

Operational Submaine Duty Pay SOP



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Approved for public release: Distribution Unlimited

Process Name: Operational Submarine (OPSUB) Duty Pay SOP

Document ID: End to End

Document Owner:

Approval:

Revision Date:

MNCC HRSC, Navy Personnel Command

Navy Pay and Personnel Support Center (NPPSC)

28-Mar-23

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 Operational Submarine (OPSUB) Duty Pay.

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.

- In addition to SOP steps that identify specific documentation requirements, refer to Navy MILPAY Key Supporting Documents (KSD) Matrix, if required, to determine Key Supporting Documentation necessary to support the transaction. Current KSD matrix is maintained by FIAR at following website: <https://www.mynavyhr.navy.mil/About-MyNavy-HR/Commands/Navy-Personnel-Command/Organization/BUPERS/FIAR/MILPAY/>.
- Important Internal Control Action: MMPA verification steps within this SOP reflect important internal control actions that cannot be over-emphasized. This applies to the entire transaction process from its initiation and authorization through the final verification of the proper processing of the transaction in summary records. These particular SOP process steps are built-in management design control activities to ensure that all transactions are properly completed and accurately recorded.
- Update and verify monthly Operational Submarine Duty Pay (OPSUBPAY) tracking report. This OPSUBPAY tracking report is used to track Service Members who are NOT entitled to Continuous Monthly Submarine (CONSUB) duty pay but are entitled to OPSUBPAY for the frequent and regular performance of operational submarine duty. Clerk should follow-up with CPPA to resolve any discrepancies.
- All personnel are required to comply with all PII/CUI policy guidance per required annual GMT. For further information, refer to the DON CIO website: <https://www.doncio.navy.mil/>

| # | System | Description |
|----|--|--|
| 1. | DJMS MMPA | <ul style="list-style-type: none"> · DJMS 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 | <ul style="list-style-type: none"> · NSIPS enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve. · The NSIPS 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. |
| 3. | DMR/DMO | <ul style="list-style-type: none"> · DFAS MilPay Repository (DMR)/Defense MilPay Office (DMO) is a Windows-based relational pay application that interfaces with the Defense Joint Military Pay System (DJMS) to create, audit and submit military pay transactions, and receive feedback from DJMS. It supports the Active and Reserve Components of the Army, Navy, and Air Force at DFAS Central Sites and military installations worldwide. The software suite is organized into Input, Reports, Inquiry, Navy Financial Reporting, Security and System Administration modules. 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. |
| 4. | DWOWS | <ul style="list-style-type: none"> · 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. | Enterprise Customer Relationship Management (eCRM) | <ul style="list-style-type: none"> · 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. |

References:



| # | Doc ID | Title |
|---|--|--|
| 1 | DoD FMR Vol. 7A Chapter 23 | DoD Financial Management Regulation 7000.14-R Volume 7A: Military Pay Policy and Procedures - Active Duty and Reserve Pay Chapter 23: Submarine Duty Pay |
| 2 | OPNAVINST 7220.15 (Series) | Submarine Duty Incentive Pay Program |
| 3 | Department of the Navy Memo dated 30 June 2020 | Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits |
| 4 | MILPERSMAN 1210-100 | Line Officer Designation: Qualified in Submarines |
| | MILPERSMAN 1220-040 | Submarine Qualifications Designation for Enlisted Members |
| 5 | 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 |
| 6 | NAVADMIN 066/16 | Navy Audit Document Retention Guidance |
| 7 | MPA12/13 | 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 |

Online Resources:

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| # | 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 | NSIPS |
| | | https://www.nsips.cloud.navy.mil/my.policy |

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 2 Incentive Pay Chapter 2 | Submarine Pay |
| | | 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 |

Help Desks:

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| # | Contact Source | Contact Details |
|----|----------------|--|
| 1. | NSIPS ESR | <ul style="list-style-type: none">· NSIPS Help Desk 1-833-637-3669 (1-833-NESD NOW) NESD@NESD-MAIL.ONBMC.MIL· MyNavy Career Center (MNCC) 1-833-330-MNCC askmncc@navy.mil |
| 2. | eCRM | <ul style="list-style-type: none">· eCRM HELP DESK https://navynpc.my.salesforce.mil/· 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/ |

SERVICE MEMBER START

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|---|--------|--|--|
| <p align="center">SERVICE MEMBER</p> | 1 | <p>Prepare and submit forms and/or compile documentation, as required.</p> | <p>Prepare and submit forms and/or compile documentation, as required.</p> <p>Refer to OPNAVINST 7220.15 (Series) and DoD FMR Vol. 7A Chapter 23 for eligibility criteria.</p> <p>A Service Member of the Navy who is entitled to basic pay but is NOT entitled to Continuous Monthly Submarine (CONSUB) duty incentive pay, is entitled to submarine duty incentive pay for the frequent and regular performance of Operational Submarine (OPSUB) duty required by orders (including a submarine of a foreign nation).</p> <p>OPSUBPAY is also payable on a month-to-month basis to individuals qualified in submarines whose duties require serving on a submarine during underway operations while attached for duty (ACC 100) to a command listed in OPNAVINST 7220.15 Enclosure (8).</p> <p>Refer to OPNAVINST 7220.15 for OPSUBPAY Ride Time criteria/accounting.</p> <p>Note: Most submarine personnel are eligible for Continuous Submarine Pay (CONSUBPAY) vice OPSUBPAY. Individuals receiving CONSUBPAY are NOT entitled to receive OPSUBPAY at the same time. Staff Corps officers are not authorized to receive CONSUBPAY but may be entitled to OPSUBPAY. CONSUBPAY is designed to be paid to Active Duty Navy officers and enlisted personnel who engage in and remain in the submarine service on a career basis as defined in OPNAVINST 7220.15 (Series).</p> |
| | 1.1 | <p>Complete forms and/or compile documentation.</p> | <p>Service Member completes forms and/or compiles documentation with support of CPPA, as required.</p> <p>Note: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation.</p> <ul style="list-style-type: none"> · Original PCS orders endorsed with all intermediate and gaining commands, or · Temporary Additional Duty (TAD) Orders and endorsements, or · Locally generated memo signed by appropriate authority certifying or recertifying eligibility for OPSUBPAY entitlement · Locally generated memo signed by appropriate authority citing a lapse in Submarine Underway Ride Time criteria · Submarine Underway Ride Time documentation (as applicable) · Other supporting documentation, as required |

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SERVICE MEMBER CONTINUED

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|-----------------------|--------|---|--|
| SERVICE MEMBER | 1.2 | Submit forms and documentation to CPPA. | Service Member submits forms and/or documentation described in Step 1.1 to CPPA. |
| | 1.6 | Obtain additional supporting documentation, as requested. | Service Member obtains additional supporting documentation, as requested. Go to 1.2. |
| | 3 | Process Service Member's OPSUBPAY entitlement. | Process Service Member's OPSUBPAY entitlement. The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a 1701-Start OPSUBPAY transaction when the Service Member arrives PCS. |
| | 3.9 | Verify proper processing of OPSUBPAY entitlement. | Service Member verifies proper processing of OPSUBPAY entitlement. If Leave and Earnings Statement (LES) is not correct by the next LES release following submission of OPSUBPAY, contact CPPA to follow-up with servicing TSC. |

STOP

CLERK START

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|--------------|--------|--|---|
| CLERK | 2 | Receive, review and dispatch documentation and verify Service Member's eligibility for OPSUBPAY. | Receive, review and dispatch documentation and verify Service Member's eligibility for OPSUBPAY. |
| | 2.6 | Is eCRM case an initial certification of OPSUBPAY? | Is eCRM case an initial certification (start or report) of OPSUBPAY? If Yes, go to 2.7. If No, go to 3. |
| | 2.7 | Verify eligibility criteria for OPSUBPAY. | <p>Clerk verifies eligibility criteria for OPSUBPAY.</p> <p>Refer to OPNAVINST 7220.15 and DoD FMR Vol. 7A Chapter 23 for eligibility criteria.</p> <p>A member of the Navy who is entitled to basic pay, but is NOT entitled to Continuous Monthly Submarine (CONSUB) duty incentive pay, is entitled to submarine duty incentive pay for the frequent and regular performance of operational submarine duty required by orders (including a submarine of a foreign nation). OPSUBPAY is also payable on a month-to-month basis to individuals qualified in submarines whose duties require serving on a submarine during underway operations while attached for duty (ACC 100) to a command listed in OPNAVINST 7220.15 Enclosure (8). Refer to OPNAVINST 7220.15 (Series) for OPSUBPAY Ride Time criteria/accounting.</p> <p>Note: Most submarine personnel are eligible for Continuous Submarine Pay (CONSUBPAY) vice OPSUBPAY. Individuals receiving CONSUBPAY are NOT entitled to receive OPSUBPAY at the same time. Staff Corps officers are not authorized to receive CONSUBPAY but may be entitled to OPSUBPAY. CONSUBPAY is designed to be paid to Active Duty Navy officers and enlisted personnel who engage in and remain in the submarine service on a career basis as defined in OPNAVINST 7220.15 (Series).</p> <p>Note: During 1 calendar month Sailors underway for 48 hours meet the qualification for OPSUBPAY. Operational Submarine Duty Pay will be paid for the entire month qualified.</p> |

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CLERK CONTINUED

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|-------|--------|---|---|
| CLERK | 2.8 | Review and verify Service Member's pay account. | <p>Clerk reviews and verifies Service Member's pay account.</p> <p>Login to MMPA JJAA:</p> <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify FID 17 (OPSUBPAY) status and other pay entitlement status <p>Note: Service Member may not receive OPSUBPAY if they are entitled to receive CONSUBPAY. CONSUBPAY is controlled and input by BUPERS, based upon certain criteria concerning years of submarine duty within established timeframes (career gates). No field input is required to start or stop CONSUBPAY.</p> |
| | 2.9 | Is Service Member eligible for OPSUBPAY? | <p>Is Service Member eligible for OPSUBPAY? Note: During 1 calendar month Sailors underway for 48 hours meet the qualification for OPSUBPAY. Operational Submarine Duty Pay will be paid for the entire month qualified. If No, go to 2.10. If Yes, go to 3.</p> |
| | 2.10 | Inform CPPA. | Clerk informs CPPA that Service Member is not eligible for entitlement. |
| | 2.11 | Complete final verification and mark eCRM case "Supervisor Review". | Clerk completes final verification and marks eCRM case "Supervisor Review". |
| | 3.1 | Create OPSUBPAY transaction in NSIPS. | <p>Clerk creates OPSUBPAY transaction in NSIPS in accordance with DJMS Navy Procedures Training Guide (PTG): Part 2 Incentive Pay Chapter 2: Submarine Pay https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</p> <p>Login to NSIPS: Entitlement > Miscellaneous Pay > Use > Miscellaneous Pay Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> · Select Miscellaneous Pay Type (SUB) · Select Start, Stop or Report, as appropriate · Enter effective date (coincides with arrival at submarine command or change in submarine duty qualification status) · Save <p>Note: If reporting an inclusive period of entitlement, submit a 1703 – Report Submarine Duty Pay transaction and enter appropriate Start and Stop dates of inclusive period.</p> |

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CLERK CONTINUED

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|--------------|--------|--|---|
| CLERK | 3.2 | Select projected release date and forward to supervisor for audit and release. | Clerk selects projected release date and forwards to supervisor for audit and release. |
| | 3.4 | Did OPSUBPAY post? | Did OPSUBPAY post? Check MMPA JJAA 24-48 hours after release: • Enter Service Member's SSN • Verify FID 17 posted correctly If No, go to 3.5. If Yes, go to 3.6. |
| | 3.5 | 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 3.4. |
| | 3.6 | Complete final verification and mark eCRM case "Supervisor Review". | Clerk completes final verification and marks eCRM case "Supervisor Review". |

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CLERK CONTINUED

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|--------------|--------|--|---|
| CLERK | 3.7 | Compile Retain File. | <p>Clerk compiles Retain File.</p> <p>Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.</p> <p>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.</p> <ul style="list-style-type: none"> · Endorsed PCS orders · TAD Orders and endorsements · Command memo · Submarine Underway Ride Time documentation (as applicable) |
| | 3.10 | Is Service Member's entitlement still open? | <p>Is Service Member's entitlement still open?</p> <p>If Yes, go to 4.</p> <p>If No, go to 3.11.</p> |
| | 3.11 | Verify Service Member is removed from monthly tracking report. | <p>Clerk verifies Service Member is removed from monthly tracking report.</p> <p>Go to Stop.</p> |
| | 4 | Update and verify OPSUBPAY tracking report. | <p>Update and verify OPSUBPAY tracking report.</p> |

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CLERK CONTINUED

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|--------------|--------|---|--|
| CLERK | 4.1 | Update OPSUBPAY tracking report. | Clerk updates OPSUBPAY tracking report. |
| | 4.2 | Verify OPSUBPAY tracking report monthly. | Clerk verifies OPSUBPAY tracking report monthly. |
| | 4.3 | Resolve discrepancies/inconsistencies with the CPPA. | Clerk resolves discrepancies/inconsistencies with the CPPA. |
| | 4.4 | Has Service Member's OPSUBPAY entitlement status changed, requiring an NSIPS transaction? | <p>Has Service Member's OPSUBPAY entitlement status changed, requiring an NSIPS transaction?</p> <p>When a Service Member of a submarine command staff receiving OPSUBPAY fails to meet the minimum underway requirements for a period, TSC will submit a 1702-Stop Submarine Duty Transaction to stop OPSUBPAY entitlement based upon notification from the CPPA.</p> <p>Refer to OPNAVINST 7220.15 for minimum monthly ride time requirements, application of Ride Time Hours, including excess Ride Time Hours and determination of three calendar month grace period, if required.</p> <p>If a Service Member of a submarine command receiving OPSUBPAY is removed from duties that require serving in a submarine during underway operations prior to detachment, TSC will submit a 1702-Stop Submarine Duty Transaction to stop OPSUBPAY entitlement based upon notification from the CPPA.</p> <p>Refer to DoD FMR Vol. 7A Chapter 23 logic tables for conditions of entitlement regarding injury or incapacitation as a result of performing submarine duty, if required.</p> <p>If Yes, go to 3.1.</p> <p>If No, go to 4.1.</p> |

STOP

SUPERVISOR START



| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|-------------------|--------|--|--|
| SUPERVISOR | 2 | Receive, review and dispatch documentation and verify Service Member's eligibility for OPSUBPAY. | Receive, review and dispatch documentation and verify Service Member's eligibility for OPSUBPAY. |
| | 2.1 | Receive eCRM case from customer command. | <p>Supervisor receives eCRM case from customer command.</p> <p>Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:</p> <p>https://flankspeed.sharepoint-mil.us/mcas-gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</p> <p>eCRM caseto support initiation of OPSUBPAY may be part of overall Receipts package Permanent Change of Station (PCS) orders. In such case, OPSUBPAY would be started following the posting of the Activity Gain since the entitlement will not Start upon posting of the SG-03 Report PCS Arrival transaction.</p> |

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SUPERVISOR CONTINUED

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|-------------------|--------|---|---|
| SUPERVISOR | 2.2 | Review eCRM case. | <p>Supervisor reviews eCRM case.</p> <p>The eCRM cases should consist of:</p> <ul style="list-style-type: none"> · Original PCS orders endorsed with all intermediate and gaining commands, or · Temporary Additional Duty (TAD) Orders and endorsements, or · Locally generated memo signed by appropriate authority certifying or recertifying eligibility for OPSUBPAY entitlement · Locally generated memo signed by appropriate authority citing a lapse in Submarine Underway Ride Time criteria · Submarine Underway Ride Time documentation (as applicable) · Other supporting documentation, as required <p>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.</p> |
| | 2.3 | Is eCRM documentation complete and sufficient? | <p>Is eCRM case documentation complete and sufficient?</p> <p>If No, go to 2.4. If Yes, go to 2.5.</p> |
| | 2.4 | Coordinate with CPPA to complete/correct eCRM case. | <p>Supervisor coordinates with the CPPA to complete and/or correct eCRM case.</p> <p>Go to 2.3.</p> |

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SUPERVISOR CONTINUED



| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|--------------------------|-------------|---|---|
| <p>SUPERVISOR</p> | <p>2.5</p> | <p>Dispatch eCRM case to clerk.</p> | <p>Supervisor dispatches eCRM case to clerk.</p> <p>If entitlement is based upon PCS orders, Receipts clerk may forward endorsed orders to appropriate TSC branch/section for processing of entitlement following Activity Gain.</p> <p>Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.</p> |
| | <p>2.12</p> | <p>Complete final verification and close eCRM case.</p> | <p>Supervisor completes final verification and closes eCRM case.</p> <p>Supervisor marks eCRM cases as "Completed" with appropriate comments.</p> <p>Go to Stop.</p> |
| | <p>3</p> | <p>Process Service Member's OPSUBPAY entitlement.</p> | <p>Process Service Member's OPSUBPAY entitlement.</p> <p>The entitlement does not start upon the posting of the SG-03 Report PCS Arrival transaction. The clerk must prepare a 1701-Start OPSUBPAY transaction when the Service Member arrives PCS.</p> |

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SUPERVISOR CONTINUED



| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|-------------------|--------|--|---|
| SUPERVISOR | 3.3 | Audit and release OPSUBPAY in NSIPS. | Supervisor audits and releases OPSUBPAY in NSIPS. |
| | 3.5 | Determine reason for posting delay. | <p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> 1. Check message status inquiry/rejects list in NSIPS for error code 2. Research reason for error <ul style="list-style-type: none"> · 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 <p>Note 1: Refer to DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS, when directed to submit a DWOWS case to DFAS.</p> <p>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).</p> <p>Go to 3.4.</p> |
| | 3.8 | Complete final verification and close eCRM case. | <p>Supervisor completes final verification and closes eCRM case.</p> <p>Supervisor marks eCRM case as "Completed".</p> |

STOP

| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|------|--------|---|--|
| CPPA | 1 | Prepare and submit forms and/or compile documentation, as required. | <p>Prepare and submit forms and/or compile documentation, as required.</p> <p>Refer to OPNAVINST 7220.15 (Series) and DoD FMR Vol. 7A Chapter 23 for eligibility criteria.</p> <p>A Service Member of the Navy who is entitled to basic pay but is NOT entitled to Continuous Monthly Submarine (CONSUB) duty incentive pay, is entitled to submarine duty incentive pay for the frequent and regular performance of Operational Submarine (OPSUB) duty required by orders (including a submarine of a foreign nation).</p> <p>OPSUBPAY is also payable on a month-to-month basis to individuals qualified in submarines whose duties require serving on a submarine during underway operations while attached for duty (ACC 100) to a command listed in OPNAVINST 7220.15 Enclosure (8).</p> <p>Refer to OPNAVINST 7220.15 for OPSUBPAY Ride Time criteria/accounting.</p> <p>Note: Most submarine personnel are eligible for Continuous Submarine Pay (CONSUBPAY) vice OPSUBPAY. Individuals receiving CONSUBPAY are NOT entitled to receive OPSUBPAY at the same time. Staff Corps officers are not authorized to receive CONSUBPAY but may be entitled to OPSUBPAY. CONSUBPAY is designed to be paid to Active Duty Navy officers and enlisted personnel who engage in and remain in the submarine service on a career basis as defined in OPNAVINST 7220.15 (Series).</p> |
| | 1.1 | Complete forms and/or compile documentation. | <p>Service Member completes forms and/or compiles documentation with support of CPPA, as required.</p> <p>Note: Service Member may not be responsible to initiate/prepare documentation in support of the entitlement, however a Service Member is responsible for their own pay account, and the SOP step is intended to assign that role/responsibility to the Service Member regardless of their requirement to initiate the documentation.</p> <ul style="list-style-type: none"> · Original PCS orders endorsed with all intermediate and gaining commands, or · Temporary Additional Duty (TAD) Orders and endorsements, or · Locally generated memo signed by appropriate authority certifying or recertifying eligibility for OPSUBPAY entitlement · Locally generated memo signed by appropriate authority citing a lapse in Submarine Underway Ride Time criteria · Submarine Underway Ride Time documentation (as applicable) · Other supporting documentation, as required |

CPPA CONTINUED

 **BACK**

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

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| ROLE | STEP # | FLOW TEXT | ADDITIONAL TEXT |
|------|--------|---------------------------------------|--|
| CPPA | 1.8 | Submit documentation to TSC via eCRM. | <p>CPPA submits documentation to TSC via eCRM.</p> <p>Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as “completed” without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:</p> <p>https://flankspeed.sharepoint-mil.us.mcas.gov/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</p> <p>In an initiative to reduce the use of SSN, all DoD personnel shall reduce or eliminate the use of SSN wherever possible. This includes the use of the SSN in any form, including, but not limited to, truncated, masked, partially masked, encrypted, or disguised SSN.</p> <p>Effective 01 Dec 2021, all personnel and pay documents that trigger pay entitlements must comply with the new file naming convention. The new file naming structure is:</p> <ul style="list-style-type: none"> · Last Name, then space · First Name, then space · Name of Entitlement · Example: DOE JON OPSUBPAY <p>The eCRM case may consist of the following, as applicable:</p> <ul style="list-style-type: none"> · Original PCS orders endorsed with all intermediate and gaining commands, or · Temporary Additional Duty (TAD) Orders and endorsements, or · Locally generated memo signed by appropriate authority certifying or recertifying eligibility for OPSUBPAY entitlement · Locally generated memo signed by appropriate authority citing a lapse in Submarine Underway Ride Time criteria · Submarine Underway Ride Time documentation (as applicable) · Other supporting documentation, as required. <p>Note: OPSUBPAY entitlement may be processed in conjunction with the Receipts process:</p> <p>https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/SOPs%20Library%20Temp/PERSONNEL/Receipts%20SOP.pdf</p> <p>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.</p> |