



CASE ROUTING GUIDANCE TRAVEL PROCESSING CENTER

8 May 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, PCS travel advances, and travel related debt. **Please note that Advance Basic Pay and Temporary Lodging Allowance (TLA) requests are submitted to the servicing Transaction Service Center (TSC) that processes activity gains/losses for your command.**

INCLUDED ROUTING GUIDANCES:

- Travel Claims Page 1
- PCS Travel Advances Page 2
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- Local/Foreign Nationals PCS Travel Advances and Travel Claims Page 4
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TRAVEL CLAIMS

METHODS FOR CASE SUBMISSION: Travel Claim submission is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce). Submit cases as follows.

Case Drop-Down	Select	Notes
Request Type	PCS Travel Claims	For all types of Travel Claims *Do not use for PCS Travel Advances, PCS
Problem Code	ADOS Travel Claims Discharge/Separation Claims Early Return of Dependents Evacuation Claim Individual Augmentee Claim NPS Textbook Reimbursement Outstanding Travel Advance PCS Travel Claims Reserve Travel Claim (Demobilization) Reserve Travel Claim (Mobilization) Retirement Claims Supplemental Reserve (Demobilization) Supplemental Reserve (Mobilization) Supplemental Travel Claim Test/Pilot Programs	Use as appropriate for Travel Claim submissions *Do not use "Test/Pilot Programs" unless specifically directed by MNCC/TPC/NPPSC Staff
Routed To	TPC MEMPHIS	See page 5 for Local/Foreign Nationals
Effective Date	<u>Travel Claims:</u> Date of arrival at Mission Completed (MC) location on the DD Form 1351-2.	
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.	

Approved for Public Release: Distribution Unlimited

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



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2 October 2024

PCS TRAVEL ADVANCES

CASE DETAILS: Submit cases as follows.

Case Drop-Down	Select	Notes
Request Type	PCS Travel Advances	PCS Travel Advances and DLA Advances * Do not use for travel claims indebtedness * See page 5 for Local/Foreign Nationals
Problem Code	Dislocation Allowance	* Select Dislocation Allowance for all requests that include DLA. TPC will process all authorized entitlements at the same time within the DLA processing timelines.
	Travel Advance Request for PCS & Per Diem	
	DITY/PPM Advance Request DD Form 2278	For all advances related to PPM/DITY moves
	Test/Pilot Programs	* Do not use “Test/Pilot Programs” unless specifically directed by MNCC/NPPSC/TPC Staff
Routed To	TPC MEMPHIS	
Effective Date	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)	
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.	

NOTES:

- [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.
- **Full SSNs must be provided on all forms that ask for it.** The possibility of payments being made to the wrong Sailor increase when no SSN or only a partial SSN are provided.
- The 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.
- Per NAVADMIN 129/22, E7-E9 and O-4 and senior are required to use the Government Travel Charge Card (GTCC) for PCS travel expenses. These 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.
- If Service Member has 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. CPPA must provide lodging reservation and certificate of non-availability, if applicable, with advance request. CPPA should provide the eCRM case number to the member. The CPPA can call the MNCC Pro-Cell at 1-833-330-6622 (option 2) to be added to the case whether or not they know the case number.

SUBMISSION TIMELINE: PCS Travel advances should be submitted at least **45 days prior to approved transfer date.** **DLA will be processed 30-35 days prior to approved transfer date.** **All other advance requests will be processed 10-15 days prior to approved transfer date.**



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FINAL TRAVEL CLAIM FOR DISCHARGE, SEPARATION, & RETIREMENT

METHODS FOR CASE SUBMISSION: Preferred means of case submission for Travel Claims is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce).

- Pri:** CPPA of Sailor's last command submits Travel Claim in eCRM on behalf of the Sailor **using the routing guidance provided on page 1** (utilize "Retirement Claims" problem code).
- Sec:** Sailor sends Travel Claim and KSDs to MyNavy Career Center (MNCC) Human Resources Service Center (HRSC) e-mail askmncc.fct@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

NOTES:

- Submit all travel claims per [NPPSC 1300/2](#); all submissions must include [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.



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LOCAL/FOREIGN NATIONALS

METHODS FOR CASE SUBMISSION: Submit cases as follows.

Case Drop-Down	Select	Notes
Request Type	LN/FN Claims	
Problem Code	Expenditure Reimbursement LN/FN Travel Advance LN/FN Travel Claim	
Routed To	TSC Naples	
Effective Date	<u>Travel Advances:</u> Approved Transfer Date on DD Form 1610 <u>Travel Claims:</u> Enter the date of arrival at Mission Completed (MC) location on the DD Form 1351-2.	
Contact Name	Use the CPPA's info since local/foreign nationals do not have eCRM profiles.	

NOTES:

- Case Subject should be: Naples (Bahrain, Sigonella, or Souda Bay, as applicable) FN/LN Travel Claim (advance, reimbursement, or settlement, as applicable), member name, and travel date.

Example: SIGONELLA FN/LN TRAVEL ADVANCE FIRST NAME LAST NAME DD MMM YY

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



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TRAVEL RELATED INDEBTEDNESS

METHODS FOR CASE SUBMISSION: Submit cases as follows.

Case Drop-Down	Select	Notes
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 DS Action EBILL Pay Missed Advance Non-Settlement Repay/Refund MBR Waiver	Do not select EBill Pay, this problem code will only be assigned by TPC DMO.
Routed PSD	TPC MEMPHIS	
Effective Date	The date the case is submitted	This date may be changed by TPC staff to help prioritize cases
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.	

OUTSTANDING TRAVEL ADVANCES NOTE:

Outstanding Travel Advances (OTA) are **NOT** travel related debt, but Sailors are notified by TPC Memphis Debt Management Office (DMO) when a travel related debt is identified during periodic audits (for example, in the case of a PCS travel advance not settled by submitting a PSC travel claim). Following notification or discovery of a travel related debt, Sailors must work with their CPPA to submit/re-submit a travel claim for the period identified in the notification.

If a claim for the period identified has been submitted within the last 60 days from the debt notification, please email tpc_debt_mgmt.fct@navy.mil with eCRM/Salesforce case number.

If the claim for the identified period has not been submitted in the last 60 days, please submit a claim via eCRM/Salesforce **using the routing guidance provided on page 1** of this document and notify tpc_debt_mgmt.fct@navy.mil with eCRM/Salesforce case number to expedite debt settlement and avoid recoupment.

TRAVEL RELATED INDEBTEDNESS NOTE:

Travel related indebtedness is considered debt that Sailors have been notified either money is going to be garnished from their paycheck or already have money being garnished from their paycheck. When a travel related indebtedness is identified, DMO will send a Letter of Indebtedness validating the debt and the Sailor will have 30 days from the date of the letter to respond. The letter will provide three options:

1. Sailor can request a breakdown of the travel related debt to determine if it should be disputed
2. Options for payment
3. Waiver options

Per DoD FMR volume 16, chapter 3, paragraph 2.5.1, notification prior to collecting overpayments of \$50 or less is not required. A letter of indebtedness will not be provided for member's debt when the dollar amount is \$50 or less.

GOVERNMENT TRAVEL CHARGE CARD (GTCC) NOTE: Sailors experiencing delinquent payments incurred on the GTCC must work with their Agency Program Coordinator (APC) and Citibank to establish a repayment plan.



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2 October 2024

CLAIM PROCEDURES FOR SELF-PROCURED TRAVEL

BLUF: Sailors should not self-procure plane tickets or rental cars, unless explicitly authorized in the Permanent Change of Station (PCS) orders. In the event a Service Member plans to self-procure plane tickets or rental vehicles, it is the Service Member's responsibility to obtain a cost comparison from Navy Passenger Transportation Office (NAVPTO) prior to making reservations. The procedures below will also be used to request a cost comparison in cases where Sailors have already executed self-procured travel.

CPPAs will request cost comparison from NAVPTO via eCRM as follows.

Case Drop-Down	Select	Notes
Request Type	NAVPTO_Transportation	
Problem Code	Self-Procured 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	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 .	

NOTES:

- 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.

TRAINING: Regional Support Centers (RSC) conduct weekly training, to include travel claim and PCS travel advance submission procedures. Please reach out to [your RSC for training schedules](#). Additionally, training slides are available on the [MyNavy HR CPPA Resources page](#) (Training). 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](#) and the [Regional Support Center Information Center](#).



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7 March 2025

CLAIM PROCEDURES TRAVEL APPEAL REQUEST

BLUF: Sailors who desire to appeal a travel claim allowance determination, will work with their CPPA to submit required documents via eCRM to TPC Memphis. Sailors who recently retired or separated can email the HRSC Call Center at askmncc.fct@navy.mil.

CPPAs will request travel claim allowance appeals from TPC Memphis via eCRM as follows:

Case Drop-Down	Select	Notes
Request Type	PCS Travel Claim Appeal	Only select this for travel claim appeals.
Problem Code	TPC Letter of Position	
Routed To	TPC Memphis	

NOTES:

- 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.

- 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/JFKB
8899 East 56th Street
Indianapolis, IN 46249

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

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