



DEPARTMENT OF DEFENSE
CIVILIAN PERSONNEL MANAGEMENT SERVICE
HEADQUARTERS, OFFICE OF COMPLAINT INVESTIGATIONS
1400 Key Boulevard, Ste B200
Arlington, VA 22209-5144

MEMORANDUM FOR: SEE DISTRIBUTION

10 JUL 2003

SUBJECT: Improved Payment Procedures for OCI Services - "WebPay"

Effectively immediately, OCI is using an automated payment system to collect the flat-fee charged for investigations. The system, known as "WebPay", eliminates the CPMS Form-2 - Request for Office of Complaint Investigation Services.

When submitting cases for investigation EEO Offices and their Government Charge Card (GCC) holders will go to "Payment Procedures" on OCI's website located at: <http://www.cpms.osd.mil/oci/index.htm> to submit payments. Form-2s will not be accepted after 1 October 2003.

The essence of the WebPay process is as follows:

- Customers enter case and GCC information on the WebPay page. The system provides a receipt for the payment.
- OCI verifies that the charge should be assessed.
- The WebPay system debits the GCC and notifies the sender of the details and date of the transaction.

All information transmitted is encrypted at 128K. Additionally, the server, and all processes are Public Key Infrastructure (PKI) compliant to provide the highest level of security.

We believe this is a vastly improved process. The credit card information is secure, the paper forms are eliminated and a detailed record of transactions is maintained as an audit trail.

A handwritten signature in black ink, appearing to read "J. Harty".

Joanne D. Harty
Director