



UNITED STATES MARINE CORPS  
MARINE FORCES RESERVE  
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G-1  
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From: Commander, Marine Forces Reserve  
To: Distribution List

Subj: STANDING OPERATING PROCEDURES FOR THE MARINE FORCES  
RESERVE (MARFORRES) INSTALLATION PERSONNEL ADMINISTRATION  
CENTER (IPAC)

Ref: (a) MCO 5000.14 (MCAP)  
(b) MARADMIN 313/13  
(c) MARADMIN 535/08

Encl: (1) IPAC Standing Operating Procedures

1. Situation. Establish policies, procedures, responsibilities, and relationships involving consolidated administrative matters within Marine Forces Reserve (MARFORRES) Installation Personnel Administration Center (IPAC), hereafter referred to as the IPAC, its supported units and Marines that fall under the cognizance of the IPAC.

2. Mission.

a. This SOP is published to provide administrative policies, procedures, and responsibilities for units and personnel supported by the IPAC consistent with directives. It is not designed to replace directives or instructions published by higher headquarters.

b. These procedures are necessary for consistency, quality, and timely processing of administrative requests from commanders and individual Marines.

3. Execution.

a. Commander's Intent and Concept of Operations

(1) Commander's Intent. Review of this SOP is recommended for all Commanders and their staffs. The Director of the IPAC is responsible for the oversight and daily operation of the IPAC. The IPAC Director is under the cognizance of the Assistance Chief of Staff, G-1 (AC/S G-1) Marine Forces Reserve. Adherence to this SOP will assist Commanders in focusing on the readiness of their unit, while simultaneously maintaining

personnel administrative readiness. The end-state is to provide Commanders, Marines, Sailors and their family members effective administrative support. Training in the use of administrative initiatives such as Marine On-Line (MOL), and assistance in establishing or refining unit internal control procedures is available from the IPAC, Systems/Quality Assurance (Sys/QA) Section.

(2) Concept of Operations. The complex nature of entitlements and administrative procedures necessitates an ongoing technical professional military education program. Therefore, this SOP is a dynamic document, subject to periodic updates as administrative changes are published. The varied methods by which Marines and units deploy require flexibility and cooperation. In fact, it is essential to ensure administrative services are delivered in a timely and proactive manner. Authorization to deviate from this SOP may occur as the situation requires, under the provision of the references and their updates and direction from higher headquarters.

(3) Guidance.

(a) Installation Personnel Administration Centers have been mandated by Headquarters, U.S. Marine Corps. As a result, the individual Marine must take greater responsibility in the accuracy of his or her electronic service record (ESR) and pay records. With the limitless amount of information on the internet and the availability of MOL and MyPay applications, there are many tools available for Marines to access and ensure the correctness of the ESR and pay records. Marines must be mentored, educated, and if necessary, directed to get involved in their own personal administration and pay.

(b) There will be instances of Marines being incorrectly paid. A Marine who experiences a significant difference in their normal pay is responsible for bringing the situation to the attention of their respective command S-1/G-1 and the IPAC Customer Service Center (CSC). A Marine's lack of action may contribute to further under/over payments.

b. Responsibilities.

(1) Commanders.

(a) Major Subordinate Commanders, Subordinate Commanders and Unit Commanders are ultimately responsible for the accuracy of their Marines' records and are expected to comply with this SOP and other directives that support this requirement.

(b) Implement internal control procedures at the local level to comply with the responsibilities published in this SOP.

(c) Ensure all administrators and senior enlisted administrative personnel attend monthly administrative meetings with the IPAC to review and reconcile administrative issues.

(2) Director, IPAC

(a) Ensure compliance and provide assistance to Individuals and commanders with the execution of responsibilities listed in this SOP.

(b) Coordinate a schedule for monthly administrative meetings with unit S-1s, senior enlisted administrative personnel and IPAC Sections.

(c) Execute all duties and responsibilities as covered by this SOP and the references.

(d) Establish and track internal controls between the supported units to facilitate timely and accurate administrative workflow.

(e) Support Commanders and Marines with flexible customer service and support as may be needed.

4. Administrative and Logistics

a. Recommendations concerning the contents of this SOP will be submitted to the Commander, Marine Forces Reserve, New Orleans, (Attention: Director, IPAC), via the appropriate chain of command.

b. This directive is distributed on the internet via the Marine Forces Reserve homepage at:  
<http://www.mfr.usmc.mil/force/g-1/ipac/qa.aspx>.

5. Command and Signal

a. Command. This SOP is applicable to active duty and reserve personnel under the administrative control of the MARFORRES IPAC, to include those individuals assigned to Marine Forces North.

b. Signal. This SOP is effective the date signed.

  
J. J. GARCIA  
By direction

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Chapter 1

General Information

**Marine Forces Reserve**

**Installation Personnel  
Administration Center**

**FOCUS**

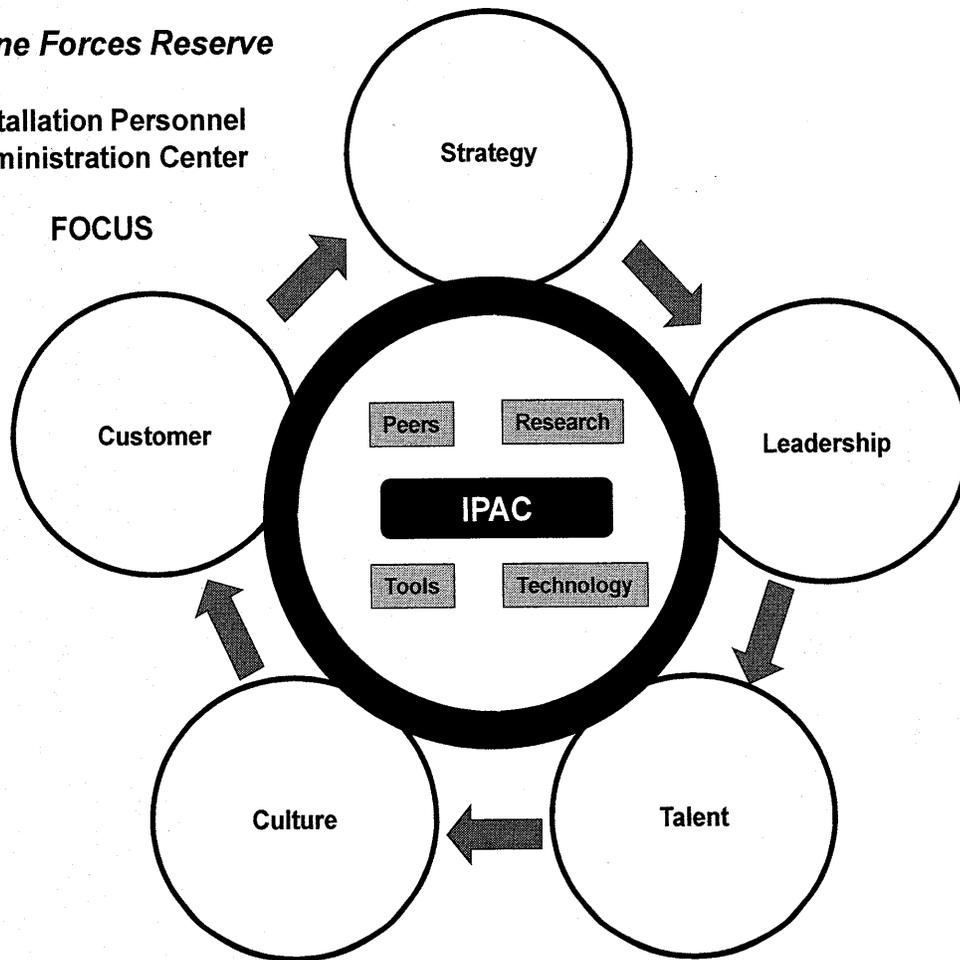


FIGURE 1-1 IPAC FOCUS CHART

## CHAPTER 1

### GENERAL INFORMATION

1. GENERAL. The IPAC functions as the single personnel administrative center for all commands, units and personnel under its administrative control. The IPAC is under the operational and administrative command and control of the Commander, Marine Forces Reserve.

2. MISSION. The mission of the IPAC is to provide personnel administrative support and services to Commanders, Marines, Sailors, and family members by ensuring military personnel records and pay accounts are accurate and properly maintained. Success in the IPAC mission ensures Marines and Sailors are administratively prepared for worldwide deployment with the operating forces.

3. HOURS OF OPERATION. The IPAC normal hours of operation are 0730 to 1630 Monday through Friday.

a. The IPAC is available to support based on requirements during scheduled drill weekends. However, at a minimum the hours of operation are Sunday from 0730 to 1130.

b. For emergency situations, contact the IPAC Director, Deputy Director, Section Officer in Charge (OIC) or Staff Noncommissioned Officer in Charge (SNCOIC) of the respective Section for assistance.

c. The IPAC will extend hours of operation to accommodate approved requests for service outside normal working hours on an as needed basis.

d. For emergency situations, contact information for the IPAC Director is: 504-451-4198.

4. IPAC PERSONNEL POLICIES. The following policies for the IPAC are established:

a. All military personnel conducting routine administrative business are required to be in the uniform of the day or appropriate civilian attire.

b. All personnel are required to check in with the Customer Service Center (CSC) for assistance. If needed, the individual will be escorted by CSC personnel into the main IPAC work space for further assistance.

c. Electronic Personnel Action Requests (EPARs) are encouraged for all individual administrative needs via the EPAR module in MOL, per reference (b). By submitting EPARs, the customer can track the request until the appropriate action is completed and the EPAR is closed. This also allows the Marine to remain at his/her work site while accomplishing needed administrative tasks. Unit level administrative requests may be submitted via the CSC organizational mail box (OMB) at the following address: MFR\_CSC@usmc.mil. All EPARs and requests submitted to the OMB will be worked within 5 working days after being accepted as correct by customer service agents in the CSC.

d. Requests for Leave and Earnings Statements (LES), Basic Training Records (BTR), Basic Individual Records (BIR), W-2 and W-2C, and Fitness Report printouts will be processed by the individual Marine utilizing MOL, MyPay and/or the individual unit Adjutant/S-1. Additionally, requests for certified true copies of printouts and pages from an individual's ESR will be accomplished by the Major Subordinate Command's G-1 or unit Adjutant/S-1.

e. All administrative/personnel issues or service problems will be addressed to the Section OIC/SNCOIC. The IPAC staff will ensure that every complaint is thoroughly researched and a satisfactory explanation is provided to the Marine and/or command.

5. CHECK-IN. All Marines are required to report to the IPAC via the CSC upon the following occasions: Arrival for Permanent Change of Station (PCS), when directed Permanent Change of Assignment (PCA), Reserves ordered to active duty and to/from Temporary Additional Duty (TAD) in excess of 30 days.

a. The Marine's Sponsor will escort the Marine to MARFORRES G-1 (Manpower) to obtain a reporting endorsement. All Marines will be provided the opportunity to check in with external agencies (Base Housing, MCCS, DEERS, ID Card Center, Vehicle Registration, TRICARE, etc.) by their unit Commanders.

b. All personnel will report prior by the "Not Later Than" (NLT) date announced on their orders or the first work day thereafter if the NLT is on a weekend, using the appropriate confirmation of telephonic report from the MARFORRES Officer of the Day at: (504) 697-7911.

c. All Marines are required to check in (or register) with each activity identified on the check-in sheet. All organizations and agencies identified on the check-in sheet are

deemed necessary either by the Commander, Marine Forces Reserve and/or the Headquarters Battalion Commanding Officer.

6. CHECK-OUT. All Marines transferring or departing on TAD in excess of 30 days are required to report to the IPAC Active Duty Support section prior to departing for administrative processing.

a. Marines transferring are required to check out with those sections designated on the check-out sheet provided by the IPAC.

b. Completed check-out sheets are required before Marines can pick up their orders and other documents from the IPAC. The separations/outbound section within the IPAC will file the check-out sheets and official file copy of the Orders.

c. All Marines are required to check out with all agencies that are directed based on their unit's specific requirements.

7. IPAC RESPONSIBILITIES. The IPAC is the central point of entry for all unit diary reportable items for members under its administrative control per reference (a). In this, each section within the IPAC will maintain internal control procedures/desktop turnover binders governing the day-to-day processes of areas in which they are responsible. The responsibilities of the IPAC include, but are not limited to, the following:

a. Providing administrative support to individual Marines or command representatives.

b. Ensuring all diary reportable items are correctly processed in the Marine Corps Total Force System (MCTFS) via unit diary within 5 working days of the event.

c. Maintaining all Electronic Service Records. This includes ensuring the security and availability to the command as needed as well as updating documents as applicable.

d. Endorsing and preparing PCS and PCA Orders.

e. Preparing and distributing separation documents for active duty Marines assigned to the Marine Corps Support Facility (MCSF). This includes processing approved requests for retirement, transfer to the Fleet Marine Corps Reserve (FMCR) and officer resignations.

f. Issuing honorable discharge certificates for all eligible Marines under the administrative cognizance of the IPAC.

g. Monitoring receipt of completed check-in and check-out sheets.

h. Processing insurance, mortgage, charity, dependent, or treasury allotment requests which cannot be entered using a MyPay account.

i. Monitoring enlisted promotion eligibility process of supported units, providing assistance to the supported units as needed and submitting requests for remedial promotions. Reference (c), requires Commanders to use MOL as the preferred method for the enlisted promotion process.

j. Monitoring eligibility of service awards and providing assistance to the supported units as needed.

k. Coordinating with unit Limited Duty Coordinators to track personnel in a limited duty status and reporting any changes to duty status and limitation codes via UDMIPS.

l. Conducting join, triennial, member married to member, pre/post deployment, and to/from temporary additional duty (TAD) audits.

m. Reporting and processing of legal information received from supported units.

8. OTHER RESPONSIBILITIES. Reference (a) outlines the specific administrative responsibilities of the individual Marine, G-1, S-1, and administrative officers. Chapter 3 of this Manual outlines the administrative responsibilities of unit commanders under the administrative control of this IPAC.

9. FLOW OF INFORMATION. In an effort to reduce the requirement for Marines to physically visit the IPAC for routine personnel actions, Marines are encouraged to utilize the EPAR module in MOL and attach source documents as required. Individual Marines may also hand deliver documents to IPAC for action. Marines are also encouraged to utilize the MyPay web site: <https://mypay.dfas.mil/mypay.aspx> or the MOL website: <https://tfas.mol.usmc.mil/MOL/UserHomeEntry.do>.

10. ORGANIZATION. The IPAC is comprised of several sections. Each section has different responsibilities within the IPAC, but

all work under the cognizance of the IPAC Director. Figure 1-2 is a diagram of the IPAC's internal structure. Detailed billet descriptions and responsibilities are provided in other chapters of this manual.

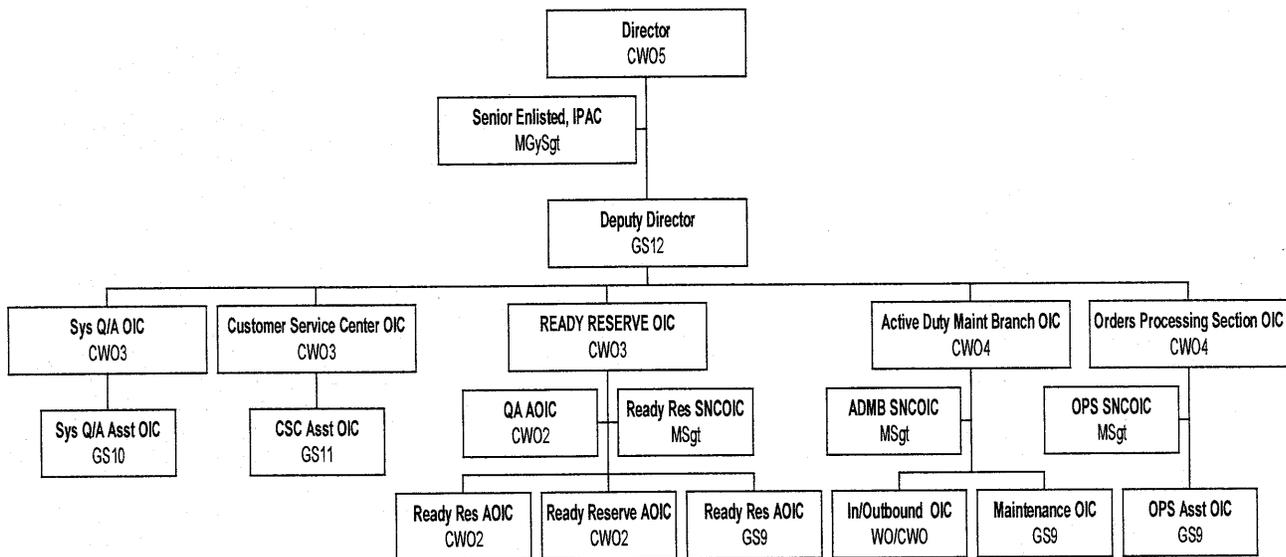


FIGURE 1-2 ORGANIZATIONAL CHART

## CHAPTER 2

### IPAC INFORMATION

#### 1. ROLES AND RESPONSIBILITIES OF THE IPAC HEADQUARTERS SECTION.

a. DIRECTOR. The Director, under the purview of the AC/S G-1, MARFORRES, is responsible for the overall administration and welfare of the IPAC. The Director provides the strategic vision for future operations, projects and milestones. The IPAC Director is responsible for the strategic management, workforce planning, performance management, organizational management, risks and rewards programs, and financial management of all IPAC personnel.

b. DEPUTY DIRECTOR. The Deputy Director is responsible for all daily operations and training within the IPAC, and assumes responsibilities of the Director in his/her absence. Working closely with the SNCOIC, the Deputy Director ensures the daily operations are consistently meeting all IPAC requirements. The Deputy Director is responsible for organizing the staff and ensuring cross communication is taking place amongst the different staff sections in order for the IPAC to work as a cohesive unit. The Deputy Director is also responsible for overseeing the direction given to each section's Officer-in-Charge (OIC), based on the IPAC Director's intent. The Deputy Director is responsible for the welfare, guidance and professional development of all officers and civilian employees GS-8 and above within the IPAC.

c. STAFF NON-COMMISSIONED OFFICER INCHARGE (SNCOIC). The SNCOIC is responsible for the welfare and guidance of all enlisted Marines and all civilian employees, GS-7 and below. The SNCOIC works closely with the Deputy Director to ensure that training and professional military education requirements are met.

d. ADMINISTRATIVE ASSISTANT. The Administrative Assistant is responsible for collection and verification of time sheets for Civilian Marines. The Administrative Assistant maintains the database which tracks all fitness reports and civilian appraisals for personnel assigned to IPAC. The Administrative Assistant is also responsible for collecting each section's morning report and submitting an IPAC morning report to G-1 each morning prior to 0830. The Administrative Assistant is responsible for maintaining a tracking system of all reports required of the Director as well as any other assigned administrative duties tasked by the Director, Deputy Director, or SNCOIC of the MFR IPAC.

2. PHONE WATCH. A phone watch is required for each section during periods in which the other members of the section will not be present for duty during normal working hours. The assigned phone watch will be a Marine or civilian, capable of resolving any personnel action requests, phone call inquiries or members walking into the IPAC for assistance in that particular section.

3. DRILL WEEKEND DUTY. Duty weekends are based on the MSC Drill Schedule which is published via COMMARFORRES message prior to each new fiscal year. The purpose is to provide all required administrative support to reservists who are performing duty, using Marine Corps Support Facility (MARCORSPTFAC) as their HTC/off-site drill location. Due to the intermittent support needs, IPAC will be present on Sunday of each drill weekend for administrative support. If support is required on Saturday or during other weekend periods not listed in the COMMARFORRES message, the MSC will request support from the IPAC Director no less than one week in advance of the drill period.

4. PHYSICAL TRAINING (PT). Section mandated PT will be conducted Monday, Wednesday and Friday from 0630 to 0730 during daylight saving time. For the non-daylight savings time period of the year, section mandated PT will be from 0645 through 0745. The Marine Corps PT uniform will be worn on all scheduled PT events unless otherwise prescribed. The Physical Fitness Test (PFT) and Combat Fitness Test (CFT) will be monitored by G-1 Combat Conditioning Trainers, assigned by the HQBn Commanding Officer.

5. PERSONAL CONDUCT. Marines and Civilian Marines who are assigned to the IPAC are entrusted with the responsibility in the maintenance of personnel records, and pay records for all military personnel under the administrative control of the IPAC. As a direct reflection of COMMARFORRES, personnel are expected to carry themselves in a professional manner at all times. Furthermore, personnel are required to adhere to all articles and regulations which govern administrative and military duties.

6. FITNESS REPORTS. The Marine Reported On (MRO) is not a part of the performance evaluation process. The MRO should, however, submit a summary of accomplishments to the reporting senior (RS) prior to the end of the reporting period. The reporting senior for all Marines will be the first warrant officer or GS-9 equivalent or above in the reporting chain senior to the MRO.

a. The RS will establish and formalize or review section B (Billet Description) at the outset of each reporting period;

make necessary adjustments; and counsel the MRO on his or her duties, responsibilities, and the RS' expectations. Accurately complete sections A through I (appropriate marks and justifications) and the RS' Certification in section J-1 of the fitness report. The RS will forward fitness reports to the reviewing official (RO) in a timely manner to comply with the time constraint set forth in MCO P1610.7\_. Although not required, the RS should counsel the MRO throughout the reporting period, as appropriate.

b. The RO is the first Chief Warrant Officer or civilian GS-10 or above, senior in grade to the RS and the officer directly responsible for the primary tasking, supervision, and evaluation of the RS. ROs must provide the experienced leadership, supervision, and detached point of view necessary to ensure consistent, accurate, and unbiased evaluations. Reviewing Officers ensure adherence to policy and, as the last officer/supervisor in the normal reporting chain, are responsible for all subordinate performance evaluation activities. The RO must focus on eliminating inflated marks, unwarranted, and unclear comments. The RO on fitness reports is responsible for the administrative and procedural correctness of all reports which he/she is responsible.

7. PERFORMANCE APPRAISAL REVIEW PROCESS. Civilian employees will receive performance appraisal reviews in three phases: Standards-explaining the critical elements, Progress Review-explaining the performance to date, and Final Rating-explaining final performance of duties.

a. The establishment of standards is to be completed by the rating official and a copy given to the Administrative Assistant within 30 days after the new employee has checked in for work. The performance standards should clearly communicate to the employee what is expected on a daily basis. Along with this, an Individual Development Plan (IDP) will be submitted by the employee. This plan will be used as a guide to enhance the employees' daily performance through education, both formal and informal. The IDP also stands as a roadmap for the future potential of the employee. Assistance with the performance plan and IDP is available from the Deputy Director or the Human Resource Office located with MARFORRES G-1.

b. Mid-term progress reviews are set for March 30th of each year. The employee will discuss with the rating official the accomplishments and non-concrete ways (leadership, esprit-de-corps, etc.) the employee is meeting or exceeding the established performance standards. The rating official will in turn, communicate where he/she feels the employee has not met,

met, exceeded, or far exceeded the expectations of the performance standards.

c. The annual or final rating occurs either upon the employees departure from his/her present duties or on September 30th. The employee will discuss with the rating official the accomplishments and non-concrete ways the employee is meeting or exceeding the established performance standards. The rating official will in turn communicate where he/she feels the employee has not met, met, exceeded, or far exceeded the expectations of the performance standards.

#### 8. LEAVE AND SPECIAL LIBERTY.

a. For military personnel, all leave and special liberty requests will be entered via MOL through the appropriate chain of command per MCO P1050.3. Leave requests will be submitted to the approving official no later than 5 working days prior to the requested departure date.

b. Civilian employees, as practical, will request leave in advance of the planned date of absence. The OIC must ensure that the employee has enough earned leave to cover the requested period. Leave without pay (LWOP) or advanced leave can only be approved by COMMARFORRES and must be completed prior to the period of absence. Failure of employees to request leave in advance or to have enough earned leave prior to departing on leave can account for an unauthorized leave.

c. Special liberty, other than time off for working extended hours or during drill weekends, must be approved by the Commander, Marine Forces Reserve, or the Commanding Officer, Headquarters Battalion. Special Liberty requests will be sent via MOL through the member's chain of command.

9. AWARD CEREMONIES. All ceremonies for awards will be conducted by Headquarters Battalion, Marine Corps Support Facility unless prior coordination has been made. If on occasion, the Commanding Officer, Headquarters Battalion allows the section to hold their own ceremonial formation, the Director and SNCOIC of IPAC will determine the time and place of the ceremony in which all Marines and employees of the IPAC will find as their appointed place of duty.

10. CIVILIAN AWARDS. MARFORRES has several civilian awards available to employees. 5 CFR is the basis for most awards and governs what is required and what can actually be awarded to civilian employees for performance of duty or service. Awards for Civilian Marines may be submitted for monetary or non-

monetary awards per MARFORRES policy. Local guidance can be found in ForO P12000.

11. UNIFORM INSPECTIONS. Uniform inspections will be conducted by the SNCOIC of the IPAC quarterly to ensure Marine uniforms are within standards, and military appearance is appropriate. If deemed to be out of standards, the SNCOIC of the IPAC will coordinate with Headquarters Battalion and the Director of the IPAC for appropriate corrective measures.

12. DRESS ATTIRE. The work and mission of the Headquarters, Marine Forces Reserve is conducted in a sedentary and professional office environment. As such, it is expected that civilian employees of IPAC dress accordingly. Clothing that is not conducive to a professional environment should not be worn. Clothing that contains offensive language, pictures, etc. will not be worn and failure to comply with this measure can result in disciplinary actions.

13. PROFESSIONAL MILITARY EDUCATION (PME). All Marines assigned to the IPAC will be required to complete the required PME for their grade. The section OICs will ensure this becomes a priority. Professional Military Education includes Intermediate Administrative Specialist course and the Advanced Administrative Specialist Course as well as the Lance Corporal Seminar, Corporal's Course, Sergeant's Course, and the Staff Non-Commissioned Officer courses. Appropriate Marine Corps Institute (MCI) and MarineNet courses will also be required to be completed while assigned to the IPAC. With that, mandated MCI study time in the IPAC Learning Lab, will take place every Wednesday for members enrolled in like courses. The Quality Assurance section has the lead on ensuring the Learning Lab is scheduled for use and that needed computers and associated peripheral are available to the students.

14. OFF DUTY EDUCATION. Off duty education is highly recommended. Marines are encouraged to make every effort toward a degree completion program. However, off duty education will not interfere with the IPAC mission, the daily tasks associated with the assigned section or at a cost to fellow Marines and civilian employees.

## CHAPTER 3

### COMMANDER'S RESPONSIBILITIES

1. UNIT COMMANDER RESPONSIBILITIES. The following background information is provided:

a. Although the IPAC has caused a reduction in the unit Commander's administrative responsibilities; they are not eliminated. Per reference (a), Commanders are responsible for ensuring personnel information and support documents for unit diary reporting into MCTFS (e.g. temporary additional duty (TAD) Orders; deployment rosters, page 11s, legal, promotion recommendations, etc.) are forwarded promptly to the IPAC (in most cases no later than five working days from the day an event occurs). The need for supervisory oversight exists, and Commanders and/or designated representatives remain responsible for tracking and ensuring information is entered properly into a Marine's record. For an IPAC to function effectively, a free and open exchange of information must exist between the supported command and the IPAC.

b. For the purpose of this directive, "Unit Commanders" and "Commanding Officers" refer to those individuals who the Commander, Marine Forces Reserve, has granted Special-Court Martial authority.

2. DESKTOP AND TURNOVER PROCEDURES. Unit Commanders are required to maintain desktop/turnover procedure binders for all areas in which they are responsible. This must include an information flow chart, daily, weekly, monthly and quarterly requirements, and points of contact within the IPAC for the topic covered. Unit Commanders retain responsibility for the following:

a Conducting Request Mast for military personnel of their command.

b. Conducting Non-Judicial Punishment (NJP) on Marines under their command, and provide completed Unit Punishment Book (UPB) (with their respective summary transcripts) and service record documents to the IPAC not later than 5 days from the occurrence.

c. Maintaining the minimum technical and operational directives and publications required to accomplish the Command's assigned mission.

- d. In order for Act Main to report statuses via unit diary, additional documentation is required.
- e. Providing the IPAC accurate and timely information for unit diary input in regards to TAD Orders, field rosters, deployment and non-deployable information, limited duty status, pay and entitlement changes, promotions, legal information, and awards not entered into the improved Award Processing System (iAPS).
- f. Submitting all semi-annual (Jan/Jul), annual (for units with reserve members assigned) and promotion proficiency and conduct markings via MOL and submitting proficiency and conduct markings to the IPAC for all reductions due to NJP/courts-martial, transfers, and discharge.
- g. Recommend/Not-recommend Marines for reenlistment and providing a page 11 entry to the IPAC when required. The IPAC is responsible for updating the member's electronic service record (ESR)/OMPF.
- h. Recommend/Not-recommend Marines for promotion and submit the "Non Rec" roster no later than the 15th of every month via MOL. If the 15th falls on a weekend or holiday, ensuring the non-recommendations are submitted via MOL the last working day prior to the weekend or extended liberty period. Ensuring all "Non Rec" page 11s with required signatures are submitted with rosters to the IPAC for appropriate ESR/OMPF entries.
- i. Preparing all promotion warrants from MOL for delivery to Marines, and submit "Will Not Promote" page 11 entries with required signatures from the Marine and Commanding Officer to IPAC for appropriate ESR/OMPF entries. Also, submitting "Will Not Promote" entries via MOL or providing IPAC the cancelled promotion warrant for unit diary reporting prior to the last cycle before mid-month Update and Extract (U&E).
- j. Recommending Marines for awards or personal decorations including the preparation of service awards and certificates. The Commanders must provide the IPAC with a signed copy of awards and other commendatory correspondence not contained in the iAPS for unit diary reporting and updating of the members ESR/OMPF.
- k. Preparing leave, special liberty, and permissive (PTAD) requests utilizing MOL. Ensuring daily reconciliation is complete for the proper posting of the periods via MOL.

l. Preparing all funded TAD orders via the Defense Travel System (DTS) for locally funded travel and as the system permits, all travel funded from external sources, utilizing Standard Accounting, Budgeting and Reporting System (SABRS) only when required by higher headquarters. The IPAC will be responsible for pulling DTS voucher reports and reporting appropriate personnel tempo unit diary entries.

m. Ensuring separating Marines initiate contact with the IPAC Active Duty Maintenance Branch (Separations Section) 90 days prior to their planned terminal leave date to ensure pay, allotment, and separation documents are properly prepared and processed.

n. Counseling and authenticating Page 11 (6105) entries as required (note: only the Commanding Officer can sign 6105 entries). The IPAC will be responsible for updating the member's ESR/OMPF.

o. Preparing recommendations for administrative discharges, and notifying the IPAC when any administrative separation is initiated and endorsed to the General Courts-Martial Convening Authority (GCMCA). This includes recommendations for separations for reserve members assigned to the MARCORSPTFAC as well.

p. Timely reporting to IPAC of changes in status regarding unit personnel (includes periods of unauthorized absence (UA), hospitalization, confinement by civil authorities, marriage, divorce, birth of children, etc.).

q. Preparing, reviewing, and submitting training data into MOL via Training Management System (TMS). In the event the data cannot be entered into TMS or is entered incorrectly, the IPAC will take appropriate unit diary actions to correct and adjust the information as provided.

r. Providing rosters to the IPAC for reporting company and platoon code changes for the unit when MOL cannot be utilized. This is extremely important, as proper MCTFS codes aid units in creating Company rosters, ensures proper unit MCTFS entries, and ensures accountability.

s. Establishing procedures to ensure source documents are forwarded to the Commanding Officer, Headquarters Battalion, Marine Corps Support Facility for personnel who are qualified and approved for restoration of lost leave.

t. Establishing procedures to identify and track Special Duty Assignment (SDA) pay and/or incentive pay to ensure the IPAC is informed when a Marine fails to perform the monthly requirement for the special/incentive pay.

u. Units with reserve members attached, must provide the IPAC, Ready Reserve Section, with a copy of administrative separation documents to include the NAVMC 11378 and NAVMC 11379. These forms are used when notifying reserve members of the command's intent to stop Service members' Group Life Insurance (SGLI) once they have 60 days of unpaid SGLI premiums without excused absences. These must be accompanied with the postal forms PS 3800 and PS 3800/1.

v. Establishing procedures and processes to ensure CMC (MMSR-5) mails separation letters, certificates and documents within 10 working days of the issuing approval authority. Unit Commanders are responsible for obtaining these documents from MMSR.

w. In accordance with the MCO P1070.12\_ (IRAM), Marines are required to have "Additional Duties" reported into MCTFS. Official documentation (i.e., Naval letter, MCCDC special order, etc.) is required in order to properly document the additional duties in MCTFS and the member's record. Establish procedures to ensure source documents are forwarded to the IPAC for administrative action.

x. Preparing and releasing messages as required for the issuance/cancellation/modification of orders, refusal to extend/reenlist, limited duty, and required administrative action for service members of their command. Commanders must ensure the CG MARRORRES G1 is copied on the messages.

y. Ensuring established procedures are in place to process and forward documents that affect Navy and other service personnel Master Military Pay Accounts.

z. Establishing procedures to track all Marines not physically fit for full duty and provide the IPAC with supporting documentation to be reported in MCTFS via unit diary.

## CHAPTER 4

### CUSTOMER SERVICE CENTER

1. CUSTOMER SERVICE CENTER. The Customer Service Center (CSC) is responsible for reviewing all electronic personnel action requests (EPARs and OMB) for general correctness before taking action and/or assigning the request to the appropriate section within the IPAC or Marine Forces Reserve staff section for administrative action. The CSC is further responsible for tracking the status and identifying all EPARs to ensure completed action within 5 working days after receipt. All EPARs that have been returned to the member will be closed by the CSC if the required documentation is not provided within 14 days. The CSC is the IPAC call center/distribution service, the toll free number is (800)255-5082.
2. GENERAL. The CSC serves as the single, centralized personnel administrative section for Individual Ready Reserve (IRR), Individual Mobilization Augmentees (IMA) Operation Sponsors, MARFORRES Major Subordinate Commands (MSCs), designated supported units and individual Marine's EPARs. Per reference (b), individual personnel action requests may be submitted to the CSC via the EPAR module in MOL. Additionally, if you are administratively supported by MARCORSPTFAC IPAC, you may receive walk-in support from CSC Monday-Friday 0730-1130, and Drill Sunday 0730-1130. Operational Sponsors, Prior Service Recruiters, and administrators not attached to MARCORSPTFAC or do not have the capability to create an EPAR on behalf of a member, may submit unit level administrative requests to the CSC OMB at MFR\_CSC@usmc.mil. The administrative responsibilities of the CSC are integral for the IPAC in its ability to properly support Marines at every level of Command.
3. MISSION. 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. The mission of the CSC is to provide customers "one voice, one response" in all their personnel administrative needs.
4. ADMINISTRATIVE RESPONSIBILITIES. U.S. Marine Corps philosophy is based upon the principle that Customer Service is inseparable from command support. To ensure all EPARs are transparent, maximum use of existing technology is highly encouraged. Processing EPARs in a timely and efficient manner is a requirement for all members of the IPAC.
5. CREATING EPARS. Unit Administrators and Operational Sponsors have the ability to EPARs on behalf of their Reserve Marines via

MOL Unit EPAR. The process on how to generate these EPARS can be retrieved and reviewed from the Marine Forces Reserve Home website:

[http://www.marforres.marines.mil/GeneralSpecialStaff/G1/Customer\\_Service\\_Center.aspx](http://www.marforres.marines.mil/GeneralSpecialStaff/G1/Customer_Service_Center.aspx)

When generating these EPARS, key points to remember are:

- Administrators need to remember to input THE RESERVE MARINE'S EDIPI under

Member/Unit tab and NOT their own personal information.

- Ensure the "Status" drop down box has been changed to "OPEN". If left in draft status the system will automatically delete the EPAR after 14 days.

- Ensure the "ADD NOTE" or "ADD FILE" button is pushed after all the required data and notes are added.

6. RESERVE RETIREMENT POINTS FOR CORRESPONDENCE. Reserve Marines are able to obtain Reserve Retirements Correspondence Points through approved Online training. The list of approved SecNav and Marine Corps courses can be obtained through the TECOM website. The CSC clerk will verify the course is within the approved list. If the course is on the approved list then the EPAR will be forwarded for completion. If the course is NOT within the approved list, a request will be sent on behalf of the member via the CSC Organizational Box to RAP for adjudication. Once RAP determines the adjudication, it will be routed back to CSC, the EPAR will be updated and forwarded for final processing.

7. JOINT MERITORIOUS UNIT AWARD (JMUA).

a. Per DOD 1348.33M, only those members of the Armed Forces of the United States who were present at the time and directly participated in the service or achievement for 30 days or more, or for the period cited if less than 30 days, are authorized to wear the JMUA ribbon. Personnel must be attached on Active Duty by Official Orders to the joint unit or task force Headquarters receiving the JMUA.

b. An individual established eligibility for a JMUA (really, any unit award) by being individually assigned to an eligible unit. In this case, the IMA Marines are individually assigned to the IMA det, and are not individually assigned to the Joint Staff. By the base policy, they are ineligible to participate in the JMUA. The Commander retains the ability to include additional units and individuals in awards, but they must be explicitly included and usually require service coordination. When a Commander wants to include additional units or individuals they either list them in the initial award

recommendation, or request to add them after-the-fact. In either case, the decision rests with the awarding authority.

c. For IMA Marines to be included for this award, you must be listed by name on the MARADMIN announcing the award. To be added after the initial awards update announcing the award, a by name list, on an individual basis, must be forwarded to the awarding authority (Joint Staff or Joint Task Force Headquarters) for routing and approval. The awarding authority would then send a memo designating the newly included Marines to Headquarters Marine Corps (MMMA). Since only selected Individuals, and not the entire IMA Det is eligible, it cannot be approved as a Unit award. Anyone not included in the resulting list, remains ineligible for the award.

8. SUPERVISOR FUNCTIONS AND RESPONSIBILITIES. Section Head functions and responsibilities are not limited to the dissemination of EPARs, but to engage other sections in the completion of items in a timely manner. Information is monitored and coordinated by the Section Branch Head and his/her staff in order to provide the IPAC Deputy Director, and/or others with factual data essential for effective management of the CSC. Reports for open and closed EPARs have been created to provide valuable resource management tools.

a. The CSC OIC and/or Assistant OIC/SNCOIC is responsible for, but not limited to, the following duties and responsibilities:

(1) Providing technical guidance and direction throughout the designated section to ensure continuity of operations.

(2) Maintaining the status and number of EPARs administered.

(3) Performing applicable budget formulation, execution, and review functions for future, current, and expired fiscal years.

(4) Maintaining customer service representative support for MARFORRES.

(5) Maintaining oversight of transactions to ensure validity and accuracy of EPARs.

(6) Conducting evaluations to assist in the prompt detection and correction of problems and the resolution of

unsatisfactory conditions arising in connection with established procedures, practices, and deficiencies.

(7) Training Customer Service Agents (CSA) in the proper utilization of the Marine Online EPAR module, Organizational Mailbox (OMB) and CISCO multi-phone system.

(8) Maintaining oversight of Customer Service Center Phone Center.

(9) Assigning EPARs to CSAs.

(10) Creating, editing, updating and analyzing reports.

(11) Contacting customers as necessary.

(12) Certifier for non-pay related unit diary transactions as needed.

(13) Supervising the CSA's and managing their daily routine.

9. CUSTOMER SERVICE AGENT DUTIES AND RESPONSIBILITIES. Customer Service Agents are defined as those personnel who receive EPAR/PAR directly from end users and walk-ins. Customer Service Agents utilize various programs in the performance of their duties, to include, but are not limited to: UD/MIPS, MOL, Master Personnel, MCTFS, MROWS, and EDA. A thorough knowledge of these systems and administrative directives and procedures are a must for the CSC to properly function. Therefore, personnel assigned to the CSC will be selected from members within the IPAC who have the knowledge, skills and abilities to handle all routine and non-routine personnel administrative tasks.

a. Customer Service Agents are responsible for, but not limited to, the following duties and responsibilities for EPARs:

(1) Receiving EPARs initiated by both internal and external sources.

(2) Creating, editing, and working EPARs as requested by external customer(s).

(3) Ensuring proper source documents are provided prior to forwarding EPARS to appropriate sections for completion.

(4) Completing received EPARs through various means of administration as required.

- (5) Assigning EPARs as dictated by subject matter.
  - (6) Monitoring the execution of the EPARs as required.
  - (7) Identifying, researching and providing information to the customer as required.
  - (8) Ensuring calls are transferred to the appropriate section OIC when required.
  - (9) Scanning required documents via ODI to the OMPF and maintaining files for source documents of reported entries.
- b. OMB specific:

- (1) Create an EPAR for the member if at all possible
- (2) Manually input/update OMB tracker located on the CSC sharepoint portal.
- (3) Attach the forwarded email as supporting documentation along with the received email if necessary.
- (4) For request that are submitted by a member, advise member to submit via MOL EPAR for tracking purposes.

## CHAPTER 5

### QUALITY ASSURANCE/SYSTEMS

1. GENERAL. The Quality Assurance/Systems Section is comprised of three teams: Internal Audit Team, Administrative Assistance Liaison Team, and Data Systems Team.

2. RESPONSIBILITIES. The Quality Assurance (QA) Section provides oversight support to each section within the MARFORRES IPAC in order to improve IPAC procedures and operations and to maintain the highest level of customer satisfaction.

3. QUALITY ASSURANCE DUTIES.

a. QA will plan, coordinate, and conduct Marine Corps Administrative Analysis Team (MCAAT) and Marine Corps Inspector General (IG) type inspections of all functional areas under the responsibility of the MARFORRES IPAC and make recommendations to resolve identified deficiencies. These inspections will be conducted regularly within the IPAC and will be offered to supported unit commanders in preparation for MCAAT and/or CGIP inspections. Supported unit commanders may also request courtesy inspections at any time. Upon the completion of the inspection, a written report will be provided to the IPAC Director to identify any trends identified within the Internal Control (IC) area.

b. QA will identify timeliness and error trends using Marine Corps Total Force System (MCTFS) reports and implement procedures to eliminate those trends.

c. QA will review and monitor written internal control and desktop procedures for each functional administrative area within IPAC as outlined in current inspection checklists for the MCAAT and IG.

d. QA will provide timely inconsistent reports to assist IPAC administrators in identifying and eliminating pay and allowance errors.

e. QA will plan, develop, and implement indoctrination, audit procedures, and technical military occupational specialty (MOS) training classes for all levels of IPAC administrators.

f. QA will develop, implement, and review standardized online procedural manuals to facilitate IPAC administrators in all IPAC functional areas.

g. QA will provide daily monitoring of Marine On-Line, Document Tracking Management System (DTMS) and the electronic diary feedback report (EDFR) to ensure completion and certification as necessary is accomplished within Marine Corps guidelines.

h. Timeliness Management Report (TMR) will be generated on the 5th working day of each month for the previous month's activity. The QA Section will review the TMR to discuss trends and deficiencies that occurred the month prior. The TMR displays the number of total diary transactions, time rated transactions, total rejections, timeliness percent, and rejection percent. The Marine Corps goal for timeliness is 96 percent of all transactions to be reported within 10 working days of the event occurrence.

#### 4. QUALITY ASSURANCE POLICY.

a. Unit diaries are to be certified daily, but no later than 1 working day after the date created. For example, if a unit diary was created on a Monday, it will be certified by Tuesday. Also, unit diaries will be prepared every day there are reportable entries.

b. The IPAC will maintain "consecutive" unit diary numbering per the PRIUM. If a unit diary is created and determined to have created a number gap, it should be deleted and retyped using the correct consecutive number. If the unit diary processes with the erroneous number, the responsible personnel officers will manually input the unit diary number to fill in the unit diary number gap.

c. All EDFR reports are to be completed per the MCTFSPRIUM. A weekly EDFR report will be posted to SharePoint to advise each IPAC section what advisories are pending and when EDFR cycles are to be completed and certified.

d. Usage of the Tickler File or the Transaction Pool is authorized and encouraged. However, it is important not to misuse these helpful tools within UD/MIPS. Transactions are not to reside in the Tickler File or the Transaction Pool for more than 3 working days.

5. SYSTEMS SUPPORT.

a. The responsibility of System Support is to provide oversight support on all IPAC hardware, software, and Information Technology (IT) issues to maintain the highest level of productivity and efficiency.

6. DUTIES. The duties of the Systems Support include, but are not limited to the following:

a. Maintaining a current inventory of all automated data processing equipment (ADPE) and computer assets as well as peripherals assigned to the IPAC. This inventory will be reconciled on a quarterly basis to ensure that proper accountability of assigned assets and their peripheral equipment. Discrepancies discovered during the quarterly reconciliation will be immediately identified to the QA/Sys OIC and Deputy Director of IPAC for resolution.

b. Developing and maintaining server-based applications designed to streamline information availability to the IPAC and supported organizations and improve the personnel administrative process.

c. Coordinate with Navy Marine Corps Intranet, or Manpower Information System Support Office for any computer maintenance, service, and/or applications.

d. Development and presentation of internal ADPE and system training for the IPAC personnel.

e. Perform all IPAC Terminal Area Security Officer (TASO) functions for MCTFS access for the IPAC.

f. Ensure only NMCI authorized software is loaded onto computers. Coordination will be made with the Systems Section to install required administrative software programs.

g. Serve as liaison between IPAC and G-6. All communications or computer support requests will be forwarded to the Data System Section for action.

h. Track and monitor all access to any automated system belonging to the IPAC. Ensure required training and annual Information Awareness certifications are completed.

i. Maintain all IA Certificates and other annual IT certificates on file for IPAC personnel.

j. Review/process all System Authorization Access Request (SAAR) for the following applications:

- (1) Report Studio.
- (2) Marine Reserve Order Writing System (MROWS).
- (3) Marine Corps Total Force System (MCTFS).
- (4) Electronic Document Access (EDA).
- (5) SharePoint.
- (6) IPAC Share Drive.

k. Process general computer support requests related to troubleshooting, NCMI access, setting-up network and local printers, scanners, port activation, and facilitating equipment moves.

l. Plan, design, develop, test, and implement SharePoint applications and manage to optimize information dissemination.

m. Develop, analyze, and refine functional and technical specifications and system requirements.

n. Provide training to personnel on how to make updates and modifications to a sections page.

o. Grant access to designated personnel for the Shareportal to make modifications.

p. Analyzes web-based communications on a regular basis and prompts initiation of corrective action to ensure support of operating programs.

q. Works to define user needs, preferences, and provide suggestions that would enhance information to provide to outside agencies.

r. Maintain all supplies for copiers/scanners to include toner cartridges and additional supplies as required.

7. SUPPLY CONTROL. The Quality Assurance/System Support Section will be responsible for ordering all consumable supplies used within the IPAC. Lists from the sections will be consolidated and supplies will be ordered on a monthly basis.

a. A baseline of supplies of commonly used items will be maintained by the section in the event items are needed on short notice and between ordering dates.

## CHAPTER 6

### ACTIVE DUTY MAINTENANCE BRANCH

1. MISSION. To provide the active duty unit commanders with the efficient join processing of Marines assigned to the various commands located aboard The MARCORSPTFAC, New Orleans, LA. To provide maintenance of electronic service records to unit commanders and ensure all pay and entitlements are started in a timely manner upon reporting. In coordination with the Quantico Finance Office, ensure Permanent Change of Station Order (PCSO) travel claims are submitted and processed in a timely manner and requests for special payments and payday adjustments are processed appropriately.

2. ORGANIZATION. The Active Duty Support Branch is comprised of the Joins Section, Active Duty Maintenance Section and Separations Section. The OIC of the Active Duty Support Section will be the senior officer of all Active Duty Support Branch. The officers assigned to the Joins and Separations Section will act as Assistant OICs accordingly, and will fall under the direction of the Active Duty Support (Maintenance) OIC.

## CHAPTER 6

### ACTIVE DUTY MAINTENANCE BRANCH

#### SECTION 1: JOINS SECTION

1. GENERAL. The Joins Section serves as the single centralized inbound department for the units being serviced by the MARFORRES IPAC, NOLA. For all Permanent Change of Station (PCS), Permanent Change of Assignment (PCA) and Reservists ordered to active duty in excess of 30 days (unless reporting to the Mobilization Processing Center), processing will be accomplished with this section. This section provides for the welfare of all newly joined Marines by ensuring all join information and pay and allowances are reported correctly and in a timely manner, to make certain any errors in previously reported entitlements are discovered, and the Marine is immediately notified of the financial impact. As part of the join process, the Joins Section conducts a thorough and detailed audit on all Marines reporting for duty, and ensures all entries reported by previous commands were correctly reported, and have posted. The Joins Section will also ensure that Navy and other Military Service Personnel attaching to Marine organizations are joined within MCTFS for record purposes (tracking and accountability).

2. REPORTING INSTRUCTIONS. All new join and inbound personnel will report to the CSC located in room 1C1102. The IPAC is open for all arriving Marines from 0730-1630 Monday through Friday.

a. The Joins Section will be notified weekly by G-1 Manpower of Marines and Sailors checking into one of the various subordinate commands within MARCORSPTFAC.

b. All newly joined Marines and Sailors will be escorted to the MARFORRES G-1 Manpower for an appropriate reporting endorsement and billet assignment information.

c. Newly hired civilian personnel will be joined via MOL by the Civilian Human Resource Office located in room 4E7300 at the prescribed time and date directed by that office. Additionally, the IPAC will process the civilian data sheet for input into MCTFS 3270. Such unit diary action will ensure that the member does not arbitrarily drop from MOL within 30 days.

3. CHECK-IN SHEET POLICY. Due to the variation in command check-in requirements from organization to organization, the Joins Section will issue a standardized check-in sheet. Each supported organization is responsible for developing, issuing, and monitoring the check in process for their Marines and

Sailors. Marines and Sailors will check-in to all agencies as listed on the provided check-in sheet and return the sheet within 5 working days.

#### 4. AUDIT PROCEDURES.

a. The first stage audit is conducted in the presence of the Marine being joined. It is a thorough review of the service record and MCTFS using an audit checklist. This checklist includes MCTFS Option 23 (summary of entries posted en route), BIR/BTR, MCTFS Remarks Summary, RED, SGLI, Record of Service (ROS), awards, education, travel claim voucher, MGIB, and other pertinent MCTFS remarks. In addition to the audit, the NAVMC 10922 (BAH application) will be prepared for any dependent gains or losses, a W-4 for updates and/or changes in federal or state taxes, and State of Legal Residence (DD 2058) or State Tax Exemption forms (DD Form 2058-1/2). Once the join has posted, the first stage section will reprint the Option 23 and verify all reported entries have posted properly.

b. All Marines entitled to basic pay while performing active duty rate Basic Allowance for Subsistence (BAS). All Marines assigned to one of the commands at MARCORSPTEAC, New Orleans are authorized BAS due to no chow hall being available at the duty site. During the first stage audit, all single Marines, Staff Sergeant and below will complete a NAVMC 10522 before being authorized BAS.

c. Advance pay is to assist a Marine with meeting the extraordinary expenses associated with a government ordered relocation, per the Advanced Pay Order. It is intended to assist with the out-of-pocket expenses incurred during a PCS move, which are not typical of day-to-day military living and exceed or precede normal travel reimbursements. A Marine can request advance pay up to 30 days prior to departure from old duty station and 60 days after arriving at their new duty station. Corporals and above can request 1 month's pay to be repaid in 12 months. All requests outside of these normal parameters must be approved by the Marine's Commanding Officer.

Note: The Marine's written justification must include a minimum of: (1) a list of actual and anticipated expenses, (2) an explanation of the circumstances which cause an advance of more than one month, (3) a listing of offsetting entitlements (i.e., family member travel, advance BAH, DLA) and (4) Marines who request a repayment schedule in excess of 12 months must provide specific justification as to why. Once requested and approved, a NAVMC 11116 along with the written justification (outside of normal parameters) will be filed in the correspondence files.

d. Once completed, the service record (if applicable) is scanned into OMPF On-Line via the ODIRM system. OMPF On-Line is a Common Access Card (CAC) secured, web based program (via MOL) designed to provide commanders and staff the ability to access Marines' records electronically. It is also designed to allow for the upload and saving of documentation produced at the local level for the service record to include reenlistment documents, BAH applications, Unit Punishment Book/page 12's and page 11's. The Joins Section will have the service record book scanned and available for viewing by the command within 5 - 7 business days of reporting. Once scanned and uploaded, it will be returned to the service member. Members checking in with no paper service record will have any newly created documents upon joining, scanned and submitted to the member's electronic record.

e. The second stage audit is completed without the Marine's presence and is a thorough audit of all pay and allowances, paying particular attention to those entitlements associated with PCS travel. It is completed after his or her elapsed time (proceed, leave/delay or travel) has posted in MCTFS within 45 days or 60 days after the join posts, whichever is earlier. For a Low Cost Permanent Change of Station (LCPCS) and PCA, the audit should be conducted once all join entries have posted in MCTFS. The Joins Section will ensure that the Finance Office receives the NAVMC 11116 and a copy of the PCSOs to process the lapsed time. Under no circumstances should a second stage audit be initiated beyond 60 days. The audit will be conducted using the second stage checklist, the electronic service record, the MCTFS remarks summary, or the MCAAT printout, whichever audit tool is preferred, the travel claim with Disbursing Office Voucher (DOV), the scanned copy of the first stage checklist to include MCTFS option 23, and the Disbursing Type Transaction Code (TTC) 520 "elapsed time" from the Diary Feedback Report (EDFR).

f. If the elapsed time has not posted to MCTFS within 45 days, a NAVMC 11116 will be submitted to disbursing requesting the elapsed time be reported. It will be submitted every ten days thereafter until the elapsed time is settled and include the DOV number and date of the PCS travel time which has not posted.

g. If the elapsed time has posted to the MCTFS (or sixty days since being joined), an audit will ensure all pay and entitlements associated with travel have posted.

5. PREPARATION OF PERMANENT CHANGE OF STATION ORDERS (PCSO) TRAVEL CLAIMS. PCSO travel claims will be completed using DD Form 1351-2, Travel Voucher or Sub Voucher and DD Form 1351-2C, Travel Voucher or Sub voucher Continuation Sheet.

a. Travel claims will be prepared and submitted with all required receipts. The voucher and scanned receipts will be provided to the Finance Office, via Defense Travel Management System (DTMS) within MOL for settlement of the claim. A copy of the voucher will be given to the Marine upon request, and the original copies for the travel tickler file which will include the entire join package.

b. The Joins Section OIC/SNCOIC will conduct a quality control review of all travel claims. This review is to identify any discrepancies in the travel claim, PCSO, and endorsements or required receipts prior to submitting the claim to the Finance Office.

c. The New Join tickler files will be managed by the Joins Section for completion of the second stage audits. The Travel Tickler file will be used to check the status of the claim within ten days from the day it was sent to the Finance Office. If travel claims are returned from the Finance Office with a Discrepancy Notice (DN), the Travel Claim Section will take immediate action to resolve the DN. In the event that the DN requires additional documentation to further confirm expenses or travel itinerary, the Joins Section will contact the member immediately. Failure on the member's behalf to respond promptly or provide adequate documentation will cause delay in the resubmission process.

6. PERMANENT CHANGE OF STATION ORDERS (PCSO) TRAVEL SETTLEMENTS. Upon completion of all PCSO travel settlements, the travel claim will be verified and maintained through the Integrated Automated Travel System (IATS) and Electronic Document Access (EDA).

7. TRAVEL CLAIM DISCREPANCIES.

a. All discrepancies will be annotated on a travel claim discrepancy form, and corrective action will be taken immediately. Attempts to obtain missing Orders and endorsements from external commands will be closely monitored by the Joins Section. After the first unsuccessful attempt to obtain missing information, the claim will be provided to the SNCOIC/OIC, Joins Section, for resolution.

b. All discrepancies identified on the travel claim will be expeditiously researched, resubmitted, and continue to be tracked until properly settled. Personnel who desire to submit documentation needed to process their travel claim can utilize the CSC or submit an EPAR.

8. NAVY/OTHER SERVICE/JOIN PROCEDURES. Naval and other service personnel reporting for duty with supported organizations should report to their respective individual commands in the appropriate uniform of the day. Entitlements for Navy personnel are handled by Navy Administration at the Personnel Support Detachment aboard Belle Chasse. After reporting, these members will be brought to the IPAC for joining in MCTFS via MOL.

9. TEMINS DROPS: Marines under PCSOs with TEMINS to a special duty (DI/RCTR/MSG/SOI/MCSF/MARSOC) who fail to meet the special duty assignment criteria will be returned to their parent command. These Marines must report to the IPAC Joins Section for proper processing and audit requirements.

## CHAPTER 6

### ACTIVE DUTY MAINTENANCE BRANCH

#### SECTION 2: SUPPORT SECTION

1. GENERAL. The Active Duty Support Section is responsible for providing specialized administrative services for personnel not in a transition status (i.e., joining, transferring aboard MARCORSPTFAC). These services include, but are not limited to, dependent gain/loss packages, service record audits, electronic service record maintenance, Temporary Additional Duty (TAD), Fleet Assistance Program, deployment processing, promotions, legal reporting, pay management, centralized filing, limited duty, awards processing, career status bonus, administrative service for pay related personal action requests (PARs), completion of pre-TAD Audits, post-TAD Audits, and triennial audits.

2. INFORMATION FLOW. In an effort to reduce the requirements for Marines to physically visit the IPAC for routine administrative actions, Marines are highly encouraged to utilize the MyPay web site (<https://mypay.dfas.mil>) or the MOL web site (<HTTPS://MOL.TFS.USMC.MIL>), whenever possible to complete administrative tasks. Marines are also encouraged to submit personal action requests via the EPAR module in MOL.

a. The target response time for PARs submitted via the CSC with pay-related or urgent matters is 24 to 48 hours. PARs submitted via CSC requiring detailed research, coordination with other commands or multiple actions may require a longer period to accomplish; however, the target goal for completion is 5 working days per the PRIUM. A PAR is not considered complete until all unit diary actions have posted and the Marine/Command has been notified.

3. TRIENNIAL AUDITS. Triennial audits are conducted by personal interview with the Marine every three years and is an in depth comparison of data in MCTFS with the ESR.

a. A roster is generated at the beginning of each month to identify those Marines who require an audit and forwarded to the supported unit administrative representatives for assistance in notifying the Marine of the audit.

b. The following documents will be audited by a LCpl/GS-04 or above and scanned to the members ESR.

(1) The Basic Individual and Training Records (BIR/BTR) will be audited, annotated with corrective action and the unit diary number and date. The audited BIR, complete with signatures, Marine and auditor (Lance Corporal/GS-4 or above), date of audit, and the dependent certification for Basic Allowance for Housing (BAH) will be maintained in IPAC's files. The BTR will be returned to the Marine.

(2) The Record of Emergency Data (RED) will be audited, annotated with corrective action and the unit diary number and date. The RED will also be signed by the Marine and witnessed by a Lance Corporal, GS-4 or above. The audited and certified RED will be scanned to the member's electronic service record until the next update is required.

(3) The Record of Service (ROS), Performance Evaluation (from MCTFS and the MMSB Website), Individual Deployment Record (IDR), Awards, Career Sea, Remarks Summary, and Education Screens from MCTFS will be audited and corrective action will be taken as required.

c. All Marines will be required to bring a copy of their Family Care Plan when they come to conduct an audit.

d. In an effort to reduce multiple visits to the IPAC, Marines may declare any visit for routine service as their triennial audit. This audit will include all the required actions of a triennial audit.

e. Marines are required to inform appropriate personnel of any changes which may affect the status of pay and entitlements. Such changes include, but are not limited to dependent gains or losses from, marriage, divorce, legal separation, child birth, dependent death, acquisition of dependents other than spouse or child(ren), other changes in BAH status, and residential movement on or off base.

4. MEMBER MARRIED TO MEMBER AUDITS. These audits are conducted to ensure Marines married to members of the Armed Forces are paid correctly. The potential for over payment is high for this category of personnel due to the complexity of pay and entitlement regulations governing military spouses. Therefore, it is important for Marines with active duty or reserve spouses to be especially aware of their entitlements and to ask questions about their pay when necessary. MCFTSPRIUM and DoDFMR refers.

a. Member Married to Member audits are required to be conducted annually but will be conducted bi-annually to prevent possible over payments.

b. Most audits can be accomplished without the Marine's presence. If a discrepancy exists, the Marine will be notified and may be required to supply documentation or answer questions related to an entitlement.

c. Marines with spouses in another service of the Armed Forces are responsible for providing information required for the audit, such as a current copy of the spouse's LES and an administrative point of contact (include rank, name, and telephone number), if the information is not present in the Defense Joint Military Pay System (DJMS). If a discrepancy is detected, the Active Duty Support Section will contact the administrative office to coordinate the required corrective action.

d. All documentation used in the audit will be maintained in local files or the member's ESR.

5. DEPENDENT ADD/LOSS PACKAGES. Marines who experience a change in marital status or the gain/loss a family member must immediately notify the Active Duty Support Section and the DEERS/RAPIDS office. These changes require both unit diary reporting to correct information in MCTFS and a complete review of all entitlements. Marines requiring this type of administrative service must report to the IPAC in person with all supporting documents, i.e., marriage/birth certificates, divorce decrees, etc. (Note: ID cards are issued and recovered by the ID Card/DEERS Office.)

6. TRAUMATIC/FAMILY SERVICEMEMBER'S/SERVICEMEMBER'S GROUP LIFE INSURANCE (TSGLI/FSGLI/SGLI). A Marine should review his/her insurance needs and documentation periodically to ensure his/her family is taken care of at all times.

a. The occasions for this insurance to be verified are during a pre/post deployment audit, a TAD excess audit, a triennial audit, after a change in marital status, after reenlisting, and at the request of the Marine.

b. If starting and/or increasing the amount of coverage, the first day is effective the first day of the month the new form is executed. If stopping and/or decreasing the amount of coverage, the effective day is the first day of the month after the new form is executed. If a Marine desires to increase SGLI/FMSGLI previously decreased, he/she is required to complete

the appropriate health certificate and provide it for inclusion into the ESR. Marines should verify the correct SGLI/FMSGSLI premium is being deducted from their pay with the first LES after executing the change. In any instance when the Primary Next of Kin (spouse) is not designated as the primary or sole beneficiary of SGLI, he/she will be notified by letter.

c. Upon completion of the SGLI/FSGLI, a copy will be scanned to the member's ESR.

7. RECORD OF EMERGENCY DATA (RED). RED information is vital for contacting the Marine's family in the event of death or serious injury to a Marine. Marines are responsible for ensuring the RED is current and 100% accurate at all times. These changes include, but are not limited to the address and telephone number of the immediate family, parents, guardians, and children (if applicable).

a. Some RED changes such as home addresses or contact telephone numbers can be updated via MOL at <https://sso.tfs.usmc.mil>. When the RED is corrected in the Marine's presence, each correction is required to be signed and dated by the Marine and witnessed by a Lance Corporal, GS-4 or above.

b. The Active Duty Support Section will review the EDFR for any RED changes Marines make using MOL. Such changes often indicate that other changes are necessary to the Marine's record; which may require contacting the Marine to complete an audit.

8. TRICARE FAMILY MARINE DENTAL PROGRAM. Personnel offices no longer have the capability to report enrollments or disenrollments to dental coverage for service Marines. For inquiries regarding such coverage, Marines must contact Metropolitan Life Insurance Company, Inc. (METLIFE) Dental Care directly by calling (855) 638-8371 or visiting [www.tricare.mil](http://www.tricare.mil) on the internet.

9. BASIC ALLOWANCE FOR SUBSISTENCE (BAS). When Marines fall into a duty status in which government meals are provided at no cost, their BAS will be checked accordingly.

10. BASIC ALLOWANCE FOR HOUSING (BAH).

a. BAH is based on geographic duty location, pay grade, and family member status/location. The intent of BAH is to provide uniformed service members accurate and equitable housing compensation based on housing costs in local civilian housing

markets, and is payable when government quarters are not provided (JTR).

b. BAH Own Right (O/R) is not authorized for MARFORRES, New Orleans personnel in pay grade E-5 and below unless requested for and approved to reside off base by the Commanding Officer, Headquarters Battalion, Marine Corps Support Facility, New Orleans, LA. Personnel in the pay grade E-5 and below married to service members who do not establish a joint household or do not have physical custody of dependent children will be required to request permission to reside off base. If service members report and within the first 60 days are authorized BAH O/R, the Support Section will ensure the member submits a supplemental Travel Claim for Dislocation Allowance (DLA) O/R. All approved requests must be submitted to the Joins Section for proper reporting and retention.

11. BASIC ALLOWANCE FOR HOUSING DIFFERENCE (BAH-DIFF). BAH-DIFF is the difference between BAH-II at the "with dependents rate" and BAH-II at the "without dependents rate." Marines who claim BAH solely for the payment of child support may be eligible for BAH-DIFF if child support paid is equal to or greater than the amount of BAH-DIFF. If child support payments are less than the amount of BAH-DIFF, and the Marine has no other qualifying criteria which would make the member eligible for a greater BAH rate, the Marine is only entitled to BAH-Partial. If a Marine is authorized to reside off base, and child support payments are equal to or greater than the amount of BAH-DIFF, the Marine is entitled to BAH at the "with dependents rate." Marines that require this administrative service will report in person with supporting documents (birth certificates, court ordered support claims, proof of support).

12. REIMBURSEMENT OF ADOPTION EXPENSES.

a. Federal law authorizes reimbursement for certain adoption expenses. If a service member adopted a child who is under 18 years of age, he/she may be eligible for a maximum expense reimbursement of \$2,000 per child, not to exceed \$5,000 per calendar year. The law is found at Title 10 U.S.C. § 1052, DoDFMR Volume 7C, Chapter 4, and DoDI 1341.9.

b. Generally, to qualify for the reimbursement, the adoption must have been arranged by a qualified adoption agency, or for adoptions that occur on or after 6 January 2006, other sources authorized to place children for adoption under state or local law.

c. To be reimbursed for adoption expenses certain requirements and procedures MUST be met. Please contact the IPAC Active Duty Support Section for procedures in filing such a claim.

13. SPECIAL DUTY ASSIGNMENT (SDA)/HAZARDOUS DUTY PAY (HDP).

a. Certification of SDA/HDP (Jump, Scuba, Demolition, Flight Pay, 1stSgt/SgtsMaj/MGySgts in senior enlisted billets, and Flight Duty Pay) will be conducted on a bi-annual basis. A copy of competent orders will be required for all Marines assigned to billets entitled to SDA/HDP.

b. Orders, along with rosters listing Marines in receipt of SDA/HDP will be maintained in separate folders for each type of special pay and reviewed monthly. Additionally, the annual certification of the Career Retention Specialists (CRS) SDA pay will be verified monthly by ensuring CRS billets are assigned per respective unit Table of Organizations (T/Os) and unit special orders. Unit CRS are required to submit a CRS assignment letter to the Pay Section as the source document annually to continue receiving SDA pay. Also, the Active Duty Support Section must be expeditiously notified when a CRS' status changes.

14. ELECTRONIC LEAVE AND EARNINGS STATEMENT (E-LES). Per current regulations, the individual Marine is responsible for auditing the E-LES for accuracy. At a minimum, the Marine will verify the pay grade, state code (where state taxes are being deducted), number of federal and state exemptions, all entitlements, deductions and remarks located at the bottom of the E-LES. Proper review of the E-LES can detect pay discrepancies before those discrepancies become pay problems. If any discrepancies are noted, immediately submit an EPAR to the Customer Service Center via the EPAR module in MOL.

15. MYPAY. Marines who have forgotten or lost their PIN may request one using the instructions contained in the website for MyPay at: <https://mypay.dfas.mil/mypay.aspx>.

a. MyPay provides the capability for Marines to make certain changes to pay and personnel accounts via the internet. MyPay was designed to provide users greater access and control over pay and personnel matters.

b. MyPay allows Marines to conduct the following transactions:

(1) Change federal tax exemptions and additional tax amounts.

(2) Start, stop, or change savings or bond allotments.

(3) Start or change direct deposit account numbers.

(4) Change correspondence address (home address).

(5) Enroll in the Thrift Savings Plan (TSP).

(6) View and print current and previous year W-2s.

(7) View E-LES.

c. MyPay eliminates the need to complete new forms, saves time in administrative support, reduces the chance for errors and updates pay and personnel records as fast or faster than processing changes through the administrative office or customer service center.

d. Upon enrolling in TSP through MyPay, Marines will receive a "Welcome to TSP" letter in the mail with their TSP account number. With this account number, Marines can access the TSP account online after creating a web password at [www.tsp.gov](http://www.tsp.gov). Marines can view account balances and perform various other actions online (such as change contribution allocations, make inter-fund transfers, view statements, review fund performances, etc). In the event an account number or password is lost or forgotten, a Marine may go to [www.tsp.gov](http://www.tsp.gov) and click the link for "mail me my account number" or "mail me a new web password". Marines may only change the percentage of basic, special, incentive, or bonus pay elected to send to the TSP account.

e. With the exception of emergency service support, such as, but not limited to emergency stoppage of allotment, IPAC will not approve service request for administrative changes available in the MyPay and MOL systems.

f. Customer Support issues and any questions regarding a MyPay PIN may be addressed by contacting DFAS Cleveland at 1-800-390-2348 between the hours of 0700-1930 (EST), Monday through Friday.

g. It is mandatory for all Marines to possess a MyPay account.

16. PAY DISCREPANCIES. The common pay discrepancies listed below are provided for personnel in supervisory leadership positions to familiarize them with frequent issues which may affect their Marines' pay. Contact the Customer Service Center/Remote if any of the following occur:

- a. Late notification of changes affecting entitlement to BAH, BAS, and/or Family Separation Allowance (FSA).
- b. Recoupment of advances for BAH or travel.
- c. Incorrect manifest rosters for dates and modes of travel causing erroneous entries for Hardship Duty/Hostile Fire pay, Combat Zone Tax Exclusion (CZTE), FSA, and BAS, etc.
- d. Marines closing/changing bank accounts without verifying the posting of SF1199A to redirect the direct deposit payments.

17. PREVENTING PAY PROBLEMS. The following actions will assist Marines with addressing pay or entitlements errors and prevent accumulation:

- a. Review your LES monthly.
- b. Notifying the Customer Service Center of any pay items you do not understand that posted to your LES.
- c. Seeking advice from your chain of command.
- d. Not terminating an existing direct deposit bank account without first verifying the starting of a new direct deposit account after filing a Direct Deposit Sign-Up Form (SF1199A) with a financial institution. The new direct deposit account will automatically terminate the previous electronic transfer of funds.

18. UPDATE & EXTRACT CUTOFF DATES.

- a. Understanding the U&E procedure, which governs when an entitlement will reflect in a service member's pay account, enables unit leaders at all levels to better assist those Marines in their charge.
- b. All entries affecting pay and allowances are reported into MCTFS via the UDMIPS. Defense Finance and Accounting Services has a predetermined U&E cutoff date for each payday. This U&E date occurs twice monthly and all pay and allowance entries successfully posted in MCTFS on or before that established cut-off date will be reflected in the following pay

period. The following is a very basic review of how entitlements/deductions (credits/debits) are reflected in a service member's normal payday account:

Example: The U&E date for the 15 August payday is 7 August. A Marine gets married on 1 August, reports to IPAC on 6 August, and completes the required paperwork for BAH and BAS. This information is reported on 7 August via the unit diary. Because the unit diary entries were reported on or before the 7 August U&E cutoff - the Marine will see the pay increase on 15 August payday.

In the same scenario, if the timeline shifted resulting in the unit diary entries being reported after the 7 August U&E cutoff the Marine would not see the pay increase until the 1 September payday. However, the 1 September payday would reflect all back pay (crediting the Marine all pay and allowances retroactive to his date of marriage of 1 August).

19. MISCELLANEOUS MILITARY PAY ORDER (NAVMC 11116). The Miscellaneous Military Pay Order (MPO) or "Quad 1 6" is used to transmit pay requests from the IPAC Office to the servicing Disbursing or Finance Office. It is used for special payments and manual pay adjustments and is accessed through the Document Tracking Management System (DTMS). All MPOs will be submitted to the Disbursing/Finance Office via DTMS.

20. SUSPECT PAY ROSTER. The suspect pay roster is generated after each U&E to identify those Marines who potentially have a pay discrepancy. The roster will be verified against current information within MCTFS to identify the discrepancy and the Marine will be notified. The Active Duty Support Section will also verify any inconsistencies resulting in Marines receiving \$300.00 or less.

21. BONDS & ALLOTMENTS (B&A). The MyPay offers the individual Marine the ability to effectively manage a portion of his/her respective pay entitlements in the form of allotments. This system enables a Marine to start, stop, increase, or decrease a new or existing allotment. Bonds and Allotments that are unable to be started utilizing the MyPay system should be submitted to the Pay Section for processing.

a. All requests for savings allotments must contain a valid account number and routing number from the financial institution where the allotment is to be sent. This information must be on a Direct Deposit or allotment request form and signed by the Marine. Allotments are required to remain in effect for 3 months before they can be changed or stopped via MyPay.

However, the Active Duty Support Section can stop allotments after the first deposit has been deposited. Marines are reminded to double check all allotment account and routing numbers. Submission of incorrect accounts will result in the service members' pay being deducted and held in suspense until corrected.

b. Due to the often sensitive and urgent nature of allotments where credit worthiness or support of family member is involved, Marines must consider submission dates of allotments and plan accordingly. Generally, allotments submitted and processed prior to the 15th of the month will have an earlier deduction date than those requests submitted after the 15th of the month. For example:

(1) Marine submits a request on the 3 August, half the total amount of the allotment will be deducted on the 15th and 30th of August, with the total monthly amount being paid to the institution on 1 September.

(2) Marine submits a request on the 25 August, half the total amount of the allotment will be deducted on the 15th and 30th of September, with the total monthly amount being paid to the institution on 1 October.

c. Requests for emergency stop/start of allotments will be handled on a case-by-case basis and in direct coordination with the Active Duty Support Section OIC/SNCOIC.

22. DEPLOYED SUPPORT/TEMPORARY ADDITIONAL DUTY (TAD). The Active Duty Support Section is responsible for pre/post deployment audits, reporting and auditing of pay entitlements, Personnel-Tempo (PERSTEMPO) reporting, and taking appropriate administrative action on personnel reporting or detaching for TAD.

a. Parent commands are responsible for notifying the Active Duty Support Section when assigned personnel enter and depart a field duty status so that appropriate Pers-Tempo and BAS checkages are reported. The BAS checkages are not an option for the unit commander. MCO P10110.47 requires pay debits be reported in MCTFS.

b. While utilizing the appropriate operational security (OPSEC) requirements, report changes to personnel accountability/status such as the dates to/from Unauthorized Absence (UA), In Hands of Civilian Activity (IHCA), to/from sick, and arrival/departure in theatre to the IPAC by any means available. The IPAC will coordinate with the Gaining Force

Command IPAC as necessary to coordinate unit diary reporting requirements and responsibilities.

23. INDIVIDUAL AUGMENT/TAD EXCESS.

a. All personnel assigned as an Individual Augment, going TAD in excess of 30 days, or going TAD outside CONUS must report to the IPAC Active Duty Support Section and complete the required Pre-Deployment Audit within 30 days prior to departure. This audit primarily consists of updating the BIR, BTR, RED, and SGLI Form. IPAC will need a copy of each service member's deployment orders.

b. A Family Care Plan is required to be completed and on file for all members with dependents. Please see the checklist & sample Power of Attorney contained in MCO 1740.13C.

c. Reporting endorsements will be required in order to start deployed entitlements such as Hardship Duty Pay - Location (HDP-L), HFP/IDP, FSA-T and Combat Zone Tax Exclusion. The Active Duty Support Section will not report such deployment related MCTFS entries such as Crisis Code, Operation History, and PERSTEMPO-Tempo. These entries are the responsibility of the unit to which attached. The Active Duty Support Section will report any and all entries needed upon the member's return from deployment to ensure the member's record is complete.

d. Personnel must return to the IPAC for a post-deployment audit. Please ensure that a copy of the travel claim is provided to IPAC for entitlements verification. This post deployment audit, along with a travel itinerary, will support any subsequent MCTFS entries and award requirements.

24. WOUNDED IN ACTION.

a. The Active Duty Support Section will identify and track all service members wounded in action (WIA). Upon receipt of a Personnel Casualty Report (PCR) or when it is known that a service member has been WIA, the appropriate unit diary entries will be reported to record such events (i.e., TO SIK WIA HOSP, TO SIK OTHER, etc.).

b. Per Personnel Administration Advisory Notice (PAAN) 06-05, PAAN 34-06, MARADMIN 056-04 and MARADMIN 262-05, the Active Duty Support Section will ensure that the following entitlements are applied as appropriate:

(1) HOSTILE FIRE PAY/IMMINENT DANGER PAY (HFP/IDP).  
Service members hospitalized for a wound or injury incurred as a

result of "hostile action" are to remain entitled to HFP/IDP for each month the service member is hospitalized up to an additional 3 months after the month in which the wound or injury occurred.

(2) COMBAT ZONE TAX EXCLUSION (CZTE). Service members are entitled to CZTE for any month that the service member is hospitalized or re-hospitalized as a result of wounds, disease, or injury incurred while serving in a combat zone. This tax exemption will not apply to any months beginning more than 2 years after the date of termination of activities in the combat zone.

25. CAREER STATUS BONUS (CSB) REDUX ELECTION.

a. Active duty service members who entered service after July 1986 have a choice upon completing 14 1/2 years of active service. They can elect to retire under the "High Three" system or under the CSB/Redux system. Once an election is made it is irrevocable. Under the CSB/Redux, a Marine receives a one-time bonus of \$30,000 (less approximately \$7,500 in federal taxes), but experiences reduced retirement income for life.

b. As directed by the Commandant of the Marine Corps (MARADMIN 699/07), Commanders are required to ensure that all Marines under their charge, receive appropriate counseling on the impacts of their retirement choice. Accordingly, if CSB/Redux is elected (\$30,000 payment with 40% retirement), block #13 of the DD Form 2839 must be witnessed and completed by the Marine's Commanding Officer, Executive Officer, or Sergeant Major. This command element witnessing constitutes appropriate leadership interest and indicates the command's endorsement that the Marine is qualified for 20 years of service.

c. The IPAC Pay Section will identify eligible personnel, and with the assistance of the supported unit administrators, have service member's properly record their election.

26. ELECTRONIC SERVICE RECORDS. All designated IPAC Marines are responsible for the accountability and quality of the electronic service record within IPAC's area of responsibility. This includes updating and properly scanning updated material.

27. AWARDS.

a. Marines desiring to have a unit award reported in MCTFS may do so by submitting the supporting documentation to the CSC via EPAR. All source documents must be verified by the respective unit before submitting for inclusion into MCTFS.

Supporting documentation may include a copy of the MARADMIN announcing the award, copy of Pg 3, or a copy of the award citation itself.

EXAMPLE: A Marine was TAD for 30 days in support of the Recruiting Assistance Program. Later, a MARADMIN is published, announcing that the Marine Corps Recruiting Command was approved for a Navy Unit Commendation. In this scenario, the Marine would provide the CSC with a copy of his/her TAD orders as verification of such TAD, as well as a copy of the MARADMIN. (NOTE: All personal awards awarded by a Marine's command will be reported in MCTFS via the awards web-based system (IAPS) or HQMC (MMA).)

28. LIMITED DUTY TRACKING/PROCESSING. The Active Duty Support Section will disseminate monthly limited duty rosters identifying all Marines who are currently in a limited duty status. The Command Limited Duty Coordinator will verify all names on the roster for accuracy. If a Marine has been added, extended or found fit for full duty, the coordinator will provide documentation to the Active Duty Support Section for updating MCTFS with the new limited duty information for extension, or removal. Commands are required to keep case files on each Marine in a limited duty status, medical appointments, and changes to the limited duty status. Headquarters Marine Corps (MMSR-4/MMSR-5) assigns/updates all officers assigned to limited duty.

29. POST 9-11 GI BILL/TRANSFER OF ELIGIBILITY BENEFITS (TEB). The Active Duty Support Section has the responsibility for executing the approval of requests to transfer Post 9-11 GI Bill Benefits via the TEB website.

a. The following procedures are to be utilized by Marines and their commands to request transfer and facilitate approval of Post 9-11 GI Bill educational benefits to family Marines.

(1) Marines will obtain a TEB Statement of Understanding (SOU) from the Manpower & Reserve Affairs (M&MRA) website at: <https://www.manpower.usmc.mil> or from their unit administrators or designated TEB representative.

(2) Marines will then contact their command S-1 or designated representative to initiate the TEB counseling, determine their eligibility and obtain approval of their SOU.

(3) If the command S-1 or designated representative determines that additional obligated service is required, the

Marine will be referred to the Career Retention Specialist (CRS) to obtain the required obligated service.

(4) If required, the CRS will request an extension/reenlistment via TFRS RELM, utilizing specific instructions contained in MARADMINs 421/09 and 457/09. Upon approval, the Career Retention Specialist must forward the extension/reenlistment documents to the Active Duty Support Section.

(5) When eligibility has been verified, to include approval of additional obligated service if applicable, the Marine's commanding officer or a designated representative must approve and sign Block 6 of the SOU. Designated representatives must be a Marine or civilian government employee who has the authority to sign "Acting" or has been given "By direction" authority by the commanding officer.

(6) The approved original SOU must be forwarded to the Active Duty Support Section for further processing and the Marine should then access the TEB website at: <https://www.dmdc.osd.mil/TEB> to submit a request to transfer their educational benefits.

b. The procedures for the Active Duty Support Section to initiate action to approve and complete TEB request processing are as follows:

(1) Upon receipt of the approved SOU, authorized personnel will verify that the required obligated service if applicable is resident in MCTFS.

(2) If the Marine has extended/reenlisted, but the supporting documents have not been received, the Active Duty Support Section will contact the command's CRS to obtain the documents.

(3) If applicable, the Active Duty Support Section will report the extension/reenlistment in MCTFS consistent with the same procedures as reporting all other reenlistments/extensions.

(4) The original SOU will be sent to HQMC (MMSB) for inclusion in the OMPF, a copy will be scanned and uploaded into member's electronic service record.

30. PROMOTIONS. The promotion system is a continuous monthly cycle. For a successful promotion system to work, it is important to know what occurs at each cycle, and when and why established deadlines are important. A smooth flowing cycle

will result in the proper Marines being promoted and receiving all pay entitlements in a timely manner. The Active Duty Support Section has the overall responsibility for monitoring the IPAC's and supported command's promotion system.

31. PROMOTION SYSTEM. The enlisted promotion system provides a procedure whereby enlisted Marines within each grade and MOS or Occupational Field (OccFld) compete for promotion to the next higher grade. Per MCO P1400.32D Marine Corps Promotion Manual, Volume 2, Enlisted Promotions (MARCORPROMMAN), minimum requirements for advancement to the next higher grade are listed below:

USMC & USMCR PROMOTION TO	REG PROMOTION		MERIT PROMOTION	
	TIG	TIS	TIG	TIS
SgtMaj/MGySgt	3 yrs	10 yrs	- -	- -
1stSgt/MSgt	(See par. 1202 of MCO P1400.32_)			
GySgt	3 yrs	6 yrs	N/A	6 yrs
SSgt	27 Mos	4 yrs	N/A	4 yrs
Sgt	12 Mos	24 Mos	N/A	18 Mos
Cpl	12 Mos	12 Mos	N/A	6 Mos
LCpl	8 Mos	8 Mos	N/A	NONE
PFC	6 Mos	6 Mos	N/A	NONE

32. PROMOTION TO PRIVATE FIRST CLASS THROUGH SERGEANT.

a. PRIVATE FIRST CLASS (PFC). Marines who have served for 6 months on active duty at the grade of Private (Pvt) will be promoted to PFC providing the Marine's service has been satisfactory. The Marine's Time in Grade (TIG) will be computed from the first day of the month of entry on active duty.

b. LANCE CORPORAL (LCPL). A PFC with 8 months TIG and 9 months TIS and who is otherwise qualified for promotion may be promoted to the grade of LCpl.

c. CORPORAL (CPL) AND SERGEANT (SGT). Promotions to Cpl and Sgt will be authorized on the basis of vacancies existing throughout the Marine Corps and will be effected by authorized commanders. Although Marines must meet the required TIG/TIS requirements, their promotions will be based on composite scores automatically computed quarterly for all eligible Marines in the grades of LCpl and Cpl. In addition, promotions will be affected monthly by their primary MOS once the promotion authority message is published by Headquarters, U.S. Marine Corps.

33. PROMOTION RECOMMENDATION ROSTERS. For an eligible Marine to be promoted, the Marine must be recommended for promotion by his or her Commanding Officer with promotion authority.

a. It is the supported unit commanders' monthly responsibility to complete the promotion recommendation roster via MOL prior to the prescribed cutoff (15<sup>th</sup> of each month prior to the promotion month) as detailed in MCO P1430.32\_ for the approaching promotion month.

b. Marines eligible but not recommended for promotion will be annotated as such via MOL. Supported unit commanders will review the rosters and submit a final determination via MOL, along with a brief explanation (i.e., Weight Control, NJP, etc.). A detailed schedule for the promotion recommendation procedure is outlined in the Promotion Time Line, (see Figure 6-1). All rosters must be certified by the supported unit commander. All counseling Page 11 entries must be signed by the supported unit commander and forwarded to the Active Duty Support Section for entry into the Marine's ESR.

c. In case problems when MOL is not functional, the supported command will produce a not recommended for promotion roster in letter format to Active Duty Support Section for entry of the "NOT REC FOR PROM" via Unit Diary. These requests for diary entries via Unit Diary/Marine Integrated Personnel System (UDMIPS) must be turned into the Promotions Section in a timely manner to allow the entry to post prior to the 15<sup>th</sup>. If assistance is needed to produce the list of Marines eligible for promotion the unit must contact the Active Duty Support Section no later than the 6<sup>th</sup> of the month so that a roster can be generated and sent to the supported unit.

d. If the "NOT REC FOR PROM" is not reported in MOL by 15<sup>th</sup> cutoff date and a letter requesting entry of "NOT REC FOR PROM" via UDMIPS is not received by the Active Duty Support Section in a timely manner, Marines who may have been considered not eligible may receive an erroneous promotion to the next higher grade. This process prevents other, better-qualified Marines from being selected for promotion.

34. NON-RECOMMENDATION PAGE 11 ENTRIES. For each Marine that is not recommended, a signed page 11 entry, acknowledging that they were informed of the Headquarters Battalion, Marine Corps Support Facility Commanding Officer's decision to not recommend them for promotion must be completed prior to the 1<sup>st</sup> of the month in which the anticipated promotions were to take place.

a. For each Marine not recommended, the supported unit's administrative section or designated representative shall provide the Promotion Section with a page 11 signed by the Marine as well as the Commanding Officer.

It is the responsibility of the supported unit to prepare and forward page 11s and 'NON RECS' to the Active Duty Support Section.

b. Supported units will provide signed page 11's to IPAC for "NON RECS."

c. If the "not recommended" is generated as a result of the monthly MOL roster, required counseling entries must be completed for each month that the Marine is not recommended for promotion. Not recommended is a monthly entry, and a unit diary entry must be reported by the 15th of the month, along with the proper page 11 entry for each month the Marine is not recommended for promotion (see Figure 6-2).

d. If "not recommended" is due to a promotion restriction, an initial page 11, must be completed covering the specific period (see Figure 6-3).

e. The MCTFS was modified to establish automatic promotion restrictions on certain occasions; there is no need to report a diary entry each month. The supported unit is still responsible for reviewing and annotating the "NOT REC" next to the name of Marines under automatic promotion restriction and briefly stating the reason.

### 35. ENLISTED PROMOTIONS RESTRICTED AND INELIGIBILITY FOR PROMOTION.

a. UDMIPS Software Release 1-01 created a Promotion Restriction Status Code and a Promotion Restriction Termination Date. When a courts-martial, NJP, or assignment to the Weight Control Program entry is reported on a Marine, the Marine automatically becomes ineligible for promotion.

b. Six new unit diary entries have been created to restrict enlisted promotions for reasons other than punitive action or weight control assignment (drug involvement, administrative separation, DUI, etc.).

c. For all service members within the final month of a restricted promotion status period, an advisory reminding the supported unit commander that the promotion restriction will expire in 30 days will be forwarded to the supported unit administrative representatives via email.

36. SELECT GRADES.

a. An EDFR is produced between the 25th and 30th of the month for those Marines Private through Corporal who have been selected to the next higher grade. This information will be forwarded to the supported unit commanders.

b. The supported unit administrator will notify the IPAC Promotion Section of any Marine who was originally recommended for promotion and was selected for promotion, but is no longer eligible.

c. The supported unit administrator will prepare a page 11 entry label and have Marines no longer qualified for promotion sign it. The page 11 entry will be sent to the IPAC Promotion Section immediately for appropriate action.

d. Supported units will use the select grade roster to prepare the promotion warrants for their command. Supported unit commanders will review and make final determination as to the promotion eligibility of each Marine.

e. If a promotion warrant is prepared for a Marine who is no longer recommended, the warrant along with the page 11 entry will be returned within 2 days to the IPAC Promotion Section, the warrant will be lined out with the words "WILL NOT PROMOTE" written and signed by the supported unit CO across the warrant, diagonally, with the CO's endorsement for the "WILL NOT PROMOTE." This will be the command's notification to IPAC that the command "will not promote" subject Marine. However, commanders are required to complete the "will not promote" via MOL. Promotion warrants sent to the Promotion Section without the supported unit Commanding Officer's signature will be returned to the unit.

f. Once all recommended Marines' promotion warrants are signed by the supported unit commanders (Major or above), copies of all promotion warrants will be forwarded to the IPAC for scanning and entry into the member's ESR.

37. PROFICIENCY/CONDUCT (PRO/CON) MARKS. Marines promoted to the rank of Cpl and Sgt require the submission of promotion pro/con marks to be effective the day prior to date of promotion. The supported unit administrative personnel must ensure that required pro/con marks are submitted via MOL.

38. REMEDIAL PROMOTIONS. Remedial consideration generally applies to the grades of Private First Class through Sergeant for either administrative errors or lack of timely

submission/reporting of training elements, which may delay or prevent a Marine from being promoted. In nearly all cases, it is usually the result of what is referred to as "late training" information. All remedial requests must be submitted to HQMC (MMPR-2) for approval, via the chain of command, and the Active Duty Support Section.

a. Additionally, the following documents must accompany the request for remedial promotion:

(1) Formal recommendation for promotion letter signed by the supported unit Commanding Officer or Acting Commanding Officer (Major or above).

(2) Manually computed Composite Score Worksheet (Figure 7-4).

(3) Late or missing information/training rosters.

b. When manually computing a composite score, care should be taken to determine the correct "cutoff" dates (see Figure 6-5) used in computing such score. If any training qualifications are obtained after the cutoff dates, it may not be used in the computation of the composite score for the pertinent promotion quarter. See paragraph 2500 of MCO P1400.32\_ for more details on computing composite scores.

c. The Active Duty Support Section will review unit-training diaries for information that will affect composite scores for Lance Corporals and Corporals that are reported late. In addition, they will report a request for re-computation of composite scores for those Marines affected.

39. ZEROED COMPOSITE SCORES. Each quarter MCTFS will generate composite scores for Lance Corporals and Corporals eligible for promotion.

a. The supported unit will identify Marines who have a composite score of "0000."

b. The supported unit will research and correct any information that might have caused the scores to post as "0000." If the missing element is training, then the unit S-3 is responsible for locating and reporting the missing data element. In the event S-3 is unable to report the training data, the Active Duty Support Section will report the information.

c. After correcting the information, a request for re-computation of the composite score will be reported. Remedial

requests for past quarters are forwarded to Headquarters, U.S. Marine Corps (MMPR-2) via naval message.

d. These actions will be completed within 5 working days from the day the composite scores posts.

40. MERITORIOUS PROMOTION. The Commander, Marine Forces Reserve has been delegated the authority to affect, without reference to Headquarters Marine Corps, meritorious promotions to Sergeant and Corporal based on total onboard strengths in the grades of Corporals and Lance Corporals, respectively. Not more than 3 percent of the Privates First Class onboard on the first day of the fiscal quarter (October, January, April, and July) may be meritoriously promoted.

a. Commanding Officers that are authorized may meritoriously promote Privates and Privates First Class to the next higher grade in recognition of outstanding leadership or performance.

b. It is the unit administration's responsibility to complete the meritorious promotion warrants, and provide a copy to the IPAC Promotion Section along with pro/con marks (for promotions to Cpl and Sgt). Once the information is provided, the Active Duty Support Section will report the appropriate unit diary entries.

41. NEW JOIN PROMOTIONS.

a. Upon checking into the IPAC, the Joins Section will check MCTFS to determine if there is a "SELECT GRADE" on the individual checking in.

b. If there is a "SELECT GRADE" in MCTFS, the Joins Section will forward a request for promotion on that Marine to the IPAC Active Duty Support Section. The Active Duty Support Section will provide an electronic copy of the MCTFS promotion screen to the appropriate supported unit administrative personnel for promotion verification. Once the unit recommends approval for the promotion, the unit clerk will prepare the warrant for delivery and forward a copy to the IPAC for reporting.

c. The supported command will follow the procedures for promotion warrants established above.

d. If the new join is eligible for promotion and does not have a "SELECT GRADE" in MCTFS, it is the supported unit's responsibility for completing a promotion recommendation and

reviewing their training records, ensuring the Marine has a valid composite score and meets the criteria for composite scores.

e. If the composite score is "0000," a manual composite score worksheet will be prepared by Active Maintenance. The worksheet and any information needed to correct the score will be submitted to the Active Duty Support Section for entry into MCTFS.

42. STAFF NON-COMMISSIONED OFFICER (SNCO) PROMOTIONS.

a. Individual supported commands will prepare Staff Non-Commissioned Officer promotion warrants for their Marines scheduled for promotion based upon the monthly promotion message from HQMC. The unit shall notify the Active Duty Support Section of any Marine no longer eligible/recommended for promotion.

b. OBLIGATED SERVICE. It is the supported unit Commander's responsibility to ensure Marines being promoted to the grade of Gunnery Sergeant and above, agree to extend or reenlist to meet a minimum 2-year service obligation upon promotion.

43. NON-PUNITIVE/ADMINISTRATIVE REDUCTIONS. Procedures for non-punitive/administrative reductions for technical or professional incompetence are contained in current edition of MCO P1400.32\_. If a Marine is determined to be incompetent, and accordingly reduced, a copy of the approval for reduction and original Page 11 prepared by the Command will be forwarded to the Active Duty Support Section to affect the reduction and for scanning into the Marine's ESR. In addition, reduction proficiency and conduct markings for Corporals and below will be forwarded for unit diary reporting.

44. MAINTENANCE/LEGAL SECTION. The Active Duty Support Section is responsible for the processing and submission of all legal administrative matters into MCTFS.

a. Formal completion of legal issues will be accomplished at the supported unit level and forwarded to the IPAC for incorporation into the ESR as applicable. This includes page 11 entries, 6105 counseling entries, NJPs, courts-martial, page 13 entries, appellate leave, administrative separations, UA/desertion, confinements and legal hold. MCO P1070.12\_, Individual Records Administration Manual (IRAM) and MCO P5800.16\_, Marine Corps Manual for Legal Administration (LEGADMINMAN) contain detailed information on these items.

45. PAGE 11 ENTRIES. All adverse counseling entries will be made per the required references. Supported units may request the IPAC to record such counseling's in a member's ESR by providing the Active Duty Support Section with the properly completed page 11 entry. Adverse entries require signatures from both the Marine and the Commander.

46. MANDATORY PAGE 11 ENTRIES. Per the above references, supported unit commanders will direct that a page 11 entry be made after counseling a Marine for any alcohol-related misconduct.

47. 6105 COUNSELING ENTRIES.

a. All requests for 6105 entries (so named because of the reference to paragraph 6105 of MCO P1900.16, Marine Corps Separations Manual {MARCORSEPSMAN}) will be properly completed by the member and the supported unit commander and submitted to the Active Duty Support Section.

b. These entries are nearly identical to other page 11 counseling entries, but will contain one of the two following statements (see Figure 6-7):

(1) "I am advised that failure to take corrective action (or any further misconduct) may result in judicial proceedings, limitation of further service, or administrative separation."

(2) If a Marine is currently being processed for separation, the following statement pertains: "I am advised that I am being processed for judicial proceedings/immediate administrative separation."

48. NON-JUDICIAL PUNISHMENT.

a. The supported unit administrative personnel are responsible for the preparation, coordination and overall processing of Marines for NJP. Upon completion of NJP, the unit must ensure that a complete and accurate original copy of the NAVMC 10132 (UPB), along with supporting documents if applicable, are submitted to the Active Duty Support Section within 3 working days of the NJP being conducted (current regulations require such NJP to be reported on the unit diary no later than 5 working days after the effective date of the NJP). In any cases where a reduction is awarded and not suspended, reduction pro/con marks must be provided as well, and or submitted through MOL. (NOTE: Reduction pro/con marks must be dated the day prior to the date of reduction.)

b. The Active Duty Support Section will review and report the final punishment via unit diary and report back to the unit with diary number and date, once posted. The supported unit legal/administrative clerks will be notified of any discrepancies found on the UPB. It is the Active Duty Support Section's responsibility to ensure a copy of the completed and signed UPB is scanned into the Marine's ESR.

c. Whenever a previously suspended sentence is vacated, supported unit legal/administrative clerks will provide the Active Duty Support Section a copy of the Vacation Notification letter so that proper entries can be made in MCTFS as well as scanning the letter into the Marine's electronic service record. The Active Duty Support Section will notify unit Legal Section with diary number and date once the vacated sentence has been reported on unit diary.

49. LEGAL HOLD. Commanders are responsible for providing a copy of source documentation placing personnel on legal hold or releasing personnel from legal hold. The Active Duty Support Section will ensure that the appropriate unit diary entries are made and also ensure a copy of the documentation is scanned into the Marine's ESR. Additionally, the Separations Section will be notified if the Marine is in receipt of PCS Orders.

50. UNAUTHORIZED ABSENCE (UA) STATUS. A Marine is considered to be in a UA status whenever the Marine is absent from the duty station without authorized leave or orders; has missed a movement; failed to comply with stragglers orders; or failed to comply with PCSOs.

a. The supported unit legal/administrative clerks must notify the Active Duty Support Section as soon as any Marine is confirmed to be in a UA status. The information will include name, rank, SSN/EDIPI, and time and date of UA. However, in order to initiate required action (which will include stopping a service member's pay and allowances), a standard naval letter, email, or charge sheet from the unit legal/administrative clerks will be used as a source document to report the UA on the unit diary.

b. The Active Duty Support Section will report the appropriate unit diary entries upon receipt of source documents. In order to ensure morale is not adversely affected by failure to take expeditious action, units must ensure timely action on all instances of Marines being reported as UA.

51. FROM UNAUTHORIZED ABSENCE STATUS. The supported unit legal/administrative clerks must notify the Active Duty Support

Section as soon as a Marine returns from a UA status. Notification would include appropriate source documents, such as: logbook entries, formal memos from the supported unit Commander, police blotters and reports. Supported commands will notify the Active Duty Support Section in order to restart the Marine's pay and entitlements. The Active Duty Support Section will report the appropriate unit diary entries into MCTFS as required.

52. DESERTION STATUS. A Marine may be considered to be a deserter when absent from the parent command in excess of 30 days without authority. Upon receipt of the notification of desertion, by the supported unit commander, the Active Duty Support Section will:

a. Request a copy of the personal effects inventory sheet(s), any applicable baggage claim ticket(s), and a copy of the "10 day" letter required to be sent to the next of kin, per MCO P5800.16\_ for filing/scanning into the member's ESR. Additionally, the DD553 will be produced and distributed by the supported unit, with a copy provided to IPAC for further processing. The "10 day" letter will be sent by the commanding officer of the supported unit.

b. Upon receipt of a copy of form DD 553, Deserter/Absentee Wanted by the Armed Forces, the Active Duty Support Section will make required entries to the ESR as well as reporting the desertion in MCTFS. This will effectively drop the service member from the supported command's rolls.

c. On the 31st day of absence, an ESR audit will be conducted by the Active Duty Support Section.

d. On the 181st day of absence, commands must ensure that the Marine's Health and Dental Records closed out and delivered to IPAC who will then forward to HQMC (POS-40).

e. The administrative procedures for an officer who is absent is the same as for the enlisted Marines, except that on the 7th day of absence, the supported command must draft a message report to CMC (POS-40 and JAM) notifying them of such absence, including the date and hour of absence and any known circumstances.

f. If the deserting Marine has family members, the supported command must make every effort to retrieve their Identification Cards.

53. DETERMINATION/RETURN FROM DESERTION. The supported unit administrative personnel must notify the Active Duty Support Section immediately upon the absentee's return. The supported unit administrative personnel must complete DD Form 616, Return of Absentee/Deserter, and provide the Active Duty Support Section with a copy. Accompanying documents may include: police report for surrender or apprehension, Straggler's Orders, Original Orders, and naval message. Upon receipt of appropriate source documents, the Active Duty Support Section will report the appropriate unit diary entries.

54. CONFINEMENT/IN HANDS OF FOREIGN AUTHORITIES (IHFA)/IN HANDS OF CIVIL AUTHORITIES (IHCA). The supported unit administrative personnel must notify the Active Duty Support Section immediately via phone, or email as soon as personnel are confined. This notification should be followed up with appropriate source documents, which may include: NAVPERS 1640/4 (Confinement Order) or police report for Marines being held in civilian/foreign prisons. Upon receipt of appropriate source documents, the Active Duty Support Section will report the proper unit diary entries.

55. RETURN FROM CONFINEMENT/IN HANDS OF FOREIGN AUTHORITIES (IHFA)/ IN HANDS OF CIVIL AUTHORITIES (IHCA). The supported unit administrative personnel must notify the Active Duty Support Section immediately via phone, or email as soon as personnel are released from confinement. This notification should be followed up with appropriate source documents which may include: DD Form 367, Prisoner's release order, or police report for Marine's release from civilian/foreign prisons. Upon receipt of appropriate source documents, the Active Duty Support Section will report the proper unit diary entries.

56. COURTS-MARTIAL.

a. The supported unit administrative personnel are responsible for preparing and submitting all documents associated with the conduct, processing, and disposition of all types of courts-martial, to include completion of the page 13.

b. The supported unit administrative personnel are responsible for the following:

(1) Ensuring that the Active Duty Support Section receives a copy of the results of trial, charge sheet, pre-trial agreement, original and duplicate original page 13, with convening authority's signature, and convening authority's action if already approved.

(2) Ensuring that the Active Duty Support Section receives all pre-trial confinement orders (NAVPERS 1640/4) or prisoner release orders (DD Form 367) for expeditious reporting on the unit diary.

(3) If awarded a separation, the supported unit commander must also ensure the Marine receives a separation physical examination. The examining physician must indicate whether or not the Marine is physically qualified for separation on Form SF1010 (the report of Medical Examination). The Separations Section must also receive a copy for scanning to the Marine's ESR.

(4) If awarded a separation, the supported unit commander must ensure that the Marine completes TAP/TAMP class prior to Marine detaching. A copy of the TAP certificate must be provided to the Separations Section for scanning into the ESR.

## CHAPTER 6

### ACTIVE DUTY MAINTENANCE BRANCH

#### SECTION 3: SEPARATIONS SECTION

1. GENERAL. The Separations Section performs all clerical and administrative duties related to personnel who are being discharged or released from active duty (permanent/reserve/W95/transient). These duties include, but are not limited to, the preparation of DD Form 214s, Leave While Awaiting Separation (LWAS) Orders, Permissive Temporary Additional Duty (PTAD) Orders for separations, and discharge orders. Additionally, the Separations Section is responsible for reporting all separation entries into MCTFS. Marines will be in the uniform of the day when picking up their Separations Packages.

2. REGULAR SEPARATION REQUIREMENTS.

a. Separation Worksheet. The Separation Worksheet is an important document in the separation process. It indicates the Marine's request for leave and transportation (if applicable). The Marine is responsible for completing and submitting the worksheet at least 45 days prior to the planned departure date and will have their OIC sign the worksheet. Marines requesting a modification to a previously submitted worksheet must have their OIC's approval before notifying the Separations Section of any changes.

b. Separation Physical. The Marine is responsible for scheduling and completing a separation physical a minimum of 3 months but no more than 1 year prior to a determined separation date. Once completed, the Marine will provide a copy of the Medical Standard Form 600 page in the physical that states "Member is physically qualified for separation." No copies of the actual physical will be turned in due to HIPPA. Failure to do so may result in retention beyond the planned departure date.

c. Transition Assistance Program (TAP). TAP must be completed prior to being separated, per the applicable references. The Headquarters Battalion Career Retention Specialist is the TAP workshop coordinator for all members assigned to the MARCORSPTFAC. The Career Retention Specialist will provide Marines with DD form 2648 and DD form 2958 which are required to be scanned to member's ESR. Upon completion of course, the certificate received is valid for 1 year from the date of attendance and must be provided to the Separations Section for scanning into the ESR and in order to report

training event code TA (Transition Assistance Program (TAP/TAMP)) on MCTFS via Unit Diary. As of 1 July 2014, all reserve Marines on active duty for 180 days or more are required to be counselled on their separation benefits. The separations section will verify that this was completed and that the member has a completed DD2958.

d. Government Travel Charge Card (GTCC). The supported unit commander is responsible for ensuring their separating Marine's GTCC account is closed and cards retrieved prior to the Marine's departure for separation.

e. Medical/Dental. The Separations section will be responsible for collecting and mailing medical and dental records for Marines retiring or separating. Further guidance on these procedures will be published by Marine Corps Order/MarAdmin.

f. Check Out Procedures. The supported unit commander will ensure all separating Marines complete the checkout process with each individual section. A completed check out sheet must be submitted to the Separations Section prior to receiving orders. The official file copy of orders with the check-out sheet will be maintained electronically in the correspondence files located in the Separations Section (SSIC 1320/1321) folder within the Sharepoint.

g. Issuance of Orders.

(1) As stated on the Separation Worksheet, Marines will receive orders and tickets (if applicable) by 0800 on the date of departure. At this time, the Marine will submit a completed check out sheet. Corporals and below must have proficiency and conduct marks entered via MOL; Sergeants and above must have documentation of a transfer fitness report which will be recorded on the checkout sheet.

(2) If a Marine starts LWAS, EAS, or ends a set of ADOS orders on a weekend or holiday, that Marine is required to pick up their orders from the duty at the barracks.

(3) Original orders will be issued and the Marine will sign the acknowledgment endorsement upon receipt. The official file copy and checkout sheet will be maintained as stated in the check-out procedures.

### 3. SEPARATIONS RELATED MATTERS.

a. Orders. All PTAD and LWAS Orders will be generated by the Separations Section and presented to the Marine upon the planned departure date once all of the previous listed requirements have been met. If the Marine has taken incremental PTAD, they must submit a copy of their PTAD orders from MOL.

b. ID Cards. All appropriate ID cards may be obtained at a military installation nearest to the Marine's home of record. If no terminal leave is requested and the Marine's ECC occurs while in the local area, the appropriate ID card may be obtained at the DEERS/RAPIDS Office located in room 1C1101.

c. Travel Claim. Prior to the planned departure date, all separating Marines will receive an information packet to assist in completing the final travel voucher. The claim will be paid via direct deposit after the Marine's EAS. A completed DD form 1351-2 along with a copy of the members LWAS and/or separation orders should be emailed to the Quantico Finance Office at [Quantraveloffice@usmc.mil](mailto:Quantraveloffice@usmc.mil).

d. Final Settlement. The NAVMC 11060 requesting the Marine's final settlement will be forwarded to disbursing within 1 business day after the drop entry posts in MCTFS and paid within 10 working days of receipt by the Finance Office.

4. SEPARATION FROM OCONUS (MCC W95/Transient). All Marines arriving from overseas (Okinawa, Fuji, and Iwakuni, etc.) with W95 (transient) Orders are required to check in with the Marine Forces Reserve (G-1 manpower) located in room 4E7600. The following information is provided to assist all separating transients.

a. Transient Worksheet. The Transient Worksheet is very important document for Marines separating from overseas. It is required to be completed upon arrival at the Separations Section and indicates the Marine's request for leave and transportation (if applicable).

b. Separation Physical. A separation physical must be completed a minimum of 3 months but no more than 1 year prior to a determined separation date. Once completed, the Marine will provide a copy of the page in the physical that states "physically qualified to separate." No copies of the actual physical will be turned in due to HIPPA.

c. Transition Assistance Program (TAP). The Marine must complete TAP prior to arriving for separation. Certificates are

valid for 1 year from the date of attendance and must be provided to the Separations Section for scanning into the Marine's ESR and reported on Unit Diary.

d. Government Travel Charge Card (GTCC). The unit from which the Marine transfers is responsible for ensuring the GTCC account is closed by the unit GTCC representative and cards retrieved prior to the Marine's departure for separation.

#### 5. ADMINISTRATIVE SEPARATION REQUIREMENTS.

a. Supported commanders are required to process all Marines and Sailors who meet the criteria for separation in accordance with MCO P1900.16\_ MARCORSEPSMAN. Headquarters Battalion Legal Sections publishes the Legal Report weekly, stating which members the Commander intends to involuntarily separate from the U.S. Marine Corps.

b. Supported commands will be responsible for processing and submitting requests for administrative separation to higher headquarters. Supported commands will also ensure the Separations Section is notified of the submission of such request to the respective commanding general so that required unit diary entries are reported. Once the Separations Section receives the Notification of Administrative Separation signed by the Commander and signed acknowledgement of rights signed by the Marine, they will Report TTC 053 004 (12 mos promotion restriction admin sep pend) on unit diary. Supported commands are responsible for the following:

(1) Ensuring a Marine receives a separation physical. Utilizing the SF1010, the examining physician must indicate whether or not a Marine is qualified for separation. A copy of the SF1010 must be provided to the IPAC Separations Section for inclusion into the ESR and reported on Unit Diary.

(2) Ensuring that a Marine completes TAP class prior to separating. A copy of the TAP certificate must be provided to the Separations Section for scanning into the Marine's ESR.

c. Upon receipt of the approval for separation, the supported command must ensure a complete copy of the package is provided to the Separations Section for inclusion in the Marine's ESR and other appropriate actions.

d. The Separations Section performs all personnel administrative duties related to personnel administratively separated. These duties include, but are not limited to, the preparation of DD Form 214s and discharge certificates/orders.

Additionally, the Separations Section is responsible for reporting all administrative separation entries into MCTFS. Barring any unusual circumstances provided by the Marine's command, all administrative separations will be processed within 10 working days. The following requirements listed below will be completed upon notification by higher headquarters or a separation prior to the normal ECC.

e. Other Than Honorable (OTH) Separations.

(1) Marines receiving an OTH discharge will have their uniforms inventoried and surrendered to Headquarters Battalion supply prior to separation as directed by the Individual Clothing Regulations Manual. A copy of the inventory will be filed with the separation package per instructions in the Separation Manual.

(2) Marines in the grade of Corporal and above who receive an OTH discharge will be administratively reduced to Lance Corporal, such reduction is effective on the date of separation per the Separation Manual.

f. The Finance Office will be immediately notified upon receipt, via the IPAC, of a copy of the Marine's Request for Early Separation, but no later than 3 days, via NAVMC 11116 to stop all allotments, terminate direct deposit, and report any checks for indebtedness to include Navy Relief Society and American Red Cross Loans. This does not include hardship discharges.

g. The Separations Section will report a new ECC/EAS/EOS as necessary upon receipt of the 10 day letter from the General Court-Martial Convening Authority. Also, immediately notify the Finance Officer via NAVMC 11116 of the change.

h. Report all changes affecting pay and allowances which occur after the NAVMC 11060 was forwarded to the finance office, to include the recoupment of enlistment bonuses, advance educational assistance and unreported or late forfeitures, by NAVMC 11116.

i. Report entitlement changes resulting from the Marine departing on authorized separation/terminal leave.

6. PHYSICAL EVALUATION BOARD (PEB) REQUIREMENTS. Once a Marine has been found unfit for duty and accepted the findings of the PEB, HQMC MMSR-4 will report via unit diary and publish via the EDFR the appropriate separation type (physical disability

discharge with or without severance pay (DIS W or W/O SEV), temporary disability retirement (TDRL) or permanent disability retirement (PDRL)).

a. The Separations Section will process the discharge with or without severance. For applicable procedures, see the separation requirements above for both non-MCC W95 and MCC W95 Marines.

b. Marines may also request orders home to await the final results of a PEB once findings have been accepted and upon the Marine's command approval. Upon notification that a Marine was authorized to proceed home, orders will be generated, and the unit diary will report the required entries per the instructions contained in paragraphs 100401 and 80801 of MCTFSPRIUM.

7. PERMANENT CHANGE OF STATION (PCS)/PERMANENT CHANGE OF ASSIGNMENT (PCA) ORDERS. All PCS/PCA Orders are issued, modified or cancelled by HQMC. Upon receipt of Web Orders, the Separations Section will prepare a notification which will be forwarded to the Marine and his/her supporting unit. Marines in receipt of orders are to be screened by their command to determine if they are eligible for the type of orders issued and subsequent transfer.

a. Web Orders. Web Orders are received, acknowledged and retrieved daily from the web orders system via Marine On-Line (MOL). All Web Orders will be received and acknowledged within 3 business days of receipt.

b. Notification. Notification will be processed via email or telephone call to supported Marine's command administrative representatives and individual Marine. Once confirmed, a case folder will be created to monitor the Marine's initial appointment. The Separations Section will ensure Marines pending orders are aware of all travel entitlements.

c. PCS Outbound Interview (MOL). . Marines are responsible for completing the outbound interview via Marine online in effort to provide information relevant to executing orders. Within this module members will have the opportunity to specify there detachment/reporting dates; leave, dependents for travel, advances, ect. The interview must be completed at least 45 days prior to the date of departure. The PCS/PCA section will monitor and are available for guidance in completing the interview process. Furthermore, any unexpected adjustments during the final days before detaching will be managed by the PCS/PCA section as well. IPAC will untimely utilize the data

sheet generated from outbound interview for planning and management purposes.

d. PCA Worksheet. The PCA Worksheet is an important document in the PCA transfer process. It must be completed and submitted at least 14 days prior to the departure date. Marines requesting a modification to a previously submitted worksheet must notify the Separations Section immediately.

Note: There are no entitlements to advance pay, transportation, leave, movement of household goods or dependents with a PCA transfer.

e. PCS Delay. Marines are authorized up to 45 days leave in connection with transfer. Leave in excess of 45 days must be approved by CMC via AA form or standard naval message forwarded by the Marine's command, per the Leave and Liberty Regulations.

f. Obligated Service. Marines on a second or subsequent enlistment must have the required obligated service remaining on current contract upon arrival at the next duty station per the Personnel Assignment Policy Manual. (Upon receipt/notification of PCS Orders, if a Marine does not meet the obligated service requirement, they must see the Headquarters Battalion, Marine Corps Support Facility Career Retention Specialist to request reenlistment, an extension of current contract, or sign a statement of "non-intent" to reenlist or extend within 10 working days.) The Headquarters Battalion, Marine Corps Support Facility Career Retention Specialist must ensure a copy of statement to HQMC is forwarded to the Separations Section when signed by the Marine. The Commanding Officer, Headquarters Battalion, Marine Corps Support Facility is responsible for ensuring the Page 11 entry is forwarded to the Separations Section for scanning into the Marine's ESR. Marines in receipt of orders to Inspector-Instructor (I&I) duty or a Special Duty Assignment (SDA) must meet the following obligated service requirements:

(1) I-I duty - 36 months upon reporting.

(2) Marine Corps Security Forces (MCSF) - 24 months upon graduating school.

(3) Marine Security Guard - Sgt and below 30 months upon reporting/SSgt and above 36 months upon reporting.

(4) Recruiting Duty - 36 months upon completion of school.

(5) Drill Instructor (DI) - 36 months upon completion of school.

(6) Marine Combat Instructor (MCT) - 36 months upon completion of school.

g. Port Call, Outside the Continental United States (OCONUS only). A port call is a request for flight arrangements from TMO for Marines executing PCS Orders, OCONUS. Request forms will be made available with the Overseas Checklist. All port call requests must be submitted to the Separations Section 90 days prior to the departure date. Requests will be forwarded to TMO by the Separations Section. Flight arrangements will be generated by RAVENAL and returned to the Separations Section. Marines are discouraged from contacting RAVENAL to inquire about flight arrangements. On the departure date, Marines will receive their orders and tickets.

h. Area Clearance (OCONUS only). Area clearances apply to Marines executing an overseas accompanied tour. All area clearances must be approved by the gaining command. (The Marine's detaching command will ensure all Marines understand and adhere to the requirement for command sponsorship of family member. This process also indicates if the Marine will be requiring government quarters and whether or not a no-fee passport has been requested. Medical or physical infirmities, emotional or intellectual handicaps requiring medically related services or special education in Department of Defense (DOD) Dependent Schools outside the United States will be listed on the area clearance.) It will also reflect each accompanied family member and the gaining command's approval. (A copy of the message granting clearance will be placed with the Marines PCS package and filed in the command files.)

Note: Medical screening for the Marine and family must be completed and signed by a Medical Officer and Commanding Officer prior to the message being released. The area clearance should be submitted 30 days prior to the Marine's depart date.

i. Passports (OCONUS only). Command sponsored family members are required to have a no-fee passport; age or destination abroad will not be included, and it cannot be used for personal travel. A no-fee passport is not required for military personnel who possess a military identification card for travel to the country of assignment unless otherwise stated in WEB Orders. The no-fee passport (DD Form 1056) will be completed for each family member listed in the Marine's ESR and must be signed by a commissioned officer with by direction authority in BLUE INK only. Forms DS11 and DS82 located on the

State Department website at [www.travel.state.gov](http://www.travel.state.gov) will also be completed. The forms are required to be signed in front of the passport agent at the Traffic Management Office (TMO). Processing time for a no-fee passport is approximately eight (8) to twelve (12) weeks. To apply, an appointment will be made with the passport agent located in room 2E6200.

j. Pet Transportation. Marines assigned to overseas accompanied tours are authorized pet transportation. Only cats and dogs are authorized by the Passenger Transportation Office (PTO). If transportation is required, the combined weight of the pet(s) and cage(s) may not exceed 100 pounds. Due to limited number of pet spaces, the PCS Worksheet must be submitted at least 100-120 days prior to detaching. Three or more pets will require a WAIVER from the PTO. Each pet must have proof of a recent vaccination and a copy of the Vaccination Certificate will be required upon arrival at the airport terminal. Costs associated with the transportation of pets will be determined by the PTO. If flying commercial, the price will be set by the commercial carrier based on the size and weight of the pet. Commercial fees are also required for all connecting flights. The cost for pet transportation and kennel fees are not reimbursable, but mandatory quarantine fees may be claimed upon arrival at the gaining command. Additional questions pertaining to pets should be directed to the local PTO or visit the Japan District Veterinary Command at:  
<http://www.usarj.army.mil/organization/vet/index.aspx>.

k. Circuitous Travel. Circuitous travel is individually purchased commercial air to a new duty station (including Hawaii). The Marine is responsible for coordinating travel arrangements from the duty location to the new duty station. Marines should not purchase tickets until the travel is approved by HQMC. Once approved, it will be reimbursed upon submission of the travel claim.

l. Advances. Requests for advance pay, travel, and Dislocation Allowance (DLA) will be accomplished through completion of the outbound interview in MOL. .

(1) Advance Pay. Advance pay is to assist the Marine with meeting the extraordinary expenses associated with a government ordered relocation per the Advanced Pay Order. It is intended to assist with the out-of-pocket expenses incurred during a PCS move, which are not typical of day-to-day military living and exceed or precede normal travel reimbursements. Normal advance pay parameters are for the ranks of Corporal and above, no more than 1 month's pay, and repaid in 12 months. All

requests outside of normal parameters must be approved by the Marine's Commanding Officer.

Note: The Marine's written justification must include a minimum of: (1) a list of actual and anticipated expenses, (2) an explanation of the circumstances which cause an advance of more than one month, (3) a listing of offsetting entitlements (i.e., family member travel, advance BAH, DLA) and (4) Marines who request a repayment schedule in excess of 12 months must provide specific justification as to why. Once requested and approved, a NAVMC 11116 along with the written justification (outside of normal parameters) will be filed in the correspondence files.

(2) Advance Travel. Advance travel is to assist the Marine in defraying the transportation costs associated with a government ordered relocation in accordance with the Joint Federal Travel Regulations (JFTR). Marines rate per diem for each additional family member and a standard mileage rate.

(3) Advance Dislocation Allowance (DLA). DLA is for reimbursement of expenses incurred during relocation of household goods due to a government ordered relocation, housing moves ordered for government convenience, or incident to an evacuation. This allowance authorized in the JFTR is in addition to all other allowances and may be paid in advance. DLA is limited to one payment per Fiscal year. DLA amounts can be viewed by visiting <http://perdiem.hqda.pentagon.mil/perdiem/>.

(4) Temporary Lodging Expense (TLE). TLE is for reimbursement of lodging and meal expenses when a Marine and family occupy temporary quarters within CONUS due to a government ordered relocation per the JFTR. The TLE payments are limited to 10 days for CONUS to CONUS PCS (may split the days among old CONUS PDS, new CONUS PDS, and designated place in CONUS) or five 5 days for CONUS to OCONUS PCS (may split the days between old CONUS PDS and designated place in CONUS). Quarters must be a temporary residence such as a motel, hotel, or lodging facility and be in the vicinity of the old and/or new duty station or designated place. Payment may be allowed if assigned family-type government quarters are not occupied because household goods were not shipped from the old PDS or received at the new PDS or household goods were packed, picked up and/or shipped from the old PDS.

(5) Temporary Lodging Allowance (TLA). TLA is to partially reimburse for lodging and meal expenses when a Marine and family occupy temporary quarters due to government ordered relocation OCONUS, this includes Hawaii. The JFTR refers. TLA is a station allowance and paid at the gaining command.

m. Electronic Service Record Audit. The Separations Section will conduct a service record audit for all transferring Marines. This audit will include, but is not limited to, the Basic Individual and Training Records (BIR/BTR), Record of Emergency Data (RED) and Service-members' Group Life Insurance (SGLI).

n. Issuance of Orders

(1) As stated in the PCS/PCA Worksheets, Marines will receive their orders and tickets (if applicable) by 0800 on the departure date. At this time, the Marine will submit a completed check-out sheet. Corporals and below must have proficiency and conduct marks entered via MOL; Sergeants and above must have documentation of a transfer fitness report. Both will be recorded on the checkout sheet.

(2) On weekends and/or holidays, Marines will be required to pick up their orders from the duty at the barracks.

(3) Original orders will be issued and the Marine will sign the acknowledgment endorsement upon receipt. The official file copy of orders and the checkout sheet will be maintained in the Separation Section correspondence files.

o. Modification and Cancellations. If Marines require a modification or cancellation of orders, it is their responsibility to request to HQMC (MMEA/MMOA) per the applicable reference. The request will be by standard naval message via chain of command. Upon higher headquarters determination the Separations Section will notify Marines of the decision and coordinate the appropriate action to be taken involving their orders.

8. REQUEST FOR RETIREMENT/TRANSFER TO FLEET MARINE CORPS RESERVE (FMCR) WORKSHEET. The Retirement Section will report on unit diary all requests for retirements or transfer to the FMCR after fully determining the Marine's eligibility. Marines will complete and submit their Appendix J Retirement Pre-application Checklist to the Retirement Section per the Separation Manual. The request must be approved by the supported unit commander or a designated representative, and is used to establish retirement and projected departure dates, plus the number of terminal leave and/or PTAD days to be taken. The Retirement section will submit the request via unit diary to HQMC no earlier than 14 months but no later than 4 months prior to the requested retirement date. All requests outside this window will be submitted by the command via AA Form with an endorsement from the first General Officer in the Marine's chain of command. The

effective date for enlisted Marines transferring to the FMCR is the last day of the month and for officer retirements the first the day of the month.

9. RETIREMENT REQUIREMENTS.

a. Initial Interview. To assist Marines with an efficient and seamless transition into civilian life, an initial interview will be set up with the Separations Section. This interview will explain the retirement process and all associated retirement documents plus discuss the Marine's responsibilities.

b. Retirement Worksheet. The Retirement Worksheet is an important document in the retirement process. It indicates the Marine's request for PTAD and/or terminal leave. Marines are responsible for submitting the worksheet at least 45 days prior to the planned departure date and must have their OIC's signature. Marines requesting a modification to a previously submitted worksheet must have their OIC's approval before notifying the Separations Section of any changes.

c. Retirement Physical. The Marine is responsible for scheduling and completing a retirement physical a minimum of 6 months but no more than 1 year prior to the determined retirement date. Once completed, the Marine will provide a copy of the Medical Standard Form 600 page in the physical that states "Member is physically qualified to for Retirement." No copies of the actual physical will be turned in due to HIPPA. Failure to do so may cause a delay or result in retention beyond the planned departure date.

d. Transition Assistance Program and Retirement Seminar. Marines are responsible for attending TAP and providing a copy of the certificate of completion along with DD Form 2648 and DD form 2958 to the Retirement Section for scanning into their electronic service record. Section will report training event code TA (Transition Assistance Program (TAP/TAMP)) on MCTFS via unit diary. TAP certificates are valid for 1 year from the date of attendance. The Headquarters Battalion Career Retention Specialist maintains schedules for TAP and may be contacted for an appointment.

e. Government Travel Charge Card (GTCC). The Marine's unit is responsible for ensuring the GTCC account is closed by the unit GTCC representative and cards retrieved prior to the Marine's departure for separation.

f. Follow-up Interview. A follow-up interview will be scheduled once HQMC approves the retirement request. At this

time, SBP and allotment procedures will be discussed along with the finalization of any other retirement plans.

g. Survivor Benefit Plan (SBP). SBP is an insurance plan which provides a monthly annuity for designated survivors paid for by deductions from a Marine's retired pay. All retiring Marines are required to make a SBP election. (If less than full coverage is elected, it must be agreed to and verified in writing by the spouse. A notary official will also witness the election.) A NAVMC 118 (a), page 11 counseling by a SNCO or an Officer will be made when the Marine and spouse elect no coverage, reduced coverage or child only coverage. MCO 1740.11C refers.

#### 10. RETIREMENT RELATED MATTERS.

a. Orders. All PTAD and LWAS orders will be generated by the Separations Section and presented to the Marine upon the planned departure date once all above requirements have been met. If the Marine took incremental PTAD, the PTAD orders from MOL need to be turned in to the section.

b. DD Form 2656. Data for Payment of Retired Personnel (DD Form 2656) must be mailed to Defense Finance and Accounting Service-Kentucky (DFAS-KY) at least 30 days prior to retirement. The SBP election will be completed as part of the DD Form 2656. If not completed, the SBP election will automatically be for full coverage. The Separations Section will forward the DD Form 2656 by either fax or mail.

c. DD Form 214. Marines will be issued a DD Form 214 upon departure on PTAD or terminal leave.

d. ID Cards. All appropriate ID cards may be obtained at a military installation nearest to the Marine's home of record. If no terminal leave is requested and the Marine's ECC occurs while in the local area, the appropriate ID card may be obtained at the DEERS/RAPIDS Office located in room 1C1101.

e. Travel Claim. Prior to the planned departure date, all retiring Marines will receive an information packet to assist in completing the final travel voucher. The claim will be paid via direct deposit after the retiree's EAS and receipt of the completed travel voucher by the Finance Office. A completed DD form 1351-2 along with a copy of the members PTAD/LWAS and retirement orders should be emailed to the Quantico Finance Office at Quantraveloffice@usmc.mil.

f. Final Settlement. The NAVMC 11060 requesting the Marine's final settlement will be forwarded to finance within 1 business day after the drop entry has posted in MCTFS and paid within 10 working days of receipt by the Finance Office.

g. Issuance of Orders.

(1) As stated in the Separation Worksheet, Marines will receive their orders and tickets (if applicable) by 0800 on the date of departure for LWAS (if applicable) or date of retirement. At this time, the Marine will provide a completed check out sheet as well as any of the other missing separation forms required upon transferring.

(2) On weekends and/or holidays, Marines will be required to pick up their orders from the duty at the barracks.

(3) Original orders will be issued and the Marine will sign the acknowledgment endorsement upon receipt. The official file copy and check-out sheet will be maintained by the Separations Section.

11. OFFICER RESIGNATIONS. Officers serve at the pleasure of the President of the United States and no terminal dates are established for their commission. The resignation of a commission is a voluntary act and must be unconditional. Resignation requests will be based on the needs of the service, completion of the period of active commissioned service, and completion of the period of service specified in the officer's flight training agreement (if applicable).

a. Request for Resignation . The Separations Section will submit all requests for resignation after fully determining the Marine's eligibility. Marines are required to complete and submit a request for resignation and sign the following page 11 entry that is uploaded in officer's ESR:

"(Date) I request to resign my commission in the Marine Corps active component effective (date) and (do) (do not) desire a Reserve commission. I have been counseled per paragraph 5003 of MCO P1900.16G. I understand if I elect to be considered for a Reserve commission, it is not automatic and will be granted at the discretion of the Secretary of Defense."

It must be approved by the Marine's Commanding Officer or a designated representative, and is used to establish resignation and projected departure dates, plus the number of terminal leave and/or PTAD days to be taken. The Separations Section will submit the requests for resignation via unit diary, per the

PRIUM. The entry must be made no earlier than 14 months but no later than 4 months prior to the requested resignation date. Diary entry will include statement indicating whether the officer does or does not desire a Reserve commission. All requests outside this window will be submitted by the command via AA Form with an endorsement from the first General Officer in the Marine's chain of command to CMC. Officers requesting resignation are cautioned not to make significant personal commitments based upon mere submission of a request. A Request for Resignation sample letter can found in the MCO 1900.16 figure 5-1.

b. Initial Interview. To assist officers with an efficient and seamless transition into civilian life, an initial interview will be set up with the Separations Section. This interview will explain the resignation process and all associated resignation documents to include the Marine's Commanding Officer's recommendation letter plus discuss the officer's resignation responsibilities.

c. Resignation Worksheet. The Resignation Worksheet is an important document in the resignation process. It contains pertinent information relative to the Marine's requested resignation date. Marines are responsible for completing and submitting the Resignation Worksheet to the Separations Section within 4 months of the requested resignation date and the worksheet must be signed by their OIC. Marines requesting a modification to a previously submitted worksheet, must have their OIC's approval before notifying the Separations Section.

d. Separation Physical. The Marine is responsible for scheduling and completing a retirement physical a minimum of 6 months but no more than 1 year prior to the determined retirement date. Once completed, the Marine will provide a copy of the Medical Standard Form 600 page in the physical that states "Member is physically qualified for separation." Actual physical paperwork will not be turned in due to HIPPA. Failure to do so may cause a delay or result in retention beyond the planned departure date.

e. Transition Assistance Program and Retirement Seminar. Marines are responsible for attending TAP and providing a copy of the certificate of completion along with (DD Form 2648) and DD form 2958 to the Separations Section for scanning into their electronic service record. Section will report training event code TA (Transition Assistance Program (TAP/TAMP)) on MCTFS via unit diary. TAP certificates are valid for 1 year from the date of attendance. The Headquarters Battalion Career Retention

Specialist maintains schedules for TAP and may be contacted for an appointment.

f. Government Travel Charge Card (GTCC). The Marine's unit is responsible for ensuring their GTCC account has been closed by the unit GTCC representative and cards retrieved prior to the Marine's departure for separation.

## 12. RESIGNATION RELATED MATTERS.

a. Orders. All PTAD and LWAS orders will be generated by the Separations Section and presented to the Marine upon the planned departure date once all above requirements have been met. If the Marine took incremental PTAD, the PTAD orders from MOL need to be turned in to the section.

b. DD Form 214. Marines will be issued a DD Form 214 by the Separations Section upon departures on PTAD or terminal leave.

c. ID Cards. All appropriate ID cards may be obtained at a military installation nearest to the Marine's home of record. If no terminal leave is requested and the Marine's ECC occurs while in the local area, the appropriate ID card may be obtained at the DEERS/RAPIDS Office located in room 1C1101.

d. Travel Claim. Prior to the planned departure date, all retiring Marines will receive an information packet to assist in completing the final travel claim. The claim will be paid via direct deposit after receipt of the completed travel voucher by the finance office.

e. Final Settlement. The NAVMC 11060 requesting the Marine's final settlement will be forwarded to finance within 1 business day after the drop entry has posted in MCTFS and paid within 10 working days of receipt by the Finance Office.

### f. Issuance of Orders.

(1) As stated on the Separation Worksheet, Marines will be notified to receive their orders and tickets (if applicable) by 0800 on the date of departure. At this time, the Marine will be required to submit a completed check-out sheet.

(2) On weekends and/or holidays, Marines will be required to pick up their orders from the duty at the barracks.

(3) Original orders will be issued and the Marine will sign the acknowledgment endorsement upon receipt. The official

file copy and check-out sheet will be maintained Separations Section correspondence files.

13. APPELLATE LEAVE. Per MCO 1050.16\_, Marines awaiting punitive discharge may be expeditiously processed for voluntary or involuntary appellate leave, as appropriate. If a Marine was awarded a punitive discharge without confinement, supported commanders may process Marines immediately for appellate leave once the Marine consents.

14. INVOLUNTARY APPELLATE LEAVE. When a supported unit commander deems it to be in the government's best interest to do so, a Marine awarded a punitive separation may be ordered to involuntary appellate leave, provided that the convening authority has completed review and issued final approval of the sentence awarded. The Marine's unit will provide Separations Section with a copy of the approval for involuntary appellate leave from the convening authority. The Separations Section will review the records to ensure all appropriate legal unit diary entries were made.

a. The Separations Section will be notified of the Marine's Commander's intent with a copy of the request for appellate leave. Secondly, the Separations Section will then begin processing the Marine for Involuntary Appellate Leave, which will include preparation of necessary PCSOs. The supported unit commander is responsible for the following:

(1) Ensuring the Marine receives a separation physical examination. Utilizing the SF1010, Report of Medical Examination, the examining physician must indicate whether or not a Marine is qualified for separation. A copy of the SF1010 must be provided to the IPAC Separations Section for inclusion into the ESR.

(2) Ensuring that a Marine completes required Transition Assistance Program (TAP) class prior to detaching on appellate leave. A copy of the TAP certificate must be provided to the IPAC Separations Section for inclusion into the ESR and reported on Unit Diary.

b. The Separations Section will ensure that the Appellate Leave Checklist is completed. If bonds, allotments, and Direct Deposit are still in effect, the Separations Section in conjunction with Active Duty Support Section will take required action to discontinue these items.

15. VOLUNTARY APPELLATE LEAVE.

a. When a Marine submits a request to his/her command to go home pending the final convening authority action, the Marine's commander may agree to place the Marine in a Voluntary Appellate Leave status. The unit will provide the Separations Section with a copy of the approval for voluntary appellate leave. The Separations Section will review the records to ensure all appropriate legal unit diary entries have been made. For successful completion of Voluntary Appellate Leave orders, the following items must be provided to the Separations Section:

- (1) Marine's request for Voluntary Appellate Leave.
- (2) Appellate Rights Statement.
- (3) Privacy Act Statement.
- (4) Special Power of Attorney.
- (5) Results of Trial.
- (6) Separation Physical to include DNA sample.
- (7) TAP Certificate.
- (8) Waiver of Clemency, if applicable
- (9) Commander's request for Voluntary Appellate Leave

b. Unit commanders must provide the Separations Section with the Commanding General's endorsement letter.

## PROMOTION TIME LINE

<p>Begin monitoring Promotion Recommendation rosters via MOL.</p>	<p><b>Required</b> to submit "Promotion Recommendations" <b>via MOL</b>, or forward Hard-copy roster and original Page 11 entries to the IPAC Promotion Section NLT than the 15th of the Month for reporting on UD.</p>
<p>Select grades are generated approximately on the last Friday of the month prior to the promotion month. Select grade rosters are produced via MOL.</p>	<p>Review Roster for possible FAP, or PCS, or for Marines that do not belong to that unit, then report "will not promote" <b>via MOL</b>.</p>
<p>Upon submitting for signature, the units are instructed to return a copy of the signed warrant along with promotion pro/con marks for Cpl &amp; Sgt.</p> <p>Every Monday, the missing warrant roster is verified and the unit Admin Chief's are notified if we still need copies of their warrants.</p>	<p>Individual commands will type and sign all warrants in which they will return a signed copy to the Promotion Section along with the promotion pro/con marks.</p> <p>If a Marine is a "will not promote," the original warrant will be returned to the Promotion Section with a diagonal line crossed thru and the statement <b>"WILL NOT PROMOTE"</b> along with the CO's <b>signature only</b>.</p> <p>Units are <b>mandated</b> to complete the "will not promote" via MOL.</p>
<p>Approximately the 5th of the month, the auto-promote cycle processes in 3270. All "will not promote" must be reported and posted to MCTFS prior to the auto-promote Cycle executing.</p>	
	<p>Return any required missing pro/con marks to the Promotions Section for a recomputation of the composite score. If the missing element is training, then the unit S-3 is responsible for locating and reporting the missing data element.</p>

Figure 6-1 PROMOTION TIME LINE

REGULAR NON-REC PAGE 11 ENTRY

<p>DATE: ARTICLE UCMJ EXPLAINED TO ME THIS DATE AS REQUIRED BY ARTICLE 137, USMC</p> <hr/> <p>(SIGNATURE)</p>	<p>DATE: ARTICLE UCMJ EXPLAINED TO ME THIS DATE AS REQUIRED BY ARTICLE 137, USMC</p> <hr/> <p>(SIGNATURE)</p>
-----------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------

\_\_\_\_\_ : I understand that I am eligible but not recommended for promotion to (insert Grade) for the month of (state month) because of (state reason). I was advised that within 5 working days after acknowledgement of this entry, a written rebuttal can be submitted and this rebuttal will be filed on the document side of the service record book. I choose (to) (not to) make a rebuttal.

\_\_\_\_\_ CO \_\_\_\_\_ SNM

Figure 6-2 SAMPLE NON REC PAGE 11 ENTRY

PROMOTION RESTRICTION PAGE 11 ENTRY

<p>DATE: ARTICLE UCMJ EXPLAINED TO ME THIS DATE AS REQUIRED BY ARTICLE 137, USMC</p> <hr/> <p>(SIGNATURE)</p>	<p>DATE: ARTICLE UCMJ EXPLAINED TO ME THIS DATE AS REQUIRED BY ARTICLE 137, USMC</p> <hr/> <p>(SIGNATURE)</p>
-----------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------

\_\_\_\_\_ : I understand that I am eligible but not recommended for promotion to (insert grade) due to (state reason) in accordance with MCO P1400.32D, (par 1204.4), as applicable, unless waived by appropriate authority. I was advised that within 5 working days after acknowledgement of this entry, a written rebuttal can be submitted and this rebuttal will be filed on the document side of my service record book. I choose (to) (not to) make such a rebuttal.

\_\_\_\_\_ CO \_\_\_\_\_ SNM

Figure 6-3 SAMPLE PROMOTION RESTRICTION PAGE 11 ENTRY

# MANUAL COMPOSITE SCORE WORKSHEET

NAME: \_\_\_\_\_ EIDPI: \_\_\_\_\_ MOS: \_\_\_\_\_  
 RANK: \_\_\_\_\_ DOR: \_\_\_\_\_ DOB: \_\_\_\_\_  
 AFABDD: \_\_\_\_\_ AGE: \_\_\_\_\_  
 LAST DAY OF PROMOTION QUARTER: \_\_\_\_\_

RIFLE SCORE: \_\_\_\_\_ CONVERSION SCORE: \_\_\_\_\_

PFT SCORE: \_\_\_\_\_ CONVERSION SCORE: \_\_\_\_\_

CFT SCORE: \_\_\_\_\_ CONVERSION SCORE: \_\_\_\_\_

TOTAL: \_\_\_\_\_

CONVERTED SCORES DIVIDED BY 3 \_\_\_\_\_

CONVERTED SCORE: \_\_\_\_\_ x 100 \_\_\_\_\_

AVERAGE PROFICIENCY MARKS: \_\_\_\_\_ x 100 \_\_\_\_\_

IN CURRENT GRADE

AVERAGE CONDUCT MARKS: \_\_\_\_\_ x 100 \_\_\_\_\_

IN CURRENT GRADE

SELF EDUCATION POINTS

MUST BE COMPLETED BEFORE  
MCTFS CUTOFF AND FOR CPLs  
AND ABOVE AFTER THEIR DOR

COMPLETED MCIs: \_\_\_\_\_ x 15 \_\_\_\_\_

COMPLETED COLLEGE COURSES: \_\_\_\_\_ x 10 \_\_\_\_\_

TIME IN GRADE (MONTHS): \_\_\_\_\_ x 5 \_\_\_\_\_

THRU THE LAST DAY OF THE QUARTER

TIME IN SERVICE (MONTHS): \_\_\_\_\_ x 2 \_\_\_\_\_

THRU THE LAST DAY OF THE QUARTER

DI/REC/MSG BONUS POINTS: \_\_\_\_\_ x 100 \_\_\_\_\_

COMMAND RECRUITING BONUS: \_\_\_\_\_ x 20 \_\_\_\_\_

POINTS

COMPOSITE SCORE: \_\_\_\_\_

Figure 6-4 SAMPLE MANUAL COMPOSITE SCORE WORKSHEET

PFT SCORE CONVERSION CHART

<b>Physical Fitness Test Scores to Promotion Point Conversion Chart</b>			
<b>Male/Female Ages 17-26</b>		<b>Male/Female Ages 27 and above</b>	
<b>PT Score</b>	<b>Promotion Points</b>	<b>PT Score</b>	<b>Promotion Points</b>
280-300	5	280-300	5
270-279	4.9	270-279	4.9
260-269	4.8	260-269	4.8
250-259	4.7	250-259	4.7
240-249	4.6	240-249	4.6
225-239	4.5	225-239	4.5
215-224	4.4	215-224	4.4
205-214	4.3	205-214	4.3
195-204	4.2	200-204	4.2
185-194	4.1	195-199	4.1
175-184	4	185-194	4
170-174	3.9	175-184	3.9
160-169	3.8	170-174	3.8
150-159	3.7	160-169	3.7
140-149	3.6	150-159	3.6
135-139	3.5	140-149	3.5
0-134	0	135-139	3.4
		110-134	3
		0-109	0

Figure 6-5 PFT SCORE CONVERSION CHART

CFT SCORE CONVERSION CHART

Combat Fitness Test Scores to Promotion Point Conversion Chart	
PT Score	Promotion Points
300	5
294—299	4.9
288—293	4.8
282—287	4.7
276—281	4.6
270—275	4.5
261—269	4.4
252—260	4.3
243—251	4.2
234—242	4.1
225—233	4
218—224	3.9
211—217	3.8
204—210	3.7
197—203	3.6
190—196	3.5
Unqual 0—189	0

Figure 6-6 CFT SCORE CONVERSION CHART

RIFLE SCORE CONVERSION CHART

Rifle Range Scores to Points Conversion Table				
65 = 250	52 = 234	39 = 218	26 = 192	13 = 106
64 = 248	51 = 233	38 = 216	25 = 190	12 = 99
63 = 247	50 = 232	37 = 214	24 = 183	11 = 92
62 = 246	49 = 230	36 = 212	23 = 17	10 = 85
61 = 245	48 = 229	35 = 210	22 = 169	9 = 78
60 = 244	47 = 228	34 = 208	21 = 162	8 = 71
59 = 242	46 = 227	33 = 206	20 = 155	7 = 64
58 = 241	45 = 226	32 = 204	19 = 148	6 = 57
57 = 240	44 = 224	31 = 202	18 = 141	5 = 50
56 = 239	43 = 223	30 = 200	17 = 134	4 = 43
55 = 238	42 = 222	29 = 198	16 = 127	3 = 36
54 = 236	41 = 221	28 = 196	15 = 120	2 = 29
53 = 235	40 = 220	27 = 194	14 = 113	1 = 22

Rifle Score Points to Promotion Points Conversion Table			
Points	Promotion Score	Points	Promotion Score
240-250	5	210-214	4.2
235-239	4.9	205-209	3.8
230-234	4.8	200-204	3.6
225-229	4.7	195-199	3.4
220-224	4.6	190-194	3
215-219	4.4	000-189	0

Figure 6-7 RIFLE SCORE CONVERSION CHART

## TRAINING CUTOFF DATES FOR PROMOTION

PROMOTION QUARTER	CUTOFF DATE FOR TRAINING DATA
JAN, FEB, MAR	20 NOVEMBER
APR, MAY, JUN	20 FEBRUARY
JUL, AUG, SEP	20 MAY
OCT, NOV, DEC	20 AUGUST

NOTE: Training information must be reported on the unit diary prior to the established cutoff dates to affect a Marine's composite score for a particular promotion quarter. To ensure your Marines have an accurate composite score, please report, via MOL, all training information in a timely manner. Additionally, request PFTs be scheduled well in advance of the cutoff dates to allow sufficient time for administrative processing and unit diary reporting.

Figure 6-8 TRAINING CUTOFF DATES FOR PROMOTION

ADVERSE PAGE 11 ENTRY

<p>DATE: ARTICLE UCMJ EXPLAINED TO ME THIS DATE AS REQUIRED BY ARTICLE 137, USMC</p> <hr/> <p>(SIGNATURE)</p>	<p>DATE: ARTICLE UCMJ EXPLAINED TO ME THIS DATE AS REQUIRED BY ARTICLE 137, USMC</p> <hr/> <p>(SIGNATURE)</p>
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\_\_\_\_\_: Counseled this date concerning the following deficiency(ies); **(list deficiency)**. Recommendations for corrective action: **(List specific recommendations for corrective action)**. Assistance is available through your chain of command. **(List persons available for assistance to the Marine)**. I was advised that within 5 working days after acknowledgement of this entry a written rebuttal may be submitted and that such a rebuttal will be filed in my electronic service record. I choose (to) (not to) make such a rebuttal.

\_\_\_\_\_ CO \_\_\_\_\_ SNM

Figure 6-9. SAMPLE ADVERSE PAGE 11 ENTRY

SAMPLE 6105 PAGE 11 ENTRY

<p>DATE: ARTICLE UCMJ EXPLAINED TO ME THIS DATE AS REQUIRED BY ARTICLE 137, USMC</p> <hr/> <p>(SIGNATURE)</p>	<p>DATE: ARTICLE UCMJ EXPLAINED TO ME THIS DATE AS REQUIRED BY ARTICLE 137, USMC</p> <hr/> <p>(SIGNATURE)</p>
-----------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------

\_\_\_\_\_ : Counseled this date concerning the following deficiency;  
**(List deficiency and list details and or Order applicable)**  
Recommendations for corrective action: **(make specific recommendations for corrective action and name assistance that is available)**. Assistance is available through your chain of command. **(Ensure the following statement is present, in order to properly process for Administrative Separation)** Failure to take corrective action in this matter can result in NJP, administrative reduction, administrative separation and/or limitation on further service. I was advised that within 5 working days after acknowledgement of this entry a written rebuttal may be submitted and that such a rebuttal will be filed in my service record. I choose (to) (not to) make such a statement.

\_\_\_\_\_ CO \_\_\_\_\_ SNM

## CHAPTER 7

### READY RESERVE ADMINISTRATION

1. GENERAL. The Ready Reserve Section is comprised of teams that affect the personnel administration for all selected reserves assigned to Headquarters, Marine Forces Reserve and the headquarters of the Major Subordinate Commands (MSCs). Additionally, the Ready Reserve Section is responsible for members of the Individual Ready Reserve and Standby Reserve, which includes members of the Active Status List (ASL) and Inactive Status Lists (ISL). Each team is responsible for a myriad of responsibilities contained in the following three areas, maintenance, audits/deployments and joins/separations. Through productive personnel management and administrative actions, the Ready Reserve Section administers to the Selected Marine Corps Reserve (SMCR), Individual Mobilization Augmentee (IMA), Mobilized Training Unit (MTU), Individual Ready Reserve (IRR), and Standby Reserve Marines to comply with current Marine Corps operational requirements.

2. MISSION. To ensure reserve personnel are administratively prepared to augment and reinforce the Active Component (AC) with trained, mobilization ready and qualified individuals in a time of war or national emergency, and such other times as national security may require. A seamless integration with the AC will enhance the operational reach and endurance of the Marine Corps, while reducing administrative burdens to the greatest extent possible and ensuring the families of reserve Marines are prepared for the transition of their Marines. Accomplished by providing the most efficient and effective personnel administration while complying with all orders, regulation and applicable laws.

3. ADMINISTRATIVE RESPONSIBILITIES. The Ready Reserve will report all pay and allowances/administrative requests received from the Customer Service Center (CSC) via the Electronic Personnel Action Request (EPAR) and Organizational Mailbox (OMB). All EPAR and OMB requests that require no action or that are forwarded with inadequate or insufficient supporting documentation will be returned to the CSC for further processing.

4. SUPERVISOR FUNCTIONS AND RESPONSIBILITIES. The Officer-in-Charge, Assistant Officer-in-Charge, Staff Non-commissioned Officer-In-Charge, and their civilian supervisors are responsible for managing and analyzing Reserve programs, functions regarding Reserve population, leadership, training and management of Marine and Civilian personnel of this section.

5. RECORDS MAINTENANCE. Maintenance of Ready Reserve records, to include Electronic Service Records (ESR) and Marine Corps Total Force System (MCTFS) records, will be accomplished by the respective team to which the member belongs according to the last two digit of their EDIPI. Proper maintenance consists of centralized filing, administrative service for pay related EPARs, pay and entitlements reporting, maintenance/updating of ESRs, and completion of all required audits.

6. AUDITS. The Ready Reserve teams will conduct the necessary audits as required. Upon a member joining a Reserve unit under the administrative cognizance of the Marine Forces Reserve (MARFORRES) IPAC, it is imperative that current Record of Emergency Data (RED), Service Member's Group Life Insurance (SGLI) and Basic Allowance for Housing (BAH) applications be maintained on file in the ESR and properly reported in MCTFS. The primary avenue to ensure audits are completed is for Ready Reserve teams to submit required audit documents via the EPAR system. Audits are required for the following administrative occasions: New Join, Pre/Post Deployment, Annual Training (AT), Member to Member, and Triennial.

7. JOINS/SEPARATIONS/IUT. Prior to a Marine joining one of the supported units, a completed and properly endorsed join package must be forwarded to the Ready Reserve Section, including those Marines conducting Inter-Unit Transfers (IUTs). Ready Reserve members who desire to transfer out of one of the units supported by the MARFORRES IPAC will submit the appropriate supporting documentation endorsed by the unit administrative representative. The Ready Reserve section will take all required action/s to close the member's record via MCTFS.

8. PROMOTIONS. The promotion process is one that falls under the cognizance of the unit commander, supported by MARFORRES IPAC. Quarterly, as applicable, unit commanders provide MARFORRES IPAC with a list of Marines that are not recommended for promotion, in a promotion restricted status, and/or with information required to request remedial promotion for those members with zeroed out composite scores. Unit commanders prepare and distribute promotion warrants; populating promotion proficiency and conduct marks via Marine Online (MOL) as required. The MARFORRES IPAC will ensure commanders are provided a list of Marines that have been selected for promotion and those Marines that have a zeroed out composite score. The Ready Reserve will also ensure appropriate documents are forwarded to the members ESR while required unit diary entries affecting a Marine's promotion status are reported.

a. The Ready Reserve Section will be responsible for providing the Commanding Officer, Marine Corps Individual Reserve Support Activity (MCIRSA) with quarterly promotion information for the Marines assigned to the IRR. This information includes diary feedback reports (DFRs) of Marines with zeroed out composite score and those selected for promotion to the next higher grade. The Ready Reserve Section will be responsible for maintaining the required promotion process documentation with required input from MCIRSA ( Page 11 entries to the Ready Reserve Section for scanning and uploading to the member's ESR ).

b. MCIRSA will be responsible in determining which IRR Marines with zeroed out composite scores require manual re-computations and requests for re-computes of the composite scores based on missing training data elements. This information will be provided to the Ready Reserve Section for reporting via unit diary as applicable.

## CHAPTER 7

### READY RESERVE ADMINISTRATION

#### SECTION 1: MAINTENANCE

1. MAINTENANCE REQUIREMENTS. Ready Reserve teams are responsible for handling routine administrative matters for walk-in customers, and completing assigned EPARs and OMB requests received from the CSC. Duties include, but are not limited to: dependent updates, award updates, personal information updates into MCTFS, and completing required audits.

2. ELECTRONIC PERSONNEL ACTION REQUESTS (EPARs).

a. Electronic Personnel Action Requests (EPARs) are submitted through MOL to CSC for all Marines. All Marines and units supported by MARFORRES IPAC are required to use this process to request administrative support.

b. Response time to work and complete routine EPARs is 5 working days. EPARs requiring detailed research, coordination with other commands or multiple actions may require additional time to complete. An EPAR is not considered complete until all unit diary actions have posted to the MCTFS and have been verified.

3. ELECTRONIC SERVICE RECORDS (ESR). Electronic Service Records (ESRs) are accessible to unit commanders and Marines via the OMPF module of MOL. The IPAC is responsible for ensuring all required updated material to a members record is scanned and forwarded to MMRP for inclusion in their OMPF. Unit commanders and Operational Sponsors must provide accurate and timely updated material in order to facilitate the maintenance of the member's record.

4. DEPENDENT ADD/LOSS PACKAGES. Marines who experience a change in marital status (gain/loss of a family member), must immediately notify the CSC. These changes require the ESR to be updated via unit diary reporting. A complete review of all pay entitlements must also be done. Marines requiring this type of administrative service must either report to the MARFORRES IPAC or create an EPAR and submit it through the CSC, attaching/including all supporting documentation (marriage/birth certificates, divorce decrees, etc.). Note: ID cards are issued by the nearest ID Card/DEERS Office.

5. SERVICE MEMBER'S GROUP LIFE INSURANCE (SGLI) AND FAMILY SERVICE MEMBER'S GROUP LIFE INSURANCE (FSGLI). Marines must verify their current SGLI/FSGLI beneficiaries when conducting all audits, especially during an addition or loss of a family member, or any time the Marine desires to change their SGLI/FSGLI form. Increases and decreases in coverage are effective the first day of the following month the new SGLI/FSGLI form was executed. Marines must verify that the correct SGLI and FSGLI premiums is being deducted from their pay (reflected on LES). A notification letter will be sent to the members spouse when the primary next of kin is not the primary or sole beneficiary, or when they're designated to receive less than 100 percent. This policy (notification letter) also applies to the Death Gratuity Beneficiary on the RED. Marines will be required to sign and date their SGLI, which will be reported via unit diary into MCTFS, scanned and forwarded to the members ESR.

6. RECORD OF EMERGENCY RECORD (RED). RED information is vital to contacting family members in the event of death or serious injury. Each Marine is responsible for ensuring the information on their RED is current and accurate. These changes include address/telephone changes of family members, parents, guardian information, and child(ren) information. RED information can be updated via MOL at: <https://sso.tfs.usmc.mil/sso/DoDConsent.do>. Marines will be required to sign and date their RED, which will be reported via unit diary into MCTFS, scanned and forwarded to the members ESR if member has 7 or more dependents.

7. AWARDS. Marines requesting to have an award reported in MCTFS may do so by submitting the appropriate supporting documentation through the CSC which will be forwarded to the Ready Reserve Section for processing. All source documents must be verified by the requesting unit or higher headquarters before submitting to the IPAC for inclusion into MCTFS. Supporting documentation may include a copy of the MARADMIN announcing the award or a copy of the award citation itself. EXAMPLE: A Marine was TAD for 30 days in support of the Recruiting Assistance Program. Later, a MARADMIN is published, announcing that the Marine Corps Recruiting Command was approved for a Navy Unit Commendation. In this scenario, the Marine would provide the CSC with a copy of his/her TAD orders as verification of such TAD, as well as a copy of the MARADMIN. All personal awards awarded by a members command will be reported in MCTFS via the awards web-based system (IAPS) or HQMC (MMA). If it is discovered that a Marine is authorized an award that has not been previously reported, the MARFORRES IPAC will report the award (with proper documentation) as required.

8. CAREER RETIREMENT CREDIT REPORT (CRCR). The IPAC will ensure the CRCR is certified as correct by the Marine. The CRCR must be certified annually by the member. If a CRCR does not exist or has errors, the Marine must submit a CRCR "audit" request (with supporting documentation) through the CSC. Once the CRCR has been corrected, a new CRCR must be certified by the Marine.

9. IN-PROGRESS PAYMENTS (IPPs). These payments are reported for active duty performed (minimum 8 days ) prior to the completion of the entire period of active duty. This applies to Marines on active duty orders 30 days or less in duration; including periods of AT duty. The Ready Reserve Section will report "Continuous" IPP's every Wednesday during a member's duty (minimum 8 days). The remaining days of active duty will be reported with a "Final" IPP once a DD Form 1351 (travel claim) is received by Ready Reserve via the CSC. In the event a member performs 30 continuous days of active duty, a Lump Sum Leave (LSL) advisory will post to the unit's Diary Feedback Report as notification to report/credit the member 2.5 days leave "sold".

10. REQUEST FOR RECORDS. The Ready Reserve Section will support members all Marines who request records from their official military files. Members of the IRR normally make requests via a Request Pertaining to Military Records (SF 180) or Application for Correction of Military Record (DD Form 149).

a. Members will first be advised on their ability to retrieve any record(s) they may need via their Official Military Personnel File (OMPF) found on MOL.

b. The SF 180 and DD Form 149 will be processed accordingly. If unable to provide requested documentation the originator of the request should be contacted via telephone, email, or by written correspondence.

## CHAPTER 8

### ORDERS PROCESSING SECTION ADMINISTRATION

1. GENERAL. The Orders Processing Section is tasked with authenticating all orders for IRR, IMA, ISB, MarForNor, MSC, and Marine Forces Reserve personnel. Write SABRS orders and DD Form 1610 orders for Marine Forces Reserve proper mobilized reserve Marines who will be executing concurrent TAD. All orders for personnel performing duty requiring them to work directly for Marine Forces Reserve are generated within the Orders Processing Section. The section is also responsible for the receipt, review, forwarding and auditing of all travel vouchers for which orders are authenticated by the MARFORRES IPAC.

2. ORDERS PROCESSING SECTION REQUIREMENTS. Requirements of the Orders Processing Section in support of the units and Marines supported include but are not limited to the following:

a. Preparing, screening, and consolidating orders in Marine Corps Reserve Order Writing System (MROWS), Standard Accounting Budgeting and Reporting System (SABRS), and DD Form 1610.

b. Receive documentation to remove holds on Marine's records to process orders requests.

c. Submitting and tracking partial/incremental travel claims to the finance office for payment and settlement for mobilized Marines, those performing Active Duty Operational Support (ADOS) and other periods of active duty directly in support of Marine Forces Reserve.

d. Tracking of unsettled travel claims and notification to travelers for 6 days past due, 20 days past due, and 30 days past due (6/20/30) travel claims.

e. Conduct monthly reconciliation with responsible sections in support of incremental in progress payments (IPP's) for Marines on orders for a period of less than 30 days.

f. Auditing payment of travel claims and pay and allowances after finance settlements have posted for accuracy of settlement.

g. Scan for files all completed audited travel claims onto disks and external hard drives for filing purposes by fiscal year.

h. Monitor Marine Online EPAR system and ensuring all EPARs are worked and completed within 5 days.

3. ORDER WRITING RESPONSIBILITIES. All orders requests submitted to the Orders Processing Section for action via MROWS must be accompanied with a Ravenel Travel Request Form, NAVMC 11350, any message traffic, approval/acceptance letters, and all funding information to include PID, and BEA/BESA approved by the Ops Sponsor, supported commander or their designated representatives. The NAVMC 11350 will be submitted via MOL EPAR. All orders requests must be submitted to the Orders Processing Section, via MROWS, no less than 10 working days prior to the first day of duty listed on the orders. Working days will be determined by the scheduled work days within the IPAC, not the agency submitting the request.

Note: Responsibility for completion and tracking of orders remains with the order writer until completion. At no time does the tracking responsibility transfer to any of the approving agencies who support the process.

a. Professional Military Education (PME) orders will be submitted via MROWS by the supported unit commander, Operational Sponsor or designated representatives of the unit of which the Marine belongs. The order writing activity must ensure Marines executing PME orders are medically and training qualified, per Commander Marine Forces Reserves message 132157Z Nov 09, Marine Corps Order 6100.13, and MCO 1001R.1K. In addition to being fully qualified for duty, all reportable items must be resident in MCTFS prior to initiating the orders request in MROWS. Failure to do so may result in the orders disapproval from one of the outside agencies.

Note: The MFR G-3 is responsible for the fund approval of all PME orders.

b. Ravenel Travel, aboard the MARFORRES New Orleans is responsible for booking all GTR travel, and will do so in accordance with policy and regulations. The IPAC does not have any control over flight times and any change requests are the responsibility of the traveler.

c. SABRS orders will be submitted by the member's administrative representative. Once submitted to the Orders Processing Section, the orders and supporting documentation will be reviewed by the SNCOIC for errors, and submitted to the Personnel Officer for authentication and hard copy signature. SABRS orders will be utilized only as a source document for generating the DD Form 1610. At no time will the SABRS document

be issued to the member. The DD Form 1610 will be in duplicate with the "Official File Copy" and "Original Orders" stamped on each. A copy of the orders will then be forwarded to the appropriate section within the IPAC for further actions to include the reporting of transfers, PERSTEMPO, etc. The Orders Processing Section will maintain the "Official File Copy" in the tickler binder for appropriate tracking and follow up actions.

d. DD Form 1610 orders for MFR proper mobilized reserve Marines who will be executing concurrent TAD will be completed by the Orders Processing Section. All parameters required by paragraph 3 of this order must be met when requesting DD Form 1610 orders. Once completed the DD 1610 will be forwarded to the Marine for inclusion with the orders package.

e. Marines who work within one of the Major Subordinate Commands within the Marine Corps Support Facility must report to their respective G-1 section for generation of DD Form 1610 orders. Once completed these orders will be attached to an MOL EPAR and submitted via the CSC no later than 10 working days to the Orders Processing Section along with all required documents as listed in paragraph 3 of this order for final authentication.

4. ORDERS AUTHENTICATION RESPONSIBILITIES. Once an orders request has been submitted by the appropriate personnel, the orders are then routed for further actions to staff sections required to have cognizance and actions on the request. Some sections that orders must pass through before they can be reviewed and authenticated by the Orders Processing Section are:

a. The following is not all inclusive nor does it apply to all orders but must be considered in the time it takes for the orders to be authenticated.

(1) Transportation Management Office (TMO) for any airline reservations that are needed.

(2) Security Manager for any security clearances that are needed to complete the set of orders.

(3) Reserve Affairs for orders beyond 179 days/confirmation orders.

(4) Hard Hold (HIV, Physical, RECC, etc.) if necessary.

(5) Fund Approval.

b. Once the orders have gone through the appropriate activities to reach "authentication," the designated Orders

Processing Section personnel will verify that all information on the orders is in compliance with current policy and regulations.

c. Upon attempt to authenticate orders and an error message is received, the orders authenticator will copy and paste this message in the authentication comments box and publish the comments by hitting the "pending" button on the orders. The error message will be emailed to the orders preparer and fund approver for their corrective action. Posting the error message and putting the orders in a pending status allows anyone with MROws access to track current status and any issues that may be preventing orders authentication.

d. Orders that cannot be authenticated due to errors will be disapproved 72 hours prior to orders start date.

5. CONFIRMATION ORDERS. Members are directed not to begin travel prior to written and authenticated orders being presented. If a member must travel prior to a set of orders being authenticated and presented, the requesting unit must receive approval from Headquarters, U. S. Marine Corps (RA) for approval. All requests must be in writing and submitted through the chain of command via MFR G-1. The request must include a narrative on the incidents which caused the member to commence travel without orders being completed first.

6. EPARS. The Orders Processing Section will review the customer's EPAR, and take appropriate action. Attachments will be reviewed and printed for source documentation as required. The Orders Processing Section will annotate a response to the customer with a standard statement that updates the member on the status of his/her EPAR when action is taken. The status will update to show: Forwarded to OPS reviewer, OPS received your travel claim, OPS receiving reviewed your claim and found the following discrepancies, and forward to finance. Once the status shows completed the EPAR will no longer shows up in the EPAR console. Once the EPAR is assigned, the section has five working days to work the EPAR.

a. When travel claims are submitted the CSC will screen all claims prior to forwarding them to the Orders Processing Section for action.

7. TRAVEL VOUCHERS. The Orders Processing Section processes all partial travel vouchers for members performing duty within the MARFORSPFAC, and units supported by the IPAC with the exception of PCS orders which are processed within the Active Duty Section.

a. Standard Procedures. TAN 12-06, 12-03,13-03 and MARADMIN 238/05 are the guiding documents for filing partial travel vouchers. When a traveler performs extended TAD (45 days or more), they are required to submit a DD 1351-2 for a partial settlement every 30 days. These claims must be submitted within five (5) working days after the end of each 30 day period. The following partial settlement procedures apply to all 30 day partials.

(1) All travel performed by the member while on Presidential Recall orders after October 1, 2005 must be funded by the M00091 appropriation data (MARADMIN 238/05). Concurrent TAD trips must be shown on the 1351-2 for the time period claimed. If the member is submitting a final travel claim and had consecutive TAD trips (not covered by M00091) prior to 1 October 2005 the dates must be annotated in block 10.d and the EDA travel voucher summary submitted.

(2) The traveler is responsible for maintaining a copy of all partial settlements and supporting documentation for each claim paid by the Finance Office. The traveler must apply for a GTCC upon arrival at the TAD site if one is not in his/her possession. Cash advances can be acquired using the GTCC for all out-of-pocket expenses.

b. Submission procedures. Travel vouchers are submitted to Customer Service Center (CSC) via MOL EPAR system as required, while monthly partial vouchers for members on orders for more than 30 days must be submitted no later than the 5<sup>th</sup> day of each month. CSC will then forward all travel vouchers to the Orders Processing Section for a thorough audit prior to submission to Finance for settlement. The following requirements must be met for each submission:

(1) All documents must be accurately completed\*.

(2) All required documents to support payment must be included.

(3) The Op Sponsor/MSO or administrative designee must sign the reviewer block of the 1351-2.

(4) The portable document format (.pdf) is the only format that will be accepted.

(a) Travel vouchers are reviewed by clerks for appropriate documents to include: Orders, endorsements, receipts and ensuring correct completion of the travel claim. If the travel voucher is missing documents or filled out

incorrectly, it will be returned to the member for correction and resubmission. If the member does not respond within 14 days of EPAR being returned, CSC will close the EPAR with no further action.

(b) Once a correct and completed travel voucher is received, it will be forwarded to a reviewer within the Orders Processing Section for review. Once screened and deemed accurate, the claim will be uploaded into the Document Tracking Management System (DTMS), and forwarded to the Finance Office for settlement.

(c) The Orders Processing Section has 5 working days after receipt of travel voucher to process the claim.

(d) Once the claims have been forwarded, the travel claim package is placed in a file cabinet by date in the awaiting settlement drawer. Within 5 working days clerks will check the systems and tools available to them to ensure the travel voucher is settled. If the travel voucher has not been settled within 10 working days, the Order Processing Section will coordinate with the Finance Office to determine if more actions are needed by the individual Marine or Orders Processing Section to close out the travel voucher.

c. Classified Travel Vouchers. Classified travel claims will route through the Security Manager.

(1) Once the travel voucher has been reviewed by the Security Manager, the Orders Processing Section will process the travel voucher in accordance to Quantico finance procedures for classified claims.

Note: Only personnel with a valid security clearance up to the level of classification of the document being handled will be authorized to perform any of the duties required for this section.

d. Supplemental Vouchers. Travel vouchers resubmitted due to an error or omission in settlement will include a copy of the settled voucher (the entire paper clip from EDA, provided by the MARFORRES IPAC) and a new DD 1351-2 which must show the suspected error. The word "Supplemental" must be written in block 15 of the 1351-2, and reason for supplemental.

e. Notifications. The Orders Processing Section will take steps in an effort to receive from members their travel claim documents in an effort to settle all pay and travel entitlements

at the end of their period of duty. The following is the order of action:

(1) Weekly a 6/20/30 day past due travel claim report will be sent to the MSC administrative chief and G1 representative via email. The email will be titled "6/20/30 DAY PAST DUE TRAVEL CLAIM NOTIFICATION WEEK OF YYYYMMDD." This email will include the reports of who is 6/20/30 days past due and a report from DTMS of travel claims that are currently at disbursing. Once sent, the email and attachments will be saved in the OPS section to serve as validation of notification.

(2) Marines that are 30 days past due on a travel claim will have all IPP's for that period of orders (if previously paid) recouped from the members pay. Upon receipt of a travel claim all pay and allowances will again be run on unit diary.

8. DISCREPANCIES FROM FINANCE. The Orders Processing Section will take any actions as required by finance to settle travel vouchers. This includes completing any modifications or liaising with the orders writer, MSC, G-1, and member to complete modifications and corrections to documents. We will also notify the member of any omissions requiring correction.

9. AUDITING TRAVEL VOUCHERS. The Orders Processing Section will track and check all travel vouchers through settlement. Once completed by Finance the voucher will be partnered with audit screens D150, S987, S112, S981, S982, TQER, S137, and EDA VOUCHER.

a. The D150 is the dependent screen and used to verify marital status, number of dependents, service spouse information, and what type of BAH the Marine is receiving.

b. The S987 screen is used to ensure that the Marine is credited pay and allowances, such as basic pay, Basic Allowances for Housing (BAH), and Basic Allowances Subsistence (BAS), and all other pay related entitlements.

c. The S112 screen is used to verify that PERSTEMPO was credited correctly according to the Marine's travel voucher.

d. The S981 is used only for IDT orders only.

e. The S982 screen is used to verify the dates Member was on active duty, such as AT, ADOS, and PME schools.

f. The TQER is used to verify leave taken by the Marine.

g. The S137 is used to verify PDMRA taken.

h. The travel voucher can be obtained through the EDA system and used to ensure that all per diem and travel was paid. The EDA voucher is audited to ensure everything the Marine claimed is reimbursed, such as lodging, rental car, etc.

i. Once all the screens are printed it will be audited to ensure the travel voucher was settled and that all the pay and allowances were paid correctly. During the audit, if an error is found, such as unit diary action, the claim will be returned to the section responsible for taking diary action to correct any errors. If an error was found with the travel voucher settlement, the member will be contacted and directed to submit a supplemental voucher.

j. Once the clerk has audited the entire travel voucher package, it will be reviewed and signed by a GS-07, Sgt or above prior to filing for historical purposes.

k. The audit will also check for service spouse information to ensure all entitlements have been properly paid. The Defense Joint Military System (DJMS) will be used to verify the service spouse's entitlement during concurrent periods of active duty. Following applicable rules located in chapter 10 of the Joint Federal Travel Regulation (JFTR). Appropriate unit diary action will occur or follow up actions with the service spouse's personnel administrative center will be made for appropriate changes to the service spouse's entitlements.

10. RECONCILIATION. The Orders Processing Section with assistance from the Selective Reserve Section and Individual Ready Reserve Section will conduct a monthly reconciliation of all payments, travel vouchers and the MROWS system. The following actions are accomplished:

a. Extract from MROWS the less than 30 days report for the period to be reconciled.

b. Forward to the Selected Reserve Section all RUCs other than 88801 for annotation of IPP's paid.

c. Forward to the Individual Ready Reserve Section RUC 88801 for annotation of IPP's paid.

d. Search all applicable data stores and EPAR system for submission of travel claims for members missing IPP's.

e. Forward for payment any travel claims.

f. Contact members who are missing travel claim documents.

g. Recoup any payments made for those who have not provided documents.

11. HURRICANE EVACUATION. By direction of the Commander MFR, the Orders Processing Section will prepare orders in accordance with Chapter 6 of the JFTR and guidance from MFR G-1 for those affected. Support will be provided to all Marines and their dependents stationed in the greater New Orleans, LA, area. The Order Processing Section will also prepare orders for all civilian employees assigned to the MCSF.