MyNAVY HR Service Delivery

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Deputy Chief of Naval Personnel
Commander, Navy Personnel Command
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The Evolution of Banking
The Evolution of Banking
MyNavy Career Center
Service Delivery Model

Process Redesigned Around the Customer

Tier 0
MNP

Command Pay and Personnel Administrators

Tier 1
Contact Centers

Tier 2
My Navy HR (direct support)
Transaction Support Centers

Tier 3
My Navy HR (enablers)
External to My Navy HR
MyNavy Career Center
Architecture

MNCC

Contact Centers (2)
Transaction Support Centers (3)
CRM
MyNavy HR Team
Personnel Support Detachments x 28
Regional Support Centers x 12

MyNavy Portal

Process Redesigned Around the Customer
• 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
330,000 - Service Requests (SR)
80% - First Contact Resolution
93% - SRs Closed in 3 days or less
81% - Customer Satisfaction Rating
Enhanced PCS Experience
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

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<table>
<thead>
<tr>
<th><strong>FY19 PCS Travel Entitlements Calculator</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PURPOSE:</strong> 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 CGPA for more information and specific situations.</td>
</tr>
<tr>
<td><strong>INSTRUCTIONS:</strong> Answer the questions in blue.</td>
</tr>
</tbody>
</table>

#### DISLOCATION ALLOWANCE (DLA):

<table>
<thead>
<tr>
<th>Paygrade</th>
<th>Are Dependents Moving?</th>
<th>DLA Type (Verify with CGPA)</th>
<th>Will You Be Living in Government Quarters (ship, barracks) at your new duty station?</th>
<th>Are you Separating or Retiring?</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-5</td>
<td>Yes</td>
<td>Primary</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

**NOTE:** DLA is payable at the "With Dependents" rate when Dependents relocate to the new duty station (or designated place).

**NOTE:** DLA is not authorized when:
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: $2,267.42

#### AUTHORIZED TRAVEL TIME:

**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.

Estimated Mileage: 2,080 miles

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.

<table>
<thead>
<tr>
<th>Authorized Travelers</th>
<th># of travelers</th>
<th>Rate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member and any Dependents</td>
<td>2</td>
<td>$149.00/day</td>
<td>$1,788.00</td>
</tr>
<tr>
<td>Dependent passenger 12 years or older</td>
<td>0</td>
<td>$111.75/day</td>
<td>$0.00</td>
</tr>
<tr>
<td>Dependent passenger younger than 12 years old</td>
<td>1</td>
<td>$74.50/day</td>
<td>$447.00</td>
</tr>
</tbody>
</table>

Flat Per Diem Total: $2,215.00

#### 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.

<table>
<thead>
<tr>
<th>Authorized Privately Owned Vehicles</th>
<th># of vehicles</th>
<th>Rate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>$0.20/mile</td>
<td>$35.20</td>
<td></td>
</tr>
</tbody>
</table>

PCS Mileage Total: $35.20

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

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**Lean Orders**

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