

Work Address input tips for milConnect

This document is intended to supplement the milConnect job aid.

US Bank requires a work address verification specifically for the A/BO and Cardholder roles within PCOLS. This verification is performed against the U.S. Postal Service (USPS) database during input of the address to the milConnect application as well as in AIM. The difference is you can push past the verification in milConnect and it will update with the address you enter. This is not the case when submitting requests from AIM to the bank.

Work addresses entered into milConnect will update the DEERS application which then updates the AIM application of PCOLS. During both new account creation requests and demographic information updates, performed in AIM, these addresses are fed across to the bank. Certain fields of the address must be valid and formatted correctly or submission may result in an AIM error or a bank submission failure error as the request is processed.

This appears to be a more common issue with OCONUS addresses than CONUS addresses but this information applies to both types. ****NOTE – OCONUS users must enter an APO or FPO, etc. address into milConnect. Foreign country addresses cannot be verified and will generate an AIM error or a bank submission failure so should not be used.****

Below are screen prints and more information on ways to verify and submit a work address into milConnect that should prevent address related errors.

Access to milConnect can be reached by one of two ways.

- 1) Log into AIM (<https://www.dmdc.osd.mil/appj/pcols-web/>), go to your “Profile” tab and select the “Update user information” link in the Your User Information section
- 2) Log into milConnect at <https://www.dmdc.osd.mil/milconnect/> . Input the work/duty address under the correct persona tab “MIL”, “CIV” or “LN” as determined by the persona type you are using for your PCOLS role. In other words, if you have multiple CACs which one was used to redeem your token or token nomination for your PCOLS role. ****NOTE**** Addresses in your “Personal Information” tab **will not** feed into AIM.

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Below is an example of a valid and successfully submitted work address.

The screenshot shows the milConnect user interface. At the top, there is a navigation bar with links for Home, My Profile, eCorrespondence, Health Care, Education, ID Cards, and Help. Below this is a section titled "Update and View My Profile" with a sub-section "Information" highlighted by a red box. A green message states: "Persona information has been successfully updated to DEERS. You can continue to make additional updates." Below the message are tabs for "Family Members", "Personal Information", "MIL", and "CIV". The "MIL" and "CIV" tabs are circled in red. A large blue box with white text in the center of the "Personal Information" section reads: "This section is not required for PCOLS use." Below this is the "Addresses" section, which includes a sub-section for "CIV Duty Address". The form fields are as follows:

Field	Value
* Address Line 1	Unit 2048
Address Line 2	
* City	APO
State	AP
Zip	96278 - 2048
* Country	United States

A red arrow points from the "CIV Duty Address" tab to the "Address Line 1" field.

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Below is an example of a work address that was submitted but could not be verified as valid.

The screenshot shows the milConnect interface. At the top, there is a navigation bar with links for Home, My Profile, eCorrespondence, Health Care, Education, ID Cards, and Help. Below this is a section titled "Update and View My Profile" with a warning icon and the text: "Warning CIV Duty Address has NOT been verified. You can submit if it is correct by checking the box in the Addresses section and clicking Submit below." The main content area is divided into "Family Members" and "Personal Information". Under "Personal Information", there are tabs for "MIL" and "CIV". The "Personnel Status" section contains various fields for personal and professional information. A large blue box with the text "This section is not required for PCOLS use." is overlaid on the Personnel Status fields. Below this is the "Addresses" section, which includes a checkbox labeled "By checking this box, I confirm that ALL postal addresses are correct." and a "CIV Duty Address" form. The form fields are: Address Line 1 (5 RECONNAISSANCE SQ FFDHRO), Address Line 2 (Unit 2048), City (APO), State (AP), Zip (96278 - 2048), and Country (United States). A tooltip next to the Address Line 1 field states: "This field must be US alphanumeric, dot, underscore, dash, percent and apostrophe characters." A red arrow points from the warning message to the "CIV Duty Address" form.

If you receive this WARNING message please follow the below steps before checking the box and resubmitting the address as milConnect will accept the address you have entered without a warning message the second time around. The steps below will identify where there is some flexibility and where very specific requirements must be followed in a work address submission.

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- 1) **Address Line 1 & Line 2** – There is some flexibility as to what can be entered in either or both of these lines. A valid unit number is recommended for an APO/FPO address but not necessarily required if steps #2 - #5 are followed. NOTE **Address lines can include up to 40 alphanumeric characters including a dot (period), underscore (_), hyphen (-), percent (%), apostrophe (’), and semi-colon (;). Do not use forward or back slashes (/ or \) or any other special characters not listed as acceptable.**
- 2) **City** – APO/FPO, avoid abbreviating Cities for CONUS addresses (example Fort Dix instead of FT Dix)
- 3) **State** – must be a valid entry from the drop down (AA, AE, AP, etc.)
- 4) **Zip Code** – Valid zip code
- 5) **Country** – The country **must** be **United States** when using an APO/FPO address. Using an APO/FPO address but entering the actual country you are in **WILL** cause an error in AIM or at the bank.

NOTE **The Work address and MIL Duty address are the same for our purposes. If you are entering a work/ MIL Duty address in the “MIL” persona tab please make sure to **uncheck** the box (if present) signifying the” MIL Duty” and “Attached Unit” Address are the same as shown below. We want the MIL Duty Address to stand alone for submission in milConnect and transferring to DEERS followed by AIM. **



The screenshot shows the 'Addresses' section of the milConnect interface. A red arrow points to a checkbox labeled 'The duty address is the same as the Attached Unit address', which is currently checked. Below this checkbox is the 'Attached Unit Address' section, which contains the following information:

- Address Line 1: 5 RECONNAISSANCE SQ FFDHR0
- Address Line 2: UNIT 2048
- City: APO
- State: AP
- Zip: 96278-2048
- Country: US

- 6) Scroll to the bottom of the screen and select “Submit” to resubmit the address. Once the address is submitted it may take up to 24 hours to populate into AIM. Once it does appear in AIM please confirm the APO/FPO along with AE, AP or AA and the zip all appear. The country of United States will not appear in AIM.
- 7) Proceed with completing the account request or demographic update.

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A second option is to check the address at USPS and find a valid address before entering it in milConnect or at least confirm the APO/FPO with state AA, AE or AP and zip are valid. Follow the above steps – go to www.USPS.com and to the “Look up a Zip Code” tool or use the below link to go directly to the zip code look up action, and input the address.

<https://tools.usps.com/go/ZipLookupAction!input.action>

The screenshot shows the USPS.COM website with the 'Look Up a ZIP Code' tool. The 'By Address' tab is selected. Under 'You entered:', the address 'UNIT 2048 APO AP 96278' is listed. A red box highlights the text 'Here's the full address, using standard abbreviations and formatting...' with an arrow pointing to the resulting address: 'UNIT 2048 APO AP 96278-2048'. A 'Show Mailing Industry Details' link is also visible.

Despite USPS not recognizing the listed squadron below this address will pass edits in AIM because the Unit, APO and zip code are recognized as shown above.

The screenshot shows the USPS.COM website with the 'Look Up a ZIP Code' tool. The 'By Address' tab is selected. Under 'You entered:', the address '5 RECONNAISSANCE SQ FDDHRO UNIT 2048 APO AP 96278' is listed. A red box highlights the error message: 'Unfortunately, this address wasn't found. Please double-check it and try again.' A red arrow points from the error message to the address input area.