

**Commissioned Officers' Effectiveness Report (COER)  
Business Process (text version)**

The following steps describe the business process for the COER system.

1. COER system is primed (officer and billet information will be imported from Direct Access).
2. E-mails to officers are generated.
3. The officer accesses the COER system via CCMIS.
4. The officer enters comments on page 2 of the COER which has boxes labeled Description, Goals and Accomplishments.
5. The officer identifies the Rater.
6. An email to the Rater is generated.
7. The Rater accesses the COER system via CCMIS.
8. The Rater reviews the officer's comments.
9. The Rater scores the officer and adds comments.
10. The Rater indicates whether the performance is satisfactory, and notes the strengths and areas for improvement.
11. The Rater identifies the Reviewing Official.
12. The Rater releases the COER to the Reviewing Official.
13. An email to the Reviewing Official is generated.
14. The Reviewing Official can access the COER via CCMIS.
15. If the Reviewing Official is too busy to review the COER, the system will automatically release the COER back to the Rater after 2 weeks.
16. If the Reviewing Official is not too busy, the Reviewing Official reviews the COER.
17. The Reviewing Official may communicate his/her concerns to the rater.
18. The Rater considers the reviewing Official's suggestions.
19. The Reviewing Official releases the COER back to the Rater.
20. An email to the Rater is generated.
21. The rater accesses the COER via CCMIS.
22. The Rater can choose to accept or reject the Reviewing official's recommendations.
23. The rater releases the COER back to the officer.
24. An email to the officer is generated.
25. The officer accesses the COER via CCMIS.
26. The Officer reviews the COER.
27. The officer can make changes.
28. If the Officer makes a change to the COER, the COER is re-released back to the Rater.
  - a. An email to the rater is generated
  - b. The Rater accesses the COER via CCMIS
  - c. The rater reviews the changes made by the officer
  - d. The Rater may make changes
  - e. The COER is re-released back to the officer.
  - f. An email to the officer is generated
  - g. The Officer accesses the COER via CCMIS
  - h. Return to step 26.

29. If the Officer makes no further change to the COER, then the officer can choose whether to concur or not concur.
30. The COER is released to the Reviewing Official.
31. An email to the Reviewing Official is generated.
32. The Reviewing Official accesses the COER via CCMIS.
33. The Reviewing Official reviews the COER.
34. The Reviewing Official concurs or disagrees and makes comments.
35. The COER then closes when released by the Reviewing Official to the system.
36. The COER is filed in the eOPF.
37. An email to the officer is generated.
38. The Officer can now access the COER in his/her eOPF via CCMIS.