

Clearinghouse Web Changes

The main Clearinghouse Web page will remain the same.
 To create a ticket, click on the link “Report a Functional Problem via web”.

Clearinghouse

[Return to the DPC Home Page](#)

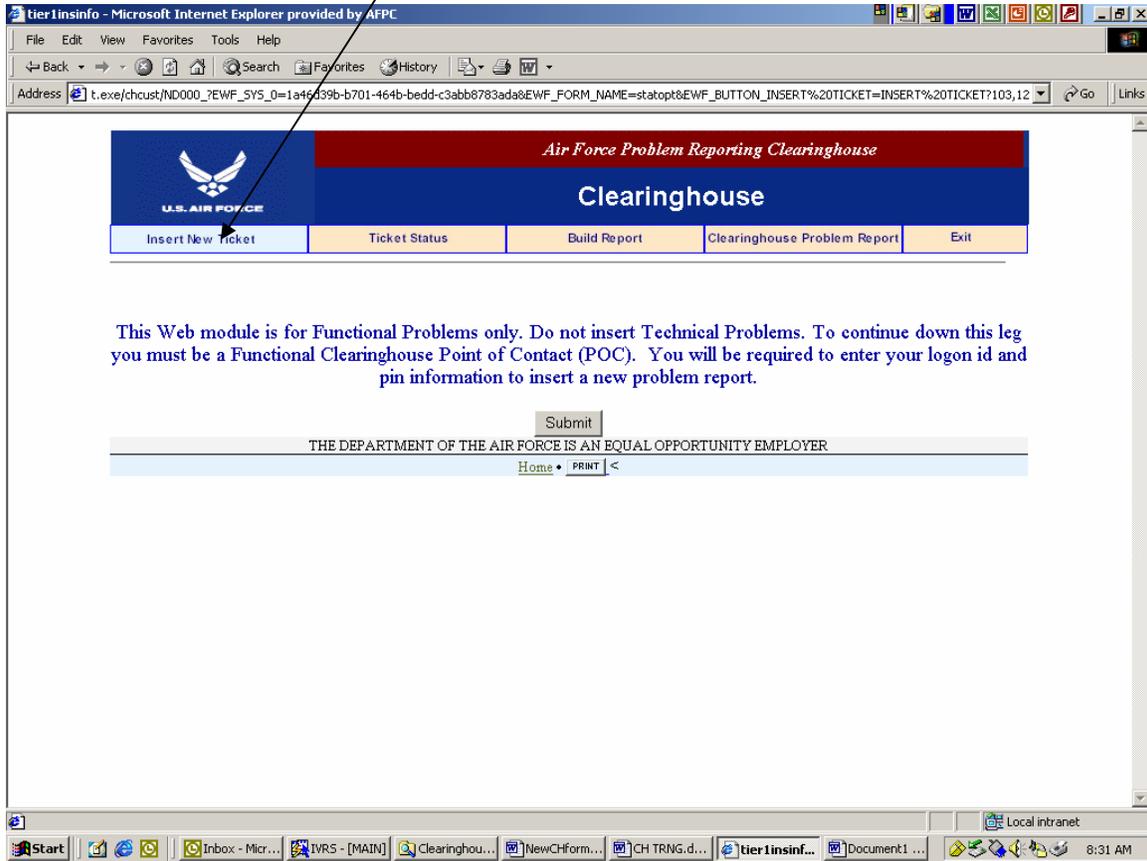
The Clearinghouse will be down for software upgrade beginning 1700, Thursday, 14 Aug 03 thru Friday August 15, 2003. To report a Technical problem please call DSN 665-3995. To report a Functional problem please call DSN 665-2899 Ext 4551 or Ext 4589. Please email your Functional Template to afpc.dpc.clearinghouse@randolph.af.mil

	Functional	Technical
Hours of Operation (Central Standard Time)	Mon - Fri, 0630 - 1700	1500 Sunday - 1700 Friday
Contact Numbers	Within area code (210), 527-2400 All others 1-888-368-9367	Within area code (210), 527-2400 Overseas Customers call DSN 665-3995 All others call 1-888-368-9367
Internet	Report a Functional Problem via Web	Not available
Reports	View Reports	
Instructions/Template	<ul style="list-style-type: none"> Change your PIN via Phone Change your PIN via Web How to report a ticket via the Web - 21 Mar 03 How to report a ticket via the Phone Problem Report Template (MDCPDS Template) Clearinghouse POC request form <p>Note: All functional problems reported, require the completion of the DCPDS Template.</p>	
Clearinghouse Advisories	Current and Previous Editions	
For problem resolution or questions concerning downloading or viewing the Readme Documents , please send your e-mail request to the Clearinghouse mailbox at		

The Clearinghouse Web screens have changed from buttons to tabs.



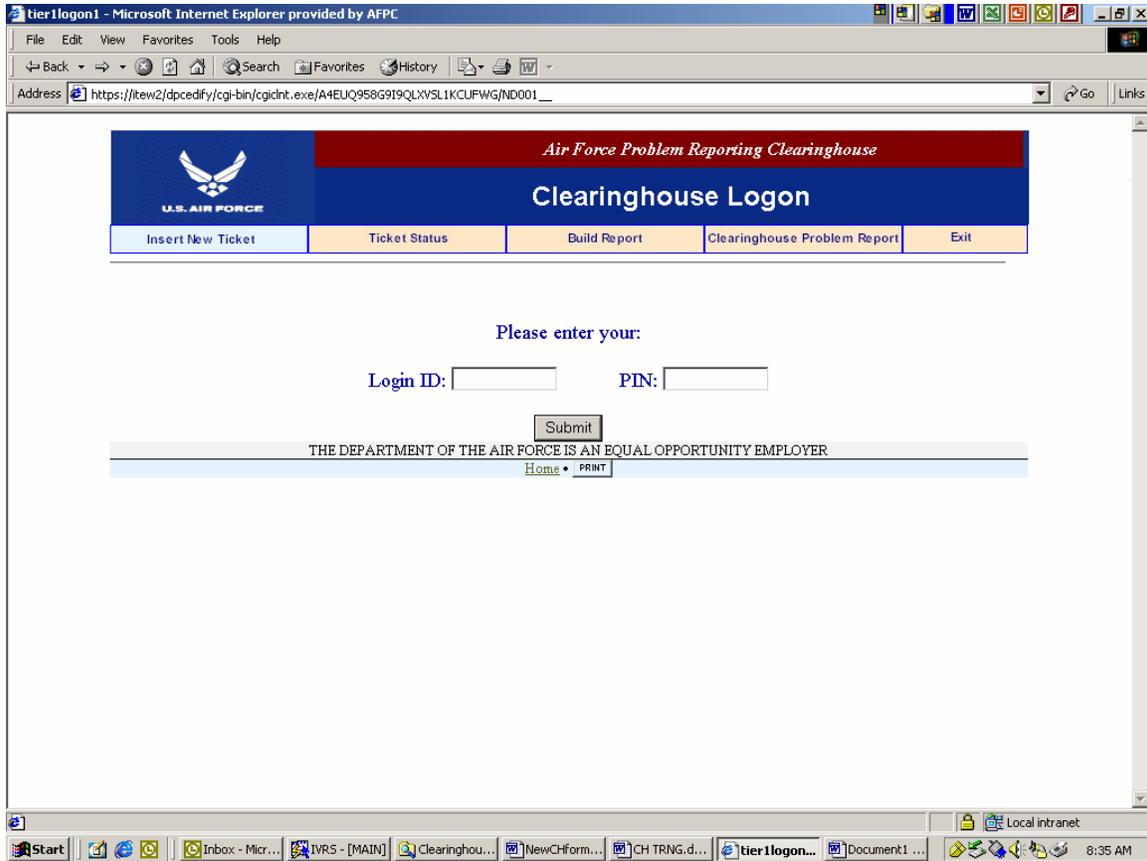
To build a new ticket, click “Insert New Ticket” tab. The following screen will appear. To continue building a ticket you must click the “Submit” button.



After you click the “Submit” button a Security Alert window MAY BE displayed. Select “YES” to continue.

The screenshot shows a Microsoft Internet Explorer browser window displaying the Air Force Problem Reporting Clearinghouse website. The browser's address bar shows a URL starting with 't.exe/chcust/ND000_?EWF_SYS_0=1a46d39b-b701-464b-bedd-c3abb8783ada&EWF_FORM_NAME=statopt&EWF_BUTTON_INSERT%20TICKET=INSERT%20TICKET?103,12'. The website header includes the U.S. Air Force logo and the text 'Air Force Problem Reporting Clearinghouse' and 'Clearinghouse'. Below the header is a navigation menu with buttons for 'Insert New Ticket', 'Ticket Status', 'Build Report', 'Clearinghouse Problem Report', and 'Exit'. A central message states: 'This Web module is for Functional Problems only. Do not insert Technical Problems. To continue down this leg you must be a Functional Clearinghouse Point of Contact (POC). You will be required to enter your logon id and pin information to insert a new problem report.' A 'Submit' button is visible below the message. A 'Security Alert' dialog box is overlaid on the page, containing the following text: 'Information you exchange with this site cannot be viewed or changed by others. However, there is a problem with the site's security certificate.' Below this are three items: a green checkmark indicating 'The security certificate is from a trusted certifying authority.', another green checkmark indicating 'The security certificate date is valid.', and a yellow warning triangle indicating 'The name on the security certificate does not match the name of the site.' The dialog asks 'Do you want to proceed?' and provides 'Yes', 'No', and 'View Certificate' buttons. The browser's taskbar at the bottom shows several open applications, including 'Inbox - Micr...', 'IVRS - [MAIN]', 'Clearinghou...', 'NewChform...', 'CH TRNG.d...', 'tier1insinf...', and 'Document1 ...'. The system clock shows 8:32 AM.

You must enter your Clearinghouse login and pin. The login is usually your social security number. The pin is the same as your EBIS pin. For NAF users you should have been assigned a login and pin. After entering your login and pin click on the “Submit” button to continue.



After a successful login, a ticket will be created. The ticket will be assigned a control number. Please save this number for future reference and place it on the supporting Template. This number should also be in the Subject line of your email when sending us your template.

Your customer information should be populated into the ticket. Please validate that your data is correct. If your customer data needs updating, please submit a POC form which can be found on the Clearinghouse Web page.

The screenshot shows a web browser window displaying the 'Air Force Problem Reporting Clearinghouse' interface. The page title is 'Clearinghouse Insert Ticket'. At the top, there is a navigation bar with buttons for 'Insert New Ticket', 'Ticket Status', 'Build Report', 'Clearinghouse Problem Report', and 'Exit'. Below this, a warning message reads: 'DO NOT ENTER ANY PRIVACY ACT DATA IN THIS FORM!'. The form contains several input fields: 'CONTROL NUMBER' (6000308), 'CALL OPEN DATE' (08/14/2003 08:36:09), 'Name' (LAST FIRST NAME), 'Majcom' (CLEARINGHOUSE), 'Base' (AFPC), 'Phone #' (Commercial number), 'DSN #' (DSN number), 'ORG Address' (DPCXT), and 'Email Address' (E-mail address). A note at the bottom of the form states: 'Please send an email to afpc.dpc.clearinghouse.login@randolph.af.mil if any of the above information is wrong.' The browser's taskbar at the bottom shows several open applications, including 'Inbox - M...', 'IVRS - [NAD]', 'Clearinghou...', 'NewChForm...', 'CH TRNG.d...', 'tier1ins - ...', and 'Document1 ...'. The system clock shows 8:36 AM.

Use the Scroll bar to navigate up and down the form. Please make sure you complete all data fields.

Though some fields are not all “Required”, please complete ALL fields to prevent delay in processing the ticket due to incomplete data.

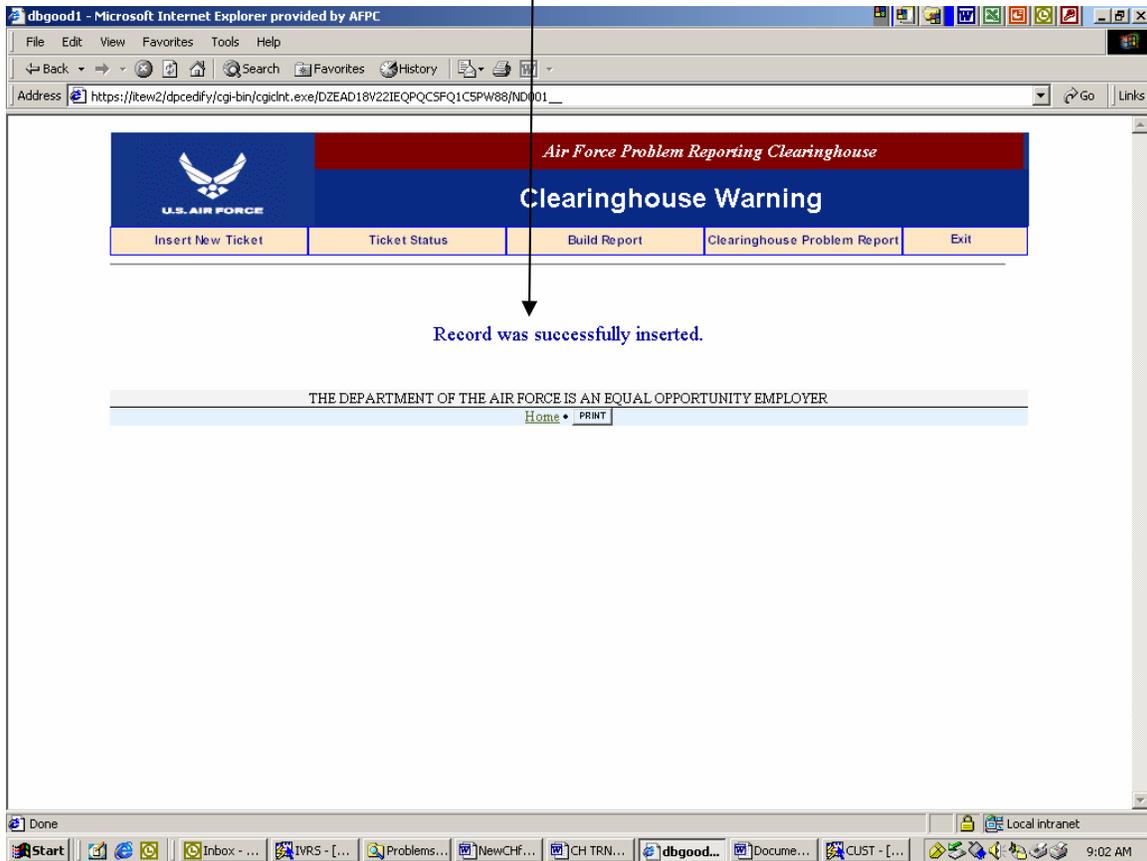
After you complete ALL fields, click the “Submit” button

The screenshot shows a web browser window titled "Tier1ms - Microsoft Internet Explorer provided by AFPC". The address bar shows a URL starting with "https://Rev2/dpcedf/ylog-bin/sgdht.exe/WZHMFPV62I7QFDBSL0CCDF93Q/MD001...". The form contains the following elements:

- ORG Address:** A text input field containing "DPCXT".
- Email Address:** A text input field containing "E-mail address".
- A note: "Please send an email to afpc.dpc.clearinghouse.login@randolph.af.mil if any of the above information is wrong."
- (Required) Application Reported:** A dropdown menu with "AFFSECURE" selected.
- (Required) Category:** A dropdown menu with a blue bar.
- Funding:** A dropdown menu with "AFF" selected.
- (Required) Problem Description:** A large text area with a scroll bar.
- Impact:** A text area with a scroll bar.
- Buttons: "SUBMIT", "PRINT", and "Print in landscape mode."
- Footer: "THE DEPARTMENT OF THE AIR FORCE IS AN EQUAL OPPORTUNITY EMPLOYER" with a "Home" link and a "PRINT" button.

The Windows taskbar at the bottom shows several open applications: Start, Internet Explorer, Outlook, Inboxes, IIRS, Problems..., NewCH..., CH TRN..., Tier1ms, Documents, CLUST, and Local Internet. The system clock shows 8:56 AM.

Once the ticket has been inserted you will receive a confirmation screen “Record was successfully inserted.” **If you do not receive this screen your ticket was not saved.** This might be due to a time out error and network problems.



To check the status of a ticket, click on the “Ticket Status” tab.

entcontnum - Microsoft Internet Explorer provided by AFPC

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address 8783ada8EWF_SVS_1=ZQ5BD8HFQ%40M0XPLKIE4VTTLLE595FC9MCWNG%40WA8EWF_FORM_NAME=dbgood1&EWF_BUTTON_TICKET%20NUM=TICKET%20NUM791,14 Go Links

Air Force Problem Reporting Clearinghouse

Clearinghouse Enter Ticket Number

Ticket Status Insert New Ticket Build Report Clearinghouse Problem Report Exit

Please enter the ticket Control Number:

CONTROL NUMBER:

SUBMIT

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Home PRINT

Local intranet

Start | Inbox - ... | IVRS - [M... | Problems... | NewChfo... | CH TRNG... | entcont... | Documen... | CUST - [... | 9:04 AM

Enter the ticket number and click the “Submit” button.

entcontnum - Microsoft Internet Explorer provided by AFPC

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address 8783ada8EWF_SVS_1=ZQ5BD8HFQ%40M0XPLKIE4VZTLLLE595FC9MCWNG%40WA8EWF_FORM_NAME=dbgood1&EWF_BUTTON_TICKET%20NUM=TICKET%20NUM?91,14 Go Links

 *Air Force Problem Reporting Clearinghouse*

Clearinghouse Enter Ticket Number

Ticket Status Insert New Ticket Build Report Clearinghouse Problem Report Exit

Please enter the ticket Control Number:

CONTROL NUMBER:

SUBMIT

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[Home](#) • [PRINT](#)

Local intranet

Start | Inbox - ... | IVRS - [M... | Problems... | NewChfo... | CH TRNG... | entcont... | Documen... | CUST - [... | 9:04 AM

The ticket information will now be displayed.

Note: new fields (Severity Level, Ticket Location, Vendor, Vendor Number and Date to Vendor) have been added to this screen.

The screenshot shows a web browser window displaying the 'Air Force Problem Reporting Clearinghouse Application' interface. The page title is 'Ticket Status'. The interface includes a navigation menu with options: 'Ticket Status', 'Insert New Ticket', 'Build Report', 'Clearinghouse Problems Report', and 'Exit'. The main form contains the following fields:

- Control Number:** 6000308
- Open Date:** 08/14/2003 08:36:09
- Close Date:** (empty)
- Application Reported:** CLEARINGHOUSE
- Status:** OPEN
- Severity Level:** (empty)
- Category:** AGENCY UNIQUES
- Ticket Location:** TIER1
- Caller Name:** LAST FIRST NAME
- Base:** AFPC
- Vendor:** dvendor
- Vendor Ticket Number:** (empty)
- Date to Vendor:** (empty)

The **Problem Description:** field contains the text 'This is a test'. At the bottom, there are fields for **Work Around:** and **Detail Work Around:** (empty).

You can build a custom report by selecting the “Build Report” tab.

Note: new select criteria is now available, you can select tickets at your MAJCOM or Base. You can also select by Customer Name, Vendor Ticket Number or Appropriation. Make sure when making your selecting that you include Status. You must select Status “OPEN” to receive only the Open tickets, if not you will receive all tickets both Open and Closed. Please use the drop down arrow to select the appropriate list of values.

The screenshot shows a web browser window titled "entappl - Microsoft Internet Explorer provided by AFPC". The address bar contains a long URL. The main content area is titled "Air Force Problem Reporting Clearinghouse Application" and "Build Report". It features a navigation menu with tabs: "Build Report", "Insert New Ticket", "Ticket Status", "Clearinghouse Problem Report", and "Exit". Below the menu is a "Submit" button. The main form area contains the following fields and instructions:

Please select the criteria to build the report.

MAJCOM:

BASE:

APPLICATION:

CATEGORY:

STATUS:

APPROPRIATION:

CUSTOMER NAME:

VENDOR TICKET NUMBER:

TICKET (oldest) OPEN DATE:

example 10-MAY-2001 will bring back all open tickets greater than or equal to 10-MAY-2001

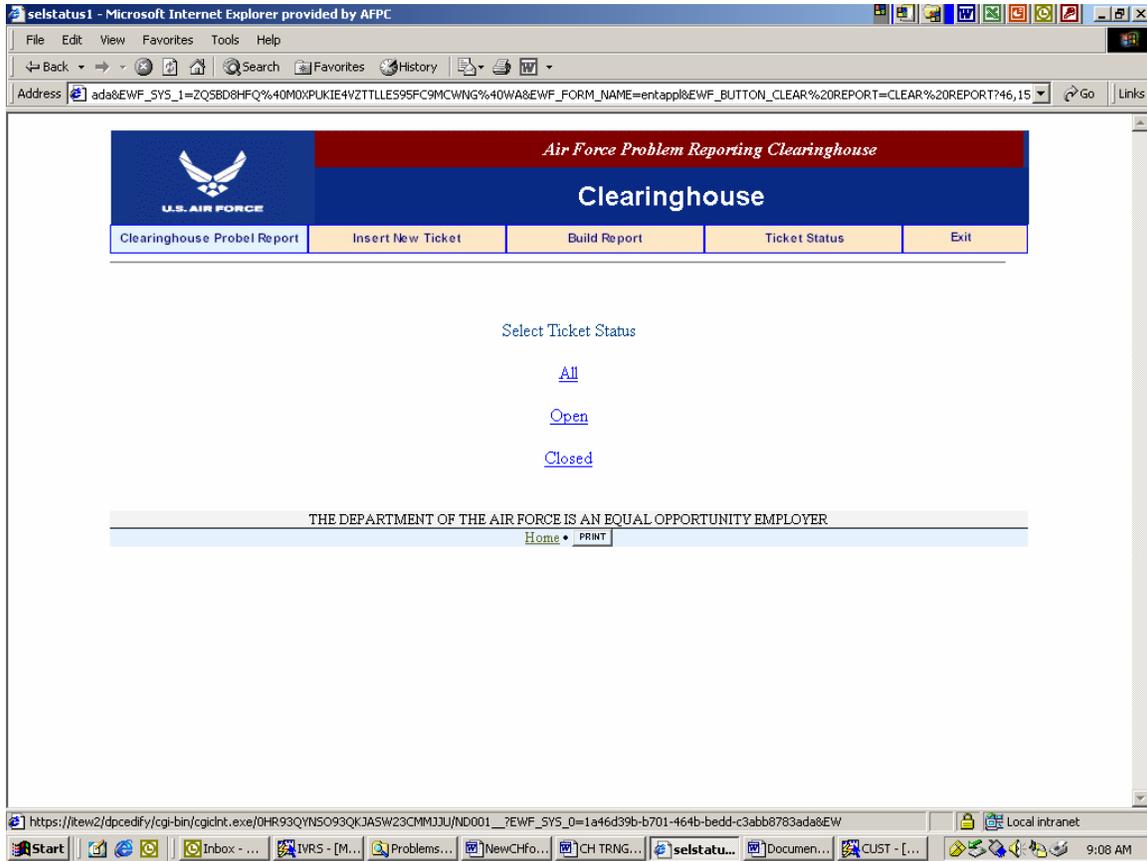
TICKET (newest) CLOSE DATE:

example 10-MAY-2001 will bring back all closed tickets less than or equal to 10-May-2001

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The "Clearinghouse Problem Report" tab now gives you the flexibility to select All tickets both (Open and Closed). Or you can select either just the Open or just the Closed.



Once you select (All, Open or Closed) you can then sort your report by MAJCOM, Base, Control Number or Appropriated. If you need to see the detail information on a ticket, please click the Radio button for the specific ticket and then click the "Submit" button.

Air Force Problem Reporting Clearinghouse

Clearinghouse Report

[Clearinghouse Problem Report](#) |
 [Build Report](#) |
 [Ticket Status](#) |
 [Insert New Ticket](#) |
 [Exit](#)

To see a more detailed information press the button next to the CONTROL NUMBER and press

Sort Report By:

[Majcom](#)
[Base](#)
[Control Number](#)
[Appropriated](#)

Majcom	Base	Control Number	Ticket Location	Appropriated	Call Open Date	Application Reported	Prob Desc
PAF	HICKAM AFB (HONOLULU HI)	1018394 <input type="radio"/>	TIER2	APF	09/16/2002 00:00:00	DCPDS HR	Not allowing update of 25% COLA on new employee with citizen code of 8
CLEARINGHOUSE	AFPC	1018616 <input type="radio"/>	TIER1	APF	09/19/2002 00:00:00	PARIS	Block 48 is not showing on the Award SF50. Both NOAs 846 and 840 do not contain the Personnel Office ID.
MTC	WRIGHT-PATTERSON AFB (DAYTON OH)	1023074 <input type="radio"/>	TIER2	APF	11/14/2002 00:00:00	DCPDS HR	WP runs the AUTORIF extract and after several hours the system indicates that the extract complete. They view the output file and it is empty. AFPC is able to run the file and receive correct output.
	LOS ANGELES				12/01/2002		Assigned to Premium Mass Pay Process so that pay could be verified and records could be