

Reserve AT ADT Pay and Allowances SOP



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Process Name: Reserve AT/ADT Pay and Allowances SOP

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PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for Customer Commands and Transaction Service Center (TSC) to follow to support Reservist Annual Training (AT)/Active Duty Training (ADT) Reserve Pay and Allowance Entitlement Processing.

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 TSC's, 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 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)
- Command Pay and Personnel Administrator (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.

TSC/RSC/Personnel Office

• 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.

Service Member

- Review all "Comply with Items" on Reserve Orders to verify completion of all actions required by the Service Member in order to execute Orders.
- Verify and update NAVPERS 1070/602 (Dependency Application) via Navy Standard Integrated Personnel System (NSIPS) Electronic Service Record (ESR) within 365 days of reporting for AT/ADT.
- For long term ADT (greater than 30 days) make the proper election regarding leave sell back or leave carryover as required by NPPSC Annual Training/Active Duty Training (AT/ADT) Checklist, NPPSC 1571/1 and via NAVPERS 1070/613 (Administrative Remarks).
- For long term ADT (greater than 30 days) provide DD Form 1561 for Family Separation Allowance (if applicable).

NRC N3 CPPA CLERK

- Review Reserve Orders to verify Service Member completed all "Comply with Items".
 - Reserve orders do not require a detaching endorsement to support AT/ADT payment.
 - Review Reserve Members Inactive Duty Training (IADT) history to verify AT/ADT Reserve orders do not overlap with executed or pending IADT periods.
 - In the event a Reserve order modification is required, utilize the comment function within NROWS to annotate the reason(s) for the modification.
 - Verify NAVPERS 1070/602 (Dependency Application) via the Navy Standard Integrated Personnel System (NSIPS) Electronic Service Record (ESR) within 365 days of reporting for AT/ADT.
 - Use references provided on the MyNavy HR CPPA Resources page: <https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/>
 - Common Command/ Reservist Annual Training (AT)/Active Duty Training (ADT) Pay Issues include:
 - o Missing Original and/or any modifications of Reserve orders
 - o Missing orders endorsements from detaching and/or receiving commands
 - o Reserve orders are not received from gaining command and/or NRC the day the member reports for duty.
 - o AT/ADT orders should be scanned as one attachment in eCRM and submitted to the TSC identified on the orders.
 - o DD214 will be issued for AT/ADT orders 90 days or more and for Reserve Component ordered to active duty for a contingency operation regardless the number of days served. DD214 will be issued at the TSC that supports the training site.
- All: • 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:
- 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"> · The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a database 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.	DJMS MMPA (RC)	<ul style="list-style-type: none"> · The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Reserve Component (RC) is a database file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for Inactive 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 (RC) enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing. · MMPA (RC) 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 (RC) via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.
3.	DMR/DMO	<ul style="list-style-type: none"> · DFAS MilPay Repository (DMR) is a Windows-based relational pay application that interfaces with the Defense Joint Military Pay System (DJMS) to create, audit, and submit military pay transactions, and receive feedback from DJMS. It supports the Active and Reserve Components of the Army, Navy, and Air Force at DFAS Central Sites and military installations worldwide. The software suite is organized into Input, Reports, Inquiry, Navy Financial Reporting, Security and System Administration modules. DMR also provides master pay account inquiry capability, reports and query features, transaction results, pay products, management information, customer service tools, an audit trail, expanded edits and pre-filled screens for error rate reduction, and a comprehensive on-line user's manual to support maintenance of military pay accounts and processing of pay transactions.
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.

#	System	Description
5.	NSIPS/ESR	<ul style="list-style-type: none"> · Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve. · The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information. · Login to NSIPS and ESR at https://www.nsips.cloud.navy.mil/my.policy using CAC and CAC-enabled computer. · When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.
6.	Enterprise Customer Relations Management System (eCRM)	<ul style="list-style-type: none"> · The eCRM console enables designated command personnel to 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.
7.	NROWS	<ul style="list-style-type: none"> · Navy Reserve Order Writing System (NROWS): The Naval Reserve Order Writing System (NROWS) is the Web-based application for assigning a Reservist Annual Training (AT), Active Duty Training (ADT), and Inactive Duty Training Travel (IDTT) Orders. It enhances the orders application process with an automated approval workflow and by incorporating Reserve Personnel, Navy (RPN) budgeting and approval and the delivery of official orders and travel itineraries. It provides total visibility for order history, current Reserve activities, and information on total force readiness and availability for operational planning through the entire Navy Reserve Force community. · NROWS was developed to provide easier access for Reservists, address significant business process changes, eliminate legacy systems, and reduce total cost of ownership. Providing Reservists with the ability to check the status of their own orders saves time and effort. NROWS reduces the number of applications and order validations currently being performed manually and decreases the application error rate. · Access NROWS Homepage Log In Screen at: https://nrows.sscno.nmci.navy.mil/nrows/secure/dod_consent.do;jsessionid=vio94Wx7HKnARXEj1vmj0CdHH15CfkAV8MJ1qaX9i8Nu-3aeZIL9!-1357918479

References:

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#	Doc ID	Title
1	JTR	Joint Travel Regulation
2	DoD FMR, Vol. 7A	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Vol 7A: Military Pay Policy – Active Duty and Reserve Pay
3	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
4	BUPERSINST 1001.39 (Series)	Administrative Procedures for Navy Reservists
5	MILPERSMAN 1000-100	Home of Record and Place from which Ordered to Active Duty (PLEAD)
	MILPERSMAN 1070-270	Dependency Application
	MILPERSMAN 7220-120	Family Separation Allowance (FSA)
6	RESPERS M-1571-010	Navy Reserve Personnel Manual
7	NPPSCINST 5213.1 (Series)	Forms Management
	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
8	NAVADMIN 066/16	Navy Audit Document Retention Guidance
	NAVADMIN 254/17	Self Service Record of Emergency Data and Dependency Application Regional Phased Implementation Schedule and Training Availability
9	Military Pay Advisory (MPA) 12/13	Required Supporting Documentation on Defense Workload Operations Web System (DWOWS) Pay Claim Cases
	MPA 49/15	New Automated Disbursing System (ADS) Access Request Procedures and Recertification Requirements for Personnel Assigned to Pay Command UICs
	MPA 07/16	Mass Transactions Submission Via Defense Workload Operations Web System (DWOWS)
	MPA 05/23	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes

Online Resources:

#	Website Sponsor	Title and Link
1.	Commander Navy Reserve Forces Command	United States Navy Reserve https://www.navyreserve.navy.mil/Pages/default.aspx
2.	MyNavy HR	CPPA Resources https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/
3.	NROWS	Navy Reserve Order Writing System (NROWS) https://nrows.sscno.nmci.navy.mil/nrows/secure/dod_consent.do;jsessionid=vio94Wx7HKnARXEj1vmj0CdHH15CfkAV8MJ1qaX9i8Nu-3aeZIL9!-1357918479

Command Aids and User Guides Available Online:

#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Guide https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
2.	DJMS Navy Procedures Training Guide (PTG): Part 9 Pay Product Delivery Chapter 10	Submitting Documentation via DWOWS https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
3.	SPAWARSYSCEN-ATLANTIC (PMW 240-T)	NSIPS Pers/Pay Job Performance Aids (JPA) Reserve Central Site Clerk/Supervisor MILPAY https://www.nsips.cloud.navy.mil/nsipsclo_landing/documents/NSIPSTrainingTutorial/content/nsips_roles/getting_started/howtouseutorials.htm
4.	SPAWARSYSCEN-ATLANTIC (PMW 240-T)	NSIPS User Productivity Kits (UPKs) Annual Training and Active Duty Training eMuster https://www.nsips.cloud.navy.mil/upk/index.html

Help Desks:

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#	Contact Source	Contact Details
1.	Commander Navy Reserve Forces Command	<ul style="list-style-type: none"> · Refer to the following Reserve Travel Important Phone Numbers Help Desk Options: <ul style="list-style-type: none"> o NROWS Help Desk: Toll Free: (800) 537-4617; Comm: (504) 697-7070; DSN 647-7070 o NSIPS Help Desk: (877) 589-5991 o NRH Help Desk: (866) 830-6466 Note: Navy Reserve personnel shall use the Navy Reserve Order Writing System (NROWS) NROWS Navy Reserve Help Desk can be contacted by calling 1-(800) 537-4617 · NROWS Homepage Log In Screen: https://nrows.sscno.nmci.navy.mil/nrows/secure/dod_consent.do;jsessionid=TVqPrj5pyvAan2VNkeKVemNlg594cjZZ-adqD8eaiKUcfZWxWQdq!-505927165
2.	NSIPS ESR	<ul style="list-style-type: none"> · NSIPS Help Desk 1-833-637-3669 nesd@nesd-mail.onbmc.mil · 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.	DD1561	Statement to Substantiate Payment of Family Separation Allowance (FSA) http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1561.pdf
2.	NPPSC 1571/1	Annual Training/Active Duty Training (AT/ADT) Checklist https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	1	Receive AT/ADT Orders/Assignment	<p>Receive AT/ADT orders/assignment.</p> <ul style="list-style-type: none"> · Active Duty Training (ADT) less than and greater than 30 days · Annual Training (AT) <p>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 accomplish Reservist AT/ADT Pay and Allowance entitlement processing.</p> <p>Members of the Reserve Components (RC) are entitled to pay according to years of service and the grade in which the member is serving in accordance with DODFMR VOL 7A.</p> <p>When a member is ordered to active duty for 30 days or more and the tour of duty starts on the first day or an intermediate day of a calendar month, the member is entitled to pay and allowances through the 30th day. Payment is not authorized for the 31st day of a calendar month. This includes a member who is ordered to active duty for less than 30 days and is continued on active duty for 30 days or more by new orders or an amendment to the original orders. When computing the number of days for which pay is due, include the entire period the member actually serves on active duty, including allowable travel time.</p> <p>AT and ADT are limited periods of Active Duty with an automatic reversion to Inactive Duty when the specified period is completed.</p> <p>AT Requirements: SELRES personnel must perform 12 to 14 days AT/ADT each fiscal year as scheduled by the unit CO and COMNAVRESFORCOM's annual Fiscal Year Policy Execution Guidance notice. Members of the IRR are not entitled to perform AT.</p> <p>ADT is a period of Active Duty that is intended to support a specific training requirement and assist a command that has ADT funding available. Reserve Service Members may request ADT orders when they are requested by a command. The command requesting ADT orders for a Reserve Member to support the command will provide the funding for the orders. Periods of ADT satisfy the AT requirement.</p> <p>Note: The following order types are NOT the subject of this SOP:</p> <p>Active Duty recalls for Other than Training (ADOT) type orders include General Assignment Recalls (GAR), Active Duty for Operational Support (ADOS), Presidential Reserve Call-up (PRC), and Partial or Full Mobilization. Individual offices within NAVPERSCOM, depending upon Navy objective being served, govern policies and procedures for different types of recalls. Therefore, care must be taken to understand the type of orders under which the RC Service Member is recalled to ensure proper processing. Most, but not all, of these Service Members are to be gained to Active Component (AC) personnel and pay systems to ensure proper tracking, accounting, and support during ADOT recall.</p>

SERVICE MEMBER CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	1.1	Read and Complete "Comply With Items" on Orders	Service Member and CPPA review and complete "Comply with Items" in orders. Service Member must thoroughly READ ORDERS as soon as received
	1.2	Report for AT/ADT assignment	Report for AT/ADT assignment.
	1.4	Refer to and complete AT/ADT checklist, as required	Service Member and CPPA refer to and complete AT/ADT checklist, as required. Refer to NPPSC 1571/1 AT/ADT Checklist, as required: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/
	1.5	Obtain Orders endorsement	Service Member obtains Orders endorsement. Service Member obtains date/time stamp on original orders from NRA/NRC or supported command. <ul style="list-style-type: none"> · Gaining Command · Date/Time Reported · Printed Name · Signature
	1.6	Prepare and review documentation to support Reservist AT/ADT orders	Service member prepares and CPPA reviews documentation to support Reservist AT/ADT orders. eCRM case may include the following depending on length of orders and member's status: <ul style="list-style-type: none"> · Endorsed orders and order Modifications, if applicable · DD Form 1561 to support entitlement to Family Separation Allowance, if applicable. · Annual Training/Active Duty Training (AT/ADT) Checklist - NPPSC 1571/1 · For IRR member only - Certified copy of Page 2 by PERS-93

STOP

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
NRA/NRC	1	Receive AT/ADT Orders/Assignment	<p>Receive AT/ADT orders/assignment.</p> <ul style="list-style-type: none"> · Active Duty Training (ADT) less than and greater than 30 days · Annual Training (AT) <p>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 accomplish Reservist AT/ADT Pay and Allowance entitlement processing.</p> <p>Members of the Reserve Components (RC) are entitled to pay according to years of service and the grade in which the member is serving in accordance with DODFMR VOL 7A.</p> <p>When a member is ordered to active duty for 30 days or more and the tour of duty starts on the first day or an intermediate day of a calendar month, the member is entitled to pay and allowances through the 30th day. Payment is not authorized for the 31st day of a calendar month. This includes a member who is ordered to active duty for less than 30 days and is continued on active duty for 30 days or more by new orders or an amendment to the original orders. When computing the number of days for which pay is due, include the entire period the member actually serves on active duty, including allowable travel time.</p> <p>AT and ADT are limited periods of Active Duty with an automatic reversion to Inactive Duty when the specified period is completed.</p> <p>AT Requirements: SELRES personnel must perform 12 to 14 days AT/ADT each fiscal year as scheduled by the unit CO and COMNAVRESFORCOM's annual Fiscal Year Policy Execution Guidance notice. Members of the IRR are not entitled to perform AT.</p> <p>ADT is a period of Active Duty that is intended to support a specific training requirement and assist a command that has ADT funding available. Reserve Service Members may request ADT orders when they are requested by a command. The command requesting ADT orders for a Reserve Member to support the command will provide the funding for the orders. Periods of ADT satisfy the AT requirement.</p> <p>Note: The following order types are NOT the subject of this SOP:</p> <p>Active Duty recalls for Other than Training (ADOT) type orders include General Assignment Recalls (GAR), Active Duty for Operational Support (ADOS), Presidential Reserve Call-up (PRC), and Partial or Full Mobilization. Individual offices within NAVPERSCOM, depending upon Navy objective being served, govern policies and procedures for different types of recalls. Therefore, care must be taken to understand the type of orders under which the RC Service Member is recalled to ensure proper processing. Most, but not all, of these Service Members are to be gained to Active Component (AC) personnel and pay systems to ensure proper tracking, accounting, and support during ADOT recall.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1.1	Read and Complete "Comply With Items" on Orders	<p>Service Member and CPPA review and complete "Comply with Items" in orders.</p> <p>Service Member must thoroughly READ ORDERS as soon as received</p>
	1.3	Check-in Reservist for duty	<p>CPPA checks-in Reservist for duty.</p> <p>When a Reserve Sailor performing AT/ADT reports, the gaining Command, the CPPA, will utilize the AT/ADT eMuster application to check the member in for duty.</p> <p>CPPAs will no longer have to manually scan AT/ADT orders into eCRM to transmit to TSC Norfolk for processing. TSC Norfolk Pay Clerks and Pay Supervisors will be notified in NSIPS of the member's check-in and begin processing orders for payment.</p> <p>Upon completion of AT/ADT, the gaining command CPPA will utilize eMuster to check the member out for duty.</p> <p>AT/ADT Orders 30 days or less are considered "Short Tour" and will not require AT/ADT orders to be uploaded for supporting documentation.</p> <p>AT/ADT Orders 31 days or greater are considered "Long Tour" and WILL require AT/ADT orders to be uploaded for supporting documentation to verify BAH entitlements. (Future development of AT/ADT eMuster will automatically upload orders from Navy Reserve Order Writing System (NROWS).</p> <p>TSC Norfolk will process 100% of "Short Tour" AT/ADT orders performed CONUS and OCONUS. OCONUS "Long Tour" executed orders will continue to be processed at OCONUS Detachments.</p> <p>Step-by-step instructions to complete required AT/ADT eMuster business processes in NSIPS are available in User Productivity Kits (UPKs) accessed via the following UPK link: https://www.nsips.cloud.navy.mil/upk/index.html or the NSIPS Homepage.</p>
	1.4	Refer to and complete AT/ADT checklist, as required	<p>Service Member and CPPA refer to and complete AT/ADT checklist, as required.</p> <p>Refer to NPPSC 1571/1 AT/ADT Checklist, as required: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	1.6	Prepare and review documentation to support Reservist AT/ADT orders	<p>Service member prepares and CPPA reviews documentation to support Reservist AT/ADT orders.</p> <p>eCRM case may include the following depending on length of orders and member's status:</p> <ul style="list-style-type: none"> · Endorsed orders and order Modifications, if applicable · DD Form 1561 to support entitlement to Family Separation Allowance, if applicable. · Annual Training/Active Duty Training (AT/ADT) Checklist - NPPSC 1571/1 · For IRR member only - Certified copy of Page 2 by PERS-93
	1.7	Submit AT/ADT orders to TSC for processing	<p>CPPA submits AT/ADT orders and supporting forms/documentation to TSC via eCRM for processing, as applicable.</p> <p>AT/ADT Orders 30 days or less are considered "Short Tour" and will not require AT/ADT orders to be uploaded for supporting documentation.</p> <p>AT/ADT Orders 31 days or greater are considered "Long Tour" and WILL require AT/ADT orders to be uploaded for supporting documentation to verify BAH entitlements. (Future development of AT/ADT eMuster will automatically upload orders from Navy Reserve Order Writing System (NROWS).</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>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 AT <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>

eCRM SUPERVISOR START



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
eCRM Supervisor	2	Receive, dispatch and review eCRM AT/ADT case	Receive, Dispatch and Review eCRM AT/ADT case.
	2.1	Receive eCRM case	<p>eCRM Supervisor receives eCRM case.</p> <p>eCRM Supervisor logs in eCRM case.</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>
	2.2	Dispatch eCRM case to MILPAY Clerk	<p>eCRM Supervisor dispatches eCRM case to MILPAY Clerk for processing.</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>
	2.5	Mark eCRM case for “CPPA action” to obtain missing documents and/or correct erroneous data/discrepancies	<p>eCRM Supervisor/Clerk marks eCRM case for “CPPA action” to obtain missing documents and/or correct erroneous data/discrepancies.</p> <p>Go to 2.1</p> <p>Note: eCRM case with Status update return for “CPPA Action” with no response or feedback within ten workdays can be closed with appropriate remarks to CPPA.</p>

STOP

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2	Receive, dispatch and review eCRM AT/ADT case	Receive, Dispatch and Review eCRM AT/ADT case.
	2.3	Review AT/ADT request	<p>Clerk reviews AT/ADT request.</p> <p>Clerk opens eCRM case and verifies transaction and all supporting documentation present.</p> <p>Refer to NPPSC 1571/1, AT/ADT Checklist: https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/.</p> <p>Note: It is critical for the eCRM Supervisor to promptly and accurately screen all incoming AT/AT transactions submitted to TSC so that incomplete/erroneous requests are promptly returned for appropriate corrective action.</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>
	2.4	Is the AT/ADT request complete and accurate?	<p>Is AT/ADT request complete and accurate?</p> <p>If No, go to 2.5 If Yes, go to 2.6</p>
	2.5	Mark eCRM case for “CPPA action” to obtain missing documents and/or correct erroneous data/discrepancies	<p>eCRM Supervisor/Clerk marks eCRM case for “CPPA action” to obtain missing documents and/or correct erroneous data/discrepancies.</p> <p>Go to 2.1</p> <p>Note: eCRM case with Status update return for “CPPA Action” with no response or feedback within ten workdays can be closed with appropriate remarks to CPPA.</p>
	2.6	Print eCRM case and supporting documentation	<p>Clerk prints eCRM case and supporting documentation.</p> <p>Note: Clerk printers eCRM case in preparation to process transactions in NSIPS and or DMO.</p>
	2.7	Verify NSIPS NAVPERS 1070/602	<p>Clerk verifies NSIPS NAVPERS 1070/602.</p> <p>Refer to MPM 1070-270, Dependency Application, as required.</p> <p>Ensure the last Verification Date of the NSIPS NAVPERS 1070/602 is within 365 days of reporting to AT/ADT for member claiming dependent (annotate this verification on the member’s Reserve Order), if not advise member to certify NSIPS NAVPERS 1070/602 via their NSIPS Self-Service ESR. Do not process AT/ADT pay without this certification per the direction of the NPPSC Disbursing Officer.</p> <p>Note: FOR IRR MEMBERS ONLY - A certified copy of P602R by PERS-93 must be provided. Note: IRR members are unable to update P602R in NSIPs because they have no CAC, PERS-93 will provide the member a certified copy of P602R prior to reporting.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	2.8	Verify Service Member meets criteria for FSA-R, only if required.	<p>Clerk verifies Service Member meets criteria for FSA-R, only if required.</p> <p>Refer to DoD FMR Vol 7A Ch 27 logic tables for FSA-R conditions of entitlement and MPM 7220-120 for specific conditions of entitlement related to authorization of FSA Incident to Overhaul and/or unaccompanied tours.</p> <p>FSA-R is authorized when:</p> <p>Transportation of dependents, including dependents acquired after effective date of orders, is not authorized at government expense; and the dependents do not live in the vicinity of the Service Member's homeport/PDS, generally,</p> <ul style="list-style-type: none"> · 50 miles, or · 1.5 hours travel unless the Service Member actually commutes daily, regardless of distance. <p>Transportation of dependents is authorized at government expense, but the Service Member elects an unaccompanied tour of duty because a dependent cannot accompany the Service Member to that homeport/PDS due to certified medical reasons, regardless of the date on which the Service Member first made the election to serve an unaccompanied tour.</p> <p>Note: FSA-R is authorized to a Service Member married to another Service Member regardless of whether the Service Member has any non-Active Duty dependents, when all other general conditions are met and provided Service Members were residing together immediately before being separated by reason of execution of military orders.</p>
	2.9	Verify Service Member's DJMS-RC record	<p>Clerk verifies Service Member's DJMS-RC record.</p> <p>Clerk reviews member's DJMS-RC attendance calendar to determine that the AT/ADT order has not been previously paid and/or that no drill pay was reported during this period.</p>
	2.10	Is documentation complete and sufficient?	<p>Is documentation complete and sufficient to support processing transactions?</p> <p>If No, go to 2.11</p> <p>If Yes, go to 3</p>
	2.11	Coordinate with CPPA to complete/correct documentation	Clerk coordinates with CPPA to complete and/or correct documentation

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3	Process Service Member's Pay Allowances and Entitlements	<p>Process Service Member's Pay Allowances and Entitlements</p> <p>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.</p>
	3.1	Are AT/ADT orders greater than 30 days?	<p>Are AT/ADT orders greater than 30 days?</p> <p>If No, go to 3.2 If Yes, go to 3.3</p>
	3.2	Process transactions (AT/ADT order less than 30 days)	<p>Clerk processes transactions, C01/C02 TINS, using the Reserve Transactions Menu in NSIPS.</p> <p>Use the monthly Military Pay Advisory (DJMS-RC Update Schedule) issued by DFAS Cleveland monthly to determine the pay processing date to pay member.</p> <p>Note: The C01/C02 TINS will be released before the tour ending date to ensure payment is received to member in a timely manner using above guidance.</p> <p>Go to 3.4</p>
	3.3	Process transactions (AT/ADT greater than 30 days)	<p>Clerk processes transactions, A24, A31, A32B, A32C, and A33 TINS, as applicable, using the Reserve Transactions Menu in NSIPS.</p> <p>Released transactions for payment to be made IAW the DFAS Cleveland DJMS-RC Monthly Production Schedule.</p> <p>Note 1: If a Reserve Order modification is received extending the tour and the final tour has not been paid in DJMS-RC MMPA, then process A24 TIN (Change) with all applicable TINS using the Reserve Transactions Menu in NSIPS.</p> <p>Note 2: If a Reserve Order modification is received extending the tour and the final tour has been paid in DJMS-RC MMPA, then process A24 TIN (Report) with all applicable TINS using the Reserve Transactions Menu in NSIPS to pay the remaining days.</p> <p>Per BUPERSINST 1900.8 (series), DD214 will be issued for AT/ADT orders 90 days or more and for Reserve Component ordered to active duty for a contingency operation regardless of the number of days served. DD214 will be issued at the training site.</p> <p>Refer to Separations SOP for more detailed procedures as required.</p>

CLERK CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLERK	3.4	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.
	3.6	Did Reserve Pay transactions post?	<p>Did Reserve Pay transactions post?</p> <p>Verify that the transaction(s) are posted on DJMS-RC MMPA.24-48 hours after release:</p> <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify Reserve Pay transactions posted correctly <p>If No, go to 3.7. If Yes, go to 3.8.</p>
	3.7	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 Service (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 3.6.</p>
	3.8	Complete final verification and mark eCRM case "Supervisor Review"	<p>Clerk completes final verification and marks eCRM case "Supervisor Review" by supervisor.</p> <p>Advise CPPA/Member when payment is scheduled to post to pay account.</p>
	3.9	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>Retain file may include the following KSDs:</p> <ul style="list-style-type: none"> · Endorsed AT/ADT orders/order modifications · DD Form 1351-2, if applicable · NAVPERS 1070/602 (Dependency Application) · DD 1561 (Statement to Substantiate Payment of Family Separation Allowance (FSA), if applicable · All applicable TINS, and other required documentation <p>Maintain Key Supporting Documents (KSDs) for verification/audit purposes (for ten years).</p>

STOP

SUPERVISOR START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	3	Process Service Member's Pay Allowances and Entitlements	<p>Process Service Member's Pay Allowances and Entitlements</p> <p>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.</p>
	3.5	Audit and release Reserve Pay transactions in NSIPS	Supervisor audits and releases Reserve Pay transactions in NSIPS.
	3.7	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 Service (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 3.6.</p>
	3.10	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