TOPS to MNCC CRM Transition: Common CPPA Questions

Below are answers to ten frequently asked questions by CPPAs regarding the TOPS to MNCC CRM (powered by Salesforce) transition.

1 Will transactions already in TOPS carry over to MNCC CRM?

No, transactions submitted in TOPS will be worked through resolution in TOPS. After a cutover date is established, new work will be submitted in MNCC CRM and there will be no need to resubmit work previously submitted in TOPS.

2 Can travel claim voucher breakdowns be requested via MNCC CRM for travel claims associated with a transaction, and will the final travel claim voucher breakdown be uploaded into the MNCC CRM case?

Sailors and CPPAs may request a summary for a travel voucher liquidation 24/7 through the MNCC by phone or email. There is no plan at this time to have vouchers added to MNCC CRM cases, so voucher breakdown requests still need to me made to MNCC by phone or email.

3 Can cases be edited or modified once submitted in MNCC CRM?

Yes, cases can be edited after creation. Any MNCC CRM user who has been assigned to the case (i.e. the "case team") will be able to edit the case.

4 Where can I find information on creating a PERS/PAY cases in MNCC CRM?

Quick Start Guides (QSGs) on how to create cases in MNCC CRM can be found on SharePoint here. Additionally, current SOPs for PERSPAY transactions are on SharePoint in the CPPA toolbox on the MyNavy HR website here.

5 Do email notifications reference the Sailor name as well as the case ID number?

Yes. Both you and the Sailor will get automated email notifications on the case which will reference the Sailor's name and the case ID number if you add the Sailor's contact information to the case within MNCC CRM and ensure that your email is also included in the appropriate block.

6 Can cases be created without internet connectivity?

Internet connectivity is required to access MNCC CRM and Sailors in a disconnected environment will need to work through their supporting shore activity.

7 **How long can we expect for a case, once opened, to be closed?**

Timing will vary, but two main drivers are DoD and MILPERSMAN guidelines for pay and personnel timeliness and case corrections. According to DoD and MILPERSMAN timeliness guidelines, pay transactions are to be conducted within 30 days of a corrected, actionable request, and personnel transactions vary per the articles governing the specific request. Unlike TOPS, cases will not be deleted in MNCC CRM if information is missing. Instead, the case will be reassigned to you to be corrected and will stay visible to the assigned case team.

8 **How do I know if I should have already received training? If I should have received training, but haven't, who should I reach out to?**

All PSDs and TSCs began CPPA training as early as January 2021. Based on the size of the CPPA customer base, which ranges from 50 to over 3,000, and availability, training may not be complete in all locations. Regardless, if you have not yet received training, or would like refresher training, you are highly encouraged to contact your supporting PSD or TSC. Additionally, commands can coordinate group training with NPPSC HQ via their ISIC.

9 **When will we get MNCC CRM account access and who can we reach out to if there have been delays?**

There are currently account creation delays which are actively being worked. Once these issues are resolved, you should receive an email that your MNCC CRM PERS/PAY account is created within 10 business days of submitting your SAAR-N to the centralized mailbox (ecmr_perspay.fct@navy.mil). Follow the Account Request/ SAAR-N step-by-step guide and utilize the PERS/PAY SAAR-N template when submitting. If you need these resources, contact MyNavy Career Center. If SAAR-N corrections are required after submission, an email will be sent to the requestor. If you have not received an email that your account has been created or that corrections are required after 14 business days, send a status inquiry to the centralized mailbox with the subject line "SAAR-N STATUS REQUEST ICO 'Your Name, UIC Number'".

10 **What is the timeline for migrating from TOPS to MNCC CRM and how much of a cutover window will there be?**

Cutover is currently delayed due to technical issues which are actively being worked. The cutover window may vary across each PSD/TSC and will be driven by completion of training and account creation. If you have not yet submitted a SAAR form to request your MNCC CRM account, it is strongly recommended you do so as soon as possible. The supporting PSD or TSC, and NPPSC HQ, can provide MNCC CRM training upon request.