



Navy Passenger Transportation Office (NAVPTO) | PRR Process

POC: MyNavy Career Center
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BLUF

Sailors who need passenger travel for a PCS must submit a timely Passenger Reservation Request (PRR) for a smooth government-funded travel experience.

Who needs to know?

- Sailors and families, specifically those with PCS orders requiring passenger travel
- Command triads and CPPAs

Sample POD/POW Note

PCS Season: Got orders? If you need passenger travel to your next duty station, work with our CPPA to submit a Passenger Reservation Request to NAVPTO via eCRM. Don't know where to start? Talk to **[CPPA NAME/RANK]** today, or contact MNCC at (833) 330-6622 or askmncc@navy.mil. **Get started as soon as your orders drop!!!** More info: **[LINK OR QR TO THIS FACT SHEET]**

Questions and Answers: Basic Information

Q: What is NAVPTO?

A: The Navy Passenger Transportation Office, a branch of the Navy Pay and Personnel Support Center (NPPSC), provides passenger transportation and passport services to all DOD members worldwide.

Q: What is a PRR?

A: A Passenger Reservation Request (PRR) is a form Sailors fill out and NAVPTO uses to book military or commercial flights for PCS travel. The PRR contains:

- Information about you, including your passport number
- Orders information, including your gaining and losing commands and RNLT date
- Information about your dependents and whether or not they are accompanying you
- Travel information, including departure and arrival locations, and travel mode
- POV and pet information, if applicable

Q: When should I submit my PRR?

A: Submit your PRR **as soon as possible** after you get your orders. Adhere to these timelines:

- NAVPTO books commercial flights **as early as 120 days (4 months)** before travel.
- If Air Mobility Command (AMC) travel is required, NAVPTO can book flights once AMC schedules are available, typically **90 days (3 months)** in advance.
- Submit PRRs **absolutely no later than 2 weeks** prior to travel.

Q: How do I submit my PRR? Can I go to a NAVPTO office and see an agent?

A: **Do not** contact a NAVPTO office. **Do** work with your CPPA or Admin department to submit your PRR to NAVPTO **via eCRM**, which ensures we can accurately track and process your case.



Questions and Answers: Submission Process

Q: What do I need to submit in a complete transportation packet?

A: Submit your PRR and key supporting documents. All hands must submit:

- [NPPSC Form 4650/1](#), Passenger Reservation Request (PRR)
- **Original orders** and all modifications

You may need to submit additional KSDs if your orders require:

- [DD Form 884](#), Application for Transfer for Dependents, if traveling with family
- [Dependent Entry Approval](#), for OCONUS orders
- [NATO orders](#), for OCONUS orders as required
- [AMC Pet Risk Acknowledgment letter](#), if requesting pet travel
- **Passenger routing instructions**, for deployed units
- **Copies of passports or visas**, for OCONUS orders as required

For OCONUS orders, consult the [Foreign Clearance Guide \(FCG\)](#) for your destination. You must [log into APACS](#) to access the FCG. If you don't have an APACS account, [it's easy to create](#) (CAC or non-CAC available).

Q: When will my flight get booked, and do I get tickets right away?

A: NAVPTO books flights immediately once they receive your complete transportation packet, which could be months before travel. You will receive your itinerary once your flights are booked, however, per the Navy's travel service contract, you normally won't receive e-tickets until 3-to-5 days before travel. Remember, the document marked **ITINERARY ONLY** is just that, not a ticket. You need the **OFFICIAL E-TICKET RECEIPT** to travel, and for your claim later. Ensure you provide a reliable email address on your PRR to receive your e-ticket.

Q: Can I request my tickets sooner than a few days before my travel?

A: Yes, you can, if you have a specific reason (e.g., traveling with pets and your commercial airline requires you to be ticketed to approve them). Early ticketing is subject to approval, not guaranteed. You should provide the reason in Block 34 of your PRR. Your CPPA will annotate this in the case description.

Q: Am I guaranteed to get the travel dates I request?

A: Not necessarily. Your PRR (which is just a request) gives NAVPTO your desired travel date, which they work to fulfill. NAVPTO is required to use available AMC flights whenever possible, which often means they must book within a travel window up to 10 days after your requested date (possibly up to 20 days if pet reservations are required). If a reservation other than your requested travel date impacts mission requirements, such as a mandatory report date or mission-critical evolution, have your gaining command submit an impact statement asking for alternate arrangements. NAVPTO will accept an email from the unit as an impact statement.

Q: Do I have to book government travel through NAVPTO to get reimbursed?

A: Per JTR and the Fly America Act, for transoceanic travel, members must use available government-procured transportation, otherwise reimbursement is not authorized. PCS orders direct Sailors to use government-procured air travel, and members must use U.S. flag carriers for all government-funded travel outside the U.S.



Questions and Answers: Special Circumstances

Q: If I receive an ORDMOD after I've submitted my PRR, can I change my flights?

A: Yes. Have your CPPA submit a new case with your ORDMOD, an updated PRR, and all required KSDs. If your original case is still open, your CPPA can update it with the ORDMOD.

Q: I've decided I want to take leave during my PCS. Can I change my flights to go where I want?

A: If your desired leave will affect your existing travel route and you need an alternate route, you can request a change. Provide the reason in Block 34 of the updated PRR, but remember:

- Block 33 of the PRR explains the rules for alternate routing, but does not guarantee your request.
- Your PCS orders direct the official travel you and your dependents are entitled.
- Leave in conjunction with official travel (LICWO) is at your expense.
- If you change your ticket via LICWO or call the airline yourself, you take full ownership of the changes.
- **NAVPTO and SATO cannot change tickets once you've personally booked them, unless the airline issues a full refund.**

Q: What if I have an emergency travel issue after I've started travel?

A: Call MNCC's 24/7 customer service contact center at (833) 330-6622 or chat on [MyNavy Portal](#). Our customer service representatives can guide you through what to do, while working with NAVPTO and SATO to get you on your way. For dependents traveling separate from sponsors, MNCC can access your itinerary and provide information to help you.



Questions and Answers: For Triads and CPPAs

Q: How can I provide the best transportation service to my Sailors?

A: Refer to NAVPTO's [Case Routing Guidance](#) for PRRs and other frequently asked questions:

- **Do not refer Sailors to NAVPTO offices.** CPPAs submit PRRs to the NAVPTO single eCRM queue (PP NAVPTO_Transportation NAVPTO).
- Make sure the Contact Name in your eCRM case is the Sailor's, not yours.
- To request a Sailor's tickets early, include **EARLY TICKETING IS REQUESTED** in the case description.
- If a Sailor receives an ORDMOD, update their eCRM case with their new orders.
- If low bandwidth or other operational restrictions prevent you from using eCRM, email your Sailor's case documents to navpto_ecrmtemp@us.navy.mil, with justification for why you can't use eCRM.
- Regional Support Centers conduct weekly training on topics including PRRs. **Contact your RSC** for a training schedule. **Check out the [CPPA Training](#) page for information sessions and training slides.**

References & Resources

- [NPPSC Form 4650/1, Passenger Reservation Request \(PRR\)](#)
- [NAVPTO Case Routing Guidance \(CRG\) for CPPAs | Sept. 11, 2024 \(mynavyhr.navy.mil\)](#)
- [CPPA Resources | March 2024 \(mynavyhr.navy.mil\)](#)
- [RSC Contacts | April 2024](#)
- [NAVPTO Passport Services Fact Sheet | April 2024](#)
- [NAVPTO Pet Reimbursement Policy Fact Sheet | April 2024](#)
- [Joint Travel Regulations | March 1, 2024 \(defense.gov\)](#)
- [Air Mobility Command \(AMC\) | Travel Website \(amc.af.mil\)](#)
- [Fly America Act | General Services Administration \(GSA\) Website \(gsa.gov\)](#)