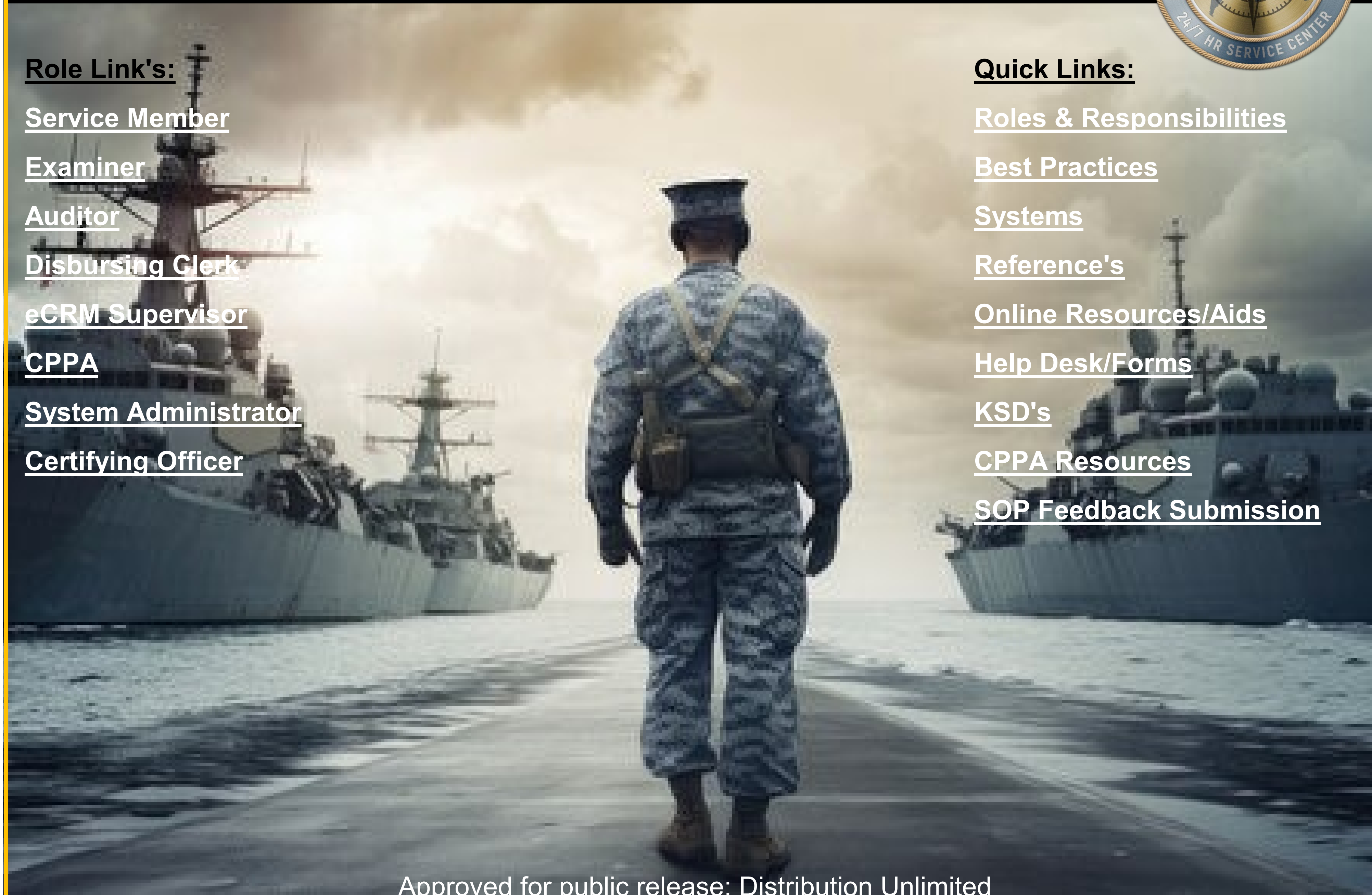
IA Mobilized Reservist Travel Claim Settlement Beginning SOP

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



Role Link's:

- Service Member
- Examiner
- Auditor
- Disbursing Clerk
- eCRM Supervisor
- CPPA
- System Administrator
- Certifying Officer

Quick Links:

- Roles & Responsibilities
- Best Practices
- Systems
- Reference's
- Online Resources/Aids
- Help Desk/Forms
- KSD's
- CPPA Resources
- SOP Feedback Submission

Chief of Naval Personnel		
Process Name: IA/MOB Travel Claim Settlement (Beginning Partial) SOP		BACK
Document ID: End to End		
Document Owner:	**Approval:**	**Revision Date:**
MNCC HRSC, Navy Personnel Command	Navy Pay and Personnel Support Center (NPPSC)	17-Nov-23

PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Travel Processing Center (TPC)/Transaction Service Centers (TSCs) to follow to support Mobilized Reservist Travel Claim Settlement Processing. This SOP covers the initial mobilization travel claim settlement submission, which begins upon Reservist departure from Home of Record (HOR) and ends at 2400 hours on the day prior to departing NMPS (beginning partial). This travel claim is paid under the MPN LOA provided in the mobilization order. This claim is paid under the appropriate PCS SDN of the two normally provided on a mobilization order; one for a Service Member whose ultimate assignment is in CONUS (land accession) and another for a Service Member whose ultimate assignment is OCONUS or requires transoceanic travel (to or from overseas accession).

Roles / Responsibilities:

• **Examiner:** The individual primarily responsible for the overall processing of travel payments. When logged into IATS in the Examiner View mode, a user may log incoming claims, process advances and settlements, post accrued per diem payments, and process collections. In addition, Examiners may have the capability to create traveler accounts and create travel order records. These functions, however, are dependent upon the privileges that have been established for the user by the System Administrator.

• **Auditor:** An Auditor/Certifier is appointed as a Certifying Official after completing the required annual training. Their job is to validate the validity of the claim and to ensure the examiner has entered the claim into WinIATS properly and that they are paying the traveler only the entitlements they are entitled to, based on the supporting KSDs provided in the travel claim package and the regulations set forth in the JTR based on the travelers statuses. They also validate that the examiner is allocating all funds to the proper line of accounting provided on the orders. The Auditor/Certifier conducts 100% audit and certification of all submitted claims. Once they are complete they place the travel claim in awaiting release for the Releaser/Final Certifier to transmit the batch of travel claims worked that production day to DFAS for payment after a 10% random audit of that daily production batch.

• **Disbursing Clerk:** An individual with Disbursing Function capabilities is responsible for preparing a block of processed claims for payment. In addition, this individual must release the processed blocks to the Disbursing module and perform the following functions depending on the way IATS is configured for the particular travel office:

o Assign Disbursing Office Voucher (DOV) Numbers
o Process Checks
o Create EFT Interface Files
o Generate Disbursing Reports

• **System Administrator:** The individual responsible for the overall operation of IATS and controlling the work flow throughout the system. System Administrators are responsible for the set-up and configuration of IATS for the particular travel office. In addition, System Administrators perform the following additional functions:

o Performing system maintenance
o Establishing user accounts
o Assigning/re-assigning blocks and claims
o Deleting completed blocks
o Deleting unneeded traveler or travel order details
o Debt management
o Importing and updating system rates files

System Administrator Continued:
o Processing interfaces between accounting, disbursing, and personnel systems
o Generating management reports
o Running utility programs

• **Super User:** When user accounts are created by the System Administrator, a View mode must be established. The functions a user may perform are dependent upon the View mode associated with their user ID. Because some travel offices are small and may be operated by only one individual, IATS includes a Super User View mode. The Super User View allows the user to switch between various View modes without logging out and logging back in with a different user ID. When the Super User logs in initially, their View mode defaults to System Administrator. A Super User may access the View menu, however, and change the View to Examiner, Auditor, or Disbursing functions as desired.
Note: Although, the title of this particular View is Super User, this does not infer that a user under this View has the ability to perform any desired function. All privileges for every View are established in the Maintenance module by the System Administrator and may be restricted as needed. The Super User View is unique, however, because a Super User has the ability to change View modes, without having to log out and then log back in with a different password in order to perform a different function.

• **Command Leadership:** CO/XO/CMC and key representatives (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 Admin representatives who liaise directly with the ship's Personnel Office/TSC. May also include the Command Individual Augmentee (IA) Coordinator (CIAC) at the Naval Reserve Activity.
• **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.

• **Authorizing Official**: Designated representative to whom final authority to issue travel orders is delegated in writing by a DoD Component, by organizational title, and/or by name. He or she directs travel and is responsible for funding. This is the same as Authorizing/Order-Issuing Official.
• **Approving Official**: Individuals in the chain of command of organizations not operating under the Defense Travel System (DTS) that specifically have been designated in writing to approve Temporary Duty (TDY) travel orders and approve travel claims.
• **Service Member**: A person serving in the Armed Forces who may be eligible for the entitlements listed in this SOP.

BEST PRACTICES

BACK

Service Member

• Review all "Comply with Items" on BUPERS orders to verify completion of all actions required by the Service Member in order to execute Mobilization (MOB) Orders.

CPPA

• Review MOB orders to verify Service Member completed "Comply with Items" and to ensure that Service Member is processed in accordance with "Comply with Items”.

• Use references provided on the MyNavy HR CPPA Resources webpage: https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/

• Maintain access to current forms and utilize NPPSC TDY Traveler Checklist (NPPSC 1300/2) and EFT Form (NPPSC 7000/1) at: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/

• **Common Command/CPPA Travel Claim Settlement Issues include:**

o Travel Itinerary does not match orders and intermediate stops
o DD 1351-2 is incomplete, includes inaccurate information, and/or is not properly signed
o Missing original and/or all modifications of MOB orders
o Missing orders endorsements from detaching and/or receiving commands
o Missing Stamp/Endorsement indicating “single quarters” are not assigned from the BEQ/BOQ
o Salesforce case is not forwarded to the TSC/TPC within five working days of Service Member’s departure from NMPS
o Travel claim packages should be scanned as one attachment and submitted to the TPC in eCRM as required

BEST PRACTICES CONTINUED

BACK

Approving Official:

• Per PPIB 16-09, Approving Official (AO) will utilize the NPPSC 1300/2 TDY Traveler Checklist as a supporting document to ensure travel claims are completed correctly and comply with the intent of the orders before submitting for disbursement processing. Further the AO will complete and retain the checklist and supporting documents for each claim.

• Per PPIB 17-01 re-statement of travel voucher processing requirements, Approving/Authorizing Officials are required to review and approve travel vouchers prior to submitting for reimbursement. AO approval is required and approval must be documented in Blocks 21, a through d, of DD form 1351-2.

• Per PPIB 17-01, the AO will be formally appointed as a Departmental Accountable Official in Block 6 of the DD577 and their specific duties will be delineated in Block 7 on the DD577.

• Per PPIB 16-09 and PPIB 17-01, AO will meet the qualification, certification and training requirements identified in DoD FMR Vol 5 Chapter 5. Departmental Accountable Official training will be completed within the first two weeks of appointment and prior to approving any travel documents. Departmental Accountable Official refresher training will be completed and documented/ maintained annually.

• Per PPIB 17-01, appointing authorities are responsible for the retention and termination of DD Form 577. Fillable version of DD Form 577 can be downloaded at: http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0577.pdf

• Per PPIB 16-09, all commands will perform annual verification of the existence, validity and currency of all AO DD577's.

BACK

Travel Office:

• 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 case process from its initiation and authorization through the final verification of the proper processing of the case records. These particular SOP process steps are built-in management design control activities to ensure that all cases are properly and accurately recorded.

• Logging incoming requests is optional, but it is a good business practice for record keeping since it provides for better work flow, tracking and accountability. By logging the incoming requests, users can easily determine if a request has been received when responding to an inquiry.

• Use Automated Block Ticketing. Most travel offices control settlement requests by using block ticket numbers. As requests are received, they are grouped together in batches of 10-15 claims and assigned a number for control purposes. Throughout the workflow process, the requests will normally remain in the batch. Because the blocking process is common in most travel offices, IATS simulates this process. With automatic block ticket numbering activated, users enter the word “NEW” when creating a new block ticket. IATS generates the next available number based on the parameters established in program maintenance.

• If the travel account does not initially display when entering traveler’s SSN, double check traveler’s account by entering traveler’s name. Sometimes the incorrect SSN may have been provided or entered for the traveler, and this allows for a second check of the traveler account. Examiner should then reconcile discrepant SSN and Name data.

• When completing Travel Order tabs in WINIATS (e.g. Travel Order Description tab), the information to complete the fields should come from the Travel Order and not the claim, unless directed otherwise.

BEST PRACTICES CONTINUED

BACK

Travel Office Continued:

• Travel Order Number (TONO)/Standard Document Number (SDN) is a 15 digit entry. The Examiner needs to be careful to select and enter the TONO/SDN for the appropriate assignment (CONUS vs OCONUS).

• Read the Orders and use the appropriate Line of Accounting (LOA) based upon the orders when entering accounting data:

o Land Accession Line of Accounting when NO transoceanic travel is involved

o To or From Overseas Accession Line of Accounting if ultimate Duty Station involves transoceanic travel

• Examiners should be familiar with the various elements that comprise the LOA in the orders. Refer to PPIB 17-22, PPIB 17-23, and PPIB 17-28 for modified Line of Accounting (LOA) and Standard Document Number (SDN) format effective 01 October 2017 and beyond.

• Users should review the Calculations tab before adding the accounting lines to the settlement. This will assist the user in ensuring that the appropriate accounting lines are added.

All:

• 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/

Systems:		
#	System	Description
1.	NSIPS/ESR	· Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel cases for officers and enlisted, Active and Reserve. · The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information. · Login to NSIPS and ESR at: https://www.nsips.cloud.navy.mil/my.policy using CAC and CAC-enabled computer. · When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.
2.	DJMS MMPA	· The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a database file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for Active Duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing. · MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing. · Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.
3.	WINIATS	· Windows Integrated Automated Travel System (WINIATS) is a screen oriented, menu driven financial computation system. It was initially designed as a simple management system for processing travel claims. · WINIATS is an automated travel computation system used by Travel Office personnel to compute travel entitlements for both Military and Civilian travelers. · WINIATS interfaces with DFAS systems, such as the Automatic Disbursing System (ADS), to automate payment from the field to the central site. · WINIATS computes a variety of travel claims such as temporary duty travel (TDY), permanent change of station (PCS), local travel, and do it yourself travel (DITY). The WINIATS production environment is operating at all DFAS sites. In addition, multiple U.S. Army, U.S. Navy, U.S Air Force, U.S. Marine Corps, and U.S. Army Corps of Engineers sites use WINIATS worldwide.
4.	EDA	· The Electronic Document Access (EDA) program is one of the Defense Logistics Agency (DLA) Sourcing Environment programs. EDA supports the goals of the DLA to simplify and standardize the methods that DoD uses to interact with commercial and government suppliers in the acquisition of catalog, stock, as well as made-to-order and engineer-to-order goods and services initiatives to increase the application of Electronic Business/Electronic Commerce (EB/EC) across the Department of Defense (DoD). The EDA is a web-based system that provides secure online access, storage, and retrieval of Contracts, Contract modifications, Government Bills of Lading (GBLs), Government Transportation Requests, Signature Cards, SF44 Purchase Orders, DFAS Transactions for Others (E110), Contract Officer/Grant Officer Warrants, Military Interdepartmental Purchase Requests (MIPRs), Vouchers, and Contract Deficiency Reports to authorized users throughout the DoD. EDA provides for the online creation of Contract Deficiency Reports (CDRs) and the CDR Workflow. · EDA offers two concurrent operating sites (Ogden, UT, and Columbus, OH). Standard operating procedure mirrors data between sites (usually within 10 minutes).

BACK

Systems:

BACK

#	System	Description
5.	NMCMPS	· The Navy-Marine Corps Mobilization Processing System (NMCMPS) is a web-based system that provides automated processing, tracking, and approval of Contingency Operation Augmentation requests and further enables managers at all levels within Navy the visibility of Contingency Augmentation requirements and of their people temporarily assigned to these critical war time billets. NMCMPS was initially developed for Reserve mobilization but has been expanded to include several more functions through the Secure Network and Non-Secure Networks. · NMCMPS allows start-to-finish command visibility and control of various inclusive processes and automated workflow. The process begins in the initial operational planning, requesting manpower requirements, approving these requirements to be sourced and centralized distribution and order writing. It also shows tracking, accounting, data collection and coordination during activation and recall processing of the people temporarily assigned to critical wartime billets. The Task Force based Chain-of-Command will have direct access via the web to continuously monitor the status of their manpower request and personnel augmenting to their command. · In order to use the Navy-Marine Corps Mobilization Processing System (NMCMPS) you must have both access and a role: 1. ACCESS. Access to the Web Portal (SIPRNET and/or NIPRNET) hosting the NMCMPS application. 2. ROLE. An assigned role within the application.
6.	TWMS	· Total Workforce Management Service (TWMS) system Login to TWMS at https://twms.navy.mil/selfservice/login.asp using CAC and CAC-enabled computer.
7.	Enterprise Customer Management System (eCRM)	· The eCRM console enables designated command personnel to communicate safely and efficiently with the supporting, TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related cases. · The eCRM console uses secure network protocol to protect Service Members’ Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems. · Login to eCRM at https://navynpc.my.salesforce.mil/ using CAC and CAC-enabled computer.

References:		
#	Doc ID	Title
1	Joint Travel Regulations (JTR)	Joint Travel Regulations, Uniformed Service Members and DoD Civilian Employees
	Joint Travel Regulations	Chapter 4: Temporary Duty Travel
	JTR Appendix G	Quick Reference Tables for Reimbursable and Non-Reimbursable Official Travel Expenses
2	DoD FMR, Vol. 5	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Vol 5: Disbursing Policy
	DoD FMR, Vol. 9	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Vol 9: Travel Policy
3	OPNAVINST 3060.7 (Series)	Navy Manpower Mobilization/Demobilization Guide
	OPNAVINST 4650.15 (Series)	Navy Passenger Travel
4	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
5	BUPERSINST 1001.39 w/ CH-1	Administrative Procedures for Navy Reservists
6	BUMEDINST 1300.3 (Series)	Suitability Screening for Individuals Nominated for Individual Augmentee and Support Assignments to Overseas Contingency Operations, and Specific Temporary Additional Duty Assignments
7	NAVSUPINST 4650.7 (Series)	Navy Policies for the Operation and Management of the Government Travel Credit Card
		https://www.navsup.navy.mil/ccpmd/travel_card/policies
8	MILPERSMAN 1300-318	Screening and Redeployment/Demobilization Procedures for Global War on Terrorism Support Assignment (GSA), Overseas Contingency Operations (OCO) Support Assignment (OSA), Individual Augmentation Manpower Management (IAMM), and Reserve Component (RC) Mobilization Assignments
	MILPERSMAN 1301-600	Voluntary and Involuntary Recall/Mobilization of Navy's Reserve Component (RC) Personnel
	MILPERSMAN 1320-110	Travel Time in Conjunction with Call to or Release from Active Duty
	MILPERSMAN 1320-310	Permanent Change of Station (PCS) Transfer Order Endorsements
	MILPERSMAN 1320-314	Temporary Duty (TDY) Travel Orders

BACK

References:		
#	Doc ID	Title
9	NPPSCINST 5213.1 (Series)	Forms Management
	NPPSCINST 5220.2 (Series)	Standard Management Reports
	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay
	NPPSCINST 7240.1 (Series)	Pre-Payment Examination of Travel Settlement Vouchers
	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
10	NAVADMIN 066/16	Navy Audit Document Retention Guidance
	NAVADMIN 101/16	Military Permanent Change of Station Travel Voucher Due Within Five Working Days
	NAVADMIN 129/22	Mandatory Use of the Navy Personnel and Pay (NP2) MyPCS Travel Voucher Submission Tool and Government Travel Charge Card (GTCC) during Permanent Change of Station (PCS) Travel
	NAVADMIN 291/22	Government Travel Charge Card Use in support of PCS Travel
11	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs
	MPA 05/23	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes
12	PPIB 15-18	Issue 151801: Non-Use of Defense Travel System (DTS)
	PPIB 15-22	Issue 152201: Processing Travel and/or Vendor Payments
	PPIB 16-09	Issue 160901: Travel Claim Control and Submission Procedures
	PPIB 17-01	Review and Approval of Travel Vouchers
	PPIB 17-23	Correction to PPIB 17-22
	PPIB 17-28	BUPERS Migrated from the Standard Accounting and Reporting System (STARS-FL) to the Standard Accounting & Budgetary System (SABRS)
	PPIB 18-03	MILPCS Travel Voucher
	PPIB 21-13	Dual Lodging Expenses in Connection with Periods of Temporary Duty

BACK

BACK

Online Resources:		
#	Website Sponsor	Title and Link
1	Defense Travel Management Office	Defense Travel Management Website - Travel Tools Training Resources Travel Regulations and Allowances Travel Programs Travel Assistance
2	Defense Finance and Accounting Service - DFAS	DFAS SmartVoucher – A more legible, accurate, and complete DD 1351-2 PCS Travel Voucher
3	Commander Navy Reserve Forces Command	United States Navy Reserve
4	U.S. Fleet Forces Command	Navy Individual Augmentee
5	Navy Expeditionary Combat Command	Expeditionary Combat Readiness Center
6	Bureau of Medicine and Surgery (BUMED)	Navy Medicine Directives
7	NAVSUP	DON Consolidated Card Program Management
8	MyNavy HR	CPPA Resources
9	MyNavy HR	Navy Personnel Command: Career Management, Detailing, Augmentation

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
2	NP2	What's New For You (WNFY) Sailor Travel Voucher Guide
3	NP2	WNFY CPPA Travel Voucher Processing Guide
4	NP2	MyPCS Travel Voucher via MyPCS Mobile on the Navy App Locker
5	Defense Finance and Accounting Service (DFAS-IN)	IATS User Guide (Current Edition)

BACK

Help Desks:		
#	Contact Source	Contact Details
1	Commander Navy Reserve Forces Command	· NROWS Homepage Log In Screen: https://nrows.sscno.nmci.navy.mil/nrows/secure/dod_consent.do;jsessionid=TVqPrj5pyvAan2VNkeKVemNlg594cjZZ-adqD8eaiKUcfZWxWQdq!-505927165
		· Refer to the following Reserve Travel Important Phone Numbers Help Desk Options:
		o NROWS Help Desk: Toll Free: (800) 537-4617; Comm: (504) 697-7070; DSN 647-7070
		o CNRF Travel Assistance: (800) 537-4617 Option 1
		o BQ Reservations: (800) 576-9327
		o NSIPS Help Desk: (877) 589-5991
		o NRH Help Desk: (866) 830-6466
		Note: Navy Reserve personnel shall use the Navy Reserve Order Writing System (NROWS) and DTS Help Desk for technical support and general travel assistance with the OTS import and export interface module. NROWS and DTS Navy Reserve Help Desk can be contacted by calling 1-(800) 537-4617
2	Defense Travel Management Office	· Travel Assistance Center (TAC)
		· The TAC is available to all DoD travelers 24 hours a day, seven days a week
		· The TAC can be contacted by calling 1-888-Help1Go (888-435-7146) or by submitting a help desk ticket through the Tickets section of Travel Explorer (TraX) www.defensetravel.dod.mil/Passport
		· If you are calling from overseas, you can now directly dial the TAC at 1-888-Help1Go from any DSN line
3	DFAS - Indianapolis	· CITRIX/WINIATS Help Desk information:
		Toll Free: 1-800-622-6724
		DSN: 553-2252
		Comm: 619-553-2252 to talk to a helpdesk representative, or
		e-mail to: SSC_PAC_Data_Center_Service_Desk@navy.mil
4	eCRM	· eCRM Help Desk
		https://navynpc.my.salesforce.mil/
		· eCRM Exception to Policy Help Desk
		ecrmetp@us.navy.mil

Forms:		
#	Form #	Title
1	DD577	Appointment/Termination Record - Authorized Signature
	DD1351-2	Travel Voucher or Subvoucher
	DD1351-2C	Travel Voucher or Subvoucher (Continuation Sheet)
2	NPPSC 1300/2	Temporary Duty (TDY) Traveler Checklist
	NPPSC 7000/1	Travel Electronic Funds Transfer Information

SERVICE MEMBER START			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	2	Report to NRA/NRC and NMPS	Report to NRA/NRC and NMPS Service Member is ordered to Active Duty from their home of record. Their first intermediate stop is the Service Member's Naval Reserve Activity (NRA)/Navy Reserve Center NRC where all requirements, e.g., RED/DA, SGLI, NKO required courses are updated, verified and the NRC does a Strength Loss from the Reserve Component in NSIPS. The Service Member is then transferred to a NMPS site for further processing. The TSC that services the NMPS site is responsible for the Strength Gain to Active Duty and starts all pay/personnel allowances. When the Service Member departs the NMPS site enroute for training, the TSC that services the NMPS site will do an Activity Loss to the ultimate duty station and start Family Separation Allowance (FSA) for the Service Member (if eligible) via NSIPS.
	2.1	Endorse orders	Service Member obtains date/time stamp on original orders from gaining command. Refer to MPM 1320-310 and/or 1320-314, as required. Service Member obtains date/time stamp on original orders from command. · Command (NRA/NRC) · Date/Time Reported · Printed Name · Signature · Messing Available/Not Available · Berthing Available/Not available (Non-Availability Number)
	2.2	Report to Personnel Office/Admin Office/CPPA	Service Member reports to Personnel Office/Admin Office/CPPA, as appropriate Service Member is ordered to Active Duty from their home of record. Their first intermediate stop is the Service Member's NRC, and all requirements (e.g., RED/DA, SGLI, NKO required courses, etc.) are updated, verified and the NRC does a Strength Loss from the Reserve Component in NSIPS. The Service Member is then transferred to a NMPS site for further processing.
	2.4	Detach from NRA/NRC	Service Member detaches from NRA/NRC Refer to MPM 1320-310 and/or 1320-314, as required. Service Member obtains date/time stamp on original orders from detaching command. · Command (NRA/NRC) · Date/Time Reported · Printed Name · Signature
	2.5	Report to NMPS	Service Member reports to NMPS

BACK

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	2.6	Endorse orders	Service Member obtains date/time stamp on original orders from gaining command. Refer to MPM 1320-310 and/or 1320-314, as required. Service Member obtains date/time stamp on original orders from command. · Command (NMPS) · Date/Time Reported · Printed Name · Signature · Messing Available/Not Available · Berthing Available/Not available (Non-Availability Number)
	2.7	Report to Personnel Office/Admin Office/CPPA	Service Member reports to Personnel Office/Admin Office/CPPA, as appropriate
	2.8	Provide documentation to the CPPA	Service Member provides documentation to the CPPA.
	2.8.1	Provide original endorsed orders and order modifications to CPPA	Service Member provides original endorsed orders and order modifications with check-in/check-out stamp(s) to include date and location of each intermediate and/or temporary duty station to CPPA. · Stamped with check-out date from previous permanent duty station · Stamped with check-in/out date for all intermediate and/or temporary duty station(s) · Stamped with check-in date at new duty station
	2.8.2	Prepare and review documentation to support MOB Travel Claim Settlement requirements	Service Member prepares and CPPA reviews documentation to support MOB Travel Claim Settlement requirements. Ensure that required orders, and any order modifications, receipts, statements, justifications, method Service Member was notified of order modification, etc., are attached to the travel claim, using block 29, second page of DD1351-2, to amplify remarks and establish a claim that is justifiable and consistent with the mission. Submit MOB Travel Claim Settlement within five working days of departure from NMPS (which is completion of beginning partial portion of MOB orders) in accordance with DoD FMR, Vol. 9 Chap. 8. Notify supporting TSC travel section/Travel Office of any delays.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	2.8.3	Initiate NPPSC 1300/2	Service Member/Approving Official (AO) initiate NPPSC 1300/2, Temporary Duty (TDY) Traveler Checklist Per PPIB 16-09, Approving Official will utilize the NPPSC 1300/2 TDY Traveler Checklist as a supporting document to ensure travel claims are completed correctly and comply with the intent of the orders before submitting for disbursement processing. Further the AO will complete and retain the checklist and supporting documents for each claim. Note: The TDY checklist is not a KSD, but it is a good tool for the Sailor, CPPA and travel office to use as a guide for required documents necessary to support processing travel claims. Consequently, the failure to submit a checklist with the claim will "not" be the only reason to return a travel claim. If all required documentation is provided, except for the checklist, the travel office will process the claim. Refer to NPPSC 1300/2 Temporary Duty (TDY) Traveler Checklist, as required: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/
	2.8.5	Complete travel voucher and provide documentation/receipts to CPPA	Service Member/AO complete travel voucher and provide documentation/ receipts to CPPA. Per PPIB 17-01 re-statement of travel voucher processing requirements, Approving/Authorizing Officials are required to review and approve travel vouchers prior to submitting for reimbursement. AO approval is required, and approval must be documented in Blocks 21, a through d, of DD form 1351-2. Provide CPPA with the following: · Completed DD1351-2, Travel Voucher, and DD1351-2C, Travel Voucher Continuation Sheet, if applicable · All lodging receipts and other receipts over $75.00 (not required for food) · Gas receipts for rental car if rental car authorized for use under orders Note: DD 1351-2 is completed to reflect actual itinerary and reimbursable expenses incurred through 2400 hours on the day prior to departure from NMPS. The mobilization claim, which begins upon departure from home of record and ends at 2400 hours on the day prior to departing NMPS (beginning partial) and is paid under the MPN LOA.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	2.8.6	Review, populate elections and electronically sign NPPSC 1300/2	Service Member/AO review, populate elections and electronically sign the Temporary Duty (TDY) Traveler Checklist NPPSC 1300/2 Per PPIB 16-09, Approving Official will utilize the NPPSC 1300/2 TDY Traveler Checklist as a supporting document to ensure travel claims are completed correctly and comply with the intent of the orders before submitting for disbursement processing. Further the AO will complete and retain the checklist and supporting documents for each claim. Note: The TDY checklist is not a KSD, but it is a good tool for the Sailor, CPPA and travel office to use as a guide for required documents necessary to support processing travel claims. Consequently, the failure to submit a checklist with the claim will "not" be the only reason to return a travel claim. If all required documentation is provided, except for the checklist, the travel office will process the claim. If not previously initiated, refer to NPPSC 1300/2 Temporary Duty (TDY) Traveler Checklist, as required: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/
	2.8.7	Prepare and review NPPSC 7000/1	Service Member prepares and CPPA reviews NPPSC 7000/1, Travel Electronic Funds Transfer Information Refer to NPPSC 7000/1 Electronic Funds Transfer Information Form, as required: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/ CPPA verifies the following information is legible and correct: · Bank Name · Routing Number · Account Number · Type of Account (Checking or Savings) Note: Expeditionary Screening Checklist has the following remarks: · RC ONLY: Service Member has LES or voided check displaying bank information for direct deposit. · RC ONLY: Service Member has bank account information (name, address, telephone, routing number, account number) for each desired allotment.
	2.8.12	Correct/complete forms and/or provide supporting documentation, as required	Service Member corrects/completes forms and/or provides supporting documentation, as required. Go to 2.8.1

STOP

EXAMINER START			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	3	Receive, dispatch and review Travel Settlement	Receive, dispatch and review Travel Settlement IAW DoD FMR, Vol. 9 Chap. 8, travelers must submit a properly prepared travel claim to their supervisor/approving official within five working days after completion of travel. Reimbursement of the travel claim is made within 30 calendar days after receipt of a complete and accurate claim by the travel office.
	3.3	Review Travel Settlement	Examiner reviews Travel Settlement. Examiner opens eCRM case and verifies case type and all supporting documentation present. Travel Claim Processing Sites must ensure submitted claims (DD 1351-2) include both the member's signature and the Authorizing/Approving Officials signature. Certifying Officials are to return inadequately documented travel payment vouchers to the appropriate command for proper approvals and supporting documents. Refer to NPPSC 1300/2 Temporary Duty (TDY) Traveler Checklist (only if submitted with the claim) Important Note: For all Pay, Personnel, and Travel/Transportation cases 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.
	3.4	Is Travel Settlement complete and accurate?	Is Travel Settlement complete and accurate? If No, go to 3.5 If Yes, go to 3.6
	3.5	Mark eCRM case for "CPPA action" to obtain missing documents and/or correct erroneous data/discrepancies	eCRM Supervisor/Examiner marks eCRM case for "CPPA action" to obtain missing documents and/or correct erroneous data/discrepancies. Go to 3.1 Note: eCRM case with status update to "CPPA Action" with no response or feedback within ten workdays will be closed with appropriate remarks to CPPA.
	3.6	Download eCRM case and supporting documentation	Examiner downloads eCRM case and supporting documentation. Note: Examiner downloads eCRM case and organizes transactions into common types to support WINIATS Block processing of similar settlements.

BACK

CONTINUE TO NEXT PAGE

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4	Process MOB Travel Claim Settlement (Beginning Partial)	Process MOB Travel Claim Settlement (Beginning Partial) The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and TPC/TSCs to follow to support Mobilized Reservist Travel Claim Settlement Processing. This SOP covers the initial mobilization travel claim settlement submission, which begins upon Reservist departure from Home of Record (HOR) and ends at 2400 hours on the day prior to departing NMPS (beginning partial). This travel claim is paid under the MPN LOA provided in the mobilization order. For the purposes of this SOP a Travel Claim Settlement log in clerk and Voucher Examiner are synonymous positions.
	4.1	Log into WINIATS	Examiner logs into WINIATS Open up Windows Explorer and type the following into the address bar: https://cnic-citrixportal-west.pacsw.navy.mil or click on the CITRIX web address saved in your favorites. · Hit the Enter key to be re-directed to the CITRIX Portal. o The CITRIX Portal will begin to open. o Click on your Authentication Certificate o Click the OK button to proceed. You are now connected to the CNIC-CITRIX Portal. At the next screen, you will see WINIATS applications/icons within the CITRIX Portal you can access. · Click on the applicable WINIATS application/icon to proceed. The WINIATS Application will begin to open and a US Department of Defense Warning Statement will appear. o Click the OK button to proceed o CAC enabled o Select correct cert for log in o Click the OK button to proceed. Note: It is recommended that you copy and paste password from either Microsoft Word or the Notepad feature in Outlook to avoid entering in the incorrect password and locking your account. If this occurs, you will need to contact NPPSC HQ to reset your password. · Accept License/Terms of Use will display. · Click the Yes, Proceed Button. You are now connected to WINIATS. Your Username and assigned travel office will appear at the top of the screen.

CONTINUE TO NEXT PAGE

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.2	Log Request(s)	Examiner logs Request(s) After logging into IATS as an Examiner or changing the view to Examiner Functions, the first step in the request processing cycle is to log the incoming requests into IATS. This step is completed through the logging module and consists of creating the traveler's account and travel order (if they don't already exist) and entering the dates of the trip. At the Examiner View screen, click on the **Log Requests** button. The Block Selection screen appears. Note: Logging incoming requests is optional, but it is a good business practice for record keeping since it provides for better workflow, tracking and accountability. By logging the incoming requests, users can easily determine if a request has been received when responding to an inquiry.
	4.2.1	Initiate a New Block Number or select an existing Block Number	Examiner initiates a New Block Number or selects an existing Block Number, as applicable. Double click on an existing block or click the New button to create a new block. If the New button is clicked, the Create New Block screen appears next. Tip: At the Block Selection screen, any block in the status “Logged”, that is not already assigned to an Examiner is listed. Requests may be added to an existing block, if any, or a new block may be created by clicking the New button. Note: Most travel offices control settlement requests by using block ticket numbers. As requests are received, block tickets are not to exceed five claims per block. Throughout the workflow process, the requests will normally remain in the batch. Because the blocking process is common in most travel offices, IATS simulates this process. With automatic block ticket numbering activated, users enter the word “NEW” when creating a new block ticket. IATS generates the next available number once a claim has been saved on the NEW block.
	4.2.2	Select Settlement Request	Examiner selects Settlement Request at the Block Type field. At the Block Type field, the default value is Settlement. When Settlement is displayed, press Enter or Tab to continue.
	4.2.3	Log Settlement Request	Examiner logs Settlement Request After selecting an existing block or creating a new block, the Logging of Requests screen appears.
	4.2.3.1	Verify traveler's account	Examiner verifies traveler's account

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.2.3.1.1	Enter traveler's SSN	Examiner enters traveler's SSN. Type the traveler's SSN at the SSN/ID field and press Enter. If the traveler's account exists, the name and SSN appears in the Name field, and the cursor moves to the TONO/SDN field. If the traveler's account does not exist, a message appears asking if you wish to create a new traveler profile. At this point Select No in order to verify the traveler's name. Sometimes the incorrect SSN may have been provided or entered for the traveler, and this allows for a second check of the traveler account.
	4.2.3.1.2	Enter Traveler's Name, if required	Examiner enters Traveler's Name, if required This step provides a redundant check in the event SSN previously entered was incorrect. If traveler account appears, Examiner reconciles Account Name and SSN information to make sure the correct information is entered in IATS. If traveler account doesn't exist, Examiner will create account.
	4.2.3.2	Does traveler's account exist?	Does traveler's account exist? If Yes, go to 4.2.3.3 If No, go to 4.2.3.4
	4.2.3.3	Does traveler's account require modification?	Does traveler's account require modification? Examiner determines if Traveler Account is current or requires update based upon submitted source documentation. If Yes, go to 4.2.3.4 If No, go to 4.2.3.5

BACK

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.2.3.4	Create/modify traveler's account	Examiner creates/modifies traveler's account from source documentation from eCRM case. Enter data in appropriate fields from MOB Orders/DD 1351-2/NPPSC 7000/1 EFT Information Form, or other equivalent source documentation. Select Personal Tab · Enter Name · Select appropriate Employee Status · Enter Grade/Rank · Enter Salutation, if applicable · Enter Position/Title, if appropriate · Security Clearance (Unknown) · DSSN (auto populates) · Select Create Card Status (Holder of Government Credit Card) · Enter Organization (issuing activity from orders) Select Financial Tab to continue · Select EFT Status (Active) · Select EFT to be updated by (IATS Input) · Select Account type (Saving/Checking) · Enter Routing Number (enter twice/confirm) · Enter Account Number (enter twice/confirm) · If entered correctly auto advance to address tab Select Address/Contact Tab Enter Mailing Address · Address · City · State/Country · Zip · Phone number Enter Office Address and Email Address if pertinent (required) · Select OK After creating a new traveler profile/modifying an existing profile, the cursor returns to the Travel Order Number (TONO)/Standard Document Number (SDN) field.

BACK

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.2.3.5	Create Travel Order	Examiner creates Travel Order Refer to PPIB 17-23 and PPIB 17-28 for modified Line of Accounting (LOA) and Standard Document Number (SDN) format effective 01 October 2017 and beyond. At the TONO/SDN field (15 digits) a drop-down listing appears displaying all orders existing in the database for the traveler. If wishing to log an incoming request for one of these orders, double click on the desired order number or highlight and click OK. To log a request for a new travel order, type the order number in this field, obtained from source documentation (MOB Orders Accounting Data Standard Document Number – SDN), and press Enter. If a new traveler order number is entered, a message appears asking if you wish to create a new order. Select Yes. After creating a new traveler order, Examiner advances to the Travel Order screen to select the Travel Order type. Note: Travel Order Number (TONO)/Standard Document Number (SDN) is a 15-digit entry. The Examiner needs to be careful to select and enter the TONO/SDN for the appropriate Line of Accounting (LOA) based upon the orders when entering accounting data: · Land Accession Line of Accounting when NO transoceanic travel is involved · To or From Overseas Accession Line of Accounting if ultimate Duty Station involves transoceanic travel
	4.2.3.6	Select Travel Order type	Examiner selects Travel Order type. After the TONO/SDN field is completed, the Examiner advances to the Travel Order screen to select the Travel Order type. When creating/logging-in travel orders, IATS requires the user to specify what type of order is being created. The type of travel order specified has a direct impact on the way IATS functions and the computation of the entitlement. Type of Order: The default order type at this field is normal. If normal is the desired type, press Enter to continue. If another type of order is desired, click on the Down arrow to display a listing of various types and then click on the desired type to make a selection. Refer to the topic "Type of Orders" for more specific details about the various types of travel orders. **At the type of order drop down select Normal.**

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.2.3.7	Complete the Travel Order Description tab	Examiner completes the Travel Order Description tab. · Purpose of Trip: The data input to this field is posted to the travel order detail record. This information is useful when conducting research or answering inquiries. At this field, click on the Down arrow to display a listing of various choices and then click on the desired choice to make a selection. **Select Support Contingency Operations.** · Max Trips Allowed: Users can only access this field when the type of travel order is Repetitive. · Place cursor in Issuing Organization and Paying Organization fields, IATS will populate fields based upon TONO/SDN entry, otherwise complete entries based upon Orders. · DSSN ITR and UIC are default fields based upon selection of parameters in System Maintenance. These fields should not be changed. · Funds: The type of customer IATS is configured for defaults to this field. No input is necessary. · Group Travel: Click in the check box next to the Group Travel field if you must activate Group Travel rules for this travel order, otherwise leave blank. Dates: Note: Since this is the Travel Order Description tab, the information to complete the fields should come from the Travel Order and not the claim, unless directed otherwise. · Enter Issue Date of Orders, select Date Time Group (DTG) orders were released. · Select Begin Date from MOB Orders. · Number of Days: Press Tab or Enter to bypass this field to enter the End Date. IATS will automatically calculate Number of days based upon Begin Date and End Date entries. · Select End Date from MOB Orders. Long Term TDY Travel: If the Long Term TDY fields display after entering the Begin Date and End Date of the orders: · Select Long Term TDY Travel rules apply · Long Term TDY Percentage will auto populate 55% Select Ok.
	4.2.3.8	Complete the Remarks tab, if applicable	Examiner completes the Remarks tab, if applicable Click Ok.

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.2.3.9	Complete Logging of Request Screen	Examiner completes Logging of Request Screen Examiner enters SSN/ID, Traveler's Name and TONO/SDN if not already pre-populated and then enters data for the travelers claim request from the DD1351-2 and eCRM case. Examiner completes the following fields: · From: Beginning Date of Claim from 1351-2 · To: Ending Date of Claim from 1351-2 · Date Signed: Date 1351-2 was signed by the traveler · Date Signed by AO: Date 1351-2 was signed by the Approving Official (AO) · Date Forwarded: Date of eCRM case of Travel Claim · Date Received: Date TPC received the eCRM case Click Ok.
	4.2.3.10	Are there additional Travel Claim Settlements/Orders to log within the block?	Are there additional Travel Claim Settlements/ Orders to log within the block? If Yes, go to 4.2.3.11 If No, go to 4.2.4
	4.2.3.11	Log additional Travel Claim Settlements/ Orders within the block	Examiner logs additional Travel Claim Settlements/Orders within the block. After completing all of the input fields and pressing Enter, the cursor returns to the SSN/ID field. Follow the steps above to continue logging additional requests to the block if desired. Tip: If you wish to return or delete a request that has been logged in, click in the check box at the Flagged for Return or Flagged for Delete column to the left of the SSN/ID field for the claim you wish to return or delete. When you click on OK, the Return Voucher or Reason for Delete screen will appear. If you wish to simply clear/remove a request from the logging screen you would click on the Clear button. A request may be cleared/removed as long as the block has not been saved and a claim has not been saved to the block. Go to 4.2.3.1
	4.2.4	Do any logged requests need to be cleared?	Do any logged requests need to be cleared? On occasion you may wish to clear/remove a request from the Logging of Requests screen. This is only allowed if the request has not been saved to a block. If No, go to 4.2.5 (Generate the block order ticket number.) If Yes, go to 4.2.4.1

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.2.4.1	Clear logged requests	Examiner clears Logged Requests Complete the following steps to "clear" a logged request: 1. At the Logging of Requests screen, click on the request you wish to remove. 2. After selecting the desired request, click on the Clear button. A pop-up message appears asking if you are sure. 3. If you are sure, click on Yes. The selected request is then deleted.
	4.2.4.2	Notify CPPA via eCRM	Examiner notifies CPPA via eCRM, as necessary. Notify CPPA via eCRM as necessary for additional documentation required to support claim processing or provide an explanation as to why claim was cleared.
	4.2.5	Generate the block order ticket number	Examiner generates the block order ticket number. When finished logging requests to the block, click the OK button to save the entries. If the automatic block numbering feature is used, a message appears at this time indicating the system generated block number.
	4.2.6	Print Block Number, if appropriate	Examiner prints Block Number, if appropriate Note: If Examiner does not print block number, Examiner makes note of block number, so that Travel Claim Settlement request can be correlated against an IATS block number for future processing. Note: Some travel offices have IATS Log-In Clerks who log-in travel orders that Examiners then process for Settlement, as required. Other Travel offices require the Examiner to log in the travel order and process the settlement.

BACK

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.3	Log out of IATS, if appropriate	Examiner logs out of IATS, if appropriate To properly log-off WINIATS, complete the following steps: · Click the “Exit” button at the bottom of the screen. A pop-up screen will appear, “Are You Sure You Wish to Quit IATS” Select the “Yes” button. · In the far right-hand corner of your desktop taskbar, you will see a triangular-shaped symbol. Click here to show your hidden icons. Note: For Windows XP users, you will see a blue circle with two white folders on the far right-hand side of your desktop. Once you click this icon, you will follow the same process listed for the final three (3) steps below: · Double click the CITRIX Receiver icon. · Once the CITRIX Receiver opens, click on the “Advanced” option. · Then click on the “Connection Center” link. · The CITRIX Connection Center will open and will list all active connections. · Select the server folder you were logged into and then select the “Disconnect” button. A menu prompt will appear, “Are You Sure You Want to Disconnect From XXXX”? Select the “Yes” button. · Examiner’s CITRIX Connection Center should not show any active connections. Click the “Close” button. You have successfully logged off WINIATS. Note: Some travel offices have IATS Log-In Clerks who log-in travel orders that Examiners then process for Settlement, as required. Other travel offices require the Examiner to log in the travel order and process the settlement.
	4.4	Complete processing MOB Travel Settlement Requests	Examiner completes processing MOB Travel Settlement Requests Processing a MOB Travel Request for Settlement involves taking the information from the eCRM Travel Claim documentation, including the DD Form 1351-2, travel voucher, submitted by the traveler and entering the information to IATS. Note: Before a MOB Travel Request for Settlement can be processed, the creation of a travel account and travel order needs to be accomplished. In addition, creating block tickets, logging incoming requests, and assigning block tickets to voucher examiners for processing must be completed before the settlement can be processed. Complete the following steps to "process" a MOB Travel Claim Settlement Request.
	4.4.1	Login to IATS in the Examiner View mode or change the View to Examiner, if necessary.	Examiner logs in to IATS in the Examiner View mode or changes the View to Examiner, if necessary. Refer to step 4.1, as required.

CONTINUE TO NEXT PAGE

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.2	Select a Block for processing	Examiner selects a block for processing through one of the following methods: · Method 1: Click the Grab Blocks button and select a block from the Logged Pool. · Method 2: Double click on the desired block listed under the To Do section or by clicking on the block once and then clicking the Process Block button. Tip: Users may select all of the blocks listed by clicking on the Select All button. To void a selection, click the Unselect All button. Note: After selecting a block, the Confirmation Password screen appears. Complete the process by typing assigned Confirmation Password at the Enter Password field and then click the OK button or press Enter. After selecting a block using one of the methods listed above, the Request Selection screen appears. At this screen, any request for settlement already logged to the block is listed under the Select Request(s) section.
	4.4.2.1	Review logged Requests within the block prior to processing	Examiner reviews Logged Requests within the block prior to processing
	4.4.2.2	Delete logged request(s)	Examiner deletes logged request(s), as required. On occasion a request must be deleted from a block ticket. For example, a claim may have been logged to the wrong block. Or, a request was entered but cannot be disbursed pending a missing receipt. Note, there are two situations: one in which the claim request is logged, and the other in which the claim request is already computed. Each situation is handled differently. Complete the following steps to "delete" a logged request (prior to computation): 1. At the Examiner View screen, click on the Log Requests button. The Block Selection screen appears. 2. At the Block Selection screen, click on the block containing the request you wish to delete and then click the OK button. The Logging of Requests screen appears. 3. At the Logging of Requests screen, click in the Flagged for Delete box next to the request you wish to delete. 4. Click the OK button, a pop-up appears asking if you wish to print the Block Tickets for the blocks released. Click on the Yes or No button as desired. IATS deletes the selected request and returns to the Block Selection screen. 5. If finished deleting logged requests, click on the Cancel button to return to the Examiner View screen.

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	**STEP #**	**FLOW TEXT**	**ADDITIONAL TEXT**
EXAMINER	4.4.2.3	Notify CPPA via eCRM	Examiner notifies CPPA via eCRM, as necessary. Notify CPPA via eCRM as necessary for additional documentation required to support claim processing or provide an explanation as to why claim was deleted.
	4.4.3	Select a MOB Travel Claim Settlement Request for processing	Examiner selects a MOB Travel Claim Settlement Request for processing from assigned workload. At the Request Selection screen, select a request through one of the following methods: · Method 1: Double click on the desired request. · Method 2: Click on the request once and then click the View/Modify button. After selecting a request using one of the methods listed above, the Request for a Settlement Against an Order screen appears.
	4.4.4	Process MOB Requests for Settlement against orders	Examiner processes MOB Requests for Settlement against orders After grabbing a block and selecting a request for processing, the Request for Settlement Against an Order screen appears. This screen is used to capture the details from the MOB orders, DD Form 1351-2, travel voucher, and other source documents submitted by the CPPA for the traveler. Use the following steps to "complete" the Settlement Request Against an Order screen.
	4.4.4.1	Accept Type of Settlement default “Partial”	Examiner accepts Type of Settlement default “Partial”. Type of Settlement: Examiner accepts default “Partial”.
	4.4.4.2	Select Type of Partial “Beginning”	Examiner selects Type of Partial “Beginning”. Navy travelers performing long term TDY in conjunction with Mobilization orders are generally paid TDY entitlements in 30 day increments. IATS allows the user to process travel entitlements for the beginning, middle and ending periods. This SOP covers the beginning period of the process, the initial mobilization travel claim submission, which begins upon Reservist departure from Home of Record (HOR) and ends at 2400 hours on the day prior to departing NMPS (beginning partial). This travel claim is paid under the MPN LOA provided in the mobilization order. Examiner advances to the Request for Settlement Against an Order screen.

BACK

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.3	Verify traveler's address	Examiner verifies traveler's address. When the Request for Settlement Against an Order screen appears, the Remit To tab is displayed for all IATS customers except DLA and Navy. For DLA and Navy customers, the Financial tab is displayed first. Select or Advance to the Remit To tab. At this tab, the traveler's address defaults from the address entered at the Maintain Traveler Account screen when the traveler's profile was created. Compare this address to the address appearing on the Request for Settlement submitted by the traveler and make any necessary changes. If the IATS user changes the Remit To address at this tab, the change will appear with a red background. Note: Any Changes to the address made on the Remit to Tab once the Examiner clicks on the Update Traveler button will update the Remit To Tab and the Address Tab under the Maintain Traveler Account. After verifying the address at the Remit To tab, click on the Entitlements tab or the Next button to proceed. Note: The Adv-Accrl tab follows the Remit to tab, but generally there will be no advance associated with the MOB Orders. When processing a Request for Settlement, refer to Block #10 of the DD1351-2 (Travel Voucher). Travelers are responsible for indicating advances received. If Block #10 of the DD1351-2 indicates that an advance was received, ensure that this information appears at the Adv/Accrl tab. If the information does not appear at the Adv/Accrl tab, type the details for the advance payment in the appropriate fields. Refer to the WINIATS User Guide as required
	4.4.4.4	Process MOB travel claim settlement entitlements	Examiner processes MOB travel claim settlement entitlements The Entitlements tab is the beginning point for capturing the specific details pertaining to what is authorized on the travel order with regard to the transportation allowances, the itinerary for the trip, and any reimbursable expenses. After clicking on the Add Itinerary button at the Entitlements tab, the What's Authorized tab appears. Examiner initiates processing Enroute Entitlements description/details.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.4.1	Complete the What's Authorized tab	Examiner completes the What's Authorized tab. At the What's Authorized tab, user must specify the transportation authorizations. Examiner refers to orders to determine if POV was authorized. Normally POV transportation will only be authorized for CONUS MOB assignments. · Owner/Operator of POV: At this field, click in the box if the traveler was the owner and operator of the POV used in the performance of the trip. Refer to the MOB orders submitted by the traveler for POV authorization. If authorized, check the box, otherwise leave blank (unchecked). · Transportation Mode: Click on the down arrow to the right of this field. A drop-down listing of various transportation modes appears. Use the Up/Down arrows or press the Up/Down arrows on the keyboard to scroll through the list of available modes. Refer to the MOB orders submitted by the traveler for the authorized mode of transportation and then click on the authorized mode. After completing this tab, the user must then click on the Actual Itinerary tab or click on the Next button to continue.

CONTINUE TO NEXT PAGE

BACK

EXAMINER CONTINUED

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.4.2	Enter the actual itinerary	Examiner enters the actual itinerary. Refer to the Help topic, "Actual Itinerary tab" in the WINIATS User Manual for additional instructions, as required. Use the following steps to "complete" the Actual Itinerary tab: Actual Trip Duration: At this field, click on the down arrow. A drop-down listing of trip durations appears. Refer to the DD Form 1351-2 submitted by the traveler to determine the duration and then click the correct choice. Select Actual Trip Duration Greater than or Equal to 24 Hours. There are other drop-down options, but a trip from HOR to NRC to 2400 the day of departure from NMPS will exceed 24 hours. Enter Pay To Date: At this field, type the end (last full day at NMPS) of the beginning partial period in MMDDYY format. Refer to DD 1351-2 for end date. Complete the following fields for the Itinerary based upon the DD 1351-2: 1. Depart Date: The departure date on the first line of the itinerary automatically defaults from the Begin Date entered when the travel order was created. Press Enter to continue or type a different date, in MMDDYY format, if necessary. 2. Depart Location: At this field, the Location Selection screen automatically appears. At the State/Country field, type the first two letters of the state or country name. If necessary, click the Up/Down arrows until the desired name is displayed. Click on the highlighted name or press Enter to make the selection. 3. At the City/Locality field, type the first two letters of the city/locality name. This displays a listing of city/locality names, for the previously selected state or country, beginning with those letters. Use the procedures described in step (3) above to make the selection. Tip: If the traveler is departing from an OCONUS location, click in the Locality field and use the procedures described in step (3) above to make the Locality selection. 4. When the correct State/Country and City/Locality is selected, click on the DTOD button if you wish to have IATS look-up and automatically populate the Miles field in the itinerary with the official distance from the Defense Official Table of Distances. 5. If you wish to bypass the DTOD Location screen click the OK button or press Enter to continue. 6. Transportation: At this field, a drop-down listing of various transportation modes appears. Click the Up/Down arrows until the desired mode is displayed and then click on the correct mode to make a selection. Refer to DD 1351-2 back page or WINIATS Help Topics for appropriate two letter mode of Transportation Codes, if required. 7. Local?: When the mode PA is selected for the transportation, a prompt asking if travel was to/from a local transportation terminal appears. If so, click in this box. If not, press Enter to continue. 8. Arrival Date: The date at the previous Departure Date field defaults to the Arrival Date field. Press Enter to accept this date or type a new date, in MMDDYY format, if necessary. 9. Arrive Location: This is the location where the traveler stops to perform official duty, change modes of transportation, or to rest overnight. Use the same method explained at the Depart Location field to select the arrival and DTOD locations. 10. Reason for Stop: At this field, a drop-down listing of various reasons for stopping appears. The default value for this field is TD - Temporary Duty. Press Enter if this is correct. If not, click the Up/Down arrows until the desired reason is displayed. Click on the correct reason to make a selection. Click on the definitions button below for an explanation of the various reason for stop codes. Refer to DD 1351-2 back page or WINIATS Help Topics for Reason for Stop Codes. 11. Duty Day: A check mark automatically defaults to this field. If this day is an official day of duty, press Enter to continue. If this day is not an official day of duty, however, click this box to remove the check mark. 12. Method: At this field, a drop-down listing of various per diem computation methods appears. The default value for this field is LDP - Lodgings Plus. Press Enter if this is correct. If not, click the Up/Down arrows until the desired method is displayed. Click on the correct method to make a selection. For partial beginning MOB processing the Examiner selects LDP. 13. Lodging: At this field, a drop-down listing of various lodging types appears. The default value for this field is CQ - Commercial Lodging. Press Enter if this is correct. If not, click the Up/Down arrows until the desired type is displayed. Click on the correct type to make a selection. 14. Meals: At this field, a drop-down listing of various meal types appears. The default value for this field is CM - Commercial Meals. Press Enter if this is correct. If not, click the Up/Down arrows until the desired type is displayed. Click on the correct type to make a selection. 15. A/E % (Actual Expense Percentage): For the partial beginning MOB processing the Examiner enters 100% (TDY travel less than 30 days and/or multiple locations). 16. Lodging Cost: At this field, type the dollar amount for the daily lodging cost at the location where the traveler remained overnight. 17. Taxes: If the TDY location is within CONUS, Alaska, Hawaii, or a US territory, the user is prompted to enter the daily lodging taxes amount. IATS will automatically reduce the taxes by the appropriate percentage when the claimed amount for lodging exceeds the authorized amount. If these taxes are entered into the itinerary, do not enter them again at the Reimbursables tab. The amount calculated for the taxes will appear on the Calculations tab after the trip has been completely entered. 18. Miles: If not automatically populated by the DTOD look-up feature, type the number of miles claimed by the traveler if a privately owned vehicle was used. Note: Use the procedures previously explained to complete the return travel leg or additional travel legs for the itinerary, as required. When finished with the itinerary, the Constructed Itinerary or Reimbursables tab appears next. Refer to the Help topics, "Constructed Itinerary tab" or "Reimbursables tab", for additional instructions.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.4.3	Is a Constructed Itinerary required?	Is a Constructed Itinerary required? There are three situations that cause the Constructed Itinerary tab to appear after completing the traveler's actual itinerary: · Privately owned conveyance was used for the travel to and from the official locations. · The authorized mode of travel was POC Limited to Cost of Constructed Travel. · The travel was performed by mixed modes; a combination of privately owned and commercial or government procured transportation. If Yes, go to 4.4.4.4.4 If No, go to 4.4.4.4.7
	4.4.4.4.4	What type of Constructed Itinerary is required?	What type of Constructed Itinerary is required? If POC Limited to Cost of Constructed Travel, go to 4.4.4.4.5 If POC More Advantageous, go to 4.4.4.4.6 Note: Mixed Mode will not be applicable for MOB orders.
	4.4.4.4.5	Complete Constructed Itinerary tab for "POC Limited to Cost of Constructed Travel"	Examiner completes the Constructed Itinerary tab for "POC Limited to Cost of Constructed Travel". Refer to the Help topic, "Constructed Itinerary tab" in the WINIATS User Manual for additional instructions, if required. Use the following steps to "complete" the Constructed Itinerary tab when the authorized mode of travel was "POC Limited to Cost of Constructed Travel". 1. Mem GTR: Click in this field for the first leg of travel. At this field, type the dollar amount for government procured transportation to include estimated taxes and press Enter. 2. From Date: The date at this field should be the date the traveler would have departed if the transportation were procured by the government. The default value at this field is the date of departure on the actual itinerary. If this is the correct date, press Enter to continue. If not, type the correct date and press Enter. 3. To Date: The date at this field should be the date the traveler would have arrived if the transportation were procured by the government. The default value at this field is the date of arrival on the actual itinerary. If this is the correct date, press Enter to continue. If not, type the correct date and press Enter. 4. Repeat steps 1-3 above for any additional legs of travel displayed at this screen. After pressing Enter at the final To Date field, the Reimbursables tab appears. Refer to the Help topic, "Reimbursables tab", for additional instructions. Go to Step 4.4.4.4.7

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.4.6	Complete the Constructed Itinerary tab for "POC More Advantageous to the Government"	Examiner completes the Constructed Itinerary tab for "POC More Advantageous to the Government". Refer to the Help topic, "Constructed Itinerary tab" in the WINIATS User Manual for additional instructions, if required. This tab should be prepopulated. Examiner should verify entries. Otherwise use the following steps to "complete" the Constructed Itinerary tab when the authorized mode of travel was "POC More Advantageous to the Government". 1. Click in the Auth Miles field for the first leg of travel. 2. Type the number of miles for the ordered travel from the Official Table of Distances and press Enter. 3. At the Auth Miles field for the second leg of travel, type the number of miles for the ordered travel from the Official Table of Distances and press Enter. 4. Repeat steps 1-3 above for any additional legs of travel displayed at this screen. After pressing Enter at the final Auth Miles field, the Reimbursables tab appears. Refer to the Help topic, "Reimbursables tab", for additional instructions.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.4.7	Complete the Settlement Reimbursables tab	Examiner completes the Settlement Reimbursables tab. Refer to the Help topic "Reimbursables tab" in the WINIATS User Manual for additional instructions, if required. Use the following steps to "complete" the Reimbursables tab: 1. Date: The default value at this field is the departure date from the actual itinerary. If this is the correct date for the expense, press Enter. If not, type the correct date in MMDDYY format and press Enter. 2. Nature of Expense: At this field, a drop-down listing appears displaying the common expenses that have been entered into the Reimbursable Descriptions table in the IATS Maintenance module. Click the Up/Down arrows until the desired expense item is displayed. If the user types the first letter of the description, IATS scrolls the listing until locating the first item beginning with this letter. The user may then use the Up/Down arrows to display the exact item. Once the correct item is displayed, click on this item to make a selection. If the expense claimed by the traveler is not listed, simply type the description in this field and press Enter. 3. Type: At this field, a drop-down listing appears displaying various expense categories. Since a code for the expenses was previously entered into the Reimbursable Descriptions table in the IATS Maintenance module, IATS will default to the specified category. If the correct category is highlighted, press Enter. If not, click the Up/Down arrows until the desired category is displayed and press Enter. 4. Amount Claimed: At this field, type the dollar amount claimed by the traveler. 5. Amount Approved: IATS automatically populates this field with the amount entered at the Amount Claimed field. If this amount is allowable, press Enter. If not, type the allowable amount and press Enter. 6. Split: Click in the check box if you wish to have the expense added to the computed amount for a split payment to the Government credit card company. The Computed Split amount will appear on the Financial tab. 7. IBOP: At this field, a drop-down listing appears displaying a list of State/Countries. Type the first two letters of the state or country name, if necessary, or click the Up/Down arrows until the desired name is displayed. Click on the highlighted name or press Enter to make the selection. Note: Const Leg: If the settlement request involves a constructed itinerary for the purpose of a cost comparison, the Const Leg field appears next. In addition, a table appears displaying the travel legs for the itinerary. At this field type the number for the travel leg associated with the expense. If the expense should not be included in the cost comparison, simply press Enter to leave the number zero at this field. Repeat the steps 1-7 above to enter any additional expenses. When finished entering the Reimbursable Expenses, click the OK button. A message appears asking if you wish to view or modify the daily exceptions. Click the Yes button.

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.4.8	Review the Daily Exceptions	Examiner reviews the Daily Exceptions Refer to the Help topic, "Daily Exceptions", for additional instructions. The Exceptions to Daily Expenses screen displays each day of the trip and the default values for the meals and daily lodging costs based on the entries made in the itinerary. The purpose of this screen is to allow the user to make changes to the meal type or the lodging cost for a particular day if necessary (e.g., weekend rate changes). In addition, this screen must be used for settlement requests involving actual expenses. For an actual expense settlement, the user must enter the daily expenses for meals and incidental expenses itemized by the traveler. Use the following steps to "make changes" to the Exceptions to Daily Expenses screen: 1. Press Enter Tab or click in the desired field to highlight the item you wish to change. 2. In the Lodg. Cost field, simply type the new dollar amount for the lodging on that particular day, if a change is necessary. 3. In the Lodg. Taxes field, simply type the new dollar amount for the lodging taxes on that particular day, if a change is necessary. 4. For the meals fields on the middle travel days, click on the down arrow button, a drop-down listing appears displaying various meal types. Click on the desired type to make the change. 5. When finished viewing or making changes at this screen, click the OK button. Refer also to the Help topic, "Actual Expense", for instructions on entering the itemized expenses at the Exceptions to Daily Expenses screen. After reviewing and editing, if necessary, the Daily Exceptions screen, users should proceed to the Calculations tab to review the calculated amounts before adding the accounting lines. Refer to the Help topic, "Calculations tab", for additional instructions.
	4.4.4.5	Review Settlement Calculations	Examiner reviews Settlement Calculations After completing the Reimbursables tab (Daily Exceptions), IATS returns to the Request for Settlement Against an Order screen. To view a summary of the calculations for the settlement request, click on the Calculations tab. Note: At this tab, a summary of the calculations is displayed by expense category. In addition, any deductions for an advance or partial settlement are displayed. No changes may be made at this screen. If multiple fiscal years are involved, the calculations are summarized by fiscal year. It's a good business practice for the user to review the Calculations tab before adding the accounting lines to the settlement. This will assist the user in ensuring that the appropriate accounting lines are added. After reviewing the Calculations tab, click on Next button or the Financial tab to proceed with the accounting lines. Refer to the Help topic, "Financial tab", for additional instructions.

BACK

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.6	Complete the Financial tab entries	Examiner completes the Financial tab entries. When finished with the Calculations tab, click on Next button or the Financial tab to add the appropriate accounting lines. Refer to the Help topic, "Financial tab", in the WINIATS User Manual, for additional instructions. The Financial tab is used to specify the method of payment, a split payment amount, and to add the accounting information. Use the following steps to "complete" the Financial tab: 1. Method of Payment: Method of Payment: Press the Up/Down arrows on the keyboard to scroll through a list of payment options or click on the down arrow to the right of this field. Select EFT unless otherwise directed. 2. Computed Split: The amount displayed at the Computed Split field is a combination of the Lodging expense entered into the itinerary and the reimbursable expense items entered at the Reimbursables tab that were selected for a split payment. If you double click in the Computed Split field, the Split Payment field will be populated with the computed amount. 3. Split Payment: Click in this field and type the dollar amount specified by the traveler to be sent directly to the company providing the Government Travel Credit Card. This information would be indicated in Line 1 of the DD 1351-2. This option is only available if the method of payment is EFT. 4. Release Obligation: If a Transportation Request was issued for the performed travel, a charge may still be pending for payment of the transportation, and the funds should not be de-obligated. If the travel was not performed by government procured transportation, however, click in this box to send a code to the accounting system that will allow the obligation to be released.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.6.1	Manually input Accounting Information to the appropriate fields in the Navy Accounting screen	Examiner manually inputs Accounting Information to the appropriate fields in the Navy Accounting screen. Initially the Financial screen will be blank. The Examiner selects the “Modify Accounting” button which opens the Navy accounting screen and manually enters the Line of Accounting from the Mobilization orders. Refer to PPIB 17-23 and PPIB 17-28 for modified Line of Accounting (LOA) and Standard Document Number (SDN) format effective 01 October 2017 and beyond. Note 1: Read the Orders and use the appropriate Line of Accounting based upon the orders: · Land Accession Line of Accounting when NO transoceanic travel is involved · To or From Overseas Accession Line of Accounting if ultimate Duty Station involves transoceanic travel Note 2: Examiners should be familiar with the various elements that comprise the LOA in the orders. Enter the Line of Account elements in the appropriate fields: · BCN: At this field, type the Bureau Control Number code associated with the travel order and then press Enter. Note: After pressing Enter at the BCN field, IATS will automatically populate most of the remaining fields if the BCN Code matches an accounting appropriation loaded into the CMET table in the Maintenance module. · SbHd: If the BCN entered matches an appropriation loaded into the CMET table in the Maintenance module, IATS automatically populates this field. If not, type the SubHead code associated with the travel order and then press Enter. · AAA: If the BCN entered matches an appropriation loaded into the CMET table in the Maintenance module, IATS automatically populates this field. If not, type the AAA code associated with the travel order and then press Enter. · ACRN: The letters AA default to this field. If this is correct press Enter. If not, type the correct Accounting Classification Reference Number associated with the travel order and then press Enter. · GA: If not already automatically populated, type the correct two digit code for the Gaining Agency as shown on the travel order and press Enter. · Y: At the Fiscal Year field, a drop-down listing of various fiscal years appears. If the default value that appears at this field is correct, press Enter to continue. If not, click on the Up/Down arrows or press the Up/Down arrows on the keyboard to display more choices. When the correct year is shown, click on the desired year to make a selection and then press Enter to continue. · Appr: If the BCN entered matches an appropriation loaded into the CMET table in the Maintenance module, IATS automatically populates this field. If not, type the APPR code associated with the travel order and then press Enter. · O/C: Three zeros default to this field. If this is correct press Enter. If not, type the correct Object Class code as shown on the travel order and press Enter. · SA: The number zero defaults to this field. If this is correct press Enter. If not, type the correct Sub Allotment code as shown on the travel order and press Enter. · TT: The Transaction Type code 2D defaults to this field. If this is correct press Enter to continue. If not, type the correct TT code, as shown on the travel order, and press Enter. · PAA/Tn: At this field, type the Property Accounting Activity code, as shown on the travel order, and press Enter. · Cost Code: At this field, type the Cost Code as shown on the travel order and press Enter. · Amount: IATS automatically populates this field with the total dollar amount for the debits or credits depending on the code entered at the D/C field. If the correct amount is displayed, press Enter. Repeat steps above for additional accounting lines if necessary. Select Ok, which returns Examiner to the Request for Settlement Against an Order screen.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.6.2	Verify proper entry of Line of Accounting (LOA)	Examiner verifies proper entry of Line of Accounting (LOA) The Line of Accounting will now appear in the Classification Field under the Financial tab. Refer to PPIB 17-23 and PPIB 17-28 for modified Line of Accounting (LOA) and Standard Document Number (SDN) format effective 01 October 2017 and beyond. Examiners verifies the WINIATS displayed LOA against the LOA in the orders. If corrections are required, Examiner makes corrections and re-verifies LOA against orders. Examiner selects Next button
	4.4.4.7	Complete the Remarks tab, if required	Examiner completes the Remarks tab, if required After adding the accounting lines to a Request for Settlement, the user may want to add some optional Remarks to the printed travel voucher, the traveler's historical record, or both. Refer to the Help topic, "Remarks tab" in the WINIATS User Manual, for additional instructions. If no remarks are needed, click the OK button to return to the Request Selection screen. Use the following steps to "complete" the Remarks tab: · Click on the Remarks tab. The following screen appears: · Remarks in History: If wishing to add remarks to the traveler's historical record, click in this box and type the desired remarks. · Remarks on Voucher: If wishing to add remarks to the traveler's printed voucher, click in this box and type the desired remarks. · If Examiner wishes to add a standard remark from the Standard Voucher Remarks table, click on the Get Standard Voucher Remarks button. The Standard Voucher Remarks screen appears. · At the Standard Voucher Remarks screen, click on the down arrow to display a list of remarks and then click on the desired remark. The selected remark will be displayed in the Remarks text box. If Examiner is satisfied with the remark, click on OK. · Repeat above two steps if Examiner wishes to add additional standard remarks. Tip: Any remarks typed in the "Remarks in History" box are automatically copied to the "Remarks on Voucher" box if the Examiner selects the Copy button. Note: Remarks are intended as an aid to the Auditor, Travel Office processing the settlement claim, and/or the traveler to draw attention to any out of the ordinary settlement processing. When finished adding remarks, click on the OK button to save the entries.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.4.8	Complete the Workflow tab entries	Examiner completes the Workflow tab entries. To assist managers in determining where delays in travel settlement request processing occur, IATS generates the Reporting Unit Code (RUC) Liaison Office Report. The purpose of this report is to track the number of days required to move a settlement request through the processing cycle. Because settlement requests processed by these organizations are often routed through liaison offices, IATS tracks their movement from the date signed until the date disbursed. The Workflow tab is used to capture the details needed for IATS to generate the RUC/Liaison Office Report. Use the following steps to "complete" the Workflow tab: · RUC/Liaison Office: At this field select MOB. · Date Signed by: Traveler: At this field, type the date, in MMDDYY format, the claim was signed by the traveler, Block 20.b on the DD 1351-2. · Date Received by: RUC/Liaison Office or signed by the AO: At this field, type the date, in MMDDYY format, the claim was signed by the AO, Block 21.d on the DD 1351-2. However, for a MOB claim it is the same date the traveler signed the claim in Block 20.b. · Date Forwarded by: Liaison Office: Date the claim was sent via eCRM to the TPC. This is the eCRM case initiation date. At this field, type the date, in MMDDYY format, the claim was forwarded by the RUC/Liaison Office. · Date Received by: Travel Office: In eCRM this would be the date the claim was received and/or dispatched to the Examiner. At this field, type the date, in MMDDYY format, the claim was received by the Travel Office. When finished entering the dates at the Workflow tab, click on the OK button to save the entries and return to the Request for Settlement Against an Order screen.
	4.4.5	Are there additional Travel Claim Settlement requests to process within the block?	Are there additional Travel Claim Settlement requests to process within the block? If Yes, go to 4.4.6 If No, go to 4.4.7
	4.4.6	Process additional Travel Claim Settlement requests within the block	Examiner processes additional Travel Claim Settlement requests within the block After completing all of the input fields and pressing Enter, the cursor returns to the SSN/ID field. Follow the steps above to continue logging additional requests to the block if desired. Tip: If you wish to return or delete a request that has been logged in, click in the check box at the Flagged for Return or Flagged for Delete column to the left of the SSN/ID field for the claim you wish to return or delete. When you click on OK, the Return Voucher or Reason for Delete screen will appear. Go to 4.4.3
	4.4.7	Do any processed Travel Claim Settlement requests need to be deleted or returned?	Do any processed Travel Claim Settlements requests need to be deleted or returned? If No, go to 4.4.8 (Release Block for Auditing) If Yes, go to 4.4.7.1

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.7.1	Do processed settlement requests need to be returned to traveler or deleted from block?	Do processed settlement requests need to be returned to traveler or deleted from block? Tip: If you wish to return or delete a request that has been logged in, click in the check box at the Flagged for Return or Flagged for Delete column to the left of the SSN/ID field for the claim you wish to return or delete. When you click on OK, the Return Voucher or Reason for Delete screen will appear. Note: This feature to initiate the process to return or delete a claim from the Logging of Requests screen cannot occur unless the block has actually been saved and a claim has been saved to the block. If Returned, go to 4.4.7.2 If Deleted, go to 4.4.7.3

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.7.2	Return request to traveler	Examiner returns request to traveler. Some requests received in the travel office cannot be processed. There are various reasons for this - no signature on the voucher, no attached travel orders, etc. Travel Offices frequently receive settlement requests that cannot be processed and must be returned to the traveler. The following is a list of IATS Reason Codes for returning a request to a traveler: · Mode of travel not consistent with orders · DD Form 1351-2 not signed · Missing AO verification/approval · Approving Officer signature required · Incomplete or improperly completed itinerary · Block 16 of DD Form 1351-2 does not reflect own/operate or passengers · Complete highlighted blocks of DD 1351-2 · Block 6 of DD Form 1351-2 (address) Service Member’s not commands · SSN on orders and DD 1351-2 do not match · TLE form required · EFT information required · Missing travel orders · Additional pages (beyond first page) of orders missing · Travel orders already liquidated/duplicate claim · Missing detaching/reporting endorsements · Local travel requires a OF 1164 vice a DD 1351-2 · Missing certificate of non-availability · Need to obtain CBQ memo of non-occupancy of government quarters · Missing lodging receipts or explanation for missing receipts · Original lodging receipts (or faxed receipts from hotel) required · Receipts required for reimbursement over $75.00 · Missing valid receipts for reimbursables or explanation for missing receipts · Official telephone charges must be authorized · Specify whether meals were included in registration/conference fees · Incorrect name on voucher · Incorrect fund site · Incorrect document number/Standard Document Number not complete · Incorrect itinerary · Date(s) of travel incorrect · Orders reflect erroneous or no accounting data · Full reimbursement for commercial air must be substantiated · Rental car requires command authorization · Rental car requires SATO endorsement for reimbursement and approval · DD Form 1351-3 not signed for actual expense · Missing separation travel order · Missing separation travel allowance election · Distance of travel exceeds authorized distance for separation · Missing retirement travel order · Missing retirement home of selection certificate · Missing extension approval for late retirement Other (Use narrative remarks to specify reason for return)

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.7.2.1	Initiate return request to traveler	Examiner initiates return request to traveler. There are (3) methods you can choose for returning a request to the traveler: Method 1: Return a request from the Logging of Requests screen. Click in the check box at the Flagged for Return column to the left of the SSN/ID field for the claim you wish to return. When you click on OK, the Return Voucher screen will appear. Method 2: Return a request from the Examiner View screen. At the Examiner View screen, click on the File menu and then click on the Return Requests option. The Traveler Selection screen appears. At the Traveler Selection screen, type the traveler's SSN for the request being returned at the Find ID field. When the account information appears, click the OK button. The Return Voucher Record Selection screen appears. At this screen, click on the order number for the request being returned and then click the OK button. The Return Voucher screen will appear. Method 3: Initiate the process to return a request from the Request Selection screen. At the Request Selection screen, click on the claim you wish to return. When the desired claim has been selected, click on the Return Request button. The Return Voucher screen will appear.
	4.4.7.2.2	Complete return request to traveler	Examiner completes return request to traveler. From the Returning Claims to Traveler screen complete the following fields: 1. Send To: When this screen appears, the traveler's address is displayed. If this information is correct, no action is necessary. If not, click in the appropriate fields and type the desired changes. 2. Parent Organization: If wishing to route the return through the traveler's parent organization, click in the appropriate fields and type the parent organization's address. 3. Reason(s) for Return: At the first Reason for Return field, click on the down arrow button to display a list of the reasons for return from the Reasons for Return Codes table in the Maintenance module. When the list is displayed, click on the desired reason to make a selection (Refer to Step 4.4.7.2 as required). 4. Users may add up to (5) reasons for returning a request. If additional reasons are needed, click in the next available Reason for Return field, and repeat the instructions from step (3) above to add additional reasons. 5. Remarks: Click in this field and type a remark if desired. Click Ok.
	4.4.7.2.3	Notify CPPA via eCRM	Examiner notifies CPPA via eCRM. Notify CPPA via eCRM as necessary for additional documentation required to support claim processing. Go to 4.4.7

BACK

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.7.3	Delete a request for settlement from the block	Examiner deletes a request for settlement from the block. On occasion, a request for settlement must be deleted from a block. For example, a claim may have been logged to the wrong block, or was computed, but cannot be disbursed because of a missing receipt. Complete the following steps to "delete" a Request for Settlement: 1. At the Examiner View screen, select a block through one of the following methods: Method 1: Double click on the desired block listed under the To Do section or by clicking on the block once and then clicking the Process Block button. Method 2: Click on the desired block listed under the To Do section and then click on the File menu at the top left corner of the screen. A drop-down menu appears listing several options. Click on the Process Block option. Note: After selecting a block using one of the (2) methods listed above, the Request Selection screen appears. At this screen, all requests assigned to the block are listed under the Select Request(s) section. 2. At the Request Selection screen, click on the request to be deleted. 3. When the correct request is highlighted, click the Delete button. The Delete this Request for a Settlement Against an Order screen appears. 4. At this screen, click the Delete button. A message will appear asking if you are sure you wish to delete the request. Click the Yes button. 5. If the option in the IATS Maintenance module has been activated to generate the "Deleted Details Report", the Reason For Deletion of Claim screen appears. Note: The Reason for Deletion of Claim screen only appears when the option "Reason for Delete" has been enabled in the Maintenance module. If this screen does not appear, proceed to step 10. 6. At the Reason for Deletion of Claim screen, you have the option of placing up to four reasons for deleting the request by clicking on the Down arrow button at the Reason fields. Tip: At the Reason for Deletion of Claim screen, you have the option of either selecting a reason, or simply entering a remark into the Remarks text box. One or the other is required. You may also do both - select a reason from the drop-down list and add a remark if desired. 7. If you click on the Down arrow button, a list of all of the reasons that were previously entered into the "Reasons for Claim Deletion" table in the Maintenance module, will be displayed. 8. Click on the desired reason from the drop-down list of reasons that will appear after you click on the Down arrow button. Or, click in the Remarks text box and type the reason the request is being deleted. 9. After selecting a reason, entering a remark, or both, click on OK. 10. The Confirmation Password screen appears next. Type your confirmation password at the Enter Password field and press Enter or click the OK button. IATS deletes the request and returns to the Request Selection screen.
	4.4.7.4	Notify CPPA via eCRM, as necessary	Examiner notifies CPPA via eCRM, as necessary. Notify CPPA via eCRM as necessary to explain reason for Deleting Request for Settlement and for additional documentation required to support claim processing, if required. Go to 4.4.7

BACK

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	4.4.8	Release block for auditing	Examiner releases block for auditing From the Request Selection screen, select done, which returns Examiner to their queued work screen. · Select (highlight) block for release. · Select "Release Block" button. · Enter Confirmation Code. · Print block number, attach all travel claim settlements in block-to-block number and deliver to the Auditor.
	4.5	Log out of IATS	Examiner logs out of IATS, if appropriate Refer to Step 4.3, if required.
	5	Audit Travel Claim Settlement Request	Audit Travel Claim Settlement Request Note: Current NPPSC policy requires 100% audit and certification so the entire block of travel claim settlement requests must be audited before the block can be released for further processing by an individual with Auditor Function capabilities. Auditing Overview: · After a settlement is entered into IATS, an audit is required before the case can be released for further processing. Travel claims are often complex, and Voucher Examiners are not always experienced. For these reasons, it is a good idea to have a supervisor, or experienced Voucher Examiner audit certain claims prior to payment. · Since NPPSC policy requires 100% audit and certification of all advances and settlements after a block is released by the Voucher Examiner, the status of the block changes to "Awaiting Audit". Before a block can be audited, however, it must be grabbed by the Auditor or assigned to the Auditor by the System Administrator. · Then, if any errors are found, the Auditor must reassign the block back to the Voucher Examiner for corrections. After the corrections are made, the Voucher Examiner must again release the block for further processing. · Once all claims in a block are audited and any required corrections are made, the block must be released by the Auditor for further processing. Releasing blocks in the status Awaiting Audit and the audit function, can only be performed by individuals with Auditor privileges. This privilege is established when the usernames and passwords are assigned by the System Administrator.
	5.4	Perform a forced audit	Auditor performs a forced audit. Using the forced method, the Auditor must view all of the input screens for the settlement request flagged for audit. If the Auditor discovers an error requiring correction, the block must be returned to the Examiner and the Examiner must modify the previously entered request for settlement.

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	5.4.8	Make corrections to travel claim settlement request	Examiner makes corrections to travel claim settlement request and then releases block back to Auditor. After Auditor reassigns the block back to the Voucher Examiner for corrections, the Examiner reviews Auditor's remarks and makes corrections to travel settlement request(s) as required by performing appropriate actions detailed in Step 4. After the corrections are made, the voucher Examiner must again release the block to the Auditor for further processing. Go to 5.1 Note: Once all of the travel settlement requests within a block are audited and any required corrections are made, the block can be released by the Auditor to Disbursing for further processing.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
EXAMINER	5.4.9	Do request(s) within the audited block need to be returned for correction?	Do request(s) within the audited block need to be returned for correction? If Yes, go to 5.4.9.1 If No, go to 5.4.10 The following is a list of IATS Reason Codes for returning a request: · Mode of travel not consistent with orders · DD Form 1351-2 not signed · Missing AO verification/approval · Approving Officer signature required · Incomplete or improperly completed itinerary · Block 16 of DD Form 1351-2 does not reflect own/operate or passengers · Complete highlighted blocks of DD 1351-2 · Block 6 of DD Form 1351-2 (address) Service Member's not commands · SSN on orders and DD 1351-2 do not match · TLE form required · EFT information required · Missing travel orders · Additional pages (beyond first page) of orders missing · Travel orders already liquidated/duplicate claim · Missing detaching/reporting endorsements · Local travel requires a OF 1164 vice a DD 1351-2 · Missing certificate of non-availability · Need to obtain CBQ memo of non-occupancy of government quarters · Missing lodging receipts or explanation for missing receipts · Original lodging receipts (or faxed receipts from hotel) required · Receipts required for reimbursement over $75.00 · Missing valid receipts for reimbursables or explanation for missing receipts · Official telephone charges must be authorized · Specify whether meals were included in registration/conference fees · Incorrect name on voucher · Incorrect fund site · Incorrect document number/Standard Document Number not complete · Incorrect itinerary · Date(s) of travel incorrect · Orders reflect erroneous or no accounting data · Full reimbursement for commercial air must be substantiated · Rental car requires command authorization · Rental car requires SATO endorsement for reimbursement and approval · DD Form 1351-3 not signed for actual expense · Missing separation travel order · Missing separation travel allowance election · Distance of travel exceeds authorized distance for separation · Missing retirement travel order · Missing retirement home of selection certificate · Missing extension approval for late retirement Other (Use narrative remarks to specify reason for return)

CONTINUE TO NEXT PAGE

EXAMINER CONTINUED			
ROLE	**STEP #**	**FLOW TEXT**	**ADDITIONAL TEXT**
EXAMINER	5.4.9.6	Make corrections and return request to Auditor	Examiner makes corrections and returns request to Auditor. Examiner makes corrections to travel claim settlement request and then returns request back to Auditor. After Auditor reassigns the block/request back to the voucher Examiner for corrections, the Examiner reviews Auditor's remarks and makes corrections to travel settlement request(s) as required by performing appropriate actions detailed in Step 4. After the corrections are made, the voucher Examiner must again release the block to the Auditor for further processing. Go to 5.4.1 Note: Once all of the travel settlement requests within the block are audited and any required corrections are made, the block can be released by the Auditor to Disbursing for further processing.
	5.5	Review blocks for disbursement processing	Disbursing Clerk reviews blocks for disbursement processing. Once the Disbursing Clerk has received and grabbed a block for disbursement processing, a review should be performed to ensure that the block is ready for disbursement. If a problem is discovered, the block may have to be returned to the voucher Examiner or Auditor for corrections or review.
	5.5.5	Make corrections to travel claim settlement request	Examiner/Auditor makes corrections to travel claim settlement request and then releases block back to the Disbursing Clerk Examiner/Auditor makes corrections to travel settlement request in accordance with Disbursing Clerk remarks. After the corrections are made, the Voucher Examiner/Auditor must again release the block back to the Disbursing Clerk for further processing. Go to 5.5.1
	7	Download and process files from DFAS ADS system via SFTP to make corrections and update WINIATS	Download and process files from DFAS ADS system via SFTP to make corrections and update WINIATS. After ADS has processed the uploaded IATS payments, files must be downloaded from ADS to make corrections and pass the disbursing information back to IATS.
	7.13	Close eCRM cases	Examiner closes eCRM cases. Examiner logs into eCRM, identifies dispatched eCRM cases from the current days download, informs CPPA claim paid by posting remark on the eCRM case, and changes case "complete".
STOP			

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
AUDITOR	5	Audit Travel Claim Settlement Request	Audit Travel Claim Settlement Request Note: Current NPPSC policy requires 100% audit and certification so the entire block of travel claim settlement requests must be audited before the block can be released for further processing by an individual with Auditor Function capabilities. Auditing Overview: · After a settlement is entered into IATS, an audit is required before the case can be released for further processing. Travel claims are often complex, and Voucher Examiners are not always experienced. For these reasons, it is a good idea to have a supervisor, or experienced Voucher Examiner audit certain claims prior to payment. · Since NPPSC policy requires 100% audit and certification of all advances and settlements after a block is released by the Voucher Examiner, the status of the block changes to "Awaiting Audit". Before a block can be audited, however, it must be grabbed by the Auditor or assigned to the Auditor by the System Administrator. · Then, if any errors are found, the Auditor must reassign the block back to the Voucher Examiner for corrections. After the corrections are made, the Voucher Examiner must again release the block for further processing. · Once all claims in a block are audited and any required corrections are made, the block must be released by the Auditor for further processing. Releasing blocks in the status Awaiting Audit and the audit function, can only be performed by individuals with Auditor privileges. This privilege is established when the usernames and passwords are assigned by the System Administrator.
	5.1	Login to IATS in the Auditor View mode or change the View to Auditor, if necessary	Auditor logs in to IATS in the Auditor View mode or changes the View to Auditor, if necessary Refer to Step 4.1, as required
	5.2	Select block for audit	Auditor selects block for audit. Before a block of requests can be audited the block must be assigned to an Auditor. The most common method of assigning a block is for the Auditor to "grab" the desired block from those available. After incoming claims are logged to a block or when a block is released for further processing, the block resides in a pool awaiting assignment. Alternatively, the block requiring audit is assigned to the Auditor. The process begins at the Auditor View screen. At this screen, select the block requiring audit. Complete the following steps to "grab" a block: · At the Auditor View screen, click on the Grab Blocks button and the Block Selection screen appears. · Select a block by double clicking on the desired block or by clicking on the block once and then clicking the OK button. Tip: Users may select all of the blocks listed by clicking on the Select All button. To void a selection, click the Unselect All button. · After selecting a block, the Confirmation Password screen appears. Complete the process by typing your assigned Confirmation Password at the Enter Password field and then click the OK button or press Enter.

CONTINUE TO NEXT PAGE

AUDITOR CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
AUDITOR	5.3	Select requests for audit	Auditor selects requests for audit. Note: After selecting a block the Request Selection screen appears. At this screen, all requests assigned to the block are listed under the Select Request(s) section. Current NPPSC policy requires a 100% audit and certification of all advance and settlement requests. At the Request Selection screen, select a request through one of the following methods: · Method 1: Double click on the desired request. · Method 2: Click on the request once and then click the View/Audit button.
	5.4	Perform a forced audit	Auditor performs a forced audit. Using the forced method, the Auditor must view all of the input screens for the settlement request flagged for audit. If the Auditor discovers an error requiring correction, the block must be returned to the Examiner and the Examiner must modify the previously entered request for settlement.
	5.4.1	Conduct audit of MOB Travel Claim Settlement requests	Auditor conducts audit of MOB Travel Claim Settlement requests. Complete the following steps to "audit" previously entered settlement requests by viewing the input screens: Once a request from the block is selected for audit. The Request for Settlement Against an Order screen will appear. View all the input screens and verify data entries against the source documentation in the eCRM travel claim settlement request. These are the seven tabs that have to be viewed in their entirety: 1. Remit To 2. Advance/Accrual 3. Entitlements (What's Authorized, Itinerary, and Reimbursables) 4. Calculations 5. Financial 6. Remarks 7. Workflow Note 1: Auditor must review all input screens in order for WINIATS to allow Auditor to complete audit. Make notes of any errors during the review of the entire settlement. Note 2: The Auditor cannot make corrections to the travel claim settlement request. Corrections can only be made by the Examiner. When finished viewing all the input screens, click on the OK button at the Request for Settlement Against an Order screen. IATS returns to the Request Selection screen. Note 3: If during a forced audit, the Auditor attempts to exit the travel claim settlement prior to the review of all required screen inputs, WINIATS will prompt the Auditor that the audit is not completed and identify the remaining screens that require audit.

BACK

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
AUDITOR	5.4.2	View Travel Account information, if required	Auditor views Travel Account information, if required Viewing Travel Accounts: While WINIATS does not force the Auditor to view the traveler's account information (e.g., verify suspect EFT information), it is a good business practice since the Auditor assumes the pecuniary responsibility for all elements of the MOB Settlement once the audit is complete. Complete the following steps to "view" a travel account: · At the Auditor View screen, click on the Tools menu. A drop-down list of options appears. · Click on the Traveler Profile option and the Traveler Selection screen appears. · At the Traveler Selection screen type the Social Security Number (SSN), for the traveler whose account you wish to view, at the Find ID field and press Enter or click on the OK button. The Traveler Account screen appears. · View Traveler Account screen tabs as appropriate, make any necessary correction annotations as required. · When finished viewing the Traveler Account, click on the OK or Cancel button.
	5.4.3	View Daily Calculations information to identify any travel settlement computational errors	Auditor views Daily Calculations information to identify any travel settlement computational errors. Complete the following steps to "display" the daily calculations: · Click on the Entitlements tab at the Request for Settlement screen. · At the Entitlements tab, click on the entitlement or expense you wish to display the daily calculations for. · When the entitlement or expense is highlighted, click on the Daily Calcs button. The Daily Calculations screen appears. When finished reviewing this screen, click the OK button to return to the previous screen.
	5.4.4	Mark request as being audited	Auditor marks request as being audited. Note: If Auditor selects No, then travel settlement request will have to be re-audited in its entirety.
	5.4.5	Do additional travel claim settlement requests within the block require audit?	Do additional travel claim settlement requests within the block require audit? If Yes, go to 5.3 If No, go to 5.4.6
	5.4.6	Does the audited block need to be returned to Examiner for correction?	Does the audited block need to be returned to Examiner for correction? If Yes, go to 5.4.7 If No, go to 5.4.9
	5.4.7	Return block to Examiner for correction	Auditor returns block to Examiner for correction. After auditing all the settlement requests within a block, it may be necessary to return the block to the Examiner for correction. Complete the following steps to "return" a block to the Examiner for correction: · At the Auditor View screen, click on the Return Block button or click on the File menu and select the Return Block(s) option. The Confirmation Password screen appears. · At the Confirmation Password screen, type the confirmation password at the Enter Password field and click the OK button. The Return Message screen appears. · At this screen, type a brief message explaining why the block is being returned and then click the OK button. IATS returns the block back to the Examiner who originally had it.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
AUDITOR	5.4.9	Do request(s) within the audited block need to be returned for correction?	Do request(s) within the audited block need to be returned for correction? If Yes, go to 5.4.9.1 If No, go to 5.4.10 The following is a list of IATS Reason Codes for returning a request: · Mode of travel not consistent with orders · DD Form 1351-2 not signed · Missing AO verification/approval · Approving Officer signature required · Incomplete or improperly completed itinerary · Block 16 of DD Form 1351-2 does not reflect own/operate or passengers · Complete highlighted blocks of DD 1351-2 · Block 6 of DD Form 1351-2 (address) Service Member’s not commands · SSN on orders and DD 1351-2 do not match · TLE form required · EFT information required · Missing travel orders · Additional pages (beyond first page) of orders missing · Travel orders already liquidated/duplicate claim · Missing detaching/reporting endorsements · Local travel requires a OF 1164 vice a DD 1351-2 · Missing certificate of non-availability · Need to obtain CBQ memo of non-occupancy of government quarters · Missing lodging receipts or explanation for missing receipts · Original lodging receipts (or faxed receipts from hotel) required · Receipts required for reimbursement over $75.00 · Missing valid receipts for reimbursables or explanation for missing receipts · Official telephone charges must be authorized · Specify whether meals were included in registration/conference fees · Incorrect name on voucher · Incorrect fund site · Incorrect document number/Standard Document Number not complete · Incorrect itinerary · Date(s) of travel incorrect · Orders reflect erroneous or no accounting data · Full reimbursement for commercial air must be substantiated · Rental car requires command authorization · Rental car requires SATO endorsement for reimbursement and approval · DD Form 1351-3 not signed for actual expense · Missing separation travel order · Missing separation travel allowance election · Distance of travel exceeds authorized distance for separation · Missing retirement travel order · Missing retirement home of selection certificate · Missing extension approval for late retirement Other (Use narrative remarks to specify reason for return)

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
AUDITOR	5.4.9.1	Do request(s) within the audited block need to be returned to Examiner or Traveler?	Do request(s) within the audited block need to be returned to Examiner or Traveler? If Traveler, go to 5.4.9.2 If Examiner, go to 5.4.9.4
	5.4.9.2	Return request to a traveler	Auditor returns request to a traveler. While performing an audit, the Auditor may determine that it is necessary to return the claim back to the traveler. A feature was added to IATS that allows the Auditor to perform this task instead of sending the block back to the Examiner and having the Examiner return the claim. Complete the following steps to "return" a request to the Traveler: 1. If it is determined that the request must be returned to the Traveler, click on the Return Request button. A sub-menu appears. 2. Click on the Return Request to Traveler option. The Return Voucher screen appears. 3. Send To: When this screen appears, the traveler's address is displayed. If this information is correct, no action is necessary. If not, click in the appropriate fields and type the desired changes. 4. Parent Organization: If wishing to route the return through the traveler's parent organization, click in the appropriate fields and type the parent organization's address. 5. Reason(s) for Return: At the first Reason for Return field, click on the down arrow button to display a list of the reasons for return from the Reasons for Return Codes table in the Maintenance module. When the list is displayed, click on the desired reason to make a selection. 6. Users may add up to (5) reasons for returning a request. If additional reasons are needed, click in the next available Reason for Return field, and repeat the instructions from step (5) above to add additional reasons. 7. Remarks: Click in this field and type a remark if desired. 8. Click on OK to save. When finished saving the Request Selection screen appears allowing you to return a request for a different person, if desired, or continue auditing the block. If you do not want to return a request for another individual, or continue auditing the block, click on the Done button to return to the Auditor View screen.
	5.4.9.3	Notify CPPA via eCRM	Auditor notifies CPPA via eCRM. Notify CPPA via eCRM as necessary for additional documentation required to support claim processing. When CPPA returns documentation, continue audit. Go to 5.4.1

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
AUDITOR	5.4.9.4	Return request to the Examiner	Auditor returns request to the Examiner. While performing an audit, the Auditor may determine that it is necessary to return the claim back to the Examiner. A feature was added to IATS that allows the Auditor to perform this task instead of sending the entire block back to the Examiner and holding up the other claims on the block. Complete the following steps to "return" a request to an Auditor or an Examiner: 1. If it is determined that the request must be returned to an Auditor or an Examiner, click on the Return Request button. A sub-menu appears. 2. Click on the Return Request to Auditor/Examiner option. The Return Request screen appears. 3. Assign to: Click in the circle next to Examiner 4. At the Find field, you can type the number of the block you wish to transfer a claim from and then press Enter. 5. Move to Block: Click on the down arrow button. A drop-down listing appears displaying all of the blocks that match the criteria for the block selected. Click on the desired block number to make a selection or type the number to create a new block. If automatic block numbering is activated, type the word New to create a new block, if applicable. 6. Enter confirmation password: After making your required selections. Click in the Enter confirmation password field and type your confirmation password. 7. Click on the Return button. 8. IATS returns the request, and the Request Selection screen appears allowing you to return another request or continue auditing the block. If you do not want to return another request or continue auditing the block, click on the Done button to return to the Auditor View screen.
	5.4.9.5	Enter Auditor Remarks/Comments	Auditor enters Auditor Remarks/Comments If a claim requires audit, sometimes it is necessary to make detailed comments that the Examiner will need to see so that all of the required changes are made. The Reasons For Auditor Return screen is used for this purpose. Complete the following steps to "enter" Auditor Remarks: 1. When performing an audit, you will see an Auditor Remark button on the Request for Settlement or Advance screen. 2. Click on the Auditor Remark button. The Reasons For Auditor Return screen will appear. 3. Reason(s) for Return: At the first Reason for Return field, click on the down arrow button to display a list of the reasons for return from the Reasons for Return Codes table in the Maintenance module. When the list is displayed, click on the desired reason to make a selection. 4. Users may add up to (3) reasons for returning a request. If additional reasons are needed, click in the next available Reason for Return field, and repeat the instructions from step (3) above to add additional reasons. 5. Auditor Comments: Click in this field and type a remark if desired. Click on the Save Reasons Now button when you are finished.

CONTINUE TO NEXT PAGE

AUDITOR CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
AUDITOR	5.4.10	Release block to Disbursing Clerk for further processing	Auditor releases block to Disbursing Clerk for further processing. Once the Auditor is certain that there are no outstanding logged requests within the block, the next step is to release it for further processing. Complete the following steps to "release" a block: At the Auditor View screen, click on the listed block that you wish to release. Note: Before attempting to release a block, it's good idea to determine that all requests on the block have been processed. This is accomplished by double clicking on the desired block. The Request Selection screen appears. Look at the Status field to ensure the status of each request is Entered. If there are any requests in the status "Logged" or “Awaiting Audit”, the request must be processed or deleted from the block before the block may be released. Tip: If there is more than one block you wish to release, multiple blocks can be selected by pressing and holding down the Shift key and clicking on the additional blocks. · When the desired block(s) selection is complete, click on the Release Block(s) button. The Confirmation Password screen will appear. · At the Confirmation Password screen, type your confirmation password at the Enter Password field and then click the OK button or press Enter. · After entering the confirmation password, a message appears asking if you wish to print the block tickets for the blocks being released. Click on Yes or No as desired. Note: It's a good business practice to always print the block ticket to use as a cover sheet. Settlement requests are sometimes added to the block or deleted during the processing phase and may not reflect the cover sheet originally printed, if the block was initially logged into IATS through the logging process. Disbursing clerks can also use the latest block ticket cover sheet to verify that a valid request exists for the cases that appear in the upload file.
	5.5	Review blocks for disbursement processing	Disbursing Clerk reviews blocks for disbursement processing. Once the Disbursing Clerk has received and grabbed a block for disbursement processing, a review should be performed to ensure that the block is ready for disbursement. If a problem is discovered, the block may have to be returned to the voucher Examiner or Auditor for corrections or review.
	5.5.5	Make corrections to travel claim settlement request	Examiner/Auditor makes corrections to travel claim settlement request and then releases block back to the Disbursing Clerk Examiner/Auditor makes corrections to travel settlement request in accordance with Disbursing Clerk remarks. After the corrections are made, the Voucher Examiner/Auditor must again release the block back to the Disbursing Clerk for further processing. Go to 5.5.1
STOP			

BACK

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
DISBURSING CLERK	5	Audit Travel Claim Settlement Request	Audit Travel Claim Settlement Request Note: Current NPPSC policy requires 100% audit and certification so the entire block of travel claim settlement requests must be audited before the block can be released for further processing by an individual with Auditor Function capabilities. Auditing Overview: · After a settlement is entered into IATS, an audit is required before the case can be released for further processing. Travel claims are often complex, and Voucher Examiners are not always experienced. For these reasons, it is a good idea to have a supervisor, or experienced Voucher Examiner audit certain claims prior to payment. · Since NPPSC policy requires 100% audit and certification of all advances and settlements after a block is released by the Voucher Examiner, the status of the block changes to "Awaiting Audit". Before a block can be audited, however, it must be grabbed by the Auditor or assigned to the Auditor by the System Administrator. · Then, if any errors are found, the Auditor must reassign the block back to the Voucher Examiner for corrections. After the corrections are made, the Voucher Examiner must again release the block for further processing. · Once all claims in a block are audited and any required corrections are made, the block must be released by the Auditor for further processing. Releasing blocks in the status Awaiting Audit and the audit function, can only be performed by individuals with Auditor privileges. This privilege is established when the usernames and passwords are assigned by the System Administrator.
	5.4	Perform a forced audit	Auditor performs a forced audit. Using the forced method, the Auditor must view all of the input screens for the settlement request flagged for audit. If the Auditor discovers an error requiring correction, the block must be returned to the Examiner and the Examiner must modify the previously entered request for settlement.
	5.4.11	Does the same individual have Auditor and Disbursing Clerk role assignment?	Does the same individual have Auditor and Disbursing Clerk role assignment? If Yes, go to 5.6 If No, go to 5.5
	5.5	Review blocks for disbursement processing	Disbursing Clerk reviews blocks for disbursement processing. Once the Disbursing Clerk has received and grabbed a block for disbursement processing, a review should be performed to ensure that the block is ready for disbursement. If a problem is discovered, the block may have to be returned to the voucher Examiner or Auditor for corrections or review.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
DISBURSING CLERK	5.5.1	View blocks	Disbursing Clerk views blocks in the Disbursing View Before processing a block, the disbursing clerk should view the block to determine what types of payments the block contains. Complete the following steps to "view" a block: · At the Disbursing View screen, click on the listed block that you wish to view and then click the View Block button. The Request Selection screen appears. · At the Request Selection screen, all requests assigned to the block are listed. · If finished reviewing the block, click the Done button. Tip: The user may also view the input screens for the requests if desired.
	5.5.2	View requests	Disbursing Clerk views requests Complete the following steps to "view" a request: · At the Request Selection screen, select a request through one of the following methods: o Method 1: Double click on the desired request. o Method 2: Click on the request once and then click the View/Modify button. · After selecting a request using one of the methods listed above, the Request for Settlement Against an Order screen appears. · At this screen, click on the appropriate tab to view the necessary input screen. Tip: If needing to view the Itinerary or Reimbursables tab, click on the Entitlements tab, click on the listed entitlement or expense, and then click on the View/Modify button. The Itinerary and Reimbursables tab will then be visible. · When finished viewing the desired input screens, click on the OK button at the Request for Settlement Against an Order screen. IATS returns to the Request Selection screen. · Click the Done button to return to the Disbursing View screen if finished viewing the block.
	5.5.3	Does block need to be returned to Examiner or Auditor for correction?	Does block need to be returned to Examiner or Auditor for correction? Yes, go to 5.5.4 No, go to 5.6
	5.5.4	Return block(s) for correction	Disbursing Clerk returns block(s) for correction. Complete the following steps to "return" a block: 1. At the Disbursing View screen, click on the Send to Disbursing tab and then click desired block listed under the heading "Blocks Available for Upload to Disbursing". 2. After selecting a block, click on the File menu and then click on the Return Block(s) option. The Confirmation Password screen appears. 3. Type the confirmation password at the Enter Password field and then click the OK button. The Return Message screen appears. 4. At this screen, type a brief message explaining why the block is being returned and what action to take, then click the OK button. The Return to Whom screen appears next. 5. At the Return to Whom screen, click in the circle next to the option you wish to choose and then click on the OK button. IATS returns the block to the individual selected. Tip: When the voucher Examiner sees the returned block listed at the Examiner View screen, the message that was entered by the disbursing clerk is displayed at the bottom of the screen.

CONTINUE TO NEXT PAGE

DISBURSING CLERK CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
DISBURSING CLERK	5.6	Grab blocks, print Block Selection Screen and release Blocks to Disbursing	Disbursing Clerk grabs blocks, prints Block Selection Screen and releases Blocks to Disbursing All block(s) that have been assigned to the Disbursing Clerk are listed at the Disbursing View screen. Initially, the block status is shown as "Awaiting Release". The Disbursing Clerk must release the blocks(s) and change the status to "Released For Disbursement" before attempting to perform the various disbursing processes.
	5.6.1	Grab blocks for Release to Disbursing	Disbursing Clerk grabs blocks for Release to Disbursing and prints Block Selection Screen Blocks that have been released by the Auditor will be in an “Awaiting Release” status in IATS. Select Disbursing Functions, click on “Grab Blocks” button. Select each block to be disbursed by holding the CTRL button and clicking on each block individually (below right); if all blocks displayed are to be released, you may simply select the “Select All” button. Once the blocks to be released have been selected, click the “Print” button, and select “Print Block Selection Screen”. Then, click the “OK” button.
	5.6.2	Release blocks to Disbursing	Disbursing Clerk releases blocks to Disbursing. Complete the following steps to "release" a block: · At the Disbursing View screen, click on the Send to Disbursing tab. All blocks in the status "Awaiting Release" will be listed. · Click on the listed block that you wish to release. Tip: If there is more than one block you wish to release, multiple blocks can be selected by pressing and holding down the Shift key and clicking on the additional blocks. · When the desired block(s) selection is complete, click on the Release Block(s) button. The Confirmation Password screen will appear. · At the Confirmation Password screen, type your confirmation password at the Enter Password field and then click the OK button or press Enter. Once entered, the block(s) will be released to the “Uploading to Disbursing” file.
STOP			

BACK

eCRM SUPERVISOR START			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
eCRM SUPERVISOR	3	Receive, dispatch and review Travel Settlement	Receive, dispatch and review Travel Settlement IAW DoD FMR, Vol. 9 Chap. 8, travelers must submit a properly prepared travel claim to their supervisor/approving official within five working days after completion of travel. Reimbursement of the travel claim is made within 30 calendar days after receipt of a complete and accurate claim by the travel office.
	3.1	Receive Travel Settlement	Supervisor receives Travel Settlement 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 Supervisor logs in eCRM Travel Settlement case.
	3.2	Dispatch eCRM case to Examiner	eCRM Supervisor dispatches eCRM case to Examiner for processing 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.
	3.5	Mark eCRM case for “CPPA action” to obtain missing documents and/or correct erroneous data/discrepancies	eCRM Supervisor/Examiner marks eCRM case for “CPPA action” to obtain missing documents and/or correct erroneous data/discrepancies. Go to 3.1 Note: eCRM case with status update to “CPPA Action” with no response or feedback within ten workdays will be closed with appropriate remarks to CPPA.
STOP			

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1	Receive Mobilization Orders	Receive mobilization orders. The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and TPC to follow to support Mobilized Reservist Travel Claim Settlement Processing. This SOP covers the initial mobilization travel claim settlement submission, which begins upon Reservist departure from Home of Record (HOR) and ends at 2400 hours on the day prior to departing NMPS (beginning partial). This travel claim is paid under the MPN LOA provided in the mobilization order. Refer to Recall to Active Duty SOP for details regarding issuance of orders, verification of eligibility requirements, completion of appropriate checklists (e.g., Expeditionary Screening Checklist, medical checklists, in-theater checklists, etc.) and other processing requirements that occur at the NRC and NMPS: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx Refer to the Mobilization Checklist, as required: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/ Service Member reviews and completes “Comply with Items” in orders. Service Member must thoroughly READ ORDERS as soon as received. Step-by-step travel and destination information is contained in the orders as well as valuable point of contact (POC) information. Basically, a mobilized Reservist's travel claim is done in three parts: · (Part 1) The mobilization claim, which begins upon departure from home and ends at 2400 hours on the day prior to departing NMPS (beginning partial) and is paid under the MPN LOA. However, it must be logged into IATS as a "Normal" order and the MPN LOA manually input in the "FINANCIAL" tab. · (Part 2) Partial middle claims which begin at 0001 hours on the day of detaching from NMPS and end at 2400 hours on the day prior to reporting to the NMPS begin demobilization processing (these will be multiple claims covering I-stops enroute to the ultimate assignment (if any) and consecutive 30 day partial claims while attached to the ultimate assignment), which are paid from the O&MN LOA. · (Part 3) The demobilization claim, which begins at 0001 hours on the day the Service Member reports to the NMPS from the ultimate assignment to begin demobilization processing and ends when he/she arrives at his/her HOR which is paid under the MPN LOA provided on the demobilization order. The orders for ALL of the three parts of the claim are input as TDY because the allowances are payable at the TDY rates. However, the funding for each of the three parts is paid from separate LOAs. The mobilization claim (beginning partial) is paid under the MPN LOA provided on the mobilization order. The ultimate assignment claims (middle partials) are paid under the O&MN (RPN) LOA provided on the mobilization order. The demobilization claim (ending partial) is paid from the MPN LOA provided on the demobilization orders once they are issued.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1.1	Verify/Obtain active Government Travel Charge Card for Mobilizing Reservist	CPPA verifies/obtains active Government Travel Charge Card for Mobilizing Reservist Verify Service Member has active Government Travel Charge Card (GTCC). Note 1: Restricted GTCC is acceptable if unable to attain standard GTCC. Note 2: Service Member must have GTCC in possession upon arrival at NMPS. Failure to have an active GTCC will prevent Service Member from further processing from NMPS. Note 3: For purposes of this SOP, CPPA role is used synonymously with CIAC.
	1.2	Brief Service Member on GTCC requirements/responsibilities	CPPA briefs Service Member on GTCC requirements/responsibilities · Parent command (AC) or NRA/NRC (RC) will retain APC role and GTCC account for duration of IA/MOB assignment. · Service Member understands “Mission Critical” status is not automatically applied to GTCC. · Status is applied IAW DOD 7000. 14-R, Vol. 9 Ch. 3 and NAVSUPINST 4650.7. · If GTCC is placed in “Mission Critical” Status, Service Member understands that maximum status length is 180 days. · Any balance (or portion of balance) greater than 60 days past due must be paid in full before the end of the 180-day Mission Critical window. If unpaid, the account is subject to late fees, suspension, cancellation, and revocation by the GTCC vendor, and the Service Member is subject to adverse credit reporting by the GTCC vendor. · Service Member with card has received GTCC training and understands the card holder responsibilities IAW DOD 7000. 14R, Vol. 9, Ch. 3. · Parent command (AC) or NRA/NRC (RC) APC has updated NMCMPS to reflect that Service Member was issued a GTCC, verified the GTCC is active, and the expiration date of GTCC.
	1.3	Verify authorization for POV travel	CPPA verifies authorization for POV travel. INCONUS ASSIGNMENTS ONLY: CIAC (CPPA) verifies if POV Travel is authorized in Service Member’s orders and counsels Service Member. Note: If POV Travel is authorized, CIAC (CPPA) contacts NMPS/NRC discuss Service Member’s travel from Parent Command/NRC to NRC adequate travel time and to confirm Service Member has valid vehicle registration and insurance documents on hand.
	1.4	Arrange travel for Service Member from HOR to NMPS	CPPA arranges travel for Service Member from HOR to NMPS · Service Member’s travel arrangements have been made by parent command via SATO (CTO) to first destination. Centrally Billed Account (CBA, order accounting data) is to be used for funding. Note: Travel should NOT be billed to Service Member’s individual GTCC. · Service Member briefed on travel arrangements. Rental vehicles are not authorized unless specifically stated in orders. · NMCMPS has been updated to reflect the date Service Member has detached parent command.

CONTINUE TO NEXT PAGE

CPPA CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	2	Report to NRA/NRC and NMPS	Report to NRA/NRC and NMPS Service Member is ordered to Active Duty from their home of record. Their first intermediate stop is the Service Member's Naval Reserve Activity (NRA)/Navy Reserve Center NRC where all requirements, e.g., RED/DA, SGLI, NKO required courses are updated, verified and the NRC does a Strength Loss from the Reserve Component in NSIPS. The Service Member is then transferred to a NMPS site for further processing. The TSC that services the NMPS site is responsible for the Strength Gain to Active Duty and starts all pay/personnel allowances. When the Service Member departs the NMPS site enroute for training, the TSC that services the NMPS site will do an Activity Loss to the ultimate duty station and start Family Separation Allowance (FSA) for the Service Member (if eligible) via NSIPS.
	2.3	Counsel Service Member regarding traveler responsibilities and travel requirements	CPPA councils Service Member regarding traveler responsibilities and travel requirements Per PPIB 16-09 NFR 2015-0025 Corrective Action Plans, local CPPA will ensure Service Members are aware of the five working day voucher submission requirement following completion of travel or every 30 day TDY period, and that every effort is made to strictly adhere to the provisions of DoD FMR Vol 9 Chap 8. CPPA provides traveler with copy of following checklists/forms for subsequent completion and submission upon arrival at NMPS provides instructions to traveler: · NPPSC 1300/2 Temporary Duty (TDY) Traveler Checklist: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/ · DD1351-2 Travel Voucher or Subvoucher: http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1351-2.pdf CPPA refers traveler to JTR Appendix G for authorized Reimbursable Expenses on Official Travel: https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf The DoD FMR 7000.14-R, Volume 9, based on an IRS requirement, requires that each traveler provide receipt(s) for: · Lodging o Daily hotel room costs; o Daily hotel taxes; and o Daily miscellaneous fees, if applicable · Individual official travel expenses of $75 or more Note: A receipt must be submitted for each transportation ticket of $75 or more for which reimbursement is desired regardless of how acquired, except that a ticket received in exchange for frequent traveler benefits is not reimbursable and should not be submitted.
	2.8	Provide documentation to the CPPA	Service Member provides documentation to the CPPA.

BACK

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	2.8.2	Prepare and review documentation to support MOB Travel Claim Settlement requirements	Service Member prepares and CPPA reviews documentation to support MOB Travel Claim Settlement requirements. Ensure that required orders, and any order modifications, receipts, statements, justifications, method Service Member was notified of order modification, etc., are attached to the travel claim, using block 29, second page of DD1351-2, to amplify remarks and establish a claim that is justifiable and consistent with the mission. Submit MOB Travel Claim Settlement within five working days of departure from NMPS (which is completion of beginning partial portion of MOB orders) in accordance with DoD FMR, Vol. 9 Chap. 8. Notify supporting TSC travel section/Travel Office of any delays.
	2.8.4	Review endorsed orders and order modifications, if applicable	CPPA reviews endorsed orders and order modifications, if applicable · Ensure that all stamps and endorsements on orders (both front and back) are legible and included with the package. · If order modifications are included indicate method Service Member was notified of the change. Comply with requirements of MPM 1320-310 and/or MPM 1320-314 to ensure orders are endorsed and take appropriate remedial action in the event orders are NOT endorsed.
	2.8.7	Prepare and review NPPSC 7000/1	Service Member prepares and CPPA reviews NPPSC 7000/1, Travel Electronic Funds Transfer Information Refer to NPPSC 7000/1 Electronic Funds Transfer Information Form, as required: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/ CPPA verifies the following information is legible and correct: · Bank Name · Routing Number · Account Number · Type of Account (Checking or Savings) Note: Expeditionary Screening Checklist has the following remarks: · RC ONLY: Service Member has LES or voided check displaying bank information for direct deposit. · RC ONLY: Service Member has bank account information (name, address, telephone, routing number, account number) for each desired allotment.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	2.8.8	Review completed DD1351-2 and DD1351-2C, if applicable	CPPA reviews completed DD1351-2, Travel Voucher, and DD1351-2C, Travel Voucher Continuation Sheet, if applicable CPPA verifies: · Signed 1351-2 Travel Voucher and DD1351-2C, Travel Voucher Continuation Sheet, if applicable. · Verify all blocks with close attention to: o Block 1 (this is mandatory for ALL Government Travel Charge Card holders) o Block 4 (full SSN is required) o Block 5 (TDY Member) o Block 15 (Please refer to the reverse page of the DD 1351-2 for correct codes.) o Block 16 (must be marked if mileage is claimed) o Block 18 (must contain all reimbursable expenses) o Block 20 (must have Service Member's signature) o Block 21 (must have AO's signature)
	2.8.9	Review other receipts/documentation required in support of travel claim, as applicable	CPPA reviews other receipts/documentation required in support of travel claim, as applicable. Other receipts/documentation may include: · All lodging and or other reimbursable receipts over $75.00, including from any TDY stop, are required with a zero balance even if an advance was paid (not required for food) · Any airline tickets claimed require paid receipt and CTO endorsement · Any rental car reimbursement claimed require receipts and CTO endorsement
	2.8.10	Review completed travel claim and assist Service Member, as required	CPPA reviews completed travel claim and assists Service Member with forms and supporting documentation, as required. Complete/compile the following forms/documentation for submission, as applicable: · Completed NPPSC 1300/2 Temporary Duty (TDY) Traveler Checklist (Recommended) · Completed DD1351-2, Travel Voucher, and DD1351-2C, Travel Voucher Continuation Sheet, if applicable · Endorsed orders and order Modifications, if applicable · Completed NPPSC 7000/1, Travel Electronic Funds Transfer Information · Confirmation of Non-Availability (CNA) number obtained from installation Billeting Department, if applicable · Termination/Assignment of Government Quarters, if applicable · Receipts for commercial transportation, lodging, other expenses greater than $75 · Gas receipts for rental car, if authorized with orders · Passenger Reservation Request (PRR)/itinerary for overseas/sea duty travel

CONTINUE TO NEXT PAGE

CPPA CONTINUED			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	2.8.11	Are MOB Travel Claim forms and supporting documentation complete and accurate?	Are MOB Travel Claim forms and supporting documentation complete and accurate? Incomplete and/or inaccurate form data and/or supporting documentation are returned to the Service Member for correction. If No, go to 2.8.12 If Yes, go to 2.9
	2.9	Submit Travel Claim to TPC via eCRM	CPPA submits Travel Claim and supporting forms/documentation to TPC via eCRM, as applicable. 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 Travel claims should be processed within a timely manner in accordance with DoD FMR, Vol. 9 Chap. 8. Travel claim packages should be scanned as one attachment and submitted to the TPC in eCRM as applicable. 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: · Last Name, then space · First Name, then space · Name of Entitlement · Example: DOE JON IA/MOB The eCRM case may include the following depending upon the complexity of the claim: · Completed NPPSC 1300/2 Temporary Duty (TDY) Traveler Checklist (Recommended) · Completed DD1351-2, Travel Voucher, and DD1351-2C, Travel Voucher Continuation Sheet, if applicable · Endorsed orders and order Modifications, if applicable · Completed NPPSC 7000/1, Travel Electronic Funds Transfer Information · Confirmation of Non-Availability (CNA) number obtained from installation Billeting Department, if applicable · Termination/Assignment of Government Quarters, if applicable · Receipts for commercial transportation, lodging, other expenses greater than $75 · Gas receipts for rental car, if authorized with orders Important Note: For all Pay, Personnel, and Travel/Transportation cases 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. DD 577 and DD 1351-2, Block 21, Approving Official signatures need to match. If the AO signed digital or manual, the accompanying DD 577 must have the same correlated type of signature for verification purposes.
STOP			

BACK

SYSTEM ADMINISTRATOR START

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SYSTEM ADMINISTRATOR	6	Prepare and upload WINIATS files via SFTP to the DFAS ADS system for payment	System Administrator prepares and uploads WINIATS files via SFTP to the DFAS ADS system for payment. Note: It is a good business practice to ensure that the upload file is deleted each day immediately following receipt of the DFAS acknowledgement file showing that DFAS has received the upload file for processing. This best practice will prevent duplicate uploading of claims.
	6.1	Prepare WINIATS for file upload to disbursing system	System Administrator prepares WINIATS for file upload to disbursing system. After Disbursing Clerk has released the block(s) and changed the status to "Released For Disbursement" the following disbursing functions may be performed: Change to the System Administrator view, expand “Upload to Mainframe”, and select “Upload Transactions to Disbursing System”. Make sure that the “Upload File of Size” block shows “0”. If not, select the “Delete Upload File from Disk” and follow the screen prompts. Note: Regardless of Upload File of Size status, select “Delete Upload File from Disk” and follow the screen prompts. This best practice ensures that no stray or errant files from the last upload are not inadvertently retransmitted/uploaded to the Disbursing System.
	6.2	Append and rename upload file	System Administrator appends and renames upload file. After the deletion of the previous files is complete, you will be returned to the “Upload Data to ADS Disbursing System” display (below left). Select the “Create/Append Upload File with Blocks Released to Disbursing” button and click in the “Copy/Rename ASCII File” check box (below right). You may now proceed with creating your upload file.
	6.3	Assign batch number and complete block field file designations for upload	System Administrator assigns batch number and completes block field file designations for upload. At the “Upload Data to ADS Disbursing System” display, click “OK”. The “ADS File & Header Information” display will appear. Assign the next batch number (locally assigned batch number), fill the block field with a zero and your TSC UIC (ex: 042574), and submission number (same as the locally assigned batch number), and click "OK". The ADS screen will appear. Print the screen. This has your count and dollar value to upload to the SFTP. If you don’t print, the screen will not be available to reprint later. This creates your (#####).tvl file to be transmitted, i.e., 43339126.tvl (UIC and batch#.tvl).
	6.4	Select blocks for upload	System Administrator selects blocks for upload. The “Block Selection – Uploading to Disbursing” screen will be displayed. Select only the blocks to be released for payments; all blocks displayed should be blocks intended for upload/payment. If so, you may click on the “Select All” button and click “OK”. If not, select each block that will be transmitted by holding the CTRL button and clicking on each block individually; then click "OK". You will be prompted to input your confirmation password.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SYSTEM ADMINISTRATOR	6.5	Receive acknowledgement that file has been created for upload	System Administrator receives acknowledgement that file has been created for upload. Note: The Certifying Official (CO) will be required to retain a copy of the Electronic File Certification screen shot and Travel Voucher Details Pages of WINIATS to evidence the payment approval (outlays/expenditures). A pop-up will appear showing the file has been successfully created. Click "OK". The "ADS File Totals" display will appear; print the screen and retain it – this has the total number of and amount of payments contained in the upload file that you have created and will transmit via SFTP to the ADS system. Print it prior to clicking the "Exit" button; the screen will not be available to reprint later. This creates your #####XXX.tvl file to be transmitted (##### = UIC and XXX = batch number; ".TVL" is the file extension).
	6.6	Sign into SFTP and transfer file from local drive to DFAS folder for upload	System Administrator signs into SFTP and transfers batch file from local drive to DFAS folder for upload Sign into SFTP; on the left side of the SFTP Client window are your local files, the right side are DFAS folders for upload and download of data. Open the "Upload" folder from the C:\ drive, locate the batch file to be uploaded, and click and drag it to the DFAS folder labelled "ITS" on the right side of the window.
	6.7	Receive acknowledgement from DFAS	System Administrator receives acknowledgement from DFAS. Within a few minutes of uploading the file to the ITS folder, an acknowledgement file will be available for download from the DFAS "ACK" folder. Open the "Download" file from the C:\ drive; then open the "ACK" folder on the DFAS side. Locate the acknowledgement file by UIC and Julian date. The file name will be #####XXX.ACT (##### = UIC, XXX = Julian date, and ".ACT" is the file extension. Click and drag the acknowledgement file to the C:\Download\ACK folder.
	6.8	Compare and verify WINIATS and DFAS files	System Administrator compares and verifies WINIATS and DFAS files. Open the acknowledgement file and compare it to your ADS file print; ensure the number of cases matches. Once verified that DFAS has received the file for processing, go back to WINIATS and delete the upload file. Note: It is a good business practice to ensure that the upload file is deleted each day immediately following receipt of the DFAS acknowledgement file showing that DFAS has received the upload file for processing. This best practice will prevent duplicate uploading of claims.
	7	Download and process files from DFAS ADS system via SFTP to make corrections and update WINIATS	Download and process files from DFAS ADS system via SFTP to make corrections and update WINIATS. After ADS has processed the uploaded IATS payments, files must be downloaded from ADS to make corrections and pass the disbursing information back to IATS.
	7.1	Log into SFTP secure server	System Administrator logs into SFTP secure server.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SYSTEM ADMINISTRATOR	7.2	Download the EFT Correction Listing file from ADS	System Administrator downloads the EFT Correction Listing file (NOC file) from ADS, only if required. Once logged into SFTP, the IATS user must select the appropriate file location. On the left side of the SFTP Client window are your local files, the right side are DFAS folders for upload and download of data. Download EFT Correction Listing file (NOC file), only if required. · Open the NOC folder (DFAS folders) on the right hand side of the screen. · Locate the EFT Error File for the Travel Office UIC, if any were generated from previous uploads (XXXXX.Y.NOC). · Move file(s) from right side (V:\ drive) to left side (C:\ drive) of the window.
	7.3	Download Vouchers Disbursed Vouchers Rejected file from ADS	System Administrator downloads Vouchers Disbursed Vouchers Rejected file (305 file) from ADS. Once logged into SFTP, the IATS user must select the appropriate file location. On the left side of the SFTP Client window are your local files, the right side are DFAS folders for upload and download of data. · Open the NOT folder (DFAS folders) on the right hand side of the screen. After specifying the desired directory, the download file(s) will appear in the right portion of the screen. · Scroll to UIC and locate the XXXXX.305 file (Vouchers Disbursed Vouchers Rejected file) within the NOT folder. · Click on the appropriate UIC.305 file. · Move file(s) from right side (V:\ drive) to left side (C:\ drive) of the window.
	7.4	Do NOC or 305 files require further processing?	Do NOC or 305 files require further processing? If Yes, go to 7.5 If No, go to 7.9
	7.5	Does 305 file identify rejected cases?	Does 305 file identify rejected cases? Vouchers Disbursed Vouchers Rejected file (305 file) may show rejected cases from previous day upload. If yes, go to 7.6 If No, go to 7.7
	7.6	Process reject case(s)	System Administrator processes reject case(s) System Administrator makes any corrections to reject case(s) within MMPA RAVC and verifies that the case(s) was processed in the following day's download from the ADS. System Administrator prints any MMPA RAVC corrections for Retain file.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SYSTEM ADMINISTRATOR	7.7	Did NOC file identify any EFT corrections for processing?	Did NOC file identify any EFT corrections for processing? EFT Correction Listing file (NOC file) may identify cases/payments that were properly processed, but that may or may not have been disbursed, based upon the nature of the EFT error. If Yes, go to 7.8 If No, go to 7.9
	7.8	Make corrections to traveler accounts, as required	System Administrator makes corrections to traveler accounts, as required
	7.8.1	Review EFT correction listing for command	System Administrator reviews EFT correction listing for command
	7.8.2	Was EFT returned as undeliverable?	Was EFT returned as undeliverable? If Yes, go to 7.8.3 If No, go to 7.8.5
	7.8.3	Process Undeliverable EFT case	System Administrator processes Undeliverable EFT case(s). Corrections for payments that were undeliverable (e.g., Incorrect RTN) so financial institution never received the disbursement for processing require a Process Reissue request form. Identify appropriate DFAS Technician based upon final two digits of Service Member's SSN. Complete the following information on the Reissue Request Form: · Attention: DFAS Technician responsible to process the reissue · Service Member's Name · Service Member's Social · Date of Payment (date of upload) · Amount of Payment · Correct Account Number · Correct Routing Number · Correct Account Type (Checking of Savings) · Requestor's Name (Navy Travel representative requesting the reissue) · Requester's POC Phone/Email · Date of Request
	7.8.4	Save and e-mail Reissue Request form to DFAS technician	System Administrator saves and e-mails Reissue Request form to DFAS technician. System Administrator verifies case is properly disbursed in future ADS download. Also prints Reissue Request form and e-mail to DFAS technician for Retain file.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SYSTEM ADMINISTRATOR	7.8.5	Process corrections to both undelivered and delivered EFT case(s) in IATS, as required	System Administrator processes corrections to both undelivered and delivered EFT case(s) in IATS, as required. Within System Administrator View · Select Tools · Select Traveler Profile · Select Traveler Account (Enter SSN) · Make corrections, as required based upon source documentation
	7.9	Download ADS case file(s) from ADS	System Administrator downloads ADS case file(s) (ordinarily previous day Block/Batch number) from ADS Once logged into SFTP, the IATS user must select the appropriate file location. On the left side of the SFTP Client window are your local files, the right side are DFAS folders for upload and download of data. · Open the NOT folder (DFAS folders) on the right hand side of the screen, if not already open. After specifying the desired directory, the download file(s) will appear in the right portion of the screen. · Scroll to UIC and locate the download file(s) (UIC.Batch#.NOT) within the NOT folder. · Click on the desired download file(s). · Move file(s) from right side (V:\ drive) to left side (C:\ drive) of the window
	7.10	Process ADS Download File(s) in IATS	System Administrator processes ADS Download File(s) in IATS Complete the following steps to "process" the ADS Download File(s) in IATS: · At the System Administrator View screen, click on the plus sign to the left of the word, "Download from Mainframe". An expandable menu appears listing the options. · Click on the Download Cases from Disbursing System option. The Download from ADS screen appears. After the desired download file(s) are selected, click the Download button. IATS processes the download file and displays the results. Tip: If rejections occur, the errors are written to the error file. A pop-up appears asking if you wish to view the log file. It is a good idea to view the download error report. This report should be analyzed to determine the cause of the reject. Click on the Yes or No button to view the log file as desired. When finished processing the ADS download file, click the Exit button to return to the System Administrator View screen.

CONTINUE TO NEXT PAGE

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SYSTEM ADMINISTRATOR	7.11	Print previous day case files for Retain File archiving	System Administrator prints previous day case files for Retain File archiving. To Print Voucher report from previous day's upload. · From System Administrator View, go to: Block Processing · View Blocks · Completed Blocks · Select Block Ticket Numbers to be printed · Print with Vouchers and Collection Letters from previous day upload Note: Select option to exclude SSN to protect PII. If required, refer to MILPAY Debt Collection/Debt Management SOP at: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx
	7.12	Compile documentation and archive Retain File	System Administrator compiles documentation and archives 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 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. Note: The Certifying Official (CO) will be required to retain a copy of the Electronic File Certification screen shot and Travel Voucher Details Pages of WINIATS to evidence the payment approval (outlays/expenditures). Retain file may include the following documentation, as applicable: · DD 1351-2 (Travel Voucher) with all required signatures (TDY = Mbr + AO). · Mobilization Orders (originals + all modifications) with endorsements. · Completed NPPSC 1300/2 Temporary Duty (TDY) Traveler Checklist (optional, only if submitted with the claim). · All relevant supporting documentation (e.g., receipts, required forms, etc.) to substantiate the payment made to the member. · WinIATS Travel Voucher Summary (the settlement voucher from WINIATS showing the DOV and payment date) Currently Printed in Step 7.11 of the SOP. · WinIATS Travel Voucher Detail, also known as the .TVL file (to show which claims were in the batch that was certified in RCOL) Currently Printed in Step 6.5 of the SOP. · IATS Electronic File Certification which is the RCOL screenshot AFTER the file has been certified (to show which batches were certified and by whom) Currently Printed in Step 6.9 of the SOP. · DD 577 for the Certifying Official (the person who certified the batch file in RCOL).

STOP

CERTIFYING OFFICER START			
ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CERTIFYING OFFICER	6	Prepare and upload WINIATS files via SFTP to the DFAS ADS system for payment	System Administrator prepares and uploads WINIATS files via SFTP to the DFAS ADS system for payment. Note: It is a good business practice to ensure that the upload file is deleted each day immediately following receipt of the DFAS acknowledgement file showing that DFAS has received the upload file for processing. This best practice will prevent duplicate uploading of claims.
	6.9	Certify payments for release	Certifying Officer certifies payments for release. Navy Activities submitting IATS request for payments to the UMIDS Bulletin Board for processing through ADS are required to certify the payment file(s) before the file(s) will be released for payment. The Certifying Officer/Official (CO) is responsible for maintaining documentation relied upon to make a certification and the information must be available for ten years. Note 1: The Certifying Official (CO) will be required to retain a copy of the Electronic File Certification screen shot and Travel Voucher Details Pages of WINIATS to evidence the payment approval (outlays/expenditures). Note 2: For purposes of this SOP System Administrators officially designated on DD577 are Certifying Officers/Officials.
	6.9.1	Log into ADS	Certifying Officer logs into ADS After logging into ADS, the Certifying Officer (CO) will click on "Payment" link and then click on Certifying Officer (RCOL) link. Then click on "Travel Pay (IATS)" link. Then click on "NAVY - INTEGRATED AUTOMATED TRAVEL SYSTEM (IATS)" link
	6.9.2	Select batch file for certification	Certifying Officer selects batch file for certification. On the next screen: · Enter "Unit Identification Code" (e.g.,43322) · Enter "Batch Submission Number" (e.g., 560 - Batch number used in IATS) · Enter "Batch Submission Julian Date" (e.g., 032 - Julian date of release in IATS) Then click on "Submit" button

BACK

CONTINUE TO NEXT PAGE

CERTIFYING OFFICER CONTINUED

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CERTIFYING OFFICER	6.9.3	Certify batch or individual files for payment	Certifying Officer certifies batch or individual files for payment. The certification summary screen will show the list of all certified and uncertified file(s). The CO should compare the data on the certification screen with the ADS File Totals printout obtained during preparation of the WINIATS file for upload; the data should match. Certifying Officer will verify the following columns: "UIC", "Batch Number", "Julian Date", "Items" (total release numbers from IATS), and "Amount" (Batch release dollar amount from IATS) If everything matches, the Certifying Officer types "Y" for YES or "R" for REJECT (incorrect or duplicate amount) in the box provided under "Action (Y or R)" column then click on "Submit" button. This completes the Travel Certification process. If there are multiple files to be certified, pressing the enter key after completing the first file will display the next sequential batch file for that UIC. Once displayed, follow the above procedures for certification. Alternatively, the CO may certify via the individual file screen. This screen will show the individual file display, the Batch Number, Julian Date, Total Number of Payments, and the Total Amount. The CO can certify or reject the file by pressing the Y key or the R key then pressing the ENTER key or do nothing and clear the screen. Once certification is complete, the status, CO's User ID, along with the date the file was certified is shown. Print this screen to retain with the upload file data. Note: The Certifying Official (CO) will be required to retain a copy of the Electronic File Certification screen shot and Travel Voucher Details Pages of WINIATS to evidence the payment approval (outlays/expenditures). Files uploaded by 15 minutes after the hour are available for certification by approximately 1 – 5 minutes after the next hour. For example: File Upload Time Availability for Certification 1316 – 1415 1501 – 1505 until 2030 EST 1416 – 1515 1601 – 1605 until 2030 EST 1516 – 1615 1701 – 1706 until 2030 EST 1616 – 1715 1801 – 1805 until 2030 EST 1716 – 1815 1901 – 1905 until 2030 EST 1816 – 1915 2001 – 2005 until 2030 EST · The CO has until 8:30 p.m. EST to certify the file(s) to be processed on that day by placing a "Y" next to the command line, "CERTIFY FILE". · A file can be rejected by placing an "R" next to the command line "CERTIFY FILE". Even though the CO has rejected the file they have until 8:30 p.m. EST to reverse their action. Once the file has been purged a new file must be submitted. · In cases where the CO is unable to access the system, a certification form can be faxed to DFAS-CL, CODE ATL at (216) 522-5189/DSN 580 or email to CCL-IATS-CERT@dfas.mil. Personnel within DFAS-CL Centralized Disbursing will have global access to the Electronic File Certification System to certify the file upon receipt of the fax or e-mail certification. Certification forms must be faxed or e-mailed by 6:00 p.m. EST. · DFAS-CL will only release files that have been properly certified. DFAS-CL will only release files that have been properly certified.

STOP