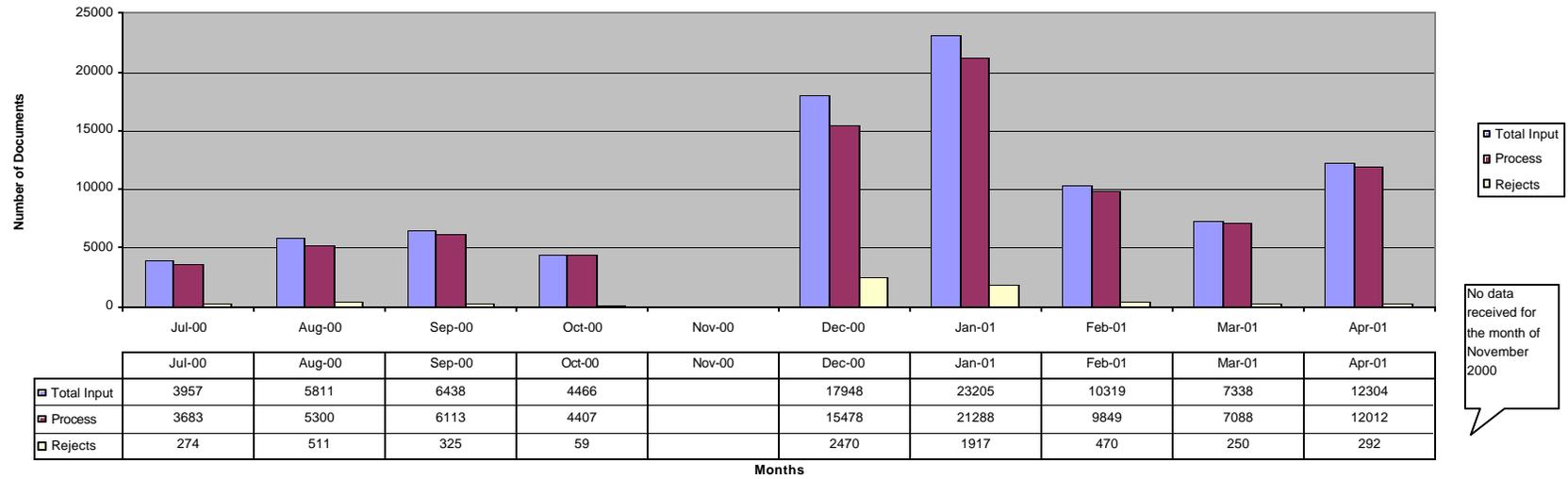


APPENDIX (A)

**USS HARRY S TRUMAN DISBURSING ASHORE
EARS Input Accuracy**

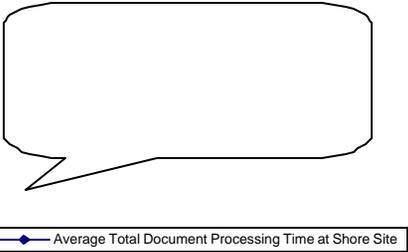
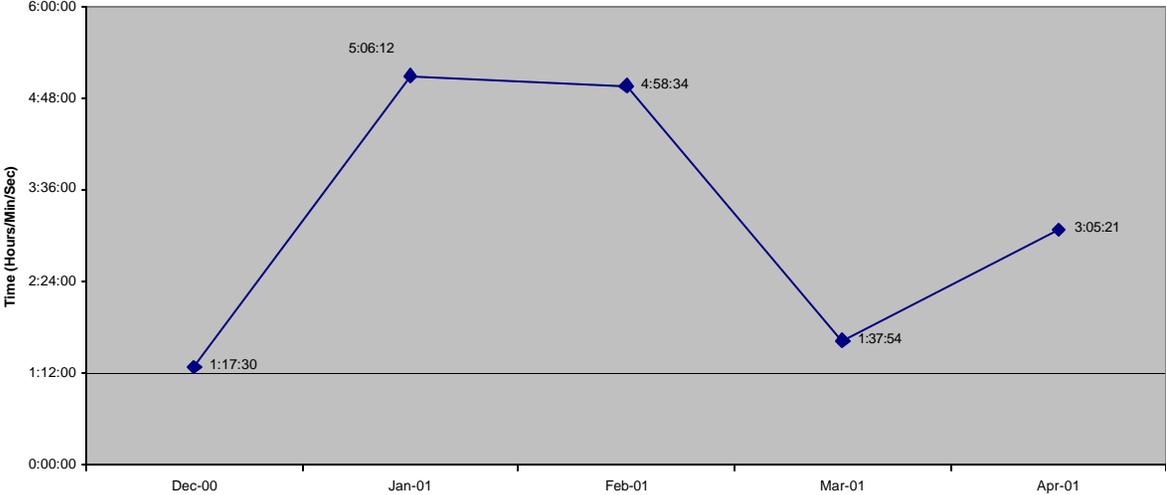


**USS HARRY S TRUMAN DISBURSING ASHORE
EARS Report Summary**

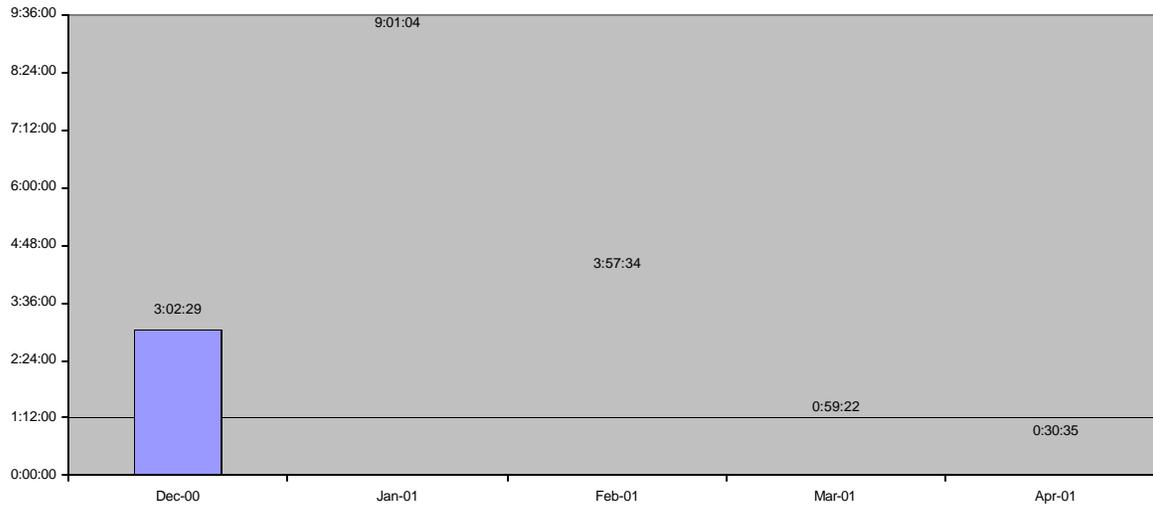


APPENDIX (A)

USS HARRY S TRUMAN DISBURSING ASHORE
Travel Claim Processing Time Ashore



USS HARRY S TRUMAN Disbursing Ashore



This chart measure the amount of time it takes for the shore site to receive the Financial Input Documents from the time the ship's DK or PN sends the data via email

■ Average time for documents to get from ship to shore site Time Delay