



▶ SMOOTHER IN-PROCESSING

Emtec Federal develops an on-line process for personnel change of station in-processing

A division of the DOD, consisting of over ten major commands, as well as two major reserve components, needed to simplify a cumbersome and error-prone method for handling permanent change of station in-processing for its personnel stationed around the world.

Human Error Slows the Process Down

The paper-based process was time consuming and tedious. New personnel had to attend several hours of training on correctly processing paperwork. Once a member manually completed all necessary forms, he/she had to visit the local financial servicing office in person to turn in the forms for processing. If the financial office found problems, the member had to return to make necessary corrections—a time-consuming burden.

Once the local financial office sent the transaction to the Service Center at a base in South Dakota, technicians working on the forms would often have to spend much time searching for relevant information, as each base's forms were formatted differently.

Many forms were rejected because of incomplete data or illegible writing. Because the forms were not standardized, many times technicians would either misread or overlook details. There was no completion or accuracy check. This resulted in many errors and rejections and increased lag time in payment to the member.

Any combination of variables could cause the process to take weeks longer than it otherwise might, and a member would be forced to wait to be paid.

This old process was very inefficient and burdensome for government personnel, and they needed a way in which to accomplish the same form submissions faster and more accurately.

Emtec Federal was the logical choice for the DOD, our program developers are retired military personnel who are well versed in the process and were able to use that combined experience to recommend the right approach for a solution.

On-line Program Speeds Things Up

To make the in-process simpler and more efficient, the teamed with Emtec Federal to develop and implement an on-line processing system. By employing this self-initiated, wizard-guided process, they have saved numerous man-hours and considerable money in completion and processing.

Emtec Federal designed a program to streamline permanent change of station in-processing tasks by allowing personnel members to self initiate and complete pay and travel functions related to the change process.

The system presents an interactive interview session explaining entitlements specifically tailored to a member, providing checks so that all pertinent information is included, and allows a financial officer to provide specific information for that member in their package.

“The application uses the same concept as most common commercial tax software,” said a Financial Services officer. “Personnel answer standardized questions that automatically populate various forms required for submission. Like filling out tax returns online, the completed system-generated forms are then electronically transmitted directly to headquarters for processing.”

Consistent delivery of information at the outset of the change of station process results in more accurate entitlement identification and voucher completion by the member. This method results in the elimination of routine errors and omissions of processing, eases the burden and time requirements on the member, reduces processing labor and increases timeliness and accuracy in processing.

Instead of spending hours filling out and walking paperwork, members can complete tasks on-line. As a member completes his/her profile in the application they are directed step by step through the appropriate process—only answering questions applicable to their package. Once the member has completed entering the information, it is electronically submitted through the correct chain of approvals before being sent to the main office.

Since this application is on-line, it is available 24/7 and provides newcomers more flexibility—helpful when first arriving at a new base. New personnel no longer have to schedule time for a face-to-face appointment for their finance processing.

Personnel can track their package at any time, and receive e-mail notifications of its status. They can complete in-processing in a day, compared with days to weeks with the old, manual process.

“Members no longer have to wait until the next ‘Right Start’ briefing to in-process. Where customers used to wait from three days up to two weeks after arrival to be able to complete their financial in-processing and file for their travel reimbursement, they can now in-process through finance the same day they arrive on station,” said one Customer Service Chief.

About Emtec Federal

Established in 1964, Emtec Federal is a systems integrator that provides IT services and products to the federal government. Our market leading value-based management methods, coupled with best-in-class IT technology, application development services and strategic IT consulting, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec Federal's service capabilities span the United States and US installations around the globe.