



**DEPARTMENT OF THE NAVY**  
PERSONNEL SUPPORT ACTIVITY WEST  
937 NORTH HARBOR DRIVE  
SAN DIEGO, CALIFORNIA 92132-0076

IN REPLY REFER TO:

PERSUPPACTWESTINST 2305.1G  
Code N8  
17 Feb 04

PERSUPPACT WEST INSTRUCTION 2305.1G

Subj: TELEPHONE USE AND BILLING CONTROL

Ref: (a) SECNAVINST 2305.11A  
(b) SECNAV WASHINGTON DC 202151Z NOV 89

Encl: (1) Cash Collection Voucher DD Form 1131

1. Purpose. To establish uniform identification, control and processing of official long distance telephone toll calls and local message unit charges.

2. Cancellation. PERSUPPACTSANDIEGOINST 2305.1F

3. Background. Reference (a) policy states that telephone equipment may be used only for officially approved business. Reference (b) amends reference (a) to allow use for emergency calls or those that cannot reasonably be made at another time and must be limited in time and frequency. Innovations in most of our phone systems have made it possible to carry on the majority of our business calls at no cost when the equipment is used properly.

4. Responsibilities

a. Managers at all levels should ensure; that all new employees are indoctrinated on the use, features, and capabilities of the telephone system; that they are aware that all "9" level local or long distance calls are charged.

b. Frequently issue verbal and published reminders that telephones should not be abused. Wasting time on nonessential calls not only causes loss of time and productivity by the user but causes frustration and loss of time by customers.

c. Correct other items of waste, i.e., remove long distance and local base "9" level phone numbers from your fax's memory when Defense Switching Network (DSN) or 5 digit base calls can be used; remind personnel to use telephone books vice dialing information (\$0.25 per call); Consolidated Area Telephone Systems (CATS) overseas DSN operator can be reached with the last 5 digits of phone number vice dialing "9" (saves local message units charged for length of call).

5. Action. Managers must enforce the policy that personal calls must be limited in time and frequency; personal local calls should be no longer than five minutes in duration. Personal

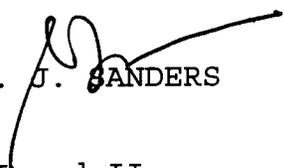
PERSUPPACTWESTINST 2305.1G

long distance phone calls will not be made from government telephones. Department heads and Officers In Charge will establish procedures to maintain control over telephone usage and for accounting and audit purposes.

a. Review monthly toll call listings of the department or detachment. Conduct informal investigations of all unverified long distance calls. Conduct investigations, at management's discretion, of frequent local calls or local calls over five minutes.

b. Effect collection of unofficial call charges as appropriate. Prepare a collection voucher in the format of enclosure (1) and deliver it to Deputy Disbursing Officer for deposit. Forward one copy of the voucher, signed by the Deputy Disbursing Officer, to PERSUPPACT West (Code N8) via e-mail; ensure that the collection voucher number and date are on the voucher.

c. Forward an annotated copy of toll listings and collection vouchers to PERSUPPACT West (Code N8) within eight working days of receipt of billing. Code N8 shall review and keep records of unsupported charges and trends and report them to the Command Evaluation Officer.

  
N. J. SANDERS

Distribution:  
PERSUPPACTWESTINST 5216.1L, Lists I and II

<b>CASH COLLECTION VOUCHER</b>		1. DISBURSING OFFICE COLLECTION VOUCHER NUMBER		
		2. RECEIVING OFFICE COLLECTION VOUCHER NUMBER		
<b>3. RECEIVING OFFICE</b>				
a. ACTIVITY (Name and Location) (Include ZIP Code) PERSUPDET (fill in name) San Diego, CA (fill in zip code)				
b. RECEIVED AND FORWARDED BY (Printed Name, Title and Signature) (Signature) (Name), (Title)			d. DATE (YYYYMMDD)  (Date prepared)	
c. TELEPHONE NUMBER (Include Area Code): COMMERCIAL: _____ DSN: _____				
<b>4. DISBURSING OFFICE</b>				
a. ACTIVITY (Name and Location) (Include ZIP Code) PERSUPDET (fill in name) San Diego, CA (fill in zip code)				
b. DISBURSING OFFICER (Printed Name, Title and Signature) (Signature) (Name) (Title)			d. DISBURSING STATION SYMBOL NUMBER	
c. TELEPHONE NUMBER (Include Area Code): COMMERCIAL: _____ DSN: _____			e. DATE (YYYYMMDD)	
<b>5. PERIOD:</b> a. FROM: _____ b. TO: _____				
6. DATE RECEIVED	7. NAME OF REMITTER DESCRIPTION OF REMITTANCE	8. DETAILED DESCRIPTION OF PURPOSE FOR WHICH COLLECTIONS WERE RECEIVED	9. AMOUNT	10. ACCOUNTING CLASSIFICATION
(date)	PN2 Jones - Cash Mary Smith - U.S.A. Postal Money Order No. 350 56810 John Davis - B of A Check No. 1022	Reimbursement for unofficial toll calls	1.20  4.00 3.00	AA17*1804.52FA 000 68553/0 068688 2D DUNAUT 68553*UNAUTN  SDN N68553**MDUNAUT  (* represents current fiscal year)
<b>11. TOTAL</b>			8.20	