



PERSPAY CENTER OF EXCELLENCE CASE ROUTING GUIDANCE

Update: 22 January 2024

NAVY PASSENGER TRANSPORTATION OFFICE (NAVPTO)

BLUF: The guidance below outlines procedures for submitting passenger transportation requests to NAVPTO for members attached to commands serviced by Transaction Service Centers (TSC).

METHODS FOR CASE SUBMISSION: Primary means of case submission is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce) using the information below:

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|----------------|---|
| Effective Date | Date of requested flight |
| Subject | Last Name, First Name, PRR, DD MMM YYYY (date of requested flight) |
| Description | Please be thorough to explain nature of request. Proper and thorough case description can help prevent unnecessary delays in case processing. |
| Request Type | NAVPTO_Transportation |
| Problem Code | Passenger Reservation Request (PRR) |
| Routed To | NAVPTO |
| Contact Name | This is the Sailor's information, NOT the CPPA's. |

Alternate submission procedures. Commands (serviced by TSCs) unable to submit cases via Salesforce due to operational reasons (i.e., low bandwidth or connectivity issues) may submit cases, on a temporary emergency basis via email to navpto_ecrmtemp@us.navy.mil. Submit PRRs, key supporting documents, and justification for temporary non-eCRM/Salesforce use.

REQUIRED KEY SUPPORTING DOCUMENTS:

- Orders and all modifications
- NPPSC 4650/1 Passenger Reservation Request
- DD 884 Application for Transportation for Dependents (as applicable)
- Dependent Entry Approval (as applicable)
- Passenger Routing Instruction message (as applicable for deployed units)
- Copies of passports and visas (as applicable)
- NATO orders (as applicable)
- AMC Pet Risk Acknowledgment letter (as applicable)

TIMELINES: Submit requests as early as possible following orders release but **no later than 2 weeks prior** to desired travel. If Air Mobility Command (AMC) covers the required transportation route, flights cannot be scheduled until AMC flight schedule is available to NAVPTO. AMC schedules are usually available 90 days in advance.

NOTE 1: Per Defense Travel Regulations, Part I, Chapter 103, when an AMC flight is available, NAVPTO will execute a Travel Performance Period (TPP) to ensure maximum use of AMC availabilities. That means NAVPTO may book PCS travel up to 10 days after the requested flight date (up to 20 days if pet reservations are required) – this booking/port call officially modifies member's orders. If the booked reservation does not support mission requirements, (e.g. mandatory report dates/mission critical evolutions), submit supporting mission impact statement from gaining command indicating the need for alternate transportation arrangements (template attached).

TRAINING: Regional Support Centers (RSC) conduct weekly training, to include transportation case submission procedures. Please reach out to your local RSC for regional training schedules. Additionally, training slides are available on the [MyNavy HR CPPA Resources page](#) navigate on the left menu to "RSC Contacts."

ADDITIONAL INFORMATION / FREQUENTLY ASKED QUESTIONS:

Alternate Routing/Leave in Conjunction with Official Travel (LICWO). Blocks 33-34 of the NPPSC 4650/1 PRR provide the member an opportunity to request alternate routing or LICWO, Block 33 explains the provisions of alternate routing, but does not guarantee flights based on the alternate routing requested. The PCS orders direct the official entitlement for travel. LICWO is at the member's expense.

NOTE 2: Please note that if a Sailor changes their ticket through the LICWO process (or changes ticket by calling airline directly), the Sailor is taking full ownership of tickets. NAVPTO/SATO cannot make changes to that ticket unless a full refund is issued by the carrier.

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ADDITIONAL INFORMATION / FREQUENTLY ASKED QUESTIONS (Cont.):

Ticketing. Tickets are booked immediately upon receipt of a complete transportation packet; however, e-tickets are not normally issued until 3-5 days before travel commences, per DTA-9 Navy Travel Service Contract. If travel must be ticketed earlier, ensure **EARLY TICKETING IS REQUESTED** in case description and **PROVIDE A REASON** (ex. member desires alternate routing/LICWO, pets traveling with member or family, etc.) in eCRM request and NPPSC 4650/1 (Block 34).

NOTE 3: Not all travelers should request early ticketing. If Sailors wish to re-route tickets, they must follow the steps below under “Changing Flights.” Failing to follow the steps below may incur additional out of pocket, non-reimbursable costs to the Sailor.

Changing Flights. Please see below procedures for common flight changes.

- Change due to ORDMOD. Submit new eCRM case with KSDs, or update current case, if still open.
- Change due to personal preference of Sailor. See LICWO guidance above. Additionally:
 - If e-Ticket has not been issued, update eCRM case or submit new case as applicable **requesting LICWO**.
 - If e-Ticket has already been issued, Sailor must contact Transportation Management Company (CWT-SATO) to request changes – contact number is available in itinerary.

Emergency Travel Issues. If a Sailor encounters an emergency travel issue (i.e., Sailor at airport, e-Tickets not issued, flight cancellation and airline will not honor an exchange, or name does not match travel credentials [ID, passport, etc.]), the Sailor must call the emergency number listed in the itinerary. If SATO cannot make necessary arrangements, SATO will contact NAVPTO duty personnel for guidance/resolution.

POV Pickup/Delivery to/from Storage Facility. Entitlement to Government funded travel to/from an official Vehicle Processing Center or an authorized commercial vehicle storage facility to drop-off/pick-up POV. Member must provide documentation for proof of government storage or confirmation from facility for drop-off/pick-up of vehicle. There is no entitlement for travel to an unofficial storage location (ex. parent’s home, friend’s home, etc.).

Pet Transportation. Refer to Joint Travel Regulations (JTR) par. 050107 for reimbursable pet expenses. When pet shipment is desired, request must be made with PRR (NPPSC 4650/1). Complete all required information for pet on PRR and also provide age of pet. Cost of pets is based on commercial airline and/or AMC requirements. Member bears all expenses not reimbursable under JTR par. 050107. Commercial Airlines may refuse pet shipment at any time without notice. **Ensure the member confirms with the airline before departing for the airport.**

Family Transportation. PRR (NPPSC 4650/1) and DD 884 are required. Passport and VISA information for family members is required on the PRR. CPPA has the authority to request copies of passports for verification purposes.

Homeport Shifts. If a ship/command is executing a homeport shift, command homeport shift coordinator must contact NAVPTO as early as possible (but no later than 90 days prior to effective date of homeport shift), via navpto_homeportshift@us.navy.mil. Include **HOMEPORT SHIFT** in subject line. NAVPTO HQ will provide specific guidance related to the homeport shift to the command’s coordinator/personnel office.

OCONUS Travel. JTR par. 020206 and the Fly America Act requires that U.S. flag carriers be used for all commercial transportation when the Government funds the travel. **There is no transportation reimbursement** for any leg of a trip when an unauthorized or unapproved non-U.S. flag air carrier service or foreign flag ship is used. Orders to members serving OCONUS direct the use of government-procured air travel. Members booking their own travel OCONUS do so at their own risk in violation of orders.

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| <p>- IF TRANSOCEANIC/INTERNATIONAL TRAVEL IS REQUIRED TO EXECUTE THIS PCS ORDER, GOVERNMENT AIR/GOVERNMENT-PROCURED AIR IS DIRECTED.</p> |
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MISSION IMPACT STATEMENT

MEMORANDUM FOR NAVPTO

1. In accordance with the Defense Transportation Regulation 4500.9, US Transportation Command (USTRANSCOM) contracted commercial Air Mobility Command (AMC) Patriot Express airlift must be used for OCONUS travel unless there is a documented negative critical mission impact, regardless of cost. All OCONUS travel requests, to include those generated within the Defense Travel System (DTS), must be routed through the Navy Passenger Transportation Office (NAVPTO) prior to commercial carrier consideration to ensure USTRANSCOM contracted seats are fully utilized.
2. The traveler must provide sufficient justification and approval in order to deviate from the use of available AMC Patriot Express flights. The NAVPTO will review all OCONUS travel requests and reroute travelers from commercial resources to AMC Patriot Express when determined available and the request is not supported by a valid Mission Impact Statement.
3. The NAVPTO can best determine flight availability and cost for the approving official's decision. Final determination rests with the command approving official, not the NAVPTO or Travel Management Company (TMC). The approving official is the first O6/GS-15 in the impacted command.
4. To create a Mission Impact Statement request, provide a letter with the following information.
 - a. FROM: Use the traveler's name/rank
 - b. Add the Unit/Office Symbol, followed by a good phone number
 - c. SUBJECT line: Mission Impact Statement
 - d. Add the requested Departure Dates and times along with the destination
 - e. Provide the Requested Commercial Flight Schedule
 - f. Provide the AMC Flight Schedule
 - g. Fill out the justification and remember to explain the negative critical mission impact
 - h. Have the traveler sign the request
 - i. Add the Approving Official's Name/Grade
 - j. Have the Approving Official sign the request
 - k. Add a NAVPTO Representative/Date line