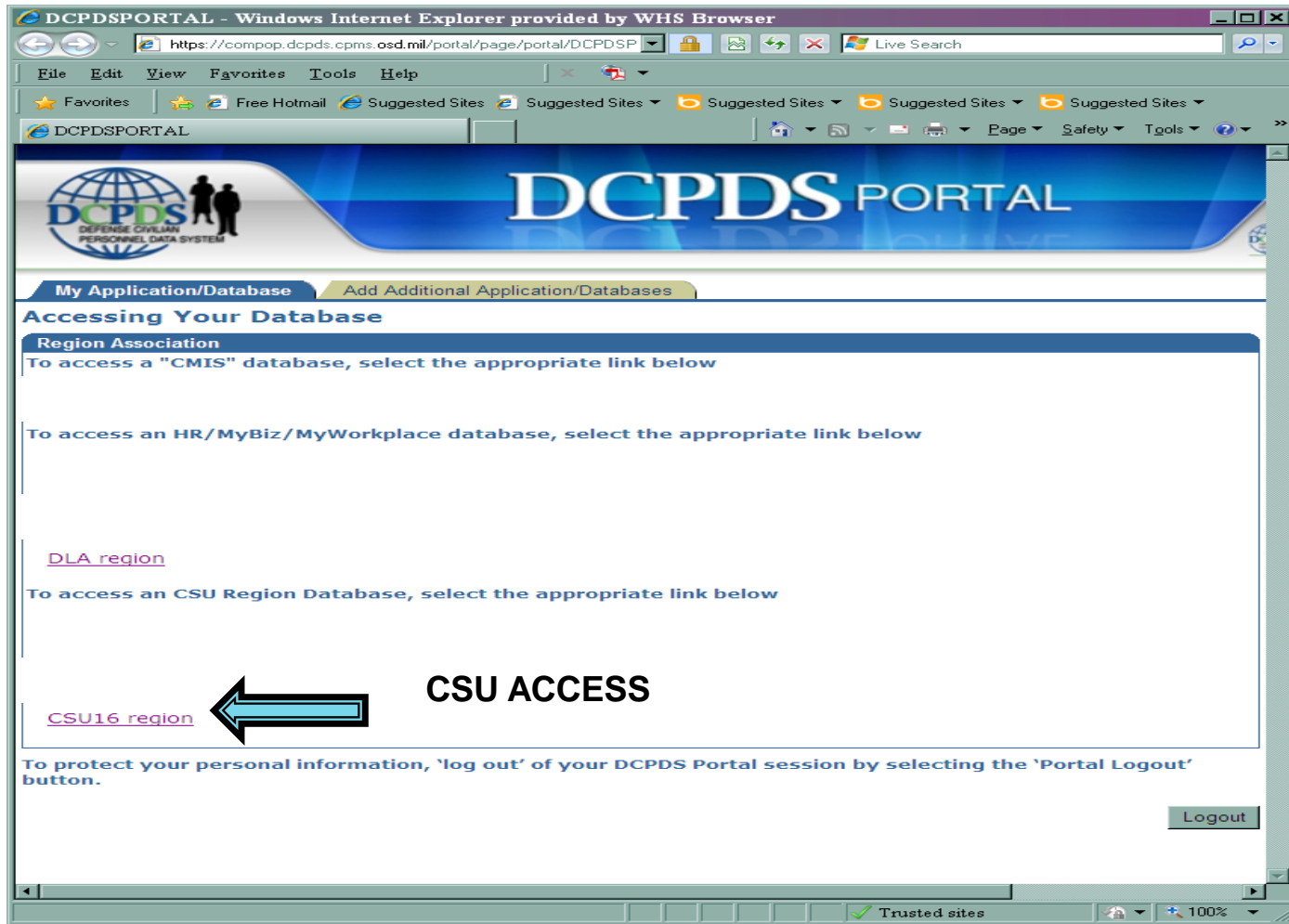


# Customer Support Unit (CSU) Application

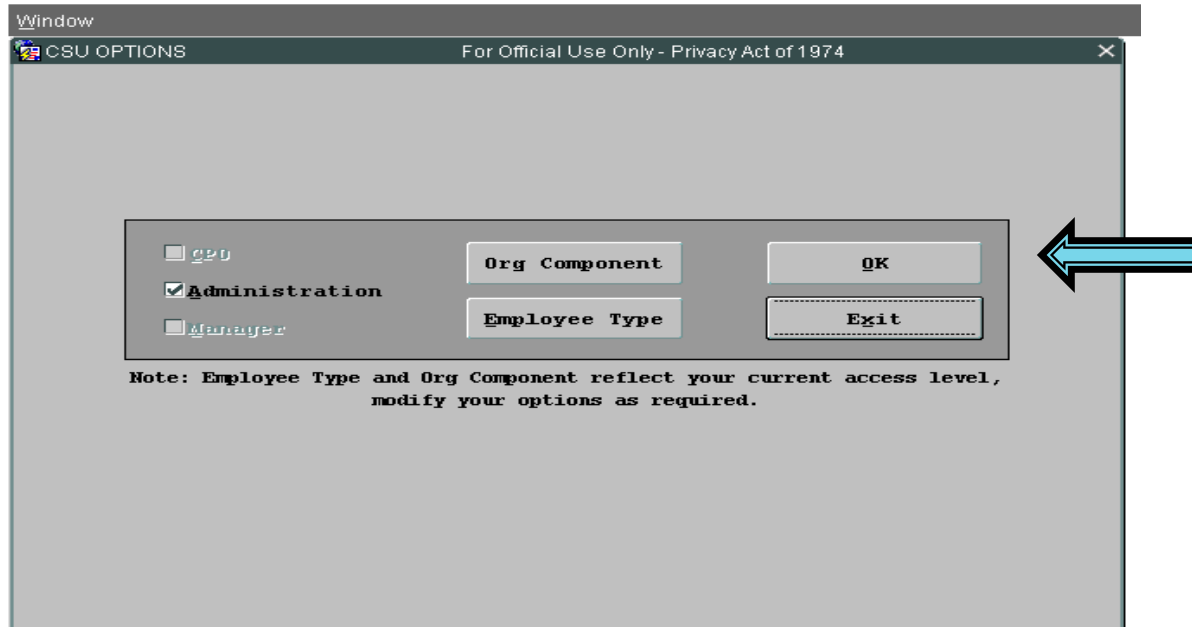
# CSU Application

- ▶ The data comes from the main civilian personnel Defense Civilian Personnel Data System (DCPDS) database and is not more than one day old.
- ▶ Additional data (payroll and leave) comes from the Defense Finance and Accounting Service (DFAS) payroll system and is updated each pay period (every two weeks). This data is first updated in DCPDS and is then transferred into the CSU.
- ▶ CSU Application users are given access to records of the employees in their organization only.



**Click <DLA region> to access DCPDS.  
Click the <CSU16 region> for access to CSU.**

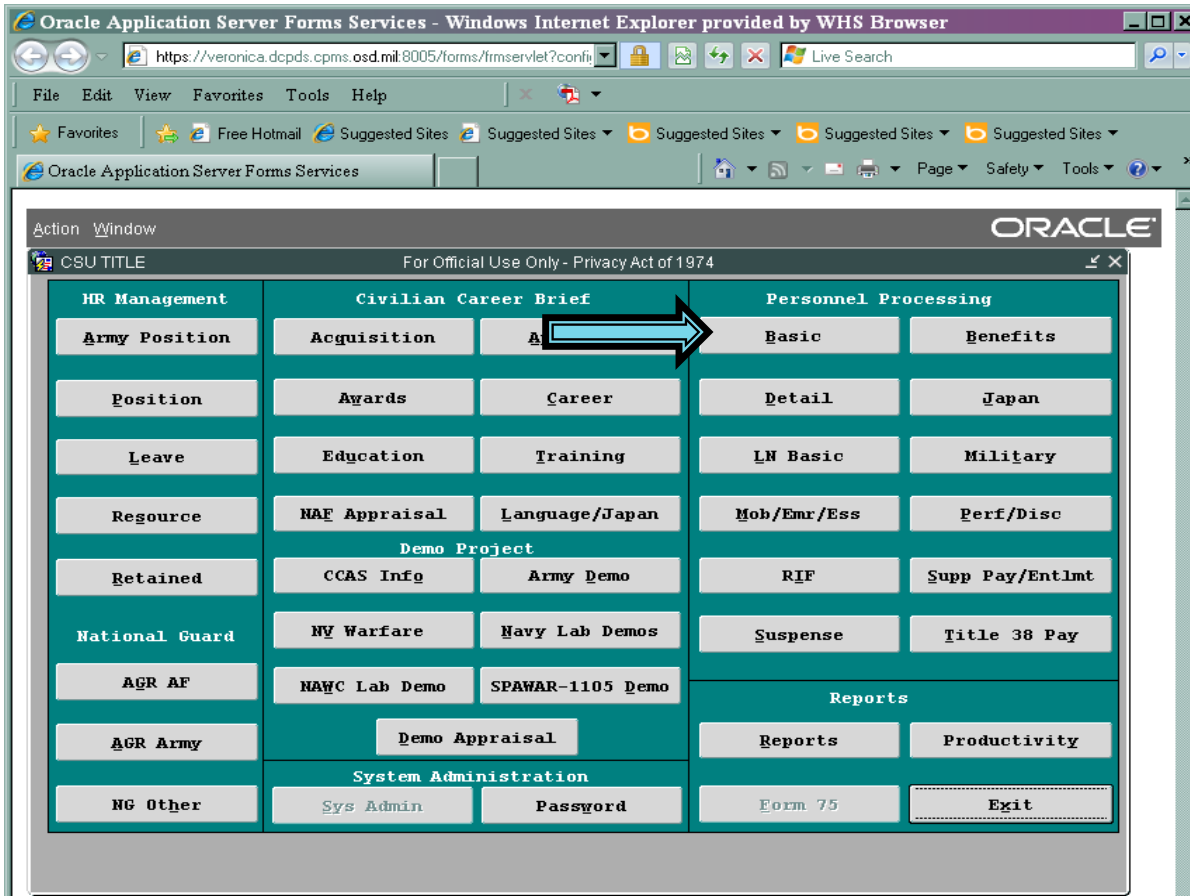
# Login to the CSU Application



**This is the CSU Options screen. It is the first screen of the CSU application. Click OK to open the CSU Title Screen.**

**To Exit, click the Exit button of the main menu. This disconnects you from the CSU server and returns you to the Windows desktop.**

# Obtaining Data on One Employee



The “Displays” menu consists of buttons that lead to screens of data, grouped into **seven major categories**:

- Human Resource Management (HRM)
- Civilian Career Brief “(CAR BRF)
- Personnel Processing (PERS PROC)
- Demonstration Project (DEMO)
- National Guard (NG)
- Reports
- System Administration

These major categories are further divided into **sub-categories such as benefits, education, training, suspense, etc.** You can click on any of the display screen buttons if you know which screen you want to view.

**On this Display screen click on the “BASIC” button** – or any other gray button for the specific information your are seeking. This brings up the selected data screen. At that point the screen will contain no data (until you retrieve an employee record, procedure described next).

Oracle Application Server Forms Services - Windows Internet Explorer provided by WHS Browser

https://veronica.dcpds.cpmosd.mil:8005/forms/fmserverlet?confi

File Edit View Favorites Tools Help

Oracle Application Server Forms Services

Action Query Execute Query Editor Help Window

ORACLE

BASIC EMPLOYEE INFORMATION For Official Use Only - Privacy Act of 1974

NAME SSN BASE OFFSYM PAS OSC PHONE

PP SRS GR TG STEP SOID PSN TYP TITLE

BASIC PAY DATA TEMP PROM DATA SECURI... ADDRESS CITIZ... WORK PERSONAL NSPS INFO

POSN/SEQ NR: DT START AGENCY:

EMPLOYEE NR: DT START CPF:

DT WGI DUE: KEY EMER ESNIL EMPL:

SUPV MG PROG CML: APPT TYPE:

FAM MBR PREF: DT LAST PROM:

PAS MALCOM ID: SPID:

TYPE OF EMPL: DUTY STATUS:

BARG UNIT: ACTING CD:

SCD LEAVE: ORIG APPT AUTH CD 1:

VET PREF APPT: ORIG APPT AUTH CD 2:

ACCS DOD HRNG FRZ: ANN IND:

WELFARE TO WORK:

Forms Services

Enter a query; press Ctrl+F11 to execute, F4 to cancel.  
Record: 1/1 Enter-Qu... List of Valu... <OSC>

Done Trusted sites 100%

Each data screen has the same header information at the top (Employee Name, Social Security Number (SSN), Position Title, etc.)

Blue fields indicate that there is a pop-up window associated with that field – either a translation of the code value contained in the field, or a listing of the values (LOV) applicable to that field.

# Retrieving an Employee's Record

Oracle Application Server Forms Services - Windows Internet Explorer provided by WHS Browser  
https://veronica.dcpds.cpmns.osd.mil:8005/forms/frmservlet?config=csu\_veronica

File Edit View Favorites Tools Help

Oracle Application Server Forms Services

Execute Query Editor Help Window

BASIC EMPLOYEE INFORMATION For Official Use Only - Privacy Act of 1974

NAME	SSN	BASE	OFFSYM	PAS	OSC	PHONE
DICKERSON%						

PP  SRS  GR  TG  STEP  SOID  PSN TYP  TITLE

BASIC PAY DATA TEMP PROM DATA SECU... ADDRESS CITIZ... WORK PERSONAL NSPS INFO

POSN/SEQ NR:  DT START AGENCY:

EMPLOYEE NR:  DT START CPF:

DT WGI DUE:  KEY EMER ESNTL EMPL:

SUPV MG PROG Cmpl:  APPT TYPE:

FAM MBR PREF:  DT LAST PROM:

PAS MAJCOM ID:  SPID:

TYPE OF EMPL:  DUTY STATUS:

BARG UNIT:  ACTING CD:

SCD LEAVE:  ORIG APPT AUTH CD 1:

VET PREF APPT:  ORIG APPT AUTH CD 2:

ACCS DOD HRNG FRZ:  ANN IND:

WELFARE TO WORK:

Type in part of the employee's last name **followed by a percent sign (%)** in the employee name block at the top of the screen.

Click **Execute Query** on the top line menu or Ctrl F11. For example, to find the record for an employee named Michael R. Jones, you could type JONES% or JON% or JONES M% then click Execute Query or Ctrl F11. The computer will identify all employees whose name begins with the letters you typed and display these records one at a time.

Click **NEXT** on the top line menu, or use the **down-arrow key** on your keyboard to page through the selected records until you get to the desired record. Click **Previous** on the top line menu (or use the **up-arrow key**) to return to a previously displayed record.

**REMEMBER,  
YOU ARE ONLY RETRIEVING INFORMATION NOT UPDATING DATA.**

# Finding an Employee's Record by SSN

The screenshot shows a web browser window titled "Oracle Application Server Forms Services - Windows Internet Explorer provided by WHS Browser". The address bar shows the URL: [https://veronica.dcpds.cpmc.osd.mil:8005/forms/fmservlet?config=csu\\_veronica](https://veronica.dcpds.cpmc.osd.mil:8005/forms/fmservlet?config=csu_veronica). The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The browser's toolbar shows various icons for navigation and search. The main content area displays the "BASIC EMPLOYEE INFORMATION" form, which is titled "For Official Use Only - Privacy Act of 1974". The form has a menu bar with options: BASIC, PAY DATA, TEMP PROM DATA, SECURI..., ADDRESS, CITIZ..., WORK, PERSONAL, and NSPS INFO. The form fields are organized into two columns. The top row includes NAME, SSN, BASE, OFFSYM, PAS, OSC, and PHONE. The SSN field is highlighted with a red arrow and contains the value "123456789". Below this row are fields for PP, SRS, GR, TG, STEP, SOID, PSN TYP, and TITLE. The bottom section of the form contains various data points, including POSN/SEQ NR, EMPLOYEE NR, DT WGI DUE, SUPV MG PROG Cmpl, FAM MBR PREF, PAS MAJCOM ID, TYPE OF EMPL, BARG UNIT, SCD LEAVE, VET PREF APPT, ACCS DOD HRNG FRZ, DT START AGENCY, DT START CPF, KEY EMER ESNL EMPL, APPT TYPE, DT LAST PROM, SPID, DUTY STATUS, ACTING CD, ORIG APPT AUTH CD 1, ORIG APPT AUTH CD 2, ANN IND, and WELFARE TO WORK. Many of these fields are redacted with black bars.

Clear your record. Click <Query><Enter Query> or F11. You can also find an employee by social security number (SSN), if known. Click the SSN block, type the SSN (without dashes) and click <Execute Query> or Ctrl F11.



# Displaying Other Screens

The screenshot shows a web browser window with the Oracle Application Server Forms Services interface. The 'Screens' menu is open, showing options like 'HR Management', 'National Guard', 'Civilian Career Brief', 'Demo Project', 'Personnel Processing', and 'Main'. A red arrow points to the 'Screens' menu. Below the menu, a detailed employee record is displayed for 'DICKERSON'. The record includes fields for 'NAME', 'EMPLOYEE NR', 'DT WGI DUE', 'SUPV MG PROG CML', 'FAM MBR PEF', 'PAS MAJCOM ID', 'TYPE OF EMPL', 'BARG UNIT', 'SCD LEAVE', 'VET PEF APPT', 'RCCS DOD HRNG FRZ', 'DT START AGENCY', 'DT START CPF', 'KEY EMER ESWIL EMPL', 'APPT TYPE', 'DT LAST PROM', 'SPID', 'DUTY STATUS', 'ACTING CD', 'ORIG APPT AUTH CD 1', 'ORIG APPT AUTH CD 2', 'ANN IND', and 'WELFARE TO WORK'. The record is displayed in a table format with various data values and status indicators.

## • Displaying Other Screens:

To display other screens click <Screens> on the top line menu. Click the category desired (HR Mgmt, Civilian Career Brief, or Personnel Processing).

## • Retrieving a Different Record:

- Click <Query> <Click Enter Query> F11. (Type in Name or SSN)
- Click <Execute Query > or Ctrl F11.

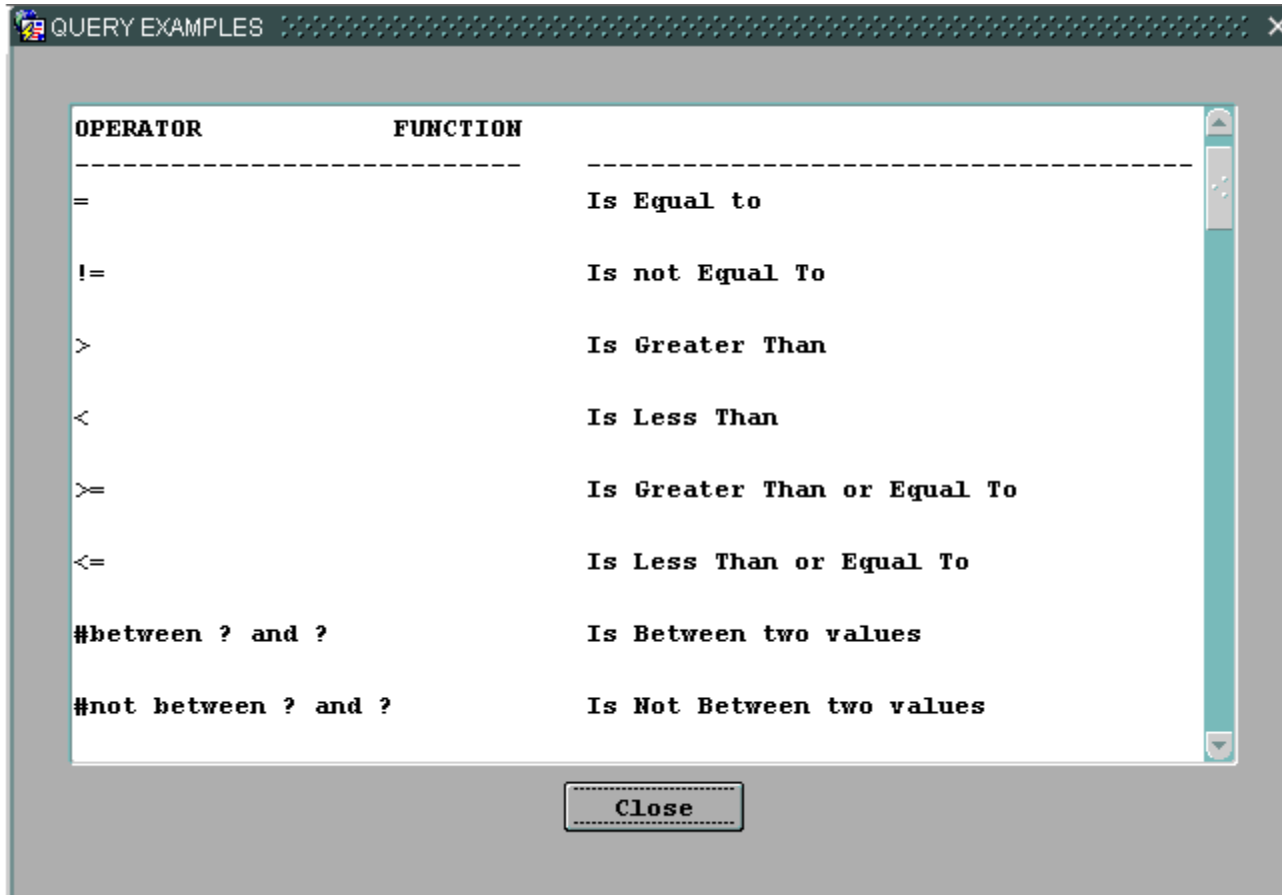
•This will display the record(s) of those employees whose name matches the letters you typed.

• If needed, use the Next and Previous menu selections to page through the records.

## • Exiting from the Display Screens:

When you are done viewing the screen(s), either click Action on the top line menu, and click <Exit>.

# Create Queries



Click on **Help** on the top line menu then click on **Query Examples** to get examples of various ways to construct queries.

# More on Queries

The screenshot shows the Oracle Application Server Forms Services interface. At the top, there is a menu bar with 'Action', 'Query', 'Execute Query', 'Editor', 'Help', and 'Window'. Below the menu bar, there are several input fields for employee information: PP, SRS, GR, TG, STEP, SOID, PSN TYP, and TITLE. A large blue arrow points to the 'Query' menu item. Below the input fields, there are several tabs: BASIC, PAY DATA, TEMP PROM DATA, SECU... (Security), ADDRESS, CITIZ... (Citizenship), WORK, PERSONAL, and NSPS INFO. A large blue arrow points to the 'TYPE OF EMPLOYMENT' dialog box. The dialog box has a 'Find %' search field and a list of employment types with their corresponding codes. The list is as follows:

Code	Clear Text
1	Full Time Employee In Pay Status
2	Part Time Employee In Pay Status
3	Paid Consult/Expert Who Did Not Work During Month Rptd Upon
4	Intermittent Employee-Did Not Work During Month Rptd
5	On-Call Employee Who Did Not Work During Reported Month
7	Consultant W/O Compen (WOC) Who Didnt Work During Month Rptd
C	Paid Consultant/Expert Who Worked During Month Reported Upon
D	Intermittent Employee Who Worked During Month Reported Upon
E	On-Call Employee Who Worked During Reported Month
F	Emp On LWOP/Furl/Susp in Non-Pay Stat for 31/More Cons Days
G	Consultant Without Compen (WOC) Who Worked During Month Rptd

At the bottom of the dialog box, there are buttons for 'Find', 'OK', and 'Cancel'. A large blue arrow points to the 'TYPE OF EMPLOYMENT' dialog box.

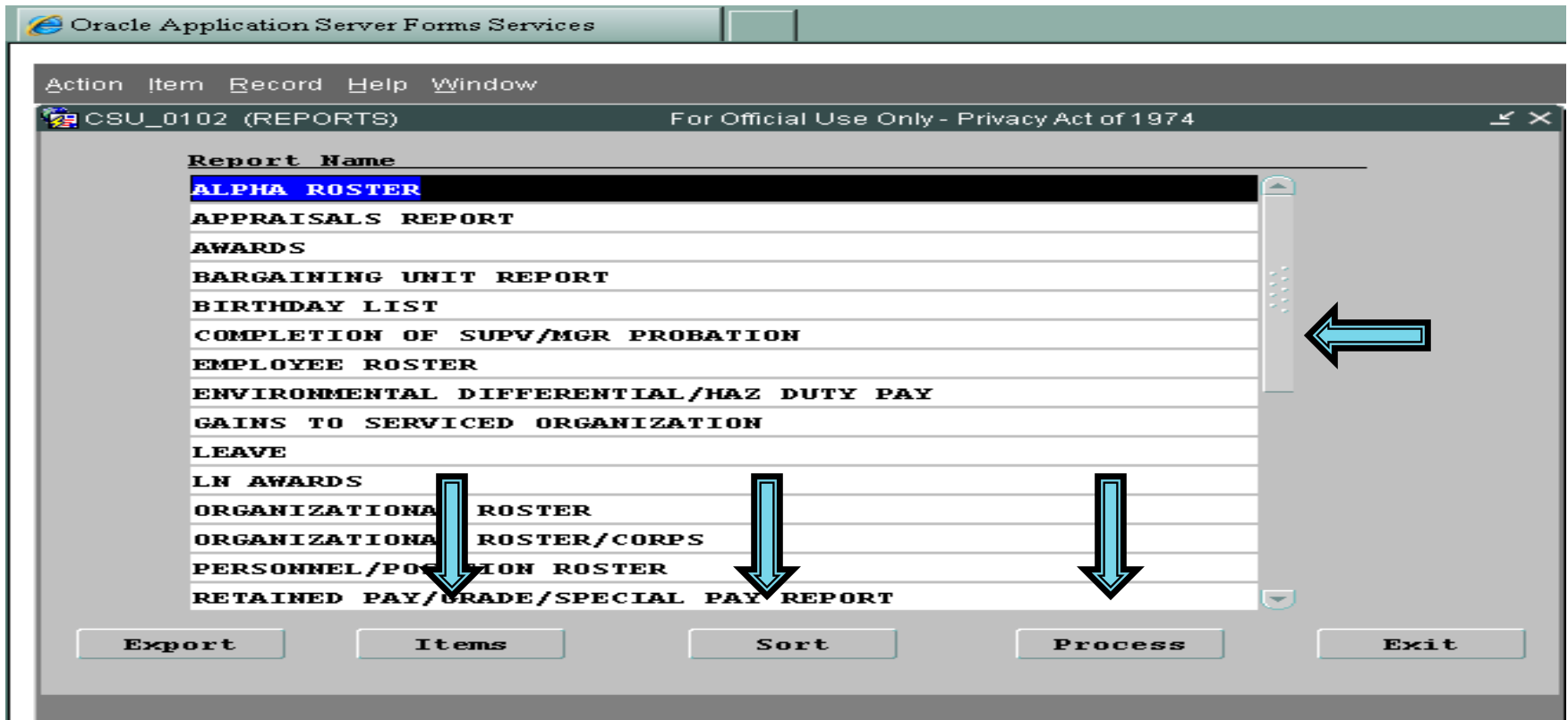
You can create “queries” using the display screens to find employees who meet certain criteria.

**Go to Type of Empl .** Click “2 Part Time employee in pay status”. Click <OK>. This will return you to the display screen. Click <Query> or F11 to set your query. Click **Execute Query** or <Ctrl F11> at the top of the screen to run the query. It can take time to process your request, particularly if you have access to a large number of records.

**Be Patient!** The screen will indicate “Working...” in the lower left corner while your request is processing. Once your query is completed, you will have access to the set of records that match your criteria. If there are **no records** that met your criteria, there will be a message at the bottom left of the screen saying, “Query caused no records to be retrieved. Re-enter”.

If there is **more than one record**, there will be a small arrowhead pointing down at the bottom of the screen. Selected records are in alphabetical order. To move from record to record, use the **NEXT** and **PREVIOUS** menu selections at the top of the screen. You can also use the **RECORD** menu to move to the first or last record or to a specific record number. The **COUNT indicator** at the bottom the screen shows what record number you are currently displaying, and will indicate the total number of records selected if you move to the last record.

# REPORTS

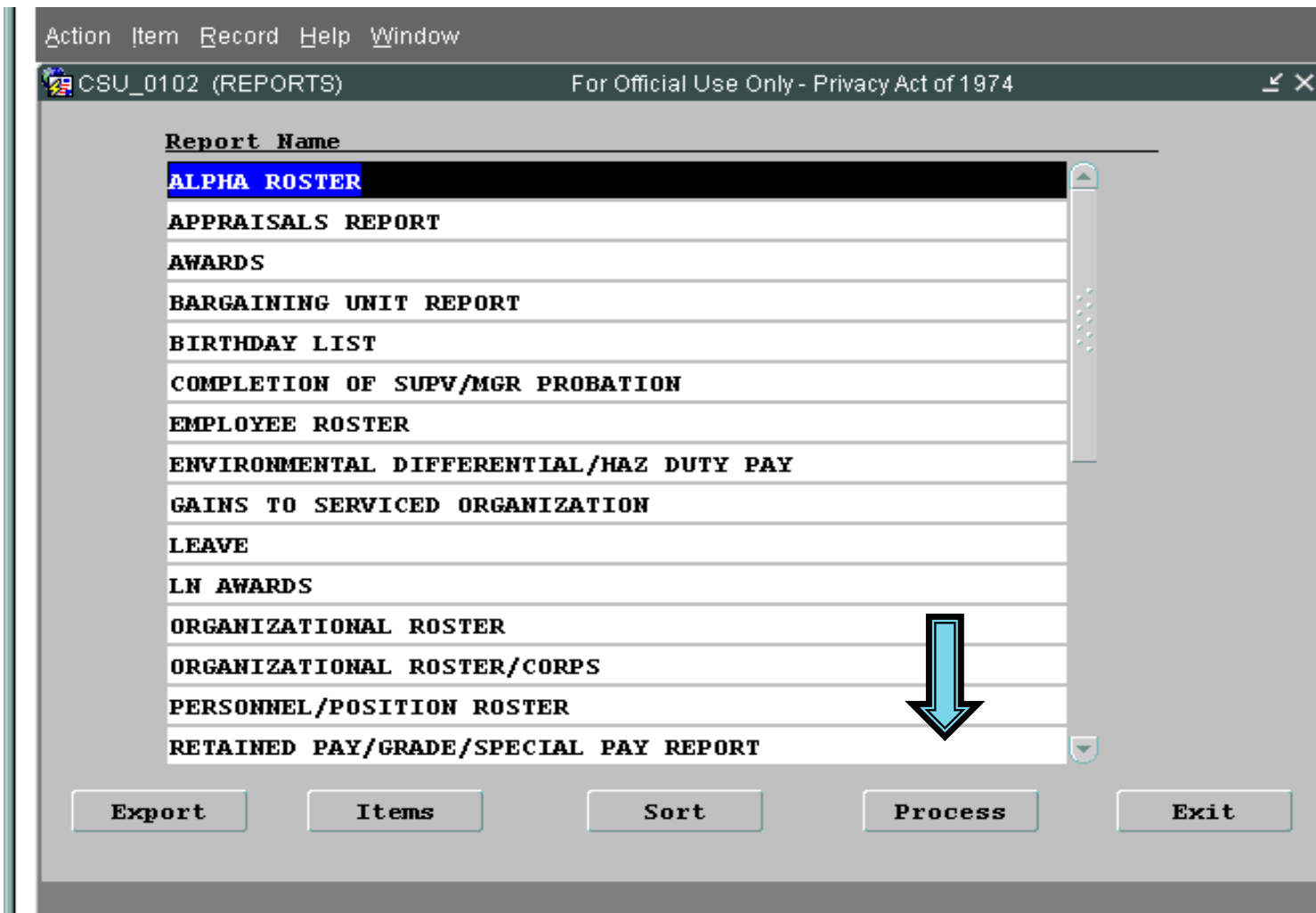


CSU allows you to generate a variety of “canned” reports, such as an alpha roster or a suspense action report.

Highlight the Report you want to run. Use the scroll bar at the right side of the screen to see the entire list (listed alphabetically by report name).







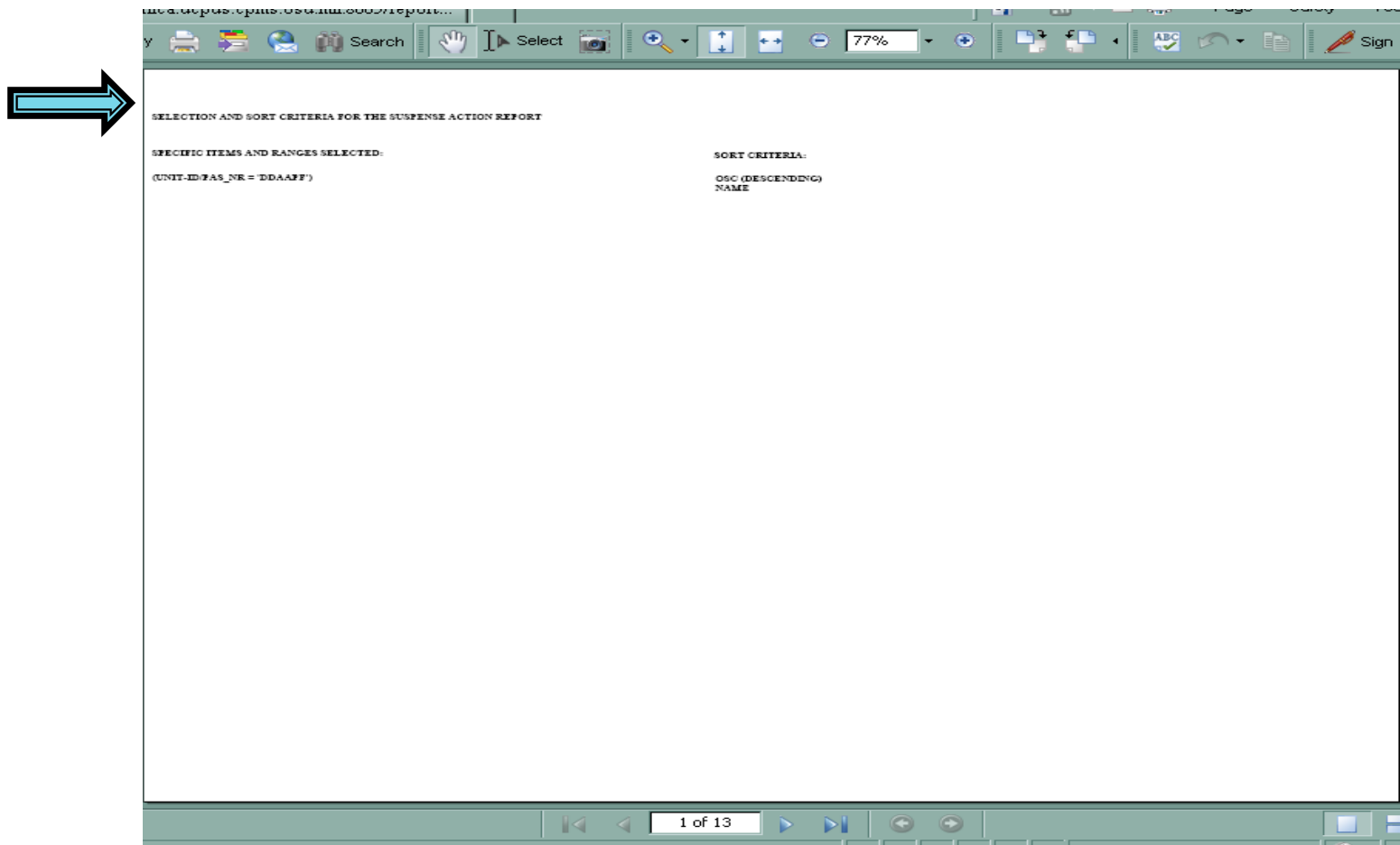
Click <PROCESS> to generate the report.

# Date Range for Suspense Rpt

The screenshot shows a web browser window titled "Oracle Application Server Forms Services". Inside, a window titled "CSU\_0102 (REPORTS) For Official Use Only - Privacy Act of 1974" is open. A "Report Name" dropdown menu is open, showing a list of reports: "SUSPENSE ACTION REPORT", "VACANCY REPORT", and "WITHIN GRADE INCREASE DUE LIST". A "Select Date" dialog box is overlaid on the report list. The dialog box has two input fields: "From Date (DD-MON-YYYY):" and "To Date (DD-MON-YYYY):". Below the input fields are "OK" and "Cancel" buttons. At the bottom of the main window, there are buttons for "Export", "Items", "Sort", "Process", and "Exit".

Enter a date range for the Suspense Report.  
Example 3<sup>rd</sup> Qtr: 01-





**The report will display on your screen in “preview mode”. When the report appears, you can view it on screen using the Page Down and Page Up on the Keyboard.**

**At this point, you can Print , Export the report (text-only) or Exit.**