

Chief of Naval Personnel		
<b>Process Name: Officer Development School</b>		
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## PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Officer Training Command Newport (OTCN) and Transaction Service Centers (TSCs) to follow during management and administration of transaction processing for Service members reporting to ODS (Officer Development School).

### 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, 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

- Review and comply with all requirements on the "Officer Candidate Preparation and Expectations" memorandum located via: <https://www.netc.navy.mil/>
- For Active Duty and Reserves members, ensure orders are endorsed and OBLISERV is completed, if applicable. Make necessary updates to RED/DA and SGLI before reporting to ODS.

### CPPA

- Maintain access to current forms and utilize NPPSC 1420/1 New Accessions Checklist (ODS). The checklist can be obtained via: <https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/>

- Ensure all key supporting documents are submitted for members with prior service.
- Ensure PCS orders are endorsed.
- Ensure an eCRM case is submitted for every member.

#### TSC

- Generate a time in service calculation for all members with prior service.
- Ensure activity gains are processed for Fleet Returnees before accession is processed.
- Email the officer program managers to attrite members reporting to ODS one week before class convenes. If the attrition is not completed, member will remain in an Officer Candidate (OC) status for Rank/Rate.

#### 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	<ul style="list-style-type: none"> <li>• 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.</li> <li>• OMPF - My Record View provides the ability to view, download, and print OMPF documents.</li> <li>• Login to OMPF via BUPERS Online (BOL) at <a href="https://www.bol.navy.mil">https://www.bol.navy.mil</a> using CAC and CAC-enabled computer.</li> <li>• When asked to verify PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul>
2.	NSIPS/ESR	<ul style="list-style-type: none"> <li>• Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve.</li> <li>• The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information.</li> <li>• Login to NSIPS and ESR at <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a> using CAC and CAC-enabled computer.</li> <li>• When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul>

#	System	Description
3.	DJMS MPA	<ul style="list-style-type: none"> <li>The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MPA) 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. MPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing.</li> <li>MPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing.</li> <li>Login to MPA via the Multi-Host Internet Access Portal (MIAP) at <a href="https://miap.csd.disa.mil/portal.html">https://miap.csd.disa.mil/portal.html</a> using CAC and CAC-enabled computer.</li> </ul>
4.	DWOWS	<ul style="list-style-type: none"> <li>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. <a href="https://dwows.csd.disa.mil/dwows/">https://dwows.csd.disa.mil/dwows/</a></li> </ul>
5.	eCRM (Salesforce)	<ul style="list-style-type: none"> <li>The eCRM console enables designated command personnel to electronically communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions.</li> <li>The eCRM console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems.</li> <li>Login to eCRM at <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a> using CAC and CAC-enabled computer.</li> </ul>

#### References:

#	Doc ID	Title
1.	JTR	Joint Travel Regulations, Uniformed Service Members and DoD Civilian Employees <a href="https://www.travel.dod.mil/policy-regulations/joint-travel-regulations/">https://www.travel.dod.mil/policy-regulations/joint-travel-regulations/</a>
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 <a href="http://comptroller.defense.gov/FMR/vol7a_chapters.aspx">http://comptroller.defense.gov/FMR/vol7a_chapters.aspx</a>
3.	SECNAV M-5210.1	Department of the Navy Records Management Program Records Management Manual <a href="https://www.secnav.navy.mil/doni/default.aspx">https://www.secnav.navy.mil/doni/default.aspx</a>
4.	OPNAVINST 7220.12 (Series)	Basic Allowance for Housing Entitlements <a href="https://www.secnav.navy.mil/doni/default.aspx">https://www.secnav.navy.mil/doni/default.aspx</a>
5.	MILPERSMAN 1050-440	Administrative Absence to Obtain a Legal Marriage <a href="https://www.mynavyhr.navy.mil/References/MILPERSMAN/">https://www.mynavyhr.navy.mil/References/MILPERSMAN/</a>
6.	MILPERSMAN 1070-270	Dependency Application <a href="https://www.mynavyhr.navy.mil/References/MILPERSMAN/">https://www.mynavyhr.navy.mil/References/MILPERSMAN/</a>
7.		Record of Emergency Data

#	Doc ID	Title
	MILPERSMAN 1070-271	<a href="https://www.mynavyhr.navy.mil/References/MILPERSMAN/">https://www.mynavyhr.navy.mil/References/MILPERSMAN/</a>
8.	MILPERSMAN 1070-320	Administrative Remarks <a href="https://www.mynavyhr.navy.mil/References/MILPERSMAN/">https://www.mynavyhr.navy.mil/References/MILPERSMAN/</a>
9.	MILPERSMAN 1320-310	Permanent Change of Station (PCS) Transfer Order Endorsements <a href="https://www.mynavyhr.navy.mil/References/MILPERSMAN/">https://www.mynavyhr.navy.mil/References/MILPERSMAN/</a>
10.	NPPSCINST 5213.1 (Series)	Forms Management <a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&amp;FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&amp;FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E</a>
11.	NPPSCINST 5220.2 (Series)	Standard Management Reports <a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&amp;FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?RootFolder=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions&amp;FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E</a>
12.	NAVADMIN 085/17	Servicemembers Group Life Insurance Online Enrollment System (SOES) <a href="https://www.mynavyhr.navy.mil/References/Messages/">https://www.mynavyhr.navy.mil/References/Messages/</a>
13.	PPIB 16-12	Issue 161201: Update E-mail Address and Contact Information in NSIPS <a href="https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/">https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/</a>
14.	PPIB 21-28	Servicemembers Group Life Insurance (SOES) Certification <a href="https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/">https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/</a>
15.	PPIB 22-22	Service Member in Transit in Government Quarters <a href="https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/">https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/</a>

#### Online Resources:

#	Website Sponsor	Title and Link
1.	MyNavy HR	Battle Admin <a href="https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/">https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/</a>

#	Website Sponsor	Title and Link
2.	MyNavy HR	OHARP/Seminar
		<a href="https://www.cnrc.navy.mil/HARP-BJHARP-OHARP//">https://www.cnrc.navy.mil/HARP-BJHARP-OHARP//</a>
3.	Commander, Navy Recruiting Command	Enlistment Incentives
		<a href="https://www.cnrc.navy.mil/enlisted-incentives/">https://www.cnrc.navy.mil/enlisted-incentives/</a>
4.	Navy Standard Integrated Personnel System (NSIPS)	NSIPS
		<a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a>
5.	NPPSC	Ops Alerts
		<a href="https://flankspeed.sharepoint-mil.us/mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx">https://flankspeed.sharepoint-mil.us/mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</a>

#### Command Aids and User Guides Available Online:

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

#### Help Desks:

#	Contact Source	Contact Details
1.	NSIPS ESR	<ul style="list-style-type: none"> <li>NSIPS Help Desk 1-833-637-3669 (1-833-NESDNOW) <a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a></li> <li>MyNavy Career Center (MNCC) 1-833-330-MNCC <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> </ul>
2.	OMPF	<ul style="list-style-type: none"> <li>MyNavy Career Center (MNCC) 1-833-330-MNCC <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> </ul>
3.	eCRM	<ul style="list-style-type: none"> <li>eCRM Help Desk <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a></li> <li>eCRM Exception to Policy Help Desk <a href="mailto:ecrmstp@us.navy.mil">ecrmstp@us.navy.mil</a></li> </ul>

**Forms:**

#	Form #	Title
1.	NAVPERS 1070/613	Administrative Remarks
		<a href="https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/">https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/</a>
2.	DD1351-2	Travel Voucher or Subvoucher
		<a href="https://www.esd.whs.mil/Directives/forms/dd1000_1499/DD1351-2/">https://www.esd.whs.mil/Directives/forms/dd1000_1499/DD1351-2/</a>
3.	DD1351-2C	Travel Voucher or Subvoucher (Continuation Sheet)
		<a href="https://www.esd.whs.mil/Directives/forms/dd1000_1499/DD1351-2C/">https://www.esd.whs.mil/Directives/forms/dd1000_1499/DD1351-2C/</a>
4.	DD Form 2058	State of Legal Residence Certificate
		<a href="https://www.esd.whs.mil/Directives/forms/dd2000_2499/DD2058/">https://www.esd.whs.mil/Directives/forms/dd2000_2499/DD2058/</a>
5.	DD2058-1	State Income Tax Exemption Test Certificate (NJ, NY, and OR)
		<a href="https://www.esd.whs.mil/Directives/forms/dd2000_2499/DD2058-1/">https://www.esd.whs.mil/Directives/forms/dd2000_2499/DD2058-1/</a>
6.	SF 1199A	Direct Deposit Sign-up Form
		<a href="https://www.irs.gov/">https://www.irs.gov/</a>
7.	W4	Employee's Withholding Certificate
		<a href="https://www.irs.gov/">https://www.irs.gov/</a>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
<b>START</b>			
1	Report to ODS.	Service Member	Service member reports to ODS.
1.1	Identify Service Members Accession Type	CPPA	<p>Accession processes are similar; however, they will vary based off Accession type. It is important to understand what type of Accession a Service member is to ensure all Key Supporting Documents (KSDs) are submitted. Below are the following Accession types:</p> <p>New Accessions:</p> <ul style="list-style-type: none"> <li>• Service members have no prior service.</li> <li>• No existing military pay or personnel accounts.</li> </ul> <p>New Accessions with Prior Service:</p> <ul style="list-style-type: none"> <li>• Service member previously serviced in a military branch.</li> <li>• Service member has a historical military pay or personnel account from prior service.</li> <li>• <u>Note</u>: Accessions with prior service are required to submit all prior service documents.</li> </ul> <p>Collegiate Accession:</p> <ul style="list-style-type: none"> <li>• Service member has no prior military service.</li> <li>• Already have a military pay and personnel account.</li> </ul> <p>Collegiate Accessions with prior service:</p> <ul style="list-style-type: none"> <li>• Service member had previously serviced in a military branch before enrollment as a Collegiate Accession.</li> <li>• Already have a military pay and personnel account.</li> <li>• <u>Note</u>: Accessions with prior service are required to submit all prior service documents.</li> </ul> <p>Fleet Returnees:</p> <ul style="list-style-type: none"> <li>• Service member must have no breaks in service before reporting to OCS.</li> <li>• <u>Note</u>: Accessions with prior service are required to submit all prior service documents.</li> </ul>
1.2	Issue NPPSC 1420/1 New Accessions Checklist (ODS)	CPPA	Issue Service member a NPPSC 1420/1 New Accessions Checklist (ODS) for guidance on submission of Key Supporting Documents (KSDs).

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
1.3	Receive NPPSC 1420/1 New Accessions Checklist (ODS)	CPPA	Receive KSDs from the Service member per the NPPSC 1420/1 New Accessions Checklist (ODS).
1.4	Verify Pay Account	CPPA	<ul style="list-style-type: none"> <li>Fleet Returnees: Verify service member's pay account is active.</li> <li>Collegiates: If a collegiate does not have a pay account or the start date for basic entitlements does not match the date on the DD 4, annotate via the eCRM case.</li> </ul> <p>Note: The Service members NTAG is responsible for ensuring a collegiate's pay account is activated through CNRC.</p> <ul style="list-style-type: none"> <li>New Accessions with no prior service: Should not have a pay account. If they do have a pay account, this is an indicator they are not a New Accession.</li> </ul>
1.5	Review dependency status.	CPPA	<p>Ensure that Service members dependency status is updated and correct.</p> <p>Service members with prior service (applicable only to Navy Service members): Submit NAVPERS 1070/602 Dependency Application and supporting documents, if applicable:</p> <ul style="list-style-type: none"> <li>Marriage Certificate (Spouse)</li> <li>Birth Certificate (Children)</li> <li>Court ordered documents (Single parents and or Wards)</li> </ul> <p>Service Members with no prior service or prior service from a military branch, other than the Navy: Submit DD Form 93, Record of Emergency Data and dependency documents.</p> <ul style="list-style-type: none"> <li>Marriage Certificate (Spouse)</li> <li>Birth Certificate (Children)</li> <li>Court ordered documents (Single parents and or Wards)</li> </ul> <p>Refer to NAVPERS 1070/602 Legacy Page 2 and RED/DA SOPs for additional information.</p> <p>Legacy Page 2 SOP:  <a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</a> </p>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			RED/DA SOP: <a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</a>
1.6	Verify Prior Service	CPPA	<p>Review the members service record. Any prior service must be captured by submitting applicable KSDs. Compile all prior service documents and ensure service dates do not overlap and there are no gaps in service (i.e. DD-214(s), NGB 23, ASOSH, etc.).</p> <p>Note: If all KSDs are not received by the servicing TSC to account for periods of service, a separate eCRM transaction will need to be submitted to make applicable corrections.</p>
1.7	Verify Service member was attrited from applicable Collegiate Program	CPPA	<p>Ensure Service member was attrited properly via NSIPS.</p> <p>Verification of a properly conducted attrition can be conducted through the following steps:</p> <ul style="list-style-type: none"> <li>- Via "Member Data Summary" in NSIPS. DSC will reflect as 198 with "OC" as Rank/Rate.</li> <li>- Verify members MD FID in MMPA. If the members paygrade is still reflected as an enlisted rank, the attrition either failed or was not processed.</li> <li>- To verify the attrition was processed, navigate to "Message Status Inquiry" via NSIPS and ensure a E603(OC) was processed. If the status in NSIPS has error codes, ensure annotations are made via the eCRM case.</li> </ul> <p>If there is no E603 in Message Status Inquiry, contact program manager (CNRC) to ensure attrition is processed.</p>
1.9	Review members gain type	CPPA	<p>Identify the Service members type of accession:</p> <ul style="list-style-type: none"> <li>• New Accessions:</li> <li>• New Accessions with Prior Service</li> <li>• Collegiate Accession</li> <li>• Collegiate Accession with Prior Service</li> <li>• Fleet Returnees</li> </ul>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
1.10	Verify members pers account	CPPA	<p>New Accessions:</p> <p>Ideally, they should have neither; however, if they possess a PERS account, it strongly suggests that the member has some form of prior service. This could raise questions about their accession type.</p> <p>Collegiates:</p> <ul style="list-style-type: none"> <li>PERS account will reflect as DSC 198, Rank/Rate will be “OC”</li> </ul> <p>Fleet Returnees:</p> <ul style="list-style-type: none"> <li>Will reflect as in transit – DSC 199 via NSIPS</li> </ul>
1.11	Verify Service members banking information	CPPA (All)	<p>Members complete Direct Deposit form SF 1199A.</p> <p>CPPA will ensure the document is complete and accurate. After initial Accession is processed and completed by the TSC, member can update their direct deposit information via MyPay.</p>
1.12	Verify Service member’s documentation for BAH, and other entitlements.	CPPA	<p>Ensure member is receiving correct BAH entitlement. Verify the NAVPERS 1070/602 and Service members PCS Orders.</p> <p>Note: Zip code for command can be verified via verb AMF1.</p> <p>CPPA will review and verify all other entitlements, as applicable.</p>
1.13	Verify Service member’s eligibility for FSA	CPPA	CPPA verifies Service member’s eligibility for Family Separation Allowance.
1.14	Assemble and verify Service Member’s Accession-ODS package for completeness and accuracy. Submit to TSC via eCRM.	CPPA	<p>CPPA assembles and verifies Accession-ODS package for completeness and accuracy IAW NPPSC 1420/1 New Accessions Checklist (ODS).</p> <p>Refer to Case Routing Guidance for New Accessions to ensure transaction is submitted IAW with eCRM case submission.</p>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			Refer to NPPSC 1420/1 Accessions Checklist (ODS), and comply with documentation submission requirements: <a href="https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/">https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</a>
2	Verify Service Member's key support documents	TSC Clerk TSC Supervisor	Verify Service member's key supporting documents using the NPPSC 1420/1 New Accessions Checklist for ODS.
2.1	Process Activity Gain	TSC Clerk	<b>This step is only applicable for Fleet Returnees.</b>  TSC Clerk completes Activity Gain via NSIPS.
2.2	Review and release Activity Gain	QA	<b>This step is only applicable for Fleet Returnees.</b>  Review and release activity gain.
2.3	Calculate previous time in service	TSC Clerk	<b>This step is only applicable for New Accessions with Prior Service, and Collegiate Accessions with Prior Service.</b>  Use a time in service calculation excel spreadsheet to calculate members ADSD and PEBD using all applicable forms from prior service.
2.4	Submit members Strength Gain	TSC Clerk	<b>This step is only applicable for New Accessions, New Accessions with Prior Service, and Collegiates with prior service.</b>  Submit New Accessions to QA via NSIPS.  Collegiate NSIPS transactions will be sent to the Supervisor via NSIPS.
2.5	Review and release Strength Gain	QA	Review and release Strength Gain.  Once strength gain is released, this will update the PERS account in NSIPS. Member Data Summary DSC will change from DSC 198 to DSC 100.  This Strength Gain transaction does not release a E203 in DJMS. Allowing the Officer Accessions division at TSC Great Lakes to release the transaction.
2.6	Verify Strength gain posted correctly	TSC Clerk	After 24 hours, ensure the Strength Gain posted correctly.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
2.7	Posted incorrectly (Threshold error)	TSC Clerk	There is a known issue called a “threshold hold error” covered in an internal TSC Great Lakes Desktop SOP. To verify a threshold error occurred, ensure the oath of office date matches the TG line and the 01 (fid) start date in MMPA. If they do not, alert supervisor for submission of a DWOWS case to backdate the strength gain.
2.8	Verify Service members pay account was created with E203 transaction	TSC Supervisor	<b>This step is only applicable for New Accessions and New Accessions with Prior Service.</b>  Verify member has an active pay account via MMPA.
2.9	Ensure member has correct time in service including prior service	TSC Supervisor	<b>This step is only applicable for New Accessions with Prior Service, Collegiates with Prior Service, and Fleet Returnees.</b>  Review members entire T line to ensure prior service posted correctly.
2.10	Process entitlements, allowances, and deductions, as applicable	TSC Clerk	Clerk reviews all open entitlements, allowances, and deductions.  Process applicable entitlements, allowances, and deductions, as applicable.
2.11	Verify Members direct deposit information	TSC Clerk	Fleeters and collegiate will have a valid LH entry via MMPA.
2.12	Submit bank information (LH01) via NSIPS	TSC Clerk	<b>This step is only applicable for New Accessions and New Accessions with Prior Service.</b>  Process a LH01 transaction via NSIPS as applicable.
2.13	Review and release LH01 via NSIPS	QA	QA reviews and releases LH01.
2.14	Verify and Process Members State Tax and Federal Tax information	TSC Clerk	Fleeters and collegiates will already have tax information in the system. Ensure this information is correct.  Process members Federal and state tax via NSIPS for all other accessions, as applicable.

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
2.15	Confirm Members Accession via ML03 transaction in NSIPS	TSC Clerk	<p><b>Applicable for all Accession Types.</b></p> <p>The ML03 confirms the members accession is correct without doing this the members pay account goes into a “T” status stopping the members pay. Process an ML03 via NSIPS, as applicable.</p>
2.16	QA will release ML03 via NSIPS	QA	<p><b>Applicable for all Accession Types.</b></p> <p>QA reviews and releases ML03.</p>
2.17	Review and process member BAH and BAQ entitlements, as applicable	TSC Clerk	<p><b>Applicable for all Accession Types.</b></p> <p>Review members 68 and 35 FIDS via MMPA.</p> <p>Process BAH and BAQ NSIPS transactions, as applicable.</p>
2.18	Submit Officer Initial Uniform Allowance (5903 FID)	TSC Clerk	<p><b>Applicable to All Accession Types.</b></p> <p>Process a Initial Officer Clothing Allowance (5903) transaction via NSIPS.</p>
2.19	Release Officer Initial Uniform Allowance (5903 FID)	QA	<p><b>Applicable to All Accession Types.</b></p> <p>Review and release Initial Uniform Allowance transaction via NSIPS.</p>
2.20	Review all processed entitlements	TSC Clerk	<p><b>Applicable to All Accession Types.</b></p> <p>Verify and review the following FIDS in MMPA to ensure transactions posted:</p> <ul style="list-style-type: none"> <li>• B-Leave</li> <li>• E-Events</li> <li>• D-Deductions</li> <li>• F-Taxes</li> <li>• T-Service Dates</li> </ul> <p>Review and verify any entitlements processed.</p>

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
2.21	TSC Clerk submits eCRM case to TSC Supervisor for review	TSC Clerk	Refer to applicable eCRM Case Work Flow for eCRM routing to Supervisor.
3	Verify Activity Gain posted	TSC Supervisor	<p>Verify Gain posted within 24 hours after release of Gain via NSIPS.</p> <p>Verify MMPA using LOPG/L0OG and JJAA to ensure gain posted in both PERS and PAY systems.</p>
3.1	Verify Strength Gain posted	TSC Supervisor	<p>Review members Member Data Summary. Member must reflect as DSC 100 when Strength Gain transactions are processed.</p> <p>Verify MMPA.</p>
3.2	Review and verify all entitlements	TSC Supervisor	<p>Verify and review the following FIDS in MMPA to ensure transactions posted:</p> <ul style="list-style-type: none"> <li>• B-Leave</li> <li>• E-Events</li> <li>• D-Deductions</li> <li>• F-Taxes</li> <li>• T-Service Dates</li> </ul>
3.3	Does member have direct deposit information?	TSC Supervisor	<p>Review and verify members LH line via MMPA. Ensure LH is open.</p> <p>If LH is not open, refer to applicable eCRM Case Work Flow for rerouting to CPPA, or as applicable.</p>
3.4	Determine reason for posting delay, if applicable.	TSC Supervisor	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> <li>1. Verify message status inquiry in NSIPS for error code. Refer to JJAM, if needed.</li> <li>2. Research reason for error via JOZA. <ul style="list-style-type: none"> <li>• If error is can be corrected, correct and resubmit.</li> <li>• If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact DFAS, if needed.</li> </ul> </li> </ol>
3.5	Conduct final audit	TSC Supervisor	Supervisor conducts final audit, to include:

STEP #	FLOW TEXT	ROLE/RESP	ADDITIONAL TEXT
			<ul style="list-style-type: none"> <li>Review Management Reports: <ul style="list-style-type: none"> <li>NSIPS Pending Transaction Report</li> <li>NSIPS Feedback Accepted/Rejected Reports</li> <li>DMO All Transaction Report</li> </ul> </li> </ul> <p>Note: Supervisor refers to current NPPSC 1420/1 ODS Strength Gain Checklist to support audit requirements.</p>
3.6	Complete eCRM case	TSC Supervisor	<p>Ensure all files are retained via eCRM. Verify Retain File is in accordance with:</p> <ul style="list-style-type: none"> <li>NPPSCINST 7250.1 (series).</li> <li>NPPSC 1420/1 New Accessions Checklist (ODS).</li> <li>Applicable eCRM Case Work Flow.</li> </ul>
4	Verify proper completion of process	Command Leadership/ Service Member	Verify proper completion of ODS transaction processes.
4.1	Verify proper processing of entitlements/deductions and special pay	Service Member	<p>Service Member verifies proper processing of pay, entitlements, deductions, and special pay.</p> <p>If Leave and Earning Statement (LES) is not correct, contact CPPA to follow-up with servicing TSC.</p>
<b>STOP</b>			