

STRATEGY

Mission



Deliver modern hire-to-rotate HR services through 24/7 customer service to Sailors, veterans, and their families

Goals

- ⦿ Improve service delivery
- ⦿ Improve accuracy
- ⦿ Simplify business processes
- ⦿ Remove burden from Sailors

Principles

- ★ Sailor trust
- ★ Transparency
- ★ Sailor-centered customer service
- ★ Efficient business processes
- ★ Sailor self-service
- ★ Integrated technology

Sailor Resolution

- ✓ 7-day standard for all transactions
- ✓ Sailor notification
- ✓ Accurate personnel record
- ✓ Correct pay and entitlements
- ✓ Sailor satisfaction

CONTACT



(833) 330-6622 (MNCC)



AskMNCC@us.navy.mil



mynavyhr.navy.mil



@MyNavyCareerCenter

The only issue we can't resolve
is the one we don't know about

Don't suffer in silence
Reach out today



Serving Sailors 24/7

MNCC ENHANCED UNIT COMMANDER'S FINANCIAL REPORT

Sailor pay
transparency
for Triads



ACCESS



Billeted COs, XO's, and SELs get **automatic access*** when gained to their command



PERSPAY Info Bulletin
including

- Link to access the eUCFR via Advana portal
- Link to low bandwidth version of the eUCFR

*To keep your access, you must log in every 30 days. It only takes **three minutes or less** to take the pulse of Sailor pay at your unit!

FEATURES



See Sailor pay **trends**, create custom **reports**, and get timely pay change **alerts**

WHAT'S INSIDE

- MILPAY Summary
- Individual Sailor Pay
- Basic Needs Allowance
- Debt Management
- Pending Payments
- PCS Gains
- Suspended Status
- Self Service Report

The eUCFR will **automatically highlight** net pay changes of 10% or greater from a Sailor's last paycheck



Access issues?
askmncc@us.navy.mil

VISIBILITY



COs can **delegate*** eUCFR access to TRAINOs, AOs, PERSOs, or CPPAs for the day-to-day



eUCFR Guidebook
for help with

- How to access, navigate, and use the eUCFR
- How to request access for unit personnel

*Commands must submit a SAAR for Advana access, then request eUCFR access separately to ucfr.fct@navy.mil.