

# Career Sea Pay Premium SOP



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APPROVED FOR PUBLIC RELEASE: DISTRIBUTION UNLIMITED

**Process Name: Career Sea Pay Premium SOP**

**Document ID: TBD**

**Document Owner:**

MNCC HRSC , Navy Personnel Command

**Approval:**

Navy Pay and Personnel Support Center (NPPSC)

**Revision Date:**

6/9/2023

**PURPOSE:**

The purpose of this standard operating procedure (SOP) is to provide a common process for Transaction Service Centers (TSCs) to follow to process Career Sea Pay Premium entitlements.

**Roles and Responsibilities:**

- TSC/Personnel Office Clerk: The role of 'CLERK' as used in this SOP refers to a civilian Clerk, a contractor, or a Personnel Specialist authorized to \*create\* NSIPS transactions.
- TSC/Personnel Office Supervisor: The role of 'SUPERVISOR' as used in this SOP refers to a civilian Supervisor, designated servicemember, or a Personnel Specialist 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, 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)
- Command Pay and Personnel Administrator (CPPA): Serves as the primary customer service link between command members and the supporting TSC. 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 authorization.
- Service Member: A person serving in the Armed Forces who may be eligible for the entitlements listed in the SOP.
- 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 Accounts (MMPAs)."

## Best Practices:

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- NAVADMIN 143/18 canceled NAVADMIN 415/02, Annual Review of Career Sea Pay Entitlement for Ship-Based Staffs and Units, in its entirety and announced changes to Career Sea Pay (CSP) policy as established in OPNAVINST 7220.14, Career Sea Pay and Career Sea Pay Premium. The policy outlined in this NAVADMIN will be incorporated into the next update of OPNAVINST 7220.14, Career Sea Pay and Career Sea Pay Premium. Note, Category B staff designations, listed under paragraph 10 of OPNAVINST 7220.14, Career Sea Pay and Career Sea Pay Premium, are abolished. Only those vessels categorized as a Patrol Ship (PC), combatant ship, or auxiliary ship in SECNAVINST 5030.8C, General Guidance for the Classification of Naval Vessels and Battle Force Ship Counting Procedures, will be eligible for designation as Category A or Category B vessels for the purposes of CSP entitlement.
- Based on a recent policy review, NAVADMIN 319/18 revises NAVADMIN 143/18, Annual Review of Career Sea Pay Entitlement for Ship-Based Staffs and Units and announces changes to the Career Sea Pay (CSP) policy as established in OPNAVINST 7220.14, Career Sea Pay and Career Sea Pay Premium. The following revisions have been made and changes will be incorporated into the next update of OPNAVINST 7220.14:
  - o Yard Patrol Craft are designated to the special boats and expeditionary units subcategory.
  - o The qualifying nautical miles (nm) from homeport for the CSP daily rate for all non-Category A vessels has been reduced from 50 to 25 nm.
  - o Landing Craft Utility (LCU) are required to be underway, making way for at least 4 hours vice 6 hours to qualify for the CSP daily rate.
- 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.
- Update and verify monthly Career Sea Pay (CSP) counter report. The monthly CSP counter report is used by the clerk to verify eligibility for the Career Sea Pay Premium entitlement. Clerk should follow-up with CPPA to resolve any discrepancies.
- 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/>

| #  | System  | Description  |
|----|---|--|
| 1. | DJMS MMPA   | <ul style="list-style-type: none"> <li>· 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.</li> <li>· MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing.</li> <li>· Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at <a href="https://miap.csd.disa.mil/portal.html">https://miap.csd.disa.mil/portal.html</a> using CAC and CAC-enabled computer.</li> </ul>  |
| 2. | NSIPS/ESR   | <ul style="list-style-type: none"> <li>· Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve.</li> <li>· The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information.</li> <li>· Login to NSIPS and ESR at <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a> using CAC and CAC-enabled computer.</li> <li>· When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul>   |
| 3. | DMR   | <ul style="list-style-type: none"> <li>· DFAS MilPay Repository (DMR) 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.</li> </ul> |
| 4. | DWOWS   | <ul style="list-style-type: none"> <li>· 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.</li> </ul>  |
| 5. | <u>Enterprise Customer Relations Management System (eCRM)</u> | <ul style="list-style-type: none"> <li>· The eCRM console enables designated command personnel to communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions.</li> <li>· The eCRM console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems.</li> <li>· Login to eCRM at <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a> using CAC and CAC-enabled computer.</li> </ul>   |

## References:



| #  | Doc ID   | Title  |
|----|--|--|
| 1. | DoD FMR Vol. 7A Chapter 18                     | DoD Financial Management Regulation 7000.14-R Volume 7A: Military Pay Policy and Procedures - Active Duty and Reserve Pay Chapter 18: Special Pay – Career Sea Pay |
|    | <a href="#">DOD FMR LINK</a>                   |  |
| 2. | OPNAVINST 7220.14 (Series)                     | Career Sea Pay and Career Sea Pay Premium  |
|    | <a href="#">OPNAVINST LINK</a>                 |  |
| 3. | SECNAVINST 5030.8 (Series)                     | General Guidance for the Classification of Naval Vessels and Battle Force Ship Counting Procedures   |
|    | <a href="#">SECNAVINST LINK</a>                |  |
| 4. | Department of the Navy Memo dated 30 June 2020 | Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits   |
|    | <a href="#">DON MEMOS LINK</a>                 |  |
| 5. | 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   |
|    | <a href="#">NPPSCINST LINK</a>                 |  |
| 6. | MILPERSMAN 7220-112                            | Pay and Allowance Continuation (PAC) Program   |
|    | <a href="#">MILPERSMAN LINK</a>                |  |
| 7. | NAVADMIN 66/16                                 | Navy Audit Document Retention Guidance   |
|    | NAVADMIN 319/18                                | Policy Regarding Career Sea Pay Entitlement  |
|    | <a href="#">NAVADMIN LINK</a>                  |  |
| 8. | MPA 12/13                                      | Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases  |
|    | MPA 14/14                                      | Increase to Dept of Navy Career Sea Pay (CSP) Table  |
|    | 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   |
| 9. | PPIB 15-17                                     | Issue 151701: Revised Document Retention Requirements to Support the Department of the Navy Financial Statement Audits   |
|    | <a href="#">PPIBS-MPAS LINK</a>                |  |

## Online Resources:

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| #  | Website Sponsor | Title and Link  |
|----|-----------------|---|
| 1. | MyNavy HR       | CPPA Resources  |
|    |                 | <a href="https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/">https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/</a> |
| 2. | MyNavy HR       | NSIPS   |
|    |                 | <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a>   |

## 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   |
|    |   | <a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a> |
| 2. | DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 7 | Career Sea Pay and Career Sea Pay Premium   |
|    |   | <a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a> |
| 3. | DJMS Navy Procedures Training Guide (PTG): Part 9 Chapter 10                      | Submitting Documentation via DWOWS  |
|    |   | <a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a> |

## Help Desks:

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

## Forms:

| # | Form # | Title                            |
|---|--------|----------------------------------|
|   |        | No Forms Identified for this SOP |
|   |        | url                              |

| ROLE  | STEP # | FLOW TEXT  | ADDITIONAL TEXT  |
|-------|--------|--|--|
| CLERK | 1      | Verify Service Member's eligibility for Career Sea Pay Premium | Verify Service Member's eligibility for Career Sea Pay Premium (CSPP). This procedure assumes assignment to a Class A ship as defined by <a href="#">NAVADMIN 319/18</a> and <a href="#">OPNAVINST 7220.14 (series)</a> .  |
|       | 1.1    | Create Counter Report to verify CSPP eligibility               | Clerk creates Career Sea Pay (CSP) Counter Report to verify Career Sea Pay Premium (CSPP) eligibility.<br><br>Effective October 1, 2001, all enlisted personnel, all warrant officers, and all officers in pay grades O-1 to O-6 may be entitled to Career Sea Pay Premium (CSPP). The conditions of entitlement to CSPP require the Service Member to first be entitled to Career Sea Pay (CSP). An eligible Service Member who completes 36 consecutive months of sea duty may be entitled to CSPP, beginning on the first date of the 37th consecutive month, and each sequential consecutive month of sea duty served. |
|       | 1.1.1  | Obtain ship's roster from NSIPS                                | Clerk obtains ship's roster from NSIPS.<br><br>Login to NSIPS: Report Manager > Standard Reports > Personnel Reports > Use > Alpha Locator. Enter Command UIC.   |
|       | 1.1.2  | Format NSIPS Command roster to an Excel file                   | Clerk formats NSIPS Command roster to a Microsoft Excel file.<br><br>Clerk first formats NSIPS Command roster to a CSV file, then Clerk formats NSIPS Command roster to a Microsoft Excel file, using the CSV formatted file.  |
|       | 1.1.3  | Identify date Service Member reported onboard                  | Clerk identifies date Service Member reported onboard (CSP counter date) for all command personnel.<br><br>Note: For back-to-back sea tours, CSP counter date will not be date reported onboard current duty station, but rather the "constructive" CSP counter date that includes the sea duty counter time for both duty stations, less temporary duty, travel, proceed and leave between two qualifying sea tours.  |
|       | 1.1.4  | Identify Service Member's three-year anniversary date          | Clerk identifies Service Member's three-year anniversary date.<br><br>An eligible Service Member who completes 36 consecutive months of sea duty may be entitled to CSPP, beginning on the first date of the 37th consecutive month, and each sequential consecutive month of sea duty served. See above note for Service Members executing back-to-back sea tours.  |
|       | 1.2    | Update and verify monthly CSP counter report                   | Clerk updates and verifies monthly CSP counter report.<br><br>Service Members detached from the command since the last monthly update should be removed from the report. Service Members reported on board since last monthly update should be verified "added to the report".<br><br>Note 1: The CSPP entitlement will stop upon detaching from sea duty based upon the posting of the SH-03 Report PCS Departure transaction.<br><br>Note 2: The Career Sea Pay Premium entitlement will also stop upon posting of a Career Sea Pay (2702) Stop transaction.   |



| ROLE  | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|-------|--------|--|---|
| CLERK | 1.3    | Is Service Member eligible for CSPP?                         | <p>Is Service Member eligible for CSPP?<br/>           A Service Member who completes 36 consecutive months of sea duty may be entitled to Career Sea Pay Premium beginning on the first day of the 37th consecutive month. This applies to E1 through E4, E5 through E9 with less than 8 years of cumulative sea time, and all officers through O-6.</p> <p>If No, <a href="#">go to 1.2.</a><br/>           If Yes, <a href="#">go to 1.4.</a></p>  |
|       | 1.4    | Is clerk verifying initial or continued eligibility to CSPP? | <p>Is clerk verifying initial or continued eligibility to CSPP?<br/>           If Initial, go to 1.5.<br/>           If Continued, <a href="#">go to 1.7.</a></p>   |
|       | 1.5    | Verify Service Member's initial eligibility for CSPP         | <p>Clerk verifies Service Member's initial eligibility for Career Sea Pay Premium (CSPP).</p> <p>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 SOP process steps are built-in management design control activities to ensure that all transactions are properly completed and accurately recorded. The TSC clerk will maintain an independent CSP Counter Report that will be updated monthly to serve as a tool to identify Service Member eligibility for CSPP.</p> <p>Refer to <a href="#">DoD FMR Vol. 7A Chapter 18, NAVADMIN 319/18 and OPNAVINST 7220.14 (series).</a></p> <p>An eligible Service Member who completes 36 consecutive months of sea duty may be entitled to Career Sea Pay Premium beginning on the first day of the 37th consecutive month. This applies to E1 through E4, E5 through E9 with less than 8 years of cumulative sea time, and all officers through O-6.</p> |
|       | 1.5.1  | Review and verify Service Member's personnel account         | <p>Clerk reviews and verifies Service Member's personnel account.</p> <p>Login to MMPA LOPG/L00G:</p> <ol style="list-style-type: none"> <li>1. Enter Service Member's SSN</li> <li>2. Re-verify date reported onboard               <ul style="list-style-type: none"> <li>· Page 3 for enlisted</li> <li>· Page 01 for officers</li> </ul> </li> </ol>  |
|       | 1.5.2  | Review and verify Service Member's pay account               | <p>Clerk reviews and verifies Service Member's pay account.</p> <p>Login to MMPA JJAA:</p> <ol style="list-style-type: none"> <li>1. Enter Service Member's SSN</li> <li>2. Verify T2 Line (Sea Duty Counter). Note: Service Member (E-5- E-9) should not exceed 8 years cumulative sea time when being considered for CSPP (FID 37). At 8 years of sea duty, the premium is already incorporated into the E-5 through E-9 CSP rate tables, regardless of consecutive months of sea duty</li> <li>3. Verify Service Member is currently not receiving pay entitlement (FID 37)</li> <li>4. Verify FID 27 Career Sea Pay history (check Service Member's FID 27 history for gaps in sea service greater than 30 days)</li> </ol>   |
|       | 1.6    | Is Service Member authorized CSPP?                           | <p>Is Service Member authorized CSPP?<br/>           If No, <a href="#">go to 1.2.</a><br/>           If Yes, <a href="#">go to 2.</a></p>  |

CLERK CONTINUED

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| ROLE  | STEP # | FLOW TEXT   | ADDITIONAL TEXT  |
|-------|--------|---|--|
| CLERK | 1.7    | Verify Service Member's continued eligibility for CSPP                        | Verify Service Member's continued eligibility for Career Sea Pay Premium.  |
|       | 1.8    | Has Service Member's status changed, impacting CSPP entitlement?              | Has Service Member's status changed, potentially impacting Career Sea Pay Premium?<br><br>Refer to <a href="#">OPNAVINST 7220.14</a> Series for circumstances that idle or reset to zero the consecutive Sea Duty time counter, as required.<br><br>If Yes, go to 1.9.<br>If No, <a href="#">go to 1.2.</a>  |
|       | 1.9    | Is Service Member still authorized CSPP?                                      | Is Service Member still authorized Career Sea Pay Premium (CSPP)?<br><br>If No, <a href="#">go to 1.2.</a><br>If Yes, go to 2.<br><br>Note: Clerk informs Command Pay and Personnel Administrator (CPPA) of any changes to Service Member's pay account.   |
|       | 2      | Process Service Member's Career Sea Pay Premium entitlement                   | Process Service Member's Career Sea Pay Premium entitlement.<br><br>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.   |
|       | 2.1    | Create CSPP transaction in NSIPS  | Clerk creates Career Sea Pay Premium Start transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 7:<br><a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a><br><br>Login to NSIPS: Entitlement > Miscellaneous Pay > Use > Miscellaneous Pay Create. Enter Service Member's SSN. <ul style="list-style-type: none"> <li>· Select Miscellaneous Pay Type (CSPP)</li> <li>· Select Start or Stop as appropriate</li> <li>· Enter Effective Date (for a Start coincides with the first day of the 37<sup>th</sup> month immediately following the 3rd year anniversary date of continuous sea duty)</li> <li>· Save</li> </ul> Note: Effective date (constructive date) may be adjusted to reflect periods of temporary duty, travel, permanent change of station, leave, etc. in excess of 30 days. Refer to PTG as required. |
|       | 2.2    | 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.   |

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**CLERK CONTINUED**

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| ROLE         | STEP # | FLOW TEXT  | ADDITIONAL TEXT   |
|--------------|--------|--|---|
| <b>CLERK</b> | 2.4    | Did CSPP post?   | Did Career Sea Pay Premium post? <ul style="list-style-type: none"> <li>· Enter Service Member's SSN</li> <li>· Verify FID 37 posted correctly</li> </ul> If No, go to 2.5.<br>If Yes, go to 2.6.   |
|              | 2.5    | Determine reason for posting delay                               | Clerk and supervisor determine the reason for posting delay. <ol style="list-style-type: none"> <li>1. Check message status inquiry/rejects list in NSIPS for error code</li> <li>2. Research reason for error                             <ul style="list-style-type: none"> <li>· If user error, correct and resubmit</li> <li>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable</li> </ul> </li> </ol> Note 1: Refer to <a href="#">DJMS PTG Part 9, Chapter 10</a> , Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.<br><br>Note 2: Refer to <a href="#">MPA 05/23</a> , Update to 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).<br><br>Go to 2.4. |
|              | 2.6    | Complete final verification and mark eCRM case "For Review"      | Clerk completes final verification and marks eCRM case "For Review" by supervisor, if required.   |
|              | 2.7    | Compile Retain File  | Clerk compiles Retain File.<br><br>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    | Is Service Member's entitlement still open?                      | Is Service Member's entitlement still open?<br><br>If Yes, <a href="#">go to 1.2.</a><br>If No, go to 2.10.   |
|              | 2.10   | Verify Service Member is removed from monthly CSP counter report | Clerk verifies Service Member is removed from monthly CSP counter report.   |

**STOP**

**SUPERVISOR START**

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| ROLE              | STEP # | FLOW TEXT   | ADDITIONAL TEXT   |
|-------------------|--------|---|---|
| <b>SUPERVISOR</b> | 2      | Process Service Member's Career Sea Pay Premium entitlement | <p>Process Service Member's Career Sea Pay Premium entitlement.</p> <p>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.</p>   |
|                   | 2.3    | Audit and release CSPP in NSIPS                             | Supervisor audits and releases Career Sea Pay Premium in NSIPS.   |
|                   | 2.5    | Determine reason for posting delay                          | <p>Clerk and supervisor determine the reason for posting delay.</p> <ol style="list-style-type: none"> <li>1. Check message status inquiry/rejects list in NSIPS for error code</li> <li>2. Research reason for error                             <ul style="list-style-type: none"> <li>· If user error, correct and resubmit</li> <li>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable</li> </ul> </li> </ol> <p>Note 1: Refer to <a href="#">DJMS PTG Part 9, Chapter 10</a>, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>Note 2: Refer to <a href="#">MPA 05/23</a>, Update to 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><a href="#">Go to 2.4.</a></p> |
|                   | 2.8    | 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", if required.</p>  |

**STOP**