

COUNSELING

October 2, 2002

"69" "6084-O CONUS.....PROBLEMS" "Counseling"

ROUTINE OCONUS Problem 1-In MEMBER if you answer 'N' to tour overseas, system does not calculate a UB entitlement. System won't allow user to answer 'Y' because they must enter 'N' for CONUS TO OCONUS/OCONUS TO OCONUS. 2-UB weight entitlement is calculated wrong for Air Force members. 1-No Workaround 2-SQL intervention. Contact the Hotline.

"71" "6226-Basic - Excess Cost Message received on 2nd Application" "Counseling"

ROUTINE BASIC - User creates shipment one and it does not exceed his/her authorized wt allowance. Shipment 2 is created and the estimated wt is less than shipment 1, within the authorized wt allowance, but a message is received, 'THE ESTIMATED WEIGHT EXCEEDS THE PCS ENTITLEMENT'. You may complete the application, does not stop the process.

"104" "5979-COUNSEL-DISPAPP-SYSTEM PULLING UP PARTIAL RECORDS"

"Counseling"

ROUTINE DISPAPP-Only one record is displayed. (Action 1) User must exit out and go back into TOPS to display all records"

"105" "6100-COUNSELING - KEYWORD: CLOSED" "Counseling"

ROUTINE CLOSED - 2nd line of screen instructions 'Press Enter Query to Query by GBLOC or Date'. This should read Execute Query. (Action 1)
Software Enhancement

"109" "6197-Basic: Counties w/multiple site responsibility" "Counseling"

ROUTINE BASIC - Counties with multiple site responsibility cause misconsignment of shipments. Recommend software provide system message 'You selected option one, are you sure this is the correct GBLOC' Action 1 Software enhancement - Counselor should follow instructions on multiple screens.

"112" "6261-Additional Pickup Information - OCONUS ONLY" "Counseling"

ROUTINE ADDITIONAL PICKUP INFO - OCONUS ONLY. User selects addl p/u from addl services, the addl p/u info appears. They select LIST VALUES at the city column, hit next page for OCONUS names, wrong screen comes up, DTODDIST. Should show BASIC OCONUS screen. No workaround

"113" "6302-SHIP DITY Table." "Counseling"

URGENT SHIP_DITY Table. Dollar amount in this table is incorrect. What is being stored in the DITY_Operating_Allow_Amount column is the 'Estimated_Gross_Incentive' No workaround

"116" "6357-DPM Shipments" "Counseling"

URGENT Destination DPM Zone - System will not display a destination DPM zone for shipments. It displays two zeros (00) in the Destination DPM Zone data field and the Destination DPM

Responsibilities screen will be blank. Also, you will not receive any DPM codes of service. No workaround

"120" "6395-DITY Cost Calculation" "Counseling"

URGENT DITY Cost Calculation: Services request calculations be reverse back prior to the software correction of PR 6050 No workaround

"128" "6420-Remarks Block of the DD1299 (Block 13)" "Counseling"

ROUTINE Remarks block of the DD1299 screen. User should not have to hit the return key to move to the next line, it should automatically rap properly to the next line. No Workaround

"130" "6433-Code J to Italy" "Counseling"

As of 1 OCT the responsible destination PPSO for Vicenza and Leghorn Italy is Grafenwoehr, Germany. If we booked the shipment with destination gbloc WKAS it will route code J with a POE of DOV and POD of RMS. The POD for Italy should be AVB. The port of embark and debark table only looks at origin and destination gbloc. If the POE does not catch this, the code J shipment will end up at Granfenwoehr, Germany and will have to be reshipped to Italy.

Port of Embark/Debarck tables needs to be modified to include to Origin and destination rate areas. Delete state_abbrevaiton from the table.

"303" "BASIC module when the authorized address is out of the area." "Counseling"

There appears to be a problem in the BASIC module when the authorized address is out of the area. When you get to the screen where the authorized and requested distances are at the bottom of the page, the authorized distance is blank. You are not able to go to previous field and enter the mileage manually after looking it up in DTODDIST. If you continue to the scheduling page and put in the pack and pickup dates, the error message comes up "Transit Time select failed. Please enter a pickup date" and you are not allowed to go any further.

" 327" Records are not all transmitting to PPSO from PPPO

Ms Kum called in with the following issue, QXAK is still experiencing problems with transmissions from QNAK. Not all the shipments are being received at QXAK, QXAK is receiving data for approximately fifty percent of the shipments.

" 345" Excess Costs

The excess cost computation is not working once the actual weight of the shipment is entered. We have faxed copies of 3 different shipments with screen prints showing the excess cost computed by the system on screen, on the excess cost letter, and the one computed after the actual weight was inputted, and in every case the amounts were different (a negative amount was indicated on each letter after the actual weight was added).

" 352" Shipment to San Antonio

Shipment to San Antonio, Bexar county is retrieving US66 in the Destination Rate Area. The correct rate area is US68. There is no list values message and list values is not possible. However it may be over typed but the unsuspecting user may well process shipment with the incorrect rate area and TDR.

SR 1-1786674

“ 353”

Printing Multiple DD1299

CTFL, Eglin AFB reports they are unable to print DD1299 for every shipment listed in the DD1299S process. No errors are noted. This occurs on all of their shipments. I tested this on TOPI on 14-MAY-02, ICP 9.3.1 and successfully printed 2 DD1299s for different shipments (SMITH,380-84-2966). Bryan and Abel looked into this issue also and cause is unknown. SR 1-1727026

“ 356”

HHG WEIGHT ALLOWANCE - GERMANY

Footnote 5 to the HHG weight allowance table in JFTR, par. U5310-B indicates that - under ordinary circumstances - they would have a collective weight allowance of 5,000 pounds. JFTR, par. U5315-B indicates (to me) that (while) these two soldiers are going on 36-month tours, they should only have 25% of 5,000 pounds or 2,000 pounds - whichever is greater (that being 2,000 pounds). That's because Germany is a restricted weight allowance tour for them. Even if it wasn't weight restricted, the combined weight allowance would be 5,000 pounds and not 6,500 pounds.

“ 368”

Changing OTO Indicator in INTLOUT

The problem occurs when a user signs off on a shipment in BASIC and at a later time, prior to ROUTEGBL, decides that the shipment should be processed as an OTO. They go back into INTLOUT, change the 'Do you wish to process this shipment as an OTO? (Y/N)' from a 'N' to a 'Y'. In the background, the system updates the 'one-time-only' indicator from 'N' to 'Y' and recognizes that this shipment is to be processed as an OTO.

“ 373”

Updates to responsible_intl_ppso Table for 9.3.2 Lead Sites

We have discovered 5 rows in the new 9.3.2 responsible_intl_ppso table currently at the 5 leadsites that need to be updated. The installation country for APO 96264 reads JAPAN instead of KOREA.

“ 379”

Query no longer displays LHNQ

Query for conus county/city no longer displays LHNQ. Now displays LFAH and LENV for the city of ALAMEDA. Display is showing 2 entries on LFAH in ALAMEDA county and the LENV in KERN county. RDP for ALAMEDA county is LHNQ and LFAH, no LENV.... If user select incorrect gbloc LFAH for ALAMEDA, they are able to select the correct gbloc as they proceed because of multiple ITO responsibilities (gbloc_description)....

“ 381”

Revised DD2278 (PPM Letter)

This is just a placeholder. No action required until requirements are received from Services.

The Services requested a new PVCS tracker item be generated for the revised DD2278 to include requirements for transmission of the data between TOPS sites.

“ 385”

HAFC - Rate Areas

In the release of ICP 9.3.2 the new rate_area column in the responsible_dom_ppso table was populated erroneously for HAFC records. Need software developer to create a script to update these records. See attached document identifying what needs to be done.

“ 388”

Requested/Authorized Distance

When members entitlement is to ship property from outside of area of responsibility from where property is physically located, when inputting the information in the Origin Pickup Screen of BASIC, if site enters CITY & STATE in AUTHORIZED FIELDS different for CITY & STATE entered in PRIMARY PICKUP Fields the system will not retrieve either the AUTHORIZED and/or ACTUAL MILEAGE, and will received message: Transit time select failed. Please enter a pickup date. after inputting the pack/pickup dates.

“ 390”

unable to process an handling out record for a shipment going oto

when the site is releasing a nts lot and the shipment is going as an oto it is knocking them out of tops. when you say "y" to oto and enter the dates the tops system kicks them back to root. The site is able to process other oto shipments with no problems. SR 1-2338207 @ KLFV

“ 392”

Parcel Post (OCONUS) Failed

During ICP 9.4 Baseline testing the following problem was detected - When trying to create a parcel post shipment from Yokota, the user was stopped on the Origin screen with the rate area not populating. A message pops up on the screen stating, "Origin rate area must be entered."

This was checked in a CONUS site and it worked fine.

“ 393”

PRTMGTC keyword fails

During the Baseline testing of ICP 9.4 the following problem was discovered - The keyword PRTMGTC which prints counseling management statistical reports would not print from any site. The live site was checked as well. This problem was tested in 9.3.1, 9.3.2, & 9.4 - all systems fail at this time.

“ 394”

USEUCOM 30-3

Currently the form in the "Remarks " block contain a list of household items. Request the form be revised. Remove ALL items listed in the "Remarks" block. This has been review by European Command and the Department of the Army, with Service Representatives approval.

“ 395”

OCONUS OTO Request - Contact Phone # Missing

During the Baseline testing of ICP 9.4 the following problem was discovered - When creating an OTO/BTI from an OCONUS site the Contact Phone at origin does not populate on the sign off screen for the OTO request to MTMC. The problem also occurs at OCONUS origin sites at ICP 9.3.2. The problem does not occur at CONUS origin sites.