

Redesign Of Online Customer Care Ticket

The online Customer Care Trouble Ticket (CCTT) was recently redesigned to ensure PPC is provided information required to route and respond more quickly and accurately to the customer inquiry.

The new online CCTT provides three user choices at the top of the ticket where the user will choose between “Self-service/Member User”, “Command/SPO/Admin User” or “PPC Internal User”. Separately, each choice will provide 3 respective menus for the user to choose from. They are:

1. CATEGORY
2. TYPE
3. REASON

For “Self-service/Member User” there are 3 choices under the CATEGORY menu:

1. Password/User Access
2. Payroll/HR Self-Service
3. Travel

For “SPO/Admin User” there will be 4 choices under the CATEGORY menu:

1. Password/User Access
2. Pay Action
3. Personnel Action
4. Travel

Each of these CATEGORY choices have their own relative menus to help the customer provide detail to their inquiry. In the example that follows, a SPO has an inquiry where pay for a member who elected to sell Leave (LSL) had not been paid. The “SPO/Admin User” would choose PAY ACTION from the Category menu; then select LEAVE ISSUE from the Type menu and select SOLD from the corresponding Reason menu.

As before, a remarks block is used by the customer to provide amplifying information. The new ticket is now online . A listing of the new Category, Type and Reason codes begins on the following page.

Member/Employee Information <small>Who is this ticket for?</small>	
<input type="checkbox"/> Same as contact information? <small>HELP</small>	
Employee ID #:	<input type="text" value="1234567"/> <small>HELP</small>
First Name:	<input type="text" value="John"/> <small>HELP</small>
Last Name:	<input type="text" value="Doe"/> <small>HELP</small>
Problem/Issue Information	
User Role for this issue:	I am a Command, SPO or ADMIN support user <small>HELP</small>
Category:	Pay Action <small>HELP</small>
Type:	Leave Issue <small>HELP</small>
Reason:	Select Reason... <small>HELP</small>
Travel Order Number: <small>(If this is a travel related issue)</small>	Select Reason... <small>HELP</small>
Please enter a description of <small>For password resets be sure to include the employee ID.</small>	<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> BALANCE CARRYOVER CHARGED INCORRECTLY COMBAT LEAVE TAX EXEMPT EARNED EXCESS LOST/DEDUCTIBLE SAVED SOLD OTHER-NOT LISTED </div>

Self-Service Trouble Ticket Code List

<u>Category</u>	<u>Call Type</u>	<u>Reason/Cause</u>
PASSWORD/USER ACCESS	DIRECT ACCESS - EMAIL ADDR	UPDATE EMAIL ADDR
	DIRECT ACCESS - PASSWORD	PHS PASSWORD RESET
		RESET PASSWORD
		UPDATE EMAIL ADDR
	DIRECT ACCESS - ROLES	ADD NEW ROLE
		CHANGE ROLES
		INQUIRY/NAVIGATION
		PHS PASSWORD RESET
		REMOVE ROLE
	JUMPS - PASSWORD	RESET PASSWORD
	JUMPS - USER ACCOUNT	CHANGE ACCOUNT
		CREATE ACCOUNT
		REMOVE ACCOUNT
		SUSPEND ACCOUNT
	OTHER-NOT LISTED	OTHER-NOT LISTED
	T-PAX-AO FORM	ADD AO ROLE
		REMOVE AO ROLE
	T-PAX-PASSWORD	RESET T-PAX PASSWORD
PAYROLL/HR - SELF SERVICE	ADDRESSES	EMAIL
		HOME AND/OR MAILING
	ALL DUTY	ALL DUTY
	ALLOTMENTS	BOND ALLOTMENTS
		DEBT ALLOTMENTS
		EDUCATION ALLOTMENTS
		GENERAL ALLOTMENTS
	ANNUAL SCREENING QUESTIONNAIRE	ANNUAL SCREENING QUESTIONNAIRE
	CAREER INTENTIONS	CAREER INTENTIONS
	DATA REQUEST	CAT-62/ ESTIMATED EARNINGS
		NON-RECEIPT OF LES (MBR) CK SPO 1ST
		PTS - RESERVE POINT STATEMENT
		SOCS - STMT OF CREDIBLE SERVICE
		TOSS - TRANSCRIPT OF SEA SERVICE
	DIRECT DEPOSIT	DIRECT DEPOSIT
	DIVERSITY UPDATE	DIVERSITY UPDATE
	E-RESUME	CREATE E-RESUME
		REVIEW E-RESUME
	EMERGENCY CONTACT	EMERGENCY CONTACT
	EMPLOYEE REVIEWS	EMPLOYEE REVIEW SUMMARY
		MY EMPLOYEE REVIEWS
	LANGUAGES	LANGUAGES
	MBR TRNG RATING	MBR TRNG RATING
	MEMBER INFORMATION	MEMBER INFORMATION
	MEMBERSHIPS	MEMBERSHIPS
	MY PROFILE	MY PROFILE

Self-Service Trouble Ticket Code List

	ORDERS	MY CGHRMS ORDERS
		RESERVE ORDERS
		SELF SERVICE RESERVE ORDERS
		TDY ORDERS
	OTHER SS - NOT LISTED	OTHER-NOT LISTED
	PERSONAL INFO	PERSONAL INFO
	PHONE NUMBER	PHONE NUMBER
	SCHEDULE DRILLS	SCHEDULE DRILLS
	SELF VALIDATION - MBR	ACTIVE DUTY BASE DATE
		BAH DEPENDENTS
		CAREER STATUS BONUS ELECTED COMPONENT
		DATE INITIAL ENTRY MILITARY SERVICE
		DATE OF BIRTH
		EMPLID
		MARITAL STATUS
		PAY ENTRY BASE DATE
		PAY GRADE
		QUALIFYING SERVICE
		RECEIVING PAY
	SWE/PDE	SWE PROFILE LTR
		SWE/PDE
		TEST RESULTS
		WARRANT PDE
	TAXES	STATE TAX INFORMATION
	TAXES	W-4 INFORMATION
	THRIFT SAVINGS PLAN	THRIFT SAVINGS PLAN
	VIEW MY PAYCHECK	VIEW MY PAYCHECK
	VIEW MY WORKLIST	VIEW MY WORKLIST
TRAVEL	ADVANCES	NON LIQUIDATION
		OTHER
		STATUS CHECK
	AUDIT	DOCUMENTS TO SEND
		AMENDMENT
		CONSTRUCTIVE COST OF GTR
		HOT AUDIT
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		RECEIPTS
		REIMBURSABLES
		REQUEST EXTENSION
		STATUS CHECK
	DEBT/COLLECTION/OVERPAYMENT	CHANGE IN LIQUIDATION
		EXPLANATION/BREAKDOWN
		MAKE PAYMENT
		OTHER
		STATUS CHECK

Self-Service Trouble Ticket Code List

	EVAC CLAIM/SETTLEMENT	CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		SPLIT DISBURSEMENT
		STATUS CHECK
		TONO/ACCOUNTING DATA
	EVAC ORDERS/AUTHORIZATION	AMENDMENT
		CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		TONO/ACCOUNTING DATA
	EVAC SUPPLEMENTAL	CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		SPLIT DISBURSEMENT
		STATUS CHECK
		TONO/ACCOUNTING DATA
	OTHER SS TRAVEL ISSUE	OTHER NOT LISTED
	PCS CLAIM/SETTLEMENT	CIVILIAN PCS
		DLA ENTITLEMENT
		HHG SPM/DITY
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		STATUS CHECK
		TLE ENTITLEMENT
		TONO/ACCOUNTING DATA
	PCS SUPPLEMENTAL	DLA ENTITLEMENT
		HHG SPM/DITY
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		STATUS CHECK

Self-Service Trouble Ticket Code List

		TLE ENTITLEMENT
		TONO/ACCOUNTING DATA
	T-PAX	ACCOUNT SETUP
		AO DESIGNATION
		ERROR
		INCORRECT TONO
		NAVIGATION
		OTHER
		PRINTER
		PROFILE INFO
		RETURN CLAIM
	TDY CLAIM/SETTLEMENT	CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		SPLIT DISBURSEMENT
		STATUS CHECK
		TONO/ACCOUNTING DATA
	TDY ORDERS/AUTHORIZATION	AMENDMENT
		CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		TONO/ACCOUNTING DATA
	TDY SUPPLEMENTAL	CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		SPLIT DISBURSEMENT
		STATUS CHECK
		TONO/ACCOUNTING DATA
	TRAVEL PAYMENT	NON-RECEIPT
		OTHER
		WRONG AMOUNT
	TVS	OTHER
		REQUEST COPY

SPO Admin User Trouble Ticket Code List

Category	Call Type	Reason/Cause	
PASSWORD/USER ACCESS	DIRECT ACCESS PASSWORD	RESET PASSWORD	
		ADD NEW ROLE	
		CHANGE ROLES	
		INQUIRY/NAVIGATION	
		REMOVE ROLE	
	JUMPS PASSWORD	RESET PASSWORD	
	JUMPS USER ACCOUNT	CHANGE ACCOUNT	
		CREATE ACCOUNT	
		REMOVE ACCOUNT	
		SUSPEND ACCOUNT	
	OTHER NOT LISTED	OTHER-NOT LISTED	
	T-PAX AO FORM	ADD AO ROLE	
		REMOVE AO ROLE	
RESET T-PAX PASSWORD			
T-PAX PASSWORD	RESET T-PAX PASSWORD		
PAY ACTION	ALLOTMENT/DEDUCTION	DEBT/OVERPAYMENT	
		DENTAL	
		FORFEITURE	
		GARNISHMENT	
		OTHER-NOT LISTED	
		PAYEE NON-RECEIPT	
		SGLI/FSGLI	
		TAXES - W-4 INFO/FITW/SITW/FICA	
		THRIFT SAVINGS PLAN	
		APPELLATE LEAVE	APPELLATE LEAVE
		BCMR	BCMR
		DECEASED MEMBER	DECEASED MEMBER
	DISCIPLINARY	DELETE COURT MEMO	
	DISCIPLINARY	OTHER-NOT LISTED	
	DISCIPLINARY	RATE ADJUSTMENT	
	ENTITLEMENTS	ACIP/NON-CREW FLT PAY	
		BAH	
		BAS/BAS-DMR/DMR-RMM	
		BASIC PAY	
		BONUS - CRB/EB/SRB	
		CMA	
		COLA	
		COMBAT TAX EXCLUSION	
		CSEAPAY/CSEAPAY PREM	
		DIVING PAY	
		FAMILY SEP ALLOWANCE	
	FAMILY SUPPLEMENTAL HOUSING		
	FLT DECK HDIP		
	FOREIGN LANGUAGE PAY		
	HARDSHIP DUTY PAY		
	IMMINENT DANGER/HOSTILE FIRE PAY		
	OHA		
	OTHER-NOT LISTED		
RESERVE PAY (ADT, ADSW, IDT)			

SPO Admin User Trouble Ticket Code List

		SAVED PAY
		SDAP/RESPONSIBILITY PAY
	LEAVE	BALANCE
		CARRYOVER
		CHARGED INCORRECTLY
		COMBAT LEAVE TAX EXEMPT
		EARNED
		EXCESS
		LOST/DEDUCTIBLE
		OTHER-NOT LISTED
		SAVED
		SOLD
	MBR TYPE CHANGE/CORRECTION	MBR TYPE CHANGE/CORRECTION
	OTHER PAY ACTION NOT LISTED	OTHER NOT LISTED
	OUT OF SERVICE DEBT PAYMENTS	OUT OF SERVICE DEBT
		ADVANCE PAY/P AND A/BAH
		FINAL PAY
		OTHER-NOT LISTED
		POE - DIRECT DEPOSIT
		REGULAR PAY NON-RECEIPT
		RETIREMENT PAY
		SEPARATION PAY
		SEVERANCE PAY
		SPECIAL OFFLINE PAYMENT
	RESERVE INCAPACITY	RESERVE INCAPACITY
	SEPARATION CASES	DISABILITY RETIREMENT
		DISCHARGES
		RELAD
		RESIGNATION
		RETIREMENT
	SEPARATION INQUIRY	EXTENSION/REENLISTMENT
		PAYMENT INQUIRY
		SOI-RECD/DELETE REQUEST
	SEPARATION/RETIREMENT	CERTIFICATE - DISCHARGE
		CERTIFICATE - RETIREMENT
		DD-214
		DEATH
		LEAVE DISPOSAL
		OTHER-NOT LISTED
		STATEMENT OF INTENT
	TAX PROBLEM	TAX PROBLEM
	TRANSFER	DISCHARGE ORDERS
		OTHER-NOT LISTED
		PCS ORDERS
		RESERVE EAD/ADSW
		RET-2
		RETIRED RECALL
		RETIREMENT ORDERS
		TDY ORDERS

SPO Admin User Trouble Ticket Code List

PERSONNEL ACTION	ACCESSION	APPLICANT ID/EMPLID
		DEPTID
		HIRE/REHIRE DT
		JOB REQUISITION
		OTHER-NOT LISTED
		RANK/RATE
	ADVANCEMENT	ADVANCEMENT LIST/SUPPLEMENTAL LIST
		CHIEF CERTIFICATE
		OTHER-NOT LISTED
		PDE - Error/ SWE - Eligibility
		RANK ADJUSTMENT
	CHILD SUPPORT VERIFICATION	CHILD SUPPORT VERIFICATION
	CONTRACT DATA	EXTENSION CONTRACT
		OTHER-NOT LISTED
		REENLISTMENT CONTRACT
		STATEMENT OF INTENT
	DA NAVIGATION	AIRPORT TERMINAL
		GENERAL NAVIGATION
		OTHER-NOT LISTED
		WORKLIST
	EMPLOYMENT VERIFICATION	EMPLOYMENT VERIFICATION
	GI BILL POST 9-11	ELIGIBILITY
	HR DATA ENTRY	ANNUAL SCREENING QUESTIONNAIRE
		CG MEMBER INFO
		CG MEMBER INFO - Addl
		CREDIT CARD DATA
		DEPENDENCY/EMERGENCY DATA
		DEPENDENT DATA
		DEPENDENT/BENEFICIARY
		E-RESUME/E-INTERVIEW
		EMERGENCY CONTACT
		JOB DATA
		LIFE - AD/D BENEFITS
		MEMBER WAIVERS
		MGIB-SR ELIGIBILITY
		OTHER-NOT LISTED
		PERSONAL DATA
		RESERVE MEMBER STATUS
	HR DATA REQUEST	20-YR LETTER
		ADHOC REPORT
		CAT-62/ ESTIMATED EARNINGS
		EMPLOYMENT VERIFICATION
		IDT SCHEDULED DRILLS REPORT
		IRR DUTY REPORT
		NON-RECEIPT OF LES (SPO)
		OTHER-NOT LISTED
		PTS - RESERVE POINT STATEMENT
		QUOTA REPORT
		RESERVE DRILL/ADT USE REPORT

SPO Admin User Trouble Ticket Code List

		SOCS - STMT OF CREDIBLE SERVICE
		TOSS - TRANSCRIPT OF SEA SERVICE
		W-2 INQUIRY
		W-2 REQUEST
	OTHER PERS ACTION NOT LISTED	OTHER-NOT LISTED
	SELF-VALIDATION	ACTIVE DUTY BASE DATE (MBRS)
		BAH DEPENDENTS (MBRS)
		CAREER STATUS BONUS ELECTED (MBRS)
		COMPONENT (MBRS)
		DATE INITIAL ENTRY MILITARY SERVICE (MBRS)
		DATE OF BIRTH (MBRS)
		EMPLID (MBRS)
		MARITAL STATUS (MBRS)
		PAY ENTRY BASE DATE (MBRS)
		PAY GRADE (MBRS)
		QUALIFYING SERVICE (MBRS)
		RECEIVING PAY (MBRS)
	TRAINING AND PERFORMANCE DATA	COMPETENCIES
		COURSE SESSION ENROLLMENT
		COURSE SESSION SUMMARY
		EDUCATION
		EMPLOYEE REVIEW
		HONORS AND AWARDS
		LANGUAGES
		MEMBERSHIPS
		OTHER-NOT LISTED
		STUDENT TRAINING
		STUDENT TRAINING SUMMARY
TRAVEL	ADVANCES	NON LIQUIDATION
	ADVANCES	OTHER
	ADVANCES	STATUS CHECK
	AUDIT	DOCUMENTS TO SEND
		AMENDMENT
		CONSTRUCTIVE COST OF GTR
		HOT AUDIT
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		RECEIPTS
		REIMBURSABLES
		REQUEST EXTENSION
		STATUS CHECK
	DEBT/COLLECTION/OVERPAYMENT	CHANGE IN LIQUIDATION
		EXPLANATION/BREAKDOWN
		MAKE PAYMENT
		OTHER
		STATUS CHECK

SPO Admin User Trouble Ticket Code List

	EVAC CLAIM/SETTLEMENT	CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		SPLIT DISBURSEMENT
		STATUS CHECK
		TONO/ACCOUNTING DATA
	EVAC ORDERS/AUTHORIZATION	AMENDMENT
		CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		TONO/ACCOUNTING DATA
	EVAC SUPPLEMENTAL	CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		SPLIT DISBURSEMENT
		STATUS CHECK
		TONO/ACCOUNTING DATA
	OTHER TRAVEL - NOT LISTED	OTHER ISSUE NOT LISTED
	PCS CLAIM/SETTLEMENT	CIVILIAN PCS
		DLA ENTITLEMENT
		HHG SPM/DITY
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		STATUS CHECK
		TLE ENTITLEMENT
		TONO/ACCOUNTING DATA
	PCS SUPPLEMENTAL	DLA ENTITLEMENT
		HHG SPM/DITY
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES

SPO Admin User Trouble Ticket Code List

		STATUS CHECK
		TLE ENTITLEMENT
		TONO/ACCOUNTING DATA
	T-PAX	ACCOUNT SETUP
		AO DESIGNATION
		ERROR
		INCORRECT TONO
		NAVIGATION
		OTHER
		PRINTER
		PROFILE INFO
		RETURN CLAIM
	TDY CLAIM/SETTLEMENT	CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		SPLIT DISBURSEMENT
		STATUS CHECK
		TONO/ACCOUNTING DATA
	TDY ORDERS/AUTHORIZATION	AMENDMENT
		CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		TONO/ACCOUNTING DATA
	TDY SUPPLEMENTAL	CONSTRUCTIVE COST OF GTR
		LODGING ENTITLEMENT
		MEALS ENTITLEMENT
		MILEAGE ENTITLEMENT
		MODE OF TRANSPORTATION
		OTHER
		REIMBURSABLES
		SPLIT DISBURSEMENT
		STATUS CHECK
		TONO/ACCOUNTING DATA
	TRAVEL PAYMENT	NON-RECEIPT
		OTHER
		WRONG AMOUNT
	TVS	OTHER
		REQUEST COPY