

NAVPERSCOM to Launch Customer Service Help Line: 1-866-U-ASK-NPC

Navy Personnel Command, the Navy's one-stop source for career information, plans to launch a new toll-free career information-based customer service help line for Sailors and officers in late April 2002.

The new phone number, 1-866-U-ASK-NPC, will be accessible nationwide, operated by as many as 20 customer service agents equipped with the most current programmatic, pay and benefits information. Plans also call for a number accessible from overseas locations, as well as a DSN number.

The goal of the customer service help line is to provide Sailors and officers with comprehensive and personalized information regarding policy, procedure, distribution and more.

Sailors will be able to access information via the telephone or a Web-based application.

They can "call to resolution" and speak directly with a government contractor or military service member, 12 hours a day from 7 a.m. to 7 p.m. (CST) weekdays.

Sailors will also be able to "click to resolution" 24 hours a day via a Web-based application accessed through the Internet.

Each query can be assigned a tracking number, allowing Sailors to monitor their question until it is resolved to their satisfaction.

For more information about the customer service center, contact Center for Career Development at (901) 874-2200 or go to www.staynavy.navy.mil



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