



# IPAC Newsletter

## New Orleans, LA 70146



### Director's Note

#### Branch Highlights:

- CSC Branch 2
- Sys&Q/A Branch 2
- SelRes Branch 3
- IRR Branch 4
- Active Duty Branch 4
- Deployment Section 5

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[csc@marforres.usmc.mil](mailto:csc@marforres.usmc.mil)

This past quarter has been a very busy and transitional one for the MFR IPAC. Right after the Christmas and New Year's holiday period the MFR IPAC was the subject of a Marine Corps Administrative Analysis Team inspection. I am proud to say we fared well and received a Tier I mission capable grade. The inspection results are testament to the hard work we do everyday. It shows that we work hard ensuring the customers we service are given the best support available and that we work hard at continuous process improvements in those efforts.

A huge external change to business that our customers will see in the near future is the disestablishment of the program known as Right Now Technology (RNT). The MFR IPAC is leading the effort for the Marine Corps in the wide spread use of the e-PAR module within Marine On Line. Though this will be a change in processing personal action requests (PARs) for our customers, it will not mean a degradation in the superior service they are accustomed to. We will continue to provide world class service as we transition to this new, yet familiar system.

It is requested of all that you be proactive in your personnel administrative needs. Don't wait to the last minute to request assistance or to let us know of life changing events. The sooner you let us know you need help the sooner and smoother the help will come. We in the IPAC look forward to assisting you.

We also said farewell to CWO5 Paul Robinson after more than 29 years of service to the Marine Corps. We wish him the best in his retirement from the Corps and start of a new career in the civilian world.

We welcomed aboard the new IPAC Director, CWO5 Kimberly Francois. She comes to the IPAC with vast knowledge and experience that will sure do the IPAC well as we continue to move forward.

Semper Fidelis, and thank you for your confidence and patience in us as we transition and continue to go forward!

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*IPAC Mess Night March 14, 2013 with Sergeant Major Kubns, HQBN SgtMaj as the "Guest of Honor"*

## Customer Service Center Branch

Hail to our two newest members to the CSC Branch, Mrs. Bickham and Mrs. Keller! As announced in the previous IPAC Newsletter that the CSC Website was down for upgrades and maintenance. This resulted in the website being removed from the PAR submission process and redirecting PARS to the CSC email address/fax.



We are now in the initial Operating Capability Phase of transitioning to MOL EPARs. Effective 1 April 2013 we will be processing MOL, EPARs for the HQBN MARFORRES and the MSC SMCR personnel assigned to MARCORSPTFAC. The

The remaining schedule for transition is as follows: 1 May (ISB), 1 Jun (IMA), and 1 Jul (IRR/ISL/ASL/MTU). As we migrate to MOL, EPAR we will still process requests for all other personnel assigned to Marine Forces Reserve via the [CSC@marforres.usmc.mil](mailto:CSC@marforres.usmc.mil) and or the fax of (504 697-8695).

On 27 February 2013, the DEERS/RAPIDS Office completed a system upgrades resulting in efficient and short processing time for new CAC and dependent identification cards. The process remains the same however it is imperative to

contact the DEERS/RAPIDS Office for the requirements in obtaining a new or replacement identification card for you or your dependents. As we continue with the transition and system upgrades, we will not lose focus of the day to day operations in supporting the members of Marine Forces Reserve.

OIC: Mrs. Patricia A. Huttinger  
 Email: [csc@marforres.usmc.mil](mailto:csc@marforres.usmc.mil)  
 CSC Help Desk: 1-800-255-5082

## Systems & Quality Assurance Branch

### DEFENSE FINANCE AND ACCOUNTING SERVICE (DFAS) PHONE CHANGE

The DFAS telephone menu options have changed. After dialing either 1-800-321-1080 or 1-888-332-7411 you will need to use the following options: **Military Retired or Annuity Pay** press 1, for **MyPay** press 5.

### MYPAY GETS EASIER FOR PASSWORD RESETS

DFAS customers can now reset their MyPay passwords online by answering a few security questions. Mid-December 2012, members logging in were given a list of 17 possible security questions to answer. MyPay users needed to answer eight of those 17 questions to establish the online password reset capability.

The security questions are optional for now however spring of 2013 all MyPay users will be required to answer eight security questions. Until then, those

who choose to bypass the questions will not be able to reset their passwords online until they've answered the questions.

### CHANGES TO THE SERGEANTS COURSE

The new Sergeant Course DEP replaces the Marine Corps Institute with a Marinenet interactive multimedia instruction course. The new course has been designed to meet the expectations of the operation forces for the performance of marine sergeants in current and future operational environments. The course consist of 29 lessons within nine sub-course ranging from administration to tactical tools.

The new Marinenet course became available February 2013. Effective July 2013 the current MCI Sergeants course will be discontinued and Marines that complete the Sergeants course MCI prior to 1 January 2014 will be considered PME complete. Only Sergeants or above may

enroll in this course.

Reserve component Marines who successfully complete the Sergeants Course DEP will receive 20 reserve retirement points. For more information refer to MARADMIN 085/13

### I NEED TO CORRECT MY MILITARY RECORD

If you believe you are the victim of an error or injustice which affects your military record, you may apply for a Correction of Military Records by completing and submitting a DD Form 149, Application for Correction of Military Record. Submit your completed DD Form 149 to the appropriate address on page 2 of the form. Examples of Corrections:

- Upgraded Discharge
- Promotions
- Retired Pay
- Household Goods
- Pay Date Change
- Bonus
- MGIB Programs

DFAS pays military members when Boards of Corrections rule in their favor.



## Systems & Quality Assurance Branch (cont')

### I'VE REQUESTED A CORRECTION OF MY MILITARY RECORD

If you received a decision from the Board and you do not agree with it, please write the Board and explain your reasoning. Reference the appropriate address on page 2 of DD Form 149. If you would like to check the status of your request contact the Board directly:

**Air Force**-240-857-3502  
**Army**-703-607-1600  
**Navy/Marine Corps**-703-617-1817

If you believe DFAS paid you incorrectly for your Correction of Record, please provide us with written documentation and a written signature explaining why you are protesting the amount to:

DFAS-IN  
 Dept. 3300 ATTN: COR/Claims  
 8899 East 56<sup>th</sup> Street  
 Indianapolis, IN 46249-3300

### TO CHECK THE STATUS OF A CORRECTION REQUEST

If you received an approved directive from one of the Service's Board for Correction of Military Records and want to know the status of your case, please call our inquiry line at 317-212-6167 between 8:30 a.m. and 3:30 p.m. EST.

OIC: GS10 Deloris D. Romero  
 Email: [deloris.romero@usmc.mil](mailto:deloris.romero@usmc.mil)  
 (504) 697-8941



## Selected Reserve Branch

As a result of our SMCR, IMA and MTU communities' unwavering support (and a little hard work from some pretty dedicated administrators) leading up to our Marine Corps Administrative Analysis Team (MCAAT) inspection, the MARFORRES Installation Personnel Administration Center (IPAC) received a passing grade of TIER 1 during our recent MCAAT inspection 7-11 Jan 2013. We realize and appreciate the fact that this couldn't have been possible without an overall "team effort" from all sides. A continued effort on everyone's part still remains CRITICAL in our New Join, Annual Training, and Pre Deployment Audit process. Per Chapter 12 of the MCTFS PRIUM, they are a

requirement. We continue to ask for your assistance in ensuring all members are completing and returning these audits to our SELRES Section in a timely manner.

FAREWELL! Sgt Leticia Williams and Cpl Krisielle Molina have been reassigned to the System Quality Assurance Section of the IPAC. LCpl Victor Jimenez now works for Division (MSC). As always, we appreciate all the hard work and dedication you provided as a member of the Selected Reserve Section. You will truly be missed.

WELCOME ABOARD! Sgt Ortiz, Cpl Vizhcoronel, LCpl Jones, LCpl Rodriguez and PFC Kellup.

PER MARADMIN 074-2013 (MCO 1740.13B FAMILY CARE PLANS UPDATE)

"ALL MARINES WITH DEPENDENTS WILL HAVE AN INDIVIDUAL FAMILY CARE PLAN

(FCP) IN PLACE BY 26 MARCH 2013. THE PURPOSE OF THIS MARADMIN IS TO EXTEND THE REQUIREMENT FOR MARINES TO COMPLETE A FCP TO 1 JUNE 2013. THE EXCEPTION TO THIS EXTENSION ARE THOSE UNITS OR INDIVIDUALS SCHEDULED TO DEPLOY WITHIN 60 DAYS OF THE DATE OF THIS MARADMIN. UNITS OR INDIVIDUALS DUE TO DEPOLY WITH 60 DAYS WILL COMPLETE THE INDIVIDUAL FCP CONTAINED WITHIN THE REF" (MSGID:DOC/CMC WASHINGTON DC MFZ/YMD:20120326).

Command leadership has been notified that we will attempt to complete this requirement NLT 15 April 2013 while IMA/MTU target date NLT 30 April 2013.

OIC: CWO3 Jamila A. Moore  
 Email: [Jamila.moore@usmc.mil](mailto:Jamila.moore@usmc.mil)  
 (504) 697-7922

## Individual Ready Reserve Branch



Greetings from the IRR Branch. MARADMINs 544/12 and 541/12 provide guidance of the FY 13 Marine Corps Voluntary Separation Pay (VSP) Program. Currently there are 31 Marines that have not incurred an IRR obligation but have accepted VDSP. Career Planners and the Installation Personnel Administration Center's are responsible for ensuring the Marine obligates 3 years to the IRR prior to dropping the Marine from Active Duty.

We have been experiencing an increase in improper drops to the IRR. When transferring a Marine from one component to another, i.e. active duty to reserves, the reenlistment (TTC 004 001) must be reported prior to the drop (TTC 378) being reported. The reenlistment can be reported up to 90 days prior to the EAS with and SPD of KBK2. The drop must be reported using SPD KBK2, which will create an automatic join to the IRR.

When an Active Duty Marine is passed twice for promotion, elects separations pay and accepts a reserve obligation, the reenlistment (TTC 004 001) into the Reserves must be reported prior to the drop (TTC 378) being reported. When the drop is reported, ensure the SPD of LGH\* is used, it will create an automatic join to the IRR. If the Marine DOES NOT elect separations pay and reserve obligation, the SPD of JGH\* should be used. For further guidance please refer to the MCTFS PRIUM Chapter 10, para. 100501.

For IRR assistance, please submit requests to the Customer Service Center at [csc@marforres.usmc.mil](mailto:csc@marforres.usmc.mil) or call 800-225-5082. If using a .mil email account, please be sure to unclick the digital signature.

The IRR Branch would like to welcome Mr. Larry Traylor to the team. We would also like to congratulate Mrs. Celia Miles, Mr. James Daniel, and Ms. Kelly Creel on their

promotions.

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 (504) 697-8920

Asst OIC: Ms. Stephanie G. Jackson  
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 (504) 697-8949

## Active Duty Maintenance branch

### SUMMER PCS MOVES

Summertime is a busy time for the Marine Corps, this is when we pack our bags and hit the road to that next wonderful and glorious duty station. However, there are a few things you need to know before you beat feet out of here. As soon as your monitor cuts you Web Orders you should get a MOL notification. You will also be getting an e-mail from the IPAC stating that you need to come down to the IPAC and fill out your Transfer Data Sheet. The Transfer Data Sheet is what the PCS section will use to type your

orders. When you come to the IPAC the PCS clerk will sit down with you and explain everything you need to do before you can leave. One key requirement is that you must have enough time on your contract in order to PCS. Your Web Orders will state the time required so make sure you go see the career planner as soon as your receive orders. The PCS clerk will also explain what advances you rate and when you can get them. A PCS move can be very expensive, that is why the Marine Corps has a variety of options available for you to utilize.

### PROGRAMS THAT CAN HELP YOU WITH YOUR PCS MOVE

1.) Dislocation Assistance (DLA): The DLA helps with miscellaneous moving costs. And, this benefit is paid once per PCS move. DLA is available in CONUS and OCUNUS and is a multiple of your BAH.

However, the DLA is not available under four conditions:

a. From home to your first duty station.



**Active Duty Maintenance branch (cont')**

b. When assigned to government quarter, without family members, at new duty station.

c. When transferred to a nearby duty station, unless a local move of household goods has been preauthorized.

d. When separating or retiring from the military.

2.) Monetary Allowance in Lieu of Transportation (MALT): The MALT is the amount paid when a member and/or the member's family drive to their new duty station, based on the Official Military Table of Distances. However, approval is needed before MALT can be paid for more than two vehicles.

3.) Move-in Housing Allowance (MIHA): The allowance is designed to reimburse you for overseas costs associated with living in privately-owned or privately-leased quarters. It addresses three specific needs: one-time rent-related expenses, modification of homes for security protection and the initial costs of making a home habitable.

4.) Per Diem Allowance: The Per Diem Allowance is designed to reimburse you and your family for the costs associated with meals and lodging when you travel to your new duty station.

5.) Temporary Lodging Allowance (TLA): The TLA is designed to partly offset the cost of temporary housing and meals incurred while waiting for permanent lodging. The benefit is calculated using a formula that factors in the member's pay grade, number of family members, actual quarter costs, the availability of cooking facilities and the local per diem rate.

6.) Temporary Lodging Expense (TLE): The TLE is designed to partially reimburse relocating members and families for the cost of meals and lodging incurred when temporary housing is needed. 10 days max for CONUS and 5 days OCONUS.

7.) Advance Basic Pay: This is basically an interest-free loan you can get when you make a permanent change of station move. The collateral is your military salary. You

normally repay advance basic pay in 12 equal installments.

8.) Advanced Overseas Housing Allowance (OHA): Advance OHA is an advance against any projected OHA to cover the difference between the cost of non base rental housing and the BAH. Except in unusual cases, advances are limited to 12 months' OHA.

**FINAL THOUGHTS**

The most important thing to remember is that the sooner you come down to the IPAC and talk with the PCS clerk, the smoother your PCS will go and the easier it will be on you and your family. If you have any questions please contact Cpl Sandoval William, PCS NCOIC at x7997 or SSgt Ramos Alice, Outbound SNCOIC at x8901.

**(PLEASE REVIEW MARADMIN 151/13 SUMMER HOUSEHOLD GOODS PEEK SEASON PREPARATION)**

OIC: CWO3 Lattia C. Nation  
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 (504) 697-8916

**Deployment Section**

Greetings from New Orleans, I would like to start by wishing everyone a happy spring season. This past quarter has been a productive one, as we have prepared for our busy time of year. Please take the time to step back and make sure your procedures are in place prior to the commencement of annual training season. I cannot over emphasize the importance of screening your Marine's records prior to starting the orders process.

Identified during the recent inspection was the Corporate City Limits rule covered in paragraph U7150 of the Joint Federal Travel Regulation. We have noticed the procedural changes put in place by your order writers to make this correction a standard business practice. However, several sets of orders were written incorrectly in the past. We are contacting the order writers to modify to allow us to properly settle travel

claims. The rule of thumb to follow to ensure you are meeting the criteria is this, if the member commutes to their residence daily, and the city listed in his or her address is not the same as the city listed in the unit address, we must pay the member mileage for one round trip. In order to make the payment the allowance must be authorized in the orders. I encourage each of the order writers to review the reference thoroughly and make the necessary

**Top five common travel claim errors:**

- 1. Missing reporting/detachment endorsement.**
- 2. Receiving endorsement not signed/filled out.**
- 3. Documents are not eligible.**
- 4. Receipt is not valid (states will be settled)**
- 5. Claim not signed.**



## Deployment Section (cont')



adjustments to future submissions. This will prevent delays in getting our Marines to their appointed places of duty.

I encourage each of you to follow several key pointers during the upcoming order season. First, ensure you are practicing fiscal prudence when generating orders. Ensure you are familiar with the regulations pertaining to the duty you are requesting, UPDATE MCTFS, submit waiver requests early, include justification within MROWS (we don't read minds), submit orders early to allow for corrections as required. We require requests for orders be completed utilizing a NAVMC 11350. It must be completely

filled out to include all signatures. We must receive this form in our office via CSC no later than 10 working days prior to your departure date. This allows for meeting other agency deadlines in setting up your travel. If you have any questions we have an orders writing section consisting of Sgt Steve Nothem, and Cpl Karen Meza who are listed in the Global or you can reach a deployments Marine at the duty phone number Comm: (504)913-1009.

Recent updates to MROWS have instituted the 'Unsettled Orders' hard hold. If your orders are routed to hard hold for this reason they will be returned to you disapproved if you fail to

indicate the CSC incident number containing the unpaid travel voucher. You must include this comment in the justification block within MROWS.

In typical Deployments fashion I would like to take the time out to recognize the achievements of one of our own. Lance Corporal Pineset was promoted on March 1<sup>st</sup> 2013 and I am certain he will excel in his duties. LCpl Herrarte completed Security Augmentation Force training this during the second quarter.

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