OCONUS COLA SOP

MYNAVY CAREER CENTER
★ 24/7 HR SERVICE CENTER ★

Role Link's:

Service Member

Clerk

Supervisor

CPPA

Quick Links:

Roles & Responsibilities

Best Practices

Systems

Reference's

Online Resources/Aids

Help Desk/Forms

KSD's

CPPA Resources

SOP Feedback Submission

PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Service Centers (TSCs) to follow to process OCONUS Cost of Living Allowances (COLA).

Requirements for the following SOP Roles are identified in this SOP:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Service Centers (TSCs) to follow to process OCONUS Cost of Living Allowances (COLA).

Roles / Responsibilities:

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

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

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

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

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

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

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

Best Practices:

BACK

• Important Document Retention Action: IAW Department of the Navy Memo dated 30 June 2020 "Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits" financial record retention requirements are now ten years.

• In addition to SOP steps that identify specific documentation requirements, refer to Navy MILPAY Key Supporting Documents (KSD) Matrix, if required, to determine Key Supporting Documentation necessary to support the transaction. Current KSD matrix is maintained by FIAR at following website: https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/MILPCS/.

• Important Internal Control Action: MMPA verification steps within this SOP reflect important internal control actions that cannot be over-emphasized. This applies to the entire transaction process from its initiation and authorization through the final verification of the proper processing of the transaction in summary records. These particular SOP process steps are built-in management design control activities to ensure that all transactions are properly completed and accurately recorded.

• DoD FMR Vol 7A, Chapter 68, Cost of Living Allowance Outside the Continental United States (OCONUS COLA) and Temporary Lodging Allowance (TLA), is a new chapter. The policy for Cost of Living Allowance Outside the Continental United States and Temporary Lodging Allowance was relocated from the Joint Travel Regulation, Chapter 9.

• Update and verify monthly OCONUS COLA tracking report. OCONUS COLA tracking report is used to verify continued eligibility for the entitlement.

• All personnel are required to comply with all PII/CUI policy guidance per required annual GMT. For further information, refer to the DON CIO website: https://www.doncio.navy.mil/

#	System	Description
1.	DJMS MMPA	· 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.
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 into NSIPS and ESR at https://www.nsips.cloud.navy.mil/my.policy using CAC and CAC-enabled computer. · When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.
3.	NSIPS Web Afloat/ESR Afloat	· NSIPS Web Afloat delivers secure pay and personnel support to users at sea. NSIPS Web Afloat provides access to data in the shipboard disconnected environment. NSIPS Web Afloat is designed to maximize use of limited bandwidth by providing afloat users with access to the Electronic Service Record (ESR) Afloat, E-Leave Afloat (to be released in the near future), and Career Information Management System (CIMS) Afloat while disconnected from the internet. To ensure data is synchronized between ship and shore, NSIPS Web Afloat replicates compressed data periodically, usually near-real-time. · Afloat users login to NSIPS Web Afloat and ESR Afloat at: https://nsipswebafloat · CAC is not required afloat. NSIPS Web Afloat/ESR Afloat is only accessible on supported ship classes.
4.	DMR/DMO	· DFAS MilPay Repository (DMR) is a Windows-based relational pay application that interfaces with the Defense Joint Military Pay System (DJMS) to create, audit and submit military pay transactions, and receive feedback from DJMS. It supports the Active and Reserve Components of the Army, Navy, and Air Force at DFAS Central Sites and military installations worldwide. The software suite is organized into Input, Reports, Inquiry, Navy Financial Reporting, Security and System Administration modules. DMR also provides master pay account inquiry capability, reports and query features, transaction results, pay products, management information, customer service tools, an audit trail, expanded edits and pre-filled screens for error rate reduction, and a comprehensive on-line user's manual to support maintenance of military pay accounts and processing of pay transactions.
5.	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.
6.	Enterprise Customer Management System (eCRM)	· 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. · 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.

		Online Resources:	BACK
#	Website Sponsor	Title and Link	
1	Defense Travel Management Office (DTMO)	Overseas Cost of Living Allowances (COLA) http://www.defensetravel.dod.mil/site/cola.cfm	
2	Defense Travel Management Office (DTMO)	Overseas COLA Calculator http://www.defensetravel.dod.mil/site/colaCalc.cfm	
3	MyNavy HR	CPPA Resources https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/	
4	NSIPS	NSIPS https://www.nsips.cloud.navy.mil/my.policy	

	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 3 Allowances	Chapter 4: Station Allowances Section A: Cost-of-Living Allowances (COLA), Barracks COLA, CONUS COLA and Dual COLA https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide	
3	DJMS Navy Procedures Training Guide (PTG): Part 9 Pay Product Delivery Chapter 10	Submitting Documentation via DWOWS https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide	

#	Doc ID	Title
1	DoD FMR Vol 7A, Chapter 68	Cost of Living Allowance Outside the Continental United States (OCONUS COLA) and Temporary Lodging Allowance (TLA)
2	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
3	MILPERSMAN 1070-270	Dependency Application
	MILPERSMAN 7220-240	Overseas Station Allowances Policy
	MILPERSMAN 7220-250	Overseas Cost-of-Living Allowance (COLA) Policy
4	NPPSCINST 5220.2 (Series)	Standard Management Reports
	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay
	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
5	NAVADMIN 66/16	Navy Audit Document Retention Guidance
6	MPA 12/13	Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases
	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs
	MPA 07/16	Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS)
	MPA 05/23	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes

References:

		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	eCRM	· eCRM Help Desk https://navynpc.my.salesforce.mil/ · eCRM Exception to Policy Help Desk ecrmetp@us.navy.mil

		Forms:	
#	**Form #**	**Title**
1	DD 2367	Individual Overseas Housing Allowance (OHA) Report
		http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2367.pdf
2	DD 1351-2	Travel Voucher or Subvoucher
		http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1351-2.pdf

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	1	Prepare and submit forms and/or compile documentation, as required.	Prepare and submit forms and/or compile documentation, as required. OCONUS COLA entitlement may be processed in conjunction with the Receipts process: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/DispForm.aspx?ID=77&e=9ISMRN The supporting documentation provided during the Receipts process may also be used to process the OCONUS COLA payment. The Service Member receives OCONUS COLA in addition to any other allowance to which the Service Member is entitled.
	1.1	Complete forms and/or compile documentation, as required.	Service Member completes forms and/or compiles documentation, as required. Note 1: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation. The request for payment of OCONUS COLA may consist of the following documentation as prescribed by geographic duty location, pay grade, and dependency status/dependent location: · Dependency Application (NAVPERS 1070/602), with pen and ink changes if appropriate or updated RED/DA · PCS orders endorsed with all intermediate and gaining commands, if applicable · Individual Overseas Housing Allowance (OHA) Report, DD 2367 · Verification of command sponsorship · Travel Itinerary · Travel Claim, DD Form 1351-2 · Arrival message/e-mail · Quarters information as applies to bachelor assignments · Messing endorsement, if applicable · Other supporting documentation, as required Note 2: Departure message/notice would be used to Stop OCONUS COLA payments and would be identified and processed during Verification of Service Member's continued eligibility for OCONUS COLA, Step 4.
	1.2	Submit forms and documentation to CPPA.	Service Member submits forms and/or documentation to CPPA.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	1.6	Obtain additional supporting documentation, as requested.	Service Member obtains additional supporting documentation, as requested. Go to 1.2.
	3	Process Service Member's OCONUS COLA entitlement(s).	Process Service Member's OCONUS COLA entitlement(s). When a Service Member reports and is entitled to OCONUS COLA, in addition to the SG-03 Report PCS Arrival transaction, a 4601-Start COLA transaction must be submitted. When a Service Member reports and is entitled to COLA Dual, a separate 4701-Start Dual COLA transaction is required. Note 1: Dual COLA (FID 47) cannot be paid if there is an open or closed 36 entry in MMPA, or the closest dependency code in the 35 entry is G, I, or R. Note 2: COLA generally starts on the day a Service Member reports to a new PDS or the day a dependent arrives prior to the sponsor. COLA starts on the day after the Service Member's reporting day if, on the reporting day, a Service Member is authorized 'MALT-Plus' per diem.
	3.1	Verify proper processing of OCONUS COLA entitlement.	Service Member verifies proper processing of OCONUS COLA entitlement. If Leave and Earning Statement (LES) is not correct by the next LES release following submission of OCONUS COLA, contact CPPA to follow-up with servicing TSC.

STOP

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2	Receive, review and dispatch documentation and verify Service Member's eligibility for OCONUS COLA.	Receive, review and dispatch documentation and verify Service Member's eligibility for OCONUS COLA.
	2.6	Verify eligibility criteria for OCONUS COLA.	Clerk verifies eligibility criteria for OCONUS COLA. Refer to DoD FMR Vol 7A, Chapter 68. · Verify entitlement against orders (Accompanied/Unaccompanied) · Verify command sponsorship of dependents
	2.6.1	Determine Service Member's dependency status.	Clerk determines Service Member's dependency status. Refer to DoD FMR Vol 7A, Chapter 68. A Service Member is authorized COLA for all command-sponsored dependents (including a federal employee spouse/child who is eligible for a post allowance in his or her own right). The term "Service Member with dependents" as used in DoD FMR Vol 7A, Chapter 68 means a Service Member who: · Is authorized to have dependents reside at/in the Service Member's OCONUS Permanent Duty Station (PDS) vicinity, and whose dependents do so reside, or · Is joined by or who acquires dependents while serving outside CONUS, provided the dependents are command-sponsored. The requirement to be command-sponsored does not apply to a Service Member whose PDS is in a non-foreign OCONUS area if the dependents who join or are acquired by the Service Member are bona fide residents of the respective non-foreign OCONUS area, or are officers or employees of the U.S. stationed in the non-foreign OCONUS area, as the case may be, or · On the PCS order effective date had a Service Member's spouse who was later released from Active Duty, or separated/retired from the Service, and remained in the vicinity of the first Service Member's former PDS. The term "Service Member without dependents" as used in DoD FMR Vol 7A, Chapter 68 means a Service Member who/whose: · has no dependents, or dependents do not reside at/in the PDS vicinity, or · has non-command-sponsored dependents residing at/in the PDS vicinity (see exception for command sponsorship requirements in a non-foreign OCONUS area above), or · does not have legal custody and control of the dependents. NOTE: For COLA/Temporary Lodging Allowance (TLA) purposes, a Service Member paying child support is a Service Member without dependents unless the Service Member has command-sponsored dependents at the PDS other than the dependents on whose behalf the Service Member is paying child support. Station Allowances when Service Member is married to another Service Member may include: · COLA when separate households are maintained. When both spouses are Service Members and separate households are maintained at/in the vicinity of their OCONUS PDS or PDSs, each is individually authorized station allowances as a Service Member with or without dependents, as applicable, based on whether the Service Member concerned has a dependent at or in the vicinity of the OCONUS PDS. · COLA when a joint household is maintained. When both spouses are Service Members and a joint household is maintained at/in the vicinity of their OCONUS PDS(s), only one Service Member is authorized to receive COLA at a rate based on the number of dependent(s) present, if any. The other Service Member is authorized to receive COLA at the zero dependent rate. · For COLA for Service Member-married-to-Service Member, refer to DoD FMR Vol 7A, Chapter 68 for additional criteria for E-5 and below serving on sea duty. In no case is a spouse, who also is a Service Member on Active Duty, a dependent for allowance purposes.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.6.1.1	Review and verify Service Member's pay account.	Clerk reviews and verifies Service Member's personnel and pay account. Log on to MMPA LOPG/L0OG: · Enter Service Member's SSN · Determine dependency status Log onto MMPA JJAA: · Enter Service Member's SSN · Verify FID 35, 36 and 68 status · Verify FID 46 (OCONUS COLA) and FID 47 (Dual COLA) status and other pay entitlement status, if applicable
	2.6.1.2	Review Service Member's NSIPS ESR.	Clerk reviews Service Member's NSIPS ESR. Verify Service Member's NAVPERS 1070/602 or RED/DA is up-to-date and is consistent with Service Member's pay account. Ensure that FID "35" dependent code matches the Service Member's NAVPERS 1070/602. Ensure that FID 35 for closest dependent (W, A, C, I, etc.) agrees with the NAVPERS 1070/602.
	2.6.1.3	Update Service Member's NAVPERS 1070/602.	Clerk updates Service Member's NAVPERS 1070/602, if required. Refer to Page 2 or RED/DA SOP to update Service Member's NAVPERS 1070/602, if required.
	2.6.2	Determine dependents' location or old PDS.	Clerk determines dependents' location or old PDS, if required (not co-located).
	2.6.3	Determine Service Member's access to government dining facility/mess availability.	Clerk determines Service Member's access to government dining facility/mess availability. · For COLA purposes – If the Service Member purchases meals, or receives meals at no cost at a government dining facility/mess, then a government dining facility/mess is available. Payment of Basic Allowance for Subsistence (BAS) is independent of the reality of the government dining facility/mess being available. · The decision on COLA authority for a Service Member with zero dependents vs. the Reduced COLA rate is predicated on whether or not the dining facility/mess is actually available to the Service Member and whether or not the Service Member is expected to purchase food for preparation in the government living quarters/ barracks/dormitory (barracks)/shipboard quarters based on the meal preparation facilities in the government quarters. If the commander authorizing COLA expects the Service Member to cook and consume meals in the government quarters, then COLA for a Service Member with zero dependents is authorized. However, if the Service Member continues, or is expected to continue, to eat the majority of meals in the government dining facility/mess because meal preparation in the government quarters is not expected, the Reduced COLA rate is authorized, regardless of whether or not BAS is paid to the Service Member. A Service Member, who routinely eats two or more meals a day in the dining facility/mess whether or not receiving BAS, should be receiving the Reduced COLA rate. A Service Member with dependents is authorized COLA based on the number of command-sponsored dependents at the PDS regardless of government dining facility/mess availability (including aboard ship).

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.7	Determine Service Member's eligibility for concurrent payment of OCONUS COLA and CONUS COLA.	Clerk determines Service Member's eligibility for concurrent payment of OCONUS COLA and CONUS COLA (FID 46 and FID 51). A Service Member assigned to an OCONUS PDS may be paid an appropriate OCONUS COLA at the without-dependent rate (DoD FMR Vol 7A, Chapter 68) and a CONUS COLA (DoD FMR Vol 7A, Chapter 67) at the with-dependent rate applicable for the CONUS high cost area at which the primary dependent resides. This may occur only if there is no command-sponsored dependent residing OCONUS with the Service Member. If eligible for concurrent payment of OCONUS COLA and CONUS COLA, refer to CONUS COLA SOP Step 2, as required. https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/DispForm.aspx?ID=54&e=c42Sx9
	2.8	Is Service Member eligible for OCONUS COLA?	Is Service Member eligible for OCONUS COLA? If No, go to 2.9. If Yes, go to 3.
	2.9	Inform CPPA.	Clerk informs CPPA that Service Member is not eligible for entitlement.
	2.10	Complete final verification and markeCRM case "Supervisor Review".	Clerk completes final verification and marks the eCRM case "Supervisor Review".
	3	Process Service Member's OCONUS COLA entitlement(s).	Process Service Member's OCONUS COLA entitlement(s). When a Service Member reports and is entitled to OCONUS COLA, in addition to the SG-03 Report PCS Arrival transaction, a 4601-Start COLA transaction must be submitted. When a Service Member reports and is entitled to COLA Dual, a separate 4701-Start Dual COLA transaction is required. Note 1: Dual COLA (FID 47) cannot be paid if there is an open or closed 36 entry in MMPA, or the closest dependency code in the 35 entry is G, I, or R. Note 2: COLA generally starts on the day a Service Member reports to a new PDS or the day a dependent arrives prior to the sponsor. COLA starts on the day after the Service Member's reporting day if, on the reporting day, a Service Member is authorized 'MALT-Plus' per diem.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.1	Determine Service Member's eligibility for Dual COLA.	Clerk determines Service Member's eligibility for Dual COLA (FID 46 and FID 47). A Service Member assigned to an unaccompanied tour or unusually arduous sea duty whose dependent(s) remains at the Service Member's old OCONUS PDS or is at a designated place at an OCONUS location is a Service Member without dependents at the Service Member's unaccompanied/unusually arduous PDS for station allowance purposes and is eligible for station allowances at the with-dependent rate for the dependent's location.
	3.2	Create OCONUS COLA transaction(s) in NSIPS.	Clerk creates OCONUS COLA transaction(s) in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 4: Station Allowances Section A: Cost-of-Living Allowances (COLA), Barracks COLA, CONUS COLA, and Dual COLA. https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide Login to NSIPS: Entitlement > Overseas Allowances > Use > Overseas Allowances Create. Enter Service Member's SSN. · Select OCONUS COLA · Select Allowance Type OCONUS COLA (FID 46) Dual OCONUS COLA Member (FID 47) in a separate (2nd NSIPS transaction), if appropriate · Select Start or Change, as applicable · Enter effective date · Select JTR location · Enter number of dependents paid COLA, as appropriate · Select Save
	3.3	Select projected release date and forward to supervisor for audit and release.	Clerk selects projected release date and forwards to supervisor for audit and release. Clerk forwards two NSIPS transactions, if appropriate.
	3.5	Did OCONUS COLA transaction(s) post?	Did OCONUS COLA transaction(s) post? Check MMPA JJAA 24-48 hours after release: · Enter Service Member's SSN · Verify new requirement for FID 46 and 47 (if required) updated If No, go to 3.6. If Yes, go to 3.7.
	3.6	Determine reason for posting delay.	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable. Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). Go to 3.5.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.7	Complete final verification and mark eCRM case "Supervisor Review".	Clerk completes final verification and marks eCRM case "Supervisor Review".
	3.8	Compile Retain File.	Clerk compiles Retain File. Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in 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. Important Document Retention Action: IAW Department of the Navy Memo dated 30 June 2020 "Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits" financial record retention requirements are now ten years. · PCS orders · Individual Overseas Housing Allowance (OHA) Report, DD Form 2367 · Verification of command sponsorship, as required · Arrival message/e-mail · Quarters information as applies to bachelor assignments · Messing endorsement, as applies
	4	Verify Service Member's continued eligibility for OCONUS COLA.	Verify Service Member's continued eligibility for OCONUS COLA.
	4.1	Update and verify monthly OCONUS COLA tracking report.	Clerk updates and verifies monthly OCONUS COLA tracking report.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	4.2	Has Service Member's status changed, impacting OCONUS COLA entitlement?	Has Service Member's status changed, potentially impacting OCONUS COLA entitlement? Refer to DoD FMR Vol 7A, Chapter 68 para 680203. Special Circumstances Affecting OCONUS COLA or TLA for special circumstances affecting allowance payments, for example: · For any day in excess of 30 consecutive calendar days that a Service Member is accompanied by all dependents is considered to be on leave in CONUS · When any dependent returns to CONUS for a temporary period in excess of 30 consecutive calendar days, the COLA payment beginning on the 31st day that a dependent is in CONUS is reduced to the number of dependents remaining at the PDS · When a dependent departs the PDS vicinity and returns to CONUS to attend school, the payment is reduced as of the day following the departure day to the number of dependents remaining at the PDS or · When one or more (but not all) dependents depart the PDS vicinity and early/advance-return to CONUS, the OCONUS COLA payment is reduced as of the day following the dependents' departure for the number of dependents remaining. If all the dependents early/advance-return to CONUS, the Service Member becomes a Service Member without dependents and the OCONUS COLA at the with dependent rate terminates the day before the dependents depart the Service Member's PDS. See Chapter 8 for CONUS COLA payment when all the dependents early/advance return at government expense. · When in a confinement status as a result of disciplinary action, the Service Member is authorized COLA for dependents only for the number of dependents who continue to reside in the PDS vicinity. · Etc. If No, go to 4.1 (monthly verification) If Yes, go to 4.3.
	4.3	Does Service Member's OCONUS COLA require a Change or Stop transaction?	Does Service Member's OCONUS COLA require a Change or Stop transaction? If Change, go to 3.1. If Stop, go to 4.4. Note: Clerk informs CPPA of any changes to Service Member's pay account.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT

CLERK	4.4	Create OCONUS COLA Stop transaction in NSIPS.	Clerk creates OCONUS COLA Stop transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 3 Allowances Chapter 4: Station Allowances Section A: Cost-of-Living Allowances (COLA), Barracks COLA, OCONUS COLA, and Dual COLA.
			
			Log onto NSIPS: Entitlement > Overseas Allowances > Use > Overseas Allowances Create. Enter Service Member's SSN.
			· Select OCONUS COLA
			· Select Allowance Type:
			   o OCONUS COLA (FID 46)
			   o Dual OCONUS COLA Service Member's (FID 47) in a separate (2nd NSIPS transaction), if appropriate
			· Select Stop
			· Enter effective date
			· Select JTR location
			· Enter number of dependents paid COLA, as appropriate
			· Select Save
			
			COLA stops:
			· The day **before** the Service Member departs in compliance with a PCS order, or
			· The day **before** the homeport change effective date (from OCONUS) of the ship or unit to which the Service Member is assigned
			· See exceptions in DoD FMR Vol 7A, Chapter 68
			
			IMPORTANT POLICY CLARIFICATION. OPNAV N130C (Travel Policy) has reiterated and restated the provisions of DoD FMR Vol 7A, Chapter 68 to specify that for the purposes of an afloat unit, staff, squadron or battalion that is deployed away from its homeport/PDS at the time a service member who is receiving OHA and OCONUS COLA detaches on PCS orders but will return via homeport/PDS in the execution of a PCS transfer, then the member's OHA and OCONUS COLA will stop effective the date the member departs from the area of his homeport/ PDS (residence) as indicated on the DD form 1351-2, not the date listed on the Activity Loss Event (NSIPS SH03 FID).
			
			PAYMENT PROCEDURES. For personnel who were deployed away from their homeport/PDS at the time of PCS detachment and returned to their homeport/PDS to commence execution of a PCS receiving OHA and OCONUS COLA, gaining commands (CPPA's and TSC's) should take the following action if the dates are different:
			
			Clerks will Report the inclusive period from the (date of SH03) to (date of departure from area of PDS listed on the DD form 1351-2), if the dates are different, using the below listed NSIPS FID, as appropriate:
			
			FID 4303 REPORT - Housing Allowance Overseas (OHA)
			FID 4503 REPORT - Family Separation Overseas Housing Allowance (FSH COLA)

	4.5	Select projected release date and forward to supervisor for audit and release.	Clerk selects projected release date and forwards to supervisor for audit and release. Clerk forwards two NSIPS transactions, if appropriate.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	4.7	Did OCONUS COLA post?	Did OCONUS COLA post? Check MMPA JJAA 24-48 hours after release: · Enter Service Member's SSN · Verify FID 46 and 47 (if required) posted correctly If No, go to 4.8. If Yes, go to 4.9.
	4.8	Determine reason for posting delay.	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact DFAS, as applicable Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). Go to 4.7.
	4.9	Complete final verification and mark eCRM case "Supervisor Review".	Clerk completes final verification and marks eCRM case "Supervisor Review".
	4.10	Compile Retain File.	Clerk compiles Retain File. Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in 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. Important Document Retention Action: IAW Department of the Navy Memo dated 30 June 2020 "Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits" financial record retention requirements are now ten years. · eCRM documentation, as applicable

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
Supervisor	2	Receive, review and dispatch documentation and verify Service Member's eligibility for OCONUS COLA.	Receive, review and dispatch documentation and verify Service Member's eligibility for OCONUS COLA.
	2.1	Receive eCRM case from customer command.	Supervisor receives eCRM case from customer command. Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at: https://flankspeed.sharepoint-mil.us.mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx
	2.2	Review eCRM case.	Supervisor reviews eCRM case. The eCRM documentation should consist of: · Dependency Application (NAVPERS 1070/602), with pen and ink changes if appropriate or updated RED/DA · PCS orders endorsed with all intermediate and gaining commands, if applicable · Individual Overseas Housing Allowance (OHA) Report, DD Form 2367 · Verification of command sponsorship · Travel Itinerary · Travel Claim, DD Form 1351-2 · Arrival message/e-mail · Quarters information as applies to bachelor assignments · Messing endorsement, if applicable · Other supporting documentation, as required Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the "certifying officer" must be submitted with the eCRM case.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	2.3	Is eCRM case documentation complete and sufficient?	Is eCRM case documentation complete and sufficient? If No, go to 2.4. If Yes, go to 2.5.
	2.4	Coordinate with CPPA to complete/correct eCRM case.	Supervisor coordinates with CPPA to complete and/or correct eCRM case. Go to 2.3.
	2.5	Dispatch eCRM case to clerk.	Supervisor dispatches eCRM case to clerk. If entitlement is based upon PCS orders, Receipts clerk may forward endorsed orders to Pay clerk for processing of entitlement following Activity Gain. Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.
	2.11	Complete final verification and close eCRM case.	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed" with appropriate comments. Go to Stop.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	3	Process Service Member's OCONUS COLA entitlement(s).	Process Service Member's OCONUS COLA entitlement(s). When a Service Member reports and is entitled to OCONUS COLA, in addition to the SG-03 Report PCS Arrival transaction, a 4601-Start COLA transaction must be submitted. When a Service Member reports and is entitled to COLA Dual, a separate 4701-Start Dual COLA transaction is required. Note 1: Dual COLA (FID 47) cannot be paid if there is an open or closed 36 entry in MMPA, or the closest dependency code in the 35 entry is G, I, or R. Note 2: COLA generally starts on the day a Service Member reports to a new PDS or the day a dependent arrives prior to the sponsor. COLA starts on the day after the Service Member's reporting day if, on the reporting day, a Service Member is authorized 'MALT-Plus' per diem.
	3.4	Audit and release OCONUS COLA transaction(s) in NSIPS.	Supervisor audits and releases OCONUS COLA transaction(s) in NSIPS.
	3.6	Determine reason for posting delay.	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Services (DFAS), as applicable. Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). Go to 3.5.
	3.9	Complete final verification and close eCRM case.	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed".

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	4	Verify Service Member's continued eligibility for OCONUS COLA.	Verify Service Member's continued eligibility for OCONUS COLA.
	4.6	Audit and release OCONUS COLA transaction(s) in NSIPS.	Supervisor audits and releases OCONUS COLA transaction(s) in NSIPS.
	4.8	Determine reason for posting delay.	Clerk and supervisor determine reason for posting delay. 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error · If user error, correct and resubmit · If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact DFAS, as applicable Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS. Note 2: Refer to MPA 01/21, Implementation of Requirement to Submit Calculations With All Central Site Pay Entitlement Changes, only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY). Go to 4.7.
	4.11	Complete final verification and close eCRM case.	Supervisor completes final verification and closes eCRM case. Supervisor marks eCRM case as "Completed", if required.
			STOP

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1	Prepare and submit forms and/or compile documentation, as required.	Prepare and submit forms and/or compile documentation, as required. OCONUS COLA entitlement may be processed in conjunction with the Receipts process: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/DispForm.aspx?ID=77&e=9ISMRN The supporting documentation provided during the Receipts process may also be used to process the OCONUS COLA payment. The Service Member receives OCONUS COLA in addition to any other allowance to which the Service Member is entitled.
	1.3	Review documentation.	CPPA reviews documentation. Refer to Navy MILPAY Key Supporting Documents (KSD) Matrix, if required, to determine Key Supporting Documentation necessary to support the transaction. Current KSD matrix is maintained by FIAR at following website: https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/MILPCS/.
	1.4	Is documentation complete?	Is documentation complete? If Yes, go to 1.7. If No, go to 1.5.
	1.5	Request Service Member provide additional supporting documentation.	CPPA requests Service Member provide additional supporting documentation.
	1.7	Assemble and compile documentation.	CPPA assembles and compiles documentation for submission to TSC.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1.8	Submit documentation to TSC via eCRM.	CPPA submits documentation to TSC via eCRM. OCONUS COLA entitlement may be processed in conjunction with the Receipts process. 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 In an initiative to reduce the use of SSN, all DoD personnel shall reduce or eliminate the use of SSN wherever possible. This includes the use of the SSN in any form, including, but not limited to, truncated, masked, partially masked, encrypted, or disguised SSN. 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 OCOLA The eCRM case may consist of the following, as applicable: · Dependency Application (NAVPERS 1070/602), with pen and ink changes if appropriate or updated RED/DA · PCS orders endorsed with all intermediate and gaining commands, if applicable · Individual Overseas Housing Allowance (OHA) Report, DD Form 2367 · Verification of command sponsorship · Travel Itinerary · Travel Claim, DD Form 1351-2 · Arrival message/e-mail · Quarters information as applies to bachelor assignments · Messing endorsement, if applicable · Other supporting documentation, as required Important Note: For all Pay, Personnel, and Travel/Transportation transactions which impact pay that are NOT certified by the Commanding Officer, an approved DD Form 577 for the "certifying officer" must be submitted with the eCRM case.