Family Separation Allowance SOP

Purpose:
The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Service Center (TSC) to follow to process Family Separation Allowance (FSA) (R-Restricted, S-Ship, and T-Temporary) entitlements.
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:

Quick Links Page

Roles & Responsibilities

Best Practices

Reference's

Online Resources/Aids

Forms

Steps in numerical order

Approved for public release: Distribution Unlimited

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/CPPA-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/CPPA-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 Command Pay and Personnel Administrator (CPPA) authorized to *create* NSIPS transactions.

- **TSC/Personnel Office Supervisor:** The role of 'SUPERVISOR' refers to a civilian MILPERS or MILPAY Supervisor/Lead/Auditor or a senior Personnel Specialist who is normally designated as a person authorized to *release* NSIPS transactions.

- **Note:** "If the designated supervisor is not a MILPAY lead/auditor, then a TSC Deputy Disbursing Officer (DDO) or other senior designated pay/personnel service representative properly authorized will be required to audit NSIPS transactions and supporting documentation impacting military pay PRIOR to releasing them, so as to ensure accurate and correct DJMS information is transmitted for inclusion into the Master Military Pay Account (MMPA)."

- **Command Leadership:** CO/XO/CMC and key representatives (on large afloat command may include DHs, Dept LCPO, DIVOs, LCPOs, LPOs depending on organizational structure of the command).

- **CPPA:** Serves as the primary customer service link between command members and the supporting TSC or Regional Support Center (RSC). Duties and responsibilities are defined in MPM 1000-021. The term CPPA identifies personnel assigned the Navy Enlisted Classification (NEC) code of 791F, but for the purposes of this SOP may include Admin representatives who liaise directly with the ship's Personnel Office/TSC.

- **Note:** Recent and future NSIPS programming releases will continue to expand CPPA roles and capabilities within NSIPS. As such, CPPAs may accomplish TSC Clerk assigned steps within this SOP consistent with expanded NSIPS roles and capabilities and servicing TSC/RSC authorization.

- **Service Member:** A person serving in the Armed Forces who may be eligible for the entitlements listed in this SOP.

- 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/MILPAY/

- 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.

- Ensure monthly tracking for FSA eligibility, this tracking report is used to validate that the Service Member is still eligible to receive FSA payment and assigned to Command/Unit Identification Code (UIC) serviced by the TSC. Clerk should follow-up with the CPPA to resolve any discrepancies.

- Include estimated return date for FSA-S and FSA-T on tracking report for entitled Service Members, unless return date is classified.

- 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/

REFERENCE'S

#	Doc ID	Title
1.	DoD FMR Vol. 7A Chapter 27	DoD Financial Management Regulation 7000.14-R Volume 7A: Military Pay Policy and Procedures - Active Duty and Reserve Pay Chapter 27: Family Separation Allowance (FSA)
		http://comptroller.defense.gov/FMR/vol7a_chapters.aspx
2.	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/
3.	MILPERSMAN 1070-270	Dependency Application
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
4.	MILPERSMAN 1070-320	Administrative Remarks
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
5.	MILPERSMAN 7220-120	Family Separation Allowance (FSA)
		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?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR_MNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FNPPSCINST%205220%2E2C%20Standard%20Management%20Reports%20%2812%20Jun%202019%29%2Epdf&parent=%2Fsites%2FMyNavyHR_MNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions
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?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FNPPSCINST%207220%2E7A%20SEPARTION%20OF%20DUTIES%20AFFECTING%20MILITARY%20PAY%2Epdf&parent=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions

#	Doc ID	Title
8.	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FNPPSCINST%207250%2E1A%20RETENTION%20OF%20DISBURSING%20OFFICE%20RECORDS%2Epdf&parent=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions
9.	NAVADMIN 66/16	Navy Audit Document Retention Guidance
		https://www.mynavyhr.navy.mil/References/Messages/
10.	MPA 12/13	Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-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/CPPA-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/CPPA-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/CPPA-Resources/PPIBS-MPAS/
14.	PPIB 21-10	FSA
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
		STOP

ONLINE RESOURCES / AIDS / USER GUIDES

#	Website Sponsor	Title and Link
1.	MyNavy HR	Electronic Service Record (ESR)
		https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/
2.	MyNavy HR	Official Military Personnel File (OMPF) My Record
		https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-My-Record/
3.	MyNavy HR	CPPA Resources
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/
4.	MyNavy HR	N130C Pay and Allowances
		https://www.mynavyhr.navy.mil/References/Pay-Benefits/N130C/
5.	MyNavy HR	NSIPS
		https://www.nsips.cloud.navy.mil/my.policy

#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	DJMS MMPA Guide
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
2.	DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 3	FSA
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
3.	DJMS Navy Procedures Training Guide (PTG): Part 9 Chapter 10	Submitting Documentation via DWOWS
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide

FORMS

#	Form #	Title
1.	NAVPERS 1070/613	Administrative Remarks
		https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
2.	DD 1561	Statement to Substantiate Payment of Family Separation Allowance (FSA)
		http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1561.pdf

STEP #	FLOW TEXT	ADDITIONAL TEXT
1	Verify and provide documentation of Service Member's eligibility for FSA.	Verify and provide documentation of Service Member's eligibility for FSA (R-Restricted, S-Ship, and T-Temporary). FSA includes: • FSA-R: FSA in a restricted area where the Service Member's dependents may not be transported at government expense or concurrent travel is not authorized. • FSA-S: FSA for duty aboard a ship away from the ship's homeport. • FSA-T: FSA for Temporary Additional Duty (TAD) or Temporary Duty (TDY) away from homeport.
1.6	Prepare and submit forms and/or compile documentation, as required.	Service Member/CPPA prepares and submits forms and/or compiles documentation, as required. 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.
1.7	Does Service Member elect Denial of Change of Home Port Certificate?	Does Service Member elect Denial of Change of Home Port Certificate? Refer to **MPM 7220-120**, as required. If Yes, go to 1.7.1. If No, **go to 1.8**.
1.7.1	Counsel Service Member.	Command Leadership counsels the Service Member to explain the impact of the Service Member's decision.
	STOP	

STEP #	FLOW TEXT	ADDITIONAL TEXT	Landing Page
1	Verify and provide documentation of Service Member's eligibility for FSA.	Verify and provide documentation of Service Member's eligibility for FSA (R-Restricted, S-Ship, and T-Temporary). FSA includes: • FSA-R: FSA in a restricted area where the Service Member's dependents may not be transported at government expense or concurrent travel is not authorized. • FSA-S: FSA for duty aboard a ship away from the ship's homeport. • FSA-T: FSA for Temporary Additional Duty (TAD) or Temporary Duty (TDY) away from homeport.	
1.6	Prepare and submit forms and/or compile documentation, as required.	Service Member/CPPA prepares and submits forms and/or compiles documentation, as required. 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.	
1.6.1	Obtain/complete form and/or compile documentation.	Service Member/CPPA obtains completed form, as required. Form required is as follows: • DD 1561 (Statement to Substantiate Payment of Family Separation Allowance (FSA))	
1.6.2	Submit form to CPPA	Service Member submits form to CPPA.	
4	Process Service Member's FSA entitlement.	Process Service Member's FSA entitlement, as required.	
4.11	Verify proper processing of FSA entitlement.	Service Member verifies proper processing of FSA entitlement.	

STEP #	FLOW TEXT	ADDITIONAL TEXT	Landing Page
		If Leave and Earnings Statement (LES) is not correct by the next LES release following submission of FSA documentation, contact CPPA to follow-up with servicing TSC.	
STOP			

STEP #	FLOW TEXT	ADDITIONAL TEXT	
1	Verify and provide documentation of Service Member's eligibility for FSA.	Verify and provide documentation of Service Member's eligibility for FSA (R-Restricted, S-Ship, and T-Temporary). FSA includes: • FSA-R: FSA in a restricted area where the Service Member's dependents may not be transported at government expense or concurrent travel is not authorized. • FSA-S: FSA for duty aboard a ship away from the ship's homeport. • FSA-T: FSA for Temporary Additional Duty (TAD) or Temporary Duty (TDY) away from homeport.	
1.1	Is Type of FSA: FSA-R, FSA-S, or FSA-T?	Is Type of FSA: FSA-R, FSA-S, or FSA-T? FSA is payable only to Service Members with dependents or married to another member of the uniformed services regardless of any other dependency status. FSA is payable in addition to any other allowance or per diem, to which a Service Member may be entitled, but a Service Member may not receive more than one payment of FSA for the same period, even though Service Member may be qualified for more than one type of FSA. If FSA-R, go to 1.2. If FSA-S, **go to 1.3**. If FSA-T, **go to 1.4**.	
1.2	Verify criteria for FSA-R.	CPPA verifies criteria for FSA-R. Refer to **DoD FMR Vol 7a Ch 27** logic tables for FSA-R conditions of entitlement and **MPM 7220-120** for specific conditions of entitlement related to authorization of FSA incident to overhaul and/or unaccompanied tours. FSA-R is authorized when:	

STEP #	FLOW TEXT	ADDITIONAL TEXT	Landing Page
		• Transportation of dependents, including dependents acquired after effective date of orders, is not authorized at government expense; and the dependents do not live in the vicinity of the Service Member's homeport/PDS, generally, o > 50 miles, or o > 1.5 hours travel unless the Service Member actually commutes daily, regardless of distance. • Transportation of dependents is authorized at government expense, but the Service Member elects an unaccompanied tour of duty because a dependent cannot accompany the Service Member to that homeport/PDS due to certified medical reasons, regardless of the date on which the Service Member first made the election to serve an unaccompanied tour. Note: FSA-R is authorized to a Service Member married to another Service Member regardless of whether the Service Member has any non-active duty dependents, when all other general conditions are met and provided Service Members were residing together immediately before being separated by reason of execution of military orders. **Go to 1.5**.	
1.3	Verify criteria for FSA-S.	CPPA verifies criteria for FSA-S. Note: Per PPIB 21-10, effective as of the date of enactment of the NDAA for FY21 (January 1, 2021), a member of the uniformed service with dependents who is under orders to remain aboard a ship while at homeport and whose duty onboard the ship is for a continuous period of more than 30 days (including any period in homeport) shall be eligible for FSA. When a member is under orders to remain on board a ship while at homeport, the days on the ship while at homeport will count towards the more than 30 continuous days of duty requirement,	

STEP #	FLOW TEXT	ADDITIONAL TEXT	
		except when a member is required to remain on board for disciplinary reasons. Service Member is eligible for FSA-S if Service Member is on duty aboard a ship, and the ship is away from the homeport continuously for more than 30 days. Note 1: The dependents are not required to reside in the vicinity of the homeport for FSA-S eligibility. However, if the ship arrives and remains at a port other than the homeport for a period of more than 30 days at a location where the Service Member's dependents reside, then payment of the FSA-S is precluded if the Service Member resides with the dependents. Note 2: A Service Member is entitled to FSA-S for an interim in port period, if he or she returned to homeport after the original deployment (of greater than 30 days) for a period of 30 days or less and redeployed for an additional period of more than 30 days. Go to 1.5.	
1.4	Verify criteria for FSA-T.	CPPA verifies criteria for FSA-T. The Service Member is entitled to FSA-T if the Service Member is on TDY/TAD away from the PDS continuously for more than 30 days, and the Service Member's dependents are not residing at or near the TDY station. This includes Service Members who are required to perform a period of the TDY before reporting to their initial station of assignment. Note: A Service Member is entitled to FSA-T for an interim return to permanent duty station if he or she returned to the permanent duty station after the original TDY or TAD (of greater than 30 days) for a period of 30 days or less and recommended TAD or TDY for a period of more than 30 days.	

STEP #	FLOW TEXT	ADDITIONAL TEXT	
1.5	Is Service Member entitled to FSA?	Is Service Member entitled to FSA based upon conditions of entitlement criteria? If Yes, go to 1.6. If No, go to Stop. Note: When processing mass FSA-S and FSA-T entitlements, individual Service Members on the mass listing may not qualify for entitlement and may have to be processed separately.	
1.6	Prepare and submit forms and/or compile documentation, as required.	Service Member/CPPA prepares and submits forms and/or compiles documentation, as required. 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.	
1.6.1	Obtain/complete form and/or compile documentation.	Service Member/CPPA obtains completed form, as required. Form required is as follows: ● **DD 1561** (Statement to Substantiate Payment of Family Separation Allowance (FSA))	
1.6.3	Review documentation	CPPA reviews documentation. ● Enclosure (1) DD Form 1561, Statement to Substantiate FSA Payment, from each eligible Service Member, signed by the Service Member after they complete the certifying questions, and then signed by the Certifying Officer. ● Enclosure (2) DD Form 577, Certifying Officer authorization, for the person signing all the DD Form 1561s. Note: this is only needed if the CO does not sign all DD Form 1561s.	

STEP #	FLOW TEXT	ADDITIONAL TEXT
		• Enclosure (3) NSIPS list of FSA eligible personnel. These are the minimum KSDs to certify payment. All other documents are available in the OMPF for audit purposes.
1.7	Does Service Member elect Denial of Change of Home Port Certificate?	Does Service Member elect Denial of Change of Home Port Certificate? Refer to **MPM 7220-120**, as required. If Yes, **go to 1.7.1**. If No, go to 1.8.
1.7.2	Prepare Denial of Change of Homeport Certificate to record Service Member's decision.	CPPA prepares **NAVPERS 1070/613** (Administrative Remarks) - Denial of Change of Homeport Certificate to record Service Member's decision. If the Service Member elects to maintain the household at the previous homeport location, the decision will be entered in the Service Member's service record, NAVPERS 1070/613 for enlisted personnel and by memorandum for officers. Refer to MPM 7220-120 for service record entry remarks. Administrative Remarks entries shall be made in the ESR and verified. If the issuing command does not have ESR access, NAVPERS 1070/613 may be created manually and submitted to the servicing personnel office in order for the remarks to be transcribed into the ESR, verified, and distributed. An Administrative Remarks entry is not considered valid in the ESR until verified. Service Member signs NAVPERS 1070/613.
1.8	Assemble and compile documentation.	CPPA assembles and compiles documentation for submission to TSC.
1.9	Submit documentation to TSC via eCRM.	CPPA submits documentation to TSC via eCRM.

STEP #	FLOW TEXT	ADDITIONAL TEXT	
		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: https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx eCRM case to support initiation of FSA may be part of overall Receipts package. In such case, Family Separation Allowance would be submitted in conjunction with the Receipts package. Effective 01 Dec2021, all personnel and pay documents that trigger pay entitlements must comply with the new file naming convention. The new file naming structure is: • Last Name, then space • First Name, then space • Name of Entitlement The eCRM case may consist of the following, as applicable: • DD1561 (Statement to Substantiate Payment of Family Separation Allowance (FSA))	

STEP #	FLOW TEXT	ADDITIONAL TEXT	Landing Page
		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.	
		STOP	

STEP #	FLOW TEXT	ADDITIONAL TEXT
2	Receive, dispatch, and review eCRM documentation for FSA entitlement.	Receive, dispatch, and review eCRM documentation for Family Separation Allowance (FSA) entitlement.
3	Validate Service Member's eligibility for FSA.	Validate Service Member's eligibility for FSA (R-Restricted, S-Ship, and T-Temporary).
3.1	Verify Service Member's eligibility for FSA entitlement.	Clerk verifies Service Member's eligibility for FSA entitlement. Clerk verifies Service Member's eligibility based upon CPPA provided Key Supporting Documents For mass listing, clerk pulls FSA records by UIC in NSIPS. Clerk verifies UIC records in NSIPS against DD Form 1561s and the NSIPS list provided by the CPPA. Note: It important for clerk to check "FSA Eligibility" indicator during the Receipts process for commands routinely eligible for FSA entitlement.
3.2	Determine Service Member's dependency status.	Clerk determines Service Member's dependency status. Login to MMPA JJAA: • Enter Service Member's SSN • Verify FID 35 to determine dependency status, closest dependent (W, A, C, I, D or K (secondary dependents), R, etc.) • Verify FID 65 to determine if already entitled to and receiving FSA Refer to **DoD FMR Vol 7a Ch 27** and **MPM 7220-120** for dependency criteria related to:

STEP #	FLOW TEXT	ADDITIONAL TEXT	
		• Dependent Children • Dependent Parents • Military married to Military (no other dependents) • Military married to Military (with other dependents) for conditions of entitlement, and in the case of Military married to Military (with other dependents), requirements for dual entitlement. Note: Service Member drawing BAH based solely on child support payment is not entitled to FSA. However, when the Service Member has joint physical and legal custody of the child(ren) and the child(ren) otherwise would reside with the Service Member at least 14 days each month, the Service Member shall be considered a "member with dependents" for FSA entitlement purposes.	
3.3	Verify Service Member's pay account against NSIPS ESR.	Clerk verifies Service Member's pay account against NAVPERS 1070/602. Ensure that FID 35 closest dependent (W, A, C, I, D or K (secondary dependents), R, etc.) corresponds with the NAVPERS 1070/602.	
3.3.1	Reconcile dependency issues between Service Member's pay account and NAVPERS 1070/602.	Clerk reconciles dependency issues between Service Member's pay account and NAVPERS 1070/602, if required.	
3.3.2	Determine legal custody of dependents, if required.	Clerk determines legal custody of dependents, if required.	
3.3.3	Verify Military married to Military for	Clerk verifies Military married to Military (with and without dependents) for conditions of entitlement, if applicable.	

STEP #	FLOW TEXT	ADDITIONAL TEXT	Landing Page
	conditions of entitlement.	Refer to DoD FMR Vol 7a Ch 27 for Service Member married to Service Member conditions of entitlement. Service Member married to Service Member criteria: 1. FSA is payable to a Service Member married to another Service Member regardless of whether the Service Member has any non-active duty dependents, when all other general conditions are met and provided Service Members were residing together immediately before being separated by reason of execution of military orders. • Except as note in Paragraph 2 below, not more than one monthly allowance may be paid with respect to a married military couple for any month. Each Service Member may be entitled to FSA within the same month, but both cannot simultaneously be entitled. Payment shall be made to the Service Member whose orders resulted in the separation. If both Service Members receive orders requiring departure on the same day, then payment will go to the senior Service Member. • If a Service Member meets the requirements for credit of FSA, but entitlement is precluded by an existing entitlement status of the spouse, then the second Service Member may, if still qualified, immediately become entitled to FSA upon termination of the spouse's status. The couple may qualify for sequential entitlements to FSA provided military orders keep them continuously separated. • In order to qualify for a subsequent entitlement to FSA, a married Service Member couple, no longer separated by reason of military orders, shall reestablish a joint household and reside together. 2. FSA is payable to both married Service Members when they reside together with their dependents immediately before being separated from dependents, by competent orders, to assignments prescribed in subparagraphs 2.3.1.1 through 2.3.1.3 of the DODFMR Vol 7A, Chapter 27 . Each Service Member's entitlement is determined individually based on assignment and separation from dependents. The dual allowance shall continue until one of the Service Members is no longer assigned to one of those duty assignments. The other Service Member shall continue to	

STEP #	FLOW TEXT	ADDITIONAL TEXT
		receive the allowance until no longer assigned to one of those duty assignments. This is true even when both Service Members are assigned to the same duty location away from their dependents.
3.3.4	Flag discrepant records for follow-up with CPPA.	Clerk flags discrepant records for follow-up with CPPA. Note: Clerk will not delay processing a mass entitlement awaiting status verification of flagged records. Clerk will process flagged records as an individual entitlement vice a mass entitlement upon receipt of verification.
3.3.5	Contact CPPA regarding any dependency status issues that require resolution.	Clerk contacts CPPA regarding any dependency status issues that require resolution.
3.4	Does Service Member require an updated NAVPERS 1070/602?	Does Service Member require an updated NAVPERS 1070/602? Did FID 35 for closest dependent (W, A, C, I, D or K (secondary dependents), R, etc.) correspond with the NAVPERS 1070/602? If Yes, go to 3.5. If No, go to 3.6.
3.5	Refer to Page 2 or RED/DA SOP to complete NAVPERS 1070/602 update, as applicable.	Refer to Page 2 or RED/DA SOP to complete NAVPERS 1070/602 update, as applicable. https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx
3.6	Is Service Member entitled to FSA?	Is Service Member entitled to FSA based upon conditions of entitlement criteria? If Yes, go to 3.10. If No, go to 3.7.

STEP #	FLOW TEXT	ADDITIONAL TEXT
3.7	Inform CPPA.	Clerk informs CPPA that Service Member is not eligible for entitlement.
3.8	Complete final verification and mark eCRM case "Supervisor Review".	Clerk completes final verification and marks eCRM case "Supervisor Review".
3.10	Does Service Member's NSIPS ESR require update?	Does Service Member's NSIPS ESR require update? If Yes, go to 3.10.1. If No, go to 4.
3.10.1	Review and update Service Member's NSIPS ESR.	Clerk reviews and updates Service Member's NSIPS ESR. Clerk updates NSIPS ESR Administrative Remarks (e.g., NAVPERS 1070/613 (Administrative Remarks) - Denial of Change of Homeport Certificate) and any other required updates, as applicable.
3.10.2	Submit NSIPS ESR update(s) to supervisor for review and verification.	Clerk submits NSIPS ESR update(s) and supporting documentation to supervisor for review and verification.
3.10.5	Forward signed NAVPERS 1070/613 to CPPA.	Clerk forwards signed NAVPERS 1070/613 to CPPA.
3.10.6	Submit signed, permanent NAVPERS 1070/613s to OMPF.	Clerk submits signed permanent NAVPERS 1070/613s to OMPF, as required. Permanent NAVPERS 1070/613s shall be submitted to Navy Personnel Command using the e-Submission application on BUPERS Online for filing in the OMPF. Refer to **MPM 1070-320** for definition of permanent NAVPERS 1070/613s.
4	Process Service Member's FSA entitlement.	Process Service Member's FSA entitlement, as required.

STEP #	FLOW TEXT	ADDITIONAL TEXT	
4.1	Is clerk processing a mass entitlement?.	Is clerk processing a mass entitlement? Note: Start actions for FSA-S can be submitted up to 30 days before the date of departure of Service Member, unit or squadron deployed away from the permanent duty station or a ship, squadron, or unit deployed away from homeport for a period of more than 30 days. DO NOT submit start actions in advance for Service Members who will not depart or remain away from homeport for more than the 30-day qualifying period. Ensure that the Service Members scheduled for transfer, separation, or inclusive periods of entitlement are NOT reported in advance. In the event of date changes, refer to PTG for cancellation criteria for individual Service Members or ships, squadrons, units, as applicable. If Yes, go to 4.2. If No, go to 4.3.	
4.2	Create FSA mass entitlement in NSIPS.	Clerk creates FSA Mass Entitlement (Start or Report) in NSIPS, as applicable. Login to NSIPS: Entitlements > Mass Changes > Use > Allowance Create. • Select Allowance Type (as applicable) • Choose Start, Stop, or Report, as applicable • Enter Effective Date or inclusive dates of report, as applicable • Enter UIC • Get Records • Select Personnel Entitled to FSA	

STEP #	FLOW TEXT	ADDITIONAL TEXT	
		Go to 4.4.	
4.3	Create FSA individual entitlement in NSIPS.	Clerk creates FSA individual entitlement in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 3: Family Separation Allowance (FSA). https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide Login to NSIPS: Entitlements > Allowances > Use > Allowance Create. Enter Service Member's SSN. - Select Allowance Type (FST/FSS/FSR) - Choose Start, Stop or Report, as applicable - Enter effective or inclusive dates of report, as applicable	
4.4	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.	
4.6	Did FSA post?	Did FSA post? Go to MMPA JJAA 24-48 hours after release: - Enter Service Member's SSN - Verify FID 65 posted correctly If No, go to 4.7. If Yes, go to 4.8.	
4.7	Determine reason for posting delay.	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code	

STEP #	FLOW TEXT	ADDITIONAL TEXT	
		2. Research reason for error • If user error, correct and resubmit • If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Service (DFAS), as applicable Note 1: Refer to **DJMS PTG Part 9, Chapter 10**, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to **MPA 01/21**, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). **Go to 4.6**.	
4.8	Complete final verification and mark eCRM case	Clerk completes final verification and marks eCRM case "Supervisor Review".	
4.9	Compile Retain File.	Clerk compiles Retain File. Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in entertprise 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. 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.	

STEP #	FLOW TEXT	ADDITIONAL TEXT	
		• [DD 1561](#) (Statement to Substantiate Payment of Family Separation Allowance (FSA))	
4.12	Is Service Member's entitlement still open?	Is Service Member's entitlement still open? If Yes, go to 5. If No, go to 4.13.	
4.13	Verify Service Member is removed from monthly tracking report.	Clerk verifies Service Member is removed from monthly tracking report. Go to Stop.	
5	Update and verify FSA tracking report.	Update and verify FSA tracking report. FSA tracking report is used to validate that the Service Member is still eligible to receive FSA payment and assigned to Command/Unit Identification Code (UIC) serviced by the TSC. Clerk should follow-up with the CPPA to resolve any discrepancies.	
5.1	Update FSA tracking report.	Clerk updates FSA tracking report.	
5.2	Verify FSA tracking report monthly.	Clerk verifies FSA tracking report monthly. Clerk contacts CPPA when estimated return date is exceeded for FSA-S and FSA-T entitled Service Member's unless return date was classified and not included in the report.	
5.3	Resolve discrepancies/inconsistencies with the CPPA.	Clerk resolves discrepancies/inconsistencies with the CPPA.	
5.4	Has Service Member's FSA entitlement status changed, requiring an NSIPS transaction?	Has Service Member's FSA entitlement status changed, requiring an NSIPS transaction? It is CPPA responsibility to notify TSC of Service Member FSA eligibility status changes. Common status changes are identified	

STEP #	FLOW TEXT	ADDITIONAL TEXT	Landing Page
		below, but refer to Stop FSA logic tables in **DoD FMR Vol 7a Ch 27** and PTG as required. - Dependency Status change - Service Member's dependents co-locate or visit Service Member in excess of separation criteria o > 30 days for FSA-T o > 3 months for FSA-R - Returns from deployment - Returns from TAD/TDY - Etc. If Yes, **go to 4.1**. If No, **go to 5.1**.	
STOP			

STEP #	FLOW TEXT	ADDITIONAL TEXT	
2	Receive, dispatch, and review eCRM documentation for FSA entitlement.	Receive, dispatch, and review eCRM documentation for Family Separation Allowance (FSA) entitlement.	
2.1	Receive eCRM case from customer command.	Supervisor receives eCRM case from customer command. 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: https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx Note 1: eCRM case to support initiation of FSA may be part of overall Receipts package In such case, FSA 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. Note 2: During Receipts processing, Receipts clerk should select FSA Eligibility Indicator on the Misc Data Activity Gain Panel for those Service Members that may be eligible for FSA during their assignment to the ship, squadron, or unit.	
2.2	Review eCRM case.	Supervisor reviews eCRM case. The eCRM case should consist of the following, as applicable:	

STEP #	FLOW TEXT	ADDITIONAL TEXT
		• **DD1561** (Statement to Substantiate Payment of Family Separation Allowance (FSA))
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 CPPA to complete and/or correct eCRM case. Go to 2.3.
2.5	Supervisor dispatches 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.
3	Validate Service Member's eligibility for FSA.	Validate Service Member's eligibility for FSA (R-Restricted, S-Ship, and T-Temporary).
3.9	Complete final verification and close eCRM case.	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed". Go to Stop.
3.10	Does Service Member's NSIPS ESR require update?	Does Service Member's NSIPS ESR require update? If Yes, **go to 3.10.1**.

STEP #	FLOW TEXT	ADDITIONAL TEXT	Landing Page
		If No, go to 4.	
3.10.3	Review and sign NAVPERS 1070/613s, as required.	Supervisor reviews and signs NAVPERS 1070/613s, as required.	
3.10.4	Verify Service Member's NSIPS ESR.	Supervisor verifies Service Member's NSIPS ESR.	
4	Process Service Member's FSA entitlement.	Process Service Member's FSA entitlement, as required.	
4.5	Audit and release FSA in NSIPS.	Supervisor audits and releases FSA in NSIPS.	
4.7	Determine reason for posting delay.	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error • If user error, correct and resubmit • If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Service (DFAS), as applicable Note 1: **Refer to DJMS PTG Part 9, Chapter 10**, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to **MPA 01/21**, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). **Go to 4.6**.	

STEP #	FLOW TEXT	ADDITIONAL TEXT	Landing Page
4.10	Complete final verification and close eCRM case.	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed".	
STOP			

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT	Landing Page
1	Verify and provide documentation of Service Member's eligibility for FSA.	Command Leadership /CPPA/Service Member	Verify and provide documentation of Service Member's eligibility for FSA (R-Restricted, S-Ship, and T-Temporary). FSA includes: • FSA-R: FSA in a restricted area where the Service Member's dependents may not be transported at government expense or concurrent travel is not authorized. • FSA-S: FSA for duty aboard a ship away from the ship's homeport. • FSA-T: FSA for Temporary Additional Duty (TAD) or Temporary Duty (TDY) away from homeport.	
1.1	Is Type of FSA: FSA-R, FSA-S, or FSA-T?	CPPA	Is Type of FSA: FSA-R, FSA-S, or FSA-T? FSA is payable only to Service Members with dependents or married to another member of the uniformed services regardless of any other dependency status. FSA is payable in addition to any other allowance or per diem, to which a Service Member may be entitled, but a Service Member may not receive more than one payment of FSA for the same period, even though Service Member may be qualified for more than one type of FSA. If FSA-R, go to 1.2. If FSA-S, go to 1.3. If FSA-T, go to 1.4.	
1.2	Verify criteria for FSA-R.	CPPA	CPPA verifies criteria for FSA-R. Refer to DoD FMR Vol 7a Ch 27 logic tables for FSA-R conditions of entitlement and MPM 7220-120 for specific conditions of entitlement related to authorization of FSA incident to overhaul and/or unaccompanied tours.	

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			FSA-R is authorized when:
			• Transportation of dependents, including dependents acquired after effective date of orders, is not authorized at government expense; and the dependents do not live in the vicinity of the Service Member's homeport/PDS, generally, o > 50 miles, or o > 1.5 hours travel unless the Service Member actually commutes daily, regardless of distance. • Transportation of dependents is authorized at government expense, but the Service Member elects an unaccompanied tour of duty because a dependent cannot accompany the Service Member to that homeport/PDS due to certified medical reasons, regardless of the date on which the Service Member first made the election to serve an unaccompanied tour. Note: FSA-R is authorized to a Service Member married to another Service Member regardless of whether the Service Member has any non-active duty dependents, when all other general conditions are met and provided Service Members were residing together immediately before being separated by reason of execution of military orders. Go to 1.5.
1.3	Verify criteria for FSA-S.	CPPA	CPPA verifies criteria for FSA-S. Note: Per PPIB 21-10, effective as of the date of enactment of the NDAA for FY21 (January 1, 2021), a

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			member of the uniformed service with dependents who is under orders to remain aboard a ship while at homeport and whose duty onboard the ship is for a continuous period of more than 30 days (including any period in homeport) shall be eligible for FSA. When a member is under orders to remain on board a ship while at homeport, the days on the ship while at homeport will count towards the more than 30 continuous days of duty requirement, except when a member is required to remain on board for disciplinary reasons. Service Member is eligible for FSA-S if Service Member is on duty aboard a ship, and the ship is away from the homeport continuously for more than 30 days. Note 1: The dependents are not required to reside in the vicinity of the homeport for FSA-S eligibility. However, if the ship arrives and remains at a port other than the homeport for a period of more than 30 days at a location where the Service Member's dependents reside, then payment of the FSA-S is precluded if the Service Member resides with the dependents. Note 2: A Service Member is entitled to FSA-S for an interim in port period, if he or she returned to homeport after the original deployment (of greater than 30 days) for a period of 30 days or less and redeployed for an additional period of more than 30 days. Go to 1.5.
1.4	Verify criteria for FSA-T.	CPPA	CPPA verifies criteria for FSA-T. The Service Member is entitled to FSA-T if the Service Member is on TDY/TAD away from the PDS continuously for more than 30 days, and the Service Member's dependents

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			are not residing at or near the TDY station. This includes Service Members who are required to perform a period of the TDY before reporting to their initial station of assignment. Note: A Service Member is entitled to FSA-T for an interim return to permanent duty station if he or she returned to the permanent duty station after the original TDY or TAD (of greater than 30 days) for a period of 30 days or less and recommenced TAD or TDY for a period of more than 30 days.
1.5	Is Service Member entitled to FSA?	CPPA	Is Service Member entitled to FSA based upon conditions of entitlement criteria? If Yes, go to 1.6. If No, go to Stop. Note: When processing mass FSA-S and FSA-T entitlements, individual Service Members on the mass listing may not qualify for entitlement and may have to be processed separately.
1.6	Prepare and submit forms and/or compile documentation, as required.	Command Leadership / Service Member/CPPA	Service Member/CPPA prepares and submits forms and/or compiles documentation, as required. 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.
1.6.1	Obtain/complete form and/or compile documentation.	Service Member/CPPA	Service Member/CPPA obtains completed form, as required.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			Form required is as follows: • DD 1561 (Statement to Substantiate Payment of Family Separation Allowance (FSA))
1.6.2	Submit form to CPPA	Service Member	Service Member submits form to CPPA.
1.6.3	Review documentation	CPPA	CPPA reviews documentation. • Enclosure (1) DD Form 1561, Statement to Substantiate FSA Payment, from each eligible Service Member, signed by the Service Member after they complete the certifying questions, and then signed by the Certifying Officer. • Enclosure (2) DD Form 577, Certifying Officer authorization, for the person signing all the DD Form 1561s. Note: this is only needed if the CO does not sign all DD Form 1561s. • Enclosure (3) NSIPS list of FSA eligible personnel. These are the minimum KSDs to certify payment. All other documents are available in the OMPF for audit purposes.
1.7	Does Service Member elect Denial of Change of Home Port Certificate?	CPPA/Command Leadership	Does Service Member elect Denial of Change of Home Port Certificate? Refer to MPM 7220-120, as required. If Yes, go to 1.7.1. If No, go to 1.8.
1.7.1	Counsel Service Member.	Command Leadership	Command Leadership counsels the Service Member to explain the impact of the Service Member's decision.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
1.7.2	Prepare Denial of Change of Homeport Certificate to record Service Member's decision.	CPPA	CPPA prepares NAVPERS 1070/613 (Administrative Remarks) - Denial of Change of Homeport Certificate to record Service Member's decision. If the Service Member elects to maintain the household at the previous homeport location, the decision will be entered in the Service Member's service record, NAVPERS 1070/613 for enlisted personnel and by memorandum for officers. Refer to MPM 7220-120 for service record entry remarks. Administrative Remarks entries shall be made in the ESR and verified. If the issuing command does not have ESR access, NAVPERS 1070/613 may be created manually and submitted to the servicing personnel office in order for the remarks to be transcribed into the ESR, verified, and distributed. An Administrative Remarks entry is not considered valid in the ESR until verified. Service Member signs NAVPERS 1070/613.
1.8	Assemble and compile documentation.	CPPA	CPPA assembles and compiles documentation for submission to TSC.
1.9	Submit documentation to TSC via eCRM.	CPPA	CPPA submits documentation to TSC via eCRM. 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

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			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: https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx eCRM case to support initiation of FSA may be part of overall Receipts package. In such case, Family Separation Allowance would be submitted in conjunction with the Receipts package. Effective 01 Dec2021, all personnel and pay documents that trigger pay entitlements must comply with the new file naming convention. The new file naming structure is: • Last Name, then space • First Name, then space • Name of Entitlement • Example: DOE JON FSA The eCRM case may consist of the following, as applicable: • DD1561 (Statement to Substantiate Payment of Family Separation Allowance (FSA)) Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			approved DD Form 577 for the "certifying officer" must be submitted with the eCRM case.
2	Receive, dispatch, and review eCRM documentation for FSA entitlement.	Clerk/Supervisor	Receive, dispatch, and review eCRM documentation for Family Separation Allowance (FSA) entitlement.
2.1	Receive eCRM case from customer command.	Supervisor	Supervisor receives eCRM case from customer command. 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: https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx Note 1: eCRM case to support initiation of FSA may be part of overall Receipts package In such case, FSA 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. Note 2: During Receipts processing, Receipts clerk should select FSA Eligibility Indicator on the Misc

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			Data Activity Gain Panel for those Service Members that may be eligible for FSA during their assignment to the ship, squadron, or unit.
2.2	Review eCRM case.	Supervisor	Supervisor reviews eCRM case. The eCRM case should consist of the following, as applicable: • DD1561 (Statement to Substantiate Payment of Family Separation Allowance (FSA))
2.3	Is eCRM documentation complete and sufficient?	Supervisor	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	Supervisor coordinates with CPPA to complete and/or correct eCRM case. Go to 2.3.
2.5	Supervisor dispatches eCRM case to clerk.	Supervisor	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.
3	Validate Service Member's eligibility for FSA.	Clerk/Supervisor	Validate Service Member's eligibility for FSA (R-Restricted, S-Ship, and T-Temporary).

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
3.1	Verify Service Member's eligibility for FSA entitlement.	Clerk	Clerk verifies Service Member's eligibility for FSA entitlement. Clerk verifies Service Member's eligibility based upon CPPA provided Key Supporting Documents For mass listing, clerk pulls FSA records by UIC in NSIPS. Clerk verifies UIC records in NSIPS against DD Form 1561s and the NSIPS list provided by the CPPA. Note: It important for clerk to check "FSA Eligibility" indicator during the Receipts process for commands routinely eligible for FSA entitlement.
3.2	Determine Service Member's dependency status.	Clerk	Clerk determines Service Member's dependency status. Login to MMPA JJAA: • Enter Service Member's SSN • Verify FID 35 to determine dependency status, closest dependent (W, A, C, I, D or K (secondary dependents), R, etc.) • Verify FID 65 to determine if already entitled to and receiving FSA Refer to DoD FMR Vol 7a Ch 27 and MPM 7220-120 for dependency criteria related to: • Dependent Children • Dependent Parents • Military married to Military (no other dependents)

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			• Military married to Military (with other dependents) for conditions of entitlement, and in the case of Military married to Military (with other dependents), requirements for dual entitlement. Note: Service Member drawing BAH based solely on child support payment is not entitled to FSA. However, when the Service Member has joint physical and legal custody of the child(ren) and the child(ren) otherwise would reside with the Service Member at least 14 days each month, the Service Member shall be considered a "member with dependents" for FSA entitlement purposes.
3.3	Verify Service Member's pay account against NSIPS ESR.	Clerk	Clerk verifies Service Member's pay account against NAVPERS 1070/602. Ensure that FID 35 closest dependent (W, A, C, I, D or K (secondary dependents), R, etc.) corresponds with the NAVPERS 1070/602.
3.3.1	Reconcile dependency issues between Service Member's pay account and NAVPERS 1070/602.	Clerk	Clerk reconciles dependency issues between Service Member's pay account and NAVPERS 1070/602, if required.
3.3.2	Determine legal custody of dependents, if required.	Clerk	Clerk determines legal custody of dependents, if required.
3.3.3	Verify Military married to Military for conditions of entitlement.	Clerk	Clerk verifies Military married to Military (with and without dependents) for conditions of entitlement, if applicable.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			Refer to DoD FMR Vol 7a Ch 27 for Service Member married to Service Member conditions of entitlement. Service Member married to Service Member criteria: 1. FSA is payable to a Service Member married to another Service Member regardless of whether the Service Member has any non-active duty dependents, when all other general conditions are met and provided Service Members were residing together immediately before being separated by reason of execution of military orders. • Except as note in Paragraph 2 below, not more than one monthly allowance may be paid with respect to a married military couple for any month. Each Service Member may be entitled to FSA within the same month, but both cannot simultaneously be entitled. Payment shall be made to the Service Member whose orders resulted in the separation. If both Service Members receive orders requiring departure on the same day, then payment will go to the senior Service Member. • If a Service Member meets the requirements for credit of FSA, but entitlement is precluded by an existing entitlement status of the spouse, then the second Service Member may, if still qualified, immediately become entitled to FSA upon termination of the spouse's status. The couple may qualify for sequential entitlements to FSA provided military orders keep them continuously separated. • In order to qualify for a subsequent entitlement to FSA, a married Service Member couple, no longer separated by reason of military orders, shall reestablish a joint household and reside together. 2. FSA is payable to both married Service Members when they reside together with their dependents immediately

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			before being separated from dependents, by competent orders, to assignments prescribed in subparagraphs 2.3.1.1 through 2.3.1.3 of the DODFMR Vol 7A, Chapter 27 . Each Service Member's entitlement is determined individually based on assignment and separation from dependents. The dual allowance shall continue until one of the Service Members is no longer assigned to one of those duty assignments. The other Service Member shall continue to receive the allowance until no longer assigned to one of those duty assignments. This is true even when both Service Members are assigned to the same duty location away from their dependents.
3.3.4	Flag discrepant records for follow-up with CPPA.	Clerk	Clerk flags discrepant records for follow-up with CPPA. Note: Clerk will not delay processing a mass entitlement awaiting status verification of flagged records. Clerk will process flagged records as an individual entitlement vice a mass entitlement upon receipt of verification.
3.3.5	Contact CPPA regarding any dependency status issues that require resolution.	Clerk	Clerk contacts CPPA regarding any dependency status issues that require resolution.
3.4	Does Service Member require an updated NAVPERS 1070/602?	Clerk	Does Service Member require an updated NAVPERS 1070/602? Did FID 35 for closest dependent (W, A, C, I, D or K (secondary dependents), R, etc.) correspond with the NAVPERS 1070/602? If Yes, go to 3.5. If No, go to 3.6.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
3.5	Refer to Page 2 or RED/DA SOP to complete NAVPERS 1070/602 update, as applicable.	Clerk	Refer to Page 2 or RED/DA SOP to complete NAVPERS 1070/602 update, as applicable. https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx
3.6	Is Service Member entitled to FSA?	Clerk	Is Service Member entitled to FSA based upon conditions of entitlement criteria? If Yes, go to 3.10. If No, go to 3.7.
3.7	Inform CPPA.	Clerk	Clerk informs CPPA that Service Member is not eligible for entitlement.
3.8	Complete final verification and mark eCRM case "Supervisor Review".	Clerk	Clerk completes final verification and marks eCRM case "Supervisor Review".
3.9	Complete final verification and close eCRM case.	Supervisor	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed". Go to Stop.
3.10	Does Service Member's NSIPS ESR require update?	Clerk/Supervisor	Does Service Member's NSIPS ESR require update? If Yes, go to 3.10.1. If No, go to 4.
3.10.1	Review and update Service Member's NSIPS ESR.	Clerk	Clerk reviews and updates Service Member's NSIPS ESR. Clerk updates NSIPS ESR Administrative Remarks (e.g., NAVPERS 1070/613 (Administrative Remarks) - Denial of

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			Change of Homeport Certificate) and any other required updates, as applicable.
3.10.2	Submit NSIPS ESR update(s) to supervisor for review and verification.	Clerk	Clerk submits NSIPS ESR update(s) and supporting documentation to supervisor for review and verification.
3.10.3	Review and sign NAVPERS 1070/613s, as required.	Supervisor	Supervisor reviews and signs NAVPERS 1070/613s, as required.
3.10.4	Verify Service Member's NSIPS ESR.	Supervisor	Supervisor verifies Service Member's NSIPS ESR.
3.10.5	Forward signed NAVPERS 1070/613 to CPPA.	Clerk	Clerk forwards signed NAVPERS 1070/613 to CPPA.
3.10.6	Submit signed, permanent NAVPERS 1070/613s to OMPF.	Clerk	Clerk submits signed permanent NAVPERS 1070/613s to OMPF, as required. Permanent NAVPERS 1070/613s shall be submitted to Navy Personnel Command using the e-Submission application on BUPERS Online for filing in the OMPF. Refer to MPM 1070-320 for definition of permanent NAVPERS 1070/613s.
4	Process Service Member's FSA entitlement.	Clerk/Supervisor/ Service Member	Process Service Member's FSA entitlement, as required.
4.1	Is clerk processing a mass entitlement?.	Clerk	Is clerk processing a mass entitlement? Note: Start actions for FSA-S can be submitted up to 30 days before the date of departure of Service Member, unit or squadron deployed away from the permanent duty station or a ship, squadron, or unit deployed away from homeport for a period of more than 30 days.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			DO NOT submit start actions in advance for Service Members who will not depart or remain away from homeport for more than the 30-day qualifying period. Ensure that the Service Members scheduled for transfer, separation, or inclusive periods of entitlement are NOT reported in advance. In the event of date changes, refer to PTG for cancellation criteria for individual Service Members or ships, squadrons, units, as applicable. If Yes, go to 4.2. If No, go to 4.3.
4.2	Create FSA mass entitlement in NSIPS.	Clerk	Clerk creates FSA Mass Entitlement (Start or Report) in NSIPS, as applicable. Login to NSIPS: Entitlements > Mass Changes > Use > Allowance Create. • Select Allowance Type (as applicable) • Choose Start, Stop, or Report, as applicable • Enter Effective Date or inclusive dates of report, as applicable • Enter UIC • Get Records • Select Personnel Entitled to FSA Go to 4.4.
4.3	Create FSA individual	Clerk	Clerk creates FSA individual entitlement in NSIPS in accordance with DJMS Navy Procedures Training Guide

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
	entitlement in NSIPS.		(PTG): Part 3 Allowances Chapter 3: Family Separation Allowance (FSA). https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide Login to NSIPS: Entitlements > Allowances > Use > Allowance Create. Enter Service Member's SSN. • Select Allowance Type (FST/FSS/FSR) • Choose Start, Stop or Report, as applicable • Enter effective or inclusive dates of report, as applicable
4.4	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.
4.5	Audit and release FSA in NSIPS.	Supervisor	Supervisor audits and releases FSA in NSIPS.
4.6	Did FSA post?	Clerk	Did FSA post? Go to MMPA JJAA 24-48 hours after release: • Enter Service Member's SSN • Verify FID 65 posted correctly If No, go to 4.7. If Yes, go to 4.8.
4.7	Determine reason for posting delay.	Clerk/Supervisor	Clerk and supervisor determine reason for posting delay.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			1. Check message status inquiry/rejects list in NSIPS for error code
			2. Research reason for error
			• If user error, correct and resubmit
			• If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Service (DFAS), as applicable
			Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.
			Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).
			Go to 4.6.
4.8	Complete final verification and mark eCRM case	Clerk	Clerk completes final verification and marks eCRM case "Supervisor Review".
4.9	Compile Retain File.	Clerk	Clerk compiles Retain File.
			Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in entertprise 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.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			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. • DD 1561 (Statement to Substantiate Payment of Family Separation Allowance (FSA))
4.10	Complete final verification and close eCRM case.	Supervisor	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed".
4.11	Verify proper processing of FSA entitlement.	Service Member	Service Member verifies proper processing of FSA entitlement. If Leave and Earnings Statement (LES) is not correct by the next LES release following submission of FSA documentation, contact CPPA to follow-up with servicing TSC.
4.12	Is Service Member's entitlement still open?	Clerk	Is Service Member's entitlement still open? If Yes, go to 5. If No, go to 4.13.
4.13	Verify Service Member is removed from monthly tracking report.	Clerk	Clerk verifies Service Member is removed from monthly tracking report. Go to Stop.
5	Update and verify FSA tracking report.	Clerk	Update and verify FSA tracking report. FSA tracking report is used to validate that the Service Member is still eligible to receive FSA payment and assigned to Command/Unit Identification Code (UIC)

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			serviced by the TSC. Clerk should follow-up with the CPPA to resolve any discrepancies.
5.1	Update FSA tracking report.	Clerk	Clerk updates FSA tracking report.
5.2	Verify FSA tracking report monthly.	Clerk	Clerk verifies FSA tracking report monthly. Clerk contacts CPPA when estimated return date is exceeded for FSA-S and FSA-T entitled Service Member's unless return date was classified and not included in the report.
5.3	Resolve discrepancies/inconsistencies with the CPPA.	Clerk	Clerk resolves discrepancies/inconsistencies with the CPPA.
5.4	Has Service Member's FSA entitlement status changed, requiring an NSIPS transaction?	Clerk	Has Service Member's FSA entitlement status changed, requiring an NSIPS transaction? It is CPPA responsibility to notify TSC of Service Member FSA eligibility status changes. Common status changes are identified below, but refer to Stop FSA logic tables in DoD FMR Vol 7a Ch 27 and PTG as required. - Dependency Status change - Service Member's dependents co-locate or visit Service Member in excess of separation criteria o > 30 days for FSA-T o > 3 months for FSA-R - Returns from deployment - Returns from TAD/TDY - Etc.

STEPS ONLY

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT	
			If Yes, go to 4.1.	
			If No, go to 5.1.	

STOP