

# CPPA SYSTEMS & HELP DESK POCs



For links outside of this document right click, select "Copy link location", paste into address bar of browser.

BOL CIMS

C-WAY DJMS MMPA

DJMS MMPA (RC) DMR/DMO DWOWS EDA

E-Sub eCRM IDES ITS.GOV

LIMDU SMART MRRS

NEAS NCMPS

NROWS

NSIPS/ESR & AFLOAT

OMPF OPINS WINIATS TWMS

OTHER HELP DESK POCs

OTHER HELP DESK POCs (2)

Approved for public release: Distribution Unlimited

	System	Description
1	BOL (BUPERS Online)	<ul style="list-style-type: none"> <li>• Official Military Personnel File (OMPF)</li> <li>• OMPF Contains electronic images of documents generated throughout the career of every Officer and Enlisted Sailor, Active and Reserve, from time of entry until final separation.</li> <li>• Login to OMPF via BUPERS Online (BOL) at <a href="https://www.bol.navy.mil">https://www.bol.navy.mil</a> using CAC and CAC-enabled computer. Electronic-Submission (E-Sub)</li> <li>• The E-Sub application is the system used to submit designated Officer and Enlisted record documents for inclusion into their OMPF.</li> </ul> <p style="text-align: center;"><b>Contact Details</b></p> <ul style="list-style-type: none"> <li>• BOL Help Desk - <a href="mailto:BUPERS07_IT_EOC.FCT@navy.mil">BUPERS07 IT EOC.FCT@navy.mil</a> or 1-800-951-6289/DSN 882-4714</li> <li>***Note that a valid SAAR-N Form (OPNAV 5239/14-9/2011), in accordance with ALCOM 170-11 signed by your command IAM is required. All civilian, contractor or other non-Navy personnel accounts have an expiration date. As long as there is activity in the account on a regular basis, the expiration date will continue to re-tabulate. If an account has no activity during a 90-day cycle, it will become inactive. Once an account is inactivated, a new SAAR-N will have to be submitted to have the account reactivated.</li> </ul>
2	Career Information Management System (CIMS)	<ul style="list-style-type: none"> <li>• Career Information Management System (CIMS) automates Career Counselor office procedures and simplifies processes supporting the command's career information program.</li> <li>• Login to CIMS at: <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a> using CAC and CAC-enabled computer.</li> </ul> <p style="text-align: center;"><b>Contact Details</b></p> <ul style="list-style-type: none"> <li>• NSIPS HELP DESK</li> <li>Phone : 1-833-NESDNOW (1-833-637-3669)</li> <li>Email : <a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a></li> </ul>

	System	Description
3	Career Waypoints (C-WAY)	<p>· Career Waypoints (C-WAY) is the IT system that serves as the Navy's primary force shaping tool used to level rating manning from overmanned ratings to undermanned ratings for both rated and non-rated Sailors. It is also a rating quality and eligibility screening mechanism. C-WAY processes Reenlistment (REEN) applications for retention, as well as qualifies Sailors for rating conversion opportunities and Apprentices to rating designations, as part of mandatory Chief of Naval Personnel career counseling and retention programs, including C-WAY-REEN and C-WAY-Professional Apprenticeship Career Track (PACT). System capabilities and business processes are discussed in detail in NAVADMINs 021/13, 149/13 and 150/13. The enlisted career management processes supported by C-WAY include:</p> <ul style="list-style-type: none"> <li>o Reenlistment (formerly Perform to Serve (PTS))</li> <li>o Reclassification (formerly Production Management Office (PMO))</li> <li>o PACT Designation (formerly Rating Entry for General Apprentice (REGA))</li> <li>o Conversion (within Active Component (AC) and Reserve Component (RC))</li> <li>o Transition between AC/TAR and RC</li> <li>o Transition between RC and AC/TAR</li> </ul> <p>· Login to Career Navigator/Career Waypoints at:  <a href="https://www.bol.navy.mil/bam/">https://www.bol.navy.mil/bam/</a></p>
		<p style="text-align: center;"><b>Contact Details</b></p> <p>· C-WAY Help Desk:  (901) 874-2102; DSN 882-2102 or 882 5672; or  <a href="mailto:career_waypoints@navy.mil">career_waypoints@navy.mil</a></p> <p>· My Navy Career Center:  (833) 330-MNCC or (901) 874-MNCC; or  <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></p>
4	DJMS MMPA	<p>· The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a database file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for Active Duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing.</p> <p>· MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing.</p> <p>· Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at  <a href="https://miap.csd.disa.mil/portal.html">https://miap.csd.disa.mil/portal.html</a> using CAC and CAC-enabled computer.</p>

	System	Description
5	DJMS MMPA (RC)	<ul style="list-style-type: none"> <li>• The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Reserve Component (RC) is a database file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for Inactive Duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA (RC) enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing.</li> <li>• MMPA (RC) Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing.</li> <li>• Login to MMPA (RC) via the Multi-Host Internet Access Portal (MIAP) at <a href="https://miap.csd.disa.mil/portal.html">https://miap.csd.disa.mil/portal.html</a> using CAC and CAC-enabled computer.</li> </ul>
6	DMR/DMO	<ul style="list-style-type: none"> <li>• DFAS MILPAY Repository (DMR) is a Windows-based relational pay application that interfaces with the Defense Joint Military Pay System (DJMS) to create, audit and submit military pay transactions, and receive feedback from DJMS. It supports the Active and Reserve Components of the Army, Navy, and Air Force at DFAS Central Sites and military installations worldwide. The software suite is organized into Input, Reports, Inquiry, Navy Financial Reporting, Security and System Administration modules. DMR also provides master pay account inquiry capability, reports and query features, transaction results, pay products, management information, customer service tools, an audit trail, expanded edits and pre-filled screens for error rate reduction, and a comprehensive on-line user's manual to support maintenance of military pay accounts and processing of pay transactions.</li> </ul>
7	DWOWS	<ul style="list-style-type: none"> <li>• Defense Workload Operations Web System (DWOWS) is a webbased tracking system used by military pay operations (MILPAYOPS) to track workload for Navy Active Duty and Reserve Service Members.</li> </ul>
8	EDA	<ul style="list-style-type: none"> <li>• The Electronic Document Access (EDA) program is one of the Defense Logistics Agency (DLA) Sourcing Environment programs. EDA supports the goals of the DLA to simplify and standardize the methods that DoD uses to interact with commercial and government suppliers in the acquisition of catalog, stock, as well as made-to-order and engineer-to-order goods and services initiatives to increase the application of Electronic Business/Electronic Commerce (EB/EC) across the Department of Defense (DoD). The EDA is a web-based system that provides secure online access, storage, and retrieval of Contracts, Contract modifications, Government Bills of Lading (GBLs), Government Transportation Requests, Signature Cards, SF44 Purchase Orders, DFAS Transactions for Others (E110), Contract Officer/Grant Officer Warrants, Military Interdepartmental Purchase Requests (MIPRs), Vouchers, and Contract Deficiency Reports to authorized users throughout the DoD. EDA provides for the online creation of Contract Deficiency Reports (CDRs) and the CDR Workflow.</li> <li>• EDA offers two concurrent operating sites (Ogden, UT, and Columbus, OH). Standard operating procedure mirrors data between sites (usually within 10 minutes).</li> </ul>



	System	Description
9	Electronic-Submission (E-Sub)	<ul style="list-style-type: none"> <li>• The Electronic-Submission (E-Sub) application is the system used to submit designated Officer and Enlisted record documents for inclusion into their OMPF.</li> <li>• The e-Submission of record documents for inclusion into the OMPF will be fully implemented through BOL and must be e-Submission compliant.</li> <li>• All Active Duty and Reserve personnel (less IRR) with a BOL account and a CAC-enabled computer will be able to view online the status of all documents electronically submitted or (closed out) by viewing "Official Military Personnel File (OMPF) - My Record", which is accessed via the BOL Application Menu.</li> </ul>
10	Enterprise Customer Relations Management System (eCRM)	<ul style="list-style-type: none"> <li>• The eCRM console enables designated command personnel to communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related cases.</li> <li>• The eCRM console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems.</li> <li>• Login to eCRM at: <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a> using CAC and CAC-enabled computer.</li> </ul> <p style="text-align: center;"><b>Contact Details</b></p> <ul style="list-style-type: none"> <li>• eCRM Help Desk <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a></li> <li>• eCRM Exception to Policy Help Desk <a href="mailto:ecrmetp@us.navy.mil">ecrmetp@us.navy.mil</a></li> </ul>
11	Integrated Disability Evaluation System (IDES)	<ul style="list-style-type: none"> <li>• Integrated Disability Evaluation System (IDES) is used to determine if Service Members coping with wounds that may prevent them from performing their duties are able to continue to serve. Previously, Service Members had to navigate two evaluation systems— one for the Defense Department and one for the Department of Veterans Affairs (VA). Now, under the streamlined system, service members receive one medical examination (conducted by VA-certified medical providers) that determines both physical and psychological fitness-for-duty for the Defense Department and disability ratings for VA benefits claims.</li> <li>• Veterans Information Portal (VIP)/Veterans Tracking Application (VTA) is a web-based portal used to track and report activities for a Service Member referred to IDES. Users register for VIP/VTA IDES access login at: <a href="https://vip.vba.va.gov/portal/web/userprofiling/html/registration/userRegHome.jsp">https://vip.vba.va.gov/portal/web/userprofiling/html/registration/userRegHome.jsp</a></li> </ul>
12	ITS.GOV	<ul style="list-style-type: none"> <li>• International Treasury Services (ITS).gov enables Federal agencies to issue foreign currency payments via direct deposit, wire transfer, or draft to recipients in over 200 countries.</li> <li>• Additionally, ITS.GOV enables agencies to issue international US Dollar wire transfer payments without a corresponding US financial institution.</li> </ul>

	System	Description
13	LIMDU SMART	<ul style="list-style-type: none"> <li>· LIMDU SMART is a CAC-enabled, web-based application that leverages electronic workflows to provide active population management of medically restricted personnel in the LIMDU Program.</li> <li>· LIMDU SMART automates the core LIMDU Program workflows. These workflows are based on the completion of the following forms:                             <ul style="list-style-type: none"> <li>- NAVMED 6100/5</li> <li>- NAVMED 6100/6</li> <li>- NAVMED 1300/3</li> <li>- NAVMED 6100/1 and 6100/2</li> </ul> </li> <li>· Limited Duty Sailor and Marine Readiness Tracker (LIMDU SMART) provides:                             <ul style="list-style-type: none"> <li>- A Business Intelligence (BI) solution offering Real-Time Visibility and Active Population Management of Medically Restricted Personnel</li> <li>- Custom Dashboards, Reporting, Analytics, and Active Management Tools from Echelon II down to the Deck Plate</li> <li>- Program stakeholder alignment via a Common Operating Picture</li> </ul> </li> <li>Role-Based Automated Alerts &amp; Notifications</li> <li>- An easily expandable solution allowing for Systems Integration with existing Medical and Readiness IT Platforms</li> <li>- Case File Creation and Transfer</li> </ul>
14	Medical Readiness and Reporting System (MRRS)	<ul style="list-style-type: none"> <li>· The Medical Readiness and Reporting System (MRRS) is a comprehensive mission-critical tracking system for immunizations and Individual Medical Readiness (IMR) used by the United States Navy, Marine Corps, and Coast Guard. MRRS is a Web-based, real-time application with links to the existing authoritative data systems of the Navy Standard Integrated Personnel System (NSIPS), Reserve Headquarter System (RHS), Coast Guard Business Intelligence (CGBI), and the Marine Corps Total Force System (MCTFS). These system interfaces enable the Navy to reduce data input requirements, improve data accuracy, and track personnel.</li> <li>· MRRS provides leadership with command and control visibility of force medical readiness, at the individual, unit, command and headquarters level to ensure that combat-ready personnel can rapidly respond to emergent missions. The system gives headquarters staff and leadership a real-time view of immunization status and force medical readiness. MRRS captures and maintains medical, immunization, injury management, and medical readiness information relating to all Navy, Marine and Coast Guard personnel.</li> <li>· Commands will request unit code identification-based access to MRRS by submitting a system access authorization form. (Note: MRRS web address is case sensitive).</li> <li>· POC/MRRS program office/email/phone: <a href="mailto:mrrspo@navy.mil/">mrrspo@navy.mil/</a>; (901) 874-4682/DSN: 882-4682.</li> </ul>

	System	Description
15	Navy Enlisted Advancement System (NEAS)	<ul style="list-style-type: none"> <li>• Navy Enlisted Advancement System (NEAS) is a multifaceted approach to evaluate a Service Member performance. It is a standardized metric to notify superiors of a Service Member's performance compared to their colleagues. Through each measure, Service Members earn a score that is totaled and compared to others in consideration for promotion. The NEAS takes into account knowledge, performance, and experience. The measures of the system are standardized to remove any subjectivity and highlight only objective qualities of a Service Member's record.</li> <li>• Access NEAS at: <a href="https://neas.ncdc.navy.mil/Login">https://neas.ncdc.navy.mil/Login</a></li> </ul>
16	NMCMPs	<ul style="list-style-type: none"> <li>• The Navy-Marine Corps Mobilization Processing System (NMCMPs) is a web-based system that provides automated processing, tracking, and approval of Contingency Operation Augmentation requests and further enables managers at all levels within Navy the visibility of Contingency Augmentation requirements and of their people temporarily assigned to these critical war time billets. NMCMPs was initially developed for Reserve mobilization but has been expanded to include several more functions through the Secure Network and Non-Secure Networks.</li> <li>• NMCMPs allows start-to-finish command visibility and control of various inclusive processes and automated workflow. The process begins in the initial operational planning, requesting manpower requirements, approving these requirements to be sourced and centralized distribution and Order writing. It also shows tracking, accounting, data collection and coordination during activation and recall processing of the people temporarily assigned to critical wartime billets. The Task Force based Chain of Command will have direct access via the web to continuously monitor the status of their manpower request and personnel augmenting to their command.</li> <li>• In order to use the Navy-Marine Corps Mobilization Processing System (NMCMPs) you must have both access and a role:             <ol style="list-style-type: none"> <li>1. ACCESS. Access to the Web Portal (SIPRNET and/or NIPRNET) hosting the NMCMPs application.</li> <li>2. ROLE. An assigned role within the application.</li> </ol> </li> </ul>

	System	Description
17	NROWS	<p>• Navy Reserve Order Writing System (NROWS): The Naval Reserve Order Writing System (NROWS) is the Web-based application for assigning a Reservist Annual Training (AT), Active Duty Training (ADT), and Inactive Duty Training Travel (IDTT) Orders. It enhances the orders application process with an automated approval workflow and by incorporating Reserve Personnel, Navy (RPN) budgeting and approval and the delivery of official orders and travel itineraries. It provides total visibility for order history, current Reserve activities, and information on total force readiness and availability for operational planning through the entire Navy Reserve Force community.</p> <p>• NROWS was developed to provide easier access for Reservists, address significant business process changes, eliminate legacy systems, and reduce total cost of ownership. Providing Reservists with the ability to check the status of their own orders saves time and effort. NROWS reduces the number of applications and order validations currently being performed manually and decreases the application error rate.</p> <p>• Access NROWS Homepage Log In Screen at:  <a href="https://nrows.sscno.nmci.navy.mil/nrows/secure/dod_consent.do;jsessionid=vio94Wx7HKnARXEj1vmj0CdHH15CfkAV8MJ1qaX9i8Nu-3aeZIL9!-1357918479">https://nrows.sscno.nmci.navy.mil/nrows/secure/dod_consent.do;jsessionid=vio94Wx7HKnARXEj1vmj0CdHH15CfkAV8MJ1qaX9i8Nu-3aeZIL9!-1357918479</a></p> <p style="text-align: center;"><b>Contact Details</b></p> <p>• NROWS Homepage Log In Screen:  <a href="https://nrows.sscno.nmci.navy.mil/nrows/secure/dod_consent.do;jsessionid=TVqPrj5pyvAan2VNkeKVemNlg594cjZZ-adqD8eaiKUcfZWxWQdq!-505927165">https://nrows.sscno.nmci.navy.mil/nrows/secure/dod_consent.do;jsessionid=TVqPrj5pyvAan2VNkeKVemNlg594cjZZ-adqD8eaiKUcfZWxWQdq!-505927165</a></p> <p>• Refer to the following Reserve Travel Important Phone Numbers Help Desk Options:</p> <ul style="list-style-type: none"> <li>o NROWS Help Desk: Toll Free: (800) 537-4617; Comm: (504) 697-7070; DSN 647-7070</li> <li>o CNRF Travel Assistance: (800) 537-4617 Option 1</li> <li>o BQ Reservations: (800) 576-9327</li> <li>o NSIPS Help Desk: (877) 589-5991</li> <li>o NRH Help Desk: (866) 830-6466</li> </ul> <p>Note: Navy Reserve personnel shall use the Navy Reserve Order Writing System (NROWS) and DTS Help Desk for technical support and general travel assistance with the OTS import and export interface module. NROWS and DTS Navy Reserve Help Desk can be contacted by calling 1-(800) 537-4617</p>



	System	Description
18	NSIPS/ESR	<ul style="list-style-type: none"> <li>• Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officers and enlisted, Active and Reserve.</li> <li>• The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information.</li> <li>• Login to NSIPS and ESR at <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a> using CAC and CAC-enabled computer.</li> <li>• When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul> <p style="text-align: center;"><b>Contact Details</b></p> <ul style="list-style-type: none"> <li>• NSIPS Help Desk 1-833-637-3669 <a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a></li> <li>• MyNavy Career Center (MNCC) 1-833-330-MNCC <a href="https://www.bol.navy.mil/bam/">https://www.bol.navy.mil/bam/</a></li> </ul>
19	NSIPS Web Afloat/ESR Afloat	<ul style="list-style-type: none"> <li>• NSIPS Web Afloat delivers secure pay and personnel support to users at sea. NSIPS Web Afloat provides access to data in the shipboard disconnected environment. NSIPS Web Afloat is designed to maximize use of limited bandwidth by providing afloat users with access to the Electronic Service Record (ESR) Afloat, e-leave Afloat (to be released in the near future), and Career Information Management System (CIMS) Afloat while disconnected from the internet. To ensure data is synchronized between ship and shore, NSIPS Web Afloat replicates compressed data periodically, usually near-real-time.</li> <li>• Afloat users login to NSIPS Web Afloat and ESR Afloat at: <a href="https://nsipswebafloat">https://nsipswebafloat</a></li> <li>• CAC is not required afloat. NSIPS Web Afloat/ESR Afloat is only accessible on supported ship classes.</li> </ul> <p style="text-align: center;"><b>Contact Details</b></p> <ul style="list-style-type: none"> <li>• NSIPS Help Desk 1-833-637-3669 <a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a></li> <li>• MyNavy Career Center (MNCC) 1-833-330-MNCC <a href="https://www.bol.navy.mil/bam/">https://www.bol.navy.mil/bam/</a></li> </ul>

	System	Description
20	Official Military Personnel File (OMPF)	<ul style="list-style-type: none"> <li>• OMPF contains electronic images of documents generated throughout the career of every officer and enlisted Service Member, Active and Reserve, from time of entry until final separation.</li> <li>• OMPF - My Record View provides the ability to view, download, and print OMPF documents.</li> <li>• Login to OMPF via BUPERS Online (BOL) at <a href="https://www.bol.navy.mil">https://www.bol.navy.mil</a> using CAC and CAC-enabled computer.</li> <li>• When asked to verify PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul> <p style="text-align: center;"><b>Contact Details</b></p> <ul style="list-style-type: none"> <li>• MyNavy Career Center (MNCC) 1-833-330-MNCC <a href="https://www.bol.navy.mil/bam/">https://www.bol.navy.mil/bam/</a></li> </ul>
21	OPINS	<ul style="list-style-type: none"> <li>• Officer Personnel Information System (OPINS) enables authorized users to input Service Member requests for Selective Reenlistment Bonus (SRB), Enlisted Supervisor Retention Pay (ESRP) and STAR.</li> <li>• Login to OPINS at <a href="https://miap.csd.disa.mil">https://miap.csd.disa.mil</a> using CAC and CAC-enabled computer.</li> </ul>
22	WINIATS	<ul style="list-style-type: none"> <li>• Windows Integrated Automated Travel System (WINIATS) is a screen oriented, menu driven financial computation system. It was initially designed as a simple management system for processing travel claims.</li> <li>• WINIATS is an automated travel computation system used by Travel Office personnel to compute travel entitlements for both Military and Civilian travelers.</li> <li>• WINIATS interfaces with DFAS systems, such as the Automatic Disbursing System (ADS), to automate payment from the field to the central site.</li> <li>• WINIATS computes a variety of travel claims such as temporary duty travel (TDY), permanent change of station (PCS), local travel, and do it yourself travel (DITY). The WINIATS production environment is operating at all DFAS sites. In addition, multiple U.S. Army, U.S. Navy, U.S Air Force, U.S. Marine Corps, and U.S. Army Corps of Engineers sites use WINIATS worldwide.</li> </ul>
23	TWMS	<ul style="list-style-type: none"> <li>• Total Workforce Management Service (TWMS) system</li> <li>• Login to TWMS at <a href="https://twms.navy.mil/selfservice/login.asp">https://twms.navy.mil/selfservice/login.asp</a> using CAC and CAC-enabled computer.</li> </ul>

#	Contact Source	Contact Details
1	Defense Travel Management Office	<ul style="list-style-type: none"> <li>• Travel Assistance Center (TAC)</li> <li>• The TAC is available to all DoD travelers 24 hours a day, seven days a week</li> <li>• The TAC can be contacted by calling 1-888-Help1Go (888-435-7146) or by submitting a help desk ticket through the Tickets section of Travel Explorer (TraX)</li> </ul> <p><a href="http://www.defensetravel.dod.mil/Passport">www.defensetravel.dod.mil/Passport</a></p> <ul style="list-style-type: none"> <li>• If you are calling from overseas, you can now directly dial the TAC at 1-888-Help1Go from any DSN line</li> </ul>
#	Contact Source	Contact Details
2	DFAS - Indianapolis	<ul style="list-style-type: none"> <li>• CITRIX/WINIATS Help Desk information: Toll Free: 1-800-622-6724 DSN: 553-2252</li> <li>• Comm: 619-553-2252 to talk to a helpdesk representative, or e-mail to: <a href="mailto:SSC_PAC_Data_Center_Service_Desk@navy.mil">SSC PAC Data Center Service Desk@navy.mil</a></li> <li>• Survivor Benefit Plan</li> <li>• Contact Telephone Number: 800-321-108</li> </ul>
#	Contact Source	Contact Details
3	NETPDTC	<ul style="list-style-type: none"> <li>• Naval Education and Training Professional Development and Technology Center (NETPDTC) 850-452-1252; DSN 922.</li> </ul>
#	Contact Source	Contact Details
4	MyNavy Career Center (MNCC)	<ul style="list-style-type: none"> <li>• MyNavy Career Center (MNCC) 1-833-330-MNCC</li> <li>• <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> </ul>
#	Contact Source	Contact Details
5	HDP-PERSTEMPO	<ul style="list-style-type: none"> <li>• PERSTEMPO Help Desk Commercial (901) 874-4717, Option #1</li> </ul> <p><a href="mailto:perstempohd@navy.mil">perstempohd@navy.mil</a></p>

#	Contact Source	Contact Details
6	Joint Services Transcript Technical Issues	<ul style="list-style-type: none"> <li>NETPDTC</li> </ul> ATTN: JST Operations Center N615 6490 Saufley Field Road Pensacola, FL 32509 <a href="mailto:jst@doded.mil">jst@doded.mil</a>
#	Contact Source	Contact Details
7	Career Transition Office (Reserves)	<ul style="list-style-type: none"> <li>Career Transition Office (PERS-97)</li> </ul> CTO Officer: 1-901-874-4192; DSN 882-4192 CTO Enlisted: 1-901-874-4108; DSN 882-4108 CTO Fax: 1-901-874-2186 Email: <a href="mailto:cto.officer@navy.mil">cto.officer@navy.mil</a> OR <a href="mailto:cto.enlisted@navy.mil">cto.enlisted@navy.mil</a> <ul style="list-style-type: none"> <li>MyNavy Career Center (MNCC)</li> </ul> 1-833-330-MNCC <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a>
#	Contact Source	Contact Details
8	Beneficiary Financial Counseling Services	<ul style="list-style-type: none"> <li>SGLI, FSGLI, VGLI beneficiaries: 888-243-7351</li> </ul> Email: <a href="mailto:fcs@FinancialPoint.com">fcs@FinancialPoint.com</a> Financial professionals are available 24/7; Additional information is available through the DVA website at: <a href="http://www.benefits.va.gov/insurance/bfcs.asp">http://www.benefits.va.gov/insurance/bfcs.asp</a> .
#	Contact Source	Contact Details
9	Milconnect	<ul style="list-style-type: none"> <li>DMDC Support Center: (800) 477-8227</li> <li>DMDC Tier 1 Web Services: (800) 368-3665.</li> </ul>
#	Contact Source	Contact Details
10	MyNavy HR	<ul style="list-style-type: none"> <li>Special Duty Assignment Pay</li> </ul> <a href="mailto:mill_incen_pays.fct@navy.mil">mill_incen_pays.fct@navy.mil</a> ; <a href="mailto:NXAG_N130D@navy.mil">NXAG_N130D@navy.mil</a>