

Command Responsibility Pay SOP



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 Command Responsibility Pay.

For links outside of this document right click, select "Copy link location", paste into address bar of browser.

Role Link's:

[Command Leadership](#)

[Service Member](#)

[CPPA](#)

[Clerk](#)

[Supervisor](#)

Other Links:

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[Roles & Responsibilities](#)

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[Online Resources/Aids](#)

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SYSTEMS & HELP DESK POCs

<https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/System-Access/>

BUMED INSTRUCTIONS

<https://www.med.navy.mil/Directives/Instructions/>

BUPERS INSTRUCTIONS

<https://www.mynavyhr.navy.mil/References/BUPERS-Instructions/>

CPPA RESOURCES

<https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/>

DJMS

<https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide>

DOD FMR

<https://comptroller.defense.gov/FMR/>

DOD INSTRUCTIONS / DIRECTIVES / FORMS

<https://www.esd.whs.mil/Directives/issuances/dodi/>

DON Memo dtd 30 June 2020

<https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/>

DON WEBSITE

<https://www.doncio.navy.mil/>

DS-11

<https://travel.state.gov/content/travel/en/passports/how-apply/forms.html>

JAG INSTRUCTION

<https://www.jag.navy.mil/library/>

JTR

<https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/>

KSD

<https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/Resources/>

MILPERSMAN

<https://www.mynavyhr.navy.mil/References/MILPERSMAN/>

NAVADMINS

<https://www.mynavyhr.navy.mil/References/Messages/>

NAVMED FORM

<https://www.med.navy.mil/Directives/NAVMED-Forms/>

NAVMED MANUAL

<https://www.med.navy.mil/Directives/MANMED/>

NAVPERS FORMS

<https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/>

NAVSUPINST

<https://www.navsup.navy.mil/NAVSUP-Enterprise/NAVSUP-Weapon-Systems-Support/Provisions-Instructions-and-Contract/>

NPPSC FORMS

<https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/>

NPPSC INSTRUCTIONS

https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin_Folder/Forms/AllItems.aspx?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&viewid=2fbe9921%2D23f4%2D4835%2Db62a%2Db17cdfd37312

OF 1164

<https://www.gsa.gov/reference/forms/claim-for-reimbursement-for-expenditures-on-official-business>

OMPF

<https://www.bol.navy.mil/>

CPPA QUICK LINKS PAGE 3 OF 3**OPNAV INSTRUCTIONS**

<https://www.secnav.navy.mil/doni/opnav.aspx>

OPS ALERTS

https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC OPS ALERTS/Forms/AllItems.aspx

PPIBS-MPAS

<https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/PPIBS-MPAS/>

SalesForce/eCRM

<https://navynpc.my.salesforce.mil/>

SECNAV INSTRUCTIONS

<https://www.secnav.navy.mil/doni/secnav.aspx>

SECNAV MANUALS

<https://www.secnav.navy.mil/doni/manuals-secnav.aspx>

SF FORMS

<https://www.opm.gov/forms/standard-forms/>

SGLV 8286

<https://www.va.gov/life-insurance/options-eligibility/sgli/>

US NAVY REGULATIONS

<https://www.secnav.navy.mil/doni/navyregs.aspx>

NP2

<https://prodhr.np2.cloud.navy.mil/my.policy>

- **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' 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/>.

#	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 http://comptroller.defense.gov/FMR/vol7a_chapters.aspx
2	OPNAVNOTE 5450	Sequential and Major Command Plan (Current Version) https://www.secnav.navy.mil/doni/default.aspx
3	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/
4	MILPERSMAN 1210-170	Command at Sea Insignia: Qualifications https://www.mynavyhr.navy.mil/References/MILPERSMAN/
5	MILPERSMAN 7220-100	Command Responsibility Pay https://www.mynavyhr.navy.mil/References/MILPERSMAN/
6	NPPSCINST 5220.2 (Series)	Standard Management Reports https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E
7	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E
8	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E
9	NAVADMIN 66/16	Navy Audit Document Retention Guidance https://www.mynavyhr.navy.mil/References/Messages/
10		Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases

#	Doc ID	Title
	Military Pay Advisory (MPA) 12/13	https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/PPIBS-MPAS/
11	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/PPIBS-MPAS/
12	MPA 07/16	Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS) https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/PPIBS-MPAS/
13	MPA 05/23	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/PPIBS-MPAS/

#	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

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
1	Prepare and submit forms and/or compile documentation, as required	Command Leadership	<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			

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
1	Prepare and submit forms and/or compile documentation, as required	Service Member	<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	Service Member	<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</p>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<p>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
1.2	Submit forms and documentation to CPPA	Service Member	Service Member submits forms and/or documentation to CPPA.
1.6	Obtain additional supporting documentation, as requested	Service Member	<p>Service Member obtains additional supporting documentation, as requested.</p> <p>Go to 1.2.</p>
3	Process Service Member's Command Responsibility Pay entitlement(s)	Service Member	<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>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
3.9	Verify proper processing of Command Responsibility Pay entitlement	Service Member	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

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
1	Prepare and submit forms and/or compile documentation, as required	CPPA	<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	CPPA	<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</p>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<p>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	CPPA reviews documentation.
1.4	Is documentation complete?	CPPA	<p>Is documentation complete?</p> <p>If Yes, go to 1.7.</p> <p>If No, go to 1.5.</p>
1.5	Request Service Member provide additional supporting documentation	CPPA	CPPA requests Service Member provide additional supporting documentation.
1.7	Assemble and compile documentation	CPPA	CPPA assembles and compiles documentation for submission to TSC .
1.8	Submit documentation to TSC via eCRM	CPPA	<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</p>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<p>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 <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

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<ul style="list-style-type: none">• 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>

STOP

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
2	Receive, review, and dispatch documentation and verify Service Member's eligibility for CRP	Clerk	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?	Clerk	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	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.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			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	<p>Clerk reviews and verifies Service Member's pay and personnel accounts.</p> <p>Login to MMPA JJAA and LOOG:</p> <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 LOOG
2.9	Is Service Member eligible for Command Responsibility Pay?	Clerk	<p>Is Service Member eligible for Command Responsibility Pay?</p> <p>If No, go to 2.10. If Yes, go to 3.</p>
2.10	Inform CPPA	Clerk	Clerk informs CPPA that Service Member is not eligible for entitlement.
2.11	Complete final verification and mark eCRM case "Supervisor Review "	Clerk	Clerk completes final verification and marks eCRM case "Supervisor Review ".
3	Process Service Member's Command Responsibility Pay entitlement(s)	Clerk	<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</p>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			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	<p>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</p> <p>Log onto NSIPS: Entitlement > Miscellaneous Pay > Use > Miscellaneous Pay Create. Enter Service Member's SSN.</p> <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>
3.2	Select projected release date and forward to supervisor for audit and release	Clerk	Clerk selects projected release date and forwards to supervisor for audit and release.
3.4	Did Command Responsibility Pay post?	Clerk	<p>Did Command Responsibility Pay post?</p> <p>Check MMPA JJAA 24-48 hours after release:</p> <ul style="list-style-type: none"> • Enter Service Member's SSN

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<ul style="list-style-type: none"> Verify FID 07 posted correctly for both relieving and relieved Command Officers, as required <p>If No, go to 3.5. If Yes, go to 3.6.</p>
3.5	Determine reason for posting delay	Clerk	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> Check message status inquiry/rejects list in NSIPS for error code 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>
3.6	Complete final verification and mark eCRM case "Supervisor Review "	Clerk	Clerk completes final verification and marks eCRM case "Supervisor Review".

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
3.7	Compile Retain File	Clerk	<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?	Clerk	<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	Clerk	<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	Clerk	Update and verify Command Responsibility Pay tracking report.
4.1	Update Command Responsibility Pay tracking report	Clerk	Clerk updates Command Responsibility Pay tracking report.
4.2	Verify Command Responsibility	Clerk	Clerk verifies Command Responsibility Pay tracking report monthly.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
	Pay tracking report monthly		<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	Clerk	Clerk resolves discrepancies/inconsistencies with the CPPA.
4.4	Has Service Member's Command Responsibility Pay entitlement status changed, requiring an NSIPS transaction?	Clerk	<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			

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
2	Receive, review, and dispatch documentation and verify Service Member's eligibility for CRP	Supervisor	Receive, review and dispatch documentation and verify Service Member's eligibility for Command Responsibility Pay (CRP).
2.1	Receive eCRM case from customer command	Supervisor	<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>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			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.
2.2	Review eCRM case	Supervisor	<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?	Supervisor	<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	Supervisor	<p>Supervisor coordinates with CPPA to complete and/or correct eCRM case.</p> <p>Go to 2.3.</p>
2.5	Dispatch eCRM case to clerk	Supervisor	<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>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<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	Supervisor	<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)	Supervisor	<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	Supervisor	Supervisor audits and releases Command Responsibility Pay in NSIPS.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
3.5	Determine reason for posting delay	Supervisor	<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	Supervisor	<p>Supervisor completes final verification and closes eCRM case.</p> <p>Supervisor marks eCRM case as "Completed".</p>
STOP			

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
1	Prepare and submit forms and/or compile documentation, as required	Command Leadership , Service Member, CPPA	<p>Prepare and submit forms and/or compile documentation, as required.</p> <p>Refer to <u>DoD FMR Vol. 7A Chapter 3.</u></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	Service Member/CPA	<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</p>

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<p>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
1.2	Submit forms and documentation to CPPA	Service Member	Service Member submits forms and/or documentation to CPPA.
1.3	Review documentation	CPPA	CPPA reviews documentation.
1.4	Is documentation complete?	CPPA	<p>Is documentation complete?</p> <p>If Yes, go to 1.7.</p> <p>If No, go to 1.5.</p>
1.5	Request Service Member provide additional supporting documentation	CPPA	CPPA requests Service Member provide additional supporting documentation.
1.6	Obtain additional supporting	Service Member	Service Member obtains additional supporting documentation, as requested.

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
	documentation, as requested		Go to 1.2.
1.7	Assemble and compile documentation	CPPA	CPPA assembles and compiles documentation for submission toTSC .
1.8	Submit documentation to TSC via eCRM	CPPA	<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>

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<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>
2	Receive, review, and dispatch documentation and verify Service Member's eligibility for CRP	Clerk/Supervisor	Receive, review and dispatch documentation and verify Service Member's eligibility for Command Responsibility Pay (CRP).
2.1	Receive eCRM case from customer command	Supervisor	<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</p>

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<p>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	Supervisor	<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)

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<ul style="list-style-type: none"> • Other supporting documentation, as required
2.3	Is eCRM documentation complete and sufficient?	Supervisor	<p>Is eCRM documentation complete and sufficient?</p> <p>If No, go to 2.4.</p> <p>If Yes, go to 2.5.</p>
2.4	Coordinate with CPPA to complete/correct eCRM case	Supervisor	<p>Supervisor coordinates with CPPA to complete and/or correct eCRM case.</p> <p>Go to 2.3.</p>
2.5	Dispatch eCRM case to clerk	Supervisor	<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>
2.6	Is eCRM case an initial certification of Command Responsibility Pay?	Clerk	<p>Is eCRM case an initial certification (start or report) of Command Responsibility Pay?</p> <p>If Yes, go to 2.7.</p> <p>If No, go to 3.</p>

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
2.7	Verify eligibility criteria for Command Responsibility Pay	Clerk	<p>Clerk verifies eligibility criteria for Command Responsibility Pay, if required.</p> <p>Refer to MPM 7220-100, 1210-170, and current OPNAVNOTE 5450 for qualifying units, as required.</p> <p>Note: Only Officers in pay grades O-4 through O-6 are eligible for Command Responsibility Pay.</p> <p>Command 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>
2.8	Review and verify Service Member's pay and personnel accounts	Clerk	<p>Clerk reviews and verifies Service Member's pay and personnel accounts.</p> <p>Login to MMPA JJAA and LOOG:</p> <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 LOOG
2.9	Is Service Member eligible for Command	Clerk	Is Service Member eligible for Command Responsibility Pay?

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
	Responsibility Pay?		If No, go to 2.10. If Yes, go to 3.
2.10	Inform CPPA	Clerk	Clerk informs CPPA that Service Member is not eligible for entitlement.
2.11	Complete final verification and mark eCRM case "Supervisor Review "	Clerk	Clerk completes final verification and marks eCRM case "Supervisor Review ".
2.12	Complete final verification and close eCRM case	Supervisor	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed" with appropriate comments. Go to Stop.
3	Process Service Member's Command Responsibility Pay entitlement(s)	Clerk/Supervisor and Service Member	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	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

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<p>Log onto NSIPS: Entitlement > Miscellaneous Pay > Use > Miscellaneous Pay Create. Enter Service Member's SSN.</p> <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>
3.2	Select projected release date and forward to supervisor for audit and release	Clerk	Clerk selects projected release date and forwards to supervisor for audit and release.
3.3	Audit and release Command Responsibility Pay in NSIPS	Supervisor	Supervisor audits and releases Command Responsibility Pay in NSIPS.
3.4	Did Command Responsibility Pay post?	Clerk	<p>Did Command Responsibility Pay 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 07 posted correctly for both relieving and relieved Command Officers, as required

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STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<p>If No, go to 3.5. If Yes, go to 3.6.</p>
3.5	Determine reason for posting delay	Clerk/Supervisor	<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>
3.6	Complete final verification and mark eCRM case "Supervisor Review "	Clerk	Clerk completes final verification and marks eCRM case "Supervisor Review".
3.7	Compile Retain File	Clerk	<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</p>

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			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"> • Endorsed PCS orders • Change of Command memo
3.8	Complete final verification and close eCRM case	Supervisor	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed".
3.9	Verify proper processing of Command Responsibility Pay entitlement	Service Member	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 .
3.10	Is Service Member's entitlement still open?	Clerk	Is Service Member's entitlement still open? If Yes, go to 4. If No, go to 3.11.
3.11	Verify Service Member is removed from monthly tracking report	Clerk	Clerk verifies Service Member is removed from monthly tracking report. Go to Stop.
4	Update and verify Command Responsibility Pay tracking report	Clerk	Update and verify Command Responsibility Pay tracking report.
4.1	Update Command Responsibility	Clerk	Clerk updates Command Responsibility Pay tracking report.

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
	Pay tracking report		
4.2	Verify Command Responsibility Pay tracking report monthly	Clerk	<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/in consistencies with the CPPA	Clerk	Clerk resolves discrepancies/inconsistencies with the CPPA.
4.4	Has Service Member's Command Responsibility Pay entitlement status changed, requiring an NSIPS transaction?	Clerk	<p>Has Service Member's Command Responsibility Pay entitlement status changed, requiring an NSIPS transaction?</p> <p>If Yes, go to 3.1. If No, go to 4.1.</p>

STOP