DEPARTMENT OF THE NAVY
COMMANDER NAVAL RESERVE FORCES COMMAND
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From: Commander, Naval Reserve Forces Command

Subj: CUSTOMER SERVICE

Encl: (1) Customer Service Standards

1. The vision for our Force is simply and clearly stated as "Service to the Reservists; Readiness to the Fleet." The only two words on the banner of our logo are "Service" and "Readiness". They are our top priorities. At the heart of this vision is our commitment to excel in the level of customer service we provide to our drilling Naval Reservists. In order to achieve excellence in customer service, we must establish a baseline for both our drilling Reservist customers and our Full-Time Support (FTS) staff personnel. These basic expectations are incorporated into our Customer Service Standards, which are attached as enclosure (1). They are by no means all-inclusive, but rather are provided to you as a starting point for developing your own culture of service excellence within your commands.

2. Service to our "Citizen-Sailors" is provided by a diverse group of FTS members across three echelons of command. From the most junior Sailors at our Reserve centers to the senior officers on our staffs, and across both military and civilian workforces, we must work as a team to improve the quality of service for our customers. Within each Naval Reserve Activity, this team should also include strong interaction with our senior Selected Reserve leadership to maximize the value of our efforts. Make sure you have a forum in which the FTS/SELRES leadership team can openly and honestly examine ways to provide the best possible service to our Sailors on the drill decks.

3. Our Customer Service Standards are derived out of the qualitative and quantitative feedback provided directly to us by our drilling Reserve customers; they have told us what is important to them in customer service, and we must respond. We will conduct periodic command customer service evaluations to demonstrate our progress, aimed at identifying both areas of success and areas which require improvement. I am confident in your leadership and in the abilities of our FTS personnel, the customer service agents for our drilling Reservists. I remain committed to working with you to improve our Naval Reserve Force and achieve excellence in our customer service.

J. P. McLAUGHLIN

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Naval Reserve Force
Customer Service Standards

COMMUNICATIONS

Our Full Time Support (FTS) staffs will maintain effective two-way communications with their drilling reservists to ensure timely and professional support of their requirements. To ensure this,

- We will reply to all telephone messages, voicemail and E-mail messages as soon as possible, and always within one (1) business day of receipt. NRAs will notify Reservists identified for mobilization within 24 hours of receipt of orders.
- We will provide customer feedback forms at the point of service for timely collection of customer satisfaction information, both positive and negative.

OPERATING HOURS

Our Naval Reserve Activities (NRAs) will be open and properly manned to provide essential services to support our drilling reservists and their gaining commands. To ensure this,

- NRAs will promulgate core business hours and ensure manning during those hours to support the full range of drilling reservist requirements (travel, orders, pay, mobilization, etc.). Drilling reservists will make every effort to utilize these core hours for all customer service support issues involving their NRA.
- NRAs will have at least one FTS staff individual on duty at the NRA or on call during non-core hours to answer incoming calls and process emergent reservist requirements.

TRAVEL, ORDERS and PAY

Our drilling reservists should expect their travel orders and itineraries within five (5) business days of requesting them. They should expect to be paid on a regular schedule and have any pay problems immediately investigated and resolved. To ensure this,

- We will process requests for travel orders within one (1) business day of receipt, except where hard-hold situations require further action, which will be completed expeditiously.
- SATO will process approved travel itineraries within 24 hours of receipt, 95% of the time.
- Funds Approvers will review all pending applications within one (1) business day of receipt.
- Government Travel Charge Cards (GTCC) will be activated no later than five (5) days prior to travel and deactivated within one (1) business day following confirmed completion of travel.
- Travel claims will be submitted within 5 days upon completion of travel, forwarded to PSD within two (2) business days of receipt, and monitored to ensure liquidation within ten (10) business days of receipt by the servicing PSD. Split disbursement will be used whenever the GTCC has been utilized for travel.
- Pay is a top priority for all NRAs, and all drills will be transmitted within three (3) days of completion, to ensure payment within 17 days (two DFAS pay cycles) of the drill date.
- Pay problems will be immediately logged, a pay trouble ticket opened with the NSIPS Help Desk if required, and pay problems will be resolved within 30 days of notification or the reservist will be provided with a justifiable reason for the delay with an expected date of correction. Trouble Tickets will be reviewed on a weekly basis for resolution, and updated status provided to our drilling reservists.

UNIFORM SUPPORT

Our drilling reservists will muster in the Uniform of the Day at their NRA no later than their third drill weekend after affiliating with the Naval Reserve. To ensure this,

- Initial seabag orders will be processed by the NRA within one (1) business day after the request is received.
- Upon receipt of uniforms at the NRA, Reservists will be notified within one (1) business day that their uniforms are available for pick-up and/or tailoring services as needed.

Enclosure (1)