

SUPPORTING STATEMENT - PART A

Exchange Employee Travel Files – OMB Control Number 0702-0131

Summary of Changes: The respondent labor burden cost has substantially increased, due to an updated estimate in the salary of respondents (Section 15).

1. Need for the Information Collection

The Army and Air Force Exchange Service (Exchange) is a Non-Appropriated Fund (NAF) Instrumentality of the United States of America. Army Regulation 215-8/Air Force Instruction 34-211(I) charges the Army and Air Force Exchange Service with the dual and enduring mission of providing quality merchandise and services to its customers at competitively low prices and of generating earnings which provide a dividend to support family, morale, welfare and recreation (FMWR) programs.

This information collection is required to process all official Continental United States (CONUS) and Outside the Continental United States (OCONUS) Exchange Permanent Change of Station (PCS) requests for Exchange employees and their dependents/family members. The data collected assists the Exchange Human Resources (HR) Travel personnel in determining eligibility of the employee and/or dependents to travel, obtain passports, visas, and authorizing any travel expense reimbursement.

This collection is authorized by Title 10 U.S.C. 7013, Secretary of the Army; Title 10 U.S.C. 9013, Secretary of the Air Force; Army Regulation 215-1, The Administration of Morale, Welfare, and Recreation Activities and Non-appropriated Fund Instrumentalities; Army Regulation 215-8/AFI 34-211(I), Army and Air Force Exchange Service Operations; and E.O. 9397 (SSN), as amended.

2. Use of the Information

When an Exchange employee has been selected for an official PCS or a new hire has been chosen for relocation, the employee contacts the corporate Exchange Human Resources (HR) travel team. HR then directs the employee to the Exchange internal secured portal. The internal secure portal has several forms for employees who are relocating: Relocation Request CONUS to CONUS, Relocation Request for CONUS to Overseas, Plus Relocation Services Request (previously titled “Cartus Services Request”), Household Goods Request, Relocation Request Overseas to CONUS (previously titled “Overseas to CONUS – PCS Request”), and Relocation Request for Overseas to Overseas. Depending on the type of relocation and the requirements thereof, the employee will fill out one or more application/request for official PCS orders. Once submitted, the collected information is electronically transferred to the HR Technician assigned to complete official orders.

These applications/requests provide the following information; The employee’s full name, last five numbers of his/her social security number, current pay grade level, current duty station, new duty station, home address, home phone number, work number, cell number, and personal e-mail

address. If the employee's dependents are relocating, the following data is collected: the full name of the dependent, a yes or no question as to whether the dependent will depart at the same time as the employee, the dependent's relationship to the employee (i.e. spouse, son or daughter), and the dependent's date of birth.

The employee inputs a preferred method of travel: air, drive, bus, train, etc. The Exchange assists the employee with their travel and addresses the need for visas/passports and the transfer of his/her personal household goods including his/her personal vehicle. If needed, information relative to the vehicle is provided; the make, model, year and Vehicle Information Number (VIN) number.

Other information collected from the employee includes date of birth, actual place of residence, and the employee's emergency contact information including the contact's name and phone number.

Using the information collected on the relocation worksheets, the HR Technician completes and verifies the PCS orders and then forwards to the appropriate management authority for approval and signature. The electronic relocation worksheets are not saved. Once approved, the signed order is scanned by the technician and placed on the travel directorate's protected server. Hard copies of the PCS orders are maintained in a secured area within the travel directorate and the original is provided to the traveler.

3. Use of Information Technology

100% of all answers are captured electronically through a secured Exchange internal portal. The use of technology allows the Exchange Travel team to assist an employee while traveling to their duty station. The use of PCS information saved in electronic format is readily accessible to authorized persons upon emergencies during travel.

Two individuals in the travel directorate collect and maintain this information. Other individuals may access the data with a business need to know, such as Human Resource Associates who may review the documents upon proper request from the traveler, the Office of General Counsel for legal review/requirements, or Force Protection/Loss Prevention for security purposes.

The electronic data allows immediate access for inquiries or updates relative to correspondence with financial institutions, Internal Revenue Service, and/or places of employment for verification of an employee's place of duty. Electronically stored information is used to provide travel reimbursements or to address insurance claims relative to the move of goods. The SSN collection is used to obtain data for these purposes and used by contracted moving organizations and foreign countries to identify the individual. The SSN may also be used for taxpayer information.

The employee only needs to supply information once. The travel documents are readily available for disclosure to the employee or their designee upon their request pursuant to the Privacy Act of 1974, as amended, *Title 5 U.S.C. §552a*.

4. Non-Duplication

The information obtained through this collection is unique and is not already available for use or adaptation from another cleared source.

5. Burden on Small Business

This information collection does not impose a significant economic impact on a substantial number of small businesses or entities.

6. Less Frequent Collection

Information is collected when an active Exchange employee submits information to the Exchange travel team for Exchange's business operation needs. Submission is done "as needed" or "on occasion". Less frequent collection is not possible.

7. Paperwork Reduction Act Guidelines

This collection of information does not require collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d) (2).

8. Consultation and Public Comments

PART A: PUBLIC NOTICE

A 60-Day Federal Register Notice for the collection published on Friday, November 2, 2018. The 60-Day FRN citation is 83 FRN 55151. No comments were received during the 60-Day Comment Period.

A 30-Day Federal Register Notice for the collection published on Friday, February 1, 2019. The 30-Day FRN citation is 84 FRN 1076.

Part B: CONSULTATION

Significant input and information was received from the Exchange Travel team located in the Exchange Human Resource Directorate. It is determined that information is only maintained in one database and used in accordance with Section 2 of this statement.

9. Gifts or Payment

No payments or gifts are being offered to respondents as an incentive to participate in the collection.

10. Confidentiality

The traveling employee is provided a Privacy Act Statement to read prior to the collection of information. A draft copy of the Agency Disclosure Notice and Privacy Act Statement is provided on each of the collection instruments for OMB's review.

Personal data information is securely collected, stored and managed in accordance with the Exchange System of Records Notice (SORN) AAFES 0410.01, "Exchange Employee Travel Files". A draft copy of AAFES 0410.01 is provided for OMB review.

A draft copy of the Privacy Impact Assessment (PIA) "Exchange Travel Files" has been provided with this package for OMB's review.

The Exchange retains and dispose of records resulting from the collection of information according to regulations of the National Archives and Records Administration (NARA) and the General Services Administration (GSA).

Record copies of documents relating to the travel for Permanent Change of Station (PCS) of employees, prospective employees, dependents or transport of employees possessions including expense vouchers, invoices, receipted bills, copies of travel orders, travel authorizations, letters of credit and supporting documents are maintained until the end of the calendar year of travel and then destroyed after eight years.

MAC Transportation Authorizations and ticketing service files are destroyed two years after the close of the fiscal year.

Passport and Visa applications and/or renewal records are destroyed when three years old or upon employee separation or transfer. Official passport registers showing Exchange personnel who the Department of State issued official passports are destroyed when superseded or obsolete.

Personal property shipment files are maintained while personal property is in storage. When personal property is removed from storage and final payment is made, shipment files are transferred to the Federal Records Center (FRC) and destroyed after 10 years.

Documents are destroyed either by cross shredding or by deletion from database.

11. Sensitive Questions

Respondents may be asked to provide social security number (SSN), and date of birth. In some situations, such as traveling to foreign countries, collected information may include, sex, national origin, race, and geographic features. The SSN Justification memorandum is provided for OMB review.

12. Respondent Burden, and its Labor Costs

a. Estimation of Respondent Burden

1. PCS Travel Requests

- a. Number of Respondents: 350
- b. Number of Responses per Respondent: 1
- c. Number of Total Annual Responses: 350
- d. Response Time: 45 minutes (.75/Hour)
- e. Respondent Burden Hours: 263 Hours

2. Total Submission Burden

- a. Total Number of Respondents: 350
- b. Total Number of Annual Responses: 350
- c. Total Respondent Burden Hours: 263 Hours

b. Labor Cost of Respondent Burden

1. PCS Travel Requests

- a. Number of Total Annual Responses: 350
- b. Response Time: 45 Minutes (.75/Hour)
- c. Respondent Hourly Wage: \$44.52
- d. Labor Burden per Response: \$33.39
- e. Total Labor Burden: \$11,687

2. Overall Labor Burden

- a. Total Number of Annual Responses: 350
- b. Total Labor Burden: \$11,687

Total labor cost burden has significantly increased since the previous approval. The majority of individuals currently completing this collection are NF4s and NF5s (managers/supervisors). Our previous approval indicated the majority of travelers were at a NF1 level.

The August 2018 Federal Wage System (FWS) - Nonappropriated Fund Wage Schedule was used to determine hourly base wage for respondents. (NF5 Maximum Hourly Rate – NF5 Minimum Hour Rate) / 2 + (Minimum Hour Rate 2); (Minimum Hour Rate 1 + Minimum Hour Rate 2) / 2 = Average Hour Rate.

- \$33.18 = NF Level 4 mid-hourly rate
- \$55.87 = NF Level 5 mid-hourly rate
- \$44.52 = Average hourly rate

13. Respondent Costs Other Than Burden Hour Costs

There are no annualized costs to respondents other than the labor burden costs addressed in Section 12 of this document to complete this collection.

14. Cost to the Federal Government

The Exchange utilizes 2 NF-HR associates share the responsibility of collection and maintenance of the PCS data.

a. Labor Cost to the Federal Government

1. PCS Travel Requests

- a. Number of Annual Responses: 350
- b. Processing Time per Response: 45 Minutes (.75/Hour)
- c. Hourly Wage of Worker(s) Processing Responses: \$33.18
- d. Cost to Process Each Response: \$24.88
- e. Total Cost to Process Responses: \$8,710

2. Overall Labor Burden to Federal Government

- a. Total Number of Annual Responses: 350
- b. Total Labor Burden: \$8,710

The August 2018 Federal Wage System (FWS) - Nonappropriated Fund Wage Schedule was used to determine hourly wages. This can be found at <https://www.cpms.osd.mil/Subpage/NAFWageSchedules/>. (NF4 Maximum Hourly Wage – NF4 Minimum Hour Wage) + (NF4 Minimum Hour Wage) / 2 = Average Hourly Wage.

b. Operational and Maintenance Costs

- a. Equipment: \$2000.00
- b. Printing: \$0.00
- c. Postage: \$0.00
- d. Software Purchases: \$0.00
- e. Licensing Costs: \$0.00
- f. Other: \$46,000 (\$42,000 for electronic maintenance + \$4,000 IT Support)
- g. Total: \$48,000

- 1. Total Operational and Maintenance Costs: \$48,000
- 2. Total Labor Cost to the Federal Government: \$8,710
- 3. Total Cost to the Federal Government: \$56,710

15. Reasons for Change in Burden

The burden has increased since the previous approval due to the majority of PCS relocation actions are for managers and supervisors, not entry-level employees, as shown in item number 12 of this statement.

16. Publication of Results

The results of this information collection will not be published.

17. Non-Display of OMB Expiration Date

We are not seeking approval to omit the display of the expiration date of this OMB approval on the collection instruments.

18. Exceptions to “Certification for Paperwork reduction Submissions”

We are not requesting any exemptions to the provisions stated in 5 CFR 1320.9.