PSD Yokosuka switches to appointments for service members, shortens waiting time

Story and photos by Joe Schmitt, CFAY Public Affairs

Beginning April 30, Personnel Support Detachment (PSD) on board Commander Fleet Activities Yokosuka (CFAY) will transition to a "by-appointment only" service system for service members. All military personnel will be required to make appointments via their Command Pay, and Personnel Administrative Support System (PASS) Coordinators (CPC).

Lt. Cmdr. Jed Espiritu, Officer in Charge PSD Yokosuka, explained that the changes are part of a process to standardize some of the procedures at PSD Yokosuka.

"Having commands use the Transaction Online Processing System (TOPS) is the first step," said Espiritu. "TOPS is a web-based service that allows CPC's to communicate, track interactions and transmit documents to a PSD location.

"The second step is to emphasize CPC's responsibilities. The CPC's will need to communicate with PSD and the service member to ensure that paperwork and other requirements are met before the service member's appointment with PSD Yokosuka. This will cut down on the amount of time and rework needed to processes the issues of the service member once they are at PSD."

PSD Yokosuka will host refresher courses and continual training/meetings to get CPC's and those new to the assignment ready to take on the responsibilities for their command. Chief Personnel Specialist Grace Ajao is in charge of the Customer Service Section of PSD and coordinates training for the personnel specialists and the CPC's in the area.

Ajao explained that process will train the CPC's to take care of some paperwork for their command themselves. Then, appointments can be made at PSD for paperwork than needs their assistance or approval.

"When you teach one CPC, that person takes the training back to their command and teaches 10, 15, maybe 30 personnel." said Espiritu. "Once we get through the initial transition, I think people are going to find that this is a much more efficient way for them to use our services."

(Left) AM1 Mark Takada, *USS George Washington* (CVN 73) Sailor, talks with PS2 Marc Nash, Customer Service Work Center supervisor for Personnel Support Detachment (PSD) Yokosuka. PSD Yokosuka will soon go to a by-appointment only service for uniformed customers.

NAVPTO (Navy Passenger Transportation Office) and the Educational Services Office that were walk-in based for uniformed personnel are now by-appointment only through command CPC's. Services for non-uniformed personnel will be; Admin, I.D. Cards are Mon-Fri 8 a.m. - 2 p.m., Passports are Mon-Fri 8 a.m. - 4 p.m. and closed on Wednesday for embassy runs, and the Cash Cage will continue to operate on a walk-in basis. CPS's will have walk-in privileges at any time for any section during normal working hours. Family members and all non-military customers seeking bona fide services will also have walk-in privileges as necessary.

PSD will hold a CPC Introductory/Refresher Course April 26. For more information contact the PSD CPC liaison at 243-8310.