

## Pilot Testing for Extended CSC Coverage Ends

Thank you for your support in our pilot testing for weekend coverage for the PSI-CoE Customer Service Center. We gathered valuable data that is being evaluated. Although there are no future plans to have the CSC open during weekend hours, we appreciate all your suggestions and the comments given to the PSI-CoE staff during this testing period.

## PSIP Email Addresses to Transition to DISA

The current @conus.army.mil email addresses that the PSI-CoE uses for PSIP are transitioning to DISA (@mail.mil). Please remember that the PSIP email address is used by the PSIP server to send automated emails and is not monitored.

- psip@conus.army.mil becomes [usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-center-of-excellence@mail.mil).
- imneapgesi@conus.army.mil becomes [usarmy.apg.inscom.mbx.psip-correspondence@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-correspondence@mail.mil). All written correspondence should be sent here, i.e. subject signature pages and resumes.
- imneapgesi2@conus.army.mil becomes [usarmy.apg.inscom.mbx.psip-corrections@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-corrections@mail.mil). This box is used by the PSI-CoE corrections team.
- imneapgesi8@conus.army.mil becomes [usarmy.apg.inscom.mbx.psip-fingerprints@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-fingerprints@mail.mil). This box is monitored by the PSI-CoE fingerprint section. Please do not email scanned fingerprint cards to this address as they are unusable.

Please begin using the following new DISA email addresses:

- [usarmy.apg.inscom.mbx.psip-questions@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-questions@mail.mil) was previously imneapgesi5@conus.army.mil This address is for any one who has a question for the PSI-CoE staff. The address is monitored by the Operations Branch who will ensure the question is directed at the correct section.
- [usarmy.apg.inscom.mbx.psip-requesters@mail.mil](mailto:usarmy.apg.inscom.mbx.psip-requesters@mail.mil) used to be known as imneapgesi6@conus.army.mil. This address is for the use of our requesters for issues involving the PSIP website.

## PSI-CoE Begins Serving AR NGB Recruiting

The PSI-CoE recently began processing requests from the Army National Guard Bureau Recruiting Command. Currently there are 10 states participating and the PSI-CoE is eagerly awaiting more. The PSI-CoE is looking forward to offering our world class customer service to all 54 states and territories! The PSI-CoE has been servicing Army Recruiting Command since October 2011 and has processed over 13,000 requests.

## Customer Service Center 0600-2400 EST Mon-Fri

Phone 410-278-4194 DSN 298  
Fax 410-306-3858 DSN 458

Questions and comments may be addressed to the following leadership points of contact:

Keith Young, Director  
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Paula Kreitz  
Chief, Sustainment, Research, and  
Transformation Branch  
[paula.a.kreitz.civ@mail.mil](mailto:paula.a.kreitz.civ@mail.mil)

## Customer Satisfaction Survey Completed

Thank you to all those who participated in the Customer Satisfaction Survey. The results are currently being compiled and will be announced shortly. The PSI-CoE will use this information to help improve our customer service.

