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Director's Note

The MarCorSptFac New Orleans IPAC is now one of 15 IPACs in the Marine Corps. As such, we now have the resources of Headquarters, U.S. Marine Corps as we move toward the future. There are many new initiatives in the works that will affect not only us as administrators but, you, the Marine, and the administrative support you receive.

As you may have read in the Commandant's Planning Guidance, administration and support of Marines is high on his list. With that, many initiatives have been put in place and many more are being staffed to determine what changes are needed in regards to the future of the Marine Corps administration. One initiative currently taking place is the transfer of the Service Record to the E-record or Electronic service record. Starting this month, IPAC MarCorSptFac will begin scanning service records into a digital format, making the service record available via MOL under the OMPF Icon.

The days of hand carrying your service record while you PCS, went TAD or just wondered if your service record has been updated will soon be over and a thing of the past. The even better news, you will be able to log onto MOL and see all updates, as you do now with your LES via MyPay. The scanning process will take about two months at which time the paper service records will be returned to the Marine.

As advance technology infiltrates our systems, it creates change in our administrative environment. We in the IPAC work hard to stay in front of the many changes to the administrative community and we hope you, the Marine, will stay ahead as well. Marine Corps administration is steadily moving towards self support systems; those that will allow the individual to do more and more self support through new and updated computer/on-line systems. Staying on top of your individual records and ensuring

things are always current and accurate is your responsibility. We are here to support you in this effort, but we need you to tell us your needs. We have updated our web site in hopes, along with the Customer Service Center, we will be more accessible to you. Check us out at:

<http://www.marines.mil/unit/marforres/MFRHQ/G1/IPAC>.

Semper Fi!

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Customer Service Center



The Customer Service Center is in the final planning stage in its preparation to upgrade the Right Now Software. This upgrade, which is expected to begin testing in October, should roll out within a few months beginning with training for the management and supervisory staff and then to the customer service agents and finally all users. The new software will be more user friendly and will also be hosted by DISA DECC, which will greatly enhance the technical support keeping the overall down time to a minimum as well as constant monitoring and updating of the software. We are also in the process of upgrading our Cisco phone monitoring system this month.

Above is Mr. Edward Luckado, he was selected as the Marine Forces Reserve's Civilian of the 2nd Quarter for 2011

This phone system allows members to call one toll free number and be routed to the next available agent with the capability of providing reports on agent statistics. The monitors allow all agents to view current calls and agent status as well as calls in waiting with the wait time. Customer Service Agents process over 2000 Personnel Action Request and answer over 3500 phone calls each month from the toll free number.

Congratulations to Mr. Ed Luckado, Customer Service Agent selected as the Civilian of the Quarter for the second quarter of 2011. This month we said goodbye to Corporal Ashley Spurlock (moved to Division) and Ms. Gardner.

The ID/DEERS Office has also received a software upgrade and new equipment to enhance its customer service. It is very important that everyone stays informed of all policy changes in regards to the eligibility of new and replacement of identification cards to avoid making unnecessary trips to the office. There is also a list of required documents on the portal as well as the IPAC website. The ID office is open Monday - Friday from 0730 - 1630, Ms. Celia Miles can be reached at (504) 697-8999.

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Order Processing Center

Orders Processing Center (OPC) continues to strive at supporting the customer through the CSC database. In order to further support customers in the long term, the OPC will not authenticate confirmation orders. This is in attempt to keep members from putting themselves into financial hardships.

Confirmation orders are those orders that are authenticated/ approved after the effective date of the orders. According to MCO P1001R.1, paragraph 4303.3, "In no instance will a reservist execute orders or commence travel without being in receipt of signed/approved copy of original orders authorizing duty/travel." This is a huge obstacle and the victim is the Marine performing the duty. The problem lies with MarCorSptFac Finance who is denying the payment of travel and per diem entitlements to members who execute travel without approved orders. According to Finance, the member's place in which entered to active duty (PLEAD) will be the place in which the member signs

for the authenticated orders. This opens the door to disallow a member's travel and per diem entitlements because they would now be considered within the local commuting distance of the duty site.

If the member did execute travel he will not only be denied travel entitlements but also risk not receiving pay and allowances for the period of duty in work was performed without authenticated orders. A Recent Finance Office and DFAS determinations are already resulting in substantial, unanticipated losses for individuals found not in compliance with the JFTR. Marines and their Commanders can guard against this by adhering to these key recommendations:

- 1) Marines should report to Duty location after orders are "authenticated", NOT before.
- 2) Marines should return to his/her PLEAD after completion of orders (vice remaining in the vicinity of the duty location) during any breaks in active service.
- 3) Marines should return to his/her PLEAD after completion of

IDT before executing a period of active duty at the TDY location.

Do What Needs To Be Done And Get The Orders Completed (AKA Authenticated) Prior To COB The Date The Duty Commences.

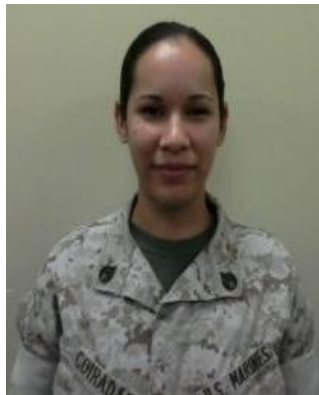
Congrats!

Staff Sergeant Alondra Coiradas for graduating from the AASC course as an honor graduate and 3rd in the class. Corporal Joel Austin completed the MCMAP Green Belt instructor's course. Lance Corporal Tong Ly and Corporal Carlos Ganuza graduated from the Corporal's course.

Quick Tip:

In Progress Payment (IPP) will be processed on orders that are 30 days or less. Upon completion of the active duty period, the member must submit their original orders with all endorsements and completed travel claim to the CSC so the final IPP can be ran for the remaining days of the active duty IAW MCO P1070.12K par 11-110301.4b.

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Above is SSgt Alondra Coiradas, she graduated from the AASC course as an honor graduate and 3rd in the class.

Selected Reserve Branch

The Selective Reserve Branch has experienced some change in its ranks. In mid-June, the duties of Selective Reserve Branch Head were assumed by Chief Warrant Officer 3 Marcus Bennett. During the course of the first month, an evaluation, complete with the history and previous structure rationale was conducted with the results prompting change within the branch to align its structure and functions to support the Installation Personnel Administration Center (IPAC) New Orleans' directed and implied missions.

Some initial changes took effect on 1 August 2011 resulting in the Career Retirement Credit Report (CRCR) Section, which is responsible for reconstructing and correcting CRCRs, moving under the purview of the Systems and Quality Assurance Branch of the IPAC. This change spread the functions performed by the Individual Mobilization Augmentee (IMA) Inbound /Outbound Section and the Audit Section among all of the maintenance teams within the branch. One constant among the change is Mr. Mears, the Operational Force IMA Officer; he will remain the personnel administration liaison for the program and continue to manage the in-

processing and out-processing workflow for the IMA program.

Additionally, in an effort to improve our means by which to better administer, a Selected Reserve Branch Organization Mailbox (OMB) has been created to be a central conduit of requests for information (RFI) from the branch to the Marines and/or command representatives. This does not replace the Customer Service Center (CSC) for personnel action requests, but allows us to be administratively proactive and solicit information that helps us better manage Marines' pay and personnel matters, offering a return point for immediate responses. Currently, the standard issues we will use the OMB to communicate with will be:

- Promotion Recommendations
- RFIs on Zeroed Composite Scores
- Notification of Promotion Selections
- Will Not Promotes
- Notification of Audits
- Mass Communication on Admin
- Suggestion Box (ensure "Suggestion" is in the subject line for routing)

Administration is dynamic in nature, we will continually look at ways to improve the service we provide and

leverage technology to assist in our approach. We strive to make the application of any transition as transparent as possible to our serviced customers, aside from more engaged proactive communication with Major Subordinate Commands, Operational Sponsors and their admin representatives, but the effects should manifest in a better, more consistent level of professional support.

This month, the Selected Reserve Branch would like to recognize Sergeant Terrell L. Pryor for completing the Marine Corps Martial Arts Instructor course and becoming a Brown Belt Instructor.

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Above is Sgt Terrell Pryor, he completed the Marine Corps Martial Arts Instructor course and became a Brown Belt Instructor.

Individual Ready Reserve Branch

There are many misconceptions about the Individual Ready Reserve (IRR) and who is actually a member of the IRR and for how long. The IRR is comprised principally of trained individuals having served previously in the Active Component or in the Reserve Component who still have some Period of Military Service Obligation remaining, usually two or four years.

The IRR is authorized to exist under title 10 U.S.C. It is composed of officers and enlisted, with diverse Military Occupational Specialties, including combat arms, combat support, and combat service support. The IRR also includes some personnel participating in officer training and standby programs and members of the Delayed Entry Program; these are high school students and others preparing for boot camp.

An individual assigned to the IRR receives no pay (except for periodic Muster activities) and is not obligated to drill, conduct annual training, or participate in any military activities until activated by Presidential Reserve Recall Authority. Members who are physically unable to service if called upon should contact CWO4 Morton to report their current physical condition.

By law, IRR members are only required to retain possession of their service uniforms, retain their military identification card, and notify their service branch if they move and change their address.

WELCOME: The IRR Branch would like to welcome Corporal Carlos Velazquez to the maintenance section. He comes to us from Parris Island, South Carolina.

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Above is Cpl Velazquez, he is the newest member of the IRR Branch.

Active Duty Maintenance Branch

Update on Career Status Bonus

In July, MARADMIN 427/11 was published in reference to Career Status Bonus (CSB)/ Redux. There has been a significant decrease in the Marines electing to take CSB/Redux since the program was first initiated in 2001. HQMC wants to further emphasize the impact of electing to receive this bonus and the effect it has on retirement income. This article highlights significant information for those Marines thinking about electing to take CSB/Redux.

Marinet has a tutorial that provides information to Marines about CSB/Redux. This tutorial must be completed by Marines electing to receive CSB and must present the completion certificate to their leadership which would be either the Commanding Officer, Executive Officer, or Sergeant Major. Also, any Marine between 14 ½ and 15 years assigned to Temporary Limited Duty or referred to the Physical Evaluation Board will defer their election until the Marine has been found fit and is in a Full Duty Status, qualified for re-enlistment and worldwide assignment.

Survivor Benefit Plan Education Via Marinet

In August, Maradmin 478/11 was published announcing the requirement for active duty and disability retirements to complete Survivor Benefit

Plan (SBP) online course effective 1 September 2011. The course title is "Survivor Benefits Plan for Retirees". To access it in Marinet you can type the course name or simply SBPOT. This course contains training and an exam. The exam portion must be completed within a single session. Once completed print the certificate and bring to IPAC prior to terminal leave or retirement.

Welcome!

The Active Duty Maintenance section would like to give a warm welcome to the many new members who have joined the team. New members within the Active Maintenance Section include Ms. LaShawn Soulet, and Corporal Maceo Wiggins. New members within the Inbound Section are Staff Sergeant Larry Traylor, Sergeant Jorge Castellares, and Private Christopher Cox. New members within the Outbound Section are Warrant Officer Daniel Cuevas (Asst. OIC Outbound), Gunnery Sergeant Micah Wilson, Mr. Cedric Blackwell, Corporal Luis Jaramillo, and Corporal Daniel Glenn.

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Above is WO Cuevas, he is the Assistant OIC of the Outbound Section within the Active Duty Maintenance Branch.

Systems & Quality Assurance Branch

IPAC is pleased to announce on October 1, 2011 the launch of our brand new website, a web portal devoted to Marines, regardless of their component code, and providing the current information to assist with any and all administrative needs. This product is the result of six months of synchronized hard work done by our team in studying and designing the concept the site.

The IPAC's goal is to provide our visitors with an informative site to assist the Marine with all administrative requests. While we offer rich content already, we continually strive to add more information to update you with the latest happenings in the Marine Corps.

The site offers various directories and links of interest to Marines. In the coming months we will continue to add more topics geared towards our readers' interest.

Each section of the IPAC will have its own tab on the website. This will allow documents and site unique to that section to be housed on the page. But, there will also be tabs that will allow the member to access links, references and common forms found in various areas of the IPAC.

We hope you enjoy the site as much as we did creating it. We welcome all input regarding what we can do to improve the site and provide a better service to you the member!

The website address is <http://www.marines.mil/unit/marforres/MFRHQ/G1/IPAC/>

We would like to congratulate to Mr. Randy Lee of the Sys Q/A Branch. Mr. Lee received a promotion from a civilian GS5 billet to a GS6 billet.

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Above is Mr. Lee, he received a promotion within the IPAC from a GS5 billet to a GS6 billet.