



REPLY TO  
ATTENTION OF  
SFAE-PS-IM

**DEPARTMENT OF THE ARMY**  
OFFICE OF THE PROGRAM EXECUTIVE OFFICER  
ENTERPRISE INFORMATION SYSTEMS  
(PEO EIS)  
9350 HALL ROAD, SUITE 206  
FORT BELVOIR, VIRGINIA 22060-5526

EXAMPLE

20 May 2008

MEMORANDUM FOR USPFO, Attn: [REDACTED]

SUBJECT: CAC Reader and Pin Pad Fielding Plan

1. The purpose of this memorandum is to provide you with the Project Office Installation Management System – Army (PO IMS-A) implementation plan that supports the electronic signature (e-signature) functionality for the Transition Processing Module (TRANSPROC). The following is an excerpt from the TRANSPROC e-signature user's guide that provides an overview of the e-signature functionality:

Source: TRANSPROC e-signature users guide

The Transition Processing (TRANSPROC) electronic signature (or e-signature) process will allow authorizing parties (such as soldiers and Separation Authorizing Official users) to electronically authorize, or "sign," forms that require signatures, such as the DD Form 214. The electronically signed form does not actually show a hand-written signature, but displays certificate information pulled from the Common Access Card (CAC) of the soldier and/or authorizing party to indicate that the form is authorized or "signed." Using commercial-off-the-shelf (COTS) software, a CAC reader, and a Personal Identification Number (PIN) pad, users will have the capability to e-sign designated forms. The signed forms can then be printed and saved to the ISM database. Since an e-signed form is stored in the database, it is available anytime to any installation, making record keeping and auditing a much easier task.

2. The current CAC reader and PIN pad fielding plan is as follows:

- a. You send an email to [ismhelpdesk@saic.com](mailto:ismhelpdesk@saic.com) confirming the POC information and shipping address.
- b. Upon receipt of your confirmation email, SAIC will send you a package via FedEx that contains the following items:
  - 1) The appropriate number of CAC readers to support your location.
  - 2) The appropriate number of PIN pads to support your location.
  - 3) The appropriate number of USB extension cables (6 foot).
  - 4) A compact disk which contains the installation and configuration instructions along with the appropriate software drivers for the equipment.
  - 5) TRANSPROC e-signature users guide.
- c. Upon your receipt of the package please follow the instructions provided to install the CAC and PIN pad(s). You will require administrative permissions on the computer to install the driver for

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the CAC reader. Please contact your local representative who provides you with IT support if you do not have the appropriate administrative provisions. With the exception of the CAC driver, all software is part of the Army's Gold Disk and should already be on the client workstation. However, in some cases one or more software components may need to be installed/re-installed either because they are not on the client workstation or because the version is not sufficient to support e-signature.

d. If you experience problems with the installation or the systems configuration you may call (888)-800-SAIC (7242) between the hours of 7:00 am – 5:00 p.m. MST, Monday through Friday. A digital answering machine is available after normal hours and will be answered the next business day. You may also email [ismhelpdesk@saic.com](mailto:ismhelpdesk@saic.com) and they will assist you in resolving the issue. Please include "TRANSPROC" in the subject line or respond to the original email.

e. SAIC will follow up with you approximately one week after receipt of the package to ensure that you did not experience problems with the installation and that the e-signature functionality is working as expected at your location.

3. Per the fielding plan listed above, SAIC will send your package as soon as you have confirmed the POC and shipping address above. Confirmation email should be sent to [ismhelpdesk@saic.com](mailto:ismhelpdesk@saic.com) with "TRANSPROC" in the subject line or reply directly to the original email.

4. Thank you for your assistance.

  
GURI K. GLASS  
Project Director  
IMS-A/MEPCOM

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