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ZNR UUUUU

R 091120Z JUL 22 MID600052088204U

FM COMUSFLTFORCOM NORFOLK VA

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UNCLAS //N01000//

MSGID/ORDER/COMUSFLTFORCOM/22-CFFC-001/-/JUL//

ORDTYP/TASKORD/GET REAL GET BETTER LOE 1 - SAILOR PAY//

TIMEZONE/Z//

REF/A/DOC/VCNO-CFFC/23JUN2022//

AMPN/REF A IS VCNO GRGB SPRINT 1 IPR WITH CFFC//

RMKS/This is the first in a series of coordinated Task Orders (TASKORDs) from Commander, Naval Forces Europe/Africa (CNE); Commander, U.S. Fleet Forces Command (CFFC); and Commander, U.S. Pacific Fleet (CPF) to rapidly move out on Get Real Get Better (GRGB) SPRINT 1 activities. This TASKORD directs subordinate and supporting commander actions in accordance with ref (a) to take action as part of an integrated approach to remove barriers and build trust with Sailors.//

GENTEXT/SITUATION//

1. Situation. The Navy must improve as a learning organization committed to “getting real and getting better” on a daily basis. This message focuses on the most urgent Fleet GRGB Line of Effort (LOE) - Sailor Pay. Our Sailors and their families must be paid accurately, consistently, reliably, and most importantly, on time. This is both a quality of life and a readiness issue, and it is certainly Commanders’ business.//

GENTEXT/MISSION//

2. Mission. The Fleet Commanders have identified three near-term and most impactful “GRGB SPRINT 1” LOE requiring urgent attention: (1) Sailor Pay, (2) Sailor Quality of Service (QOS) during Availabilities, and (3) Unaccompanied Housing. Correcting Sailor Pay deficiencies and timeliness is our top priority, and the remaining GRGB LOEs will be addressed in the coming weeks. We expect every supporting Commander to aggressively correct problems within his or her area of responsibility and complete assigned tasks with a sense of urgency and enthusiastic passion. If a barrier is discovered that is beyond your ability to resolve, rapidly elevate it.//

GENTEXT/EXECUTION//

3.A. Execution. Although we believe we have a good sight picture of Sailor Pay issues, Commanders must take action to clearly understand all existing pay issues at a command.

3.A.1. Commanders’ Intent. For Fleet-driven Sailor Pay improvements, our objective is to work with the Chief of Naval Personnel (CNP) in the near-term to: (1) eliminate PCS travel liquidation and

separation/retirement backlog of overdue claims (with DD-214 in hand prior to separation/retirement) by 15 December 2022 (with no claim over 30 days in the queue), (2) by 1 October 2022 develop an enhanced unified Command Financial Report (CFR), and (3) by 31 December 2022 transition the My Navy Career Center (MNCC) enterprise to a new Human Resources Information System (HRIS) system that provides timely and accurate Sailor Pay and entitlements within 14 days of initial documented submission without the need to resubmit.

3.A.2. Method. We are taking the following actions to improve Command Pay and Personnel Administrator (CPPA) and Transaction Service Center (TSC) clerk performance and increase chain of command (COC) visibility and transparency of pay issues to improve Sailor Pay transaction effectiveness and timeliness.

3.A.2.A Establishing waterfront tiger teams at TSCs and Regional Support Centers (RSC) to reduce the transaction backlog. Building these tiger teams is in progress as the Fleet N1s have already engaged each TYCOM. Initial tiger teams to be in place by the end of July 2022. This process will include specialized training to gain additional release authorizations that these individuals will retain when they return to their parent commands.

3.A.2.B Conducting additional training for all CPPAs to improve the quality of submitted transactions. Training to start by 29 July 2022.

3.A.2.C Expanding CPPA authorities. This will be a conditions-based phased approach, leveraging trained and ready tiger team members, and returning pay and personnel administration and release authority to the Commands utilizing the Pay/Personnel Clerk/Supervisor roles currently in practice by 30 October 2022.

3.A.2.D MNCC is incorporating the development of an enhanced unified CFR focused on ensuring transparency and feedback with each command. This will be rolled into the ongoing MNCC transformation and will be available as soon as possible, coordinated with the ongoing rollout of electronic Customer Relationship Management (eCRM).

3.A.2.E CNP, in coordination with the Fleet N1s, is reviewing the key supporting documents (KSDs) required for every transaction to significantly streamline the process and reduce errors.

3.A.3. End State. By 31 December 2022, all Sailors will receive pay and entitlements within 14 days of becoming eligible for the pay or entitlement.

3.B. Tasks.

3.B.1. Every Command submit a weekly pay transaction report via the administrative COC. This report will include the number of transactions in the queue, the oldest pay transaction, the number of transactions returned that week, and the average days to process entitlements from initiation to payment. Commanders will also report via the administrative ISIC any outstanding pay claims that have not been processed and submitted to MNCC within 14 days, including the causes and corrective actions. Also report any pay claims that have not liquidated within 30 days of submission to MNCC. TYCOMs provide a consolidated summary report to the respective Fleet Commander with each biweekly report. OPR: All Commanders. Due: 1 August 2022.

3.B.2. MNCC develop the specialized training necessary for tiger team members to earn additional authorities; be prepared for tiger team member identification and management including submission of SAAR forms for systems access by 15 July 2022. Management reporting will include (but not limited to) the following: (1) Provide USFF and PACFLT N1 (as appropriate) with points of contact at each TSC charged with leading each tiger team member. (2) Weekly status of transaction report which will include the amount of transactions processed by each tiger team and the remaining number of transactions to be processed in the backlog (3) Tiger team organizational chart for each rotation of mobilized teams. (4) Status of SAARs for Tiger Team members. OPR: CNP; Due: 15 July 2022.

3.B.3. Every command prepare to accommodate additional CPPA training. OPR: All Commanders. Due: 15 July 2022.

3.B.4. TYCOM N1s support ongoing tiger team formation by identifying experienced CPPAs for TDY assignment. Details and execution of these tiger teams is being managed by respective Fleet N1s. OPR: TYCOM N1s. Due: 15 July 2022.

3.B.5. Fleet N1s establish Personnel/Pay Senior Liaison for continuous oversight of Personnel/Pay operations to liaise between MNCC and the Fleet. Liaisons will be responsible for tracking command timeliness and accuracy, monitoring trends, providing training, oversee and direct command visits, and reporting to Fleet Commanders. OPR: Fleet N1s. Due: 31 December 2022.

3.B.6. Create continuous training plans and alternate delivery options to be provided by TSCs to Commands. OPR: MNCC. Due: 22 July 2022.

3.B.7. MNCC track all transactions exceeding 30 days from initial receipt in addition to tracking average transaction timelines. Provide summary report to Fleet N1s weekly. OPR: CNP. Due: 31 July 2022

3.B.8. MNCC develop an enhanced unified CFR and pay dashboard suitable for providing each command with transparency and timely feedback for Sailor Pay issues, incorporated into the ongoing rollout of eCRM. OPR: CNP. Due: 30 September 2022.

3.B.9. CNP grant CPPAs authorities to initiate and release all ESR/OSR and submit and approve/authorize all pay related transactions at the UIC level upon UIC CO request. OPR: CNP. Due: 31 Oct 2022.

3.B.10. CNP establish a working group with representatives from the Fleet N1s to reduce the number of KSDs required for each transaction. The goal is no more than one KSD per transaction. OPR: CNP. Due: 15 July 2022.

3.B.11. Create and promulgate a Commander's guidebook for Fleet Pay. OPR: USFFC N1. Due: 31 July 2022.//

#### GENTEXT/ADMIN AND LOGISTICS//

##### 4. Administration and Logistics.

4.A. Reporting. Provide reports for paragraph 3.B tasks via the administrative COC.//

#### GENTEXT/COMMAND AND SIGNAL//

##### 5. Command and Signal.

##### 5.A. Points of Contact.

5.A.1. Mr. Rob Weitzman, [REDACTED]  
[REDACTED]

5.A.2. Mr. Steve McShane, [REDACTED]  
[REDACTED]

5.A.3. RDML Stu Satterwhite, [REDACTED]  
[REDACTED]

##### 5.B. Authentication.

5.B.1. CFFC OFFICIAL: VADM James Kilby, N01, Deputy Commander, CFFC.

6. ADM Munsch, ADM Caudle, and ADM Paparo send.//

AKNLDG/YES/Action Addees via NIPR e-mail to administrative ISIC.//

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