



CASE ROUTING GUIDANCE PERSPAY FOR OCONUS MILITARY PERSONNEL

Update: 18 June 2024

CANCELATION: This Case Routing Guidance (CRG) cancels Defense Attaché Office (DAO) and Supporting CONUS and OCONUS Commands Case Routing Guidance dated 6 March 2024. DAO supporting CONUS commands will follow this CRG.

BLUF: Transactions for OCONUS military personnel (to include DAO supporting CONUS commands) will be routed to the appropriate Transaction Service Center (TSC) based on the transaction type. See matrix below for specific routing guidance. OCONUS military personnel will receive CPPA support from their parent command. If the OCONUS UIC does not have a designated CPPA in the UIC, the ISIC CPPA is responsible for case submission via [enterprise Customer Relationship Management](#) (eCRM/Salesforce) with all required KSDs.

METHODS FOR CASE SUBMISSION: Primary means of case submission is via eCRM/Salesforce.

ROUTED TSC:

Request Type Sailor Location	Activity Gains	Overseas Sep Orders Req. (Enlisted Only)	Transfers	MILPAY	Travel Advances	PCS Travel Claims (Includes TLE)	NAVPTO Transportation
AFRICA	TSC YOKOSUKA				TPC MEMPHIS		NAVPTO
EUROPE							
CENTCOM							
ASIA/FE							
AMERICA (OCONUS TERRITORIES, NOT HI AND AK)							

OCONUS GAINS

TSC Yokosuka will process the following pay entitlements with the gain, as applicable, if all KSDs are provided in the gain package. Ensure to request the starting of each applicable entitlement in the gain case.

- OCONUS COLA (CONUS COLA w/BAH @ DP)
- BAH @ Dependent Location
- HDP
- IDP
- CZTE
- FSA
- Meal Deductions
- Sea Pay

*Submit a separate MILPAY case for each entitlement to TSC Yokosuka if KSDs not available with gain.

*Do NOT delay submission of gain package in order to obtain non-gain related KSDs.

OCONUS LOSSES

TSC Yokosuka will process the loss on the approved transfer date. The following entitlements will stop/start with the loss:

- OHA (stop)
- OCONUS COLA (stop)
- Transit BAH (start)

If OHA stop required prior to transfer date, submit separate transfer case using OHA Stop Problem Code.

Submit departure TLA as a separate transfer case using Departure TLA Problem Code.

For advance pay requests, submit DD2560 in MILPAY case using Advance Basic Pay Problem Code.

*Do NOT delay submission of transfer case in order to obtain non-transfer related KSDs.



CASE ROUTING GUIDANCE

PERSPAY FOR OCONUS MILITARY PERSONNEL

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Temporary Lodging Allowance (TLA):

Arrival TLA can be paid in 10-day increments. Submit TLA worksheet and zero-balance lodging receipts as a MILPAY case to TSC Yokosuka every 10 days to ensure expeditious payment. A CNA is required for off-base lodging or proof of government rate from NGIS/NAVY Lodge. TLA cannot be requested in advance.

Overseas Housing Allowance (OHA):

OHA is a monthly payment consisting of a rent allowance and a utilities/recurring maintenance allowance. You may request an OHA advance payment to assist with upfront costs. An approved DD 2367 and lease are required KSDs to receive payment. For FSH-O, a CNA from Unaccompanied Housing is required.

Move-in Housing Allowance (MIHA)/Miscellaneous:

A one-time payment to help cover the costs associated with making a residence habitable prior to moving in to privately owned/leased housing overseas. This type of MIHA is covered by the DD 2367.

Move-in Housing Allowance (MIHA) for Rent/Security/Infectious Disease/Safety:

Additional MIHA categories that allow a one-time payment to help cover additional costs associated with moving in to privately owned/leased housing overseas. These types of MIHA are covered by the DD 2556 and should be requested/completed only if members incur such expenses.

NOTES ON TRAVEL

Common errors in Travel Claim submissions

- Submitting Travel Claims using incorrect request type/problem codes. Refer to the Travel Advances, Travel Claims, and Travel Debt case routing guidance on the [MyNavy HR CPPA Resources page](#) under eCRM Library for specific directions.
- Missing KSDs (e.g. TLE Form, Order Modifications, Certificate of Non-Availability).
- Reimbursements not listed in Block 18.
- When claiming dependent travel, be sure to select Block 6 for the new address and Block 13 for previous address (use physical address; NOT P.O. Box). If left blank or address is the same in both blocks dependent travel cannot be paid.

Common errors in Travel Advance submissions

- Travel advances submitted incorrectly to servicing TSC as MILPAY or Transfers cases. TSC Yokosuka will process advanced pay requests (DD 2560). TPC Memphis will process all Travel Advances (NPPSC 1300/1).
- Cases not submitted 30 days prior to Approved Transfer Date. Per Ops Alert 003-23, travel advance requests (to include advance DLA) must be submitted no less than 60 days prior to the approved transfer date.
- Missing lodging reservations to support I-Stop advances.

TRAINING: Regional Support Centers (RSC) conduct weekly training, to include travel claim and travel advance submission procedures. 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](#) and the [Regional Support Center Information Center](#).