COMMAND PAY AND PERSONNEL ADMINISTRATOR (CPPA) PROGRAM

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 designated CPPAs, supported commands, and MyNavy Career Center (MNCC), which includes personnel support detachments (PSD), transactional service centers (TSC), and regional support centers (RSC).

2. Background. The CPPA links the individual Sailor, the Sailor’s command, and the supporting pay, personnel, and passenger transportation organizations. 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 heads 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, personnel, and transportation policies and procedures.

References

(a) OPNAVINST 5200.45A
(b) 5 U.S.C. §552a
(c) Command Pay and Personnel Administrator (CPPA) Handbook of 3 January 2020
(d) NPPSCINST 1000.1D
(e) NAVPERS 18068F, Volume II, Navy Enlisted Classifications Manual
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 assignment is a primary duty. The CPPA will have routine access to command personnel (officer, enlisted, and at times, dependents) personal information that is 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 deemed capable of performing in a position of trust. Given the nature of this work, a military person, preferably a personnel specialist or yeoman, should function in the role of the CPPA. Although it is recommended that the CPPA be in paygrade E-4 or above, there are organizational and operational requirements, which may make it necessary to assign the duties to E-3 and below. The requisite training is mandatory for all CPPAs regardless of rating, paygrade, or status and completion of that training should be the key consideration for granting access to the necessary information technology (IT) systems to perform the CPPA duties. The only distinction for E-3 and below personnel is that they cannot be awarded the Navy enlisted classification (NEC) code A16A (CPPA); only E-4 and above personnel can hold the NEC. If there are no military personnel and or coded billets, 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.

   b. Be designated in writing by the unit commanding officer or officer in charge using exhibit 1, the CPPA designation letter.

   c. Complete the training requirements specified in subparagraph 4a of this article within the specified time frame.

   d. Obtain access with the associated role to the essential IT systems in subparagraphs 3d(1) - 3d(9) 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 and record of emergency data/dependency application administrator user roles

(2) Navy Pay and Personnel System (NP2); CPPA and any other required roles assigned

(3) Web Master Military Pay Account (MMPA); user (viewer) via Multi-Host Internet Access Portal (MIAP)/Web Defense Finance and Accounting Service (DFAS) Military Pay Repository (DMR)

(4) Transaction Online Processing System (TOPS) and or MNCC Customer Relationship Management (CRM); user

(5) Bureau of Naval Personnel (BUPERS) Online ((BOL); Web site for Personnel TEMPO (PERSTEMPO) and official military personnel file (OMPF) (Command View)

(6) Billet-Based Distribution (BBD) System; user via MyNavy Assignment

(7) Fleet Training Management and Planning System (FLTMPS); user

(8) Serviceman’s Group Life Insurance Online Enrollment System (SOES); administrator

(9) 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 by successfully passing the following courses:

      (1) CPPA “C” School (A-500-0035), CPPA Overview Course V2.0, or 25 Pay and Personnel (PAYPERS) Clerk functional area courses listed in exhibit 3, and

a. Department of the Navy (DON) Annual Privacy Training (DON-PRIV-2.0), and

b. Records Management in the DON: Everyone's Responsibility (DOR-RM-010-1.2) or Records Management Mobile Application

b. Within the first 12 months of assignment, successful completion of the identified requirements in exhibit 4 listed in phase 1.

c. Within 13-24 months of assignment, successful completion of the identified requirements in exhibit 4 listed in phase 2.

d. Within 25-36 months of assignment, successful completion of the identified requirements in exhibit 4 listed in phase 3.

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

a. Navy Personnel Command (NAVPERSCOM) CPPA Resources Web page, which is a repository with links to authoritative guidance (e.g., standard operating procedures (SOP), user aids, and other helpful information).

b. Navy Pay and Personnel Support Center (NPPSC) SharePoint site: 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 NAVPERSCOM Pay and Personnel Management Department (PERS-2) CPPA.

c. Navy e-Learning (NeL): Enroll in PAYPERS clerk and CPPA-specific, functional area courses via NeL.

d. NSIPS Web site: NSIPS users’ information (e.g., user productivity kits and job performance aids (JPA) are available on the site.

6. **Responsibilities**

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

   (1) Understand and allow those Sailors being distributed to CPPA billets within their command to fully function within their roles. Budget submission offices (BSO) take into consideration the size and complexity of the command when determining the number of CPPAs billeted. While some commands may only require assignment of a primary and secondary CPPA, additional CPPAs may be billeted and or designated to meet individual unit needs. A reasonable ratio is 1 CPPA for every 200 military members;

   (2) Acknowledge qualified Sailors distributed to CPPA billets by designating them in writing to serve as CPPAs 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 personnel after all training requirements have been completed per reference (e);

   **Note:** NAVPERS 1221/6 submission is unnecessary if CPPA “C” School has been completed. NEC A16A is automatically awarded to E-4 and above personnel after completion of CPPA “C” School.

   (5) Provide a copy of the notification letter (exhibit 2) to the supporting PSD, TSC, or RSC;

   (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 subparagraphs 4a(1) and 4a(2) of this article 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 TSC;
(9) Ensure mandatory attendance by all designated CPPAs (as operational commitments permit) at PSD, TSC, or RSC-sponsored training events; and

(10) Ensure the supporting PSD, TSC, or RSC is notified in writing upon termination of appointment, and submit an updated CPPA notification letter (exhibit 2)

b. TSC, PSD, RSC OICs or directors must:

(1) Designate in writing a PAYPERS subject matter expert as a primary and alternate CPPA Coordinator who will:

(a) If enlisted, hold the A16A NEC, and if civilian must have attended the CPPA C-School (A-500-0035),

(b) Create and maintain an up-to-date roster of all CPPAs within their geographic area of responsibility,

(c) Maintain a robust training program that includes monthly CPPA training (at a minimum) management of the CPPA Personnel Qualification Standard (PQS) Program and completion of the CPPA NeL courses identified in paragraph 4 of this article, and

(d) Utilizing all electronic methods available, ensure regular communication with all assigned CPPAs on recent changes to PAYPERS policies and procedures.

(2) Ensure new CPPAs are provided training and indoctrination within the first 30 days of assignment or appointment. At a minimum, the training must cover:

(a) Their 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 and meetings,

(e) Process to obtain access to and use of the online systems required to perform pay and personnel support (i.e., NP2, NSIPS, and OMPF (OMPF for enlisted admin users), and
(f) Process to obtain access to and use of any online systems required to perform document handling or customer relations management (i.e., TOPS/MNCC CRM).

(3) Ensure CPPAs selected by supported commands have completed all prerequisites (see subparagraphs 4a(1) and 4a(2) of this article as evidenced by course completion certificates and approved NAVPERS 1221/6 (for Navy enlisted personnel);

(4) Provide regularly scheduled monthly CPPA training on 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 (DCO), phone conference, or any other means that support the Sailors’ commands;

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

(6) Provide feedback to command leadership on CPPA engagement, meeting attendance, and performance.

c. CPPAs must:

(1) Complete prerequisites outlined in subparagraphs 4a(1) and 4a(2) of this article and submit certificates of completion to the activity head;

(2) Submit both, OPNAV 5239/14 Adobe PDF SAAR and NSIPS/NP2 online version, to request NSIPS/NP2 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 (EMPRS) with all required signatures to their command’s designated OMPF “command view” administrator. Access will only be granted to enlisted OMPF records,

(4) Complete the PQS and NeL course requirements identified in paragraph 4 within the specified timeframes and submit documentation of completion to the supporting PSD and or TSC CPPA coordinator,

(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 MNCC (PSD or TSC),

(7) Attend all scheduled CPPA engagements and meetings to include all scheduled 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/MNCC CRM, NSIPS, NP2 electronic service record (ESR), OMPF, etc.) necessary to complete CPPA duties, and

(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 transaction verification and validation, 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 Personnel Transaction Timeliness, and

(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 or director of the servicing PSD, TSC, or MNCC.
Exhibit 1
CPPA Designation Letter

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

Subj: DESIGNATION AS COMMAND PAY AND PERSONNEL ADMINISTRATOR

Ref: (a) OPNAVINST 5200.45A
     (b) NAVPERS 15560D, Navy Military Personnel Manual (MILPERSMAN)

1. You are hereby designated as command pay and personnel administrator (CPPA) for (command name) (unit identification code XXXXX). You must familiarize yourself with reference (a) and reference (b), MILPERSMAN 1000-021, to prepare you for your duties. This is your primary duty.

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 its 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 Department of the Navy Privacy Program.

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

   c. Escalate issues to appropriate leadership levels of the command and or PSD or TSC 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/TSC (w/PII and Records Management Training certificates)
Exhibit 2
CPPA Notification Letter

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

Subj: COMMAND PAY AND PERSONNEL ADMINISTRATOR NOTIFICATION

Ref: (a) OPNAVINST 5200.45A
(b) NAVPERS 15560D, Navy Military Personnel Manual (MILPERSMAN)

1. Per reference (a) and reference (b), MILPERSMAN 1000-021, the following information is provided for the command's command pay and personnel administrator (CPPA):

a. Primary CPPA

(1) Contact phone:
   (a) Comm:
   (b) DSN: (if applicable)

(2) Official e-mail address:

(3) Personal data (for military CPPAs only)
   (a) Projected rotation date (PRD):
   (b) Expiration of active obligated service (EAOS):
   (c) Date Navy enlisted classification (NEC) code A16A awarded: (for E4 and above) E3 and below may serve as CPPA but cannot hold NEC A16A

   (For civilian contractor): Projected contract end date

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

(4) Department of Defense identification (DoDID): ________________

(5) Sample signature: ________________________________

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

(1) Contact Phone:
   (a) Comm:
   (b) DSN: (if applicable)
(2) Official e-mail address:

(3) Personal data (For military CPPA only):
   (a) PRD:
   (b) EAOS:
   (c) Date NEC A16A awarded:  (for E4 and above)
       (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)
Exhibit 3
CPPA PAYPERS Clerk eLearning Courses

Command Pay and Personnel Administrator (CPPA) Training Course (PAYPERS-CPPA-CPPATRAINING-V2.0), or

Admin
PAYPERS Clerk PPIB MPA NAVADMIN Message Awareness - PERS2-PAYPERS-CLERK-PPIBMPANAVADMINAWAR-V10.0
PAYPERS Clerk Standard Operating Procedures - PERS2-PAYPERS-CLERK-NSIPSSOPS-V5.0
PAYPERS Clerk Expired Prospective Gain/Prospective Loss NSIPS reports - PERS2-PAYPERS-CLERK-NSIPSEXPPGIRPTS-V2.0
PAYPERS Clerk NSIPS Panel Navigation - PERS2-PAYPERS-CLERK-NSIPSANELNAV-V3.0
PAYPERS Clerk NSIPS Job Performance Aids (JPAS) - PERS2-PAYPERS-CLERK-NSIPSJFAS-V4.0

Personnel
PAYPERS Clerk Transfers Procedures - PERS2-PAYPERS-CLERK-TRANSFERSPROC-V7.0
PAYPERS Clerk Receipts Procedures - PERS2-PAYPERS-CLERK-RECEIPTSPROC-V2.0
PAYPERS Clerk Reenlistment/Extensions Procedures - PERS2-PAYPERS-CLERK-REENLEXTPROC-V8.0
PAYPERS Clerk Separations Procedures - PERS2-PAYPERS-CLERK-SEPS-V10.0
PAYPERS Clerk Fleet Reserve Retirements Procedures - PERS2-PAYPERS-CLERK-FLTRESRETPROC-V8.0

Pay
PAYPERS Clerk Dislocation Allowance and Temporary Lodging Expense Procedures - PERS2-PAYPERS-CLERK-DLAANDTLEPROC-V3.0
PAYPERS Clerk Overseas Housing Allowance/Move In Housing Allowance Procedures - PERS2-PAYPERS-CLERK-OHAMIHAPROC-V15.0
PAYPERS Clerk CSP and CSPP Procedures - PERS2-PAYPERS-CLERK-CSPANDCSPP-V13.0
PAYPERS Clerk Outside Continental U.S. (OCONUS) Cost of Living Allowance (COLA) Procedures - PERS2-PAYPERS-CLERK-OCONUSCOLAPROC-V8.0
PAYPERS Clerk BAH Procedures - PERS2-PAYPERS-CLERK-BAHPROC-V8.0
PAYPERS Clerk Family Separation Allowance (FSA) Procedures - PERS2-PAYPERS-CLERK-FSAPROC-V10.0
PAYPERS Clerk Command Responsibility Pay Procedures - PERS2-PAYPERS-CLERK-COMRESPAYPROC-V5.0
PAYPERS Clerk Diving Pay Procedures - PERS2-PAYPERS-CLERK-DIVINGPAYPROC-V4.0
PAYPERS Clerk Hardship Duty Pay Procedures - PERS2-PAYPERS-CLERK-HARDSHIPDUTYPAY-V6.0
PAYPERS Clerk Hostile Fire Imminent Danger Pay Combat Zone Tax Exclusion Procedures - PERS2-PAYPERS-CLERK-HFIDPCZETEPROC-V7.0
PAYPERS Clerk Special Duty Assignment May (SDAP) Procedures - PERS2-PAYPERS-CLERK-SDAPPROC-V3.0
PAYPERS Clerk Missed Meal Credit Under Temporary Duty (BAS) Procedures - PERS2-PAYPERS-CLERK-MISSEDMEALCRED-V4.0

Travel
PAYPERS Clerk Travel Entitlements and Settlements Procedures - PERS2-PAYPERS-CLERK-TVLENTANDSETPROC-V6.0

Legal
PAYPERS Clerk Basic Military Legal Processing Procedures - PERS2-PAYPERS-CLERK-MILLEGALPROC-V6.0
### Exhibit 4

**CPPA Training Continuum**

<table>
<thead>
<tr>
<th>Phase</th>
<th>Course Title / Course Number</th>
<th>NAVEDTTRA 43247-A / PQS Line Item</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Transfers Training / PERS2-PAYPERS-CPPA-TRANSFERS-V1.0</td>
<td>NAVEDTRA 43247-A / PQS Line Item 104.1, 104.2, 104.3, 104.6, 104.7, 104.8, 104.9, 104.10, 104.20, 104.21, 104.31, 104.32, 104.33, 104.34, 104.35, 104.36, 104.37, 104.38, 104.39</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Receipts Training / PERS2-PAYPERS-CPPA-RECEIPTS-V1.0</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Reenlistments Training / PERS2-PAYPERS-CPPA-REENLISTMENTS-V1.0</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Extensions Training / PERS2-PAYPERS-CPPA-EXTENSIONS-V1.0</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) BAH Training / PERS2-PAYPERS-CPPA-BAH-V1.0</td>
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<td>1</td>
<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Career Sea Pay (CSP) and CSP Premium (CSPP) Training / PERS2-PAYPERS-CPPA-CSP-CSPP-V1.0</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Cost Of Living Allowance (COLA) Training / PERS2-PAYPERS-CPPA-COLA-V1.0</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) MILPCS Travel Claim Settlement Training / PERS2-PAYPERS-CPPA-MILPCSSETTLEMENT-V1.0</td>
<td>104.4, 104.5, 104.41, 104.43, 104.48, 104.51</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Family Separation Allowance (FSA) Training / PERS2-PAYPERS-CPPA-FSA-V1.0</td>
<td>108.28, 108.29</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Hardship Duty Pay and Hostile Fire Imminent Danger Pay (HFIDP) Training / PERS2-PAYPERS-CPPA-HFIDHIDIP-V1.0</td>
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<td>2</td>
<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Meal Deduction/Basic Allowance for Subsistence (BAS)/Rations in Kind (RIK) Training / PERS2-PAYPERS-CPPA-MALEDEDUC-V1.0</td>
<td>108.24, 108.25, 108.26</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) MILPCS Travel Advance Training / PERS2-PAYPERS-CPPA-MILPCSADV-V1.0</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Hazardous Duty Incentive Pay (HDIP)/Diving Pay Training / PERS2-PAYPERS-CPPA-HDIP-V1.0</td>
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<td>PAYPERS Command Pay and Personnel Administrator (CPPA) Individual Augmentee (IA)/Mobilization (MOB) Travel Claim Settlement Training / PERS2-PAYPERS-CPPA-IA-MOBTRAVCLAIM-V1.0</td>
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