

# Hardship Duty SOP



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**Process Name: Hardship Duty Pay SOP**

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**Document Owner:**

MNCC HRSC, Navy Personnel Command

**Approval:**

Navy Pay and Personnel Support Center (NPPSC)

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**PURPOSE:**

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

**Roles / Responsibilities:**

- TSC/Personnel Office Clerk: The role of 'CLERK' as used in this SOP refers to a civilian MILPAY or MILPERS Clerk, a contractor, or a Personnel Specialist authorized to \*create\* NSIPS transactions.
- TSC/Personnel Office Supervisor: The role of 'SUPERVISOR' as used in this SOP refers to a civilian Supervisor, designated servicemember, or a Personnel Specialist authorized to \*release\* NSIPS transactions. Note: "If the designated supervisor is not a MILPAY lead/auditor, then a TSC Deputy Disbursing Officer (DDO), or shipboard senior Personnel Specialist, or other senior designated pay/personnel service representative properly authorized will be required to audit NSIPS transactions and supporting documentation impacting military pay PRIOR to releasing them, so as to ensure accurate and correct DJMS information is transmitted for inclusion into the Master Military Pay Accounts (MMPAs)."
- Command Leadership: CO/XO/CMC and key representatives (on large afloat command may include DHs, Dept LCPO, DIVOs, LCPOs, LPOs depending on organizational structure of the command)
- Command Pay and Personnel Administrator (CPPA): Serves as the primary customer service link between command members and the supporting TSC or Regional Support Center (RSC). Duties and responsibilities are defined in MPM 1000-021. The term CPPA identifies personnel assigned the Navy Enlisted Classification (NEC) code of 791F, but for the purposes of this SOP may include Dept/Div Admin representatives (e.g., large afloat commands) who liaise directly with the ship's Personnel Office/TSC.
- Note: Recent and future NSIPS programming releases will continue to expand CPPA roles and capabilities within NSIPS. Until such time as the new CPPA NEC code (791F) is fully implemented, individual TSCs 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 authorization.
- Service Member - a person serving in the Armed Forces who may be eligible for the entitlements listed in the SOP.

- Refer to recent procedural guidance/policy regarding HDP-T transaction processing in NSIPS as well as exceptions to policy
  - o MPA 15/18 Guidance for Hardship Duty Pay – TEMPO (HDP-T) Transactions
  - o MPA 23/18 Guidance for Hardship Duty Pay-Tempo (HDP-T) Transactions and Defense Workload Operations System (DWOWS)
  - o PPIB 18-15 Hardship Duty Pay-TEMPO (HDP-T) FID 14
- 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.
  
- Update and verify monthly Hardship Duty Pay (HDP) tracking report. This Hardship Duty Pay tracking report is used to verify the Service Member receiving the Hardship Duty Pay is still assigned to the Command/Unit Identification Code (UIC) that is serviced by the TSC. While this HDP tracking report is NOT to be used to verify HDP, it should be used to verify Service Member is still in HDP eligible status and being simultaneously credited FSA and HF/IDP if applicable. Clerk should follow-up with CPPA to resolve any discrepancies.
- If HF/IDP entitlement (FID 23) is open when processing HDP entitlement (FID 14), ensure that the location is the same for both entitlements. For HF/IDP, refer to MPA 142/02 and NAVADMIN 416/02 for entitlement processing requirements for Service Members in the Philippines who are in direct support of the Afghanistan Combat Zone and MPA 14/07 for entitlement processing requirements for Service Members in support of Joint Task Force – Guantanamo Bay, Cuba Detention Facilities, as required.
- Verify Service Member is also entitled and receiving Family Separation Allowance (FSA), if applicable
- All personnel are required to comply with all PII/CUI policy guidance per required annual GMT. For further information, refer to the DON CIO website: <https://www.doncio.navy.mil/>

#	System	Description
1.	DJMS MMPA	<ul style="list-style-type: none"> <li>· The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a data base file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for active duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing.</li> <li>· MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing.</li> <li>· Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at <a href="https://miap.csd.disa.mil/portal.html">https://miap.csd.disa.mil/portal.html</a> using CAC and CAC-enabled computer.</li> </ul>
2.	NSIPS/ESR	<ul style="list-style-type: none"> <li>· Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve.</li> <li>· The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information.</li> <li>· Login to NSIPS and ESR at <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a> using CAC and CAC-enabled computer.</li> <li>· When asked to verify your PKI, choose the DoD CA-XX certificate, not the email certificate.</li> </ul>
3.	DMR/DMO	<ul style="list-style-type: none"> <li>· Defense MilPay Office (DMO)/Defense MilPay Office (DMO) is a Windows-based relational pay application that interfaces with the Defense Joint Military Pay System (DJMS) to create, audit and submit military pay transactions, and receive feedback from DJMS. It supports the Active and Reserve Components of the Army, Navy, and Air Force at DFAS Central Sites and military installations worldwide. The software suite is organized into Input, Reports, Inquiry, Navy Financial Reporting, Security and System Administration modules. DMO also provides master pay account inquiry capability, reports and query features, transaction results, pay products, management information, customer service tools, an audit trail, expanded edits and pre-filled screens for error rate reduction, and a comprehensive on-line user's manual to support maintenance of military pay accounts and processing of pay transactions.</li> </ul>
4.	DWOWS	<ul style="list-style-type: none"> <li>· Defense Workload Operations Web System (DWOWS) is a webbased tracking system used by military pay operations (MILPAYOPS) to track workload for Navy active duty and reserve Service Members. <a href="https://dwows.csd.disa.mil/dwows/">https://dwows.csd.disa.mil/dwows/</a></li> </ul>
5.	Enterprise Customer Relations Management System (eCRM)	<ul style="list-style-type: none"> <li>· The eCRM console enables designated command personnel to electronically communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions.</li> <li>· The eCRM console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems.</li> <li>· Login into eCRM at <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a> using CAC and CAC-enabled computer.</li> </ul>

## Online Resources:

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

## Command Aids and User Guides Available Online:

#	Sponsor	Document Title and Link
1	DJMS MMPA Guide	Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Guide <a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a>
2	DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 6:	Hardship Duty <a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a>
3	DJMS Navy Procedures Training Guide (PTG): Part 9 Pay Product Delivery Chapter 10	Submitting Documentation via DWOWS <a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a>

## Help Desks:

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#	Contact Source	Contact Details
1	NSIPS ESR	<ul style="list-style-type: none"> <li>· NSIPS Help Desk 1-833-637-3669 <a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a></li> <li>· MyNavy Career Center (MNCC) 1-833-330-MNCC <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> </ul>
2	HDP- PERSTEMPO	<ul style="list-style-type: none"> <li>· PERSTEMPO Help Desk Commercial (901) 874-4717, Option #1 <a href="mailto:perstempohd@navy.mil">perstempohd@navy.mil</a></li> </ul>
3	eCRM	<ul style="list-style-type: none"> <li>· eCRM Help Desk <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a></li> <li>· eCRM Exception to Policy Help Desk <a href="mailto:ecrmetp@us.navy.mil">ecrmetp@us.navy.mil</a></li> </ul>

## Forms:

#	Form #	Title
1		No Forms Identified for this SOP

## References:



#	Doc ID	Title
1	<a href="#">DoD FMR Vol. 7A Chapter 17</a>	DoD Financial Management Regulation 7000.14-R Volume 7A: Military Pay Policy and Procedures - Active Duty and Reserve Pay Chapter 17: Special Pay – Hardship Duty
2	<a href="#">OPNAVINST 3000.13 (Series)</a>	Navy Personnel TEMPO and Operating TEMPO Program
3	<a href="#">Department of the Navy Memo dated 30 June 2020</a>	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
4	<a href="#">MILPERSMAN 7220-070</a>	Special Pay For Hardship Duty
	<a href="#">MILPERSMAN 7220-075</a>	Guidelines for Hardship Duty Pay - Tempo (HDP-T)
	<a href="#">MILPERSMAN 7220-112</a>	Pay and Allowance Continuation (PAC) Program
5	<a href="#">NPPSCINST 5220.2 (Series)</a>	Standard Management Reports
	<a href="#">NPPSCINST 7220.7 (Series)</a>	Separation of Duties Affecting Military Pay
	<a href="#">NPPSCINST 7250.1 (Series)</a>	Retention of Disbursing Office Records
6	<a href="#">NAVADMIN 221/14</a>	Authority to Pay Hardship Duty Pay Tempo to Compensate for Extended Deployments
	<a href="#">NAVADMIN 066/16</a>	Navy Audit Document Retention Guidance
7	<a href="#">MPA 14/07</a>	Processing of Imminent Danger Pay for Joint Task Force – Guantanamo Bay, Cuba Detention Facilities
	<a href="#">MPA 30/12</a>	Hardship Duty Pay Location DJMS System Change
	<a href="#">MPA 12/13</a>	Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases
	<a href="#">MPA 21/14</a>	Hardship Duty Pay-Location (HDP-L) Monthly Rate Changes
	<a href="#">MPA 46/14</a>	Hardship Duty Pay-TEMPO Implementation
	<a href="#">MPA 51/14</a>	Hardship Duty Pay-TEMPO for Separated Personnel
	<a href="#">MPA 49/15</a>	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs
	<a href="#">MPA 07/16</a>	Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS)
	<a href="#">MPA 15/18</a>	Guidance for Hardship Duty Pay – TEMPO (HDP-T) Transactions
	<a href="#">MPA 23/18</a>	Guidance for Hardship Duty Pay-Tempo (HDP-T) Transactions and Defense Workload Operations System (DWOWS)
	<a href="#">MPA 21/20</a>	Imminent Danger Pay (IDP) and Hardship Duty Pay Location (HDP-L) Designations for Saudi Arabia
	<a href="#">MPA 22/20</a>	Imminent Danger Pay (IDP) Recertification/Discontinuance and Hardship Duty Pay Location Correction (HDP-L)
	<a href="#">MPA 05/23</a>	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes
8	<a href="#">PPIB 14-14</a>	Issue 141401: Hardship Duty Pay-TEMPO Implementation
	<a href="#">PPIB 15-14</a>	Issue 151403: South Sudan Imminent Danger Pay (IDP) and Hardship Duty Pay-Location (HDP-L)
	<a href="#">PPIB 18-15</a>	Hardship Duty Pay-TEMPO (HDP-T) FID 14 (Update)
	<a href="#">PPIB 20-18</a>	Designation of Saudi Arabia for Imminent Danger Pay (IDP)
	<a href="#">PPIB 20-39</a>	Hardship Duty Pay – TEMPO Exception to Policy

**SERVICE MEMBER START**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>SERVICE MEMBER</b>	1	Prepare and submit forms and/or compile documentation, as required	<p>Prepare and submit forms and/or compile documentation, as required. Refer to <a href="#">DoD FMR Vol. 7A Chapter 17</a>.</p> <p>The Secretary of Defense (SECDEF) has established that Hardship Duty Pay (HDP) will be paid to members:</p> <p>for performing specific missions (HDP-M), or when assigned to designated locations (HDP-L).</p> <p>Hardship Duty Pay Mission (HDP-M) Entitlement: Service Members assigned to, on temporary duty with, or otherwise under the operational control of the following commands:</p> <p>Joint Task Force-Full Accounting (JTF-FA), or Central Identification Lab-Hawaii (CIL-HI)</p> <p>may qualify for HDP-M based on performance of a hardship mission. Service Members so assigned are entitled for each month in which they perform investigative or remains recovery duty in a remote, isolated area (including, but not limited to, areas in Laos, Cambodia, Vietnam, and North Korea) for recovery of United States (U.S.) Service Member remains.</p> <p>Hardship Duty Pay Location (HDP-L) Entitlement: An area outside the 48 contiguous U.S. and the District of Columbia (DC) may, upon specific approval of the SECDEF, qualify for designation as a hardship duty location. Refer to DoD FMR Vol. 7A Chapter 17 for location areas, as required.</p> <p>Hardship Duty Pay TEMPO (HDP-T): Hardship Duty Pay - TEMPO (HDP-T) for Sailors, Active and Reserve, who are deployed beyond 220 consecutive days. HDP-T will be paid at a rate of \$495 per month, prorated daily. Sailors become eligible for HDP-T when deployed for 221 or more consecutive days in an operational deployment.</p>

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**SERVICE MEMBER CONTINUED**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>SERVICE MEMBER</b>	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 1: 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>HDP-L and HDP-M forms/documentation may include:</p> <ul style="list-style-type: none"> <li>· Service Member's Permanent Change of Station (PCS) orders</li> <li>· Temporary/deployed/duty orders to a Hardship Duty Mission area</li> <li>· Temporary/deployed/attached duty orders of over 30 days duration to Hardship Duty Location Pay areas</li> <li>· Other supporting documentation, as required</li> </ul> <p>Note 1: HDP-M is payable at the full monthly rate, without prorating or reduction, for each month, during any part of which, the Service Member performs a specified mission.</p> <p>Command HDP PERSTEMPO Validation Requirements:</p> <ul style="list-style-type: none"> <li>· CO letter authorizing the entitlement and the start date of deployment with a list of all eligible Sailors on board (List will be electronically signed)</li> <li>· CO or designee letter authorizing the start of the entitlement and the start date of deployment</li> </ul> <p>Note 2: Per <a href="#">MPA 51/14</a> Commands should contact the PERSTEMPO Help Desk for PERSTEMPO data on potential HDP-T eligible members that have separated or retired. Once the PERSTEMPO information has been received and validated by the Command, the Command will utilize the "Exception HDP-T Certification Report" available on the PERSTEMPO website listed below.</p> <p>Personnel TEMPO (PERSTEMPO) Program website:  <a href="https://www.mynavyhr.navy.mil/Support-Services/PERSTEMPO/">https://www.mynavyhr.navy.mil/Support-Services/PERSTEMPO/</a></p>

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**SERVICE MEMBER CONTINUED**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SERVICE MEMBER</b>	1.2	Submit forms and documentation to CPPA	Service Member submits forms and/or documentation described in <a href="#">Step 1.1</a> 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 Hardship Duty Pay entitlement	<p>Process Service Member's Hardship Duty 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 1401-Start Hardship Duty Pay transaction when the Service Member arrives PCS. The Hardship Duty Pay transaction will recycle under an 'NE' FID on the master pay account in the amount payable for the designated area until Service Member completes the 30 day requirement.</p> <p>Hardship Duty Pay will stop upon detaching from the hardship duty area based on the 1402-Stop Hardship Duty Pay transaction. Hardship duty pay will stop on the date of departure from the area.</p> <p>When a Service Member departs PCS from a designated Hardship Duty Pay assignment, the SH-03 Report PCS Departure transaction will stop the entitlement.</p>
	3.9	Verify proper processing of Hardship Duty Pay entitlement	<p>Service Member verifies proper processing of Hardship Duty Pay entitlement.</p> <p>If Leave and Earnings Statement (LES) is not correct by the next LES release following submission of HDP documentation, contact CPPA to follow-up with servicing TSC.</p> <p>Note: The HDP-L allowance decreases to a maximum payment of \$100 when Service Members are authorized a concurrent payment of \$225.00 for Hostile Fire Pay/Imminent Danger Pay.</p>

**STOP**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2	Receive, review, and dispatch documentation and verify Service Member's eligibility for HDP	Receive, review, and dispatch documentation and verify Service Member's eligibility for Hardship Duty Pay.
	2.6	Is eCRM case an initial certification of Hardship Duty Pay?	Is eCRM case an initial certification (start or report) of Hardship Duty Pay?  If Yes, go to 2.7. If No, <a href="#">go to 3.</a>
	2.7	Verify eligibility criteria for Hardship Duty Pay	<p>Clerk verifies eligibility criteria for Hardship Duty Pay. Refer to DoD <a href="#">FMR Vol. 7A Chapter 17</a>. Refer also to <a href="#">MPA 14/07</a> for HDP-L entitlement processing requirements for Service Members in support of Joint Task Force – Guantanamo Bay, Cuba Detention Facilities, as required.</p> <p>Service Member will be eligible for entitlement based upon Permanent Duty Station orders/duty location or PERSTEMPO.</p> <p>The Secretary of Defense (SECDEF) has also established that Hardship Duty Pay will be paid to Service Members.</p> <ul style="list-style-type: none"> <li>· for performing specific hardship missions (HDP-M), or</li> <li>· when assigned for either permanent change of duty or temporary/deployed/attached duty for over 30 days duration to designated locations (HDP-L), or</li> <li>· Hardship Duty Pay - TEMPO (HDP-T) for Sailors, Active and Reserve, who are deployed beyond 220 consecutive days. HDP-T will be paid at a rate of \$495 per month, prorated daily. Sailors become eligible for HDP-T when deployed for 221 or more consecutive days in an operational deployment.</li> </ul> <p>Note: Commands should ordinarily validate HDP-T eligibility for their assigned members in the PERSTEMPO System. A validated and digitally signed PERSTEMPO HDP-T Pay Certification sheet should be forwarded to the supporting TSC (for units supported by a TSC Afloat) via eCRM. Units not supported by a TSC Afloat should follow procedures outlined in <a href="#">MPA 46/14</a> and <a href="#">PPIB 14-14</a>.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.8	Review and verify Service Member's pay account	<p>Clerk reviews and verifies Service Member's pay account.</p> <p>Login to MMPA JJAA:</p> <p>Enter Service Member's SSN</p> <ul style="list-style-type: none"> <li>· Verify FID 14 (Hardship Duty Pay) status</li> <li>· Verify FID 23, HF/IDP, if applicable</li> <li>· Verify FID FL, CZTE, if applicable</li> <li>· Verify FID 35, dependent BAH entitlement, if applicable</li> <li>· Verify FID 65, FSA entitlement status, if applicable</li> <li>· Verify FID DN, Meal Deduction status, if applicable</li> <li>· Verify FID NE (Recycle Status, see note below)</li> <li>· Verify FID FUT, if applicable</li> </ul> <p>Note 1: An HDP-L 1401 transaction may be submitted before the Service Member has been in the location for more than 30 days for Service Members who are not permanently assigned to a hardship duty area. The 1401 Start transaction will recycle on the Master Military Pay Account (MMPA) under Format-ID (FID) 'NE' for 30 consecutive days. On the 31st day the entitlement will post on the MMPA from the start date forward.</p> <p>Note 2: If HF/IDP entitlement (FID 23) is open when processing HDP entitlement (FID 14), ensure that the location is the same for both entitlements.</p>
	2.9	Is Service Member eligible for Hardship Duty Pay?	<p>Is Service Member eligible for Hardship Duty Pay?</p> <p>If No, go to 2.10.</p> <p>If Yes, <a href="#">go to 3.</a></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".

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3	Process Service Member's Hardship Duty Pay entitlement	<p>Process Service Member's Hardship Duty 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 1401-Start Hardship Duty Pay transaction when the Service Member arrives PCS. The Hardship Duty Pay transaction will recycle under an 'NE' FID on the master pay account in the amount payable for the designated area until Service Member completes the 30 day requirement.</p> <p>Hardship Duty Pay will stop upon detaching from the hardship duty area based on the 1402-Stop Hardship Duty Pay transaction. Hardship duty pay will stop on the date of departure from the area.</p> <p>When a Service Member departs PCS from a designated Hardship Duty Pay assignment, the SH-03 Report PCS Departure transaction will stop the entitlement.</p>
	3.1	Create Hardship Duty Pay transaction in NSIPS	<p>Clerk creates Hardship Duty Pay transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 6:</p> <p><a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a></p> <p>Login to NSIPS: Entitlement &gt; Miscellaneous Pay &gt; Use &gt; Miscellaneous Pay Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> <li>· Select Miscellaneous Pay Type (HDP)</li> <li>· Select Start, Stop, or Report, as appropriate</li> <li>· Enter effective or start/stop date(s) (coincides with arrival or arrival/departure date(s) at/from HDP location)</li> <li>· Select Hardship Duty Pay type (L, M or T)</li> <li>· Select Location Code, as appropriate</li> <li>· Select Country Code, as appropriate</li> <li>· Save</li> </ul>
	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.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.4	Did Hardship Duty Pay post?	<p>Did Hardship Duty Pay post?</p> <p>Check MMPA JJAA 24-48 hours after release:</p> <ul style="list-style-type: none"> <li>· Enter Service Member's SSN</li> <li>· Verify FID 14 posted correctly</li> <li>· For HDP-T, verify FID 09 (Saved Pay) posted correctly, if applicable</li> </ul> <p>Note: The 1401 transaction will recycle on the Master Military Pay Account (MMPA) under Format-ID (FID) 'NE' for 30 consecutive days. On the 31st day the entitlement will post on the MMPA from the start date forward. Refer to MPA 30/12.</p> <p>If No, go to 3.5. If Yes, go to 3.6.</p>
	3.5	Determine reason for posting delay	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> <li>1. Check message status inquiry/rejects list in NSIPS for error code</li> <li>2. Research reason for error                             <ul style="list-style-type: none"> <li>· Utilize JOZA in MMPA for more information on error codes</li> <li>· If user error, correct and resubmit</li> <li>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable</li> </ul> </li> </ol> <p>Note 1: Refer to <a href="#">DJMS PTG Part 9, Chapter 10</a>, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>Note 2: Refer to <a href="#">MPA 01/21</a>, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).</p> <p>Go to 3.4.</p>
	3.6	Complete final verification and mark eCRM case "Supervisor Review"	Clerk completes final verification and marks eCRM case "Supervisor Review"

**CLERK CONTINUED**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>CLERK</b>	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"> <li>· Endorsed PCS orders to HDP-L or HDP-M assignment</li> <li>· Command letter/memo (HDP-T) or temporary duty orders, as appropriate</li> </ul>
	3.10	Is Service Member's entitlement still open?	<p>Is Service Member's entitlement still open?</p> <p>If Yes, <a href="#">go to 4.</a></p> <p>If No, go to 3.11.</p> <p>Note: This step applies to HDP-L and HDP-M only. There should be no open-ended entitlement to HDP-T.</p>
	3.11	Verify Service Member is removed from monthly tracking report	<p>Clerk verifies Service Member is removed from monthly tracking report.</p> <p>Go to Stop.</p>

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**CLERK CONTINUED**

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**CLERK**

<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
	4	Update and verify Hardship Duty Pay tracking report	Update and verify Hardship Duty Pay tracking report.  Note: This step applies to HDP-L and HDP-M only. There should be no open-ended entitlement to HDP-T.
	4.1	Update Hardship Duty Pay tracking report	Clerk updates Hardship Duty Pay tracking report.
	4.2	Verify Hardship Duty Pay tracking report monthly	Clerk verifies Hardship Duty Pay tracking report monthly.  Refer to <a href="#">DoD FMR Vol. 7A Chapter 17</a> (Hardship Duty Location Pay – Conditions of Entitlement) and <a href="#">DJMS Navy Procedures Training Guide (PTG): Part 1 Special and Basic Pay Chapter 6</a> logic tables for additional Hardship Duty Pay transactions.  Note: Ensure entitlement is stopped on the 31st day of leave if Service Member takes leave outside of the hardship duty area in excess of 30 days.
	4.3	Resolve discrepancies/inconsistencies with the CPPA	Clerk resolves discrepancies/ inconsistencies with the CPPA.
	4.4	Has Service Member's Hardship Duty Pay entitlement status changed, requiring an NSIPS transaction?	Has Service Member's Hardship Duty Pay entitlement status changed, requiring an NSIPS transaction?  If Yes, <a href="#">go to 3.1</a> If No, go to Stop.

**STOP**



**SUPERVISOR START**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SUPERVISOR</b>	2	Receive, review, and dispatch documentation and verify Service Member's eligibility for HDP	Receive, review, and dispatch documentation and verify Service Member's eligibility for Hardship Duty 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><a href="https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx">https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</a></p>
	2.2	Review eCRM case	<p>Supervisor reviews eCRM case.</p> <p>The eCRM case should consist of the following, as required:                      The HDP-L and HDP-M eCRM case should consist of:</p> <ul style="list-style-type: none"> <li>· Service Member's Permanent Change of Station orders</li> <li>· Temporary/deployed duty orders to a Hardship Duty Mission area</li> <li>· Temporary/deployed/attached duty orders of over 30 days duration to Hardship Duty Location Pay Areas listed in DoD FMR Vol. 7A Chapter 17</li> <li>· Other supporting documentation, as required</li> </ul> <p>Command HDP PERSTEMPO eCRM case should consist of:</p> <ul style="list-style-type: none"> <li>· CO letter authorizing the entitlement and the start date of deployment with a list of all eligible Sailors on board (List will be electronically signed)</li> <li>· CO or designee letter authorizing the start of the entitlement and the start date of deployment</li> </ul>

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**SUPERVISOR CONTINUED**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>SUPERVISOR</b>	2.3	Is eCRM case documentation complete and sufficient?	Is eCRM case documentation complete and sufficient? If No, go to 2.4. If Yes, go to 2.5.
	2.4	Coordinate with CPPA to complete and correct eCRM case	Supervisor coordinates with 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. 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 Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.
	2.12	Complete final verification and close eCRM case	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed". Go to Stop.

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**SUPERVISOR CONTINUED**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SUPERVISOR</b>	3	Process Service Member's Hardship Duty Pay entitlement	<p>Process Service Member's Hardship Duty 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 1401-Start Hardship Duty Pay transaction when the Service Member arrives PCS. The Hardship Duty Pay transaction will recycle under an 'NE' FID on the master pay account in the amount payable for the designated area until Service Member completes the 30 day requirement.</p> <p>Hardship Duty Pay will stop upon detaching from the hardship duty area based on the 1402-Stop Hardship Duty Pay transaction. Hardship duty pay will stop on the date of departure from the area.</p> <p>When a Service Member departs PCS from a designated Hardship Duty Pay assignment, the SH-03 Report PCS Departure transaction will stop the entitlement.</p>
	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.
	3.3	Audit and release Hardship Duty Pay in NSIPS	Supervisor audits and releases Hardship Duty 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"> <li>1. Check message status inquiry/rejects list in NSIPS for error code</li> <li>2. Research reason for error                             <ul style="list-style-type: none"> <li>· Utilize JOZA in MMPA for more information on error codes</li> <li>· If user error, correct and resubmit</li> <li>· If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable</li> </ul> </li> </ol> <p>Note 1: Refer to <a href="#">DJMS PTG Part 9, Chapter 10</a>, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>Note 2: Refer to <a href="#">MPA 01/21</a>, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).</p> <p><a href="#">Go to 3.4.</a></p>
	3.8	Complete final verification and close eCRM case	<p>Supervisor completes final verification and closes eCRM case.</p> <p>Supervisor marks eCRM case "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. Refer to <a href="#">DoD FMR Vol. 7A Chapter 17</a>.</p> <p>The Secretary of Defense (SECDEF) has established that Hardship Duty Pay (HDP) will be paid to members:</p> <p>for performing specific missions (HDP-M), or when assigned to designated locations (HDP-L).</p> <p>Hardship Duty Pay Mission (HDP-M) Entitlement: Service Members assigned to, on temporary duty with, or otherwise under the operational control of the following commands:</p> <p>Joint Task Force-Full Accounting (JTF-FA), or Central Identification Lab-Hawaii (CIL-HI)</p> <p>may qualify for HDP-M based on performance of a hardship mission. Service Members so assigned are entitled for each month in which they perform investigative or remains recovery duty in a remote, isolated area (including, but not limited to, areas in Laos, Cambodia, Vietnam, and North Korea) for recovery of United States (U.S.) Service Member remains.</p> <p>Hardship Duty Pay Location (HDP-L) Entitlement: An area outside the 48 contiguous U.S. and the District of Columbia (DC) may, upon specific approval of the SECDEF, qualify for designation as a hardship duty location. Refer to DoD FMR Vol. 7A Chapter 17 for location areas, as required.</p> <p>Hardship Duty Pay TEMPO (HDP-T): Hardship Duty Pay - TEMPO (HDP-T) for Sailors, Active and Reserve, who are deployed beyond 220 consecutive days. HDP-T will be paid at a rate of \$495 per month, prorated daily. Sailors become eligible for HDP-T when deployed for 221 or more consecutive days in an operational deployment.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	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 1: 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>HDP-L and HDP-M forms/documentation may include:</p> <ul style="list-style-type: none"> <li>· Service Member's Permanent Change of Station (PCS) orders</li> <li>· Temporary/deployed/duty orders to a Hardship Duty Mission area</li> <li>· Temporary/deployed/attached duty orders of over 30 days duration to Hardship Duty Location Pay areas</li> <li>· Other supporting documentation, as required</li> </ul> <p>Note 1: HDP-M is payable at the full monthly rate, without prorating or reduction, for each month, during any part of which, the Service Member performs a specified mission.</p> <p>Command HDP PERSTEMPO Validation Requirements:</p> <ul style="list-style-type: none"> <li>· CO letter authorizing the entitlement and the start date of deployment with a list of all eligible Sailors on board (List will be electronically signed)</li> <li>· CO or designee letter authorizing the start of the entitlement and the start date of deployment</li> </ul> <p>Note 2: Per <a href="#">MPA 51/14</a> Commands should contact the PERSTEMPO Help Desk for PERSTEMPO data on potential HDP-T eligible members that have separated or retired. Once the PERSTEMPO information has been received and validated by the Command, the Command will utilize the "Exception HDP-T Certification Report" available on the PERSTEMPO website listed below.</p> <p>Personnel TEMPO (PERSTEMPO) Program website:  <a href="https://www.mynavyhr.navy.mil/Support-Services/PERSTEMPO/">https://www.mynavyhr.navy.mil/Support-Services/PERSTEMPO/</a></p>

## CPPA CONTINUED

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>CPPA</b>	1.3	Review documentation	CPPA reviews documentation.
	1.4	Is documentation complete?	Is documentation complete?  If Yes, go to 1.7.  If No, go to 1.5.
	1.5	Request Service Member provide additional supporting documentation	CPPA requests Service Member provide additional supporting documentation.
	1.7	Assemble and compile documentation	CPPA assembles and compiles documentation for submission to TSC.

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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><a href="https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx">https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</a></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"> <li>· Last Name, then space</li> <li>· First Name, then space</li> <li>· Name of Entitlement</li> <li>· Example: DOE JON HDP</li> </ul> <p>The eCRM case may consist of the following, as applicable:                      HDP-L and HDP-M forms/documentation may include:</p> <ul style="list-style-type: none"> <li>· Service Member’s Permanent Change of Station (PCS) orders</li> <li>· Temporary/deployed/duty orders to a Hardship Duty Mission area</li> <li>· Temporary/deployed/attached duty orders of over 30 days duration to Hardship Duty Location Pay areas</li> <li>· Other supporting documentation, as required</li> </ul> <p>Note: HDP-M is payable at the full monthly rate, without prorating or reduction, for each month, during any part of which, the Service Member performs a specified mission.</p> <p>Command HDP PERSTEMPO Validation Requirements:</p> <ul style="list-style-type: none"> <li>· CO letter authorizing the entitlement and the start date of deployment with a list of all eligible Sailors on board (List will be electronically signed)</li> <li>· CO or designee letter authorizing the start of the entitlement and the start date of deployment</li> </ul> <p>Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved <a href="#">DD Form 577</a> 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
<p><b>Command Leadership</b></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. Refer to DoD <a href="#">FMR Vol. 7A Chapter 17</a>.</p> <p>The Secretary of Defense (SECDEF) has established that Hardship Duty Pay (HDP) will be paid to members:</p> <p>for performing specific missions (HDP-M), or when assigned to designated locations (HDP-L).</p> <p>Hardship Duty Pay Mission (HDP-M) Entitlement: Service Members assigned to, on temporary duty with, or otherwise under the operational control of the following commands:</p> <p>Joint Task Force-Full Accounting (JTF-FA), or Central Identification Lab-Hawaii (CIL-HI)</p> <p>may qualify for HDP-M based on performance of a hardship mission. Service Members so assigned are entitled for each month in which they perform investigative or remains recovery duty in a remote, isolated area (including, but not limited to, areas in Laos, Cambodia, Vietnam, and North Korea) for recovery of United States (U.S.) Service Member remains.</p> <p>Hardship Duty Pay Location (HDP-L) Entitlement: An area outside the 48 contiguous U.S. and the District of Columbia (DC) may, upon specific approval of the SECDEF, qualify for designation as a hardship duty location. Refer to DoD FMR Vol. 7A Chapter 17 for location areas, as required.</p> <p>Hardship Duty Pay TEMPO (HDP-T): Hardship Duty Pay - TEMPO (HDP-T) for Sailors, Active and Reserve, who are deployed beyond 220 consecutive days. HDP-T will be paid at a rate of \$495 per month, prorated daily. Sailors become eligible for HDP-T when deployed for 221 or more consecutive days in an operational deployment.</p>

**STOP**