Command Pay/Personnel Administrator

Navy Career Tools

Description

- Navy Career Tools are web-based applications designed to support and enhance Sailor career management and professional development.

- The Pay/Personnel (PERSPAY) Support Services provides Sailors and commands with pay, personnel, passenger transportation, educational services, and other related support.

- The Command Pay/Personnel Administrator (CPPA) serves as the critical link between an individual Sailor, his or her command, and the supporting Personnel Support organization. CPPAs provide input to their Commanding Officer/Officer in Charge on issues related to Navy pay and personnel within the command; facilitate Navy pay and personnel transactions for command personnel on the behalf of the pay and personnel supporting organization; 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 policy procedures.

- This information sheet identifies the online applications the CPPA must use to perform Navy pay, personnel, and travel transactions at the appropriate level for both shore and afloat commands in accordance with policies, procedures, and system capabilities.

Sailor Personnel Support

44 standard operating procedures (SOP's) and 6 online applications form the basic CPPA Toolbox. It is your responsibility to use these tools to ensure Sailors are afforded every opportunity to achieve a successful Navy career and subsequent transition to civilian life.

- Pay / Personnel Standard Operating Procedures (SOPs)
- Official Military Personnel File (OMPF) Command View
- Electronic Service Record (ESR) Administrative View
- Fleet Training Management and Planning System (FLTMPS)
- Master Military Pay Account (MMPA) View Only Access
- Voluntary Education (VOLED) / Navy College Program (NCP)

Find PAYPERS references and CPPA resources, including this information sheet, on the Navy Personnel Command (NPC) website located at https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/

Required Actions

- Use SOPs and applications identified in the CPPA Toolbox to provide Sailor Pay and Personnel Support.

- Maintain familiarization with PAYPERS policy references. Use resources provided on the MNCC "CPPA Resources" web pages. See page 7 for a list of official websites.

- Attend all scheduled CPPA training provided by the TSC, RSC or NRC. If unable to attend, arrange to receive information via alternate means.

- Carefully review documents and information as they are routed between the Sailor and supporting TSC, RSC or NRC to ensure forms are properly completed, required documentation and attachments are provided, and information appears to be sufficient to resolve the transaction in a timely manner.

- In every action, always protect the Sailor's Personally Identifiable Information (PII). If at any time PII is compromised, report the spillage as soon as it is discovered.

- When necessary, request assistance from your command Personnel/Admin Officer and Command Career Counselor.

See the following 6 pages, one for each CPPA Tool.

Official Military Personnel File (OMPF) Command View

Navy Career Tools

Description

OMPF Command View provides access to specific service record documents for personnel assigned to the UIC(s) for which access is granted. Access granted depends on whether the stakeholder is officer or enlisted. See *OMPF Command View Users' Guide* to determine which documents can be viewed.

■ Note, individual Fleet users (officer and enlisted) automatically have access to their official record via OMPF My Record view.

■ The Commanding Officer, Executive Officer and Command Master Chief have automatic access to command personnel records via OMPF Command View. The CO, XO or CMC may delegate an Administrator Access User who can then establish and manage OMPF Command View accounts for additional stakeholders, such as the Personnel Officer, CCC and CPPA.

■ OMPF Command View provides the ability to download and print service record documents required to support personnel transactions.

CAC and CAC-enabled computer required.

BOL Help Desk techs grant this BUPERS07_IT_EOC.FCT@navy.mil; (1-800-951-6289)

Log in to BUPERS OnLine (BOL) at https://www.bol.navy.mil/.

■ Click OMPF - Command View to view personnel documents

Find Supporting Information Online

Go to the Navy Personnel Command (NPC) website at https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-Command-View/

Find Assistance or Help

Contact your RSC: https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/RSC-Contacts/

Contact the CPPA Pro Cell.

■ 833-330-MNCC (6622))- Select option 2; email askmncc@navy.mil

Required Actions

■ Download the *OMPF Command View Users' Guide* from the NPC website. Click OMPF USER GUIDE. The guide provides step-by-step procedures for establishing access to OMPF Command View.

■ Access, view, download and/or print OMPF documents only for official purposes and when documents are required to provide Sailor personnel support or to execute personnel transactions.

■ Support Command stakeholders, such as the Training Officer, Education Services Officer, Command IA Coordinator, Security Officer, etc., by providing Sailor OMPF documents when required.

■ At all times, you are required to protect the Personally Identifiable Information (PII) of command personnel and prevent the unauthorized access to, or loss of PII.

■ Recommend to Sailors that they routinely view and verify their OMPF for accuracy and completeness. Download user aids located at https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-Command-View/.

Standard Operating Procedures (SOPs)

Navy Career Tools

Description

Standard Operating Procedures (SOPs) for more than 44 common pay, personnel, and travel transactions identify the individual systems, users, and step-by-step procedures required to complete PAYPERS processes correctly and on time.

- SOPs begin with the individual Sailor, transition through designated support personnel – CPPA, TSC Clerk, TSC Supervisor, etc. – and then return to the Sailor for final verification that the transaction was completed properly. Additional SOP user roles include the CCC, ESO and Disbursing Officer, etc., when appropriate.

- Every SOP identifies the specific tasks and individual steps that each user must complete, providing transparency throughout the entire process.

- Links within the document allow users to filter SOPs by user role.

- References, policy documents, forms and checklists, user aids, best practices, and sources of support ensure you have the information and resources you need to execute each SOP properly.

CAC and CAC-enabled computer required (use email cert).

Go To https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx
For non-CAC access to SOP's and Quick Reference Guide'
Go to https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/SOP-Library/

Find Supporting Information Online

- CPPA RESOSURCE PAGE
- NAVADMIN 043/15
- MILPERSMAN 1000-021

Find Assistance or Help

Contact your RSC at: https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/RSC-Contacts/

Contact the CPPA Pro Cell:
- 833-330-MNCC (6622)- Select option 2; email askmncc@navy.mil

Required Actions

- Per NAVADMIN 043/15, ALL Navy commands are required to access and use the SOPs. This includes Sailors, CPPAs and other command stakeholders, as well as TSC, RSC and NRC support personnel.

- Submit suggestions, recommendations, questions or issues regarding the SOPs MNCC_N7_talent.fct@navy.mil.

Electronic Service Record (ESR) Administrative View via NSIPS

ESR

Description

ESR Administrative View provides access to all service record data for all personnel assigned to the UIC(s) for which access is granted, with the exception of officer FITREP data.

- Note, individual Fleet users (officer and enlisted) automatically have access to their ESR via the Self-Service view.

In the Internet environment, log in to ESR via Navy Standard Integrated Personnel System (NSIPS) at https://www.nsips.cloud.navy.mil/. (NSIPS is the portal to ESR).

- Using the dropdown menu, select Administrative View and then click Logon.

CAC and CAC-enabled computer required.

Users on surface ships with NSIPS server installed, go to http://nsipswebafloat.

- Click Administrative View

Find Supporting Information Online

Go to My Navy Portal (MNP) at https://my.navy.mil.

- Hover over Organizations in the top menu, click 'Communities of Practice (COPs)' and then select 'NSIPS'.

Go to the MyNavy HR website at: https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/.
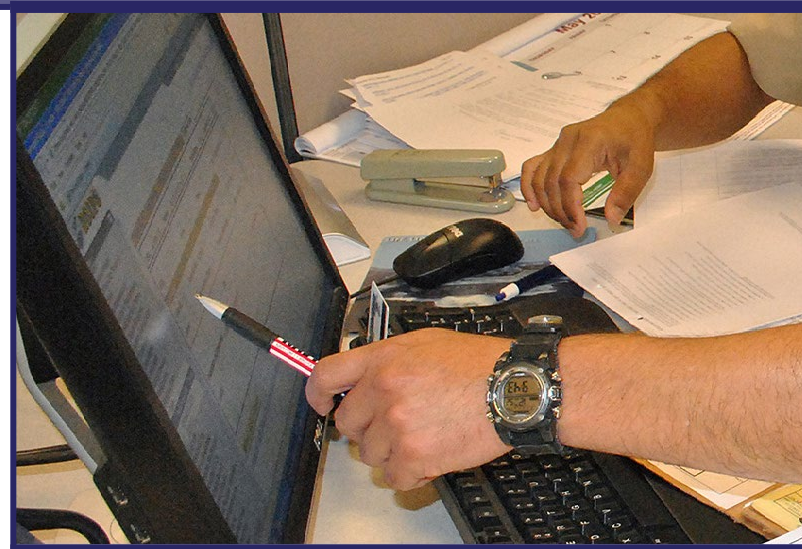
Find Assistance or Help

Contact your Personnel/Admin Officer, CCC, TSC, RSC or NRC.

Contact the NSIPS help desk.

- 877-589-5991, Option 2; DSN 647-5442, Option 2
- email nesd@nesd-mail.onbmc.mil

Contact the CPPA Pro Cell.

- 833-330-MNCC (6622))- Select option 2; email askmncc@navy.mil

Required Actions

- Use NSIPS/ESR for routine maintenance and administration of personnel records.

  Note, occasionally, in order to perform official tasks, it may be necessary to obtain individual OMPF documents. Information found in OMPF but not in ESR includes Eval/FITREP narrative remarks, letters of extension for Eval/FITREP, SGLI/FSGLI election forms and certificates, Montgomery GI Bill contribution forms, and Personnel Reliability Program documents.

- Support Command stakeholders, such as the Training Officer, Education Services Officer, Command IA Coordinator, Security Officer, etc., by providing Sailor ESR data when required.

- Recommend to Sailors that they routinely view and verify their ESR for accuracy and completeness. Download user aids located at https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-My-Record/

Fleet Training Management and Planning System (FLTMPS)

FLTMPS

Description

FLTMPS integrates manpower, personnel, training and education (MPTE) information into a single reporting system. FLTMPS enables access to numerous reports to assist in monitoring and managing training requirements, unit manning, Sailor personnel records, and Sailor training status.

Using FLTMPS, CPPAs can view Sailor's Administrative Data, NECs, Career History, Education, Language Skills, and Quals/Certs.

Available reports include Advancement, Time-in-Rate Eligible, Projected Gains/Losses, Career Status Bonus, Education Summary, and Dependent Care Plan, among others. All reports can be printed and/or downloaded into Excel documents for viewing at a later date.

In the Internet environment, log in to FLTMPS at

https://ntmpsweb.dc3n.navy.mil/Fltmps/DoDBanner.aspx?utm_source=mnp%20public

CAC and CAC-enabled computer required.

Find Supporting Information Online

Log in to FLTMPS at
https://ntmpsweb.dc3n.navy.mil/Fltmps/DoDBanner.aspx?utm_source=mnp%20public.

Find Assistance or Help

Contact NTMPS Support Office.

- 866-438-2898, Option 1; email ntmps_support@us.navy.mil

Contact your RSC: https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/RSC-Contacts/

Contact the CPPA Pro Cell.

- 833-330-MNCC (6622))- Select option 2; email askmncc@navy.mil

Required Actions

- Establish FLTMPS account at https://ntmpsweb.dc3n.navy.mil/Fltmps/DoDBanner.aspx?utm_source=mnp%20public.

- Click Apply for FLTMPS Account and follow instructions provided.

- Monitor personnel gains and losses.

- Use reports to monitor and support Sailor advancement.

- Use report data to inform and update command leadership.

- Recommend to Sailors that they routinely view and verify their Electronic Training Jacket (ETJ) for accuracy and completeness (FLTMPS and ETJ share data sources).

NOTE: FLTMPS Afloat is available on surface ships with NIAPS 2.3 or higher, via the NIAPS Distance Support portal.

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Enterprise Customer Relationship Management (eCRM)

eCRM

Description

eCRM is a cloud-based Customer Relationship Management (CRM) platform that is used to manage HR inquiries through cases created within the system. It enhances visibility into a Sailor's case status, improves tracking of PERS/PAY related functions, and increases ease of use over legacy systems.

eCRM allows CPPAs to submit PERS/PAY cases through TSC clerks to update, transfer, and close cases, while allowing MNCC Tier 1 agents to monitor the progress of open cases.

Log into eCRM at:
https://navynpc.my.salesforce.mil/.

CAC and CAC-enabled computer required.

Find Supporting Information Online

- See the eCRM Troubleshooting Guide
- See eCRM Library
- See eCRM Dashbord

Find Assistance or Help

Contact your RSC: https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/RSC-Contacts/

Contact the CPPA Pro Cell.

- 833-330-MNCC (6622))- Select option 2; email askmncc@navy.mil

Required Actions

- Establish an eCRM/Salesforce account through the Access Request Procedures.

- Download the CPPA User Guide for Salesforce.

- Download the Managing a Case Quick Start Guide

- Use eCRM to submit personnel documents to TSC for subsequent data entry into NSIPS.

- Recommend to Sailors that they monitor OMPF and ESR closely and routinely verify proper documentation of personal, personnel, and career information.

- Use MMPA to verify status of pay and personnel action requests submitted to the TSC for processing (see next page).

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Master Military Pay Account (MMPA) View Only Access

MMPA

Description

MMPA enables authorized personnel to verify the status of requested pay and personnel actions submitted to the TSC for processing

Log in to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html.

CAC and CAC-enabled computer required.

Find Assistance or Help

Contact Multi-Service Operational Support Team.

- 1-844-347-2457, Option 1; DSN 850-0032 , Option 1
- or SUBMIT E-MAIL TICKET

Find Supporting Information Online

- For MMPA, download the MMPA User Guide at
  DJMS MMPA User Guide
- Quick Information Sheet
- For MIAP, go to https://miap.csd.disa.mil. Click Enter MIAP Portal. Underneath the Link Library heading, click MIAP User Manual v10

Required Actions

- Establish MIAP account via the online application. Go to MIAP at https://miap.csd.disa.mil. Click Enter MIAP Portal and follow directions to "Create New Account".

- Establish MMPA account per Military Pay Advisory 30/15:

  - Personnel who are assigned to non-pay UIC commands and require the establishment of new or the renewal of an existing MMPA account, must submit a request using the Account Management and Provisioning Systems (AMPS). The DD Form 2875 is no longer be accepted by DFAS-CL for MMPA access requests.

  - Access the AMPS website at https://amps.Dla.Mil/oim and select the first-time user link to create an AMPS user account. User guides are available on the AMPS website

  - Once the registration process has been completed, the requester must follow the guidance provided in the online user guides available on the AMPS website.

  - For assistance, contact the DLA help desk at 855-352-0001.

Web DFAS MilPay Repository (Web DMR) Inquiry System

DMR

Description

Web DMR provides an easy, user friendly medium to view, query, and audit the Defense Joint Military Pay (DJMS) current and historical MMPA. Web DMR is accessible from a dedicated URL via your web browser and stores all available and archived DJMS MMPA data.

Log in to Web DMR at https://dmoapps.csd.disa.mil/MilPayRepository/.

CAC and CAC-enabled computer required.

Find Assistance or Help

Contact the Support Team.

- 844-347-2457, Press 5, then speak or enter DLA;
- DLA Service Portal (.mil only): https://dla.servicenowservices.mil/sp?id=index
- Email: disa.global.servicedesk.mbx.dla-tiet-request@mail.mil

Find Supporting Information Online

- For Web MMPA, download the Web MMPA User Reference Guide
- For AMPS, go to https://amps1.dla.mil/. Click AMPS User Guide.

Required Actions

- Establish Web MMPA account per Military Pay Advisory 08/18:
  - Personnel who are assigned to non-pay UIC commands and require the establishment of new or the renewal of an existing MMPA account, must submit a request using the account management and provisioning systems (AMPS). The DD Form 2875 is no longer be accepted by DFAS-CL for MMPA access requests.
  - Access the AMPS website at https://amps.Dla.Mil/ and select "Click Here for access to AMPS" to create an AMPS user account. User guides are available on the AMPS website.
  - Once the registration process has been completed, the requester must follow the guidance provided in the online user guides available on the AMPS website.
  - For assistance, contact the DLA help desk at 855-352-0001.
- Use Web MMPA to verify status of pay and personnel action requests submitted to the TSC for processing.

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Voluntary Education (VOLED) / Navy College Program (NCP)

VOLED NCP

Description

The Navy College Program (NCP) can help Sailors achieve education goals and make productive use of their off-duty time. NCP is administered at local installation Navy College Offices (NCO) and off-site via the Virtual Education Center (VEC). Navy VOLED is a network of professional education counselors, education technicians, and supporting program managers that provide educational services for Navy personnel at fleet and shore commands worldwide. NCP ensures on base and on-board education programs are compatible with operating schedules concurrently supporting fleet readiness & mission accomplishment.

NCP services include but are not limited to
- Academic Counseling, Advisement, and Education Planning
- Tuition Assistance/GEV/AEV/Other
- NCPACE
- USMAP
- Testing Services (CLEP, DSST, ACT, SAT etc.)
- Command Education Briefings
- College & University Information
- Oversight of On Base College Programs
- Joint Service Transcript (JST) Management
- Career Interest Inventory
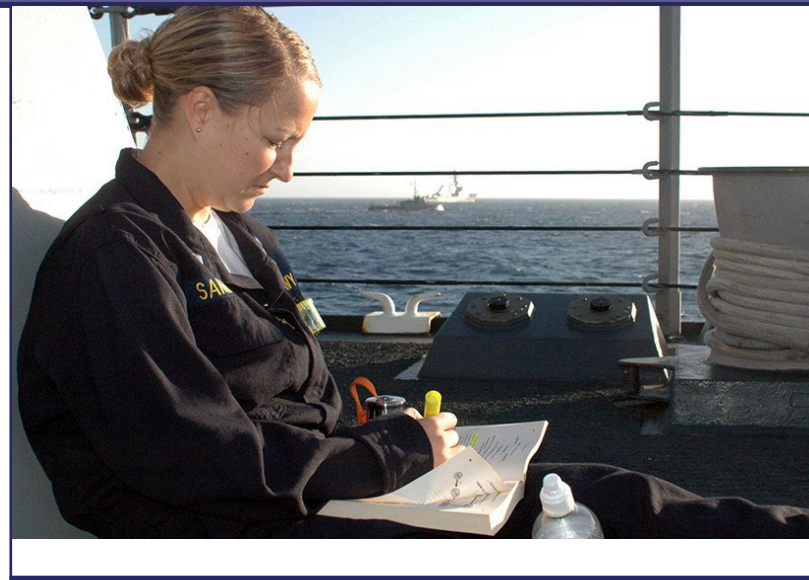
Find Supporting Information Online

Go to Navy College at https://www.navycollege.navy.mil.

Find Assistance or Help

Contact your local Navy College Office

Contact the Virtual Education Center
- Toll free: 877-838-1659, DSN 492-4684; Commercial 757-492-4684
- email VEC@navy.mil

Required Actions

Assist Sailors in the following:
- Review policy requirements to participate in the Navy Tuition Assistance Program.
- Contact a Navy College or VEC Counselor to establish an education plan.
- Complete online Web Tuition Assistance Training
- Submit Tuition Assistance Application via the "My Education Portal" accessible on the NCP website
- Tuition Assistance Applications must be Command Approved within 7 days of class start date.

Additional Resources

- From the DOD Memorandum of Understanding (MOU) website at https://dodmou.com/, search DOD approved academic institutions.
- DANTES provides military centric education resources at http://www.dantes.doded.mil/service-members/index.html.
- Go to the My Education Portal at https://myeducation.netc.navy.mil to access the WebTA Application.

Top 10 ways to stay out of PII Trouble

PII Trouble

1. ALWAYS encrypt emails that contain sensitive PII (SSN specifically) and remember to consider PII in context.
   - Remember, the subject line is NEVER encrypted.
   - If the body of the email contains PII, the top and bottom of the email must include the marking "CUI", and it should include a CUI indicator block.
2. ALWAYS make sure you are sending PII ONLY to those with a business need to know.
3. ALWAYS check your recipients to make sure they are the correct 'john smith' (there are over 40 of them...).
   - If the email contains PII and is encrypted but goes to the wrong person, it's a breach.
4. ALWAYS make sure you are attaching the correct attachment and ALWAYS make sure you are sure what is in the attachment(s).
   - Sometimes spreadsheets have multiple workbooks - check them all!
   - Even if it's encrypted, if it's the wrong attachment, it's a breach.
   - If you are uploading documents to a website, ALWAYS be aware of what you are uploading.
5. NEVER leave PII on a copier, scanner, or printer. Walk around your spaces and always be looking for 'forgotten' PII. If found and you can't locate the owner – SHRED it.
6. NEVER put PII in a recycling bin - either shred it when it is no longer needed or secure it until you can shred it. Using a red bin is acceptable but...
7. NEVER look at somebody else's PII if you don't have a business need to know. And do not share PII with those who don't have a valid business need to know.
8. NEVER leave PII out in the open when you aren't at your desk – secure it when you walk away or leave for the day.
9. NEVER use live screen shots containing SSN in briefs or presentations.
   - Either remove the SSN or redact it.
   - When redacting, don't just place a 'bar' over the SSN (like in PowerPoint)- it can be removed by opening the slide and moving it around. Use either Snag-IT or Adobe Pro.
   - One additional archaic method is to print out the document, redact the SSN with a marker, and then scan it in and save it as a .pdf.
   - Review Users Manuals and SOPs to look for screenshots that contain real SSNs. If you find any – REMOVE them!
10. When forwarding email, make sure you know what is in the ENTIRE email string.
    - Some of our emails can be very lengthy and we don't really know what's in the entire email.
    - Look it over before you hit the Send button and you may very well prevent an unauthorized disclosure of PII.

Additional Information
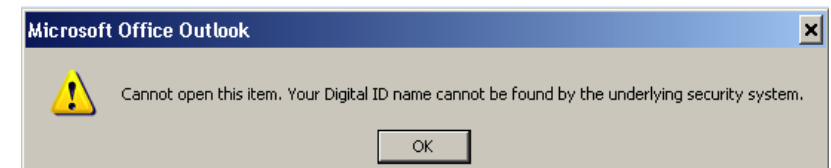
If you are unable to open one of your own encrypted emails because you have new certificates, follow these steps:
- Go to: https://ara-6.csd.disa.mil/
- Select the appropriate key to recover, and then follow the instructions.

View resources on the DON Chief Information Officer's website:
- DON Users Guide to Personally Identifiable Information
- Customize Your Email to Make Signing/Encrypting Messages Easier

IF YOU COLLECT IT

YOU MUST PROTECT IT!

Websites for PAYPERS Information

PAYPERS Info

Description

The Internet provides multiple resources. You are cautioned to use only official websites to obtain current information, policy and documents.

Navy Personel Command
CPPA Resources
Career Counseling
NAVADMIN
MILPERSMAN
PPIBS-MPAS
DEPARTMENT OF THE NAVY ISSUANCES
DOD Directives/Instructions/Forms/Issuances
BUPERS INSTRUCTIONS
NPPSC FORMS

Defense Finance and Accounting Service (DFAS)

http://www.dfas.mil/

DoD Military Pay Policy and Procedures

https://comptroller.defense.gov/FMR/

Travel Policy and Procedures

Travel Policy Vol. 9

Defense Travel - Allowances (Per Diem, BAH, etc)

https://www.travel.dod.mil/Allowances/

Joint Travel Regulations

https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/

Required Actions

- You are serving in a position of significant trust with access to the personnel records (data and documents) of command personnel. **AT ALL TIMES, YOU ARE TO PROTECT THE PERSONALLY IDENTIFIABLE INFORMATION (PII) OF COMMAND PERSONNEL AND PREVENT THE UNAUTHORIZED ACCESS TO, OR LOSS OF PII.**

  - PII is any information that can be used to distinguish or trace an individual's identity. Examples include, but are not limited to name, Social Security number (SSN), date of birth, home address, home phone number, personal email address, family data, religion, race, national origin, fingerprints, photographs, performance ratings, security clearance level, leave balances, types of leave used, financial information, and medical information.

- **IMPORTANT:** Full and partial SSNs associated with a name are especially sensitive and commonly found on many service record documents. Special care should be taken to safeguard these sensitive personal elements from persons without a need to know.

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