

CONUS COLA SOP



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Process Name: OCONUS COLA SOP

Document ID: TBD

Document Owner:

MNCC HRSC , Navy Personnel Command

Approval:

Navy Pay and Personnel Support Center (NPPSC)

Revision Date:

3/13/2023

PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Service Centers(TSCs) to follow to process CONUS Cost of Living Allowances (COLA).

Requirements for the following SOP Roles are identified in this SOP:

- TSC /Personnel Office Clerk: The role of 'CLERK' as used in this SOP refers to a civilian Clerk, a contractor, or a Command Pay and Personnel Administrator (CPPA) authorized to *create* NSIPS transactions.
- TSC /Personnel Office Supervisor: The role of 'SUPERVISOR' refers to a civilian MILPERS or MILPAY Supervisor/Lead/ Auditor or a senior Personnel Specialist who is normally designated as a person authorized to *release* NSIPS transactions.
- Note: "If the designated supervisor is not a MILPAY lead/auditor, then a TSC Deputy Disbursing Officer (DDO), or other senior designated pay/personnel service representative properly authorized will be required to audit NSIPS transactions and supporting documentation impacting military pay PRIOR to releasing them, so as to ensure accurate and correct DJMS information is transmitted for inclusion into the Master Military Pay Account (MMPA)."
- Command Leadership: CO/XO/CMC and key representatives (on large afloat command may include DHs, Dept LCPO, DIVOs, LCPOs, LPOs depending on organizational structure of the command)
- CPPA: Serves as the primary customer service link between command members and the supporting TSC or Regional Support Center (RSC). Duties and responsibilities are defined in MPM 1000-021. The term CPPA identifies personnel assigned the Navy Enlisted Classification (NEC) code of 791F , but for the purposes of this SOP may include Admin representatives who liaise directly with the ship's Personnel Office/TSC .
- Note: Recent and future NSIPS programming releases will continue to expand CPPA roles and capabilities within NSIPS. . As such, CPPAs may accomplish TSC Clerk assigned steps within this SOP consistent with expanded NSIPS roles and capabilities and servicing TSC/RSC authorization.
- Service Member: A person serving in the Armed Forces who may be eligible for the entitlements listed in this SOP.

Best Practices:

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- In addition to SOP steps that identify specific documentation requirements, refer to Navy MILPAY Key Supporting Documents (KSD) Matrix, if required, to determine Key Supporting Documentation necessary to support the transaction. Current KSD matrix is maintained by FIAR at following website: <https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/MILPCS/>.
- Important Internal Control Action: MMPA verification steps within this SOP reflect important internal control actions that cannot be over-emphasized. This applies to the entire transaction process from its initiation and authorization through the final verification of the proper processing of the transaction in summary records. These particular SOP process steps are built-in management design control activities to ensure that all transactions are properly completed and accurately recorded.
- DoD FMR Vol 7A, Chapter 67, Cost of Living Allowance (COLA) in the Continental United States (CONUS), is a new chapter. The policy for Cost of Living Allowance in the Continental United States was relocated from the Joint Travel Regulations, Chapter 8.
- Update and verify monthly CONUS COLA tracking report. CONUS COLA tracking report is used to verify continued eligibility for the entitlement.
- All personnel are required to comply with all PII/CUI policy guidance per required annual GMT. For further information, refer to the DON CIO website: <https://www.doncio.navy.mil/>.

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[https://www.doncio.navy.mil/ Systems:](https://www.doncio.navy.mil/Systems/)

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#	System	Description
1.	DWOWS	<ul style="list-style-type: none"> Defense Workload Operations Web System (DWOWS) is a web-based tracking system used by military pay operations (MILPAYOPS) to track workload for Navy Active Duty and Reserve Service Members. https://dwows.csd.disa.mil/dwows/
2.	DJMS MMPA	<ul style="list-style-type: none"> The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a data base file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for Active Duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing. MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing. Log in to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.
3.	NSIPS/ESR	<ul style="list-style-type: none"> Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve. The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information. Login to NSIPS and ESR at https://www.nsips.cloud.navy.mil/my.policy using CAC and CAC-enabled computer. When asked to verify your PKI, choose the DOD CA-XX authentication certificate, not the email certificate.
4.	DMR/DMO	<ul style="list-style-type: none"> DFAS MilPay Repository (DMR)/<u>Defense MilPay Office (DMO)</u> is a Windows-based relational pay application that interfaces with the Defense Joint Military Pay System (DJMS) to create, audit and submit military pay transactions, and receive feedback from DJMS. It supports the Active and Reserve Components of the Army, Navy, and Air Force at DFAS Central Sites and military installations worldwide. The software suite is organized into Input, Reports, Inquiry, Navy Financial Reporting, Security and System Administration modules. DMR also provides master pay account inquiry capability, reports and query features, transaction results, pay products, management information, customer service tools, an audit trail, expanded edits and pre-filled screens for error rate reduction, and a comprehensive on-line user's manual to support maintenance of military pay accounts and processing of pay transactions.
5.	<u>Enterprise Customer Management System (eCRM)</u>	<ul style="list-style-type: none"> The <u>eCRM</u> console enables designated command personnel to electronically communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions. The <u>eCRM</u> console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems. Login into eCRM at https://navynpc.my.salesforce.mil/ using CAC and CAC-enabled computer.

Online Resources:

#	Website Sponsor	Title and Link
1.	Defense Travel Management Office	CONUS COLA Calculator/Locations https://www.travel.dod.mil/Allowances/CONUS-Cost-of-Living-Allowance/CONUS-COLA-Rate-Lookup/
2.	MyNavy HR	CPPA Resources https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/
3.	NSIPS	NSIPS https://www.nsips.cloud.navy.mil/my.policy

Command Aids and User Guides Available Online:

#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Guide https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
2.	DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances	Chapter 4: Station Allowances Section A: Cost-of-Living Allowances (COLA), Barracks COLA, CONUS COLA and Dual COLA https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
3.	DJMS Navy Procedures Training Guide (PTG): Part 9 Pay Product Delivery Chapter 10	Submitting Documentation via DWOWS https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide

Help Desks:



#	Contact Source	Contact Details
1	NSIPS ESR	<ul style="list-style-type: none">· NSIPS Help Desk 1-833-637-3669 (1-833-NESDNow) nesd@nesd-mail.onbmc.mil· MyNavy Career Center (MNCC) 1-833-330-MNCC askmncc@navy.mil
2	eCRM	<ul style="list-style-type: none">· eCRM Help Desk https://navynpc.my.salesforce.mil/· eCRM Exception to Policy Help Desk ecrmetp@us.navy.mil

Forms:

#	Form #	Title
1	NAVPERS 1070/613	Administrative Remarks https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
2	NAVPERS 1336/3	Special Request/Authorization https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/

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#	Doc ID	Title
1	DoD FMR Vol 7A, Chapter 67	Cost of Living Allowance (COLA) in the Continental United States (CONUS)
2	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
3	MILPERSMAN 1070-270	Dependency Application
4	NPPSCINST 5220.2 (Series)	Standard Management Reports
	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay
	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
5	NAVADMIN 66/16	Navy Audit Document Retention Guidance
6	MPA 12/13	Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases
	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs
	MPA 07/16	Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS)
	MPA 05/23	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes

SERVICE MEMBER START



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
Service Member	1	Prepare and submit forms and/or compile documentation, as required	<p>Prepare and submit forms and/or compile documentation, as required.</p> <p>CONUS COLA entitlement may be processed in conjunction with the Receipts process. https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/DispForm.aspx?ID=77&e=9ISMRN</p> <p>Note: For new accession personnel who are TDY at a location that is rated for COLA, refer to DoD FMR Vol 7A, Chapter 67 for entitlement requirements.</p> <p>The CONUS COLA is a supplemental allowance designed to help offset higher prices in high-cost-of-living locations in CONUS that exceed the costs in an average CONUS location. The supporting documentation provided to request BAH is also used to process the CONUS COLA payment.</p> <p>The Service Member receives a CONUS COLA in addition to any other allowance to which the Service Member is entitled.</p>
	1.1	Complete forms and/or compile documentation	<p>Service Member completes forms and/or compiles documentation, as required.</p> <p>Note 1: For new accession personnel who are TDY at a location that is rated for COLA, refer to DoD FMR Vol 7A, Chapter 67 for entitlement requirements.</p> <p>Determination of Service Member entitlement to CONUS COLA is based on the information provided to determine appropriate BAH entitlement.</p> <p>Note 2: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation.</p> <p>The request for payment of BAH (and CONUS COLA) may consist of the following documentation as prescribed by geographic duty location, pay grade, and dependency status/dependent location.</p> <ul style="list-style-type: none"> · Special Request/Authorization Form (NAVPERS 1336/3) · Dependency Application (NAVPERS 1070/602), with pen and ink changes if appropriate or updated RED/DA · Statement of Understanding for BAH Entitlement (NAVPERS 1070/613) · Original PCS orders endorsed with all intermediate and gaining commands, if applicable · Other supporting documentation, as required

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SERVICE MEMBER CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
Service Member	1.2	Submit forms and documentation to CPPA	Service Member submits forms and/or documentation described in Step 1.1 to CPPA.
	1.6	Obtain additional supporting documentation, as requested	Service Member obtains additional supporting documentation, as requested. Go to 1.2.
	3	Process Service Member's CONUS COLA entitlement	Process Service Member's CONUS COLA entitlement. When a Service Member reports and is entitled to CONUS COLA, in addition to the SG-03 Report PCS Arrival transaction, a 5101-Start CONUS COLA transaction must be submitted. Entitlement becomes effective the day of reporting to a new PDS in a high cost area.
	3.9	Verify proper processing of CONUS COLA entitlement	Service Member verifies proper processing of CONUS COLA entitlement. If Leave and Earning Statement (LES) is not correct by the next LES release following submission of CONUS COLA, contact CPPA to follow-up with servicingTSC .

STOP

CLERK START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2	Receive, review and dispatch documentation and verify Service Member's eligibility for CONUS COLA	Receive, review and dispatch documentation and verify Service Member's eligibility for CONUS COLA.
	2.6	Verify eligibility criteria for CONUS COLA	<p>Clerk verifies eligibility criteria for CONUS COLA. Refer to DoD FMR Vol 7A, Chapter 67.</p> <p>Note: For new accession personnel who are TDY at a location that is rated for COLA, refer to DoD FMR Vol 7A, Chapter 67 for entitlement requirements.</p> <p>Payment of CONUS COLA is based upon assignment to a designated high cost area, pay grade, years of service (longevity), and status in regards to Basic Allowance for Housing (BAH).</p> <p>The following Service Members are eligible to receive a CONUS COLA in accordance with DoD FMR Vol 7A, Chapter 67.</p> <p>A Service Member:</p> <ul style="list-style-type: none"> · with or without dependents assigned to a CONUS high cost area · in an unaccompanied status OCONUS, if the Service Member's primary dependent resides in a CONUS high cost area · assigned to CONUS duty, if <ul style="list-style-type: none"> o the Service Member's primary dependent must reside in a CONUS high cost area by reason of the Service Member's PDS or other circumstances; and o it would be inequitable for the Service Member's eligibility for the allowance to be determined on the basis of the Service Member's permanent duty station (PDS).

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p align="center">CLERK</p>	<p align="center">2.6.1</p>	<p align="center">Determine Service Member's dependency status</p>	<p>Clerk determines Service Member's dependency status.</p> <p>The term "Service Member with dependents" as used in DoD FMR Vol 7A, Chapter 67 means a Service Member who is authorized Basic Allowance for Housing (BAH) (or would be authorized BAH if GOV'T QTRS were not occupied) at the with-dependent rate. The term does not include a Service Member authorized BAH at the with-dependent rate solely on the basis of paying child support.</p> <p>The term "Service Member without dependents" as used in DoD FMR Vol 7A, Chapter 67 means:</p> <ul style="list-style-type: none"> · A Service Member authorized BAH (or would be authorized BAH if GOV'T QTRS were not occupied) at the without-dependent rate, and · A Service Member authorized BAH at the with-dependent rate solely on the basis of paying child support. <p>Note: When both spouses are Service Members, each is authorized a CONUS COLA. This authority exists whether or not the spouse maintain a joint residence or separate residences.</p> <p>In no case may a spouse, who also is a Service Member on Active Duty, be a dependent for CONUS COLA purposes. When a Service Member married to Service Member maintains a joint residence and a dependent other than the Service Member spouse is involved, CONUS COLA is paid to one spouse at the with-dependent rate and to the other at the without-dependent rate.</p>
	<p align="center">2.6.1.1</p>	<p align="center">Review and verify Service Member's pay account</p>	<p>Clerk reviews and verifies Service Member's pay account.</p> <p>Log on to MMPA JJAA:</p> <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify FID 35 to determine dependency status · Verify FID 68 to determine PDS zip code · Verify FID 51 (CONUS COLA) status and other pay entitlement status, if applicable

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.6.1.2	Review Service Member's NSIPS ESR	<p>Clerk reviews Service Member's NSIPS ESR.</p> <p>Verify Service Member's NAVPERS 1070/602 is current and consistent with Service Member's pay account.</p> <p>Ensure that FID "35" dependent code matches the Service Member's NAVPERS 1070/602.</p> <p>Ensure that FID 35 for closest dependent (W, A, C, I, etc.) agrees with the NAVPERS 1070/602.</p>
	2.6.1.3	Update Service Member's NAVPERS 1070/602	<p>Clerk updates Service Member's NAVPERS 1070/602, if required.</p> <p>Refer to Page 2 or RED/DA SOP to update Service Member's NAVPERS 1070/602, if required:</p>
	2.6.2	Determine appropriate CONUS COLA location	<p>Clerk determines appropriate CONUS COLA location.</p>
	2.6.2.1	Determine Service Member's PDS location	<p>Clerk determines Service Member's PDS location.</p> <p>For CONUS COLA purposes, a ship's or afloat staff's homeport (not to be confused with PDS for non-sea duty organizations) to which a Service Member is assigned is the Service Member's PDS. Unless already drawing CONUS COLA for a dependent at another location, a Service Member assigned to a ship or afloat staff, regardless of BAH eligibility, is eligible for CONUS COLA if otherwise qualified.</p> <p>Note: Unless otherwise authorized/approved, a Service Member's CONUS COLA is based on the PDS, ship's or afloat staff's homeport. A Service Member may be authorized a CONUS COLA based on the dependent's permanent residence location, or the old PDS, if authorized/approved through the Secretarial Process.</p>
	2.6.2.2	Determine dependents' location or old PDS, if applicable	<p>Clerk determines dependents' location or old PDS, if applicable.</p> <p>Refer to DoD FMR Vol 7A, Chapter 67.</p> <p>Verify dependents or old PDS zip code against CONUS COLA listing on DFAS website.</p> <p>Note: A Service Member assigned to an OCONUS PDS may be paid an appropriate OCONUS COLA at the without-dependent rate (DoD FMR Vol 7A, Chapter 68) and a CONUS COLA (DoD FMR Vol 7A, Chapter 67) at the with-dependent rate applicable for the CONUS high cost area at which the primary dependent resides. This may occur only if there is no command-sponsored dependent residing OCONUS with the Service Member.</p> <p>If eligible for concurrent payment of OCONUS COLA and CONUS COLA, refer to OCONUS COLA SOP Step 2, as required.</p> <p>https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.6.3	Access CONUS COLA calculator	<p>Clerk accesses the CONUS COLA Calculator found on the Defense Travel Management Office (DTMO) website and confirms if the Service Member is entitled to CONUS COLA based on the supporting documentation.</p> <p>https://www.travel.dod.mil/Allowances/CONUS-Cost-of-Living-Allowance/CONUS-COLA-Rate-Lookup/</p> <p>Verify Service Member’s duty station zip code or dependent’s zip code, if appropriate, against CONUS COLA listing on Defense Finance and Accounting Services (DFAS) website.</p> <p>A Service Member is authorized only one CONUS COLA based upon PDS location or, in special circumstances, dependents location/old PDS.</p>
	2.6.4	Is Service Member eligible for CONUS COLA?	<p>Is Service Member eligible for CONUS COLA?</p> <p>Service Member may be eligible for CONUS COLA based upon current PDS or dependent’s location/old PDS.</p> <p>If No, go to 2.7. If Yes, go to 3.</p>
	2.7	Inform CPPA	Clerk informs CPPA that Service Member is not eligible for entitlement.
	2.8	Complete final verification and mark eCRM case "Supervisor Review "	Clerk completes final verification and marks eCRM case " Supervisor Review".
	3	Process Service Member’s CONUS COLA entitlement	<p>Process Service Member’s CONUS COLA entitlement.</p> <p>When a Service Member reports and is entitled to CONUS COLA, in addition to the SG-03 Report PCS Arrival transaction, a 5101-Start CONUS COLA transaction must be submitted. Entitlement becomes effective the day of reporting to a new PDS in a high cost area.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.1	Create CONUS COLA transaction in NSIPS	<p>Clerk creates CONUS COLA transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 4: Station Allowances Section A: Cost-of-Living Allowances (COLA), Barracks COLA, CONUS COLA and Dual COLA.</p> <p>https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</p> <p>Log onto NSIPS: Entitlements > Allowances > Use > Allowances Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> · Select COLA · Allowance Type (CCM for Service Member PDS, CCD for dependent location) · Select Start or Change, as applicable · Enter Effective Date · Enter Zip Code (based on FID 68 or dependents location, as appropriate) · Save <p>Refer to DoD FMR Vol 7A, Chapter 67 logic tables to determine appropriate Effective Date, if required.</p>
	3.2	Select projected release date and forward to supervisor for audit and release	Clerk selects projected release date and forwards to supervisor for audit and release.
	3.4	Did CONUS COLA post?	<p>Did CONUS COLA post?</p> <p>Check MMPA JJAA 24-48 hours after release:</p> <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify FID 51 posted correctly <p>If No, go to 3.5. If Yes, go to 3.6.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.5	Determine reason for posting delay	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error <ul style="list-style-type: none"> · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable <p>Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).</p> <p>Go to 3.4.</p>
	3.6	Complete final verification and mark eCRM case "Supervisor Review "	Clerk completes final verification and marks eCRM case "Supervisor Review ".
	3.7	Compile Retain File	<p>Clerk compiles Retain File.</p> <p>Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.</p> <ul style="list-style-type: none"> · Endorsed PCS orders (Receipts retain folder) · Command memo, request chit or other authorization as appropriate

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	4	Verify Service Member's continued eligibility for CONUS COLA	Verify Service Member's continued eligibility for CONUS COLA.
	4.1	Update and verify monthly CONUS COLA tracking report	Clerk updates and verifies monthly CONUS COLA tracking report.
	4.2	Has Service Member's status changed, impacting CONUS COLA entitlement?	<p>Has Service Member's status changed, potentially impacting CONUS COLA entitlement?</p> <p>Refer to DoD FMR Vol 7A, Chapter 67 logic tables for conditions impacting entitlement.</p> <ul style="list-style-type: none"> · Changes when a Service Member acquires a dependent · Changes when the government delays dependent travel to an OCONUS location · Changes when the government delays dependent travel to a CONUS PDS · Departure or return of a Service Member with dependents serving an unaccompanied tour at an OCONUS PDS · Changes incident to early return of dependents · Etc. <p>If No, go to 4.1 (monthly verification) If Yes, go to 4.3.</p>
	4.3	Does Service Member's CONUS COLA require a Change or Stop transaction?	<p>Does Service Member's CONUS COLA require a Change or Stop transaction?</p> <p>If Change, go to 3.1. If Stop, go to 4.4.</p> <p>Note: Clerk informs CPPA of any changes to Service Member's pay account.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p>CLERK</p>	<p>4.4</p>	<p>Create CONUS COLA Stop transaction in NSIPS</p>	<p>Clerk creates CONUS COLA Stop transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 4: Station Allowances Section A: Cost-of-Living Allowances (COLA), Barracks COLA, CONUS COLA, and Dual COLA.</p> <p>Log onto NSIPS: Entitlement > Allowance > Use > Allowance Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> · Select COLA · Allowance Type (CCM for member PDS, CCD for dependent location) · Select Stop · Enter Effective Date · Enter Zip Code (based on FID 68 or dependent location, as appropriate) · Save <p>Refer to DoD FMR Vol 7A, Chapter 67 logic tables to determine appropriate Effective Date, if required.</p> <p>Note: Upon PCS departure, CONUS COLA continues through the day prior to arrival at the new TSC adjusted by the number of travel days reported on the SG-03 Report PCS Arrival transaction. The entitlement is stopped when the SG-03 transaction is processed for PCS arrival.</p>
	<p>4.5</p>	<p>Select projected release date and forward to supervisor for audit and release</p>	<p>Clerk selects projected release date and forwards to supervisor for audit and release.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	4.7	Did CONUS COLA post?	Did CONUS COLA post? Check MMPA JJAA 24-48 hours after release: <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify FID 51 posted correctly If No, go to 4.8. If Yes, go to 4.9.
	4.8	Determine reason for posting delay	Clerk and supervisor determine reason for posting delay. <ol style="list-style-type: none"> 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error <ul style="list-style-type: none"> · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact DFAS, as applicable Note 1: Refer to DJMS PTG Part 9, Chapter 10 , Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to MPA 01/21 , Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). Go to 4.7.
	4.9	Complete final verification and mark eCRM case "Supervisor Review "	Clerk completes final verification and marks eCRM case "Supervisor Review " if required.
	4.10	Compile Retain File	Clerk compiles Retain File. Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS. <ul style="list-style-type: none"> · Documentation supporting termination of command assignment

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SUPERVISOR START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	2	Receive, review and dispatch documentation and verify Service Member's eligibility for CONUS COLA	Receive, review and dispatch documentation and verify Service Member's eligibility for CONUS COLA.
	2.1	Receive eCRM case from customer command	<p>Supervisor receives eCRM case from customer command.</p> <p>eCRM case to support initiation of CONUS COLA may be part of overall Receipts package Permanent Change of Station (PCS) orders. In such case, CONUS COLA would be started following the posting of the Activity Gain since the entitlement will not start upon posting of the SG-03 Report PCS Arrival transaction.</p> <p>Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:</p> <p>https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</p>
	2.2	Review eCRM case	<p>Supervisor reviews eCRM case.</p> <p>CONUS COLA entitlement may be processed in conjunction with the Receipts process.</p> <p>The eCRM case may consist of the following, as required to support processing of the transaction:</p> <ul style="list-style-type: none"> · Locally generated memo or Special/Request Authorization Form (NAVPERS 1336/3) signed by appropriate authority certifying eligibility for BAH entitlement · Dependency Application (NAVPERS 1070/602) update request (e.g., acquired dependents) or updated RED/DA · Statement of Understanding for BAH Entitlement (NAVPERS 1070/613) - Signed agreement from Service Member acknowledging eligibility of BAH, location address, and dependents · Original PCS orders endorsed with all intermediate and gaining commands, if applicable · Other supporting documentation, as required <p>Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the "certifying officer" must be submitted with the eCRM case.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	2.3	Is eCRM case documentation complete and sufficient?	Is eCRM case documentation complete and sufficient? If No, go to 2.4. If Yes, go to 2.5.
	2.4	Coordinate with CPPA to complete/correct eCRM case	Supervisor coordinates with CPPA to complete and/or correct eCRM case. Go to 2.3.
	2.5	Dispatch eCRM case to clerk	eCRM administrator/supervisor dispatches eCRM case to clerk. If entitlement is based upon PCS orders (PDS location), Receipts clerk may forward endorsed orders to Pay clerk for processing of entitlement following Activity Gain. Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.
	2.9	Complete final verification and close eCRM case	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed" with appropriate comments. Go to Stop.

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	3	Process Service Member's CONUS COLA entitlement	<p>Process Service Member's CONUS COLA entitlement.</p> <p>When a Service Member reports and is entitled to CONUS COLA, in addition to the SG-03 Report PCS Arrival transaction, a 5101-Start CONUS COLA transaction must be submitted. Entitlement becomes effective the day of reporting to a new PDS in a high cost area.</p>
	3.3	Audit and release CONUS COLA in NSIPS	Supervisor audits and releases CONUS COLA in NSIPS.
	3.5	Determine reason for posting delay	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error <ul style="list-style-type: none"> · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable <p>Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).</p> <p>Go to 3.4.</p>
	3.8	Complete final verification and close eCRM case	<p>Supervisor completes final verification and closes eCRM case.</p> <p>Supervisor marks eCRM case as "Completed".</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	4	Verify Service Member's continued eligibility for CONUS COLA	Verify Service Member's continued eligibility for CONUS COLA.
	4.6	Audit and release CONUS COLA in NSIPS	Supervisor audits and releases CONUS COLA in NSIPS.
	4.8	Determine reason for posting delay	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error <ul style="list-style-type: none"> · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact DFAS, as applicable <p>Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).</p> <p>Go to 4.7.</p>
	4.11	Complete final verification and close eCRM case	<p>Supervisor completes final verification and closes eCRM case, if required.</p> <p>Supervisor marks eCRM case as "Completed".</p>

STOP

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1	Prepare and submit forms and/or compile documentation, as required	<p>Prepare and submit forms and/or compile documentation, as required.</p> <p>CONUS COLA entitlement may be processed in conjunction with the Receipts process.</p> <p>https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/DispForm.aspx?ID=77&e=9ISMRN</p> <p>Note: For new accession personnel who are TDY at a location that is rated for COLA, refer to DoD FMR Vol 7A, Chapter 67 for entitlement requirements.</p> <p>The CONUS COLA is a supplemental allowance designed to help offset higher prices in high-cost-of-living locations in CONUS that exceed the costs in an average CONUS location. The supporting documentation provided to request BAH is also used to process the CONUS COLA payment.</p> <p>The Service Member receives a CONUS COLA in addition to any other allowance to which the Service Member is entitled.</p>
	1.3	Review documentation	CPPA reviews documentation.
	1.4	Is documentation complete?	<p>Is documentation complete?</p> <p>Note: If Special Request/Authorization is required based upon pay grade/local policy, ensure form has approval signature of Commanding Officer or designated representative, otherwise return to Service Member for routing through the Chain of Command.</p> <p>If Yes, go to 1.7. If No, go to 1.5.</p>
	1.5	Request Service Member provide additional supporting documentation	CPPA requests Service Member provide additional supporting documentation.
	1.7	Assemble and compile documentation	CPPA assembles and compiles documentation for submission to TSC.

CPPA CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1.8	Submit documentation to TSC via eCRM	<p>CPPA submits documentation to TSC via eCRM.</p> <p>CONUS COLA entitlement may be processed in conjunction with the Receipts process.</p> <p>Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as “completed” without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:</p> <p>https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</p> <p>In an initiative to reduce the use of SSN, all DoD personnel shall reduce or eliminate the use of SSN wherever possible. This includes the use of the SSN in any form, including, but not limited to, truncated, masked, partially masked, encrypted, or disguised SSN.</p> <p>Effective 01 Dec 2021 , all personnel and pay documents that trigger pay entitlements must comply with the new file naming convention. The new file naming structure is:</p> <ul style="list-style-type: none"> · Last Name, then space · First Name, then space · Name of Entitlement · Example: DOE JON CONUS COLA <p>The eCRM case may consist of the following, as applicable:</p> <ul style="list-style-type: none"> · Special Request/Authorization Form (NAVPERS 1336/3) · Dependency Application (NAVPERS 1070/602), with pen and ink changes if appropriate · Statement of Understanding for BAH Entitlement (NAVPERS 1070/613) · Original PCS orders endorsed with all intermediate and gaining commands, if applicable · Other supporting documentation, as required <p>Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the “certifying officer” must be submitted with the eCRM case.</p>

STOP