HDP-T FAQs

(Version 1.2)

1. Who is allowed to certify reports for HDP-T?

* Personnel authorized to certify a unit or individual(s) for HDP-T are those who have been designated by the unit Commanding Officer/Officer in Charge and have a DD Form 577 on file with their PSD/DFAS. Every command should have at least two Certifying Officers because Certifying Officers are not allowed to certify their own individual pay.

2. Oops! I certified myself for pay and now the Certification Report has been rejected by PSD! What do I need to do in order to fix it and get my name off the list?

* Once the Certifying Officer has been certified, there is not a way to take them off the list. When the Certifying Officer sends in the Certification Report, an “Exception Memo” will need to be included with the report. This memo will need to be signed by the 2nd Certifying Officer. This memo can be found by calling the PERSTEMPO Help Desk Toll Free at 800-951-6289 opt.1, DSN: 882-4717 opt.1 or Commercial 901-874-4717 opt.1.

3. Why can I only see and certify my on-board UIC when I am owner of several UICs?

* In order for a User to see and certify more than one UIC, access will need to be granted in Query and Forecasting for every UIC. Even if the User is an Owner through ‘Mailbox Administration’, the User will need to gain access to every UIC through the ‘PERSTEMPO Forecast Report Generation’ section; which is located under ‘Application Access Administration’. The User can only do reports for UICs that he/she is authorized to view/certify. Access is granted by the Unit Commanding Officer, Executive Officer, or by any member with Ownership Rights in that UIC.

4. I need access to a hundred UICs and I am an Owner. Is there any way that the HelpDesk can grant access that is faster than going into each UIC?

* Unfortunately, there is no ‘bulk’ way for access to be granted. You must go into each UIC under the ‘PERSTEMPO Forecast Report Generation’ via the ‘Application Access Administration’. Owners can click on the desired UIC and then enter their SSN in the ‘Assign Non-UIC personnel administration rights’ area. Click PROCEED, select your name, select ‘Authorize to Generate’, click PROCEED again. You now have access (there is no waiting period) to the UIC(s) you requested for HDP-T.

5. Can I add Sailors who are in a different UIC to my listing so that I can certify them all at once for the same month?

* No. Users can only submit/select SSNs for Sailors currently at the command.

6. I am unable to download the .pdf version of my reports. However, I can do the CSV and Excel versions; will these versions be accepted by DFAS/PSD?

* The only version that will be accepted is .pdf. If you are experiencing issues with downloading the .pdf version of your reports, it may be due to a Registry issue on your computer. Try these steps:

 \*\*\*\*\*Fix\*\*\*\*\*

To resolve this issue in Internet Explorer 7 and in Internet Explorer 8, follow these steps:

- Start Registry Editor.

- For a per-user setting, locate the following registry key:

- HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings

- For a per-computer setting, locate the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings

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- Once you get to the "internet settings" right click the white area on the right side of the screen and select DWORD-32

- A new box will appear at the bottom called "new Value #1"

- In this box you will enter: "BypassSSLNoCacheCheck"=Dword:00000001

- Then right click and create another “new Value"

- In this box you will enter: "BypassHTTPNoCacheCheck"=Dword:00000001

\*\*\*\*\*If x64 Bit, this also needs to be done: \*\*\*\*\*

To resolve this issue in Internet Explorer 7 and in Internet Explorer 8, follow these steps:

- Start Registry Editor.

- For a per-user setting, locate the following registry key:

- HKEY\_CURRENT\_USER\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Internet Settings

- For a per-computer setting, locate the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Internet Settings

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- Once you get to the "internet settings" right click the white area on the right side of the screen and select DWORD-32

- A new box will appear at the bottom called "new Value #1"

- In this box you will enter: "BypassSSLNoCacheCheck"=Dword:00000001

- Then right click and create another “new Value"

- In this box you will enter: "BypassHTTPNoCacheCheck"=Dword:00000001

7. What do I do when the .pdf comes up and it is blank?

* If your .pdf is blank, try these steps:
* Once the blank .pdf comes up, click on the “Enable All Features” button in the yellow field.
* Select the “Options” button that appears and click on “Enable JavaScript for this document one time only”.
* Once again, click on the “Enable All Features” button in the yellow field.
* You should now be able to see the report.

8. I have a Sailor who is at my command with an eligible event, but the event was at the Sailor’s previous command. What do I need to do?

* If a Sailor has been reassigned prior to being certified for a specific month/year, the gaining command is now responsible to certify them for the pay. A Sailor can only be certified through their current on-board UIC.

9. How can I fix the errors or expired events that are on my ‘Pre-Certification Worksheet’?

* Corrections and the closing of expired events are done by submitting transactions through the DMRS (Diary Message Reporting System); which is located under the “PERSTEMPO Online Transactions” tab on the main ‘NavPers Legacy & PERSTEMPO Application Menu’ page.

10. How long do I have to wait before any corrections/changes will show on my ‘Pre-Certification Worksheet’?

* The system will update overnight. The User should be able to go in the following day and see the corrections/changes on their ‘Pre-Certification Worksheet’. However, it will not show on the command’s ALPHA Report until after the next Saturday’s update. We RECOMMEND reviewing the UICs Control D Report Viewing Center mailbox for any possible error(s) that occurred when submitting a PERSTEMPO transaction.

11. A Sailor deploys to Liberia for 231 days, then reports to Langley, Virginia for 21-days of controlled monitoring at the "end" of the operational deployment. Would the Sailor's HDP-T eligibility continue while in controlled monitoring at Langley?

* NO: when a service member returns to CONUS, even though they are quarantined for 21 days at Langley, the time spent in controlled monitoring is still considered a post deployment activity and is not a qualifying event for HDP-T eligibility; the counter stops upon return to CONUS.

12. A Sailor, as a member of a CB Battalion deployed to Rota, is sent to Liberia mid-deployment in support of EBOLA operations. Upon mission completion, the Sailor is sent to Langley, Virginia for 21-days of controlled monitoring and then returns to their unit in Rota. Would the service member's HDP-T eligibility continue while in controlled monitoring at Langley?

* NO: leadership has determined that based on the fact the individual Sailor has TDY orders back to the contiguous United States (CONUS), his counter would stop and reset to zero on day 10 of 21 at Langley; paragraph 7 of the HDP-T memo Change 1, dated 22 Oct 14 applies.

If the Sailors command would like to submit an exception, please submit utilizing the HDP-T Exception Action Memo (EBOLA) template which is located on the PERSTEMPO website. Commands requesting an exception should address letter to OPNAV N130/N1. They will prepare the Action Memo per attached and submit to ASN.

13. How can I change the PERSTEMPO Start Date, Stop Date, Category, Purpose Code, and/or Duty UIC?

* In order to change to the PERSTEMPO Start Date, Stop Date, Category, Purpose Code, and/or Duty UIC, the User will need to first cancel the entire event (with either PUXB/PMXB – it depends on if the event is a Unit or Individual transaction) and then resubmit the transaction with the new PERSTEMPO Start Date, Stop Date, Category, Purpose Code, and/or Duty UIC. These steps are completed in the PERSTEMPO DMRS.
* Here is an example of how to cancel events for a Unit Transaction:

To build the message:

* Click on "Online Transactions" from the NavPers Legacy & PERSTEMPO Application Menu.
* Click on "Build PERSTEMPO DMRS Messages".
* In the drop box where you choose the transaction type, you will select "Unit – Cancel PERSTEMPO Event (PUXB)".
* Enter in the unit's UIC number and make sure the PERSTEMPO Reporting UIC box has your UIC number in it at all times. Hit "Click HERE to Continue" (which is at the top left corner of the screen).
* On the next page, enter in the PERSTEMPO Start Date that needs to be cancelled. Once complete, select "Click HERE to Continue".
* If everything is correct, select "Click HERE to Save" to see the confirmation of the saved message.

Once you have saved the message, you must release it. To release the message:

* Once you see the confirmation, hit the "Home" button (which is at the top right corner of the screen).
* Click on "Administer Pending PERSTEMPO DMRS Messages".
* Click on your UIC and you will see your built transaction(s). Select the transaction you wish to release.
* Once the message you built comes up, you can "Delete", "Modify", or "Release" the message.
* If everything is correct, click on "Release" and you will see a confirmation that the message has been released into the system, which is the last step. We suggest printing out the confirmation page out for your records to show that the action has been completed.
* Once you have submitted the cancel transaction (PUXB/PMXB), the User will need to wait to the next day before the corrected transaction can be entered. After waiting around 24 hours, the User will need to then resubmit the transaction but now with the new PERSTEMPO Start Date, Stop Date, Category, Purpose Code, and/or Duty UIC.

14. Why can I not certify my report for a particular month/year?

* There could be several reasons why a command cannot certify. Some examples:
* A User cannot run a Unit/Individual Certification Report if there are ANY expired PERSTEMPO events.
* A User cannot certify a Sailor who has an expired event.
* If there are NO eligible members for the current month/year, a User will not be able to certify.
* Certification can only occur once for a specific month/year for a unit/individual.
* A User cannot do a Unit Certification for the current month/year.

15. Why can I complete an Individual/Certification Report for the current month but not a Unit/Certification Report?

* The system allows the User to submit ‘Certification Reports’ for Individuals because some Sailors could possibly leave the command before the month is over (i.e.: detaching to a new command or terminating service). The command who submitted the event needs to be the one who closes the event. Commands should certify for the individual before the Sailor leaves the UIC. Often, this is before the entire Unit has returned from the event.

16. Why are some of my Sailors not showing on my ‘Certification Report’?

* A ‘Certification Report’ only displays Sailors who qualify for that particular month/year. In addition, any Sailors who have already been certified (by any command) for the month/year will not show on the list as well.

17. I clicked on “Generate Report” for my ‘Certification/Correction Report’ and it did not fully download (or an error occurred). Now, when I click on “Generate Report” again, it tells me that a report has already been generated. I did not get the report and I need to download it again.

* The User can only submit that one ‘Certification/Correction Report’ once a month. If an error occurred, but the document was already created, then the User will need to go into the Archive function and pull up the created report. The report will look exactly like the initial ‘Certification/Correction Report’. The User will be able to sign, print, and/or save the report, using the buttons on the report’s toolbar.

18. I forgot to sign and save my ‘Certification/Correction Report’! Where can I get another copy?

* As with the question above, the User can go into the Archive function and pull up the created report. The report will look exactly like the initial ‘Certification/Correction Report’. The User will be able to sign, print, and/or save the report, using the buttons on the report’s toolbar.

19. Where do I go for a User’s Guide on HDP-T?

* The HDP-T User’s Guide is available at:

<http://www.public.navy.mil/bupers-npc/support/itempo/Pages/default.aspx>.

20. Where do I go for policy questions?

* The User will need to research information in the MILPERSMAN 7220-075; which is also available at: <http://www.public.navy.mil/bupers-npc/support/itempo/Pages/default.aspx>.