



MyNAVYHR
Serving Sailors 24/7

MyNAVY HR Service Delivery

Rear Admiral Jeff Hughes

Deputy Chief of Naval Personnel
Commander, Navy Personnel Command
August 12-14, 2019





The Evolution of Banking



The Evolution of Banking

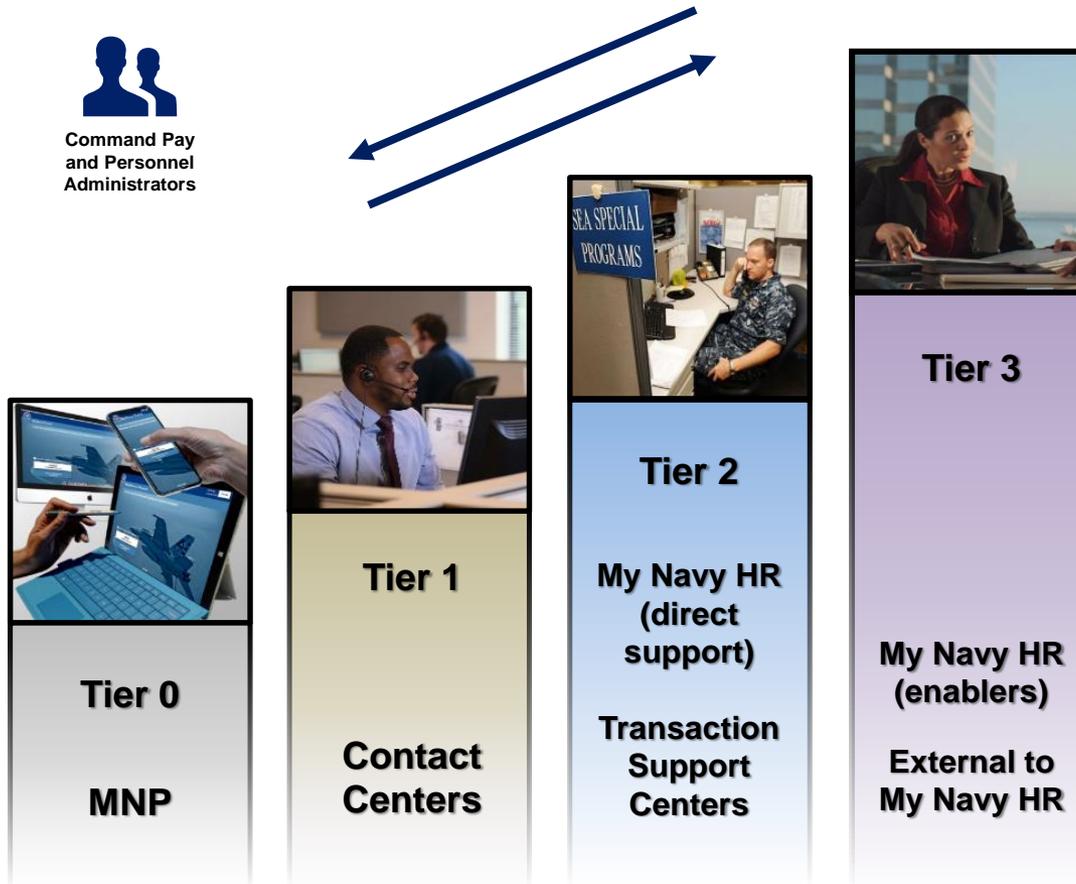






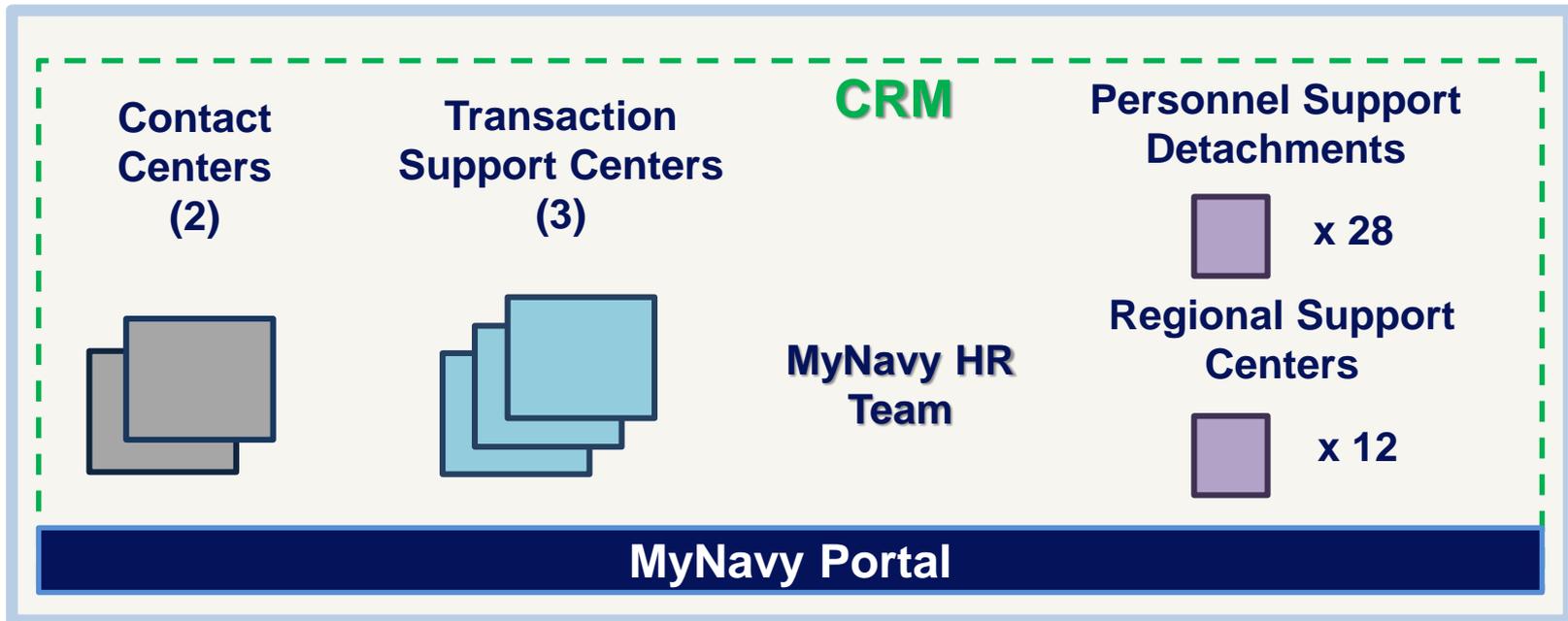
MNCC

my.navy.mil | askmncc@navy.mil | 833.330.MNCC



Process Redesigned Around the Customer

MNCC



Process Redesigned Around the Customer



MyNavy Career Center

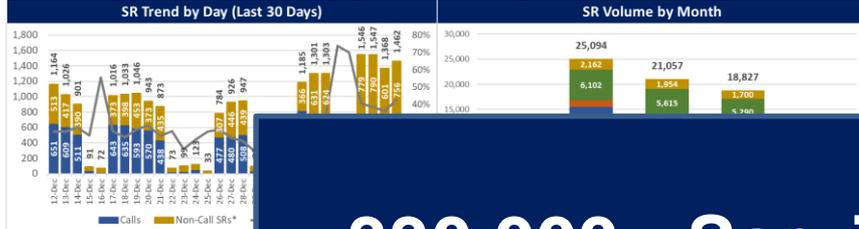
Services

- Selection Board Correspondence
- Pay / Travel Claim Inquires / CPPA Support
- ePAR/1306
- Reserve Retirement Processing
- General Inquiries
- Electronic Service Record Inquiries and Submissions
- Records Management
- Written Employment Verification
- NFAAS Muster Support

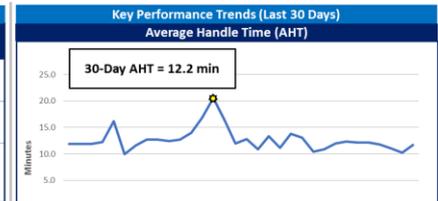


MyNavy Career Center Performance

High-Level Service Request (SR) Volume Metrics				
Since 24 SEP	Previous Day	Daily Avg.	Weekday Avg.	Weekend Avg.
81,701	1,462	750	990	113



Daily Performance Metrics		
Key Metrics	Daily Value	Status
Calls Offered (CO) - #	685	Total number of calls received
Calls Handled (CH) - #	678	Total number of calls answered
Average Handle Time (AHT) - minutes	11.7	Average amount of time in minutes it takes to handle a call including talk time, hold time, and after call work



Daily - 10 JAN 2019	
Award Personal	
Personnel Qualification Standards (PQS)	
Enlisted Warfare Qualification	
Projected Rotation Date	
Retirement Questions	

330,000 - Service Requests (SR)
80% - First Contact Resolution
93% - SRs Closed in 3 days or less
81% - Customer Satisfaction Rating

	Total SRs
Tier 1 Total SRs (Since 24 SEP)	64707
Tier 2 Total SRs (Since 24 SEP)	16994

Division	Total SRs	Total Closed SRs
Active Duty Pay TSC Norfolk	84	5.6
ACTIVE DUTY PAY/TSC MEMPHIS	24	2.8
BRS Tier II	0	0
BUPERS-001/Legal Counsel	1	3
BUPERS-001/Legal Counsel	1	3
BUPERS-05/HR Dept	2	1
BUPERS-07	2	0
BUPERS-07/Information Management	4	4.2
BUPERS-072/SAAR/Data Quality	62	2.8
BUPERS-3	4	0.2
BUPERS-31/OCM	8	2.5
BUPERS-32/ECM	188	2.1

Question	Responses	% Yes	Status
Did the product or service meet your needs? (Yes/No)	51	90%	G

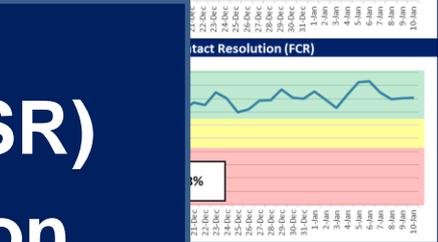
Timeliness of Service (Scale: 1-5*) 52 4.77 G 88%

Hours of Service (Scale: 1-5*) 51 4.80 G 86%

Satisfaction and Yes/No Questions
 100%-85% G, 84%-65% Y, 64%-0% R

Standard Scale Questions
 5.00-4.00 G, 3.99-2.75 Y, 2.74-0 R

*Scale: 5-Excellent, 4-Good, 3-OK, 2-Poor, 1-Awful



Tracking (10 JAN 2019)	
Follow-up Requested No	Follow-Up Sent
1	4

for their professionalism and
 allers issues were not fully resolved, he contacts they did need to get their

Follow-up
 Yes, Tier 1
 Yes, Tier 1
 No Contact Information Provided





Enhanced PCS Experience

NRP2





Enhanced PCS Experience

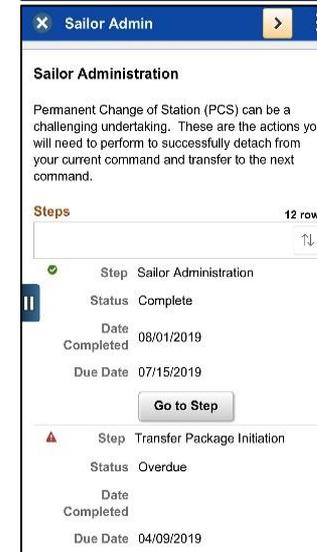
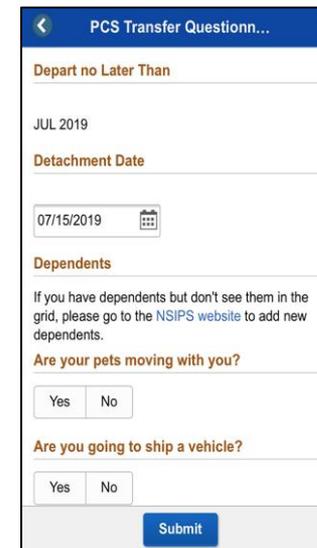
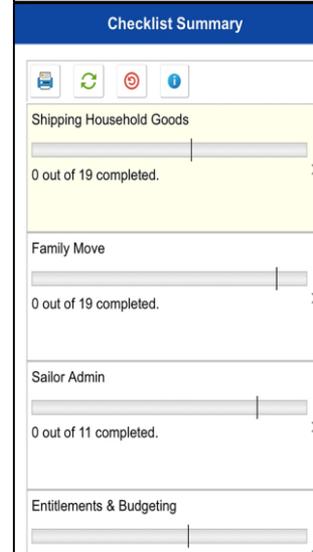
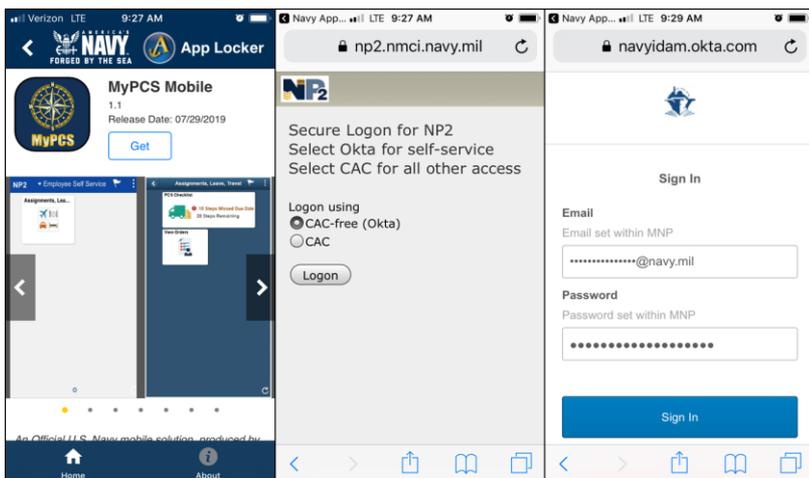
MyPCS Mobile Phase 1

■ MyPCS Mobile

- Access through MNP – or – via personal devices (one time setup for multi-factor authentication)
- Web-based application
- Modern approach – user friendly

■ Personalized, interactive, web-based checklist

- Time and event based planning tool
- Authoritative information





Enhanced PCS Experience

GTCC/Travel Entitlements Calculator

- **Option to use the GTCC for PCS**
 - Pilot phase
 - Travel related expenses + DLA
- **Travel Entitlements Calculator**
 - For planning and claim filing



FY19 PCS Travel Entitlements Calculator				
PURPOSE: This is an aid for Command Pay and Personnel Administrators and Sailors to estimate their PCS travel entitlements. Travel rules and entitlements are subject to change and are officially calculated in accordance with Joint Travel Regulations. Sailors should consult with their CPPA for more information and specific situations.				
INSTRUCTIONS: Answer the questions in blue.				
DISLOCATION ALLOWANCE (DLA):				
Paygrade	Are Dependents Moving?	DLA Type (Verify with CPPA)	Will You Be Living in Government Quarters (ship, barracks) at your new duty station?	Are you Separating or Retiring?
E-5	Yes	Primary	No	No
<p>** NOTE: DLA is payable at the "With Dependents" rate when Dependents relocate to the new duty station (or designated place)</p> <p>** NOTE: DLA is not authorized when</p> <ol style="list-style-type: none"> 1) Member is assigned to first permanent duty station or is separating or retiring 2) Member does not move household goods or is not authorized to move household goods 3) Member occupies government quarters, e.g. ship, barracks, at new duty station 				
Estimated DLA Amount				\$2,267.12
AUTHORIZED TRAVEL TIME:				
<p>** NOTE: Official mileage is calculated using the Defense Table of Distances (DTOD) from the old duty station to the new duty station as indicated on your orders. Mileage may be estimated using commercial mapping applications. For every 350 miles (or remainder of 51 miles or greater), one travel day is authorized.</p>				
Estimated Mileage:		2,088	Total Travel Days Authorized 6	
PCS FLAT PER DIEM				
** NOTE: Flat rate per diem is based on authorized travel time, dependent travel and age of dependents.				
Authorized Travelers				
Member and any Dependent driving separate vehicle	# of travelers	2	X \$149.00/day	= \$1,788.00
Dependent passenger 12 years or older	# of travelers	0	X \$111.75/day	= \$0.00
Dependent passenger younger than 12 years old	# of travelers	1	X \$74.50/day	= \$447.00
Flat Per Diem Total				\$2,235.00
PCS MILEAGE				
** NOTE: 1) Member is entitled to one vehicle. 2) Member is authorized a second vehicle for a licensed dependent. 3) Additional vehicles must be approved in advance by OPNAV N130.				
Authorized Privately Owned Vehicles		2	X \$0.20/mile	= \$835.20
PCS Mileage Total				\$835.20
Total Estimated PCS Entitlements				\$5,337.32

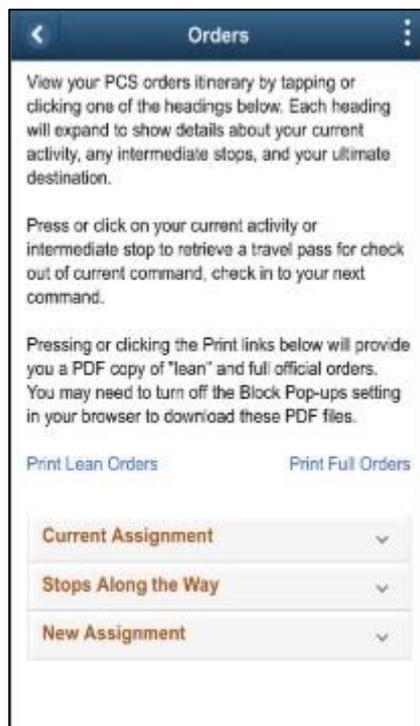


Enhanced PCS Experience

MyPCS Mobile Phase 2

Lean Orders

- Simplified
- Streamlined
- Plain English format
- Full orders also accessible



B. Travel

1. Per diem/lodging reimbursement is not authorized for geographic location as the ultimate duty station. Review [public.navy.mil/bupers-npc/career/toolbox/pages/my-portal.aspx](https://www.public.navy.mil/bupers-npc/career/toolbox/pages/my-portal.aspx)
2. For transportation entitlements of dependents and <https://www.public.navy.mil/bupers-npc/career/toolbox/pages/my-portal.aspx>

C. Security requirements

1. No additional security clearances necessary at this time.

D. International Duty

1. Transoceanic/international travel is required to be procured air is directed.
2. Notice: service members and persons employed includes dependents, are subject to federal criminal justice.

E. Screening requirements

The following screening activities are required:

- OPERATIONAL
- OVERSEAS

F. Reporting activities

1. Action required (affects pay): check-in/check-out activity. Check-in documents within 4 days of arrival to pass coordinator. Required documents are listed at MyNavy library <https://www.public.navy.mil/BUPERS-NPC/REFERENCE/FORMS/PAGES/NPPSCFORMS>

Notice of sensitive material: this message has been sent in a secure environment. It must be forwarded via email to persons with a need to know, you must encrypt all documents. Do not send unencrypted. If necessary, contact your Information System Security Manager for assistance.

GAIN AND LOSS DATA

Current Assignment: NAVSUP WSS NORF for TEMDU For Separation Proc (3581A, 380)
Losing Command (UIC)

Navy Personnel Command

Official Change of Assignment Orders for CDR CHANCE HONEYDEW to SSU NAPLES

Release Date: 09 APR 2019 **Order Number:** 1609

Current Assignment

Detach on JUL 2019 Location: NORFOLK VIRGINIA USA
From: NAVSUP WSS NORF

Intermediate Stop 1

Report Between 17 JUL 2019 and 01 AUG 2019 Estimated Arrival Date: 01 AUG 2019
To: S NATWARCOL DC Location: FORT LESLEY J MCNAIR
DISTRICT OF COLUMBIA USA
For: Approximately 6 Days TEMDU Under Instr < 20 wks
Course Title: JAE 01 Class Number: 0098
Class Start Date: 01 SEP 2019 Expected Graduation Date: 02 SEP 2019
Rental Car is Authorized 15 SEP 2019
When directed, depart on or about

New Assignment

Estimated Arrival Date: OCT 2019 Location: NAPLES NAPOLI ITA
To: SSU NAPLES

Member is authorized 15 days leave. Keep old and new duty station advised of your leave address. Review instructions at <https://www.public.navy.mil/bupers-npc/career/toolbox/pages/my-navy-portal.aspx>

Member is required to complete a customized permanent change of station checklist accessible from <https://www.mnp.navy.mil/group/assignment-leave-travel/my-pcs-checklist>

For questions regarding your orders, contact MyNavy Career Center at 1-833-330-MNCC (6622) or email askmncc@navy.mil

Contact your new command according to the instructions listed on their official website.

A. Medical

1. Upon notification of permanent change of station, and prior to transfer, member is required to visit the moving made easy at Tricare site at: <https://www.tricare.mil/plans> and follow the instructions for transferring their Tricare prime option.



Enhanced PCS Experience

MyPCS Mobile Phase 3

Automated travel claim

- Work or personal devices
- Upload receipts via mobile device
- eSignature
- Error-rate reduction means weeks saved in claim rework = faster payment

The screenshots illustrate the MyPCS Travel Voucher process:

- Dashboard:** Shows a PCS Checklist with 46 steps overdue and 51 steps remaining. It includes buttons for 'Travel Voucher' and 'View Orders'.
- MyPCS Travel Voucher:** Displays the user's name (ENS SCOTT MILLER) and options to select 'Member Only', 'Member + Dependents', or 'Dependents Only'. A 'Start A New Voucher' button is visible.
- Travel Voucher Wizard - Step 2 of 6:** Shows 'Voucher Travel' information for ENS SCOTT MILLER (Voucher 00000633). It includes instructions to complete travel authorization information and a 'Provide your travel authorization' section with a PCS Order # (1629) and a question about using a Government Travel Charge Card (GTCC).
- Travel Detail:** Shows departure and arrival details. Departure: *Depart On 07/15/2019, *Country USA, *City ANNAPOLIS, State MD. Arrival: *Arrive On 08/01/2019, *Country USA, *City NORFOLK, State VA. Lodging Cost is \$0.00.
- Travel Voucher Wizard - Step 6 of 6:** Shows the 'Print/Submit' screen with the voucher number 00000633 and buttons for 'Print', 'Submit', and 'Correct'.



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