Chief of Naval Personnel		
Process Name: Naval Reserve Officers Training Corps (NROTC)		
Document ID: End to End		
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MNCC HRSC, Navy Personnel Command	Navy Pay and Personnel Support Center (NPPSC)	12/3/2024

PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Naval Reserve Officers Training Corps (NROTC) Units and Transaction Service Centers (TSCs) to follow during management and administration of the NROTC process.

Roles and Responsibilities:

- TSC/Personnel Office Clerk: The role of 'CLERK' as used in this SOP refers to a civilian Clerk, a contractor, junior personnel specialists, or a Command Pay and Personnel Administrator (CPPA) authorized to *create* NSIPS transactions.

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

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

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

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

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

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

Best Practices:

Service Member

- Ensure all key supporting documents capturing prior service are submitted with accession package.

- Review your Leave and Earning Statement (LES) monthly while attending initial training.

CPPA

- Maintain access to current forms and utilize NPPSC 1420/1 New Accessions Checklist (NROTC) to support strength gain processing. Form can be obtained at: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/

- Ensure all key supporting documents are submitted for members with prior service.

TSC

- Reference applicable NPPSC 1420/1 New Accessions Checklist (NRTOC) to ensure all KSDs are submitted.

Overall

- All personnel are required to comply with all PII/CUI policy guidance per required annual Command Military Training (CMT). For further information, refer to the DON CIO website: https://www.doncio.navy.mil/.

Systems:

#	System	Description
1.	OMPF	• Official Military Personnel File (OMPF) contains electronic images of documents generated throughout the career of every officer and enlisted Service Member, Active and Reserve, from time of entry until final separation. • OMPF - My Record View provides the ability to view, download, and print OMPF documents. • Login to OMPF via BUPERS Online (BOL) at https://www.bol.navy.mil using CAC and CAC-enabled computer. • When asked to verify PKI, choose the DoD CA-XX authentication certificate, not the email certificate.
2.	NSIPS/ESR	• Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve. • The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information. • Login 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.

#	System	Description
3.	DJMS MMPA	• The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a data base file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for Active Duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing. • MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing. • Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.
4.	DWOWS	• Defense Workload Operations Web System (DWOWS) is a web based tracking system used by military pay operations (MILPAYOPS) to track workload for Navy Active Duty and Reserve Service Members. https://dwows.csd.disa.mil/dwows/
5.	Electronic-Submission (E-Sub)	• The Electronic-Submission (E-Sub) application is the system used to submit designated Officer and Enlisted record documents for inclusion into their OMPF. • The E-Sub of record documents for inclusion into the OMPF will be fully implemented through BOL and must be E-Sub compliant. • All Active Duty and Reserve personnel (less IRR) with a BOL account and a CAC-enabled computer will be able to view online the status of all documents electronically submitted or (closed out) by viewing "Official Military Personnel File (OMPF) - My Record", which is accessed via the BOL Application Menu.
6.	eCRM	• The eCRM console enables designated command personnel to electronically communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions. • 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.	JTR	Joint Travel Regulations, Uniformed Service Members and DoD Civilian Employees
		https://www.travel.dod.mil/policy-regulations/joint-travel-regulations/
2.	DoD FMR, Vol. 7A	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Military Pay Policy and Procedures – Active Duty and Reserve Pay
		http://comptroller.defense.gov/FMR/vol7a_chapters.aspx
3.	DoD FMR, Vol. 9	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Travel Policy and Procedures
		http://comptroller.defense.gov/FMR/vol9_chapters.aspx
4.	SECNAV M-1650.1	Navy And Marine Corps Awards Manual
		https://www.secnav.navy.mil/doni/default.aspx
5.	SECNAV M-5210.1	Department of the Navy Records Management Program Records Management Manual
		https://www.secnav.navy.mil/doni/default.aspx
6.	OPNAVINST 1160.6 (Series)	Special Duty Assignment Pay (SDAP) Program
		https://www.secnav.navy.mil/doni/default.aspx
7.	OPNAVINST 1740.4 (Series)	U.S. Navy Family Care Policy
		https://www.secnav.navy.mil/doni/default.aspx
8.	OPNAVINST 7220.12 (Series)	Basic Allowance for Housing Entitlements
		https://www.secnav.navy.mil/doni/default.aspx
9.	BUPERSINST 1080.54 (Series)	Enlisted Distribution and Verification Process
		https://www.mynavyhr.navy.mil/References/Instructions/BUPERS-Instructions/
10.	BUPERSINST 1150.1 (Series)	Policies and Administrative Procedures for the Hometown Area Recruiting Program (HARP), Officer Hometown Area Recruiting Program (OHARP), Blue Jacket Hometown Area Recruiting Program (BJHARP) and Senior Minority Assistance to Recruiting Program (SEMINAR)
		https://www.mynavyhr.navy.mil/References/Instructions/BUPERS-Instructions/
11.	BUPERSINST 1301.40 (Series)	Format and Procedures for Validation and Distribution of the Officer Distribution Control Report (ODCR)
		https://www.mynavyhr.navy.mil/References/Instructions/BUPERS-Instructions/
12.	BUPERSINST 1610.10 (Series)	Navy Performance Evaluation System
		https://www.mynavyhr.navy.mil/References/Instructions/BUPERS-Instructions/
13.	MILPERSMAN 1050-220	Recruiting Assistance Leave Program
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
14.	MILPERSMAN 1050-410	Consecutive Overseas Tour (COT) and In-Place Consecutive Overseas Tour (IPCOT) Leave Travel Entitlement Policy
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
15.		Administrative Absence to Obtain a Legal Marriage

#	Doc ID	Title
	MILPERSMAN 1050-440	https://www.mynavyhr.navy.mil/References/MILPERSMAN/
16.	MILPERSMAN 1070-111	Submission of NSIPS and Electronic Service Record (ESR) Documents to OMPF.
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
17.	MILPERSMAN 1070-270	Dependency Application
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
18.	MILPERSMAN 1070-271	Record of Emergency Data
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
19.	MILPERSMAN 1070-320	Administrative Remarks
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
20.	MILPERSMAN 1306-106	Time on Station (TOS) and Retainability/Obligated Service (OBLISERV)
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
21.	MILPERSMAN 1320-310	Permanent Change of Station (PCS) Transfer Order Endorsements
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
22.	MILPERSMAN 1326-010	Transfer of Enlisted Personnel on Bureau of Naval Personnel Orders
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
23.	MILPERSMAN 1600-120	Procedures for Reporting Members as Failed to Report Under Permanent Change of Station (PCS)/Temporary Duty (TEMDU) Orders
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
24.	MILPERSMAN 1746-030	Meal Passes for Enlisted Personnel
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
25.	NPPSCINST 4060.1 (Series)	Meal Passes
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E
26.	NPPSCINST 5213.1 (Series)	Forms Management
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E
27.	NPPSCINST 5220.2 (Series)	Standard Management Reports
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E
28.		Separation of Duties Affecting Military Pay

#	Doc ID	Title
	NPPSCINST 7220.7 (Series)	https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E
29.	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E
30.	NAVADMIN 101/10	Clarification to Close Proximity Move Policy and Eligibility to Receive Basic Allowance for Housing Based on Previous Permanent Duty Station
		https://www.mynavyhr.navy.mil/References/Messages/
31.	NAVADMIN 416/10	Submarine Duty Incentive Pay Obligated Service Requirement
		https://www.mynavyhr.navy.mil/References/Messages/
32.	NAVADMIN 058/14	Increased Enlisted Personnel Distribution Authority
		https://www.mynavyhr.navy.mil/References/Messages/
33.	NAVADMIN 281/14	U.S. Navy Family Care Policy
		https://www.mynavyhr.navy.mil/References/Messages/
34.	NAVADMIN 101/16	Military Permanent Change of Station Travel Voucher Due Within Five Working Days
		https://www.mynavyhr.navy.mil/References/Messages/
35.	NAVADMIN 085/17	Servicemembers Group Life Insurance Online Enrollment System (SOES)
		https://www.mynavyhr.navy.mil/References/Messages/
36.	NAVADMIN 254/17	Self-Service Record of Emergency Data and Dependency Application Regional Phased Implementation Schedule and Training Availability
		https://www.mynavyhr.navy.mil/References/Messages/
37.	NAVADMIN 285/21	Government Travel Charge Card Use During Permanent Change of Station Lessons Learned
		https://www.mynavyhr.navy.mil/References/Messages/
38.	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
		https://www.mynavyhr.navy.mil/References/Messages/

#	Doc ID	Title
39.	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
		https://www.mynavyhr.navy.mil/References/Messages/
40.	NAVADMIN 012/25	NAVFIT Modernization (Corrected Copy)
		https://www.mynavyhr.navy.mil/References/Messages/
41.	NAVADMIN 259/22	Publication of BUPERSINST 1610.10f (EVALMAN) CH 1 (Corrected Copy)
		https://www.mynavyhr.navy.mil/References/Messages/
42.	NAVADMIN 291/22	Government Travel Charge Card use in Support of PCS Travel
		https://www.mynavyhr.navy.mil/References/Messages/
43.	PPIB 16-09	Issue 160901: Travel Claim Control and Submission Procedures
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
44.	PPIB 16-12	Issue 161201: Update E-mail Address and Contact Information in NSIPS
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
45.	PPIB 16-22	Same Geographical Location Transfers
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
46.	PPIB 17-01	Review and Approval of Travel Vouchers
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
47.	PPIB 18-03	MILPCS Travel Voucher
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
48.	PPIB 19-05	OHA and OCONUS COLA
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
49.	PPIB 21-28	Servicemembers Group Life Insurance (SOES) Certification
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
50.	PPIB 22-22	Service Member in Transit in Government Quarters
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
51.	PPIB 22-36	RED DA Pending Transactions
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/

Online Resources:

#	Website Sponsor	Title and Link
1.	MyNavy HR	CPPA Resources
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/
2.	MyNavy HR	Family Care Plan
		https://www.mynavyhr.navy.mil/Support-Services/Culture-Resilience/Family-Readiness/Family-Care-Plan/
3.	MyNavy HR	Battle Admin
		https://www.mynavyhr.navy.mil/Career-Management/Detailing/Officer/Pers-41-SWO/Battle-Admin/OHARP-Seminar/
4.	Commander, Navy Recruiting Command	Recruiter Assistance Programs
		https://www.cnrc.navy.mil/HARP-BJHARP-OHARP/
5.	Commander, Navy Recruiting Command	Enlistment Incentives
		https:www.cnrc.navy.mil/enlisted-incentives/
6.	Navy Standard Integrated Personnel System (NSIPS)	NSIPS
		https://www.nsips.cloud.navy.mil/my.policy
7.	NPPSC	Ops Alerts
		https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx

Command Aids and User Guides Available Online:

#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Guide
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
2.	DJMS Navy Procedures Training Guide (PTG): Part 1 Chapter 4 Section B	Activity Gain
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide

Help Desks:

#	Contact Source	Contact Details
1.	NSIPS ESR	• NSIPS Help Desk 1-833-637-3669 (1-833-NESDNOW) nesd@nesd-mail.onbmc.mil • MyNavy Career Center (MNCC) 1-833-330-MNCC askmncc@navy.mil
2.	OMPF	• MyNavy Career Center (MNCC) 1-833-330-MNCC askmncc@navy.mil
3.	eCRM	• eCRM Help Desk https://navynpc.my.salesforce.mil/ • eCRM Exception to Policy Help Desk ecrmetp@us.navy.mil

Forms:

#	Form #	Title
1.	NAVPERS 1070/613	Administrative Remarks
		https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
2.	NAVPERS 1740/6	Department of the Navy Family Care Plan Certificate
		https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
3.	NAVPERS 1740/7	Family Care Plan Arrangements
		https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
4.	DD1351-2	Travel Voucher or Subvoucher
		https://www.esd.whs.mil/Directives/forms/dd1000_1499/DD1351-2/
5.	DD1351-2C	Travel Voucher or Subvoucher (Continuation Sheet)
		https://www.esd.whs.mil/Directives/forms/dd1000_1499/DD1351-2C/
6.	DD1561	Statement to Substantiate Payment of Family Separation Allowance
		https://www.esd.whs.mil/Directives/forms/dd1500_1999/DD1561/
7.	DD2058	State of Legal Residence Certificate
		https://www.esd.whs.mil/Directives/forms/dd2000_2499/DD2058/
8.	DD2058-1	State Income Tax Exemption Test Certificate (NJ, NY, and OR)
		https://www.esd.whs.mil/Directives/forms/dd2000_2499/DD2058-1/
9.	NPPSC 1300/4	Receipt Checklist
		https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
START			
1	Complete pre-stage via eCRM	CPPA	Submit an eCRM case via Salesforce. Refer to NPPSC 1420/1 New Accessions Checklist (NROTC) for KSDs required. Submit require documents and applicable documents (i.e.dependency supporting documents).
1.1	Verify Service member's key support documents	Clerk	Verify key supporting documents using the NPPSC 1420/1 New Accessions Checklist (NROTC).
1.2	Report any delays in commissioning	CPPA	If there are any delays in the members commissioning date, update eCRM case comments and eCRM activity feed with member updated, commissioning date. Following this update, TSC will update NROTC tracker, effective date of the case, and case subject line.
1.3	Attrite member from OPMIS on the commissioning date	CPPA	Using OPMIS, complete the attrition from the NROTC program. The strength gain is not able to be completed until this step is done. Note: It usually takes 2 days for the strength gain to be actionable after the attrition is done. However, it has been observed to take up to seven days.
2	Submit signed oath of office in eCRM	CPPA	Submit NAVPERS 100/4 Officer Appointment Acceptance and Oath of Office via eCRM on the members commissioning date.
2.1	Process strength gain and submit to QA for review and release via NSIPS	Clerk	Process strength gain transaction via NSIPS Note: OPMIS pre-stages the strength gains so no pre-stage is needed.
2.2	Review and release strength gain	QA	QA will review and release the strength gain transaction. This will generate a E203 transaction which will create the members pay account in MMPA.
2.3	Process entitlements and submit to QA for review via NSIPS.	Clerk	MMPA account must be created for processing of entitlements. Ensure a pay account is established before processing entitlements via NSIPS. Note: Refer to applicable Military Pay Advisory (MPA) for Month End Restructure (MER) dates and pay cutoff.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
2.4	Review and release entitlements via NSIPS.	QA	Review and release entitlements via NSIPS.
2.5	Verify members pay and pers accounts.	Clerk	Verify transaction(s) were processed correctly. Make corrections, as needed.
2.6	Submit corrections as applicable	Clerk	Use the desktop guide to submit corrections.
2.7	Route eCRM case to supervisor	Clerk	Route eCRM case to supervisor. Refer to eCRM Case Work Flow, as applicable.
3	Verify proper processing of pay, entitlements, deductions, and special pay	Supervisor	Review and audit the members pay account in its entirety for any discrepancies.
3.1	Complete eCRM case	Supervisor	Ensure all files are retained via eCRM and are retained in accordance with the following documents: • NPPSCINST 7250.1 (series) • NPPSC 1420/1 New Accession Checklist (NROTC) • Applicable eCRM Case Work Flow
STOP			