

Command Responsibility Pay SOP



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Process Name: Command Responsibility Pay SOP

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MNCC HRSC, Navy Personnel Command

Approval:

Navy Pay and Personnel Support Center (NPPSC)

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PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Service

Roles / 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.
- PSD/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 TSCs, Aircraft Carrier's or other non-TSC supported unit's 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 Personnel Specialist, 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)."
- 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 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 Dept/Div Admin representatives (e.g., large afloat commands) 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. Until such time as the new CPPA NEC code (791F) is fully implemented, individual TSCs and RSCs may assign TSC Clerk duties and responsibilities, as identified in this SOP and consistent with expanded NSIPS capabilities, to supported command CPPAs in order to facilitate the timely and accurate processing of Service Member pay and personnel transactions. 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 entitled to pay and allowances listed in this SOP.

- 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.
- Update and verify monthly Command Responsibility Pay tracking report. The Command Responsibility Pay tracking report is used to verify the Service Member receiving the Command Responsibility Pay is still assigned to the Command/Unit Identification Code (UIC) that is serviced by the TSC . 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"> · 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. · Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.
2.	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.
3.	DMR/DMO	<ul style="list-style-type: none"> · DFAS MilPay Repository (DMR)/Defense MilPay Office (DMO) 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.
4.	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/
5.	Enterprise Customer Relations Management System (eCRM)	<ul style="list-style-type: none"> · 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. · The eCRM 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.	MyNavy HR	CPPA Resources https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/
2.	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 1 Special and Basic Pay Chapter 13	Responsibility Pay 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:

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#	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.		No Forms Identified for this SOP

References:



#	Doc ID	Title
1.	DoD FMR Vol. 7A Chapter 3	DoD Financial Management Regulation 7000.14-R Volume 7A: Military Pay Policy and Procedures - Active Duty and Reserve Pay Chapter 3: Special Pay – Officers only
	DOD FMR LINK	
2.	OPNAVNOTE 5450	Sequential and Major Command Plan (Current Version)
	OPNAVNOTE LINK	
3.	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
	DON MEMO LINK	
4.	MILPERSMAN 1210-170	Command at Sea Insignia: Qualifications
	MILPERSMAN 7220-100	Command Responsibility Pay
	MILPERSMAN LINK	
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
	NPPSCINST LINK	
6.	NAVADMIN 66/16	Navy Audit Document Retention Guidance
	NAVADMIN LINK	
7.	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
	PPIBS-MPAS LINK	

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p>Service Member</p>	<p>1</p>	<p>Prepare and submit forms and/or compile documentation, as required</p>	<p>Prepare and submit forms and/or compile documentation, as required.</p> <p>Refer to DoD FMR Vol. 7A Chapter 3.</p> <p>Subject to other entitlement conditions and restrictions, officers are entitled to Command Responsibility Pay (CRP) while serving as a commanding officer or commander of a unit listed in directives issued under the authority of the Secretary concerned. Command Responsibility Pay will continue to accrue while on temporary duty, leave, or similar temporary absences from duty where there is no permanent relief. Command Responsibility Pay accrues from the date the assignment begins through the date the assignment ends.</p> <p>Responsibility pay is not authorized for:</p> <ul style="list-style-type: none"> · Officers temporarily succeeding to command without Chief of Naval Personnel (CHNAVPERS) orders directing relief, during temporary absence of the Commanding Officer (CO). · Officers assigned in designated "Officer in Charge" billets unless specifically designated in Navy directives. · Inactive Duty Commanders or COs except during periods of special Active Duty for Training (ADT) and annual ADT. <p>Note: Command Responsibility Pay is not authorized for more than one officer per designated billet, except for the date of assumption of and relief from command.</p>
	<p>1.1</p>	<p>Obtain/complete forms and/or compile documentation</p>	<p>Service Member obtains/completes forms and/or compiles documentation with support of CPPA, as required.</p> <p>Note: 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>Forms/documentation may include:</p> <ul style="list-style-type: none"> · Permanent Change of Station (PCS) orders assigning Service Member to command of a sea going, deploying unit as defined by Navy directives · Relieved for Cause documentation or other documentation reflecting an unscheduled change in status (either removal from or assumption of command) · Change of Command memo · Other supporting documentation, as required

SERVICE MEMBER CONTINUED



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	1.2	Submit forms and documentation to CPPA	Service Member submits forms and/or documentation 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 Command Responsibility Pay entitlement(s)	Process Service Member's Command Responsibility Pay entitlement(s), as required. Clerk must prepare a 0701-Start Command at Sea Responsibility Pay transaction coinciding with the date the officer assumes duties of the assigned billet. Clerk must prepare a 0702-Stop Command at Sea Responsibility Pay transaction coinciding with the date the officer is relieved of duties of the assigned billet. However, the entitlement should stop upon posting of the SH-03 Report PCS Departure transaction.
	3.9	Verify proper processing of Command Responsibility Pay entitlement	Service Member verifies proper processing of Command Responsibility Pay entitlement. If Leave and Earnings Statement (LES) is not correct by the next LES release following submission of CRP documentation, contact CPPA to follow-up with servicing TSC .

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 CRP	Receive, review and dispatch documentation and verify Service Member's eligibility for Command Responsibility Pay (CRP).
	2.6	Is eCRM case an initial certification of Command Responsibility Pay?	Is eCRM case an initial certification (start or report) of Command Responsibility Pay? If Yes, go to 2.7. If No, go to 3.
	2.7	Verify eligibility criteria for Command Responsibility Pay	Clerk verifies eligibility criteria for Command Responsibility Pay, if required. Refer to MPM 7220-100, 1210-170 and current OPNAVNOTE 5450 for qualifying units, as required. Note: Only Officers in pay grades O-4 through O-6 are eligible for Command Responsibility Pay. Command Responsibility Pay is not authorized for: <ul style="list-style-type: none"> · Officers temporarily succeeding to command without Chief of Naval Personnel (CHNAVPERS) orders directing relief, during temporary absence of the Commanding Officer (CO). · Officers assigned in designated "Officer in Charge" billets unless specifically designated in Navy directives. · Inactive Duty Commanders or COs except during periods of special Active Duty for Training (ADT) and annual ADT. Note: Command Responsibility Pay is not authorized for more than one officer per designated billet, except for the date of assumption of and relief from command.
	2.8	Review and verify Service Member's pay and personnel accounts	Clerk reviews and verifies Service Member's pay and personnel accounts. Login to MMPA JJAA and L00G: <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify FID 07 (Command Responsibility Pay) status and other pay entitlement status for both current and future Command Officers · Verify Officer's primary duty assignment in L00G

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CLERK CONTINUED



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.9	Is Service Member eligible for Command Responsibility Pay?	Is Service Member eligible for Command Responsibility Pay? If No, go to 2.10. If Yes, go to 3.
	2.10	Inform CPPA	Clerk informs CPPA that Service Member is not eligible for entitlement.
	2.11	Complete final verification and mark eCRM case "Supervisor Review "	Clerk completes final verification and marks eCRM case "Supervisor Review ".
	3	Process Service Member's Command Responsibility Pay entitlement(s)	Process Service Member's Command Responsibility Pay entitlement(s), as required. Clerk must prepare a 0701-Start Command at Sea Responsibility Pay transaction coinciding with the date the officer assumes duties of the assigned billet. Clerk must prepare a 0702-Stop Command at Sea Responsibility Pay transaction coinciding with the date the officer is relieved of duties of the assigned billet. However, the entitlement should stop upon posting of the SH-03 Report PCS Departure transaction.
	3.1	Create Command Responsibility Pay transaction(s) in NSIPS	Clerk creates Command Responsibility Pay transaction(s) in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 13: Responsibility Pay: https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide Log onto NSIPS: Entitlement > Miscellaneous Pay > Use > Miscellaneous Pay Create. Enter Service Member's SSN. <ul style="list-style-type: none"> · Select Miscellaneous Pay Type (CMD) · Select Start or Stop, as appropriate · Enter effective date (coincides with change of command date) · Save <p>Note 1: Clerk will ordinarily create two transactions, one for relieving Commanding Officer and one for the relieved Commanding Officer, as required.</p> <p>Note 2: Command Responsibility Pay is not authorized for more than one officer per designated billet, except for the date of assumption of and relief from command.</p>

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CLERK CONTINUED



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	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 Command Responsibility Pay post?	Did Command Responsibility Pay post? Check MMPA JJAA 24-48 hours after release: · Enter Service Member's SSN · Verify FID 07 posted correctly for both relieving and relieved Command Officers, as required If No, go to 3.5. If Yes, go to 3.6.
	3.5	Determine reason for posting delay	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error · Utilize JOZA for further details on error code. · 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. 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 3.4.
	3.6	Complete final verification and mark eCRM case "Supervisor Review "	Clerk completes final verification and marks eCRM case "Supervisor Review".

CLERK CONTINUED

← **BACK**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	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 · Change of Command memo
	3.10	Is Service Member's entitlement still open?	<p>Is Service Member's entitlement still open?</p> <p>If Yes, go to 4.</p> <p>If No, go to 3.11.</p>
	3.11	Verify Service Member is removed from monthly tracking report	<p>Clerk verifies Service Member is removed from monthly tracking report.</p> <p>Go to Stop.</p>
	4	Update and verify Command Responsibility Pay tracking report	<p>Update and verify Command Responsibility Pay tracking report.</p>
	4.1	Update Command Responsibility Pay tracking report	<p>Clerk updates Command Responsibility Pay tracking report.</p>
	4.2	Verify Command Responsibility Pay tracking report monthly	<p>Clerk verifies Command Responsibility Pay tracking report monthly.</p> <p>Command Responsibility Pay will continue to accrue while on temporary duty, leave, or similar temporary absences from duty where there is no permanent relief. Command Responsibility Pay accrues from the date the assignment begins through the date the assignment ends.</p> <p>The entitlement does not stop upon the posting of the SH-03 Report PCS Departure transaction. The clerk must prepare a 0702-Stop Command at Sea Responsibility Pay transaction coinciding with the date the officer is relieved of duties of the assigned billet.</p>
	4.3	Resolve discrepancies/inconsistencies with the CPPA	<p>Clerk resolves discrepancies/inconsistencies with the CPPA.</p>
	4.4	Has Service Member's Command Responsibility Pay entitlement status changed, requiring an NSIPS transaction?	<p>Has Service Member's Command Responsibility Pay entitlement status changed, requiring an NSIPS transaction?</p> <p>If Yes, go to 3.1.</p> <p>If No, go to 4.1.</p>

STOP

SUPERVISOR START

← **BACK**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	2	Receive, review, and dispatch documentation and verify Service Member's eligibility for CRP	Receive, review and dispatch documentation and verify Service Member's eligibility for Command Responsibility Pay (CRP).
	2.1	Receive eCRM case from customer command	<p>Supervisor receives eCRM case from customer command.</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>eCRM case to support initiation of Command Responsibility Pay may be part of overall Receipts package Permanent Change of Station (PCS orders). In such case, Command Responsibility Pay 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>Likewise, entitlement should be stopped in conjunction with SH-03 Report PCS Departure transaction although the entitlement is stopped upon posting of the SH-03 Report PCS Departure transaction.</p>
	2.2	Review eCRM case	<p>Supervisor reviews eCRM case.</p> <p>The eCRM case should consist of:</p> <ul style="list-style-type: none"> · PCS orders assigning Service Member to command of a sea going, deploying unit as defined by Navy directives · Change of Command memo · Relieved for Cause documentation or other documentation reflecting an unscheduled change in status (either removal from or assumption of command) · Other supporting documentation, as required
	2.3	Is eCRM documentation complete and sufficient?	<p>Is eCRM documentation complete and sufficient?</p> <p>If No, go to 2.4. If Yes, go to 2.5.</p>
	2.4	Coordinate with CPPA to complete/correct eCRM case	<p>Supervisor coordinates with CPPA to complete and/or correct eCRM case.</p> <p>Go to 2.3.</p>

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SUPERVISOR CONTINUE



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	2.5	Dispatch eCRM case to clerk	<p>Supervisor dispatches eCRM case to clerk.</p> <p>If entitlement is based upon PCS orders, Receipts/Transfers clerk may forward endorsed orders to appropriate TSCbranch/section for processing of entitlement following/in conjunction with Activity Gain/Activity Loss.</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>
	2.12	Complete final verification and close eCRM case	<p>Supervisor completes final verification and closes eCRM case.</p> <p>Supervisor marks eCRM case as "Completed" with appropriate comments.</p> <p>Go to Stop.</p>
	3	Process Service Member's Command Responsibility Pay entitlement(s)	<p>Process Service Member's Command Responsibility Pay entitlement(s), as required.</p> <p>Clerk must prepare a 0701-Start Command at Sea Responsibility Pay transaction coinciding with the date the officer assumes duties of the assigned billet.</p> <p>Clerk must prepare a 0702-Stop Command at Sea Responsibility Pay transaction coinciding with the date the officer is relieved of duties of the assigned billet. However, the entitlement should stop upon posting of the SH-03 Report PCS Departure transaction.</p>
	3.3	Audit and release Command Responsibility Pay in NSIPS	<p>Supervisor audits and releases Command Responsibility Pay in NSIPS.</p>
	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"> · Utilize JOZA for further details on error code. · 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>

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>Refer to DoD FMR Vol. 7A Chapter 3.</p> <p>Subject to other entitlement conditions and restrictions, officers are entitled to Command Responsibility Pay (CRP) while serving as a commanding officer or commander of a unit listed in directives issued under the authority of the Secretary concerned. Command Responsibility Pay will continue to accrue while on temporary duty, leave, or similar temporary absences from duty where there is no permanent relief. Command Responsibility Pay accrues from the date the assignment begins through the date the assignment ends.</p> <p>Responsibility pay is not authorized for:</p> <ul style="list-style-type: none"> · Officers temporarily succeeding to command without Chief of Naval Personnel (CHNAVPERS) orders directing relief, during temporary absence of the Commanding Officer (CO). · Officers assigned in designated "Officer in Charge" billets unless specifically designated in Navy directives. · Inactive Duty Commanders or COs except during periods of special Active Duty for Training (ADT) and annual ADT. <p>Note: Command Responsibility Pay is not authorized for more than one officer per designated billet, except for the date of assumption of and relief from command.</p>
	1.1	Obtain/complete forms and/or compile documentation	<p>Service Member obtains/completes forms and/or compiles documentation with support of CPPA, as required.</p> <p>Note: 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>Forms/documentation may include:</p> <ul style="list-style-type: none"> · Permanent Change of Station (PCS) orders assigning Service Member to command of a sea going, deploying unit as defined by Navy directives · Relieved for Cause documentation or other documentation reflecting an unscheduled change in status (either removal from or assumption of command) · Change of Command memo · Other supporting documentation, as required
	1.3	Review documentation	CPPA reviews documentation.
	1.4	Is documentation complete?	<p>Is documentation complete?</p> <p>If Yes, go to 1.7.</p> <p>If No, go to 1.5.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
	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 toTSC .
CPPA	1.8	Submit documentation to TSC via eCRM	<p>CPPA submits documentation to TSC via eCRM</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 CRP <p>The eCRM case may consist of the following, as applicable:</p> <ul style="list-style-type: none"> · PCS orders assigning Service Member to command of a sea going, deploying unit as defined by Navy directives · Change of Command memo · Relieved for Cause documentation or other documentation reflecting an unscheduled change in status (either removal from or assumption of command) · 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>

COMMAND LEADERSHIP START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
COMMAND LEADERSHIP	1	Prepare and submit forms and/or compile documentation, as required	<p>Prepare and submit forms and/or compile documentation, as required.</p> <p>Refer to DoD FMR Vol. 7A Chapter 3.</p> <p>Subject to other entitlement conditions and restrictions, officers are entitled to Command Responsibility Pay (CRP) while serving as a commanding officer or commander of a unit listed in directives issued under the authority of the Secretary concerned. Command Responsibility Pay will continue to accrue while on temporary duty, leave, or similar temporary absences from duty where there is no permanent relief. Command Responsibility Pay accrues from the date the assignment begins through the date the assignment ends.</p> <p>Responsibility pay is not authorized for:</p> <ul style="list-style-type: none"> · Officers temporarily succeeding to command without Chief of Naval Personnel (CHNAVPERS) orders directing relief, during temporary absence of the Commanding Officer (CO). · Officers assigned in designated "Officer in Charge" billets unless specifically designated in Navy directives. · Inactive Duty Commanders or COs except during periods of special Active Duty for Training (ADT) and annual ADT. <p>Note: Command Responsibility Pay is not authorized for more than one officer per designated billet, except for the date of assumption of and relief from command.</p>

STOP