

MILPERSMAN 1000-021

COMMAND PAY AND PERSONNEL ADMINISTRATOR (CPPA) PROGRAM

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References	(a) OPNAVINST 5200.45A (b) 5 U.S.C. §552a (c) Command Pay and Personnel Administrator (CPPA) Handbook of 24 September 2018 (d) NPPSCINST 1000C, Transaction Online Processing System Guidelines (e) NAVPERS 18068F, Volume II, Navy Enlisted Classifications Manual
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1. **Purpose.** To supplement reference (a) and define minimum requirements for the appointment of a command pay and personnel administrator (CPPA), as well as basic responsibilities of supported commands, supporting personnel support detachments (PSD), MyNavy Career Center (MNCC), functional service centers (FSC) and designated CPPAs.

2. **Background.** The CPPA links the individual Sailor, the Sailor's command and the supporting pay, personnel and passenger transportation organization. CPPAs are customer service-oriented professionals trained in basic pay, personnel, passenger transportation and travel voucher functions associated with Sailor career and life events. CPPAs support Sailors with matters beyond self-service capabilities. Additionally, they provide input to their activity head on issues or concerns related to Navy pay and personnel within the command; facilitate Navy pay and personnel transactions for command personnel on behalf of pay, personnel and passenger transportation supporting organizations; facilitate command level support to billet based distribution (BBD) processes within the command and provide guidance to command personnel on changes to Navy pay and personnel policies and procedures.

Note: Per reference (a), designation of a CPPA (in writing) is critical to providing required and expected levels of personnel, pay and transportation support for all Navy personnel.

3. **Requirements.** The CPPA will have routine access to personnel information belonging to command personnel (officer, enlisted, and (at times) dependents) protected by reference (b). The unauthorized disclosure of personnel data and personally identifiable information (PII) can result in civil, criminal or administrative penalties. The CPPA must:

a. be an individual selected by the CO or OIC deemed capable of performing in a position of trust. COs or OICs should designate a military person as the CPPA. If there are no military personnel available to perform this duty, a Government civilian may be assigned. Only as an exception, if a unit has no military or Government civilians to perform this duty, a contractor working for the command may be assigned as a CPPA. Qualification requirements to perform the duties of CPPA are the same for anyone serving in that role,

Note: Commands billeted for a PS, YN or NC will designate those ratings as priority (in that order).

b. be designated in writing using CPPA designation letter (exhibit 1),

c. complete the training requirements specified in paragraph 4a of this article, and

d. obtain access with the associated role to the essential information technology systems in paragraph 3d(1-8) in order to apply the full capability of these systems in processing administrative, pay, and personnel transactions.

(1) [Navy Standard Integrated Personnel System](#) (NSIPS) CPPA, command level access manager, record of emergency data/dependency application administrator and command leave administrator user roles.

(2) [Web Master Military Pay Account](#) (MMPA) user (viewer) via Multi-Host Internet Access Portal (MIAP)

(3) [Transaction Online Processing System](#) (TOPS) user

(4) [Bureau of Naval Personnel \(BUPERS\) Online](#) Web site for Personnel TEMPO (PERSTEMPO) and official military personnel file (OMPF) (Command View)

(5) [BBD System user via MyNavy Assignment \(MNA\)](#).

(6) [Fleet Training Management and Planning System](#) (FLTMPS) user

(7) [Serviceman's Group Life Insurance Online Enrollment System](#) (SOES) Administrator

(8) [Navy Family Accountability and Assessment System](#) (NFAAS) CO's representative

4. **Required Training**

a. Required training prior to gaining access to systems required to perform CPPA duties must be completed either by:

(1) Navy e-Learning courses at: <https://learning.nel.navy.mil/ELIAASv2p/protected/ev2Welcome.xhtml>

(a) CPPA Training Course (PERS2-PERS2-PAYPERS-CPPA-CPPATRaining-V1.0)

(b) Department of the Navy Annual Privacy Training (DON-PRIV-1.0)

(c) Records Management in the DON: Everyone's Responsibility (DOR-RM-010-1.2)

(2) CPPA "C" school (A-500-0035)

b. The following Navy e-Learning courses are recommended to enhance CPPA general knowledge:

(1) Department of the Navy (DON) Records Management: Advanced Topics (DOR-RM-020-1.1)

(2) General Forms Management, General Forms User Training (DOR-GFMGFUT-1.0)

5. **CPPA Resources**. In addition to reference (a), the following resources will assist the CPPA in the performance of assigned duties:

a. The [Navy Personnel Command CPPA Resources](#) Web page, which is a repository with a wide range of links to authoritative guidance (e.g., standard operating procedures (SOPs), user aids, and other helpful information).

b. Guidelines provided in references (c) and (d), as well as SOPs to perform pay, personnel and passenger transportation. These task-based user aids with links to policy, guidance and supporting resources are available via the [Navy Pay and Personnel Support Center](#) (NPPSC) SharePoint site.

c. [Navy e-Learning](#) (NeL). Enroll in CPPA-specific, functional area courses via NeL. These courses are distinct from the courses identified in paragraphs 4a and 4b above.

d. NSIPS users' information is available on the [NSIPS](#).

e. The [Navy OMPF](#) - Administrator access and OMPF - Command View Users' Guide from the NPC Public Web site.

6. **Responsibilities**

a. The head of an activity supported by a PSD, FSC or MNCC organization for pay and personnel functions must

(1) take into consideration the size and complexity of the command when determining the number of CPPAs assigned. While some commands may only require assignment of a primary and secondary CPPA, additional CPPAs may be designated to meet individual unit needs. A reasonable ratio is one CPPA for every 200 military members,

(2) designate (in writing) qualified personnel to serve as CPPA(s) using the format provided in exhibit 1,

(3) ensure completion of both [OPNAV 5239/14](#) System Authorization Access Request Navy (SAAR-N) Adobe PDF SAAR and the NSIPS online version to request CPPA NSIPS User Role access,

(4) submit [NAVPERS 1221/6](#) Navy Enlisted Classification (NEC) Change Request to request NEC A16A for enlisted military personnel after all training requirements have been completed,

Note: NAVPERS 1221/6 submission is unnecessary if the CPPA "C" school has been completed. The NEC A16A is automatically awarded after completion of the CPPA "C" school.

(5) provide a copy of the notification letter (exhibit 2) to the supporting PSD after the NSIPS CPPA user role is obtained and NEC A16A is awarded,

(6) personally counsel newly designated CPPAs to stress the importance of the assignment and the lawful requirement to protect PII at all times,

(7) ensure prerequisites outlined in paragraph 4 are completed prior to designation,

(8) routinely meet with CPPAs to reemphasize the importance of duties, to verify PII protection and to address issues or barriers internal to the command or with the supporting PSD or FSC,

(9) ensure mandatory attendance by all designated CPPAs (as operational commitments permit) at PSD-sponsored training events, and

(10) ensure the supporting PSD is notified in writing upon termination of appointment, and submit an updated notification letter (exhibit 2).

b. The PSD OIC or director must:

(1) Ensure newly designated CPPAs are provided training and indoctrination when first appointed. At a minimum, the training must cover:

(a) PSD organization and points of contact,

(b) services provided and interface procedures,

(c) authoritative policy guidance, training materials, and online resources,

(d) schedules and locations for the monthly CPPA engagements/meetings,

(e) access to and use of the online systems required to perform pay and personnel support (i.e., NSIPS and OMPF (OMPF for enlisted admin users)), and

(f) access to and use of any online systems required to perform document handling or customer relations management (e.g., NSIPS, TOPS, etc.).

(2) Ensure CPPAs selected by supported commands have completed all prerequisites (see paragraph 4), as evidenced by course completion certificates and approved [NAVPERS 1221/6](#) (for Navy enlisted personnel).

(3) Provide regularly scheduled CPPA training by those means necessary to ensure all CPPAs, including those servicing geographically separated units, have an opportunity to participate. Training may include classroom, video teleconference, Defense Connect Online, phone conference or any other means that support the customer commands.

(4) Inform CPPAs of all changes in policy or procedures impacting pay, personnel and transportation entitlements.

(5) Provide feedback to CO or OIC on CPPA engagement/meeting attendance and performance.

c. CPPAs must:

(1) Complete prerequisites outlined in paragraph 4 and submit certificates of completion to the activity head.

(2) Submit both [OPNAV 5239/14](#) Adobe PDF SAAR and NSIPS online version to request NSIPS CPPA user role access.

(3) Submit [OPNAV 5239/14](#) and [NAVPERS 1070/856](#) Request for Authority to Draw Personnel Records for access to the Electronic Military Personnel Records System with all required signatures to their command's designated OMPF "Command View" Administrator. Access will only be granted to enlisted OMPF records.

(4) Submit [NAVPERS 1221/6](#) to obtain NEC A16A for enlisted military personnel, per reference (e), for computer based training option only. Completion of the CPPA "C" school awards NEC A16A automatically.

(5) Maintain familiarization with reference (a) and the additional training materials listed in this article.

(6) Serve as the primary customer service link between members of the command and the supporting PSD, MNCC or FSC.

(7) Attend all scheduled CPPA engagements/meetings to include all scheduled NAVPERSCOM, Pay and Personnel Management (PERS-2) training. If unable to attend, arrange to receive information provided via alternate means.

(8) Obtain and maintain additional access to the systems and software (e.g., TOPS, NSIPS electronic service record (ESR), OMPF, etc.) necessary to complete CPPA duties.

(9) Use pay and personnel policy and PERS-2 SOPs as primary references to ensure:

(a) all forms are properly completed and signed,

(b) all required key supporting documents and attachments are included for transactions, and

(c) all information provided is sufficient to resolve the transaction in a timely manner.

(10) Promptly transmit documents (at least daily) to ensure compliance with the timeliness policy established by [MILPERSMAN 1000-025](#).

(11) Protect PII in every action. Any time it is suspected that PII has been compromised, report the incident immediately to the unit CO or OIC and OIC/director of the servicing PSD, FSC or MNCC.

Exhibit 1
CPPA Designation Letter

1000
Ser (XX/XX)
(Date)

From: (Activity Head), _____
To: (CPPA Rank/Rate, First Name, MI, Last Name)

Subj: DESIGNATION AS COMMAND PAY AND PERSONNEL ADMINISTRATOR

Ref: (a) OPNAVINST 5200.45
(b) MILPERSMAN 1000-021

1. You are hereby designated as command pay and personnel administrator (CPPA) for (command name) (UIC XXXXX). You must familiarize yourself with references (a) and (b) to prepare you for your duties.

2. You are being placed in a position of trust, with access to the personnel records, data and documents pertaining to command personnel. In this assignment, you are accountable for compliance with privacy protection requirements associated with the collection, use, dissemination and maintenance of personally identifiable information (PII). You must protect PII at all times, and prevent unauthorized access or loss.

3. Specific duties and responsibilities include:

a. Complete annual PII training and familiarity with the practices and procedures required by the DON Privacy Program.

b. Serve as the primary customer service link between command personnel and the servicing personnel support detachment (PSD) or functional support center (FSC), including receipt, examination and timely transmission of documents and information between command members and the PSD or FSC.

c. Escalate issues to appropriate leadership levels of the command and or PSD or FSC should problems occur that you cannot resolve.

4. Remember, this position of trust requires your active and vigilant protection of personal information. If, for any reason, you are unable to perform your assigned CPPA duties, you are required to immediately inform your chain of command.

(TYPED NAME/SIGNATURE)

Copy to:
Supporting PSD or FSC (w/PII and Records Management Training Certificates)

Exhibit 2
CPPA Notification Letter

1000
Ser (XX/XX)
(Date)

From: (Activity Head), _____
To: Director/Officer in Charge, _____

Subj: COMMAND PAY AND PERSONNEL ADMINISTRATOR (CPPA) NOTIFICATION

Ref: (a) OPNAVINST 5200.45
(b) MILPERSMAN 1000-021

1. Per references (a) and (b), the following information is provided for the command's CPPA:

a. Primary CPPA

(1) Contact phone

(a) Comm:

(b) DSN: (if applicable)

(2) Official e-mail address

(3) (For military personnel)

(a) PRD

(b) EAOS

(c) Date NEC A16A awarded

(For civilian contractor): Projected contract end date

(For civilian GS employee): Disregard this item (3)

(4) DoDID: _____

(5) Sample signature: _____

b. Secondary CPPA: (If more than one secondary CPPA, add additional personnel info below as needed):

(1) Contact Phone

(a) Comm:

(b) DSN: (if applicable)

(2) Official e-mail address

(3) (For military personnel)

(a) PRD

(b) EAOS

(c) Date NEC A16A awarded

(For civilian contractor): Projected contract end date

(For civilian GS employee): Disregard this item (3))

(4) DoDID: _____

(5) Sample signature: _____

(TYPED NAME/SIGNATURE)

Copy to:
Designated CPPA(s)