Retired Pay Operations Directorate

Organizational Overview

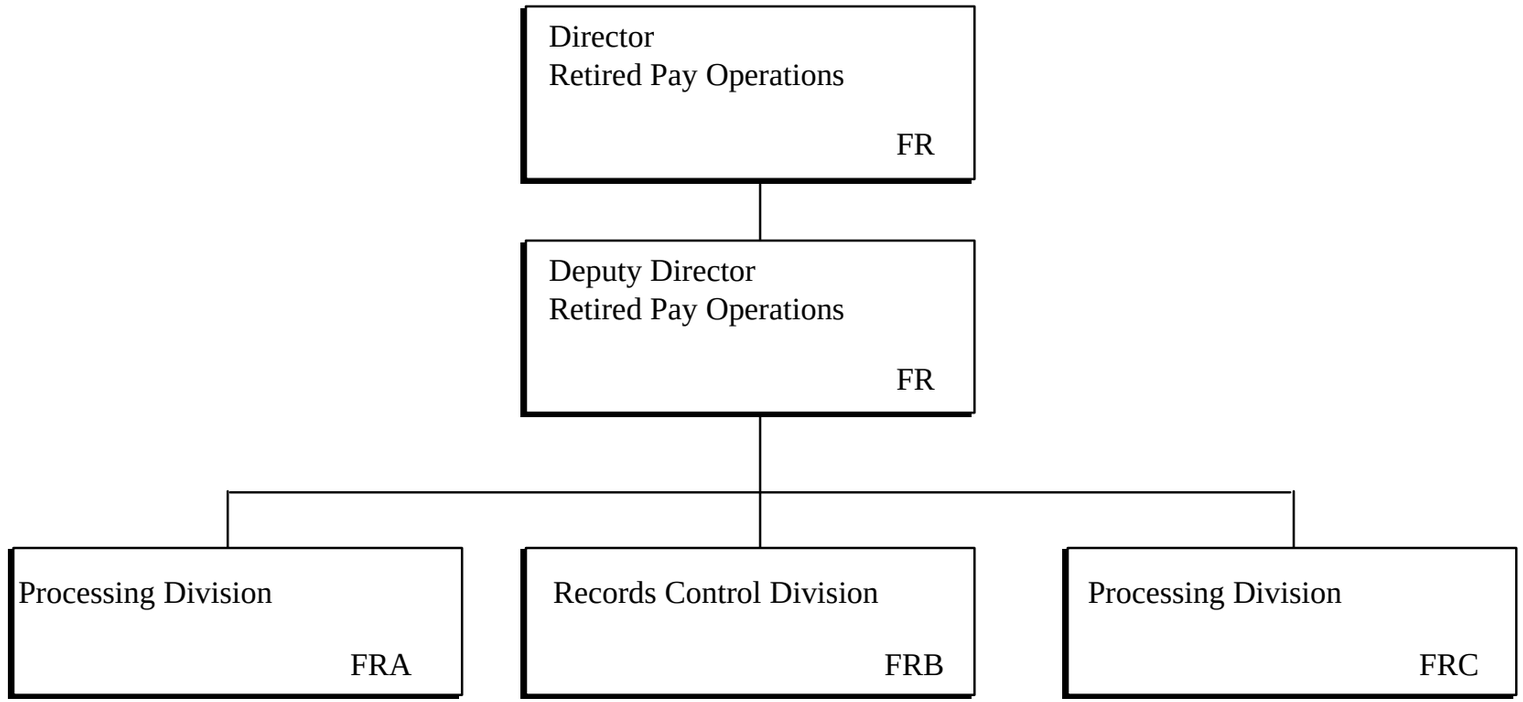
LEGEND

* = FUNCTION PERFORMED BY FRA/FRC

T = TEMPORARY ACCOUNT STATUS CHANGE

R = RE-INSTATED ACCOUNT STATUS CHANGE

P = PERMANENT ACCOUNT STATUS CHANGE


Director
Retired Pay Operations
FR
Deputy Director
Retired Pay Operations
FR
Processing Division
FRA
Records Control Division
FRB
Processing Division
FRC

FRA

- Retired accounts maintenance * T
- Government indebtedness * T
- VA award of disability compensation (Full/Partial) * T
- VA award reduce to less than gross pay * R
- Allotment starts, stops, and changes * T
- Returned checks and bonds * T
- Competency status questionable * T
- Pending appointment of legal representative * T
- Competency confirmed * R
- Legal representative appointed * R
- Tax levies (Federal) * T
- Tax adjustments (Federal and State) * T
- SBP / RSFPP maintenance * T
- Civil service annuities * T
- Retiree renounces civil service annuity * R
- Advancements on retired list * P
- TDRL to PDRL adjustments * P
- Severance pay payments * P
- Discharge from retired list * P
- Pay is undeliverable (whereabouts unknown) * T
- Whereabouts/status of the retiree is determined * R
- Non-receipt of a recent Certificate of Eligibility (COE) or Report of Existence (ROE) form * T
- Receipt of the COE or ROE * R
- Establishment of new retired pay accounts T
- Input / processing of documents required to establish retired pay accounts T
- The member is recalled to active duty for thirty (30) days or more T
- A recalled member is again retired from active service R
- Administers processes for retired flag/general officers T

FRA

- Congressional inquiries
- Responses on directorate controlled correspondence
- Retiree BCMR / BCNR cases by authority of the Service Secretary
- Severely Disabled Compensation
- Management surveys
- Audits and investigative reports
- Liaison with external auditors
- Develops and monitors internal control program
- Reviews new legislation and regulations
- Analyzes and interprets laws
- Prepares submissions to the Comptroller General
- Provides comments on proposed legislation / regulations
- Assists in interpretation and maintenance of Department of Defense Financial Management Regulation (DoDFMR), Volume 7B
- Submits items to DoD SBP Board
- Issues guidance on unusual / precedent-setting cases

FRB

- Indexes scanned documents for distribution
- Scans all incoming documents into Mail Image Routing And Optical Recording System (MIRORS)
- Receives and opens all incoming mail
- Maintains case jackets
- Maintenance and control of microfilm, microfiche, micrographics, and imaged data
- Processes retiree changes of address
- Distributes reports / mail
- Maintains PERCS
- Receipt of the COE or ROE

FRC

- Retired accounts maintenance * T

- Government indebtedness * T

- VA award of disability compensation (Full/Partial) * T
- VA award reduce to less than gross pay * R

- Allotment starts, stops, and changes * T

- Returned checks and bonds * T

- Competency status questionable * T
- Pending appointment of legal representative * T
- Competency confirmed * R
- Legal representative appointed * R

- Tax levies (Federal) * T
- Tax adjustments (Federal and State) * T

- SBP / RSFPP maintenance * T

- Civil service annuities * T
- Retiree renounces civil service annuity * R

- Advancements on retired list * P

- TDRL to PDRL adjustments * P

- Severance payments * P

- Discharge from retired list * P

- Pay is undeliverable (whereabouts unknown) * T
- Whereabouts/status of the retiree is determined * R

- Non-receipt of a recent Certificate of Eligibility (COE) or Report of Existence (ROE) form * T
- Receipt of the COE or ROE * R

- Suspected/ Unconfirmed Death Notice T
- Receives and processes retiree notices of death P

- Initiates collection actions for funds disbursed after retiree deaths P

- Determines and processes arrears of pay due the beneficiaries of deceased retirees P

- Interfaces with DFAS-DE on casualty / annuity issues

- Processes all former spouse payment and garnishment transactions T

FRC

- Administers payment process for retirees remitting payments for SBP and RSFPP
- Issues billing statements
- Updates payment records
- Computes interest or arrearages of SBP payments
- Establishes / maintains and issues payments for members under the Voluntary Separation Incentive (VSI) program
- Maintains directorate Performance Measure Indicators (PMI) / Key Indicator statistics
- Develops and implements customer surveys
- Coordinates with all interfacing activities
- Coordinate retiree debt issues
- Reviews, develops, and prepares standard operating procedures
- Provides response on directorate controlled correspondence

New Account Establishments

Army

- Automated transaction from the Personnel Sites
- Some sites do not have automated capabilities, so orders are either mailed /faxed . Paper orders are manually input by retired pay personnel
- DD2656 is done by automated transaction if the site has automated capabilities. If not, manual input performed by retired pay personnel

Air Force

- Automated transaction from the Personnel Centers
- DD2656 not automated, manual input of information

New Account Establishments

Navy

- Automated transaction from the Personnel Centers
- DD2656 not automated, manual input of information

Marine Corps

- Automated transaction from the Personnel Centers
- DD2656 not automated, manual input of information