

Chief of Naval Personnel		
Process Name: Student Receipts		
Document ID: End to End		
Document Owner: MNCC HRSC , Navy Personnel Command	Approval: Navy Pay and Personnel Support Center (NPPSC)	Revision Date: 4/10/2025

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 during management and administration of a student gain to a Accounting Category Code (ACC) 341, ACC 350 (at a student command only), and ACC 342.

Roles and 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* Navy Standard Integrated Personnel System (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 Transition Service Center (TSC) or Regional Support Center (RSC). Duties and responsibilities are defined in MILPERSMAN (MPM) 1000-021. The term CPPA identifies personnel assigned the Navy Enlisted Classification (NEC) code of 791F, but for the purposes of this SOP may include Admin representatives who liaise directly with the ship's Personnel Office/TSC.
 Note: Recent and future NSIPS programming releases will continue to expand CPPA roles and capabilities within NSIPS. As such, CPPAs may accomplish TSC Clerk assigned steps within this SOP consistent with expanded NSIPS roles and capabilities and servicing TSC/RSC authorization.
- Service member: A person serving in the Armed Forces who may be eligible for the entitlements listed in this SOP

Best Practices:

- **Service Member:**

- Review all "Comply with Items" on BUPERS orders to verify completion of all actions required by the Service member in order to execute Permanent Change of Station (PCS).
- Obtain Orders endorsement(s) at all I-stops and ultimate duty station (as applicable). NAVADMIN 101/16 identified a deficiency in internal controls that the Navy did not provide sufficient evidence to support whether a travel voucher was submitted within the required five working days due to lack of endorsements on the orders as required by MPM 1320-310. PCS Transfer Order Endorsements containing date, time and place of reporting.

- **CPPA:**

- Maintain access to current forms and utilize (NPPSC 1300/6) to support Student Receipt processing at: <https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/>
- NAVADMIN 101/16 identified a deficiency that controls over travel voucher submission were not operating effectively due to travel vouchers not being submitted within five working days following the Service members reporting to their ultimate duty station and not in compliance with Department of Defense Financial Management Regulation (DoD FMR) Vol 9 Chap 8. Applicable to ACC 342 only.
- Review PCS orders to verify Service member completed "Comply with Items" and to ensure that Service member is processed in accordance with "Comply with Items".
- Per Personnel and Pay Information Bulletin (PPIB) 16-09 NFR 2015-0025 Corrective Action Plans, CPPAs should review Prospective Gain (PG) reports weekly to identify Service members arriving within the week and those who have unsubmitted travel vouchers.
- Also Per PPIB 16-09 NFR 2015-0025 Corrective Action Plans, local Command Pay and Personnel Administrators (CPPA) will ensure travelers are aware of the five working day voucher submission requirement and that every effort is made to strictly adhere to the provisions of DoD FMR Vol 9 Chap 8. Applicable to ACC 342 only.
- Review PG listing on a monthly basis and if any corrections are needed, request assistance from the supporting TSC or your command's Placement Coordinator at PERS-4013.

- **TSC:**

- Run PG Report in Navy Standard Integrated Personnel System (NSIPS) weekly and regularly contact Customer Commands for Expired Gains IAW MILPERSMAN 1600-120.
- Comply with requirements of NPPSCINST 5220.2 (series) regarding review of Standard Management Reports.
- Run the Defense Military Pay Office (DMO) UHO3 Management Notice to identify the out-of-balance PCS Receipt transactions (Elapsed time is incorrectly accounted for based upon MMPA entries).
- Run the DMO X903 Management Notice to review the Service member's PCS status to determine if BAQ should be adjusted for the period of PCS.
- Issue and distribute CPPA newsletter to include recently released NAVADMINs/MPAs/PPIBs that pertain to Student Receipt processing and encourage discussion at CPPA meetings.

- Refer to MPM 1070-111, as required, to ensure NSIPS/ESR data is accurate and up-to-date when generating documents for submission to Official Military Personnel File (OMPF). Information should be verified by commands and/or activities responsible for service record entries before Service members detach from the old duty station and upon reporting to the new duty station. When NSIPS/ESR data is missing or in error, commands and servicing personnel support offices shall assist the individual Service member's effort to resolve the issue as soon as possible.
- 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.

Overall

- All personnel are required to comply with all PII/CUI policy guidance per required annual Common 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"> • OMPF contains electronic images of documents generated throughout the career of every officer and enlisted Service member, Active and Reserve, from time of entry until final separation. • OMPF - My Record View provides the ability to view, download, and print OMPF documents. • Login to OMPF via BUPERS Online (BOL) at https://www.bol.navy.mil using CAC and CAC-enabled computer. • When asked to verify Public Key Infrastructure (PKI), choose the DoD CA-XX authentication certificate, not the email certificate.
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.	DJMS MMPA	<ul style="list-style-type: none"> • The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a data base file that contains current and historical data pertaining to a Service member's pay. All leave and pay activity for Active Duty Service members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing. • MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing. • Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.
4.	DWOWS	<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/

Systems		
#	System	Description
5.	Electronic-Submission (E-Sub)	<ul style="list-style-type: none"> The Electronic-Submission (E-Sub) application is the system used to submit designated Officer and Enlisted record documents for inclusion into their OMPF. The E-Sub of record documents for inclusion into the OMPF will be fully implemented through BOL and must be E-Sub compliant. All Active Duty and Reserve personnel (less IRR) with a BOL account and a CAC-enabled computer will be able to view online the status of all documents electronically submitted or (closed out) by viewing "Official Military Personnel File (OMPF) - My Record", which is accessed via the BOL Application Menu.
6.	eCRM (Salesforce)	<ul style="list-style-type: none"> The eCRM console enables designated command personnel to electronically communicate safely and efficiently with the supporting TSC or TPC. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions. The eCRM console uses secure network protocol to protect Service members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems. Login to eCRM at https://navynpc.my.salesforce.mil/ using CAC and CAC-enabled computer.

References		
#	Doc ID	Title
1.	JTR	Joint Travel Regulations, Uniformed Service Members and DoD Civilian Employees
		https://www.travel.dod.mil/policy-regulations/joint-travel-regulations/
2.	DoD FMR, Vol. 7A	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Military Pay Policy and Procedures – Active Duty and Reserve Pay
		http://comptroller.defense.gov/FMR/vol7a_chapters.aspx
3.	DoD FMR, Vol. 9	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Travel Policy and Procedures
		http://comptroller.defense.gov/FMR/vol9_chapters.aspx

References		
#	Doc ID	Title
4.	SECNAV M-1650.1	Navy And Marine Corps Awards Manual
		https://www.secnnav.navy.mil/doni/manuals-secnnav.aspx
5.	SECNAV M-5210.1	Department of the Navy Records Management Program Records Management Manual
		https://www.secnnav.navy.mil/doni/manuals-secnnav.aspx
6.	OPNAVINST 1160.6 (Series)	Special Duty Assignment Pay (SDAP) Program
		https://www.secnnav.navy.mil/doni/opnav.aspx
7.	OPNAVINST 1740.4 (Series)	U.S. Navy Family Care Policy
		https://www.secnnav.navy.mil/doni/opnav.aspx
8.	OPNAVINST 7220.12 (Series)	Basic Allowance for Housing Entitlements
		https://www.secnnav.navy.mil/doni/opnav.aspx
9.	BUPERSINST 1080.54 (Series)	Enlisted Distribution and Verification Process
		https://www.mynavyhr.navy.mil/References/BUPERS-Instructions/
10.	BUPERSINST 1150.1 (Series)	Policies and Administrative Procedures for the Hometown Area Recruiting Program (HARP), Officer Hometown Area Recruiting Program (OHARP), Blue Jacket Hometown Area Recruiting Program (BJHARP) and Senior Minority Assistance to Recruiting Program (SEMINAR)
		https://www.mynavyhr.navy.mil/References/BUPERS-Instructions/
11.	BUPERSINST 1301.40 (Series)	Format and Procedures for Validation and Distribution of the Officer Distribution Control Report (ODCR)
		https://www.mynavyhr.navy.mil/References/BUPERS-Instructions/
12.	BUPERSINST 1610.10 (Series)	Navy Performance Evaluation System
		https://www.mynavyhr.navy.mil/References/BUPERS-Instructions/
13.	MILPERSMAN 1050-220	Recruiting Assistance Leave Program
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
14.	MILPERSMAN 1050-410	Consecutive Overseas Tour (COT) and In-Place Consecutive Overseas Tour (IPCOT) Leave Travel Entitlement Policy
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/

References		
#	Doc ID	Title
15.	MILPERSMAN 1050-440	Administrative Absence to Obtain a Legal Marriage
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
16.	MILPERSMAN 1070-111	Submission of NSIPS and Electronic Service Record (ESR) Documents to OMPF.
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
17.	MILPERSMAN 1070-270	Dependency Application
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
18.	MILPERSMAN 1070-271	Record of Emergency Data
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
19.	MILPERSMAN 1070-320	Administrative Remarks
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
20.	MILPERSMAN 1306-106	Time on Station (TOS) and Retainability/Obligated Service (OBLISERV)
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
21.	MILPERSMAN 1320-310	Permanent Change of Station (PCS) Transfer Order Endorsements
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
22.	MILPERSMAN 1326-010	Transfer of Enlisted Personnel on Bureau of Naval Personnel Orders
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
23.	MILPERSMAN 1600-120	Procedures for Reporting Members as Failed to Report Under Permanent Change of Station (PCS)/Temporary Duty (TEM DU) Orders
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/
24.	MILPERSMAN 1746-030	Meal Passes for Enlisted Personnel
		https://www.mynavyhr.navy.mil/References/MILPERSMAN/

References		
#	Doc ID	Title
25.	NPPSCINST 4060.1 (Series)	Meal Passes https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FActive&viewid=2fbe9921%2D23f4%2D4835%2Db62a%2Db17cdfd37312&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&noAuthRedirect=1
26.	NPPSCINST 5213.1 (Series)	Forms Management https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FActive&viewid=2fbe9921%2D23f4%2D4835%2Db62a%2Db17cdfd37312&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&noAuthRedirect=1
27.	NPPSCINST 5220.2 (Series)	Standard Management Reports https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FActive&viewid=2fbe9921%2D23f4%2D4835%2Db62a%2Db17cdfd37312&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&noAuthRedirect=1
28.	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FActive&viewid=2fbe9921%2D23f4%2D4835%2Db62a%2Db17cdfd37312&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&noAuthRedirect=1
29.	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/Admin%20Folder/Forms/AllItems.aspx?id=%2Fsites%2FMyNavyHR%5FMNCC%2FNPPSC%2FAdmin%20Folder%2FDirectives%2FInstructions%2FActive&viewid=2fbe9921%2D23f4%2D4835%2Db62a%2Db17cdfd37312&FolderCTID=0x0120006B9F26B001351F4EB6073A6A8A77501E&noAuthRedirect=1
30.	NAVADMIN 101/10	Clarification to Close Proximity Move Policy and Eligibility to Receive Basic Allowance for Housing Based on Previous Permanent Duty Station https://www.mynavyhr.navy.mil/References/Messages/

References		
#	Doc ID	Title
31.	NAVADMIN 416/10	Submarine Duty Incentive Pay Obligated Service Requirement
		https://www.mynavyhr.navy.mil/References/Messages/

References		
#	Doc ID	Title
32.	NAVADMIN 281/14	U.S. Navy Family Care Policy
		https://www.mynavyhr.navy.mil/References/Messages/
33.	NAVADMIN 058/14	Increased Enlisted Personnel Distribution Authority
		https://www.mynavyhr.navy.mil/References/Messages/ □
34.	NAVADMIN 101/16	Military Permanent Change of Station Travel Voucher Due Within Five Working Days
		https://www.mynavyhr.navy.mil/References/Messages/
35.	NAVADMIN 085/17	Service members Group Life Insurance Online Enrollment System (SOES)
		https://www.mynavyhr.navy.mil/References/Messages/
36.	NAVADMIN 254/17	Self-Service Record of Emergency Data and Dependency Application Regional Phased Implementation Schedule and Training Availability
		https://www.mynavyhr.navy.mil/References/Messages/
37.	NAVADMIN 285/21	Government Travel Charge Card Use During Permanent Change of Station Lessons Learned
		https://www.mynavyhr.navy.mil/References/Messages/
38.	NAVADMIN 129/22	Mandatory Use of the Navy Personnel and Pay (NP2) MyPCS Travel Voucher Submission Tool and Government Travel Charge Card (GTCC) during Permanent Change of Station (PCS) Travel
		https://www.mynavyhr.navy.mil/References/Messages/
39.	NAVADMIN 012/25	NAVFIT Modernization
		https://www.mynavyhr.navy.mil/References/Messages/
40.	NAVADMIN 259/22	Publication of BUPERSINST 1610.10f (EVALMAN) CH 1 (Corrected Copy)
		https://www.mynavyhr.navy.mil/References/Messages/
41.	NAVADMIN 291/22	Government Travel Charge Card use in Support of PCS Travel
		https://www.mynavyhr.navy.mil/References/Messages/
42.	PPIB 16-09	Issue 160901: Travel Claim Control and Submission Procedures
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/

References		
#	Doc ID	Title
43.	PPIB 16-12	Issue 161201: Update E-mail Address and Contact Information in NSIPS
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
44.	PPIB 16-22	Same Geographical Location Transfers
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
45.	PPIB 17-01	Review and Approval of Travel Vouchers
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
46.	PPIB 18-03	MILPCS Travel Voucher
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
47.	PPIB 19-05	OHA and OCONUS COLA
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
48.	PPIB 21-28	Service members Group Life Insurance (SOES) Certification
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
49.	PPIB 22-22	Service member in Transit in Government Quarters
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
50.	PPIB 22-36	RED DA Pending Transactions
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/
51.	Case Routing Guidance	Activity Gains, Activity Losses, BBA, ACC 105 and ACC 355 Gains/Changes To-From ACC 355
		https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/eCRM-Library/
52.	eCRM Case Work Flow	eCRM Case Work Flow – Student Receipts
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/eCRM%20Case%20Workflows/Forms/AllItems.aspx?as=json

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

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://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx
2.	DJMS Navy Procedures Training Guide (PTG): Part 1 Chapter 4 Section B	Activity Gain
		https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx

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

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

Steps			
Step #	Flow Text	Role/Resp	Additional Text
Start			
1	Review Prospective Gain (PG) Report to identify new arrivals	CPPA	<p>CPPA creates and reviews Prospective Gain (PG) Report to identify new arrivals</p> <p>Per PPIB 16-09 NFR 2015-0025 Corrective Action Plans, CPPAs should review Prospective Gain (PG) reports weekly to identify Service members arriving within the week and those who have unsubmitted travel vouchers.</p> <p>Notify Chain of Command and TSC of any delays in reporting. Refer to Legal Restricted Cases Case Routing Guidance.</p>
1.1	Report to new duty station	Service member	Report to new duty station.
1.2	Endorse orders	Service member	<p>Service member obtains date/time stamp on original orders from gaining command CPPA.</p> <p>Refer to MPM 1320-310. Traveler obtains date/time stamp on original orders from gaining command.</p> <ul style="list-style-type: none"> • Command(s) Reporting to • Date/Time Reported • Messing and Berthing availability • Mode of travel • Printed Name • Signature
1.3	Report to Personnel Office/Admin Office/CPPA	Service member	Service member reports to Personnel Office/Admin Office/CPPA, as applicable.
1.4	Verify Service member's documentation	CPPA	Verify Service member's documentation. Refer to NPPSC 1300/6 Student Receipts Checklist to ensure all KSDs are received.

Steps			
Step #	Flow Text	Role/Resp	Additional Text
1.5	Provide CPPA with verified or updated NAVPERS 1070/602 or RED/DA	Service member CPPA	<p>Service member provides CPPA with verified or updated NAVPERS 1070/602 (only if ACC 342) or RED/DA.</p> <p>Per MPM 1070-270 the following changes require a NAVPERS 1070/602 or RED/DA update:</p> <ul style="list-style-type: none"> (1) Dependent status or number of dependents (2) Name or address of a dependent (3) Next of kin other than a dependent (4) Permanent duty station (5) Deployment or Individual Augmentee (IA) status (6) Citizenship of spouse (7) Secondary dependency status <p>The individual Service member is solely responsible for the accuracy of the information recorded on his or her NAVPERS 1070/602 or RED/DA.</p> <p>Refer to:</p> <p>Legacy Page 2 SOP: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p> <p>RED/DA SOP: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p> <p>Note: All Service members shall verify the accuracy of data on the newest NAVPERS 1070/602 or RED/DA in their OMPF, and the data contained on both the emergency contact and dependency data panels within their Electronic Service Record (ESR).</p>

Steps			
Step #	Flow Text	Role/Resp	Additional Text
			<p>At a minimum, commands must ensure Service members perform this verification annually in NSIPS RED/DA application via self-service; however, additional verifications are also required under the following conditions:</p> <p>Upon reporting to a new duty station under permanent change of station (PCS) orders;</p> <ul style="list-style-type: none"> • Prior to departure on PCS orders; • Prior to deployment, regardless of length; • When ordered to periods of temporary duty or temporary additional duty away from permanent duty station in excess of 30 days; • On each occasion when an inactive duty Service member comes on active duty, including active duty training; • When a Service member applies for and upon assignment of Government housing; • When a Service member claims reimbursement for dependent(s)'s travel; • Upon recertification for secondary dependents; or • At least 30 days prior to requesting dependent related travel, transportation, pay, benefits, or allowances (e.g., advanced or delayed dependent travel, dependent travel advances, early return of dependents, etc.).
1.6	Determine Service member's intent to update SGLI and/or FSGLI	Service member CPPA	<p>CPPA determines Service member's intent to update SGLI and/or FSGLI regardless of whether there's an update to Service Member's RED/DA.</p> <p>Refer to NAVADMIN 085/17 (as applicable). SGLI election, validation and election updates should only be manually processed in extenuating circumstances when Service member does not have access to Service members Group Life Insurance (SGLI) Online Enrollment System (SOES).</p> <p>Changes to SGLI may be made via the following website: milConnect</p> <p>Refer to:</p>

Steps			
Step #	Flow Text	Role/Resp	Additional Text
			<p>SGLI SOP: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p> <p>FSGLI SOP: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p>
2	Verify Service member has sufficient OBLISERV (Enlisted only)	CPPA	<p>CPPA verifies Service member has sufficient Obligated Service (OBLISERV) as stated in “Comply with Items” of orders (Enlisted only).</p> <p>If OBLISERV has not been met, Command Career Counselor (CCC) submits Personnel Arrival Without OBLISERV message per MPM Article 1306-106.</p> <p>If an extension is required, go to the Extensions SOP at: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p> <p>If a reenlistment is required, go to the Reenlistments SOP at: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p>
2.1	Verify Service member’s documentation for BAH and/or other entitlements	CPPA	<p>CPPA verifies documentation for BAH and/or other entitlements (allowances/deductions) based upon orders and billet assignment (as applicable).</p> <p>Comply with customer command documentation requirements specified in the BAH SOP. Refer to BAH SOP (as required): https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p> <p>Note: Service member’s pay account is reconciled following Activity Gain. CPPA should not delay submission of Student Receipts package for pay documentation. Submit pay documentation to TSC when it becomes available.</p>

Steps			
Step #	Flow Text	Role/Resp	Additional Text
2.2	Verify Service member's eligibility for special pay and issue applicable Page 13's	CPPA	<p>CPPA verifies Service member's eligibility for special pay consistent with orders and billet assignment.</p> <p>Create applicable memorandums for initiation special pays.</p> <p>Some common special pays are identified below:</p> <ul style="list-style-type: none"> • Career Sea Pay/Career Sea Pay Premium (CSP/CSPP) with supporting documentation. • Family Separation Allowance (FSA-T), DD1561 • Special Duty Assignment Pay (SDAP) with command authorization letter to start • Command Responsibility Pay for Commanding Officers • Hardship Duty Pay (including TEMPO) • Hostile Fire Pay/Imminent Danger Pay (HFP/IDP) <p>Some common NAVPERS 1070/613 include:</p> <ul style="list-style-type: none"> • Sea Duty Counter/Sea Duty commencement date <p>Refer to Pay Process SOPs as required: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p>
2.3	Assemble and verify Service member's Student Receipt package for completeness and accuracy and submit to TSC via eCRM	CPPA	<p>CPPA assembles and verifies Service members Student Receipts package for completeness and accuracy and submits to TSC via eCRM.</p> <p>Submit KSDs via eCRM within 1 business day from members reporting.</p> <p>Refer the Case Routing Guidance Gains and Losses in regards to additional information for the naming convention.</p> <p>CPPA completes appropriate portion of Student Receipts Checklist and submits completed checklist, required forms, and supporting documentation (as applicable).</p> <p>Refer to Student Receipts Checklist, NPPSC 1300/6, and comply with documentation submission requirements: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</p>

Steps			
Step #	Flow Text	Role/Resp	Additional Text
3	Receive eCRM Student Receipts package	TSC Clerk TSC Supervisor	TSC Clerk or Supervisor receives eCRM Student Receipts package for processing. Ensure compliance is followed in accordance with applicable eCRM Case Workflow .
3.1	Review Student Receipts package	TSC Clerk TSC Supervisor	Clerk or Supervisor reviews Student Receipts package. Refer to current NPPSC 1300/6 Student Receipts Checklist to validate package requirements, as necessary:
3.2	Coordinate with CPPA to obtain missing documents and/or correct discrepancies	TSC Clerk TSC Supervisor	Clerk or Supervisor coordinates with CPPA to obtain missing documents and/or correct discrepancies. Refer to eCRM Case Work Flow Student Receipts for steps on how to update eCRM case. Note: Student receipts processing may continue while this step is being completed.
3.3	Review and verify Service member's pay and personnel accounts	TSC Clerk TSC Supervisor	Review and verify Service member's pay and personnel accounts. Ensure Activity Loss has posted. Note: Entitlements/deductions vary by person. Validate entitlements/deductions that will stop, start, and/or continue in conjunction with orders (as applicable).
3.4	Verify Service member has sufficient OBLISERV	TSC Supervisor	Supervisor verifies Service member has sufficient Obligated Service (OBLISERV) as stated in "Comply with Items" of orders (Enlisted only). Verify the following: <ul style="list-style-type: none"> In LOPG, check Page 3, Expiration of Active Obligated Service (EAOS) and Soft-EAOS (S-EAOS) Enter verb JJAA (pay account) and check that extensions match FIDs TH (Expiration Term of Service) and TU (Date of Separation) Follow eCRM Case WorkFlow for verbiage on OBLISERV.

Steps			
Step #	Flow Text	Role/Resp	Additional Text
4	Process Activity Gain in NSIPS	TSC Clerk	<p>Process Activity Gain in Navy Standard Integrated Personnel System (NSIPS) for ACC 340, 350, 341 or 342 and send to Supervisor once processed via NSIPS.</p> <p>All TSCs and CPPAs shall process Activity Gains as soon as possible but NLT 4 working days so commands may reflect accurate FIT/FILL readiness reporting requirements immediately.</p> <p>Note: Data required to complete Gain panels vary from Service member to Service member. Input information as applicable.</p> <p>Login to NSIPS:</p> <p>To complete the Activity Gain, complete Panel 1 (Report tab), Panel 2 (Delay in Reporting tab), Panel 3 (Misc Data tab), and Panel 4 (Additional Reporting tab).</p> <p><u>Report tab (Panel 1):</u></p> <ul style="list-style-type: none"> • Action Reason: The Action Reason is updated based on the orders type (Activity, TAD, PEB, TEMDU, etc.) or if the member has not reported to the activity (FTR- Failed to Report). • UIC Report To: If NSIPS has PCS orders in the system and your command is listed in the orders as the Ultimate Duty Station, UIC will automatically populate with your command's UIC otherwise enter Unit Identification Code (UIC) of Gaining Command. • Report Date: Date Reported to Gaining Command (obtain from orders) • Geographic Duty Location: Auto-populates based upon Gaining Command UIC • PSI-PRD: Obtain from orders • UIC Received From: Update only if required (obtain from orders) <p>NOTE: If UIC Received From does not match the previous duty station listed on the members PCS Orders, the Sailor may not have been properly reported at the last duty station. This unaccounted for time must be accounted for on the Additional Reporting tab (Panel 4).</p> <ul style="list-style-type: none"> • Loss Date: Update only if required (obtain from orders) • ACC: Accounting Category Code - Onboard Duty Status. Update if required (obtain from orders) • ADSN Indicator: ADSN Indicator - auto-populates, correct entry if required

Steps			
Step #	Flow Text	Role/Resp	Additional Text
			<p>Accounting and Disbursing Station Number (ADSN) Indicator is based on whether or not the new command falls under the same ADSN (i.e., whether the Service member's record will be maintained by the same TSC.</p> <p><u>Delay in Reporting tab (Panel 2):</u></p> <ul style="list-style-type: none"> BAS/ Zip Code & BAQ - entries in these blocks will initiate entitlements <ul style="list-style-type: none"> Basic Allowance for Subsistence (BAS) <p>NOTE: Per DJMS PTG 30102(b), BAS cannot be started or changed for a newly reporting Service member using this transaction. It must be reported/adjusted in MMPA. For more information, review the BAS Codes, BAS Input documentation.</p> <ul style="list-style-type: none"> The Zip Code is based on the duty location. This prevents Basic Allowance for Housing (BAH) entitlements from terminating when Activity Gain posts BAQ Accom Status and BAQ Type are determined based on data reflected on the Service member's Dependency Application (NAVPERS1070/602). Verify that the appropriate data fields are completed in the Service member's Delay in Reporting panel of the Activity Gain – Pending transaction. This information is available on the MPA 43/09. <p>NOTE: If there's a change in dependency status, change in member's status cannot be done using this transaction. Do not attempt to change member's status using the gain panel, it will not update MMPA.</p> <ul style="list-style-type: none"> * Travel Time, Proceed Time, and Leave Time are determined based on travel mode, distance (based on travel mode) and whether a Service member is reporting to or from a duty station (see Joint Travel Regulation – JTR) * Leave Type identifies the reason for any delay in reporting to the new command * Movement Reason Code is based on the orders type and Date Arrived/Depart CONUS will only be used for a gain where there is a move to or from OCONUS <p><u>Misc Data tab (Panel 3):</u></p> <ul style="list-style-type: none"> Address and Phone/Dependency Data tabs are links to update that data

Steps			
Step #	Flow Text	Role/Resp	Additional Text
			<ul style="list-style-type: none"> Department, Division, and Shop Codes are the specific locations the Service member will be assigned upon arrival Family Separation Allowance (T) Eligibility Indicator is based on dependency data <p>NOTE: Those drawing BAH based solely on child support payment only are not entitled to FSA.</p> <ul style="list-style-type: none"> For Officers, fill in Billet Sequence Code (BSC) from PCS orders Clerk ID is in reference to the clerk who processed the Activity Gain Distribution Code * Duty Involving Flying, Crewman (DIFCREW) Indicator is based on Service member's orders, whether or not the Service member is assigned to an Air Crew with a flying status <p><u>Additional Reporting tab (Panel 4):</u></p> <ul style="list-style-type: none"> Update as required to identify interim duty stations. Use to report additional elapsed time and additional periods on the orders not updated via an Activity Gain/Loss (i.e., Recruiter Assistance Duty or temporary duty stations not reported via an Activity Gain/Loss). <ol style="list-style-type: none"> After completing information for panels 1-4, Click the Report tab and select the appropriate Appr Action. Enter comments as necessary. Click Save. Verify/Update the Projected Release Date. Select the appropriate Role User. Click OK to route the Activity Gain – Pending to the Personnel Supervisor for audit and release.
4.1	Audit and release Activity Gain in NSIPS	TSC Supervisor	<p>Supervisor or Auditor audits and releases Activity Gain in NSIPS. Refer to step 4, if needed.</p> <p>Note: Active Duty Personnel Supervisors will no longer be able to act as final approval authority for Gain Functional Identification Numbers (FIDS). Once an Active Duty Personnel Supervisor approves the transaction, they will be required to route to a Pay Clerk or Pay Supervisor. The Pay Supervisor will be the final approval authority.</p>

Steps			
Step #	Flow Text	Role/Resp	Additional Text
			<p>If a current Active Duty Personnel Supervisor does not have a Pay Clerk or Pay Supervisor as the next Role in the workflow routing chain, they will receive the following error: “To comply with DoD FMR, Volume 5 (Separation of Duties), this transaction must be approved by a Pay Supervisor. Please add a Pay Clerk and/or Pay Supervisor to your Personnel Supervisor Account.” When the Active Duty Personnel Supervisor clicks OK to clear this message, they will receive the normal Route to Operator where they can enter the Operator ID of a Pay Clerk or Pay Supervisor.</p>
4.2	Did Activity Gain post?	TSC Clerk TSC Supervisor	<p>Verify if Gain posted 24 hours after release of Gain in NSIPS.</p> <p>Verify MMPA using LOPG/LOOG and JJAA to ensure gain posted in both PERS and PAY systems.</p> <p>If No, go to 4.4. If Yes, go to 5.</p>
4.3	Determine reason for posting delay	TSC Clerk TSC Supervisor	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> 1. Check message status inquiry in NSIPS for error code. Refer to JJAM, if applicable. 2. Research reason for error via JOZA. <ul style="list-style-type: none"> o If error is correctable, correct and resubmit o If correction fails, process in DMO o If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact Defense Finance and Accounting Service (DFAS), if needed <p>Go to 6.4</p>
5	Start and stop Service member's entitlements/deductions and special pay, as appropriate	TSC Clerk	<p>Clerk starts and stops Service member's entitlements/deductions and special pay, as appropriate IAW DoD FMR Vol. 7A, Vol. 9, and/or JTR.</p> <p>Note: If the Service member is transferring to a UIC within the same command and currently receiving SDAP and entitled to SDAP at new UIC, special caution needs to be taken to Stop SDAP (3002) at former UIC and start SDAP (3001) at new UIC following the posting of the Activity Gain (SG03). Refer to SDAP SOP, as required.</p> <p>If entitled to Special Duty Assignment Pay (SDAP), ensure receipt of appropriate documentation required by OPNAVINST 1160.6 (series) and current NAVADMIN.</p>

Steps			
Step #	Flow Text	Role/Resp	Additional Text
			<p>Refer to SDAP SOP as required: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p> <p>Legacy Page 2 SOP: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p> <p>Refer to Pay Process SOPs as required: https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</p> <ul style="list-style-type: none"> • Start and stop appropriate entitlements in NSIPS • Start and stop all appropriate deductions in DMO • Start BAH, COLA, OHA, OCOLA, if applicable • Start Meal Deduction, if applicable <p>Note 1: Refer to PPIB 19-05, OHA and OCONUS COLA, for personnel who transferred from overseas location to determine eligibility for OHA and OCONUS COLA entitlement based upon actual departure from PDS based upon comparison of SH-03 event and DD 1351-2.</p> <p>Note 2: Refer to NAVADMIN 101/10 for BAH entitlement regarding close proximity move, as applicable.</p>
5.1	Forward all appropriate entitlements and deductions to supervisor for audit and release	TSC Clerk TSC Supervisor	<p>Clerk forwards all appropriate entitlements and deductions to supervisor for audit and release.</p> <p>Supervisor releases entitlements and deductions, as required.</p>
5.2	Did all entitlements/ deductions post?	TSC Clerk TSC Supervisor	<p>Did all entitlements/deductions post?</p> <p>Verify if entitlements/deductions posted in MMPA 24 hours after release.</p> <p>If No, go to 5.3</p> <p>If Yes, go to 5.4.</p>

Steps			
Step #	Flow Text	Role/Resp	Additional Text
5.3	Determine reason for posting delay	TSC Clerk TSC Supervisor	<p>Clerk and supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> 1. Check message status inquiry in NSIPS for error code (in JJAM) 2. Research reason for error via JOZA <ul style="list-style-type: none"> • If error is correctable, correct and resubmit • If correction fails, process in DMO <p>If error is not correctable, contact supervisor and submit NSIPS trouble ticket or contact DFAS (if needed)</p>
5.4	Complete final verification and mark eCRM case “Supervisor Review”	TSC Clerk	<p>Clerk completes final verification and marks eCRM case "Supervisor Review".</p> <p>Clerk conducts final review of Student Receipts Checklist, NPPSC 1300/6, verifies completion of checklist, and completes eCRM case per the applicable eCRM Process Flow Map.</p>
5.5	Conduct final audit	TSC Supervisor	<p>Supervisor conducts final audit, to include:</p> <ul style="list-style-type: none"> • Review Management Reports: <ul style="list-style-type: none"> ○ NSIPS Pending Transaction Report ○ NSIPS Feedback Accepted/Rejected Reports ○ DMO All Transaction Report ○ Review X903 (BAH-Transit) Management Report and adjust Service member's BAH Transit entitlement, if necessary ○ Review UH03 PCS Elapsed Time Report and make corrections to elapsed time reported, as necessary • Check all entitlements in MMPA • Check SG (Permanent change of Station Arrival) screen in JJAA. <ul style="list-style-type: none"> ○ Indicator should reflect "2" when leave, travel, and proceed time equal elapsed time. If indicator is "1", review and correct elapsed time, as required • Ensure completion of NPPSC 1300/6 Student Receipts Checklist. • Complete eCRM case per applicable eCRM Process Flow Map.
5.6	Archive Retain File	TSC Clerk	Verify Retain File is in accordance with:

Steps			
Step #	Flow Text	Role/Resp	Additional Text
			<ul style="list-style-type: none"> NPPSCINST 7250.1 (series), Retention of Disbursing Office Records NPPSC 1300/6 Student Receipts Checklist.
6	Verify proper completion of Student Receipts process	Command Service member	<p>Verify proper completion of Student receipts process, entitlements, deductions, and special pay.</p> <p>If Leave and Earning Statement (LES) is not correct by the next LES release following arrival at PDS, contact CPPA to follow-up with servicing TSC.</p>
6.1	Verify proper update of ESR and OMPF	Service member	<p>Service member verifies proper update of ESR and OMPF.</p> <p>Verify the following documents were updated in the ESR and properly submitted to the OMPF, as required.</p> <ul style="list-style-type: none"> Updated RED/DA NAVPERS 1070/613s (Permanent Page 13s only; see MILPERSMAN 1070-320 for definition of permanent Page 13s) <p>Access OMPF: Using CAC and CAC-enabled computer with Internet access, login to BUPERS Online (BOL) at https://www.bol.navy.mil/.</p> <p>When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</p> <ul style="list-style-type: none"> On the BOL Applications Menu page, scroll down and click Official Military Personnel File (OMPF) - My Record Locate Dependency Application (NAVPERS 1070/602) in Field Code 39 Locate Permanent Page 13s (NAVPERS 1070/613) in Field Code 32 <p>Access ESR: Using CAC and CAC-enabled computer with Internet access, login to ESR at: https://www.nsips.cloud.navy.mil/my.policy. When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</p>

Steps			
Step #	Flow Text	Role/Resp	Additional Text
			<ul style="list-style-type: none"> • Dependency Data: On the left navigation bar, go to Electronic Service Record > View > Dependency Data • Emergency Contact: On the left navigation bar, go to Electronic Service Record > View > Emergency Contact • Administrative Remarks (Page 13): On the left navigation bar, go to Electronic Service Record > View > Administrative Remarks <p>Refer to the below links for guidance regarding assistance with regard to review of a Service member's ESR and/or OMPF:</p> <ul style="list-style-type: none"> • ESR: https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/ • OMPF: https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-My-Record/
Stop			