



EMPLOYEE/MEMBER SELF SERVICE

GENERAL BRIEFING

Updated July 2002



Agenda

- What, Who and Why
- Security
- Status
- LES via E/MSS
- More to Come
- Additional Information

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What Is E/MSS?

- **Uses Interactive Voice Response (IVR) and Internet/Web Based Technologies**
- **Allows DFAS Customers to Make Changes Directly to Their Own Pay Accounts in a Secure Electronic Environment**
 - Reduces the need for forms
 - Saves time
 - Available nearly 24 x 7

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Who Can Use E/MSS?

- **E/MSS is available to:**

- DoD Civilian Employees (DCPS)
- Active Duty/Reserve Members:
 - ◆ Air Force, Army, Navy (DJMS)
 - ◆ Marine Corps (MCTFS)
- Military Retirees - All Services (DRAS-RCPS)
- Military Annuitants - All Services (DRAS-APS)

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Why E/MSS? (Benefits)

- **Employee/Member Satisfaction**
 - Greater control over pay account
 - Mail delays eliminated

- **Customer Support/Field Office Savings**
 - Decrease in transaction processing and document storage
 - Reduced time required for rejects/corrections
 - More time to work other employee related issues

- **General**
 - True “source” data entry
 - Near real time update

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E/MSS Security

● **E/MSS - Provides Increased Security:**

- Secure Socket Layer (SSL) Protocol w/128 Bit Encryption - secures data between user's PC and E/MSS server
- Firewalls - Data secured (encrypted) between E/MSS server and host pay system (DCPS, DJMS, DRAS, MCTFS)
- Coordinating E/MSS security with Assistant Secretary of Defense Command, Control, Communications and Intelligence (C3I)

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E/MSS Status

● **Army, Navy, and Air Force Capabilities**

- Federal and state tax changes
- Direct Deposit/Electronic Funds Transfer (EFT)
- Address changes (except Army and Navy - AC)
- LES (view, print, save)
- TSP (start stop, change)
- Travel AOP (view, print, save)

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E/MSS Status (cont.)

● **Marine Corps Capabilities**

- Federal and state tax changes
- Direct Deposit/Electronic Funds Transfer (EFT)
- Allotments (start, stop, change)
- Home address changes
- TSP (start, stop, change)
- Savings bond elections
- LES (view, print, save)

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E/MSS Status (cont.)

● **Civilian Employee Capabilities**

- Federal and state tax changes
- Direct Deposit/Electronic Funds Transfer (EFT)
- Allotments
- Home address changes
- Savings bonds
- W-2
- Travel Advice of Payment (AOP)
- LES (view, print, save)
- PIN letter on demand

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E/MSS Status (cont.)

● **Military Retirees & Annuitant Capabilities**

- Federal and state tax changes
- Direct Deposit/Electronic Funds Transfer (EFT)
- Allotments (except annuitants)
- Home address changes
- Savings bonds
- 1099 tax statement

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LES via E/MSS

● **Concept:**

- **Make LES available electronically to all DoD employees/members**
- **Give customer the option to stop receipt of hardcopy form**

● **Benefits:**

- **Integrated look and feel under E/MSS**
- **Immediate satisfaction for the customer**
- **Format mirrors hardcopy LES**
- **LES data transmitted using same security measures (128 bit encryption SSL protocol) in E/MSS**
- **Eliminate print/postage costs (where applicable) for producing hardcopy LESs**
- **Display 3 instances of LES : Current plus prior 2**

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LES via E/MSS

● Timeframes

- **DCPS and MCTFS** **Implemented**
- **DJMS** **Implemented**
- **DRAS (RCPS and APS)** **December 2002**

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MORE TO COME...

- **System Enhancements**
- **Military Pay**
 - Savings bonds (Army, Navy and Air Force)
 - Allotments (Army, Navy and Air Force)
 - W-2s (all Services)
- **Civilian Pay**
 - E/MSS link for DCPS CSRs
 - W-2 enhancements
- **Military Retirees**
 - Retiree Account Statement (RAS)

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Additional Information

Visit the DFAS web site at:

www.dfas.mil

or

call the Cleveland Customer Support Unit at:

1-800-390-2348

DSN 580-5122

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