



NAVY PASSENGER TRAVEL (NAVPTO) TRANSPORTATION REQUESTS

Prepared by Regional Support Center Guam

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Objectives



- Identify the Key Supporting Documents (KSDs) required to request transportation from NAVPTO.
- Demonstrate the steps required to properly complete the Passenger Reservation Request (PRR).
- Demonstrate the steps required to submit requests to NAVPTO via eCRM.



- The Navy Passenger Transportation Office (NAVPTO) provides passenger transportation to all DoD members worldwide.
- Per JTR and the Fly America Act, for transoceanic travel, members must use available government-procured transportation, otherwise reimbursement is not authorized. PCS orders direct Sailors to use government-procured air travel, and members must use U.S. flag carriers for all government-funded travel outside the U.S.
- To ensure a smooth government-funded travel experience, it is critical that all requests are complete, accurate, and submitted well in advance.



Timelines



- Submit PRR to NAVPTO as soon as possible after member receives orders.
- NAVPTO is able to book Air Mobility Command (AMC) flights as early as 90 to 120 days once AMC schedules are available.
- If departure/arrival location is not an AMC channel, flights can be booked farther out depending on when commercial flights are available to the Travel Management Company (TMC)
- OCONUS transportation must be requested NLT **90 days** prior to detachment.
- CONUS transportation must be requested NLT **45 days** prior to detachment.
- In emergent situations, submit PRRs NLT two weeks before travel date.
- PRRs submitted within two weeks of the requested travel date may have departure dates adjusted based on flight availability.

Key Supporting Documents (KSDs) by Service



Required for both USN & USAF

- Orders and all modifications
- NATO orders (as applicable)
- NPPSC 4650/1 Passenger Reservation Request
- Copies of passports and visas (as applicable)
- AMC Pet Risk Acknowledgment letter (as applicable)

Additional for USN Only

- Passenger Routing Instruction message (as applicable for deployed units)
- DD 884 Application for Transportation for Dependents (as applicable)
- Dependent Entry Approval (as applicable)

Additional for USAF Only

- Centrally Billed Account (CBA) Memo (as applicable)

NPPSC 4650/1 Passenger Reservation Request (PRR)



PASSENGER RESERVATION REQUEST NPPSC 4650/1 (02-2017)		Supporting Directive NPPSCINST 5213.1	
PRIVACY ACT STATEMENT Authority: 10 U.S.C. 5013, Secretary of the Navy; and E.O. 9397 (SSN). Purpose: To complete request for Navy Passenger Transportation Office (NAVPTO) to process Navy member's PRR and issue a port call. Routine Uses: Department of Defense employees executing duties to assist in processing individual Navy travel requests and applicable port call(s). Disclosure: Mandatory. Failure to provide the requested information may inhibit the Navy's passenger travel process.			
1. Type Request: <input type="radio"/> New <input type="radio"/> Modification/Change <input type="radio"/> Cancellation		2. Date:	
3. Transfer Clerk/Command POC:		NAVPTO USE ONLY	
4. POC Work Phone:		Ship Location:	
5. POC Work E-mail:		Date:	
6. Name (Last, First, Middle - as shown on the photo ID used for travel and present to the TSA Agent while going through airport security):		AMC Flight Available: <input type="radio"/> Yes <input type="radio"/> No	
7. SSN/DoD ID Number		Flight No. Date:	
8. Rate/Rank:		Show: ETD: ETA: Date:	
9. Date of Birth:		10. Gender: <input type="radio"/> Male <input type="radio"/> Female	
11. Passport Number / Expiration Date / Visa No.		13. Traveler's E-mail Address:	
12. Traveler's Phone w/Area Code:		14. Detaching Command (Current PDS City, State, Country):	
15. Gaining Command (New PDS City, State, Country):		16. Detachment Date (Current PDS):	
17. Availability Travel Start Date/Time		18. Mandatory RNLTD Date at NEW PDS. Mandatory TPP is 10 days for OCONUS; 20 days for PCS.	
19. Are there any Intermediate/Temporary Duty Stations Enroute? If Yes, please list with dates required for arrival and departure. <input type="radio"/> Yes <input type="radio"/> No			
20. Travel Type: <input type="radio"/> Accompanied <input type="radio"/> Unaccompanied <input type="radio"/> PCS <input type="radio"/> COT <input type="radio"/> Deferred COT <input type="radio"/> OTEIPO <input type="radio"/> RAT TVL			
21(a). EAOS:		21(b). Extensions:	
22. Overseas Screening Completed? <input type="radio"/> Yes <input type="radio"/> No		23. Prescribed Tour Length:	
24. Dependent Entry Required? <input type="radio"/> Yes <input type="radio"/> No		25. List of Family Member(s):	
Last, First, Middle Name		SSN	Relationship
Date of Birth		Passport #	Exp Date
Visa #			
26. Mailing Address while on Leave after Detachment:		27. Phone Number(s) after Detachment (include Area Code):	
Street Address		Type	
City		Type	
State		Zip	
28. E-mail Address After Detachment:			
29. Next of Kin (Not Traveling) Contact Information:			
Name			
Phone			
Street Address			
City			
State			
Zip			
30. Number of Seat(s) Required:		31. Seat Preference:	
32. Excess Baggage Authorized (#):			
33. Alternate Route(s) for Personal Convenience must be authorized per JTR/DoD 4500.9-R and comply with U.S. flag carrier regulations. Indirect/Personal travel above and beyond entitlements will be the member's responsibility. If flying non-US airline, reimbursement will not be authorized.			
+ X Date of Travel		Time	From: City
State		To: City	State
Mode of Travel			
34. Additional Information:			
35. Shipping POV To/From Overseas After Detachment from Current PDS? <input type="radio"/> Yes <input type="radio"/> No or Not Permitted <input type="radio"/> Not Applicable			
36. Pet Reservation (2 Pets Total, Cat or Dog Only, Allowed on AMC Flights) Are you shipping pets? <input type="radio"/> Yes <input type="radio"/> No			
37(a). Member Name/Rank:		37(b). Member Signature:	
37(c). Date:		<input type="radio"/> SOF	
NOTE For Students Only: PSD obtaining Travel/Transportation Authorization form with signature from student check "SOF" box.			
38(a). Supervisor Name/Rank:		38(b). Phone Number	
38(c). Supervisor Signature:		38(d). Date:	

Reset Form Print Form

FOR OFFICIAL USE ONLY
PRIVACY SENSITIVE

Page 1 of 1

What is a PRR?

A Passenger Reservation Request (PRR) is a form Sailors fill out and NAVPTO uses to book military or commercial flights for PCS travel.

The PRR contains:

- Sailor info, incl. passport number
- Orders info, incl. gaining & losing commands, and RNLTD
- Dependents' info, will they accompany?
- Travel info, incl. departure & arrival locations, and travel mode
- POV and pet information, if applicable

NPPSC 4650/1 Passenger Reservation Request (PRR)



PASSENGER RESERVATION REQUEST NPPSC 4650/1 (02-2017)

Supporting Directive NPPSCINST 5213.1

PRIVACY ACT STATEMENT

Authority: 10 U.S.C. 5013, Secretary of the Navy; and E.O. 9397 (SSN).

Purpose: To complete request for Navy Passenger Transportation Office (NAVPTO) to process Navy member's PRR and issue a port call.

Routine Uses: Department of Defense employees executing duties to assist in processing individual Navy travel requests and applicable port call(s).

Disclosure: Mandatory. Failure to provide the requested information may inhibit the Navy's passenger travel process.

1. Type Request: <input checked="" type="radio"/> New <input type="radio"/> Modification/Change <input type="radio"/> Cancellation		2. Date:	NAVPTO USE ONLY	
3. Transfer Clerk/Command POC: CPPA NAME HERE		Ship Location:		
4. POC Work Phone: CPPA PHONE NUMBER	5. POC Work E-mail: CPPA EMAIL ADDRESS		Date:	
6. Name (Last, First, Middle - as shown on the photo ID used for travel and present to the TSA Agent while going through airport security): SAILOR, EYE, AM		7. SSN/DoD ID Number 1234567890	AMC Flight Available: <input type="radio"/> Yes <input type="radio"/> No	
8. Rate/Rank: E4 / PO3		9. Date of Birth: 23-Sep-2004	10. Gender: <input checked="" type="radio"/> Male <input type="radio"/> Female	
11. Passport Number / Expiration Date / Visa No. MUST BE PROVIDED IF FOREIGN		12. Traveler's Phone w/Area Code: 555-867-5309	13. Traveler's E-mail Address: I.M.SAILOR@US.NAVY.MIL	
14. Detaching Command (Current PDS City, State, Country): RSC GUAM, SANTA RITA, GU, US		15. Gaining Command (New PDS City, State, Country): MNCC, MILLINGTON, TN, US		
16. Detachment Date (Current PDS): 27-Jan-2025	17. Availability Travel Start Date/Time 28-Jan-2025 Before Noon		18. Mandatory RNLТ Date at NEW PDS. Mandatory TPP is 10 days for OCONUS; 20 days for pets. 31-Jan-2025	
19. Are there any Intermediate/Temporary Duty Stations Enroute? If Yes, please list with dates required for arrival and departure. <input type="radio"/> Yes <input checked="" type="radio"/> No				
20. Travel Type: <input checked="" type="radio"/> Accompanied <input type="radio"/> Unaccompanied <input checked="" type="radio"/> PCS <input type="radio"/> COT <input type="radio"/> Deferred COT <input type="radio"/> OTEIPO <input type="radio"/> RAT TVL				
(a). Dependent Travel (If Delayed, Enter Approximate Month and Year of Travel):				
21(a). EAOS:	21(b). Extensions:	22. Overseas Screening Completed? <input type="radio"/> Yes <input checked="" type="radio"/> No If No, In Progress? <input type="radio"/>		
23. Prescribed Tour Length:	24. Dependent Entry Required? <input type="radio"/> Yes <input checked="" type="radio"/> No			

NPPSC 4650/1 Passenger Reservation Request (PRR)



25. List of Family Member(s):								
		Last, First, Middle Name	SSN	Relationship	Date of Birth	Passport #	Exp Date	Visa #
+	X	SAILOR, IAM, SPOUSEOF	FULL	Spouse <input type="checkbox"/>	17-Nov-2004	MUST BE	PROVIDED	IF FOREIGN
26. Mailing Address while on Leave after Detachment:				27. Phone Number(s) after Detachment (include Area Code):				
PROVIDE COMPLETE ADDRESS			Apt/Suite	Mobile <input type="checkbox"/>	AND VALID PHONE NUMBER			
IN CASE YOU NEED TO BE CONTACTED		State <input type="checkbox"/>	ABOUT	Type <input type="checkbox"/>	YOUR TRAVEL!!			
28. E-mail Address After Detachment: PERSONAL E-MAIL THAT YOU HAVE ACCESS TO WHILE TRAVELING								
29. Next of Kin (Not Traveling) Contact Information:								
SAILOR, MOMOF								
DO NOT PUT YOUR SPOUSE OR ANYONE ACCOMPANYING YOU ON TRAVEL								
Street Address								Apt/Suite
City						State <input type="checkbox"/>	Zip	
30. Number of Seat(s) Required: 2			31. Seat Preference: Window <input type="checkbox"/>			32. Excess Baggage Authorized (#):		
33. Alternate Route(s) for Personal Convenience must be authorized per JTR/DoD 4500.9-R and comply with U.S. flag carrier regulations. Indirect/ Personal travel above and beyond entitlements will be the member's responsibility. If flying non-US airline, reimbursement will not be authorized.								
+	X	Date of Travel	Time	From: City	State <input type="checkbox"/>	To: City	State <input type="checkbox"/>	Mode of Travel
34. Additional Information:								
35. Shipping POV To/From Overseas After Detachment from Current PDS? <input checked="" type="radio"/> Yes <input type="radio"/> No or Not Permitted <input type="radio"/> Not Applicable								
If Yes, Ship From:		SANTA RITA, GUAM			Ship To:		VCC APPOINTMENT MEMO WILL BE REQUIRED	
36. Pet Reservation (2 Pets Total, Cat or Dog Only, Allowed on AMC Flights) Are you shipping pets? <input checked="" type="radio"/> Yes <input type="radio"/> No								
Type		Breed		Cage Length (inches)	Cage Width (inches)	Cage Height (inches)	Total Weight (Cage + Pet) (lbs)	
+	X	Dog <input type="checkbox"/>	MUST PUT DOG BREED HERE	SIZE OF CAGE	IS IMPORTANT	TO DETERMINE	BOOKING!	

NPPSC 4650/1 Passenger Reservation Request (PRR)



PASSENGER RESERVATION REQUEST NPPSC 4650/1 (02-2017)

Supporting Directive NPPSCINST 5213.1

37(a). Member Name/Rank: SAILOR, EYE, AM/E-4	37(b). Member Signature: <small>PRINT NAME</small>	37(c) Date: 23 Sep 24	<input type="radio"/> SOF
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NOTE For Students Only: PSD obtaining Travel/Transportation Authorization form with signature from student check "SOF" box.

38(a). Supervisor Name/Rank: PETTYOFFICER, LEADING	38(b). Phone Number 555-555-5555	38(c). Supervisor Signature: <small>PRINT NAME</small>	38(d) Date: 23 Sep 24
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Submitting to NAVPTO



- Submit the request to NAVPTO with all required KSDs.
- Primary means of case submission is via enterprise Customer Relationship Management (eCRM/Salesforce) using the information below:

Case Drop-Down	Select	Notes
Effective Date	Date of requested flight	
Subject	Last Name, First Name, PRR, DD MMM YYYY (date of requested flight)	
Description	Please be thorough to explain nature of request.	Proper and through case description can help prevent unnecessary delays in case processing.
Request Type	NAVPTO_Transportation	
Problem Code	PRR (CONUS – CONUS) PRR (CONUS – OCONUS) PRR (OCONUS – CONUS) PRR (OCONUS – OCONUS)	Use to request official transportation. Please specify the type of government transportation being requested per official orders and use the appropriate problem code, read FROM - TO.
	Self-Procured Travel Cost Comparison Request	Use to obtain official government travel rate cost comparison for travel, in instances where Service Member is authorized and intends to procure or has already procured their own travel (flights or rental vehicle).
Routed To	NAVPTO	
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.	



Submitting to NAVPTO



New Case: PersPay Case

* = Required Information

Description

Internal Comments

Case Status Comment

* Subject



SAILOR, EYE, PRR, 28 JAN 2025

* Description



RESPECTFULLY REQUEST PCS TRANSPORTATION FOR PO3 SAILOR AND SPOUSE FROM GUAM TO MILLINGTON, TN WITH ONE DOG IN CARGO.

Case Information

Case Number

* Request Type



NAVPTO_Transportation



[View all dependencies](#)

Date Submitted

* Problem Code



PRR (OCONUS – CONUS)



[View all dependencies](#)



Submitting to NAVPTO



Case Information

Case Number

Date Submitted

* Effective Date

1/28/2025

Case Origin

--None--

Priority

Medium

Needed By

Web Email

* Request Type

NAVPTO_Transportation

[View all dependencies](#)

* Problem Code

PRR (OCONUS - CONUS)

[View all dependencies](#)

* Routed To

NAVPTO

[View all dependencies](#)

* Status

Initiated

[View all dependencies](#)

Sub-Status

--None--

[View all dependencies](#)

Trouble Ticket #

* CPPA UIC

43462

* Contact Name

EYE AM SAILOR

Disposition

--None--

Cancel

Save & New

Save



Submitting to NAVPTO



▼

Initiated

Submitted

CPPA Action Required

Assigned

Supervisor Review

Pending System

Closed

✓ Mark Status as Complete

Guidance for Success

CPPAs must SAVE as "initiated" status, prior to submitting. Prior to case submission ensure that all required KSDs have been added per the SOP.

Sailor Record

Name

EYE AM SAILOR

DODID

Mailing Address

Rate

Paygrade

Phone

Mobile

Email

UIC

Activity Name

▼

Click Next to display SSN

Next

04716471

+ Follow

Edit

▼

DetailsFeedActivity

▼ Description

Internal Comments

Case Status Comment

Subject

SAILOR, EYE, PRR, 28 JAN 2025

Description

RESPECTFULLY REQUEST PCS TRANSPORTATION FOR PO3 SAILOR AND SPOUSE FROM GUAM TO MILLINGTON, TN WITH ONE DOG IN CARGO.

▼ Case Information

Case Number

04716471

Date Submitted

Effective Date

Request Type

NAVPTO_Transportation

Problem Code

PRR (OCONUS – CONUS)

Routed To

Case Comments (0)

▼

Files (0)

▼

Upload Files

Or drop files

Case Team (0)

▼



Submitting to NAVPTO



CPPA Action Required

Assigned

Supervisor Review

Pending System

Closed

✓ Mark Status as Complete

e submission ensure that all required KSDs have been added per the SOP.

▼

✎

✎

✎

✎

✎

📁 04716471

+ Follow

Edit

✕

PDF

NPPSC4650-1_02-2017.pdf

49 KB

✓

1 of 1 file uploaded

Done

Case Status Comment

✎

Subject

SAILOR, EYE, PRR, 28 JAN 2025

✎

Description

RESPECTFULLY REQUEST PCS TRANSPORTATION FOR PO3 SAILOR AND SPOUSE FROM GUAM TO MILLINGTON, TN WITH ONE DOG IN CARGO.

✎

▼ Case Information

Case Number

04716471

Date Submitted

Effective Date

Request Type

NAVPTO_Transportation

✎

Problem Code

PRR (OCONUS – CONUS)

✎

Routed To

🔧 Case Comments (0)

▼

📁 Files (0)

▼

📁 Upload Files

Or drop files

📁 Case Team (0)

▼

Next



Submitting to NAVPTO



▼

Initiated

Submitted

CPPA Action Required

Assigned

Supervisor Review

Pending System

Closed

Mark as Current Status

Key Fields

Request Type	NAVPTO_Transportation	
Problem Code	PRR (OCONUS – CONUS)	
Routed To	NAVPTO	
Case Owner	Megan Johnson	

Edit Guidance for Success

Based on Request Type/Problem code selection the case will be routed to the correct queue. Click Mark as Current Status to complete submission.

FAQ – Alternate Routing – LICWO



- Alternate Routing/Leave in Conjunction with Official Travel (LICWO)
 - Blocks 33-34 of the NPPSC 4650/1 PRR provide the traveler an opportunity to request alternate routing or LICWO, Block 33 explains the provisions of alternate routing, but does not guarantee flights based on the alternate routing requested.
 - The PCS orders direct the official entitlement for travel.
 - LICWO is at the traveler's expense.
 - NOTE: If a traveler changes their ticket through the LICWO process (or changes ticket by calling airline directly), the traveler is taking full ownership of tickets. NAVPTO/SATO cannot make changes to that ticket unless a full refund is issued by the carrier.



- Ticketing
 - Tickets are booked immediately upon receipt of a complete transportation packet; however, e-tickets are not normally issued until 3-5 days before travel commences, per DTA-9 Navy Travel Service Contract.
 - If travel must be ticketed earlier, ensure **EARLY TICKETING IS REQUESTED** in case description and **PROVIDE A REASON** (ex. traveler desires alternate routing/LICWO, pets accompanying traveler, etc.) in eCRM request and NPPSC 4650/1 (Block 34).
 - **NOTE:** Not all travelers should request early ticketing. If a traveler wishes to re-route tickets, they must follow the steps below under “Changing Flights.” Failing to follow the steps below may incur additional out of pocket, non-reimbursable costs to the traveler.



➤ Changing Flights

- Change due to ORDMOD.
 - Submit new eCRM case with KSDs, or update current case (if still open).
- Change due to personal preference of traveler.
 - See LICWO guidance
 - Additionally:
 - If e-Ticket has not been issued, update eCRM case or submit new case as applicable requesting LICWO.
 - If e-Ticket has already been issued, traveler must contact Transportation Management Company (CWT-SATO) to request changes – contact number is available in itinerary.



➤ Emergency Travel Issues

- If a traveler encounters an emergency travel issue (i.e., traveler at airport, e-Tickets not issued, flight cancellation and airline will not honor an exchange, or name does not match travel credentials [ID, passport, etc.]), the traveler must call the emergency number listed in the itinerary.
- If SATO cannot make necessary arrangements, SATO will contact NAVPTO duty personnel for guidance/resolution



- **POV Pickup/Delivery to/from Storage Facility**
 - Entitlement to Government funded travel to/from an official Vehicle Processing Center or an authorized commercial vehicle storage facility to drop-off/pick-up POV.
 - Traveler must provide documentation for proof of government storage or confirmation from facility for drop-off/pick-up of vehicle.
 - There is no entitlement for travel to an unofficial storage location (ex. parent's home, friend's home, etc.).



➤ Pet Transportation

- Refer to Joint Travel Regulations (JTR) par. 050107 for reimbursable pet expenses.
- When pet shipment is desired, request must be made with PRR (NPPSC 4650/1).
- Complete all required information for pet on PRR and also provide age of pet.
- Cost of pets is based on commercial airline and/or AMC requirements.
- Traveler bears all expenses not reimbursable under JTR par. 050107.
- Commercial Airlines may refuse pet shipment at any time without notice.
- Ensure the traveler confirms with the airline before departing for the airport.

FAQ – Dependents' Passports & VISAs



➤ Family Transportation

- PRR (NPPSC 4650/1) and DD 884 are required.
- Passport and VISA information for family members is required on the PRR.
- CPPA has the authority to request copies of passports for verification purposes.



➤ Homeport Shifts

- If a ship/command is executing a homeport shift, command homeport shift coordinator must contact NAVPTO as early as possible (but no later than 90 days prior to effective date of homeport shift), via navpto_homeportshift@us.navy.mil.
- Include HOMEPORT SHIFT in subject line.
- NAVPTO HQ will provide specific guidance related to the homeport shift to the command's coordinator/personnel office.

FAQ – OCONUS TVL on U.S. flag carriers



- OCONUS Travel.
- JTR par. 020206 and the Fly America Act requires that U.S. flag carriers be used for all commercial transportation when the Government funds the travel.
- **There is no transportation reimbursement** for any leg of a trip when an unauthorized or unapproved non-U.S. flag air carrier service or foreign flag ship is used.
- Orders to members serving OCONUS direct the use of government-procured air travel.
- Members booking their own travel OCONUS do so at their own risk in violation of orders.
 - IF TRANSOCEANIC/INTERNATIONAL TRAVEL IS REQUIRED TO EXECUTE THIS PCS ORDER, GOVERNMENT AIR/GOVERNMENT-PROCURED AIR IS DIRECTED.

References



- NAVPTO PRR Process Fact Sheet, MyNavy Career Center, 15 August 2024
- NAVPTO Case Routing Guidance, 17 September 2024
- Navy Pay and Personnel Support Center (NPPSC) OPS Alert 022-24 "Timely Submission of NAVPTO Cases," 18 September 2024



Questions?

Thank you for your participation!