

Subject: All CPF E-mail - Benefits & Entitlements Processing During DCPDS 11i Migration 18 Jul - 1 Aug 03

Sent: Monday, 14 July 2003

The purpose of this E-mail is to provide information on how BEST will prepare for and operate from 18 Jul - 1 Aug 03 during the Defense Civilian Personnel Data System (DCPDS) 11i migration.

Thrift Savings Plan (TSP), Federal Employees Health Benefits (FEHB), and Federal Employees Group Life Insurance (FEGLI) Transactions (all bases):

Beginning 18 Jul 03 and continuing until DCPDS is available for update, employees will continue to use the BEST automated web and phone systems to make benefit and entitlement elections. The BEST automated systems will initiate a process to hold TSP, FEHB, and FEGLI transactions and once DCPDS is available for update, will process the held transactions. FEHB elections will continue to flow to the insurance carrier via our automated carrier feed and update the carrier's records. Employees can request a copy of their health insurance election form, Standard Form 2809, through the automated phone system as soon as they make an election. Any FEHB, FEGLI, and TSP elections made between 18 Jul 03 and 1 Aug 03 will not update the employee's personnel record or flow to payroll. To verify any FEHB, FEGLI, and TSP elections made during this period, employees will access the corresponding personal/projected area of the phone system or personal transaction, view/void area of the web system. Employees won't see any new benefit elections reflected on their Leave and Earnings Statement (LES) until after DCPDS updates and the transaction flows to and updates the payroll system. The effective date of any benefit elections will be based on the date the election was made, and employees will be responsible for any retroactive benefit premiums, if applicable. Depending on the effective date of the transaction, the election will be reflected on the 15 Aug 03 or 29 Aug 03 LES. Employees should review the appropriate LES carefully and contact BEST immediately if the transaction is not reflected.

New employee access (all bases):

As you are aware, no accession actions will process during the migration to 11i. Until the actions process and the employees are in our database, these new employees will not be able to access the BEST automated systems.

Please provide these new employees with the usual BEST marketing materials during in-processing (BEST Automated System Question and Answer (Q&A) brochure and the Benefits Summary for New Civilian Employees). Many new employees do not try to access the BEST automated systems for several weeks after they come on board. If you are contacted by an employee who can't access the BEST automated systems, call BEST via the CPF Line toll-free number. Please provide BEST with the employee's name, social security number, and

commercial phone number. A BEST counselor will contact the employee and provide assistance. If the employee wants to make a benefits election, the BEST counselor will take the information. Once the employee is in the database and BEST verifies the employee is eligible to make the election, the election will be processed with an effective date based on the date the BEST counselor contacted the employee.

Employee/Family Member Deaths (Full Serviced employees):

Upon notification of an employee death, the CPF requests the supervisor provide a hard copy SF52 and notifies BEST via the CPF Line toll-free number. Upon receipt, the CPF coordinates and faxes the SF52 to BEST at DSN 665-2936 or commercial 565-2936, within the San Antonio area. Upon notification of the death of a family member, the CPF notifies BEST via the CPF Line toll-free number.

Retirement (Full Serviced employees):

By now, BEST should have received all retirement RPAs with an effective date between 18 Jul 03 and 3 Aug 03. For short notice retirements effective from 18 Jul 03 to 3 Aug 03, the CPF faxes a copy of the SF52 to BEST. BEST inputs the retirement actions into DCPDS when available. Retiring employees (full service only) should continue to send their retirement packages to BEST 90 to 120 days prior to their retirement date. BEST will continue to process retirement packages during the period the personnel system is down, 18 Jul 03 - 1 Aug 03.

We appreciate your support during the DCPDS 11i migration.

Chief, Special Operations Division
AFPC/DPCM