



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

Effective Date: Immediately

BLUF: The Center of Excellence for Travel Claims and Advances (COE - TC&A), hosted by Travel Processing Center (TPC) Memphis, processes all Navy travel claims, Permanent Change of Station (PCS) travel advances, and PCS travel related debt.

INCLUDED ROUTING GUIDANCES:

- Travel Claims [Page 2](#)
- PCS Travel Advances [Page 3](#)
- Surface Warfare Officer New Accessions Travel Advances [Page 4](#)
- Final Travel Claim for Discharge, Separation and Retirement [Page 5](#)
- Local/Foreign Nationals PCS Travel Advances and Travel Claims [Page 6](#)
- Travel Related Indebtedness [Page 7](#)
- Claim Procedures for Self-Procured Travel [Page 8](#)
- Travel Claim Appeal Request [Page 9-10](#)

Additional Information:

- A copy of the Summary Voucher will be sent to the e-mail address provided in block 6e of the DD Form 1351-2. Sailors can get an AOP from MYPAY. If a summary voucher is not received, it can be requested by contacting MNCC at 1-833-330-662 or 901-874-6622, e-mail at: ASKMNCC@NAVY.MIL.
- Advance Basic Pay and Temporary Lodging Allowance (TLA) requests are submitted to the commands servicing Transaction Service Center (TSC). Refer to [Case Routing Guidance, PERSPAY/Customer SVC CONUS for additional guidance](#).

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 of travel claims and advances.

- ✚ Standard Operating Procedures for pay, personnel, and travel are available on the [MyNavy HR CPPA Resources page SOP Library](#).
- ✚ Case routing guidance, training and resources are available on the [MyNavy HR CPPA Resources page](#) (eCRM Library) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

PCS TRAVEL CLAIMS

BLUF: Updates have been made to [enterprise Customer Relationship Management](#) (eCRM/Salesforce) Problem Codes for PCS Travel Claims in support of Travel Processing Center (TPC) Memphis. These updates are designed to improve visibility, categorization, and routing of travel claims based on complexity, thereby enhancing timeliness and management across processing sites.

GUIDANCE FOR CASE : Primary means of submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). Submit cases using the following information.

Case Drop-Down	Travel Claim Submission Guidance	
Effective Date	Date of arrival at Mission Completed (MC) location on the DD Form 1351-2.	
Request Type	PCS Travel Claims	
Problem Code	ADOS (Over 181 Days)	Applies to Reservists on Active Duty orders for 181 days or more.
	CONUS Travel W/O TDY	Applies to PCS orders in CONUS which do not include a TDY enroute.
	CONUS Travel W/ TDY	Applies to PCS orders in CONUS which include TDY(s) enroute.
	Evacuation	Applies to dependent families directed to evacuate their place of residency due to natural disaster. Must be supported by MPA.
	IA/TEMADD	Applies to Service members who were directed to execute Individual Augmentee orders or TEMADD orders.
	NAPS	Applies to Naval Academy Preparatory candidates at Newport, RI.
	NPS Textbook	Applies to civilians claiming reimbursement for textbooks utilizing SF 1164.
	OCONUS Travel W/O TDY	Applies to PCS orders with OCONUS travel which do not include a TDY enroute.
	OCONUS Travel W/ TDY	Applies to PCS orders with OCONUS travel which include TDY(s) enroute.
	PCS Claim CVN P-XO (Partial)	Applies to Commanding and Executive Officers (CO/XOs) executing partial travel claims prior to reporting aboard a Nuclear Powered Aircraft Carrier (CVN).
	Recall to Active Duty	Applies to Reservists on "Recall to Active Duty" orders.
	Reserve (MOB/DEMOB/ADT)	Applies to Reservist mobilizations, demobilizations, monthly travel claims submissions, and ADT.
	Retirement/Separation	Applies for discharge, separation, and retirement PCS orders directing detachment from last PDS to the PLEAD, or home of selection.
	Test/Pilot Programs	
Routed To	TPC Memphis	
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.	

SUBMISSION TIMELINE: All travel claims must be submitted within **5 days of completing PCS travel.**

ADDITIONAL INFORMATION:

- Refer to [NPPSC 1300/2, Traveler Checklist](#), for travel claim submission guidance.
- SVM must be complete their PCS prior to submission of their travel claim.
- Partial travel claims will not be processed with the exception of CVN Prospective Executive Officers (P-XO's).



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

PCS TRAVEL ADVANCES

BLUF: This Case Routing Guidance outlines procedures for requesting Permanent Change of Station (PCS) Travel Advances.

GUIDANCE FOR CASE: Primary means of submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). Submit cases using the following information.

Case Drop-Down	PCS Travel Advance Submission Guidance	
Effective Date	<ul style="list-style-type: none"> For PCS Travel Advances/DLA: Approved Transfer Date on NPPSC 1300/1 For TDY Per Diem: Report Date to TDY location (if multiple advances are required due to extended TDY stops, TPC may adjust the effective date based on previous payments) 	
Request Type	PCS Travel Advances	<ul style="list-style-type: none"> PCS Travel Advances and DLA Advances. Do not use for travel claims indebtedness. See page 6 for Local/Foreign Nationals.
Problem Code	Dislocation Allowance (DLA)	<ul style="list-style-type: none"> Do not submit multiple cases for the same member. For all advances related to DITY/PPM moves, DD Form 2278 must be signed by both the member and housing office. The line of accounting from the orders must be entered on the second page. For TDY Per Diem please refer to additional information listed below.
	PCS Per Diem	
	TDY Per Diem	
	DITY PPM	
	DLA & PCS Per Diem	
	DLA & DITY PPM	
	DLA/PCS Per Diem/DITY PPM	
	TDY Per Diem/DLA/PCS Per Diem/DITY PPM	
	Test/Pilot Programs	
Routed To	TPC Memphis	
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.	

ADDITIONAL INFORMATION:

- [NPPSC 1300/1 Application for Transfer and Advances](#) is the only authorized Travel Advance Request form. Earlier versions will not be accepted.
- Per NAVADMIN 210/25, use of the Government Travel Charge Card (GTCC) for Permanent Change of Station (PCS) is mandatory for all Navy travelers who are eligible for or already possess a GTCC. Members may only be authorized to receive advanced DLA. Dependent advances for Per Diem and mileage may be authorized if traveling separate from the Service Member.
- Service Members who are ineligible for GTCC, follow the guidance in NPPSC 1300/1 Block 24 note 2 item (d).
- Service members who have Intermediate Stops (I-stop) on PCS Orders, it is the responsibility of the command prior to the I-stop to submit for the next TDY advances for lodging and per diem. Detaching CPPA must provide lodging reservation and certificate of non-availability, if applicable, with advance request. The gaining CPPA can call the MNCC Pro-Cell at 1-833-330-6622 (option 2) to be added to the case.
- Detaching APCs must review CitiManager to ensure the traveler's GTCC account is in PCS mission critical status 5 days prior to the approved detachment date and ensure it remains in PCS mission critical status for the duration of the travel period. Sailors must work with their detaching APC during the travel period for credit limit increases. In cases of emergency, the CPPA can call the MNCC Pro-Cell at 1-833-330-6622 (option 2).

SUBMISSION TIMELINE:

- PCS Travel Advances must be submitted at least 45 days prior to approved transfer date.
- Advances will be processed no earlier than 35 days prior to approved transfer date.



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

NEW ACCESSION - SURFACE WARFARE OFFICER TRAVEL ADVANCES

BLUF: This Case Routing Guidance outlines the procedures for requesting a PCS Travel Advance for newly commissioned Surface Warfare Officers (SWO), who are not routinely issued a Government Travel Credit Card. Requesting a travel advance helps mitigate the need for personal funds to cover official travel expenses.

GUIDANCE FOR CASE: Primary means of submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). Submit cases using the following information.

Case Drop-Down	New Accession – Surface Warfare Officer Travel Advance Submission Guidance	
Effective Date	<ul style="list-style-type: none"> • Initial Advance: Approved transfer date on NPPSC 1300/1. • Subsequent Advances: 30 days from receipt of last advance. 	
Request Type	PCS Travel Advances	Do not select other options
Problem Code	SWO New Accession Travel Advance	Do not select other options
Routed To	TPC Memphis	
Subject	Rate/Grade L Name, FName, SWO New Accessions Travel Advances, DD MMM YYYY (Effective Date)	
Description	Request Initial Travel Advances or Request Subsequent Travel Advances (select one)	
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.	

ADDITIONAL INFORMATION:

- The following Key Supporting Documents (KSD) are required to request advance PCS travel entitlements, to include up to 30 days of advanced per diem.
 - NPPSC 1300/1 with detaching command endorsement.
 - PCS Orders (to include all ORDMODs) and received endorsements.
 - Lodging reservations
 - Certification of non-availability (CNA). Only applicable if government lodging is not available.
 - Rental cars must to be authorized in PCS orders. If authorized, preferred procurement is via NAVPTO.
 - All KSDs submitted from previous advances, as applicable, including lodging costs already paid.
- Lodging reservations must be executed as directed in the PCS orders. If government lodging is required but not available, member must provide CNA (with rare exceptions, see JTR 020303 E 1-4 for applicability).
- Service members who have Intermediate Stops (I-stop) on PCS Orders: It is the responsibility of the command prior to the I-stop to submit for the follow-on TDY advances for lodging and per diem. Detaching CPPA must provide lodging reservation and certificate of non-availability, if applicable, with advance request. Additionally, the gaining CPPA can call the MNCC Pro-Cell at 1-833-330-6622 (option 2) to request to be added to the case.
- Please note that Advance Basic Pay and Temporary Lodging Allowance requests must be submitted to the servicing Transaction Service Center.

SUBMISSION TIMELINE:

- Travel advance requests must be submitted NLT 10 days before the approved transfer date.
- Subsequent advance requests can be applied for every 30 days thereafter, as needed.



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

FINAL TRAVEL CLAIM FOR DISCHARGE, SEPARATION, & RETIREMENT

BLUF: This Case Routing Guidance outlines the procedures for submitting Final Travel Claims upon separation or retirement from Naval Service.

GUIDANCE FOR CASE : Primary means of submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). Submit cases using the following information.

Pri: CPPA of Sailor's last command submits Travel Claim in eCRM on behalf of the Sailor **using the routing guidance provided on page 2** (utilize "Retirement/Separation" problem code).

Sec: Sailor sends Travel Claim and KSDs to MyNavy Career Center (MNCC) Human Resources Service Center (HRSC) e-mail askmncc.fet@navy.mil or via DoD SAFE. HRSC will create an eCRM PayPers case on behalf of the Sailor and submit to TPC Memphis for processing.

Ter: Sailor mails Travel Claim to HRSC. Upon receipt of the Travel Claim, HRSC will create an eCRM PayPers case on behalf of the Sailor and submit to TPC Memphis for processing.

Mail final travel claim documents to:

Navy Personnel Command
MyNavy Career Center (TPC)
BLDG 768 RM E302
5720 Integrity Drive
Millington TN 38055-6300

ADDITIONAL INFORMATION:

- Submit all travel claims per [NPPSC 1300/2, Traveler Checklist](#). All submissions must include:
 - Orders
 - DD Form 1351-2
 - [NPPSC 7000/1, Travel Electronic Funds Transfer \(EFT\) Information](#).
- When a Sailor is leaving Navy service, CPPAs at the Sailor's last command should continue to be the Sailor's advocate until all pay issues are resolved.



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

LOCAL/FOREIGN NATIONALS

BLUF: This Case Routing Guidance outlines the procedures for submission of travel claims and advances in support of Local and Foreign Nationals.

GUIDANCE FOR CASE : Primary means of submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). Submit cases using the following information.

Case Drop-Down	Submission Guidance
Effective Date	<ul style="list-style-type: none"> PCS Travel Advances: Approved Transfer Date on DD Form 1610 Travel Claims: Enter the date of arrival at Mission Completed (MC) location on the DD Form 1351-2.
Request Type	MILPAY
Problem Code	Other
	Split Pay Option
Routed To	TSC Naples
Subject	Naples (Bahrain, Sigonella, or Souda Bay, as applicable) FN/LN Travel Claim (advance, reimbursement, or settlement, as applicable), member name, travel date. <ul style="list-style-type: none"> Example: SIGONELLA FN/LN PCS TRAVEL ADVANCE FIRST NAME LAST NAME DD MMM YY
Contact Name	Use the CPPA's info since local/foreign nationals do not have eCRM profiles.

ADDITIONAL INFORMATION:

- Foreign Officer textbook reimbursement will be submitted following the routing guidance on page 3 using the Local National Problem Code.



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

TRAVEL RELATED INDEBTEDNESS

BLUF: This Case Routing Guidance outlines the procedures for Travel Related Debt.

GUIDANCE FOR CASE : Primary means of submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). Submit cases using the following information.

Case Drop-Down	Submission Guidance	
Effective Date	The date the case is submitted	
Request Type	PCS Travel Debt	Only select this for travel related debts, all other debts (i.e., MILPAY) must be routed to the servicing TSC
Problem Code	Awaiting Customer Response	<ul style="list-style-type: none"> Please only use “Awaiting customer response”. Do not select any other problem code. TPC may adjust the problem codes based on case type.
	Debt Verification	
	DS Action	
	Missed Advance	
	Non-Settlement	
	PAY.GOV	
	Repay/Refund MBR	
Waiver/ Remission		
Routed To	TPC Memphis	
Contact Name	This is the Sailor’s information, NOT the CPPA’s . Utilize your Sailor’s SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor.	

ADDITIONAL INFORMATION:

- Service member and CPPA will be notified of a travel debt via Letter of Indebtedness (LOI) through eCRM/Salesforce. The LOI will provide repayment options and step by step directions. For any questions regarding the travel debt, communication must be directed through the CPPA via the existing eCRM/Salesforce case. Please refrain from submitting a new case; instead, utilize the case in which the LOI was uploaded.
- In accordance with DoD FMR, no notification is required prior to collecting overpayments of \$50 or less. A Letter of Indebtedness (LOI) will not be issued for debts of \$50 or less.
- Government Travel Charge Card (GTCC) Notice: Sailors who are experiencing delinquent payments on their GTCC must coordinate with their Agency Program Coordinator (APC) and Citibank to establish an appropriate repayment plan.



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

CLAIM PROCEDURES FOR SELF-PROCURED TRAVEL

BLUE: Sailors are not authorized to self-procure a plane ticket(s) or rental vehicle(s) unless authorized in their Permanent Change of Station (PCS) orders. If a Service member intends to self-procure a rental vehicle, it is their responsibility to obtain a cost comparison from the Navy Passenger Transportation Office (NAVPTO) before making any reservations. The procedures outlined below provide guidance for requesting a cost comparison in cases where self-procured travel has already been executed.

GUIDANCE FOR CASE: Primary means of submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). Submit cases using the following information.

Case Drop- Down	Submission Guidance
Request Type	NAVPTO_Transportation
Problem Code	Self-Procured Travel Cost Comparison Request
Routed PSD	NAVPTO
Effective Date	The date of the requested travel. If cost comparison request is submitted after travel has completed, effective date is the date the cost comparison request is submitted.
Contact Name	This is the Sailor's information, NOT the CPPA's . Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor.

ADDITIONAL INFORMATION:

- For flight cost comparison please use [City Pair Program \(CPP\) | GSA](#). Please use the "YCA" and provide a screen shot of the whole screen and upload for the KSD please.
- Sailors are advised not to procure their own travel prior to receiving cost comparison to avoid non-reimbursable costs associated with self-procured travel. Refer to the Joint Travel Regulations for restrictions on entitlements for self-procured travel, to include instances where no reimbursement may be provided for self-procured travel.
- CPPAs will provide NAVPTO-generated cost comparison for travel claim requests involving self-procured travel with the travel claim submission. Packages received without the cost comparison will not be reimbursed self-procured travel. Reimbursement is limited to government expense.
- For transoceanic travel, use of Government or Government procured transportation must be used if available or reimbursement for transportation costs is not authorized.



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

PROCEDURES FOR TRAVEL CLAIM APPEAL REQUEST

BLUF: This Case Routing Guidance outlines procedures for members who desire to appeal a travel claim allowance determination. Service members must coordinate with their CPPA to submit required documents via eCRM/Salesforce to TPC Memphis. Sailors who recently retired or separated can email the HRSC Call Center at askmncc.fct@navy.mil.

CASE DETAILS: Primary means of submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). Submit cases using the following information.

Case Drop-Down	Submission Guidance
Effective Date	The date the case is submitted
Request Type	PCS Travel Claim DFAS Appeal
Problem Code	TPC Letter of Position
Routed To	TPC Memphis
Contact Name	This is the Sailor's information, NOT the CPPA's . Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor.

ADDITIONAL INFORMATION:

- This appeal process to DFAS is only a mechanism to appeal for entitlements the Sailor believes they are eligible for. This process should not be utilized to remedy an error or injustice. TPC and DFAS cannot authorize entitlements that are contrary to the Joint Travel Regulations. Sailors wanting to appeal an injustice should utilize the Board for Correction of Naval Records (BCNR) process.
- Once TPC Memphis receives the case. TPC Memphis will create, sign, and forward a letter of position and all required documents to the NPPSC Commanding Officer for endorsement.
- NPPSC Commanding Officer will endorse and mail the letter of position and all required documents to DFAS Indianapolis. NPPSC will provide the tracking number to TPC Memphis.
- TPC Memphis will update the eCRM case with the mail tracking number and close out the case.
- DFAS will provide response to Sailor requesting appeal, via official mail.
- If the Sailor disagrees with the decision, the Sailor will have to reply to DFAS Indianapolis via official mail.
- DFAS will forward the claim for appeal to Defense Office of Hearing and Appeals (DOHA) upon receipt of reply.



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

10 November 2025

PROCEDURES FOR TRAVEL CLAIM APPEAL REQUEST CONT.

REQUIRED DOCUMENTS:

1. Letter of explanation signed by the traveler, addressed to DFAS Indianapolis Travel Mission Area Navy
2. A complete copy of travel claim, including supplemental claims and key supporting documents.

DFAS Indianapolis address and example letter:

- DFAS Indianapolis Travel Mission Area Navy
ATTN: DFAS-IN/JJFK
B8899 East 56th Street
Indianapolis, IN 46249

1351
3 Feb 24

From: CDR Ian A. Sailor, USN
To: Director, Defense Finance and Accounting System Indianapolis, Travel Mission Area
Navy, ATTN: DFAS-IN/JJFKB

Subj: TRAVEL CLAIM APPEAL

Ref: (a) References go here

1. Case Facts. State your case here.
 - a. Sub facts if required.
 - b. Sub facts if required.
2. Requested Compensation. State what you would like the outcome to be or what you are requesting.
3. Point of Contact. Place your contact information here for additional information if required.

I. A. SAILOR