

NAVPTO

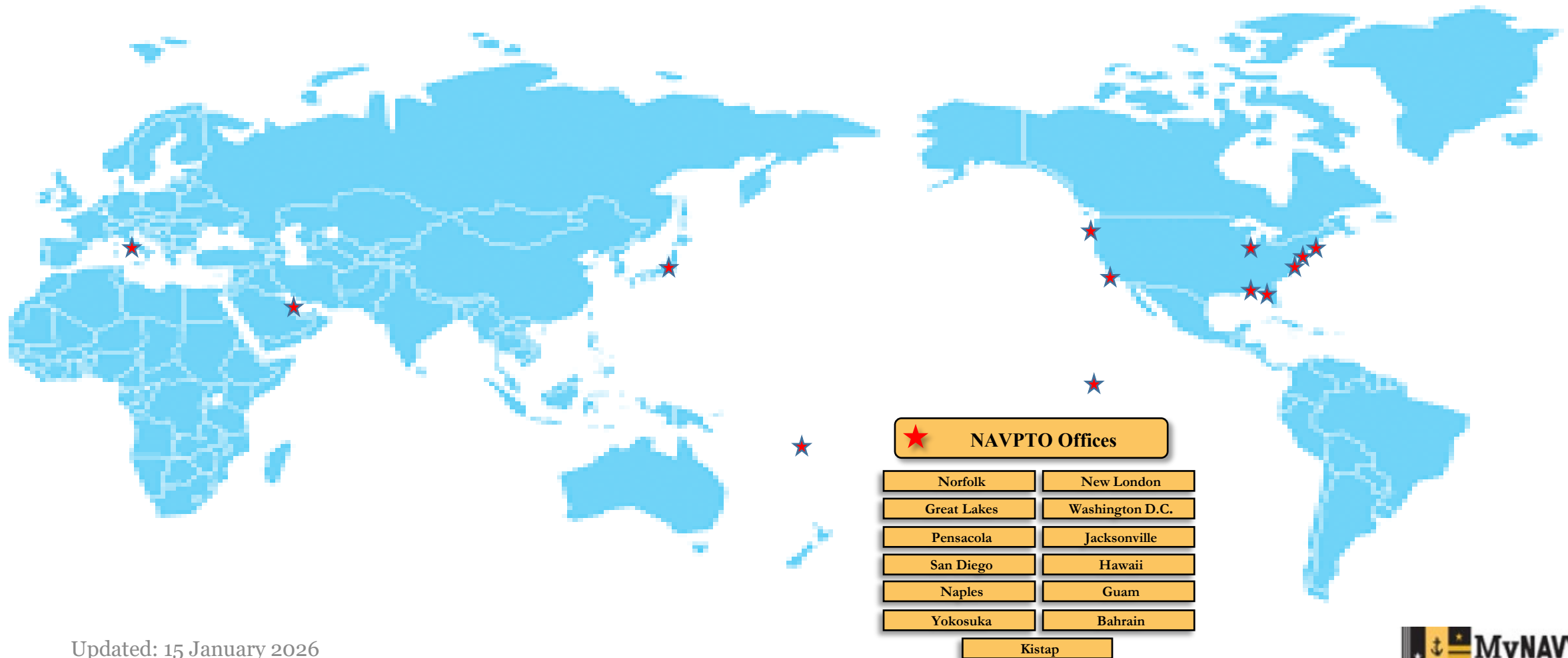


Updated: 15 January 2026

NAVPTO

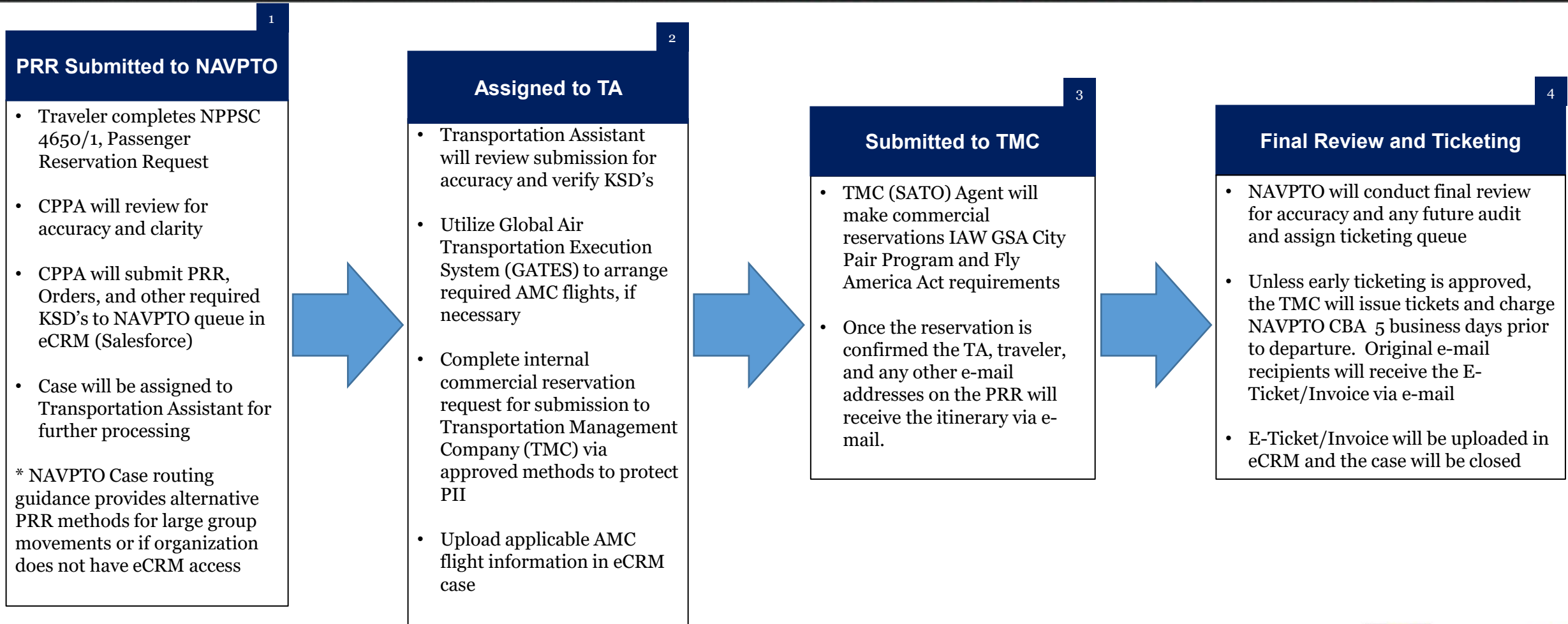
The mission of the Navy Passenger Transportation Office (NAVPTO) is to provide fast, safe, efficient transportation services to Navy, Marines, Army, Air Force, DoD Civilian, and Dependents. In accordance with all applicable directives and regulations. Our focus is to leverage the latest transportation technology in an effort to provide the highest quality of transportation service to the Navy and all DoD entities.

NAVPTO Global Footprint



Updated: 15 January 2026

Salesforce Workflow



PRR Package

- Completed **LEGIBLE** PRR form (NPPSC 4650/1 of 03-2025)
- Complete copy of properly “endorsed” PCS orders with any modifications and viable PCS Line of Accounting (LOA).

PRR Package (cont.)

- DD-884 (if applicable) for dependent transportation.
- Designated place of dependent endorsement (if applicable) to establish entitlement to/from a location other than the old/new PDS.
- POV shipping or storage document (if applicable) to establish travel entitlement to/from a VPC location or government approved self-procured POV storage site.
- Dependent/Family Entry Approval (DEA/FEA) (if applicable) for OCONUS PDS.
- Special Issuance Passport/Visa information (if applicable) for OCONUS PDS IAW the Foreign Clearance Guide.
- NATO orders (if applicable) and country/area/theatre clearance if required.

PRR Package (cont.)

- NOTE: ALL PCS, SEPARATION, MOBILIZATION, AND DEMOBILIZATION orders are considered **“ROUTINE”** travel. Late submission due to lack of planning does not constitute an “EMERGENCY,” and will not receive priority/expeditious processing unless justification is provided.
- **Recommend** that PRR packages are submitted a minimum of 90 days **Prior** to detachment when going OCONUS and a minimum of 45 days for CONUS transfers requiring air transportation.

Changes & Updates

- Please do not have the traveler or family members contact SATO or NAVPTO directly to make changes to flights. All changes need to be submitted by the CPPA.
- Tickets are normally issued 5 days prior to the actual flight date. If tickets need to be issued early for pet confirmation or the traveler intends to take Leave in Conjunction With Official travel (LICWO), please annotate this on the PRR and within eCRM “Salesforce”. Be sure to advise the traveler that once the ticket is exchanged, it is no longer a government ticket and NAVPTO is not able to make any adjustments.

eCRM/Salesforce

- NAVPTO cases are all submitted to one queue in Salesforce. This allows us to fully leverage the entire NAVPTO workforce globally.
- Tiered service delivery model is used as a method internally to ensure customers are provided with expeditious service.
- CPPAs will manage and coordinate transportation using Salesforce and working directly with the NAVPTO team assigned to the case.
- For Civilians and non-Navy personnel requesting official transportation, if unable to use Salesforce, communication can be conducted directly with any NAVPTO to arrange transportation.

Pets

- Pets are booked as a courtesy (*it is not an official entitlement*) at member's expense.
- Commercial airlines will not accept pets weighing over 100 pounds, including the cage. A private pet shipper will be required for oversized pets.
- Certain breeds of cats/dogs are not accepted on commercial airlines or only accepted in-cabin (pit bulls, rottweilers, snub-nosed pugs, etc.)
- Per JTR 050107, members may be reimbursed up to \$550 for a PCS move within the continental United States (CONUS) and up to \$2,000 for a PCS move outside the continental United States (OCONUS). This reimbursement is for ONE pet only and must be a cat or dog.
- If traveling with pets commercially, it is the traveler's responsibility to arrange the pet travel with the airlines.

Pets on AMC Flights

- Only two (2) pets per family on AMC flights. Includes dual-military.
- AMC accepts pets up to 150 pounds, including the cage.
- AMC pet reservations *can be made prior to orders being issued*, allowing travelers to secure one of the limited number of allocated pet spaces. AMC schedules are normally released 90 to 120 days out.
- NAVPTOs will require the Passenger Reservation Request with complete pet information to reserve the pet space(s).
- Pet space is first come, first serve. *Keep in mind we are competing with the ENTIRE DoD.*

AMC Delays/Cancellations

- If an AMC flight is delayed, the contracted airline will provide a letter directing the traveler to speak with their Passenger Service Representative upon arrival at the first port of entry to receive assistance with their onward travel. Onward travel may not have been rebooked based on the circumstances of the delay, however upon arrival at the port of debarkation, the traveler can either work with the airline or reach out to the SATO Emergency Service Center (ESC) for assistance.
- If an AMC flight is cancelled, the servicing NAVPTO will book all passengers commercially to their final destinations.
- All commercial passengers are provided details on their SATO itinerary as to which number(s) to call for normal and after-hours support if delays/cancellations occur.
- Per DTR, Part 1, Chapter 103, the use of AMC is mandated if available. If booking on AMC creates a negative mission impact, NAVPTO will require a Mission Impact Statement (MIS) from the impacted command signed by an O-6 or GS-15 and above.

Additional Information

- All personnel in receipt of PCS orders are responsible for: Reading their orders, complying with all supplemental instructions in the orders and planning PCS travel early to ensure a smooth move.
- DTR Part I Chapter 103 mandates a 10-day Travel Performance Period window (TPP) for OCONUS travel or a 20-day TPP window for OCONUS travel if the member has a pet.

Passports

- If traveling to a foreign country, check the DoD Foreign Clearance Guide to see if a passport or visa is required.
 - Please plan accordingly once orders are received to a location that requires Special Issuance Passports (No-Fee, Official, or Diplomatic) to ensure passports/visas are processed and received prior to executing orders.
- DoD Foreign Clearance Guide - <https://apacs.milcloud.mil/fcg/index.html>

QUESTIONS?

NAVPTO Contact Information:
833-330-MNCC(6622) Option 3