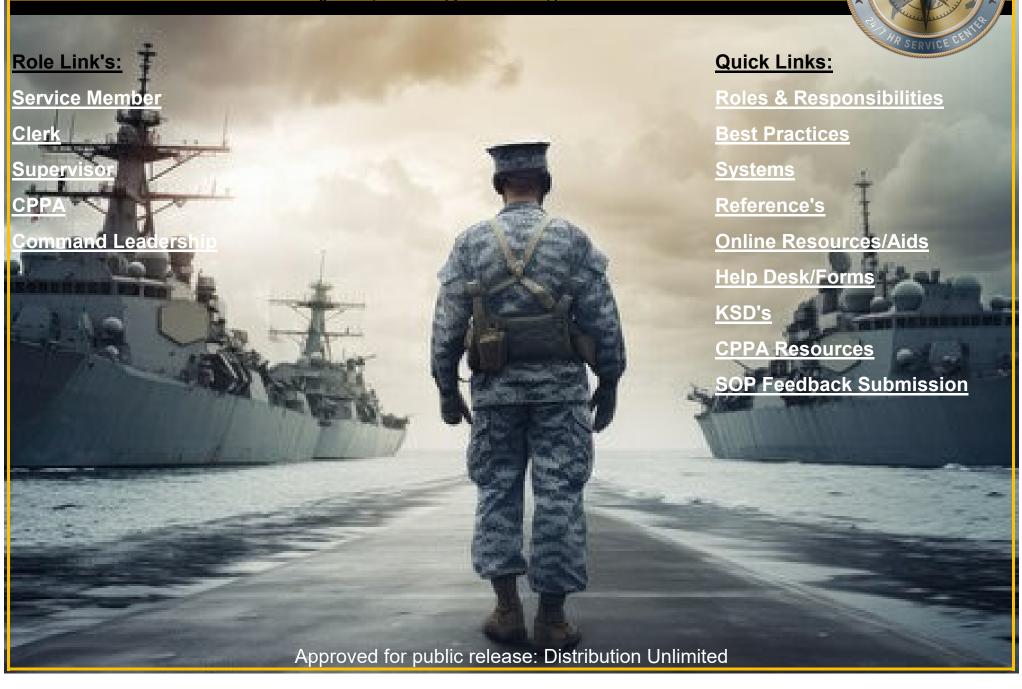
## Hostile Fire-Imminent Danger Pay SOP

For links outside of this document right click, select "Copy link location", paste into address bar of browser.



# Chief of Naval Personnel Process Name: Hostile Fire / Imminent Danger Pay SOP Document ID: End to End Document Owner: MNCC HRSC, Navy Personnel Command Navy Pay and Personnel Support Center (NPPSC) 27-Mar-23

#### **PURPOSE:**

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Personnel Support Detachments (TSCs) to follow to process Hostile Fire/Imminent Danger Pay and/or Combat Zone Tax Exclusion, as applicable.

### Roles / Responsibilities:

- TSC/Personnel Office Clerk: The role of 'CLERK' as used in this SOP refers to a civilian Clerk, a contractor, or a Personnel Specialist authorized to \*create\* NSIPS transactions.
- TSC/Personnel Office Supervisor: The role of 'SUPERVISOR' as used in this SOP refers to a civilian Supervisor, designated servicemember, or a Personnel Specialist authorized to \*release\* NSIPS transactions.
- Note: "If the designated supervisor is not a MILPAY lead/auditor, then a TSC Deputy Disbursing Officer (DDO), or other senior designated
  pay/personnel service representative properly authorized will be required to audit NSIPS transactions and supporting documentation impacting military
  pay PRIOR to releasing them, to ensure accurate and correct DJMS information is transmitted for inclusion into the Master Military Pay Account (MMPA)."
- Command Leadership: CO/XO/CMC and key representatives (on large afloat command may include DHs, Dept LCPO, DIVOs, LCPOs, LPOs depending on organizational structure of the command)
- Command Pay and Personnel Administrator (CPPA): Serves as the primary customer service link between command members and the supporting TSC or Regional Support Center (RSC). Duties and responsibilities are defined in MPM 1000-021. The term CPPA identifies personnel assigned the Navy Enlisted Classification (NEC) code of 791F, but for the purposes of this SOP may include Admin representatives who liaise directly with the ship's Personnel Office/TSC.
- Note: Recent and future NSIPS programming releases will continue to expand CPPA roles and capabilities within NSIPS. . As such, CPPAs may
  accomplish TSC Clerk assigned steps within this SOP consistent with expanded NSIPS roles and capabilities and servicing TSC/ RSC authorization.
- Service Member-a person serving in the Armed Forces who may be eligible for the entitlements listed in the SOP.

Approved for public release: Distribution Unlimited

#### **BEST PRACTICES**



- In addition to SOP steps that identify specific documentation requirements, refer to Navy MILPAY Key Supporting Documents (KSD) Matrix, if required, to determine Key Supporting Documentation necessary to support the transaction. Current KSD matrix is maintained by FIAR at following website: <a href="https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/MILPAY/">https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/MILPAY/</a>
- Important Internal Control Action: MMPA verification steps within this SOP reflect important internal control actions that cannot be overemphasized. This applies to the entire transaction process from its initiation and authorization through the final verification of the proper
  processing of the transaction in summary records. These particular SOP process steps are built-in management design control activities to
  ensure that all transactions are properly completed and accurately recorded.
- Update and verify monthly Hostile Fire/Imminent Danger Pay (HF/IDP) and Combat Zone Tax Exclusion (CZTE) tracking report. This Hostile Fire/Imminent Danger Pay and CZTE tracking report is used to verify the Service Member receiving the Hostile Fire/Imminent Danger Pay and/or CZTE is still assigned to the Command/Unit Identification Code (UIC) that is serviced by the TSC. While this HF/IDP and CZTE tracking report is NOT to be used to verify IDP or CZTE, it should be used to verify Service Member is still in IDP or CZTE eligible status and being simultaneously credited FSA and HDP if applicable. Clerk should follow-up with CPPA to resolve any discrepancies.
- Ensure that the country code location for HF/IDP entitlement Format Identifier (FID) 23 matches the CZTE FID FL.
- Refer to DoD FMR VOL. 7A Chapter 10 and Chapter 44 for entitlement processing requirements. Refer also to MPA 14/07 for IDP entitlement processing requirements for Service Members in support of Joint Task Force Guantanamo Bay, Cuba Detention Facilities, as required.
- Effective June 9, 2015, Congress declared that the Sinai Peninsula is a Qualified Hazardous Duty Area. Members who serve in a Qualified Hazardous Duty Area and also receive Hostile Fire Pay (HFP) or Imminent Danger Pay (IDP) while performing service in that area are entitled to CZTE. This includes Service Members who were assigned Permanent Change of Station (PCS) or Temporary Change of Station (TCS), on Temporary Duty (TDY) and/or mobilized to the Sinai.
- Verify Service Member is also entitled to and receiving Hardship Duty Pay (FID 14) and that country code is the same. Refer also to MPA 14/07 for HDP-L entitlement processing requirements for Service Members is in support of Joint Task Force Guantanamo Bay, Cuba Detention Facilities, as required.
- Verify Service Member is also entitled and receiving Family Separation Allowance (FSA), FID 65, if applicable. Also forsquadron personnel, ensure that meal deduction (FID DN) is stopped day before deployment starts and for shipboard personnel ensure that meal deduction is started on the day deployment starts.
- Recommended Procedure: An Activity Loss (SH03) does NOT automatically Stop CZTE (FL). In order to stop CZTE (FL) the FL02 Stop NSIPS transaction must be processed before the SH03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request by the servicing TSC/Personnel Office. Be aware, the Activity Gain SG03 will not reject to warn of the open entitlement.
- All personnel are required to comply with all PII/CUI policy guidance per required annual GMT. For further information, refer to the DON CIO website: https://www.doncio.navy.mil/

|    | Systems:   |   |  |  |  |  |
|----|--|---|--|--|--|--|
| #  | System   | Description BACK -  |  |  |  |  |
| 1. | DJMS MMPA  | The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a data base file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for Active Duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing.   |  |  |  |  |
|    |  | <ul> <li>MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing.</li> <li>Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.</li> </ul>  |  |  |  |  |
|    |  | Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve.   |  |  |  |  |
| 2. | NSIPS/ESR  | · The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information.  |  |  |  |  |
|    |  | · Login to NSIPS and ESR at https://www.nsips.cloud.navy.mil/my.policy using CAC and CAC-enabled computer.  |  |  |  |  |
|    |  | · When asked to verify your PKI, choose the DoD CA-XX certificate, not the email certificate.   |  |  |  |  |
| 3. | DMR/DMO  | DFAS MilPay Repository (DMR) is a Windows-based relational pay application that interfaces with the Defense Joint Military Pay System (DJMS) to create, audit and submit military pay transactions, and receive feedback from DJMS. It supports the Active and Reserve Components of the Army, Navy, and Air Force at DFAS Central Sites and military installations worldwide. The software suite is organized into Input, Reports, Inquiry, Navy Financial Reporting, Security and System Administration modules. DMR also provides master pay account inquiry capability, reports and query features, transaction results, pay products, management information, customer service tools, an audit trail, expanded edits and prefilled screens for error rate reduction, and a comprehensive on-line user's manual to support maintenance of military pay accounts and processing of pay transactions. |  |  |  |  |
| 4. | DWOWS  | <ul> <li>Defense Workload Operations Web System (DWOWS) is a web-based tracking system used by military pay<br/>operations (MILPAYOPS) to track workload for Navy Active Duty and Reserve Service Members.<br/>https://dwows.csd.disa.mil/dwows/</li> </ul>   |  |  |  |  |
| 5. | Enterprise Customer Relations Management System (eCRM) | <ul> <li>The eCRM console enables designated command personnel to electronically communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions.</li> <li>The eCRM console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems.</li> <li>Login to eCRM at <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a> using CAC and CAC-enabled computer.</li> </ul>   |  |  |  |  |

|   |  | References:   |
|---|--|---|
| # | Doc ID   | Title BACK  |
| 1 | DoD FMR Vol. 7A Chapter 10                     | DoD Financial Management Regulation 7000.14-R Volume 7A: Military Pay Policy and Procedures - Active Duty and Reserve Pay Chapter 10: Special Pay – Duty Subject to Hostile Fire or Imminent Danger |
|   | DoD FMR Vol. 7A Chapter 44                     | DoD Financial Management Regulation 7000.14-R Volume 7A: Military Pay Policy and Procedures - Withholding of Income Tax   |
| 2 | Department of the Navy Memo dated 30 June 2020 | Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits  |
| 3 | MILPERSMAN 7220-110                            | Special Pay – Duty Subject to Hostile Fire or Imminent Danger   |
|   | MILPERSMAN 7220-112                            | Pay and Allowance Continuation (PAC) Program  |
|   | NPPSCINST 5220.2 (Series)                      | Standard Management Reports   |
| 4 | NPPSCINST 7220.7 (Series)                      | Separation of Duties Affecting Military Pay   |
|   | NPPSCINST 7250.1 (Series)                      | Retention of Disbursing Office Records  |
| 5 | NAVADMIN 066/16                                | Navy Audit Document Retention Guidance  |
|   | MPA14/07                                       | Processing of Imminent Danger Pay for Joint Task Force – Guantanamo Bay, Cuba Detention Facilities  |
|   | MPA 08/12                                      | Proration of Imminent Danger Pay (IDP)  |
|   | MPA 11/12                                      | Processing Proration of Imminent Danger Pay (IDP)   |
|   | MPA13/12                                       | Proration of Imminent Danger Pay (IDP) and Reporting of Hostile Fire Pay (HFP) Events for Navy Reservists on Short and Long Tours Paid by DJMS-RC   |
|   | MPA 17/12                                      | Correcting Hostile Fire/Imminent Danger Pay Transactions  |
|   | MPA12/13                                       | Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases   |
|   | MPA 19/15                                      | Change to Imminent Danger Pay (IDP) E-mail Address  |
| 6 | MPA 49/15                                      | New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs   |
|   | MPA 07/16                                      | Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS)   |
|   | MPA 10/16                                      | Termination of Imminent Danger and Combat Tax Exclusion Pay for the Country of the Philippines  |
|   | MPA 02/18                                      | New DJMS-AC Processing for Hostile Fire and Imminent Danger Pay (IDP/HFP)   |
|   | MPA 10/18                                      | Combat Zone Tax Exclusion (CZTE) for Sinai, Egypt   |
|   | MPA 07/20                                      | Continued CZTE for Assignment to Lebanon  |
|   | MPA 21/20                                      | Imminent Danger Pay (IDP) and Hardship Duty Pay Location (HDP-L) Designations for Saudi Arabia  |
|   | MPA 22/20                                      | Imminent Danger Pay (IDP) Recertification/Discontinuance and Hardship Duty Pay Location Correction (HDP-L)  |
|   | MPA 07/22                                      | Continued CZTE for Assignment to Turkey   |
|   | MPA 05/23                                      | Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes  |
|   | PPIB 18-01                                     | New FID 2304 (Change)   |
| 7 | PPIB 18-05                                     | Combat Zone Tax Exclusion (CZTE) for Sinai, Egypt   |
|   | PPIB 20-18                                     | Designation of Saudi Arabia for Imminent Danger Pay (IDP)   |

| Online Resources: |   |  |  |  |
|-------------------|---|--|--|--|
| #                 | Website Sponsor   | Title and Link   |  |  |
|                   |   | CPPA Resources   |  |  |
| 1                 | MyNavy HR   | https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/   |  |  |
| 2                 | NSIPS   | NSIPS https://www.nsips.cloud.navy.mil/my.policy   |  |  |
|                   | Command Aids an   | d User Guides Available Online:  |  |  |
| #                 | Sponsor   | Document Title and Link  |  |  |
| 1                 | DJMS MMPA Guide   | Defense Joint Military Pay System (DJMS) Master Military Pay<br>Account (MMPA) Guide                   |  |  |
| '                 | Down will A Guide   | https://www.milsuite.mil/book/groups/navy-djms-procedures-<br>training-guide                           |  |  |
|                   | DJMS Navy Procedures<br>Training Guide (PTG): Part 1<br>Special and Basic Pay<br>Chapter 10     | Hostile Fire/Imminent Danger Pay (HF/IDP)  |  |  |
| 2                 |   | https://www.milsuite.mil/book/groups/navy-djms-procedures-<br>training-guide                           |  |  |
| 3                 | DJMS Navy Procedures<br>Training Guide (PTG): Part 7<br>Deductions and Collections<br>Chapter 1 | Federal and State Income Tax Withholding and Earned Income Credit Section B: Combat Zone Tax Exclusion |  |  |
|                   |   | https://www.milsuite.mil/book/groups/navy-djms-procedures-<br>training-guide                           |  |  |
|                   | DJMS Navy Procedures<br>Training Guide (PTG): Part 9  | Submitting Documentation via DWOWS   |  |  |
| 4                 | Pay Product Delivery Chapter  | https://www.milsuite.mil/book/groups/navy-djms-procedures-<br>training-guide                           |  |  |

|        | Help Desks:  BACK |   |  |  |  |
|--------|-------------------|---|--|--|--|
| #      | Contact Source    | Contact Details   |  |  |  |
|        |                   | <ul> <li>NSIPS Help Desk</li> <li>1-833-637-3669</li> <li>nesd@nesd-mail.onbmc.mil</li> </ul> |  |  |  |
| 1.     | NSIPS ESR         | <ul> <li>MyNavy Career Center (MNCC)</li> </ul>   |  |  |  |
|        |                   | 1-833-330-MNCC<br>askmncc@navy.mil  |  |  |  |
|        |                   | · eCRM Help Desk  |  |  |  |
|        |                   | https://navynpc.my.salesforce.mil/  |  |  |  |
| 2.     | eCRM              | <ul> <li>eCRM Exception to Policy Help<br/>Desk</li> </ul>                                    |  |  |  |
|        |                   | ecrmetp@us.navy.mil   |  |  |  |
| Forms: |                   |   |  |  |  |
| #      | Form #            | Title   |  |  |  |
|        |                   | Travel Voucher or Subvoucher  |  |  |  |
| 1.     | DD 1351-2         | http://www.esd.whs.mil/Portals/54/Docume nts/DD/forms/dd/dd1351-2.pdf                         |  |  |  |

|         | SERVICE MEMBER START BACK |  |   |  |  |
|---------|---------------------------|--|---|--|--|
| ROLE    | STEP#                     | FLOW TEXT  | ADDITIONAL TEXT   |  |  |
|         |                           |  | Prepare and submit forms and/or compile documentation, as required.   |  |  |
| SERVICE | STEP#                     | Prepare and submit forms and/or compile documentation, as required |   |  |  |
|         |                           |  | designated by the Executive Order as the date of the commencing of combat activities, and on or before the termination date in designated zone. <a href="DoDFMR">DoDFMR</a> , Vol. 7A, Chapter 44, contains the areas currently considered CZs.  Qualified Hazardous Duty Area (QHDA). A QHDA is a military Contingency Operation Area designated by Public Law to receive the same tax benefits as a CZ. DoDFMR, Vol. 7A, Chapter 10, provides the areas currently designated to receive HF/IDP entitlement.   |  |  |
|         |                           |  | Direct Support. Service is in direct support of military operations in a CZ or QHDA if it has the effect of maintaining, upholding, or providing assistance for those involved in military operations in the CZ or QHDA. Commander in Chief, Europe CINCEUR), is the approving authority for all European theater determinations of direct support, and certifies which members qualify for tax relief by virtue of service in direct support of CZ, or QHDA operations. Service members and unit commanders, who are not in the CZ or QHDA, may not self-certify their entitlement to the tax relief. Requests must be processed through the appropriate chain of command. |  |  |
|         |                           |  | Refer to MPA 11/17, Turkey CZTE Designation as Direct Support Area, as applicable.  |  |  |
|         |                           |  | Refer also to MPA 10/18 and PPIB 18-05, Combat Zone Tax Exclusion (CZTE) for Sinai, Egypt, as applicable.   |  |  |
|         |                           |  | CONTINUE TO NEXT PAGE   |  |  |

|         | SERVICE MEMBER CONTINUED |   |  |  |  |  |
|---------|--------------------------|---|--|--|--|--|
| ROLE    | STEP#                    | FLOW TEXT   | ADDITIONAL TEXT  |  |  |  |
|         |                          |   | Service Member obtains/completes forms and/or compiles documentation with support of Command Pay and Personnel Administrator (CPPA), as required.  |  |  |  |
|         |                          |   | Note: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation. |  |  |  |
|         |                          |   | CPPA verifies if member meets all requirements for entitlements, except when the Service Member is under orders on official duty in one of the designated IDP and/or CZTE areas as specified in <a href="DoD FMR Vol. 7A Chapter 10 and/or Chapter 44">DoD FMR Vol. 7A Chapter 10 and/or Chapter 44</a> .                            |  |  |  |
|         |                          |   | Refer to MPA 11/17, Turkey CZTE Designation as Direct Support Area, as applicable.   |  |  |  |
|         |                          | Obtain/complete<br>forms and/or<br>compile<br>documentation | Refer also to MPA 10/18 and PPIB 18-05, Combat Zone Tax Exclusion (CZTE) for Sinai, Egypt, as applicable.  |  |  |  |
|         | 1.1                      |   | Forms/documentation may include:   |  |  |  |
| SERVICE |                          |   | The documentation required for a Service Member to be entitled to HF/IDP will be one of the following:   |  |  |  |
| MEMBER  |                          |   | · Original PCS orders endorsed with all intermediate and gaining commands, if applicable (IDP verification)  |  |  |  |
|         |                          |   | · Official Command correspondence, signed by CO or Acting, certifying that the Service Member has met the requirements for entitlement to Hostile Fire/Imminent Danger Pay (HF/IDP) for a given month.   |  |  |  |
|         |                          |   | Note: Only the CO can certify HF. Unlike IDP, certification of HF cannot be delegated. IDP certification can be signed By Direction.   |  |  |  |
|         |                          |   | Completed/Signed travel voucher ( <u>DD1351-2</u> ) indicating Service Member executed official travel in an HF/IDP area   |  |  |  |
|         |                          |   | Flight Log showing proof Service Member flew in an HF/IDP area (assuming airspace was officially designated)   |  |  |  |
|         |                          |   | Death Certificate or injury report, if applicable Other supporting documentation, as required  |  |  |  |
|         |                          |   |  |  |  |  |
|         |                          |   | The documentation required for a Service Member to be entitled to CZTE will be one of the following:  Service Member's orders authorizing entrance to the Qualified Hazardous Duty Area - QHDA (authorized HF/IDP), or CZ per DoD FMR Vol 7A Chapter 44.   |  |  |  |
|         |                          |   | · Travel voucher with a commander's certification stating the unit or Service Member, has performed active duty service within a QHDA (authorized HF/IDP), or a CZ.  |  |  |  |
|         |                          |   | · Assignment to a unit which has been determined to be in direct support.  |  |  |  |
|         | CONTINUE TO NEXT PAGE    |   |  |  |  |  |

| SERVICE MEMBER CONTINUED |       |  |  |
|--------------------------|-------|--|--|
| ROLE                     | STEP# | FLOW TEXT  | ADDITIONAL TEXT  |
|                          | 1.2   | Submit forms and documentation to CPPA   | Service Member submits forms and/or documentation described in <u>Step 1.1</u> to CPPA.  |
|                          | 1.6   | Obtain additional supporting documentation, as requested                                       | Service Member obtains additional supporting documentation, as requested.  Go to 1.2.  |
| SERVICE<br>MEMBER        | 3     | Process Service Member's<br>Hostile Fire Pay/Imminent<br>Danger Pay and/or CZTE<br>entitlement | Process Service Member's Hostile Fire Pay/Imminent Danger Pay and/or CZTE entitlement.  The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a 2301-Start HF/IDP Duty transaction or, if appropriate, an FL01-Start CZTE transaction when the Service Member arrives PCS.  While an Activity Loss (SH-03) WILL Stop HF/IDP (FID 23), note however, that an Activity Loss (SH-03) does NOT automatically Stop CZTE (FID FL),. In order to stop CZTE (FID FL) the FL-02 Stop NSIPS transaction must be processed before the SH-03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request by the servicing TSC/Personnel Office. Note, in addition the Activity Gain SG-03 will not reject to warn of the open entitlement. |
|                          | 3.11  | Verify proper processing of<br>HF/IDP and/or CZTE<br>entitlement                               | Service Member verifies proper processing of HF/IDP and/or CZTE entitlement.  If Leave and Earnings Statement (LES) is not correct by the next LES release following submission of HF/IDP documentation, contact CPPA to follow-up with servicing TSC.  Note 1: Ensure that Federal taxes are restarted upon leaving CZTE area  Note 2: FID FL will NOT stop upon posting of Activity Loss (SH-03 document). In order to stop CZTE (FID FL) the FL-02 Stop NSIPS transaction must be processed before the SH-03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request to the central site by the servicing TSC/Personnel Office. Note, in addition the Activity Gain SG-03 will not reject to warn of the open entitlement.  |

|       | CLERK START |  |   |  |
|-------|-------------|--|---|--|
| ROLE  | STEP#       | FLOW TEXT  | ADDITIONAL TEXT   |  |
|       | 2           | Receive, review and dispatch<br>documentation and verify Service<br>Member's eligibility for HF/IDP<br>and/or CZTE | Receive, review and dispatch documentation and verify Service Member's eligibility for Hostile Fire/Imminent Danger Pay (HF/IDP) and/or Combat Zone Tax Exclusion (CZTE).   |  |
|       | 2.6         | Is eCRM case an initial certification of Hostile Fire Pay/Imminent Danger Pay and/or CZTE?                         | Is eCRM case an initial certification (start or report) of Hostile Fire Pay/Imminent Danger Pay and/or Combat Zone Tax Exclusion (CZTE)?  If Yes, go to 2.7.  If No, go to 3.   |  |
| CLERK | 2.7         | Verify eligibility criteria for HFP or IDP   | Clerk verifies eligibility criteria for Hostile Fire Pay or Imminent Danger Pay, as applicable.  Refer to DoD FMR Vol. 7A Chapter 10.  Refer also to MPA 14/07 for IDP entitlement processing requirements for Service Members in support of Joint Task Force – Guantanamo Bay, Cuba Detention Facilities, as required.  See MPA 10/16 for termination of Phillipines AOR regarding IDP/CZTE.  Note 1: Unless otherwise specifically indicated, airspace is NOT part of the included area. When airspace is specifically included, it will normally be that space directly vertically above the approved land or sea area.  Note 2: Areas may be designated as both HF/IDP and CZTE, as HF/IDP or as CZTE only. |  |
|       | 2.8         | Verify eligibility criteria for CZTE   | Clerk verifies eligibility criteria for Combat Zone Tax Exclusion (CZTE) if applicable.  Refer to DoD FMR Vol. 7A Chapter 44.  See MPA 10/16 for termination of Phillipines AOR regarding IDP/CZTE.  Note 1: Unless otherwise specifically indicated, airspace is NOT part of the included area. When airspace is specifically included, it will normally be that space directly vertically above the approved land or sea area.  Note 2: Areas may be designated as both HF/IDP and CZTE, as HF/IDP or as CZTE only.   |  |
|       | 2.9         | Review and verify Service<br>Member's pay account  | Clerk reviews and verifies Service Member's pay account.  Log on to MMPA JJAA:  Enter Service Member's SSN  Verify FID 23 (Hostile Fire/Imminent Danger Pay) and FID FL (CZTE) status  Verify FID 14 (Hardship Duty Pay) status  Verify other pay entitlement status FID 35, dependent BAH entitlement, FID 65, Family Separation Allowance, and FID DN, Meal Deduction status, as applicable  Also verify FID NE (Recycle Status) and FID FUT, as appropriate  |  |

|       | CLERK CONTINUED |   |  |  |
|-------|-----------------|---|--|--|
| ROLE  | STEP#           | FLOW TEXT   | ADDITIONAL TEXT  |  |
|       | 2.10            | Is Service Member eligible for HFP/IDP and/or CZTE?  Inform CPPA                            | Is Service Member eligible for Hostile Fire Pay/Imminent Danger Pay and/or Combat Zone Tax Exclusion?  If No, go to 2.11.  If Yes, go to 3.  Clerk informs CPPA that Service Member is not eligible for entitlement.   |  |
|       | 2.12            | Complete final verification and mark eCRM case " Supervisor Review"                         | Clerk completes final verification and marks eCRM case "Supervisor Review".  |  |
| CLERK | 3               | Process Service Member's Hostile<br>Fire Pay/Imminent Danger Pay<br>and/or CZTE entitlement | Process Service Member's Hostile Fire Pay/Imminent Danger Pay and/or CZTE entitlement.  The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a 2301-Start HF/IDP Duty transaction or, if appropriate, an FL01-Start CZTE transaction when the Service Member arrives PCS.  While an Activity Loss (SH-03) WILL Stop HF/IDP (FID 23), note however, that an Activity Loss (SH-03) does NOT automatically Stop CZTE (FID FL),. In order to stop CZTE (FID FL) the FL-02 Stop NSIPS transaction must be processed before the SH-03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request by the servicing TSC/Personnel Office. Note, in addition the Activity Gain SG-03 will not reject to warn of the open entitlement.   |  |
| CLERK | 3.1             | Is Service Member eligible for<br>CZTE only?  | If Yes, go to 3.2 If No, go to 3.3 Important Processing Exception: Per MPA 10/18 prior claims for the Sinai Peninsula that are deemed to be authorized by Personnel Offices will be forwarded to DFAS-CL via DWOWS with forms and timeframes, which substantiate duty status within the Sinai Peninsula. DFAS-CL will adjust member's taxable wages and issue an Internal Revenue Service (IRS) Form W2C, corrected wage and tax statement, if needed.  Note 1: A CZ does not require the HF/IDP entitlement to be posted in order for the member to receive CZTE.  Note 2: The HF/IDP transaction must be used to generate entitlement to Combat Zone Tax Exclusion (CZTE) if the HF/IDP area is also designated as a CZTE, based on the CZ-DEDTN code entered on the input transaction. So if both HF/IDP and CZTE apply, the 2301-START HOSTILE FIRE PAY transaction is submitted with the appropriate CZ-DEDTN election option of 1, 2, 3 or 4.  Note 3: If CZTE is not applicable, the 2301 transaction is submitted to start HF/IDP only by entering a CZ-DEDTN election option of 0 (zero). |  |

|       | CLERK CONTINUED BACK |  |  |  |  |  |
|-------|----------------------|--|--|--|--|--|
| ROLE  | STEP#                | FLOW TEXT  | ADDITIONAL TEXT  |  |  |  |
| CLERK | 3.2                  | Create Combat Zone Tax Exclusion (CZTE) transaction in NSIPS | Clerk creates Combat Zone Tax Exclusion (CZTE) transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 7 Deductions and Collections Chapter 1: Federal and State Income Tax Withholding and Earned Income Credit Section B: https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide  CZTE is a monthly tax credit (first day of the month through last day of the month); therefore the FL entry will post to the MMPA with a start date of the first day of the month and stop date of the last day of the month, regardless the actual dates are on the FL transaction.  The system does not allow for the posting of multiple FL transactions during the same month. When this happens, the transactions will reject and cause an adverse effect to member's pay and taxes. When the situation arises that commands are entering and leaving multiple CZTE areas during the same month, command must submit one FL01 transaction and one FL02 transaction once the member leaves the CZTE area for that month.  Login to NSIPS: Pay Maintenance > Taxes > Use > Combat Zone Create. Enter Service Member's SSN.  Select Start, Stop, or Report, as appropriate Enter Stop date (date Service Member departed hostile fire area) Enter Stop date (date Service Member departed hostile fire area), if applicable (for Report transaction) Select CZ-DEDTN (refer to PTG for proper code) Select CNTRY-WORLD - two position alphanumeric code to designate the country, waters or area designated as a combat zone or qualified hazardous duty area Save |  |  |  |
|       |                      |  | CONTINUE TO NEXT PAGE  |  |  |  |

|        | CLERK CONTINUED BACK |                                    |  |  |  |
|--------|----------------------|------------------------------------|--|--|--|
| ROLE S | STEP#                | <b>FLOW TEXT</b>                   | ADDITIONAL TEXT  |  |  |
| ROLE S | 3.3                  | Create HF/IDP transaction in NSIPS | ADDITIONAL TEXT  Clerk creates Hostile Fire/Imminent Danger Pay transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 10:  https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide  Note: Per PPIB 18-01 IDP/HFP are now considered different and separate entitlements and as such HFP-IDP-QUALFRs, as identified in the PTG, are in the process of being updated. Refer to PPIB 18-01 for updated/new HFP-IDP-QUALFRs until the PTG is updated.  Important Note: Additionally a new FID 2304 (Change) has been added to NSIPS and Web DMO to report changes to the IDP/HFP qualifiers for previously submitted FID 23.  The HF/IDP transactions must be used to generate entitlement to Combat Zone Tax Exclusion (CZTE) if the HF/IDP area is also designated as a CZTE, based on the CZ-DEDTN code entered on the input transaction (see below).  Refer to MPA 08/12 regarding manual requirements for processing IDP, which will now be prorated on a daily basis. Refer to MPA 11/12 (paragraph 4) for example of constructive IDP entries to support report transactions. Refer also to MPAs 13/12 and 17/12 (Correction Procedures) for recent changes regarding same subject.  Note 1: Hostile Fire Pay is NOT prorated, and Combat Zone Tax Exclusion (CZTE) is NOT affected by IDP proration.  Note 2: The system does not allow for the posting of multiple FID 23 transactions during the same month. When this happens, the transactions will reject and cause an adverse effect to member's pay and taxes. When ships enter and leave multiple HF/IDP areas, areas designated as both HF/IDP and CZTE, and one area designated as HF/IDP only and next area designated as CZTE only during the same month, command must submit one 2301 transaction and one 2302 transaction once the member leaves the area for that month.  Login to NSIPS: Entitlement > Special Pay > Use > Special Pay Create. Enter Service Member service Member departed hostile fire/imminent danger area).  Enter Stop date Gdate Service Member d |  |  |
| CLERK  | 3.3                  | transaction in                     | transaction and one 2302 transaction once the member leaves the area for that month.  Login to NSIPS: Entitlement > Special Pay > Use > Special Pay Create. Enter Service Member's SSN.  Select Special Pay Type (IDP) – Hostile Fire/Imminent Danger  Select Start, Stop, Report or Change, as appropriate  Enter effective/start date (date Service Member enters hostile fire/imminent danger area)   |  |  |

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|-------|-----------------------|---|--|--|
| ROLE  | STEP#                 | FLOW TEXT   | ADDITIONAL TEXT  |  |
|       | 3.4                   | Select projected release date and forward to supervisor for audit and release | Clerk selects projected release date and forwards to supervisor for audit and release.   |  |
|       | 3.6                   | Did HFP/IDP and/or CZTE post?   | Did HFP/IDP and/or CZTE post?  Check MMPA JJAA 24-48 hours after release:  |  |
| CLERK | 3.7                   | Determine reason for posting<br>delay   | Clerk and supervisor determine reason for posting delay.  1. Check message status inquiry/rejects list in NSIPS for recycle/error code 2. Research reason for error • If user error, correct and resubmit • If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable  Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.  Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).  Go to 3.6. |  |
|       | 3.8                   | Complete final verification and mark eCRM case "Supervisor Review"            | Clerk completes final verification and marks eCRM case "Supervisor Review".  |  |
|       |                       |   | CONTINUE TO NEXT PAGE  |  |

|       | CLERK CONTINUED BA |  |  |  |  |
|-------|--------------------|--|--|--|--|
| ROLE  | STEP#              | FLOW TEXT  | ADDITIONAL TEXT  |  |  |
|       | 3.9                |  | Clerk compiles Retain File.  Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.  Endorsed PCS orders Official Command correspondence, signed by CO or Acting, certifying entitlement to HF/IDP and/or CZTE or temporary duty orders, death certificate or injury report, if applicable, etc. Note: Only the CO can certify HF. Unlike IDP, certification of HF cannot be delegated. IDP certification can be signed By Direction. |  |  |
|       | 3.12               |  | Is Service Member's entitlement still open?  If Yes, go to 4.  If No, go to 3.13.  |  |  |
|       | 3.13               | Verify Service Member is removed from monthly tracking report  | Clerk verifies Service Member is removed from monthly tracking report.  Go to Stop.  |  |  |
| CLERK | 4                  | Update and verify Hostile<br>Fire/Imminent Danger Pay and<br>CZTE tracking report  | Update and verify Hostile Fire/Imminent Danger Pay and CZTE tracking report.   |  |  |
|       | 4.1                | Update Hostile Fire/Imminent<br>Danger Pay and CZTE tracking<br>report   | Clerk updates Hostile Fire/Imminent Danger Pay and CZTE tracking report, as required.  |  |  |
|       | 4.2                | Verify Hostile Fire/Imminent Danger Pay and CZTE tracking report monthly   | Clerk verifies Hostile Fire/Imminent Danger Pay and CZTE tracking report monthly.  |  |  |
|       | 4.3                | Resolve discrepancies /inconsistencies with the CPPA   | Clerk resolves discrepancies/inconsistencies with the CPPA.  |  |  |
|       | 4.4                | Has Service Member's Hostile<br>Fire/Imminent Danger Pay and/or<br>CZTE entitlement status changed,<br>requiring an NSIPS transaction? | Has Service Member's Hostile Fire/Imminent Danger Pay and/or CZTE entitlement status changed, requiring an NSIPS transaction?  Refer to DoD FMR Vol. 7A Chapter 10 (Special Situations) and DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 10 logic tables for additional HF/IDP transactions.  Refer to DoD FMR Vol 7A Chapter 44  and DJMS Navy Procedures Training Guide (PTG): Part 7 Deductions and Collections Chapter 1: Federal and State Income Tax Withholding and Earned Income Credit Section B logic tables for additional CZTE transactions.  If Yes, go to 3.1.  If No, go to STOP.  |  |  |

| Receive, review and dispatch documentation and verify Service Member's eligibility for Hostille Fire/Imminent Danger Pay (HF/IDP) and/or CZTE  Supervisor receives eCRM case from customer command.  Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary suiton and open pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (EMP) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/RM Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:  **Note 1: eCRM case from customer command**  Note 1: eCRM case to support start/stop of Hostille Fire/Imminent Danger Pay may be part of overall Receipts/Transfers package. In such case, Hostille Fire/Imminent Danger Pay would be started following the posting of the Activity Gain since the entitlement will not Start upon posting of the SG-03 Report PCS Arrival transaction. However, when a Service Member departs PCS from a designated Hostile Fire/Imminent Danger Pay would be started following the posting of the Activity Gain since the entitlement will not Start upon posting of the SG-03 Report PCS Arrival transaction. However, when a Service Member departs PCS from a designated Hostile Fire/Imminent Danger Pay would be started following the posting of the Activity Gain stope the entitlement.  Note 2: While an Activity Loss (SH-03) Will. Stop HF/IDP (FID 23), note however, that an Activity Loss (SH-03) does NOT automatically Stop CZTE (FID FL). In order to stop CZTE (FID FL) the FL-02 Stop NSIPS transaction must be processed  |            |       |  | SUPERVISOR START  |
|--|------------|-------|--|---|
| dispatch documentation and verify Service Member's eligibility for Hostile Fire/Imminent Danger Pay (HF/IDP) and/or Combat Zone Tax Exclusion (CZTE).  Receive, review and dispatch documentation and verify Service Member's eligibility for Hostile Fire/Imminent Danger Pay (HF/IDP) and/or Combat Zone Tax Exclusion (CZTE).  Supervisor receives eCRM case from customer command.  Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert Ops Alert object to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:  https://liankspeed.sharepoint-mil.us.mcas-gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx cov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/sites/MvNavvHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/Allitems.aspx gov.us/ | ROLE       | STEP# | FLOW TEXT  | ADDITIONAL TEXT   |
| Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 06/822 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:  **Note 1: eCRM case to support start/stop of Hostile Fire/Imminent Danger Pay may be part of overall Receipts/Transfers package. In such case, Hostile Fire/Imminent Danger Pay would be started following the posting of the Activity Gain since the entitlement will not Start upon posting of the Sci Arrival transaction. However, when a Service Member departs PCS from a designated Hostile Fire/Imminent Danger Area location, the SH-03 Report PCS Departure transaction will stop the entitlement.  **Note 2: While an Activity Loss (SH-03) WILL Stop HF/IDP (FID 23), note however, that an Activity Loss (SH-03) does NOT automatically Stop CZTE (FID FL). In order to stop CZTE (FID FL) the FL-02 Stop NSIPS transaction must be processed before the SH-03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request by the servicing TSC/Personnel Office. Note, in addition the   |            | 2     | dispatch documentation<br>and verify Service<br>Member's eligibility for |   |
| staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:  **Note 1: eCRM case to support start/stop of Hostile Fire/Imminent Danger Pay may be part of overall Receipts/Transfers package. In such case, Hostile Fire/Imminent Danger Pay would be started following the posting of the Activity Gain since the entitlement will not Start upon posting of the SG-03 Report PCS Arrival transaction. However, when a Service Member departs PCS from a designated Hostile Fire/Imminent Danger Area location, the SH-03 Report PCS Departure transaction will stop the entitlement.  **Note 2: While an Activity Loss (SH-03) WILL Stop HF/IDP (FID 23), note however, that an Activity Loss (SH-03) does NOT automatically Stop CZTE (FID FL), . In order to stop CZTE (FID FL), the FL-02 Stop NSIPs transaction must be processed before the SH-03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request by the servicing TSC/Personnel Office. Note, in addition the   |            |       |  | Supervisor receives eCRM case from customer command.  |
| posting of the SG-03 Report PCS Arrival transaction. However, when a Service Member departs PCS from a designated Hostile Fire/Imminent Danger Area location, the SH-03 Report PCS Departure transaction will stop the entitlement.  Note 2: While an Activity Loss (SH-03) WILL Stop HF/IDP (FID 23), note however, that an Activity Loss (SH-03) does NOT automatically Stop CZTE (FID FL), . In order to stop CZTE (FID FL) the FL-02 Stop NSIPS transaction must be processed before the SH-03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request by the servicing TSC/Personnel Office. Note, in addition the  | SUPERVISOR | 2.1   |  | Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:  https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx  Note 1: eCRM case to support start/stop of Hostile Fire/Imminent Danger Pay may be part of |
| Activity Gain 50-05 will not reject to warn of the open entitlement.   |            |       |  | started following the posting of the Activity Gain since the entitlement will not Start upon posting of the SG-03 Report PCS Arrival transaction. However, when a Service Member departs PCS from a designated Hostile Fire/Imminent Danger Area location, the SH-03 Report PCS Departure transaction will stop the entitlement.  Note 2: While an Activity Loss (SH-03) WILL Stop HF/IDP (FID 23), note however, that an Activity Loss (SH-03) does NOT automatically Stop CZTE (FID FL), . In order to stop CZTE (FID FL) the FL-02 Stop NSIPS transaction must be processed before the SH-03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request by the servicing TSC/Personnel Office. Note, in addition the  |

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| ROLE                     | STEP# | FLOW TEXT  | ADDITIONAL TEXT  |  |  |
|                          |       |  | Supervisor reviews eCRM case.  |  |  |
| SUPERVISOR               | 2.2   | Review eCRM case                                   | The documentation required for a Service Member to be entitled to HF/IDP will be one of the following:  Original PCS orders endorsed with all intermediate and gaining commands, if applicable (IDP verification)  Official Command correspondence, signed by CO or Acting, certifying that the Service Member has met the requirements for entitlement to Hostile Fire/Imminent Danger Pay (HF/IDP) for a given month.  Note: Only the CO can certify HF. Unlike IDP, certification of HF cannot be delegated. IDP certification can be signed By Direction.  Completed/Signed travel voucher (DD1351-2) indicating Service Member executed official travel in an HF/IDP area  Flight Log showing proof Service Member flew in an HF/IDP area (assuming airspace was officially designated)  Death Certificate or injury report, if applicable  Other supporting documentation, as required  The documentation required for a Service Member to be entitled to CZTE will be one of the following:  Service Member's orders authorizing entrance to the Qualified Hazardous Duty Area QHDA (authorized HF/IDP), or CZ per DoD FMR Vol 7A Chapter 44.  Travel voucher with a commander's certification stating the unit or Service Member, has performed active duty service within a QHDA (authorized HF/IDP), or a CZ.  Assignment to a unit which has been determined to be in direct support Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the "certifying officer" must be submitted with the eCRM case. |  |  |
|                          | 2.3   | Is eCRM documentation complete and sufficient?     | Is eCRM documentation complete and sufficient?  If No, go to 2.4.  If Yes, go to 2.5.  |  |  |
|                          | 2.4   | Coordinate with CPPA to complete/correct eCRM case | Supervisor coordinates with Command Pay and Personnel Administrator (CPPA) to complete and/or correct eCRM case.  Go to 2.3.   |  |  |
|                          |       |  | CONTINUE TO NEXT PAGE  |  |  |

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| ROLE                      | STEP# | FLOW TEXT   | ADDITIONAL TEXT  |  |
|                           |       |   | Supervisor dispatches eCRM case to clerk.  |  |
|                           |       |   | If entitlement is based upon PCS orders, Receipts clerk may forward endorsed orders to appropriate TSC branch/section for processing of entitlement following Activity Gain.   |  |
|                           | 2.5   | Dispatch eCRM case to clerk                           | Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.      |  |
|                           |       |   | Supervisor completes final verification and closes eCRM case.  |  |
| SUPERVISOR                | 2.13  | Complete final verification and close eCRM case       | Supervisor marks eCRM case as "Completed" with appropriate comments.   |  |
|                           |       |   | Go to Stop   |  |
|                           | 3     |   | Process Service Member's Hostile Fire Pay/Imminent Danger Pay and/or CZTE entitlement.   |  |
|                           |       | Process Service Member's<br>Hostile Fire Pay/Imminent | The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a 2301-Start HF/IDP Duty transaction or, if appropriate, an FL01-Start CZTE transaction when the Service Member arrives PCS.   |  |
|                           |       | Danger Pay and/or CZTE<br>entitlement                 | While an Activity Loss (SH-03) WILL Stop HF/IDP (FID 23), note however, that an Activity Loss (SH-03) does NOT automatically Stop CZTE (FID FL),. In order to stop CZTE (FID FL) the FL-02 Stop NSIPS transaction must be processed before the SH-03 Activity Loss is released. If this does not occur the open FL will need to be stopped upon reporting to the new PDS via a DWOWS request by the servicing TSC/Personnel Office. Note, in addition the Activity Gain SG-03 will not reject to warn of the open entitlement. |  |
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| ROLE       | STEP# | FLOW TEXT  | ADDITIONAL TEXT  |
|            | 3.5   | Audit and release<br>HFP/IDP and/or CZTE<br>transaction in NSIPS | Supervisor audits and releases Hostile Fire Pay/Imminent Danger Pay (HFP/IDP) and/or Combat Zone Tax Exclusion (CZTE) transaction in NSIPS.  |
| SUPERVISOR | 3.7   |  | Clerk and supervisor determine reason for posting delay.  1. Check message status inquiry/rejects list in NSIPS for recycle/error code 2. Research reason for error · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable  Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.  Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).  Go to 3.6. |
|            | 3.10  | Complete final verification and close eCRM case                  | Supervisor completes final verification and closes eCRM case.  Supervisor marks eCRM case "Completed".   |
|            |       |  | STOP   |

|      |       |           | CPPA START   |
|------|-------|-----------|--|
| ROLE | STEP# | FLOW TEXT | ADDITIONAL TEXT  |
| ROLE | STEP# |           | BACK E   |
|      |       |           | Refer to MPA 11/17, Turkey CZTE Designation as Direct Support Area, as applicable.  Refer also to MPA 10/18 and PPIB 18-05, Combat Zone Tax Exclusion (CZTE) for Sinai, Egypt, as applicable.  CONTINUE TO NEXT PAGE |

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| ROLE | STEP# | FLOW TEXT  | ADDITIONAL TEXT  Service Member obtains/completes forms and/or compiles documentation with support of Command Pay and Personnel Administrator (CPPA), as required.  |
|      |       |  | Note: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation.  |
|      |       |  | CPPA verifies if member meets all requirements for entitlements, except when the Service Member is under orders on official duty in one of the designated IDP and/or CZTE areas as specified in <a href="DoD FMR Vol.7A Chapter 10">DoD FMR Vol. 7A Chapter 10</a> and/or <a href="Chapter 44">Chapter 44</a> .   |
|      |       |  | Refer to MPA 11/17, Turkey CZTE Designation as Direct Support Area, as applicable.  |
|      |       |  | Refer also to MPA 10/18 and PPIB 18-05, Combat Zone Tax Exclusion (CZTE) for Sinai, Egypt, as applicable.   |
|      |       |  | Forms/documentation may include:  |
| СРРА | 1.1   | Obtain/complete forms<br>and/or compile<br>documentation | The documentation required for a Service Member to be entitled to HF/IDP will be one of the following:  Original PCS orders endorsed with all intermediate and gaining commands, if applicable (IDP verification)  Official Command correspondence, signed by CO or Acting, certifying that the Service Member has met the requirements for entitlement to Hostile Fire/Imminent Danger Pay (HF/IDP) for a given month. |
|      |       |  | Note: Only the CO can certify HF. Unlike IDP, certification of HF cannot be delegated. IDP certification can be signed By Direction.  |
|      |       |  | · Completed/Signed travel voucher ( <u>DD1351-2</u> ) indicating Service Member executed official travel in an HF/IDP area  |
|      |       |  | · Flight Log showing proof Service Member flew in an HF/IDP area (assuming airspace was officially designated)  |
|      |       |  | · Death Certificate or injury report, if applicable<br>· Other supporting documentation, as required  |
|      |       |  | The documentation required for a Service Member to be entitled to CZTE will be one of the following:  Service Member's orders authorizing entrance to the Qualified Hazardous Duty Area - QHDA (authorized HF/IDP), or CZ per DoD FMR Vol 7A Chapter 44.  Travel voucher with a commander's certification stating the unit or Service Member, has performed active duty service   |
|      |       |  | within a QHDA (authorized HF/IDP), or a CZ.  Assignment to a unit which has been determined to be in direct support.  |
|      |       |  | CONTINUE TO NEXT PAGE   |

|      |       | CPPA CONT  | TINUED BACK   |
|------|-------|--|---|
| ROLE | STEP# | FLOW TEXT  | ADDITIONAL TEXT   |
|      | 1.3   | Review documentation   | CPPA reviews documentation.   |
| СРРА | 1.4   | Is documentation complete?   | Is documentation complete?  If Yes, go to 1.7.  If No, go to 1.5.         |
| CPPA | 1.5   | Request Service Member provide additional supporting documentation | CPPA requests Service Member provide additional supporting documentation. |
|      | 1.7   | Assemble and compile documentation                                 | CPPA assembles and compiles documentation for submission to TSC.          |
|      |       | CONTINUE TO N  | NEXT PAGE   |

|      |       |  | CPPA CONTINUED   |
|------|-------|--|--|
| ROLE | STEP# | FLOW TEXT                                  | ADDITIONAL TEXT  |
|      |       |  | CPPA submits documentation to TSC via eCRM.  |
| СРРА | 1.8   | Submit<br>documentation to<br>TSC via eCRM | Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked a "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:  https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/MyNawHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx  In an initiative to reduce the use of SSN, all DoD personnel shall reduce or eliminate the use of SSN wherever possible. This includes the use of the SSN in any form, including, but not limited to, truncated, masked, partially masked, encrypted, or disguised SSN.  Effective 01 Dec 2021, all personnel and pay documents that trigger pay entitlements must comply with the new file naming convention. The new file naming structure is:  Last Name, then space  Name of Entitlement  Example: DOE JON IDP  The eCRM case may consist of the following, as applicable:  The documentation required for a Service Member to be entitled to HF/IDP will be one of the following:  Original PCS orders endorsed with all intermediate and gaining commands, if applicable (IDP verification) |
|      |       |  | <ul> <li>Official Command correspondence, signed by CO or Acting, certifying that the Service Member has met the requirements for entitlement to Hostile Fire/Imminent Danger Pay (HF/IDP) for a given month.</li> <li>Note: Only the CO can certify HF. Unlike IDP, certification of HF cannot be delegated. IDP certification can be signed By Direction.</li> <li>Completed/Signed travel voucher (DD1351-2) indicating Service Member executed official travel in an HF/IDP area</li> </ul>  |
|      |       |  | <ul> <li>Flight Log showing proof Service Member flew in an HF/IDP area (assuming airspace was officially designated)</li> <li>Death Certificate or injury report, if applicable</li> <li>Other supporting documentation, as required</li> </ul>   |
|      |       |  | The documentation required for a Service Member to be entitled to CZTE will be one of the following:  Service Member's orders authorizing entrance to the Qualified Hazardous Duty Area - QHDA (authorized HF/IDP), or CZ per DoD FMR Vol 7A Chapter 44.  Travel voucher with a commander's certification stating the unit or Service Member, has performed active duty service within a QHDA  |
|      |       |  | (authorized HF/IDP), or a CZ.  Assignment to a unit which has been determined to be in direct support.   |
|      |       |  | Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the "certifying officer" must be submitted with the eCRM case.  STOP   |

| Prepare and submit forms and/or compile documentation, as required.  Imminent Danger Pay (IDP): This entitlement is payable when a Service Member is on official duty in a designated IDP area as specified in DoD FMR Vol. 7A Chapter 10  Hostile Fire Pay (HFP): This entitlement is payable when, as certified by the appropriate commander, a Service Member is: Subjected to hostile fire or explosion of a hostile mine, or On duty in an area in close proximity to a hostile fire incident and the Service Member is in danger of being exposed to the same dangers actually experienced by other Service Members subjected to hostile fire or explosion of hostile mines, or Killed, injured, or wounded by hostile fire, explosion of a hostile mine, or any other hostile action.  Combat Zone (CZ):  A CZ is any area designated by Executive Order as an area in which Armed Forces of the United States are, or have, engaged in combat. Service is performed in a combat zone only if performed on or after the date designated by the Executive Order as the date of the commencing of combat activities, and on or before the termination date in designated zone. DoDFMR, Vol. 7A, Chapter 44, contains the areas currently considered CZs.   |         | COMMAND LEADERSHIP START  BACK |   |  |  |  |  |
|---|---------|--------------------------------|---|--|--|--|--|
| Imminent Danger Pay (IDP): This entitlement is payable when a Service Member is on official duty in a designated IDP area as specified in Dot FMR Vol. 7A Chapter 10  Hostile Fire Pay (HFP): This entitlement is payable when, as certified by the appropriate commander, a Service Member is: Subjected to hostile fire or explosion of a hostile mine, or On duty in an area in close proximity to a hostile fire incident and the Service Member is in danger of being exposed to the same dangers actually experienced by other Service Members subjected to hostile fire or explosion of hostile mines, or Killed, injured, or wounded by hostile fire, explosion of a hostile mine, or any other hostile action.  Combat Zone (CZ): A CZ is any area designated by Executive Order as an area in which Armed Forces of the United States are, or have, engaged in combat. Service is performed in a combat zotivities, and on or before the termination date in designated zone. DoDFMR, Vol. 7A, Chapter 44, contains the areas currently considered CZs.  Qualified Hazardous Duty Area (QHDA). A QHDA is a military Contingency Operation Area designated by Public Law to receive HF/IDP entitlement.  Direct Support. Service is in direct support of military operations in the CZ or QHDA fit has the effect of maintaining, upholding, or providing assistance for those involved in military operations in the CZ or QHDA. Commander in Chief, Europe CINCEUR), is the approving authority for all European theater determinations of direct support, and certifies which members qualify for tax relief by virtue of service in direct support of CZ, or QHDA operations. Service members and unit commanders, who are not in the CZ or QHDA, may not self-certify their entitlement to the tax relief. Requests must be processed through the appropriate chain of command. | ROLE    | STEP#                          | FLOW TEXT   | ADDITIONAL TEXT  |  |  |  |
|   | COMMAND |                                | Prepare and submit<br>forms and/or compile<br>documentation, as | Prepare and submit forms and/or compile documentation, as required.  Imminent Danger Pay (IDP): This entitlement is payable when a Service Member is on official duty in a designated IDP area as specified in DoD FMR Vol. 7A Chapter 10  Hostile Fire Pay (HFP): This entitlement is payable when, as certified by the appropriate commander, a Service Member is:  Subjected to hostile fire or explosion of a hostile mine, or  On duty in an area in close proximity to a hostile fire incident and the Service Member is in danger of being exposed to the same dangers actually experienced by other Service Members subjected to hostile fire or explosion of hostile mines, or  Killed, injured, or wounded by hostile fire, explosion of a hostile mine, or any other hostile action.  Combat Zone (CZ):  A CZ is any area designated by Executive Order as an area in which Armed Forces of the United States are, or have, engaged in combat. Service is performed in a combat zone only if performed on or after the date designated by the Executive Order as the date of the commencing of combat activities, and on or before the termination date in designated zone. DoDFMR, Vol. 7A., Chapter 44, contains the areas currently considered CZs.  Qualified Hazardous Duty Area (QHDA). A QHDA is a military Contingency Operation Area designated by Public Law to receive the same tax benefits as a CZ. DoDFMR, Vol. 7A., Chapter 10, provides the areas currently designated to receive HF/IDP entitlement.  Direct Support. Service is in direct support of military operations in a CZ or QHDA if it has the effect of maintaining, upholding, or providing assistance for those involved in military operations of direct support, and certifies which members qualify for tax relief by virtue of service in direct support of CZ, or QHDA operations. Service members and unit commanders, who are not in the CZ or QHDA, may not self-certify their entitlement to the tax relief. Requests must be processed through the appropriate chain of commander. |  |  |  |
| Refer also to MPA 10/18 and PPIB 18-05, Combat Zone Tax Exclusion (CZTE) for Sinai, Egypt, as applicable.  STOP   |         |                                |   | 1 1 11   |  |  |  |