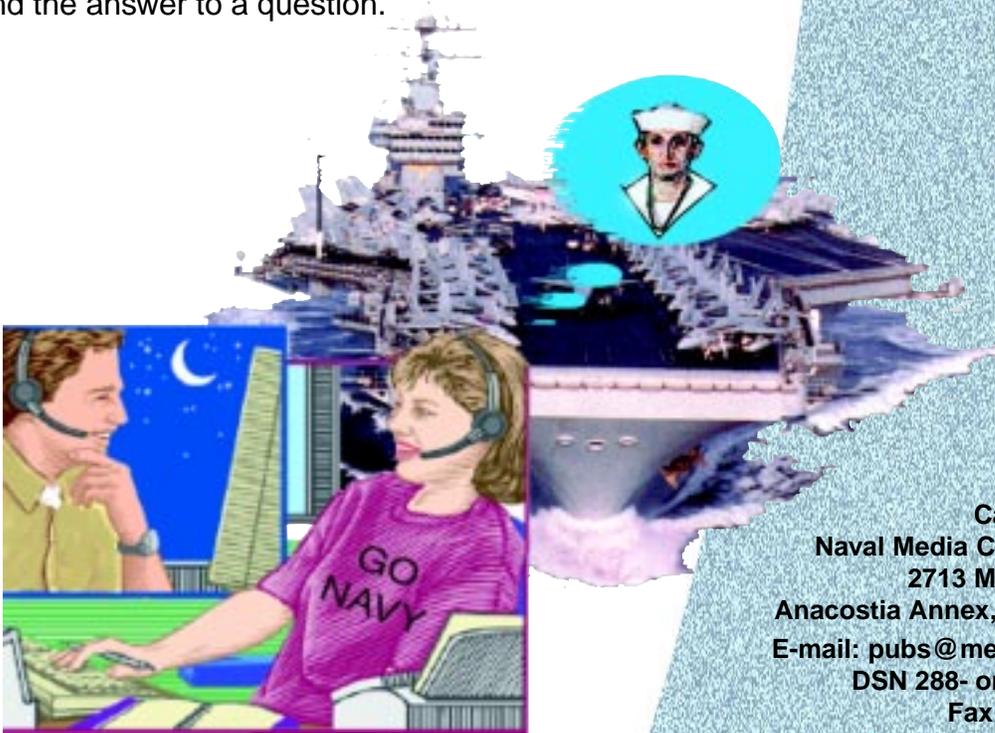


# ***Sailors and Families First at NPC's Customer Service Center***

Since its launch in April 2002, the CSC has interacted with more than 80,000 Sailors and their families providing prompt, courteous and reliable career information. CSC agents can access service records through the Electronic Military Personnel Records System (EMPRS), but they cannot make additions or deletions to those records. If a caller's question is better suited to a certain aspect of NPC, they are referred to a contact point within that office. The average call lasts about three minutes, but customer service agents have spent as long as an hour working with a caller. Questions that cannot be immediately answered are assigned a tracking number that allows both the caller and agent to follow the status of the request for information. Sometimes it takes the agents a day or two to find the answer to a question.



**Captain's Call Kit**  
Naval Media Center, Bldg. 168  
2713 Mitscher Rd., SW  
Anacostia Annex, DC 20373-5819  
E-mail: [pubs@mediacen.navy.mil](mailto:pubs@mediacen.navy.mil)  
DSN 288- or (202) 433-4380  
Fax: (202) 433-4747

For more information about NPC and CSC contact the Center for Career Development Public Affairs at 'HYPERLINK "<mailto:p00rp@persnet.navy.mil>" p00rp@persnet.navy.mil or DSN 882-2200.

**NAVY**  
**newsstand**  
[www.news.navy.mil](http://www.news.navy.mil)