A Commanding Officer's Guide to Navy Pay and Personnel Administration

(for TSC-supported activities)

What every CO needs to know to ensure personnel and pay readiness for the Sailors under their command.

- December 2025 -

Introduction

Every Commanding Officer (CO) wants their Sailors to be paid the right amount, on time, every time. Sailors who aren't worried about their pay, and the impact pay issues can have on them and their families, are better able to focus on the task at hand – strong, battle-ready Sailors who are fit to fight. Pay impacts readiness. Pay also impacts retention, as Sailors who have persistent pay issues are less likely to Stay Navy.

Taking care of Sailors' pay requires a high-functioning partnership between the command and the supporting Transaction Service Center (TSC) and Regional Support Center (RSC). Your command must provide TSC the documents required to make changes to your Sailors' pay. At the same time, the TSC must efficiently and accurately process entitlements after those documents are received and the RSCs must provide adequate training and timely responses to inquiries. Getting Sailors paid properly requires effective execution by both TSC and your command, with direct support of the RSCs.

The Command Pay and Personnel Administrator (CPPA) has primary responsibility for providing TSC the information required to affect changes to Sailor pay. Commands with high-performing CPPAs tend to have properly paid Sailors. Experience has shown that <u>CPPA effectiveness is a direct reflection of the level of command support and oversight provided to their role</u>. Given the impact pay issues can have on Sailors and their families, the CPPA role should be among the command's top priority jobs within the unit and commands should ensure a top performing individual is allocated for maximum effectiveness within the role.

This guide provides information and tools to help you ensure your command is an effective member of the partnership that takes care of your Sailors' pay and personnel matters

Note: This guide is also available for download via the <u>MyNavy HR CPPA Resources website</u>. Navigate to TRIAD RESOURCES on the left menu and click on "Commanding Officer's Guide."

Summary of Roles and Responsibilities

Transactional Service Center (TSC): Execute pay and personnel transactions quickly and accurately. In addition to military pay/customer service transactions within their area of responsibility (AOR), each TSC is also designated as a Center of Excellence, leading service delivery and standardized procedures for each of the following transaction types:

- TPC Memphis   Travel Processing (Advances and PCS Claims)
- TSC Great Lakes   New Accessions/Students
- TSC Naples   Retentions (Reenlistments and Extensions)
- TSC Norfolk   Reserve Services/Separations and Retirements
- TSC Pensacola   Gains and Losses (East Coast)
- TSC San Diego   Gains and Losses (West Coast, including Alaska and Hawaii)
- TSC Yokosuka   Gains and Losses (OCONUS)

Regional Support Center (RSC): TSC Commanding Officers administratively oversee RSCs, which are each responsible for CPPA training and command engagement in specific geographical areas. RSCs provide CPPA indoctrination and refresher training – training sessions may be in person, virtual, or individualized to a command. When CPPAs are qualified, RSCs provide them with access to online systems required to perform their duties (e.g. NSIPS CPPA access). They also notify CPPAs and commands of changes to policies and procedures, scheduled system outages, and other important information. RSCs provide feedback to command leadership when appropriate on CPPA performance, TSC performance, and repeated or significant issues affecting Sailor pay. This feedback may take the form of individualized feedback to specific commands via phone call or email, or more generally through base tenant command meetings and broadcast emails.
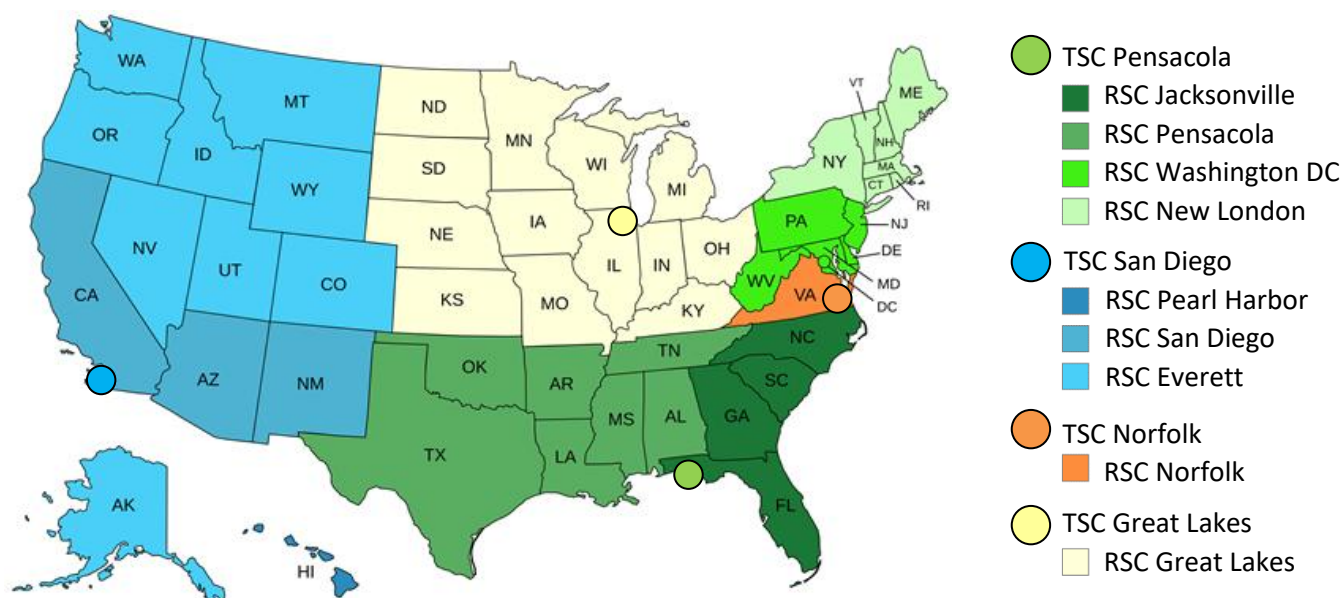
RSC Contact Information:

RSC	EMAIL	PHONE
BAHRAIN	RSC_BAHRAIN@US.NAVY.MIL	Comm: +973-1785-4369 DSN: (318) 439-4369
EVERETT	RSC_EVERETT@US.NAVY.MIL	(425) 304-4296
GREAT LAKES	RSC_GREAT_LAKES@US.NAVY.MIL	(847) 688-5550 EXT311
GUAM	RSC_GUAM@US.NAVY.MIL	(671) 339-7311
JACKSONVILLE	RSC_JACKSONVILLE@US.NAVY.MIL	(904) 542-4218
NAPLES	RSC_NAPLES@US.NAVY.MIL	Comm: +39-081-626-5050 DSN: (314) 626-5050
NEW LONDON	RSC_NEW_LONDON@US.NAVY.MIL	(860) 694-2725
NORFOLK	RSC_NORFOLK@US.NAVY.MIL	(757) 445-6091
PEARL HARBOR	RSC_PEARL_HARBOR@US.NAVY.MIL	(808) 471-2371
PENSACOLA	RSC_PENSACOLA@US.NAVY.MIL	(850) 452-3448
ROTA	RSC_ROTA@US.NAVY.MIL	Comm: 34-956-82-1404
SAN DIEGO	RSC_SAN_DIEGO@US.NAVY.MIL	(619) 556-1979
WASHINGTON DC	RSC_WASHINGTON_DC@US.NAVY.MIL	(904) 542-3252
YOKOSUKA	RSC_YOKOSUKA@US.NAVY.MIL	(315) 243-5757

RSCs are the designated first-line, customer-facing units responsible for receiving and resolving all inquiries in a timely and efficient manner. As such, all questions, concerns, or requests for assistance should be directed to the RSCs.

TSCs focus exclusively on production, with a primary mission to ensure the accurate and timely delivery of Sailor pay—on time, every time. As a result, the TSCs are not the appropriate point of contact for customer service-related issues.

Human Resources Service Center (HRSC): Provides 24/7 Sailor and CPPA support. The HRSC is available by calling (833 330-MNCC (6622)) or via email at askmncc@navy.mil. Additionally, CPPAs seeking support with specific transactions or tickets may seek the help of the HRSC's CPPA Pro-to-Pro cell, available 0700-1700 CST by calling the HRSC and selecting option 2. The Pro-to-Pro cell is composed of Sailors and civilians who specialize in helping CPPAs.

Guidance for Commanding Officers: Managing the CPPA Program

1. **Designate Qualified Personnel:**
   - Assign capable, motivated individuals as CPPAs, ideally at a ratio of one CPPA per 200 Sailors (per MILPERSMAN 1000-021).
   - Ensure Sailors provide required documentation promptly to your CPPA. For unresolved pay or TSC-related issues (after consulting CPPA, RSC, HRSC, and Pro-to-Pro Cell), COs may escalate concerns to the TSC CO with specific details. Contact information is available on the NPPSC SharePoint portal.

2. **Assign a Personnel Officer (PERSO):**
   Typically your Admin or Executive Officer on larger platforms, or the division/dept Chief on smaller platforms, the PERSO reports directly to the CO on pay and personnel matters, providing oversight and support to CPPAs. Encourage adherence to NPPSC checklists, the CPPA Handbook, and MNCC SOPs, all accessible via the MyNavy HR CPPA Resources page. Among other tasks, your PERSO will:
   - Ensure your CPPA is in contact with your Regional Support Center and that they attend training regularly.
   - Ensure your CPPA complete required training, maintain system access, and track pay/personnel actions.

3. **Review Reports Regularly:**
   Have your CPPA utilize available reporting tools such as eCRM reports, command-tailored trackers, and the MNCC CPPA Dashboard to monitor case status and resolution. Request reports from your team periodically. These include review of applications and reports like the Enhanced Unit Commander's Financial Report (eUCFR), CPPA Dashboard, and NSIPS reports (UCFR, PG/PL, CSPP, RED/DA) to maintain command-level oversight and visibility of pay and personnel matters.

4. **Make Pay a Leadership Priority:**
   Incorporate pay discussions into regular leadership forums (staff meetings, PB4T, all hands calls, 8 o'clock reports). Have senior enlisted leaders conduct LES reviews, especially after new Sailor's report onboard, and integrate pay reviews into Career Development Boards (CDBs) or Division in the Spotlight (DITS).

5. **Communicate with RSC OIC or TSC CO:**
   Be informed of events impacting Sailor pay (deployments, detachments, mobilizations and homeport shifts). When escalating issues after exhausting all avenues, provide detailed information to assist TSC/RSC resolution efforts. The NPPSC Triad remains available for issues beyond TSC/RSC authority (nppsc_hq_triad@us.navy.mil).

Command Best Practices

A quick guide of frequently submitted cases at the command level and suggested timelines for document submission.

Unit Administration:
- TRIAD and CPPA contact information should be updated in NSIPS every 6 months. This allows the TSC and RSC to have the most up-to-date contact information for your command.

Gains: (NPPSC 1300/4 Receipt Checklist)
- Submit NLT 1 business day from report (Ops Alert 036-20) to meet 4 days processing timeline (MILPERSMAN 1000-025).

Travel Claims: (NPPSC 1300/2 Traveler Checklist)
- Submit NLT 5 business days from report, via eCRM.

Transfers: (NPPSC 1300/3 Transfer Checklist)
- Submit NLT 30 days prior to loss date.

Separations: (NPPSC 1800/1 FLTRES/Retirement Checklist | NPPSC 1900/2 Separations Checklist)
- Submit 9-5 months prior to separation date: NPPSC 1800/1900 forms (as applicable)
- NLT 60 days prior to separation date: Full Separation Packet (MILPERSMAN 1900-015)

Electronic Service Record:
- Periodic review of Electronic Service Record by service member and CPPA, during Division in the Spotlight (DITS) or based on command program requirements (POD/POW/POM notes).

Legal:
- Immediate document submission to the TSC. Do not delay.

Reenlistment/Extension/Retain in Service:
- Immediate document submission to the TSC. If obligated service is required, CPPAs must ensure documents are submitted one month before transfer date and/or End of Active Obligated Service to avoid pay delays.

Transportation:
- Submit requests as early as possible following orders release, but no later than 2 weeks prior to desired travel.

RED/DA:
- Utilize CPPA RED/DA Reports to manage workload. Should be reviewed and updated upon reporting to a command, annually, before and after deployment, and prior to transfer. CPPA guides are available on MyNavy HR CPPA Resources Page.

Leave and Earning Statement (LES):
- Encourage DIV/Dept leadership and Sailors to review LES monthly.

Reminders:

Pay = Readiness — Don't overlook it.
CPPA = Frontline Pay Experts — Support and empower them.
Oversight = Command Responsibility — Regularly review and follow up.
Communication = Key — Keep lines open, provide specifics and escalate appropriately.

Useful Links:

MyNavy HR website: https://www.mynavyhr.navy.mil/
- Location of all instructions, regulations, and forms.

MyNavy Portal Quick Links: https://my.navy.mil/quick-links.html
- Updated listing of all websites with links for easy access.

NSIPS: https://www.nsips.cloud.navy.mil/
- Pay and personnel processing system – also utilized for self-service to include leave requests and separation/retirement requests.

eUCFR/Advana Portal: https://qlik.advana.data.mil/hub/stream/3bf39f46-01cd-4ffc-b30e-346ad440d80c
(cut and paste link into web browser – link will work for personnel with access to eUCFR. For access instructions, navigate to MyNavy HR MNCC Triad Resources page > eUCFR Guide, and select "eUCFR Account Request Steps")
- A vital tool for commands to ensure the accuracy and health of a Sailor's pay and personnel records. It provides comprehensive data on the status of pay, allowances, and entitlements, serving as an integral part of the Navy's pay management system.

MyNavy HR eUCFR Guide: https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/TRIAD-Resources/EUCFR-Guide/
- This system is crucial for maintaining the financial well-being of Sailors by ensuring that all pay and entitlements are correct and up to date, ultimately reducing errors and administrative burdens.

CPPA ADE Dashboard:
https://tableau.portalprod.ade.dc3n.navy.mil/#/site/MPTE/views/CPPADashboard5_1/CPPADashboard?:iid=1
- An essential tool providing Command Triads with real-time information about cases their CPPAs have submitted to TSC and TPC. Commands can identify possible issues in the timely processing of transactions. Dashboard data is exportable and can then be distributed to units operating in low-bandwidth environments. For access instructions, navigate to MyNavy HR MNCC CPPA Resources page > ADE Dashboard.

If you experience issues accessing websites or gaining access to the system, please contact your RSC.

Notes/Contacts:

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Servicing Transactional Service Center: _____

Servicing Regional Support Center: _____