



DMPO Fort Riley Newsletter December 2015



DMPO services will not be available on federal/training holidays or Garrison RDOs

Thank you Mrs. Geiger for the warm introduction in last month's newsletter. It is a pleasure to be here, serving as the new DMPO Director for Ft. Riley soldiers, their families and office staff. As a retired Coastie, I understand how important all financial pay matters are, and it is the DMPO's duty and mission to ensure everyone receives the highest level of customer-care. My military career specialty (or MOS) of more than 20-years was military pay, travel, finance and customer service. Customer-care, taking care of soldiers at home, downrange or in-theater, so they can focus on the mission, is extremely important to me. I need to hear from you, DFAS needs to hear from you. DFAS and I read every ICE survey. If you are not satisfied, I will reach out to identify how DFAS and/or DMPO products, services or customer services can be improved. Please self-identify on the surveys. Help DFAS/DMPO better serve your needs. If it is broke and you do not tell us, then we cannot fix it.

S-1 Certification Course: Thursday, 17 December @ 0900-1200, Bldg 210, basement

Mid—Month Cut-off: 07 Dec

End—Month Cut-off: 22 Dec

[PAC PROCEDURES](#)

Turn-In Pay documents between **0730 & 1030**, Bldg 212

All documents must be listed on a Unit Transmittal Letter (UTL). The coversheet should annotate the soldier's last name and last four of their SSN.

S-1 personnel must remain with the processing technician until all documents have been reviewed.

Customer Service: Pay inquires

Special Actions/Debt Management: Change of status, debt(s), Art. 15's & bonuses

Reminder to **pick-up** Distribution when submitting documents to Finance

All S-1 personnel are required to attend S-1 Certification training before they will be allowed to pick-up or turn-in Pay Documents. Bring your certification card when working with DMPO Staff.

Per AR 600-8-10 the *original Request & Authority for Leave* (DA Form 31) must be submitted to Finance within 3 business days after ordinary leave is completed.

FOREIGN LANGUAGE PROFICIENCY BONUS (FLPB) REPORT

MANDATORY that units ***pick-up*** and ***return*** the FLPB report to avoid placing soldier(s) into an overpayment /debt collection status.

Unit Commanders please **ensure** you have orders on file for each soldier receiving FLPB. The FLPB Report and the orders **must** match. Commanders **must** validate and certify the report by the established suspense date. All reports **must** be signed **and** have a commander's printed signature block with the following statement when returned to DMPO Finance:

"I CERTIFY THAT I HAVE REVIEWED THE FOREIGN LANGUAGE PROFICIENCY BONUS REPORT. THE INFORMATION IS CORRECT OR HAS BEEN CORRECTED ON THIS REPORT".

FLPB will be stopped current month if the suspense date is not met, and the soldier's orders and Language Proficiency Questionnaire (DA Form 330) are not on file by the suspense date.

Pick-up: 28Dec15 (or 3rd day after end-month cut-off), Unit Distro in the Processing Section

Return: NLT COB 08Jan16, between **0730-1430**, Bldg 212, Finance Office - Debt Management/Special Actions Section

POC: 785-239-6250, Mr. Rich Canzano

Language list effective 1 June 2015: <https://www.hrc.army.mil/tagd/foreign%20language%20proficiency%20bonus%20flpb>

IN/OUT PROCESSING (IOP), Bldg 210

In—Brief: Occurs every **MON, TUE, THURS & FRI @ 0900** (Early is on-time, on-time is late, and late arrivals will be asked to return on another day.)

Location: Generally held in Bldg 208 (basement) or Patton Hall (for larger attendees). Check with the 1st Replacements Cadre prior to 0900

Must bring your orders, amendments (if applicable), **ALL** Request and Authorization for TDY Travel (DD Form 1610) and Request and Authority for Leave (DA Form 31)

Out—Brief: Occurs daily @ 1300. Please follow the posted signs or check with IOP staff

Out-Brief attendance is **MANDATORY** for **ALL** soldiers departing Fort Riley

Must bring your orders, amendments (if applicable), and approved DA Form 31

TRAVEL PAY

Soldiers have two electronic options to choose from when submitting Travel Vouchers:

1. Travel Voucher Direct — Online Customer Service

Submit your travel voucher and supporting documents on this secure website: <https://corpweb1.dfas.mil/askDFAS/custMain.action?mid=5080>

2. Smart Voucher

<https://smartvoucher.dfas.mil/voucher/>

Website questions, comments or concerns **MUST** be addressed by calling 888-332-7411

Special NOTE: Hotel receipts **must** be itemized, to include the hotel name, address, phone number, daily rate and duration of your stay. A "lost receipt" statements **will not** substitute for an online booking hotel receipt.

SEPARATING FROM SERVICE

ALL soldier's leaving the service **must** clear Finance or you will not receive final pay.

MANDATORY EXIT—BRIEF ATTENDANCE: Every Tuesday @ 0900, Bldg 210, follow signs
Call 785-239-2525 or DSN 856-2525 if you have questions.

***** Article 15 or Courts-Martial, Rate Reduction/Forfeiture of Pay *****

S1's **must** submit timely documentation to avoid soldier overpayments/out-of-service debt collection.

WOUNDED WARRIORS (WW)

Soldier's who return from downrange after being MEDEVAC'd, **not assigned to the Warrior Transitional Battalion (WTB)**, are no longer entitled to downrange entitlements. This includes soldier's who return home for R&R and do not return downrange due to an illness.

******* To avoid overpayment of entitlements all soldier's **must** visit **SRP** to ensure all downrange entitlements are stopped. If the soldier is medically unable to visit SRP, then the unit **must** provide a *release of information* ASAP to avoid an overpayment of downrange entitlements. Contact 785-239-6138 or DSN 856-6138

ALL MEDEVAC'd soldier's not assigned to the WTB **must** file their Travel Voucher at the DMPO-WIA Office. The soldier's unit **cannot** submit a travel voucher for the WW.

UNIT COMMANDER'S FINANCE REPORT (UCFR)

The **UCFR** is an *extremely valuable* management tool provided & made available to Unit Commanders. Unit Commander's **MUST** review & annotate updates, changes, corrections, additions, or deletions of personnel & finance information. Return to Finance by suspense date. Each unit S-1/PSNCO is responsible for verifying status of soldiers assigned against Unit Personnel Accountability Report (AAA-162) or current alpha roster. Commander's **must** provide required supporting documentation and are required to certify the report if there are updates, changes, etc. Delegation is not an option for certification of the report. Units must return the UCFR to **DMPO NLT 10th day of each month.**

Active Guard Reserve (AGR) – Is the Human Resources Officer (HRO) reviewing & certifying the monthly report for all Title 32 AGR soldiers? Refer to NGR 37-104-3 for additional guidance.

UCFR Training visit: <https://www.milsuite.mil/book/docs/DOC-165340>

Self Registration visit: <https://www.milsuite.mil/book/docs/DOC-165835>

“The UNIT Commander’s review & immediate notice to Finance of discrepancies in the UCFR are essential for combat readiness; reduction of fraud, waste and abuse; and ensuring that soldiers receive accurate pay.” (MILPER Msg 09-179)

Interactive Customer Satisfaction (ICE)

The Defense Finance and Accounting Services (DFAS) mission statement is to “Lead the Department of Defense in finance and accounting by ensuring the delivery of efficient, exceptional quality pay and financial information.” Our mission at DFAS is achieved through our core values:

Integrity—Doing What is Right

Innovation—Remain a Trusted Financial Partner, and

Service—Creating New Ways to Do Business

The ICE survey is your way of evaluating the Defense Military Pay Office (DMPO) Ft. Riley customer service from **all** departments. As the DMPO—Director I would like to know:

1. Are we doing what is right in accordance with policy and procedure?
2. Have we gained your trust with addressing your financial concerns?
3. How can the DMPO Ft. Riley staff provide better products and services?

DMPO personnel are here to serve your financial concerns and we appreciate corrective criticism. Positive feedback is always welcome, but if you are not satisfied, the DMPO—Director wants to know; DFAS wants to know. If the DMPO—Director does not hear your questions, comments or concerns, then they cannot be addressed and/or corrected for you or the next customer. The DMPO—Director highly encourages you to self-identify with the survey and in doing so there will be no consequences. Expressing any dissatisfaction with DMPO products, services or customer-care allows the DMPO and departmental personnel to improve upon our products and services.

After your next visit to the DMPO, take a few minutes to let us know how we are doing:
<https://ice.disa.mil/>

DFAS Info2Go is the newest APP available for both Apple & Android users. Visit the application APP store for the free download. You can view retired MILPAY, MyPay, travel pay, and garnishment/debt info.

RESERVISTS can visit the Reserve Traveler newsletter, <http://www.dfas.mil/dfas/militarymembers/travelpay/armyresngtdy/newsletter.html>. Visit the Defense Travel System (DTS) and electronically submit travel vouchers, <http://www.defensetravel.osd.mil>.

DEFENSE TRAVEL SYSTEM (DTS) questions, comments or concerns **MUST** be addressed by either contacting your S-3 or call 877-676-6742.

SOLDIER READINESS PROCESSING (SRP)

Bring your Eagle Cash Card when attending Deployment SRP. To avoid downrange overpayments, **ALL** Soldiers returning from Deployment **MUST** process through the SRP. ***NOTE:*** The Eagle Cash Card (ECC) kiosk is only available downrange.

PROCESSING

Unit S-1's will be contacted by the DMPO Director if Distribution has not been picked-up within 10 working days. Change-of-Command or Assumption of Command requires a new MEMO submission to DMPO-Processing annotating who, other than the CDR, has signature authority.

SPECIAL RECOGNITION—DMPO STAFF

The Director would like to recognize the following team member's for their October contributions to outstanding soldier services:

Employee of the Month: Lynette—Reserve Pay

Employee with the Lowest Error Rate: Monica—Finance Customer Service

Coders With The Most Transactions: Rebecca—Processing (2065)

1st Runner-up: Jessica—Processing (1859)

Thank you lady's for your commitment, dedication and wonderful service to our Fort Riley soldiers and their families.

It is also worth noting that the entire DMPO Team had an *input* of **9,472** and *processed* **9,340** transactions with an overall completion rate of **98.8%**. That means less than 1.2% rejected inputs occurred during the month of November. **Outstanding teamwork, dedication and commitment to delivering superior Fort Riley customer service!**