



CASE ROUTING GUIDANCE PERSPAY FOR CONUS MILITARY PERSONNEL

Update: 16 September 2024

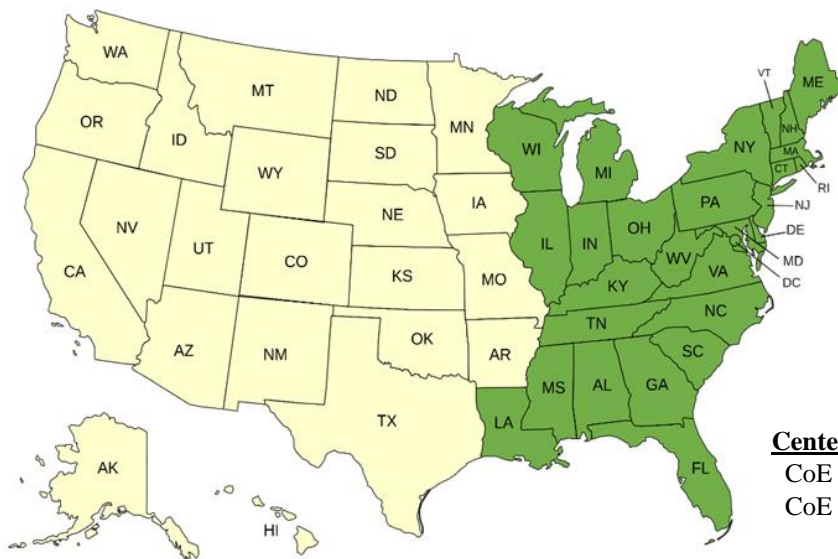
BLUE: Transactions for military personnel stationed in the CONUS, Alaska, and Hawaii will be routed to the appropriate Transaction Service Center (TSC) based on the transaction type and locality of command. See matrix below for specific routing guidance. CONUS military personnel will receive CPPA support from their parent command. If the Sailor's command does not have a designated CPPA, the ISIC CPPA is responsible for case submission via [enterprise Customer Relationship Management](#) (eCRM/Salesforce) with all required key supporting documents (KSD).

Refer to the [OCONUS PERSPAY case routing guidance](#) for Sailors stationed OCONUS.

Note: This CRG does not apply to Sailors in a student status. For personnel in student pipelines (TEM DU for training/instruction), submit cases to TSC Great Lakes for processing.

METHODS FOR CASE SUBMISSION: Primary means of case submission is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce). Submit cases per the map below based on the location of the Sailor's permanent duty station (PDS).

ROUTED TSC:



Center of Excellence

CoE East (TSC Pensacola)
CoE West (TSC San Diego)

Case Drop-Down	Select	Notes
Subject	Rate/Rank Last Name, First Name, Submission Type (Basic Allowance for Housing, Career Sea Pay, etc.)	
Description	Be thorough in description and required actions to avoid delays.	
Request Type	MILPAY	
Problem Code	Select Problem Code as appropriate.	DO NOT submit legal cases or ACC 355 cases via MILPAY. See note below regarding legal and medical restricted cases.
Routed To	TSC Pensacola for COE-East. TSC San Diego for COE-West. TSC Great Lakes for personnel in a student status.	
Effective Date	Date of <u>case submission</u> , not the effective date of entitlements.	
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, NOT the CPPA's .	

LEGAL AND MEDICAL RESTRICTED CASES: Do not submit legal (NJP, UA, Deserter, Confinement, etc.) or medical restricted cases (ACC 355 changes) using the MILPAY Request Type. Follow guidance in the Legal Restricted Case Routing Guidance and Gains/Losses Case Routing Guidance available on the MyNavy HR [CPPA Resources Page eCRM Library](#).

CPPAs requiring access to submit legal or medical restricted cases will refer to [Ops Alert 005-23](#) for procedures to obtain restricted permissions – Regional Support Centers (RSC) are standing by to assist.

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TRAINING: Regional Support Centers (RSC) conduct monthly training on pay, personnel, and transportation case submission procedures. You may find your RSC training schedule on the [MyNavy HR CPPA Resources page](#), by navigating to [RSC Contacts](#) on the left menu. RSC training schedules can also be found on the [RSC SharePoint sites](#).