

Diving Pay SOP



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Process Name: Diving Pay**Document ID: End to End****Document Owner:**

MNCC HRSC, Navy Personnel Command

Approval:

Navy Pay and Personnel Support Center (NPPSC)

Revision Date:

14-Mar-23

PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Support Centers (TSCs) to follow to process Diving Pay.

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.
- 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 TSC's, 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 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 eligible for the entitlements listed in this SOP.

- Refer to MPA 11-19, Transition of Naval Special Warfare (NSW) Hazardous Duty Incentive Pay (HDIP) to NSW Skill Incentive Pay (SKIP) and MPM Article 7220-114 Naval Special Warfare Skill Incentive Pay, as required. Effective June 1st, 2019, the Navy transitioned NSW Officers, Special Warfare Operators and Special Warfare Boats Operators from Hazardous Duty Incentive Pay (HDIP) for parachute, dive and demolition pays to the NSW Skill Incentive Pay (SKIP). SKIP will be listed as "Save Pay" on qualified service members Leave and Earning Statement (LES) and it will reflect as a FID 09, with a SAVE-PAY TYPE = C and a SUBFID = 12 on respective Master Military Pay Accounts (MMPA).
- Important Document Retention Action: IAW Department of the Navy Memo dated 30 June 2020 "Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits" financial record retention requirements are now ten years.
- 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 Diving Pay tracking report. This Diving Pay tracking report is NOT to be used to verify continued qualification status, but rather to verify that the Service Member receiving the Diving 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.
- Protect Personally Identifiable Information (PII). 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 DISA Multi-Host Internet Access Portal 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 into 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 certificate, not the email certificate.
3	DMR/DMO	<ul style="list-style-type: none"> · 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.
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 eCRM	<ul style="list-style-type: none"> · The eCRM console enables designated command personnel to electronically communicate safely and efficiently with the supporting TSC or TPC via the Internet. 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:

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

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 11:	Diving Duty 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">· https://navynpc.my.salesforce.mil/eCRMetp@us.navy.mil

Forms:

#	Form #	Title
1		No Forms Identified for this SOP

References:

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#	Doc ID & Link	Title
1	DoD FMR Vol. 7A Chapter 11	DoD Financial Management Regulation 7000.14-R Volume 7A: Military Pay Policy and Procedures - Active Duty and Reserve Pay Chapter 11: Special Pay - Diving Duty
2	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
3	MILPERSMAN 7220-090	Diving Pay
	MILPERSMAN 7220-112	Pay and Allowance Continuation (PAC) Program
	MILPERSMAN 7220-114	Naval Special Warfare Skill Incentive Pay
4	NPPSCINST 5220.2 (Series)	Standard Management Reports
	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay
	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
5	NAVADMIN 66/16	Navy Audit Document Retention Guidance
6	MPA 12/13	Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases
	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs
	MPA 07/16	Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS)
	MPA 11-19	Transition of Naval Special Warfare (NSW) Hazardous Duty Incentive Pay (HDIP) to NSW Skill Incentive Pay (SKIP)
	MPA 05/23	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes

SERVICE MEMBER START

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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>Diving Pay entitlement is payable when, as certified by the appropriate commander, a Service Member:</p> <ul style="list-style-type: none"> · is a designated diver, · is assigned to diving duty under competent orders, and · maintains their qualifications for diving.
	<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 Command Pay and Personnel Administrator (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>The appropriate commander shall certify that the Service Member has met the requirements for Diving Pay entitlement as specified in DoD FMR Vol. 7A Chapter 11.</p> <p>Forms/documentation should include one of the following, as applicable:</p> <ul style="list-style-type: none"> · Copy of endorsed Original PCS orders includes assignment to Diving duty. · Locally generated memo signed by appropriate authority certifying or recertifying that the Service Member is actually performing diving duty/maintaining diving qualifications while serving in an assignment for which diving is a primary duty; or meeting the requirements to maintain proficiency while serving in an assignment that includes diving duty other than as a primary duty. · Locally generated command memo signed by appropriate authority documenting lapse in diving duty qualification or disqualification. · Diver Qualifications/Requalifications Chart from MPM 7220-090

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SERVICE MEMBER CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	1.2	Submit forms and documentation to CPPA	Service Member submits forms and/or documentation described in Step 1.1 to CPPA .
	1.6	Obtain additional supporting documentation, as requested	Service Member obtains additional supporting documentation, as requested. Go to 1.2.
	3	Process Service Member's Diving Pay entitlement	<p>Process Service Member's Diving Pay entitlement.</p> <p>The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a 2101-Start Diving Duty transaction when the Service Member arrives PCS.</p> <p>The entitlement does not stop upon the posting of the SH-03 Report PCS Departure transaction. The clerk must prepare a 2102-Stop Diving Duty transaction when the Service Member departs PCS.</p> <p>Note: If a Service Member is reassigned PCS and takes leave enroute, then diving duty pay will continue to accrue up to 30 days if the Service Member has met the requirements to remain qualified to receive diving duty pay. Refer to DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 11: Diving Duty Pay, as required.</p>
	3.11	Verify proper processing of Diving Pay entitlement	<p>Service Member verifies proper processing of Diving Pay.</p> <p>If Leave and Earning Statement (LES) is not correct by the next LES release following submission of Diving Pay, contact CPPA to follow-up with servicing TSC.</p>
	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 Diving Pay	Receive, review and dispatch documentation and verify Service Member's eligibility for Diving Pay.
	2.6	Is eCRM case an initial certification of Diving Pay?	Is eCRM case an initial certification (start or report) of Diving Pay? If Yes, go to 2.7. If No, go to 3.
	2.7	Verify eligibility criteria for Diving Pay	Clerk verifies eligibility criteria for Diving Pay. Refer to DoD FMR Vol. 7A Chapter 11. Navy personnel entitled to receive basic pay are entitled to receive special pay for diving under pay directives when the following criteria are met: <ul style="list-style-type: none"> · Service Member is a designated diver or under training for a specific diver designation; · Service Member's diving qualifications are current; and · Service Member is under competent orders to diving duty, issued by an order writing authority (further defined in MPM 7220-090).

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.8	Review and verify Service Member's pay and personnel accounts	<p>Clerk reviews and verifies Service Member's pay and personnel accounts.</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> <p>Under Login to MMPA JJAA:</p> <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify FID 21 (Diving Pay) status and other pay entitlement status · Verify FID SB (leave), see note below <p>Login to MMPA LOPG/L0OG:</p> <ul style="list-style-type: none"> · For enlisted Service Members, verify Page 4 · For officers, verify Page 02 <p>Note: Pay Restrictions: Diving Duty Pay and Hazardous Duty Incentive Pay. When assigned by orders to both diving duty and hazardous duty for the same period, a Service Member may be paid special pay for diving duty and not more than two incentive payments for hazardous duty from among those listed in DoD FMR Vol. 7A Chapter 22, section 2201 and Chapter 24.</p> <p>Additional note:</p> <p>Leave: If the leave is for more than 30 days, DFAS will automatically suspend diving duty pay on the master pay account effective on the 31st day of absence; and then will automatically restart the diving duty pay on the master pay account effective on the day after the member returns from leave. If a member is reassigned PCS and takes leave enroute, then diving duty pay will continue to accrue up to 30 days if the member has met the requirements to remain qualified to receive diving duty pay per (DJMS-PTG, Part 1, Chapter 11). Also refer to DODFMR Vol 7A Table 11-1 for leave more than 30 days.</p>

CLERK CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.9	Is Service Member eligible for Diving Pay?	<p>Is Service Member eligible for Diving Pay?</p> <p>If No, go to 2.10. If Yes, go to 3.</p> <p>Note: Refer to DODFMR Vol 7A Table 11-1 for other conditions affecting Diving Pay.</p>
	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 Diving Pay entitlement	<p>Process Service Member's Diving Pay entitlement.</p> <p>The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a 2101-Start Diving Duty transaction when the Service Member arrives PCS.</p> <p>The entitlement does not stop upon the posting of the SH-03 Report PCS Departure transaction. The clerk must prepare a 2102-Stop Diving Duty transaction when the Service Member departs PCS.</p> <p>Note: If a Service Member is reassigned PCS and takes leave enroute, then diving duty pay will continue to accrue up to 30 days if the Service Member has met the requirements to remain qualified to receive diving duty pay. Refer to DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 11: Diving Duty Pay, as required.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.1	Create Diving Pay transaction in NSIPS	<p>Clerk creates Diving Pay transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 11: Diving Duty Pay</p> <p>https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</p> <p>Note: Refer to MPA 11-19, Transition of Naval Special Warfare (NSW) Hazardous Duty Incentive Pay (HDIP) to NSW Skill Incentive Pay (SKIP) and MPM Article 7220-114 Naval Special Warfare Skill Incentive Pay, as required. Effective June 1st, 2019, the Navy transitioned NSW Officers, Special Warfare Operators and Special Warfare Boats Operators from Hazardous Duty Incentive Pay (HDIP) for parachute, dive and demolition pays to the NSW Skill Incentive Pay (SKIP). SKIP will be listed as "Save Pay" on qualified service members Leave and Earning Statement (LES) and it will reflect as a FID 09, with a SAVE-PAY TYPE = C and a SUBFID = 12 on respective Master Military Pay Accounts (MMPA).</p> <p>Login to NSIPS: Entitlement > Special Pays > Use > Special Pays Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> · Select Special Pay type (refer to PCS orders or command memo, select appropriate Diving qualification status) · Select Start, Stop, Report, or Change, as appropriate · Enter effective date (coincides with memo date) · Save <p>Note 1: For a Report transaction, enter the inclusive dates for the entitlement. Refer to PTG for Change transaction, if required.</p> <p>Note 2: If a Service Member is reassigned PCS and takes leave enroute, then diving duty pay will continue to accrue up to 30 days if the Service Member has met the requirements to remain qualified to receive diving duty pay. Refer to PTG, as required.</p>

CLERK CONTINUED

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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 Diving Pay post?	Did Diving Pay post? Check MMPA JJAA 24-48 hours after release: <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify FID 21 posted correctly 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. <ol style="list-style-type: none"> 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error <ul style="list-style-type: none"> · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable 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.

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CLERK CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.6	Complete final verification and mark eCRM case "Supervisor Review"	Clerk completes final verification and marks eCRM case "Supervisor Review".
	3.7	Compile Retain File	<p>Clerk compiles Retain File.</p> <p>Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.</p> <ul style="list-style-type: none"> · Copy of endorsed Original PCS orders includes assignment to Diving duty. · Locally generated memo signed by appropriate authority certifying or recertifying that the Service Member is actually performing diving duty/maintaining diving qualifications while serving in an assignment for which diving is a primary duty; or meeting the requirements to maintain proficiency while serving in an assignment that includes diving duty other than as a primary duty. · Locally generated command memo signed by appropriate authority documenting lapse in diving duty qualification or disqualification. · Diver Qualifications/Requalifications Chart from MPM 7220-090

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CLERK CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.8	Update NSIPS ESR	<p>Update NSIPS ESR, if required.</p> <p>Log onto NSIPS: Personnel Maintenance > Personal Data > Use > Personal Data-Create. Enter Service Member's SSN.</p> <p>Go to BSC/NEC Panel:</p> <ul style="list-style-type: none"> · Input NEC · Cite Reason for Change Request
	3.12	Is Service Member's entitlement still open?	<p>Is Service Member's entitlement still open?</p> <p>If Yes, go to 4. If No, go to 3.13.</p>
	3.13	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 Diving Pay tracking report	<p>Update and verify Diving Pay tracking report.</p>

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CLERK CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	4.1	Update Diving Pay tracking report	<p>Clerk updates Diving Pay tracking report.</p> <p>The clerk ensures Service Member is added to the Diving Pay tracking report, as required.</p>
	4.2	Verify Diving Pay tracking report monthly	<p>Clerk verifies Diving Pay tracking report monthly.</p> <p>The entitlement does not stop upon the posting of the SH-03 Report PCS Departure transaction. The clerk must prepare a 2102-Stop Diving Duty transaction when the Service Member departs PCS.</p> <p>Note: Refer to DODFMR Volume 7A, Chapter 11, Table 11-1 for other conditions affecting diving entitlement, as required.</p>
	4.3	Resolve discrepancies/ inconsistencies with the CPPA	Clerk resolves discrepancies/ inconsistencies with the CPPA.
	4.4	Has Service Member's Diving Pay entitlement status changed, requiring an NSIPS transaction?	<p>Has Service Member's Diving 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

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	2	Receive, review and dispatch documentation and verify Service Member's eligibility for Diving Pay	Receive, review and dispatch documentation and verify Service Member's eligibility for Diving Pay.
	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 starting or stopping of Diving Duty Pay may be part of overall Receipts/Transfer package in support of Permanent Change of Station (PCS) orders. In such case, Diving Duty Pay would be started by preparing the Start Diving Duty Pay transaction following the posting of the Activity Gain since the entitlement will not start upon posting of the SG-03 Report PCS Arrival transaction. Likewise, the entitlement will not stop upon posting of the SH-03 Report PCS Departure transaction but rather must be stopped by preparing the Stop Diving Duty Pay transaction when the Service Member departs PCS.</p>

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SUPERVISOR CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	2.2	Review eCRM case	<p>Supervisor reviews eCRM case (supporting documentation) for accuracy and completeness.</p> <p>The eCRM case should consist one of the following, as applicable:</p> <ul style="list-style-type: none"> · Copy of endorsed Original PCS orders includes assignment to Diving duty. · Locally generated memo signed by appropriate authority certifying or recertifying that the Service Member is actually performing diving duty/maintaining diving qualifications while serving in an assignment for which diving is a primary duty; or meeting the requirements to maintain proficiency while serving in an assignment that includes diving duty other than as a primary duty. · Locally generated command memo signed by appropriate authority documenting lapse in diving duty qualification or disqualification. · Diver Qualifications/Requalifications Chart from MPM 7220-090 <p><u>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/</u></p> <p>Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the “certifying officer” must be submitted with the eCRM case.</p>

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SUPERVISOR CONTINUED



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	2.3	Is eCRM documentation complete and sufficient?	Is eCRM documentation complete and sufficient? If No, go to 2.4. If Yes, go to 2.5.
	2.4	Coordinate with CPPA to complete/correct eCRM case	Supervisor coordinates with Command Pay and Personnel Administrator (CPPA) to complete and/or correct eCRM case. Go to 2.3.
	2.5	Dispatch eCRM case to clerk	Supervisor dispatches eCRM case to clerk. 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. If entitlement is based upon PCS orders, Receipts clerk may forward endorsed orders to appropriate TSC branch/section for processing of entitlement following Activity Gain. Important Document Retention Action: IAW Department of the Navy Memo dated 30 June 2020 "Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits" financial record retention requirements are now ten years.

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SUPERVISOR CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	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 Diving Pay entitlement	<p>Process Service Member's Diving Pay entitlement.</p> <p>The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a 2101-Start Diving Duty transaction when the Service Member arrives PCS.</p> <p>The entitlement does not stop upon the posting of the SH-03 Report PCS Departure transaction. The clerk must prepare a 2102-Stop Diving Duty transaction when the Service Member departs PCS.</p> <p>Note: If a Service Member is reassigned PCS and takes leave enroute, then diving duty pay will continue to accrue up to 30 days if the Service Member has met the requirements to remain qualified to receive diving duty pay. Refer to DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 11: Diving Duty Pay, as required.</p>

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SUPERVISOR CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	3.3	Audit and release Diving Pay in NSIPS	Supervisor audits and releases Diving Pay in NSIPS.
	3.5	Determine reason for posting delay	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error <ul style="list-style-type: none"> · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable <p>Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). Go to 3.4.</p>
	3.9	Verify Service Member's NSIPS ESR	Supervisor verifies Service Member's NSIPS ESR, if required.
	3.10	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>Diving Pay entitlement is payable when, as certified by the appropriate commander, a Service Member:</p> <ul style="list-style-type: none"> · is a designated diver, · is assigned to diving duty under competent orders, and · maintains their qualifications for diving.
	1.1	Obtain/complete forms and/or compile documentation	<p>Service Member obtains/completes forms and/or compiles documentation with support of Command Pay and Personnel Administrator (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>The appropriate commander shall certify that the Service Member has met the requirements for Diving Pay entitlement as specified in DoD FMR Vol. 7A Chapter 11.</p> <p>Forms/documentation should include one of the following, as applicable:</p> <ul style="list-style-type: none"> · Copy of endorsed Original PCS orders includes assignment to Diving duty. · Locally generated memo signed by appropriate authority certifying or recertifying that the Service Member is actually performing diving duty/maintaining diving qualifications while serving in an assignment for which diving is a primary duty; or meeting the requirements to maintain proficiency while serving in an assignment that includes diving duty other than as a primary duty. · Locally generated command memo signed by appropriate authority documenting lapse in diving duty qualification or disqualification. · Diver Qualifications/Requalifications Chart from MPM 7220-090

CPPA CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1.3	Review documentation	<p>CPPA reviews documentation.</p> <p><u>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/AboutMyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/MILPCS/</u></p>
	1.4	Is documentation complete?	<p>Is documentation complete?</p> <p>If Yes, go to 1.7. If No, go to 1.5.</p>
	1.5	Request Service Member provide additional supporting documentation	<p>CPPA requests Service Member provide additional supporting documentation.</p>
	1.7	Assemble and compile documentation	<p>CPPA assembles and compiles documentation for submission to TSC.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1.8	Submit documentation to TSC via eCRM	<p>CPPA submits documentation to TSC via eCRM.</p> <p>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 DIVE <p>The eCRM case may consist of the following, as applicable:</p> <ul style="list-style-type: none"> · Original PCS orders endorsed with all intermediate and gaining commands. · Locally generated memo signed by appropriate authority certifying or recertifying that the Service Member is actually performing diving duty/maintaining diving qualifications while serving in an assignment for which diving is a primary duty; or meeting the requirements to maintain proficiency while serving in an assignment that includes diving duty other than as a primary duty. · Locally generated command memo signed by appropriate authority documenting lapse in diving duty qualification or disqualification. · Diver Qualifications/Requalifications Chart from MPM 7220-090 <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>Diving Pay entitlement is payable when, as certified by the appropriate commander, a Service Member:</p> <ul style="list-style-type: none">· is a designated diver,· is assigned to diving duty under competent orders, and· maintains their qualifications for diving.

STOP