



PERSPAY CENTER OF EXCELLENCE TRANSACTION ROUTING GUIDANCE

Update: 26 Jul 2022

CENTER OF EXCELLENCE (TRAVEL CLAIMS & ADVANCES)

Effective Date: Immediately

BLUF: Effective immediately, the Center of Excellence for Travel Claims and Travel Advances (COE-TC&A), hosted by Travel Processing Center (TPC) Memphis, will process all Navy travel claims and travel advances. **Please note that Advance Pay requests must be submitted to the Transaction Service Center (TSC) processing transfers for your command.**

DISCUSSION: All Command Pay and Personnel Administrators (CPPA) will submit travel claims and travel advance requests to TPC Memphis effectively immediately. Primary means of submission for travel claims is via the [MyPCS Travel Voucher Website](#) and for travel advances is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce).

METHODS FOR CASE SUBMISSION:

- **Pri:** Travel Claims: [MyPCS Travel Voucher Website](#)
Travel Advances: See "Alt" section below

** Per [NAVADMIN 129/22](#), effective 1 July 2022, all Active Duty and Training and Administration of the Reserve (TAR) Sailors are required to use the MyPCS Travel Voucher for submission of PCS travel claims. Exemptions to this requirement are listed in NAVADMIN 129/22 par. 10c. Selected Reserve Sailors executing Active Duty for Operational Support (ADOS) and Recall orders will also use MyPCS to submit travel vouchers.

- **Alt 1:** Travel Claims: eCRM to "PP PCS TRAVEL-TPD MEMPHIS" queue*
* Only if authorized not to use MyPCS Travel Voucher per NAVADMIN 129/22 par. 10c.
Travel Advances: eCRM to "PP TRAVEL ADVANCES" queue
- **Alt 2:** TOPS to TRAVEL PROCESSING CENTER (utilize appropriate box as needed, based on type of claim/advance). If submitting via TOPS, CPPAs **MUST** include the following information. TOPS transactions without the information below will be completed/returned to the CPPA without action.
 - **Reason Sailor has not used MyPCS Travel Voucher:** reason for non-use as directed by NAVADMIN 129/22
 - **Do you (CPPA) have an eCRM account:** Y / N
 - **If YES, explain why eCRM was not used for this transaction:** (describe reason: e.g. ship currently underway/low connectivity, or include brief explanation of technical issues – this information will help us better understand the nature of eCRM issues preventing CPPAs from utilizing the system).
 - **If NO, eCRM SAAR submission date:** (insert date)
 - **MNCC trouble ticket number regarding eCRM account (if applicable):** (insert ticket number)
- **Alt 3:** Travel Advances ONLY: [DOD SAFE](#). If unable to utilize eCRM or TOPS, send email to tpc_memphis@us.navy.mil with subject line "Request DoD SAFE ICO [command]" requesting alternate processing for advance – the TPC team will contact you with directions.

** Submit eCRM cases in "**lightning**" mode only. Microsoft Edge and Google Chrome are the preferred browsers. Mozilla Firefox may be used if you are experiencing issues with Microsoft Edge and Google Chrome. Do not use Internet Explorer. **

** Please **do not submit multiple/duplicate transactions** in MyPCS Travel Voucher, eCRM and TOPS. Duplicate transactions must be validated and significantly slow down the processing of travel claims and advances. **

CPPAs must submit all required Key Supporting Documents per [NPPSC 1300/2 \(Rev. 01-2020\) Traveler Checklist](#).

TIMELINES:

Travel claims must be submitted within **5 days of arrival**.

Travel advances should be submitted at least **45 days prior to transfer date**.

PERSPAY CENTER OF EXCELLENCE TRANSACTION ROUTING GUIDANCE TRAVEL CLAIMS AND TRAVEL ADVANCES

NAMING CONVENTION:

To ensure travel advances are processed in a timely manner, CPPAs must use the following naming convention in the subject line of your request and appropriate drop down menu selections in eCRM. The convention and drop downs allow travel offices to quickly identify which transactions require expedited processing. Submissions dated prior to the effective date of this guidance will be processed.

- **eCRM:** Submit requests in eCRM using the following naming convention: Last Name, First Name
- **TOPS:** Submit requests in TOPS using the following naming convention:
 - Travel Advance: Last Name, First Name, ADV TRAVEL, DD MMM YYYY (TRANSFER DATE)
 - Per Diem Advance: Last Name, First Name, ADV PERDIEM, DD MMM YYYY (TRANSFER DATE)
 - Advance PPM: Last Name, First Name, ADV DITY, DD MMM YYYY (REQUEST DATE)

** [NPPSC 1300/1 Application for Transfer and Advances](#) is the only authorized Travel Advance Request form - earlier versions are obsolete. Submissions dated prior to the effective date of this guidance will be processed.

TRAINING:

Regional Support Centers (RSC) conduct weekly training, to include travel claim and travel advance submission procedures. Please reach out to your local RSC for regional training schedules. Additionally, training slides are available on the [MyNavy HR CPPA Resources page](#). Training provides a common process for customer commands to follow for the submission or travel claims and advances.

WHAT THIS MEANS TO YOU:

- ✦ Realignment of travel claims and advances under COE-TC&A at TPC Memphis will improve proficiency and reduce errors. COE-TC&A coordination with CPPAs and customer commands will yield a significant improvement in transaction processing timelines, accuracy and training.
- ✦ Transaction routing guidance, training and materials are available on the [MyNavy HR CPPA Resources page](#).