



IPAC

New Orleans, LA 70146

Newsletter



Installation Personnel Administrative Center

Director's Note

September 2011

Welcome to the first edition of the Marine Forces Reserve, Installation Personnel Administration Center (IPAC) newsletter. We hope in reading this, you will have a better understanding of the IPAC, how we can serve you, and what we are doing to provide you the best service. I think this letter will give you an opportunity to get to know the staff as well as the Marines and Civilian Marines who go to end's length to provide you with outstanding support.

As you well know, the transition from the Reserve PAC in Kansas City to the IPAC in NOLA has had its challenges. This coupled with relocation to our new site, Marine Corps Support Facilities, was a challenge for all of us. But, with hard work we successfully met the challenges utilizing all the latest tools to help us succeed. We have Marines and civilian Marines eager to assist you in any way we can. It starts with you.

Marine Online and MyPay offer you some great advantages in helping you help yourself. However, if there is something you need help with, the Customer Service Center (CSC) is the starting point for all inquiries. It is a great tool for ALL Marines to use. It allows you the customer the ability to track anything

Inside this issue:

Orders Processing Center	2
Selected Reserve Branch	2
Individual Ready Reserve Branch	2
Active Duty Maintenance Branch	3
System and Quality Assurance Branch	3

you send to us for assistance. Imagine, the days of walking down to admin and delivering a document to the black hole are gone. You can now see who has your

request and what stage in the process it is in through completion. I highly recommend that everyone use this tool as a time saving measure. Under the CSC article to follow, you will see the details of logging into CSC and once there, I'm sure you will be amazed from the beginning to the end.

We have a great group of professionals here in the MFR IPAC and we hope that as we move forward in our new settings, we can assist you in all of your administrative needs. If ever you need, or you are not 100% satisfied with our customer service please feel free to contact me at paul.robinson1@usmc.mil, the Deputy Director, Mr. Phillips at isaac.phillips@usmc.mil or the SNCOIC timothy.vap@usmc.mil.

Semper Fidelis!

Customer Service Center

The Customer Service Center (CSC) serves as the single centralized section for Individual Ready Reserve (IRR), Individual Mobilization Augmentee (IMA), Operation Sponsors, former Marines, Marine Forces Reserve (MFR) Major Subordinate Commands (MSCs) Personnel Action Requests (PARs) and the Identification (ID)/Defense Enrollment Eligibility Reporting System (DEERS) Office. The administrative responsibilities of the Customer Service Center are inherent at the IPAC level of Command. The mission of the CSC is to deliver the best "one-stop" customer service to users worldwide by using the most efficient means of communication and self-service platforms. Based on the U.S. Marine Corps philosophy the customer service is inseparable from the Command, the mission of the CSC is to provide customers "one voice, one response".

The CSC's administrative responsibilities are processing personnel action request(s) (PARs) in a efficient manner; they also provide accurate information and ensure records are updated which is essential. The CSC utilizes the Right Now Technology program to complete tasks requested by IRR, IMA, Operation Sponsors, former Marines and MFR MSCs daily; they provide up-to-date reports on status of all PARs as required.

The ID/DEERS Office provides administrative assistance for all service members (active and reserve), family members of service members, and government employees. This office establishes regulations and procedures for the issuance and recovery of all ID cards (military and civilian). In addition, the DEERS/Real-time Automated Personnel Identification System (RAPIDS) provides a computerized information service to the enrollment of individuals eligible for Uniformed Services benefits in order to reduce potential fraud, waste, and abuse associated with obtaining benefits.

Individuals needing to contact the CSC can do so by utilizing the three options below. The Customer Service Phone Center's number is 1-800-255-5082. You can also access the CSC Website at <https://csc.marforres.usmc.mil/> or email the CSC at csc@marforres.usmc.mil. Please note the CSC Website is the recommended vessel and the email address does not work for NMCI computer users. The OIC of the CSC is Mrs. Patricia Hutteringer; she can be contacted via telephone at 504-697-8992 and via email at patricia.hutteringer@usmc.mil.

Orders Processing Center

The Order Processing Center (OPC) is tasked with the receipt, preparing, maintaining travel claims, as well as, screening, and consolidating orders for Marine Forces Reserve (MARFORRES), all Major Subordinate Commands (MSCs), Intelligence Support Battalion (ISB), Individual Mobilization Augmentees (IMA), Mobilization Training Unit (MTU), and Individual Ready Reserve (IRR) Marines and Civilians. The mission of the OPC as it relates to MTU, IRR and IMA Marines is to prepare, screen, and consolidate orders in Marine Corps Reserve Order Writing System (MROWS), Standard Accounting Budgeting and Reporting System (SABRS), and DD 1610. They are responsible for preparing and tracking 30, 60, 90 day letters for completed travel packages; they must maintaining a tickler to report incremental in process payments (IPP's) for IRRs and IMA Marine.

The OPC also prepares and tracks unit diaries for payment and reporting of HIV's and physicals while monitoring the diary feedback report ensuring corrective action is taken on all advisory and rejected transactions. They are responsible for preparing, tracking, and auditing NAVMC's 11116's for payment; they also submit and track partial travel claims to the finance office for payment and settlement while auditing payment of travel claims, pay and allowances. The OPC ensures all incidents assigned by the Customer Service Center (CSC) are worked in a timely manner. The OIC of the OPC is Mrs. Jodi Lara; she can be contacted via telephone at 504-697-7940 and via email at jodi.lara@usmc.mil.

Selected Reserve Branch

The Selected Reserve (SelRes) Branch is comprised of three sections: Maintenance Section, Audit/Deployment Section, and Inbound/Outbound Section. Through productive personnel management and administrative actions, the SelRes Branch maintains qualified and trained Selected Marine Corps Reserve (SMCR), Individual Mobilization Augmentee (IMA), Peacetime Wartime Support Team (PWST), and Mobilized Training Unit (MTU) Marines able to meet Marine Corps operational requirements. The mission of the SelRes Branch is to augment and reinforce the active component (AC) with trained, mobilization readiness and qualified individuals in a time or war or national emergency, and such other times as national security may require. They must also ensure a seamless integrating with the AC in order to enhance the operational reach and endurance of the Marine Corps while reducing administrative burdens to the greatest extent possible.

The SelRes Branch's administrative responsibilities include reporting all pay and allowances and all administrative issues that come through the Customer Service Center (CSC), as well

as, assisting SMCR units to maintain a continuous state of readiness for mobilization. The SelRes Maintenance Section is responsible for the following administrative areas: centralized filing, administrative service for pay related PARs, pay and entitlements reporting, maintenance/security of service records, and completion of pre, post, and triennial audits. The SelRes Audit/Deployment Section is responsible for the following administrative areas: New join audit mail outs and creating new Service Record Book for all new joins, pre/post deployment audits for mail out, tracking Pers-Tempo, mail out all transfers and drops from PWST, IMA, and MTU. The Selected Reserve Inbound /Outbound section is responsible for centralized administration of the joins, transfers and drops of the reserve component marines to include the SMCR, IMA, and MTU. The OIC of the SelRes Branch is Chief Warrant Officer 2 Marcus Bennett; CWO2 Bennett's can be contacted via telephone at 504-697-7922 and via email at marcus.bennett@usmc.mil.

Individual Ready Reserve Branch

The Individual Ready Reserve (IRR) Branch is comprised of two sections: Maintenance Section and In/Outbound Section. Through productive personnel management and administrative actions, the IRR Branch maintains qualified and trained Civilians and Marines to meet Marine Corps' operational requirements. The IRR Branch's mission is to provide the active forces competent and effective Individual Reserve Marines the capability to seamlessly integrate with the active forces in order to enhance the operational reach and endurance of the Marine Corps. The IRR Branch provides a full range of professional human resources services to members of the Individual Ready Reserves. Customer support is provided to maintain and update personnel records, including the retirement, discharge and transfer Ready Reserve Marines.

Beginning 1 August 2011, all IRR functions have been transferred from Marine Corps Mobilization Command in Kansas City, MO to Marine Forces Reserve (MFR) in New Orleans, LA. One of the many functions that transferred is IRR Marines requesting an Inter-Service Transfer (IST)

to another branch of service. A few key points to keep in mind when requesting an IST is to submit a completed DD Form 368 signed by yourself and your recruiter to MFR for approval. Once you have received an approved conditional release, you have been given the authority to sign a contract with the branch of the military you requested. After your new enlistment is completed, it is imperative that your new contract, DD Form 4, is submitted to MFR in order for you to be discharged from the Marine Corps reserve. A delay in submitting your new contract can cause an interruption with getting issued an ID card to the other branch of service, and the benefits associated with your new enlistment. Our goal is to provide the best customer service at your request; however, many times that can only be achieved with your cooperation in providing the necessary documents to complete them. The OIC of the IRR Branch is Chief Warrant Officer 4 Suzette Morton; she can be contacted via telephone at 504-697-8955 and via email at suzette.morton@usmc.mil.

Active Duty Maintenance Branch

The Active Duty Branch is separated into three sections which are: the Active Maintenance Section, the Inbound Section, and the Outbound Section.

Active Maintenance. The Active Maintenance Section is responsible for the following administrative areas: Centralized filing, administrative service for pay related PARs, allotment requests, pay and entitlements reporting, and completion of pre, post, and triennial audits. They must provide quality administrative support and ensure proper accountability and maintenance of service records for MFR, New Orleans. The Active Maintenance Section provides timely reports of submissions via UD/MIPS into MCTFS. They also handle routine matters for walk-in customers, awards updates, deployment and Temporary Assigned Duty (TAD) support, pay, and personal information updates into MCTFS.

Inbound. The Inbound Section serves as the single centralized inbound department for the units being serviced by IPAC MFR. All PCS, PCA and Reservists ordered to active duty (unless reporting to the MOB Processing Center) processing will be accomplished at the Inbound location. The mission of the Inbound Section is to conduct a thorough and detailed audit on all Marines that join the MFR, New Orleans area while ensuring all pay allowances and related entitlements for the newly joined Marines are reported correctly and in a timely manner. They

also ensure all entries reported by previous commands were reported correctly and have posted into Marine Corps Total Force System (MCTFS). However, their most important function is to provide for the welfare of all newly joined Marines by ensuring that any errors in entitlements are discovered immediately and that Marines are notified of the financial impacts. The Inbound Section will also ensure that Navy, other Military Service Personnel and Civilians Personnel attaching to Marine Organizations are joined within MCTFS for purposes of tracking and accountability.

Outbound. The Outbound Section is tasked with the receipt, administrative processing, and issuance of Permanent Change of Station (PCS) Orders, Permanent Change of Assignment (PCA), reassignment, separations process, release from active duty process, and retirement process for personnel of supported organizations. Their mission is to provide quality personnel administrative support with the efficient processing for Marines assigned to MFR, New Orleans. They must provide timely issuance of orders and information pertinent to the orders process when assisting Marines with their transition. The OIC of the Active Duty Branch is Chief Warrant Officer 3 Lattia Nation; she can be contacted via telephone at 504-697-8916 and via email at lattia.nation@usmc.mil.

Systems and Quality Assurance Branch

The Systems and Quality Assurance department (SysQ/A) is comprised of three sections that operate cohesively, yet separately. These sections are titled the Internal Audit Section, Administrative Assistance Liaison Section, and Data Systems Section. The later also maintains control for all supplies utilized by IPAC and inform the IPAC cardholder of items that need to be ordered for IPAC.

The Internal Audit Section will ensure information is reported within three working days and will ensure information reported is accepted by MCTFS. This section also ensures proper training is conducted to ensure out Marines and Civilian employees are up-to-date with the ever changing laws and directives governing Marine Corps administration. They also monitor the internal operations of department procedures and utilize [Marine Corps Administrative Analysis Team](#) (MCAAT) and Automated Inspection Reporting Systems (AIRS) Inspection Checklists when conducting internal analysis. The Internal Audit Section also functions as the Quality Assurance for the IPAC by providing instructions and on-site assistance to each department upon request.

The IPAC Liaison section is responsible for coordinating with the Major Subordinate Commands (MSCs) and G-1 to establish a schedule to conduct periodic reviews of those functional areas which impact timely reporting within the IPAC. Commanding Officers should ensure appropriate training and internal inspections are conducted to verify

adequate internal controls exist. The IPAC Liaison Section will provide administrative assistance by conducting proper proficiency training for IPAC departments, providing oversight on the timely completion of the Command Reporting Unit Code (CRUC) EDFR, and providing subject matter experts to assist Commanding General Inspection Teams.

The responsibilities of the Data Systems Section include maintaining a current inventory of all automated data processing equipment (ADPE) and computer assets as well as peripherals assigned to the IPAC. They also develop and maintain server-based applications designed to streamline information availability to the IPAC and supported organizations while improving the personnel administrative process. The Data Systems Sections coordinates with Navy Marine Corps Intranet (NMCI), or Manpower Information System Support Office (MISSO) for any computer maintenance, service, and/or applications. The development and presentation of internal ADPE and system training for the IPAC personnel is another responsibility of this section. They perform all IPAC Terminal Area Security Officer (TASO) functions for MCTFS access for the IPAC and ensure only NMCI authorized software will be loaded on computers as they are the liaison between IPAC and NMCI. The OIC of SysQ/A is Mrs. Deloris Romero; she can be contacted via telephone at 504-697-8941 and via email at deloris.romero@usmc.mil.