

Wardroom Officer Cashless Collection of Mess Bills Procedure SOP



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Process Name: Wardroom Officer Cashless Collection of Mess Bills Procedure SOP

Document ID: End to End

Document Owner:

Approval:

Revision Date:

MNCC HRSC, Navy Personnel Command

Navy Pay and Personnel Support Center (NPPSC)

12-Jul-23

PURPOSE:

The purpose of this SOP is to provide a common process for Customer Commands and Transaction Service Center (TSC) MILPAY Offices/DDOs to follow to support Cashless Collection of Wardroom Officer monthly mess bills.

Roles / Responsibilities:

- Officer: Wardroom Mess officers and other military officers assigned to and consuming meals from the Wardroom Mess.
- Supply Officer (also Food Service Officer - FSO): The FSO shall have responsibility for maintaining required letters of authority/appointment, records, and forms and for submitting required reports and GM returns on time. Appendices B through D and J of NAVSUP P-486 list these letters of authority/appointment, forms, and records. The FSO may use additional local forms and reports to operate the GM and to prepare returns. All Food Service Accountability Files shall be maintained for 10 years.
- Wardroom Mess Culinary Specialist: Culinary Specialists (CSs) responsible for performing the functions associated with the management and operation of wardroom messes and living spaces afloat.
- Cash Verification Officer (CVO): The assigned Cash Verification Officer (CVO) will ensure the EOM NAVSUP Form 1046 matches the draft meal deduction message to ensure accuracy.
- Disbursing Officer (DO): The individual responsible for the payment of public funds to entities to whom the Government is indebted; the collection and deposit of monies; the safeguarding of public funds; and the documenting, recording, and the reporting of these transactions.
- Deputy Disbursing Officer (DDO): A person appointed to act in the name of and for that DO to perform any and all acts relating to the receipt, disbursement, custody, and accounting for public funds. The appointing DO may restrict the acts a deputy is authorized to perform. DDOs must be U.S. citizens.
- Disbursing Office: An activity or the organizational unit of an activity whose principal function consists of the disbursement, collection and reporting of public funds. Disbursing offices within DoD formerly were referred to as Finance and Accounting Offices, Accounting and Finance Offices, and Finance Offices.
- MILPAY Clerk/MILPAY Lead: A Disbursing Agent (DA) of a Disbursing Officer, not appointed as a DDO, who performs MILPAY functions in a permanently-located disbursing office (MILPAY Office) that is often geographically separated from the disbursing office.

- 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.
- 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.
- Debt Collection procedures have been consolidated in a single DoD FMR Volume. Refer to Department of Defense Financial Management Regulation (DoD FMR) Volume 16, Chapters 1-4 for information concerning debt collection authority and debtor rights.
- Refer to Navy DJMS Procedures Training Guide (PTG) Part 7 Deductions and Collections Chapter 7 Indebtedness Section G Voluntary Collections para. 70761 Member Consents. In certain cases of indebtedness, collections may be made from a member's current pay only if he/she consents to the checkage. See DoD FMR, Vol. 16 Chapters 2 and 3 if the member consents to checkage of current pay, MILPAY will follow the procedures in Navy DJMS PTG Part 7 Chapter 7 paras. 70706 through 70708.
- 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/>

Systems:

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#	System	Description
1.	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 certificate, not the email certificate.
2.	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.
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.
5.	Enterprise Customer Relations Management (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 via the Internet. 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.
6.	TWMS	<ul style="list-style-type: none"> · Total Workforce Management Service (TWMS) system · Login to TWMS at https://twms.dc3n.navy.mil/my.policy using CAC and CAC-enabled computer.

References:



#	Doc ID	Title
1	NAVSUP P-486 Revision 8, Aug 2016	Food Service Management General Messes
2	DoD FMR, Vol 5 Chapter 2	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Vol 5: Disbursing Policy; Chapter 2 Disbursing Offices, Officers, and Agents
	DoD FMR, Vol 5 Chapter 5	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Vol 5: Disbursing Policy; Chapter 5 Certifying Officers, Departmental Accountable Officials, and Reviewing Officials
	DoD FMR, Vol. 5 Chapter 8	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Vol 5: Disbursing Policy; Chapter 8 - Collections
	DoD FMR, Vol. 16	DoD (Department of Defense) Financial Management Regulation (FMR) 7000.14-R Volume 16: Department of Defense Debt Management
3	Department of the Navy Memo dated 30 June 2020	Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits
4	NPPSCINST 7220.7 (Series)	Separation of Duties Affecting Military Pay
	NPPSCINST 7250.1 (Series)	Retention of Disbursing Office Records
5	NAVADMIN 66/16	Navy Audit Document Retention Guidance
6	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:

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

Command Aids and User Guides Available Online:

#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) Guide
		https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide
2.	Navy DJMS Procedures Training Guide (PTG)	DJMS PTG
		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 Phone: 1-833-NESDNOW; 1-833-637-3669 e-mail: nesd@nesd-mail.onbmc.mil NESD Portal: https://nesd-dwp.onbmc.mil · MyNavy Career Center (MNCC) 1-833-330-MNCC askmncc@navy.mil
2.	DFAS - Indianapolis	<ul style="list-style-type: none"> · CITRIX/WINIATS Help Desk information: Toll Free: 1-800-622-6724 DSN: 553-2252 Comm: 619-553-2252 to talk to a helpdesk representative, or e-mail to: SSC PAC Data Center Service Desk@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.	Appendix J of NAVSUP P-486	Debt Collection and Recovery Authorization Form https://www.navsup.navy.mil/Naval-Logistics-Library/
2.	Appendix J of NAVSUP P-486	Monthly Meal Deduction Message Template https://www.navsup.navy.mil/Naval-Logistics-Library/
3.	NAVSUP Form 1046	Sale of General Mess Meals https://www.navsup.navy.mil/Naval-Logistics-Library/
4.	NAVSUP Form 1359	General Mess Summary Document https://www.navsup.navy.mil/Naval-Logistics-Library/
5.	DD 577	Appointment/Termination Record - Authorized Signature https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd0577.pdf

SUPPLY OFFICER START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPPLY OFFICER	1	Authorize cashless collection for meals consumed from unit's general mess	Authorize cashless collection for meals consumed from unit's general mess (Cashless Collection of Officers' Mess Bills).
	1.1	Counsel Officer on Mess Bill Collection responsibilities	Supply Officer counsels (newly reported) Officer on Mess Bill Collection responsibilities IAW NAVSUP P-486 .
	1.3	Countersign Debt Collection and Recovery Authorization Form as witness	Supply Officer countersigns Debt Collection and Recovery Authorization Form as witness.
	1.4	Submit copy of Debt Collection and Recovery Authorization Form to BUPERS (servicing TSC)	Supply Officer submits copy of Debt Collection and Recovery Authorization Form to BUPERS (servicing TSC). Submit copy to BUPERS/NPPSC (servicing TSC) for auditability purposes. The forms will be maintained for ten years per the Financial Management Regulation (FMR).
	1.5	Archive Debt Collection and Recovery Authorization Form	Supply Officer archives Debt Collection and Recovery Authorization Form. The forms will be maintained for ten years per the Financial Management Regulation (FMR).
	2	Document, audit, and submit officer mess bill to servicing TSC for collection	Document, audit and submit officer mess bill to servicing TSC for collection.
	2.1	Prepare NAVSUP Form 1046 for upcoming month	Supply Officer prepares NAVSUP Form 1046, Sale of General Mess Meals, for the upcoming month. Refer to NAVSUP P-486 for form example, as required. <ul style="list-style-type: none"> · Month and Year: Enter appropriate month and year. · Name: The FSO will enter the full name, grade or rate, and branch of service of the person receiving the meal.
	2.5	Compile and tabulate EOM NAVSUP Form 1046	Supply Officer compiles and arranges End of Month (EOM) NAVSUP Form 1046 IAW NAVSUP P-486 Food Service Management General Messes (Current Revision). Supply Officer completes EOM NAVSUP Form 1046 IAW Chapter 2 of NAVSUP P-486 Food Service Management General Messes (Current Revision).

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p align="center">SUPPLY OFFICER</p>	<p align="center">2.7</p>	<p align="center">Prepare DRAFT monthly collection message or monthly collection memo, as applicable</p>	<p>Supply Officer prepares DRAFT monthly collection message or monthly collection memo, as applicable.</p> <p>The unit's Food Service Officer will send a Naval message utilizing the template in Appendix J of NAVSUP P-486 to the servicing Deputy Disbursing Officer (supporting TSC DDO) by close of business the 10th day of each month with a copy to BUPERS.</p> <p>The message will state the amount of meal deductions for the previous month for each officer assigned to the wardroom mess. This message will be classified UNCLAS to ensure all ashore organizations receive the message.</p> <p>Note 1: The meal collection for each month will be deducted from the officer's pay account the month the message is received from the activity (e.g., meal deductions for February will be deducted from the officer's pay in March). Ensure to utilize full names when citing assigned officer's names in deduction message.</p> <p>Note 2: Each fiscal year an updated line of accounting (LOA) data is published. The unit's FSO shall ensure the correct LOA data is cited in this message.</p>
	<p align="center">2.9</p>	<p align="center">Submit monthly collection message or monthly collection memo, as applicable</p>	<p>Supply Officer submits monthly collection message or monthly collection memo (via eCRM or equivalent system), as applicable.</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>Subsequent Actions:</p> <p>Once the requested deductions are completed, an "action complete" message from the servicing TSC will be sent to the unit's Food Service Officer. This message along with the original deduction message requesting collection will be retained and stapled to the EOM NAVSUP Form 1359, General Mess Summary Document, for retention and auditing.</p> <p>The NAVSUP Form 1046 shall not be signed by the FSO until the boat is in receipt of the TSC response message.</p> <p>Should there be any discrepancies noted by any officer once payment has been collected, it will be resolved by the unit's Administration Officer and the local servicing TSC who will inform BUPERS with financial documentation.</p> <p>For SSBN/SSGN general mess operations only. These units shall provide both total monthly RIK and total cash sales numbers to their ashore food service support agency. Delivery of these data points will be completed each month via the auto deduction message.</p>

STOP

OFFICER START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
OFFICER	1	Authorize cashless collection for meals consumed from unit's general mess	Authorize cashless collection for meals consumed from unit's general mess (Cashless Collection of Officers' Mess Bills).
	1.2	Complete acknowledgement and sign Debt Collection and Recovery Authorization Form	<p>Officer completes acknowledgement and signs Debt Collection and Recovery Authorization Form authorizing the U.S. government to deduct monies for meals consumed from unit's general mess on a monthly basis.</p> <p>Refer to Appendix J of NAVSUP P-486 for form example.</p> <p>Each officer will initially approve and acknowledge that their monthly mess bill will be automatically deducted via payroll deduction utilizing the Debt Collection and Recovery Authorization Form.</p> <p>Retention of this form will be maintained by the unit's Food Service Officer for each officer assigned to the unit, with a copy to BUPERS for auditability purposes. The forms will be maintained for ten years per the Financial Management Regulation (FMR).</p>
	2	Document, audit, and submit officer mess bill to servicing TSC for collection	Document, audit and submit officer mess bill to servicing TSC for collection.
	2.4	Validate daily posting	<p>Officer validates daily posting.</p> <p>View Sale of General Mess Meals (NAVSUP Form 1046) – validate daily post meal tasks credit sales headcount.</p>
	2.6	Review and approve monthly mess bill	<p>Officer reviews and approves monthly mess bill.</p> <p>The unit's Food Service Officer will have each officer sign in the "name block" of the end of month (EOM) NAVSUP Form 1046 by the 10th of each month attesting to the meals consumed and the corresponding amount the officer owes.</p> <p>Note 1: Should the operational mission prevent monthly message submissions, those units should continue preparing separate monthly collection messages until such time message transmission is allowable. Having separate messages ensures effective auditing. Creating consolidated monthly messages is NOT authorized.</p>

STOP

WARDROOM CS START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
WARDROOM CS	2	Document, audit, and submit officer mess bill to servicing TSC for collection	Document, audit and submit officer mess bill to servicing TSC for collection.
	2.2	Annotate meals consumed	<p>Wardroom CS annotates officers that consumed daily meals IAW NAVSUP P-486, Food Service Management General Messes, (Current Revision).</p> <p>The Wardroom Culinary Specialist will be assigned the duty of maintaining NAVSUP Form 1046 in writing by the FSO. See NAVSUP P-486 Appendix D for a sample letter.</p> <p>The Wardroom CS will place a check mark or maintain a running total in the appropriate block opposite each name to indicate consumption of a meal. The form will be posted in a conspicuous location where it can be inspected visually by all mess members. At the end of the month NAVSUP Form 1046 will be verified by each Wardroom Mess Officer to ensure accuracy. All discrepancies need to be resolved before returns are processed.</p> <p>Sale of General Mess Meals (NAVSUP Form 1046). Refer to NAVSUP Form 1046 (see Figure 2-12), when meals are sold on a credit basis from a GM, for proper documentation procedures.</p>
	2.3	Post NAVSUP Form 1046	<p>Wardroom CS posts NAVSUP Form 1046.</p> <p>The form will be posted in a conspicuous location where it can be inspected visually by all mess members.</p>

STOP

CASH VERIFICATION OFFICER START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CASH VERIFICATION OFFICER	2	Document, audit, and submit officer mess bill to servicing TSC for collection	Document, audit and submit officer mess bill to servicing TSC for collection.
	2.8	Audit DRAFT monthly collection message or monthly collection memo, as applicable for accuracy	The Cash Verification Officer (CVO) audits DRAFT monthly collection message or monthly collection memo, as applicable for accuracy. The assigned CVO will ensure the EOM NAVSUP Form 1046 matches the draft deduction message/memo to ensure accuracy.

STOP

SUPERVISOR START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SUPERVISOR	3	Receive, review and dispatch documentation to support Cashless	Receive, review and dispatch documentation to support Cashless Collection.
	3.1	Receive monthly cash collection message or eCRM case from customer command	<p>Supervisor receives monthly cash collection message or 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>
	3.2	Review monthly cash collection message or eCRM case	<p>Supervisor reviews monthly cash collection message or eCRM case.</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>
	3.3	Is monthly cash collection message or eCRM case complete and accurate?	<p>Is monthly cash collection message or eCRM case complete and accurate?</p> <p>If No, go to 3.4.</p> <p>If Yes, go to 3.5.</p>
	3.4	Coordinate with unit Supply Officer to complete/correct message/eCRM case	<p>Supervisor coordinates with unit Supply Officer to complete/correct message/ eCRM case.</p> <p>Go to 3.3</p>
	3.5	Dispatch eCRM case to MILPAY Clerk for processing.	<p>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>
	4.12	Complete final verification and close eCRM case	<p>Supervisor completes final verification and closes eCRM case, only if required.</p> <p>Supervisor marks eCRM case as "Completed".</p>

STOP

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
DDO	3	Receive, review and dispatch documentation to support Cashless Collection	Receive, review and dispatch documentation to support Cashless Collection.
	3.1	Receive monthly cash collection message or eCRM case from customer command	<p>Supervisor receives monthly cash collection message or 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>
	3.2	Review monthly cash collection message or eCRM case	<p>Supervisor reviews monthly cash collection message or eCRM case.</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>
	3.3	Is monthly cash collection message or eCRM case complete and accurate?	<p>Is monthly cash collection message or eCRM case complete and accurate?</p> <p>If No, go to 3.4. If Yes, go to 3.5.</p>
	3.4	Coordinate with unit Supply Officer to complete/correct message/eCRM case	<p>Supervisor coordinates with unit Supply Officer to complete/correct message/ eCRM case.</p> <p>Go to 3.3</p>
	3.5	Dispatch eCRM case to MILPAY Clerk for processing.	<p>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>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
DDO	4	Process payroll deduction in NSIPS for Officer Monthly Mess Bills	<p>Process payroll deduction in NSIPS for Officer Monthly Mess Bills.</p> <p>Refer to Navy DJMS Procedures Training Guide (PTG) Part 7 Deductions and Collections Chapter 7 Indebtedness Section G Voluntary Collections para. 70761 Member Consents.</p> <p>In certain cases of indebtedness, collections may be made from a member's current pay only if he/she consents to the checkage, which the Officers have done by acknowledging and signing the Debt Collection and Recovery Authorization Form (Step 1).</p> <p>Refer to DoD FMR, Vol. 16 Chapter 2 Paragraph 0207 Voluntary Repayment of Indebtedness and Chapter 3 Paragraph 030206, Processing Debt Repayments:</p> <ul style="list-style-type: none"> · Voluntary Repayment · Payroll Deductions (Salary Offset) · One-Time/Lump-Sum Deduction (Salary Offset) <p>Additionally, MILPAY will follow the procedures in Navy DJMS PTG Part 7 Chapter 7 paras. 70706 through 70708 to process a DS – Miscellaneous transaction. A DS transaction will be submitted for any other debts that do not fall into any other categories. The entry in the "INDBT-TYPE" field indicates the type of debt.</p> <p>TSC will process all pay deductions using the current line of accounting provided from the deduction message received from each activity.</p> <p>The TSC will then verify the collections have processed on the officers' pay accounts and reply to the original deduction message within ten working days, with a copy to BUPERS stating action completed. This completed action message will include a cycle number.</p> <p>TSC will complete the action by providing BUPERS with a monthly pay checkage report for financial validation purposes.</p>
	4.6	Audit and release meal collection transactions in NSIPS	DDO audits and releases meal collection transactions in NSIPS.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
DDO	4.8	Determine reason for posting delay	<p>MILPAY Clerk and DDO 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 05/23, Update to 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 4.7.</p>
	4.12	Complete final verification and close eCRM case	<p>Supervisor completes final verification and closes eCRM case, only if required.</p> <p>Supervisor marks eCRM case as "Completed".</p>

MILPAY CLERK START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
MILPAY CLERK	4	Process payroll deduction in NSIPS for Officer Monthly Mess Bills	<p>Process payroll deduction in NSIPS for Officer Monthly Mess Bills.</p> <p>Refer to Navy DJMS Procedures Training Guide (PTG) Part 7 Deductions and Collections Chapter 7 Indebtedness Section G Voluntary Collections para. 70761 Member Consents.</p> <p>In certain cases of indebtedness, collections may be made from a member's current pay only if he/she consents to the checkage, which the Officers have done by acknowledging and signing the Debt Collection and Recovery Authorization Form (Step 1).</p> <p>Refer to DoD FMR, Vol. 16 Chapter 2 Paragraph 0207 Voluntary Repayment of Indebtedness and Chapter 3 Paragraph 030206, Processing Debt Repayments:</p> <ul style="list-style-type: none"> · Voluntary Repayment · Payroll Deductions (Salary Offset) · One-Time/Lump-Sum Deduction (Salary Offset) <p>Additionally, MILPAY will follow the procedures in Navy DJMS PTG Part 7 Chapter 7 paras. 70706 through 70708 to process a DS – Miscellaneous transaction. A DS transaction will be submitted for any other debts that do not fall into any other categories. The entry in the "INDBT-TYPE" field indicates the type of debt.</p> <p>TSC will process all pay deductions using the current line of accounting provided from the deduction message received from each activity.</p> <p>The TSC will then verify the collections have processed on the officers' pay accounts and reply to the original deduction message within ten working days, with a copy to BUPERS stating action completed. This completed action message will include a cycle number.</p> <p>TSC will complete the action by providing BUPERS with a monthly pay checkage report for financial validation purposes.</p>
	4.1	Is MILPAY Clerk processing a mass payroll deduction or an individual payroll deduction?	<p>Is MILPAY Clerk processing a mass (unit) payroll deduction or an individual payroll deduction?</p> <p>If Mass, go to 4.2.</p> <p>If Individual, go to 4.4.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
MILPAY CLERK	4.2	Create mass payroll deduction (DS01) in NSIPS (Complete Debts tab)	<p>MILPAY Clerk creates mass payroll deduction (DS01) in NSIPS (Complete Debts tab).</p> <p>MILPAY Clerk will follow the procedures in Navy DJMS PTG Part 7 Deductions and Collections Chapter 7 Indebtedness Section G: Voluntary Collections to process a DS – Miscellaneous transaction on the Master Military Pay Account (MMPA). A DS transaction will be submitted for any other debts that do not fall into any other categories. The entry in the "INDBT-TYPE" field indicates the type of debt.</p> <p>Refer also to monthly meal deduction message/memo for officer payroll deduction amounts and Line of Accounting data field entries.</p> <p>Login to NSIPS: Pay Maintenance > Debts > Mass > Mass Debts Create</p> <p>Select Debt Type (DS) Miscellaneous Indebtedness and Complete Debts tab:</p> <ul style="list-style-type: none"> · Select Start (DS01) · Enter Start Year Month (YY/MM) · Appropriation Code Department - 17 (Navy) · Company Code (Leave Blank) · Calendar Year (Enter YY Calendar Year Indebtedness Occurred) · Suspension Reason (Enter 0 – Not Suspended) · Indebtedness Type (Select 9 Indebtedness For Meals) <p>Refer to monthly meal deduction message for Line of Accounting data field entries:</p> <ul style="list-style-type: none"> · Fiscal Year: · Authority Accounting Code: · APPN: · Project/Prop Acct: · Subhead: · Rank/Rate/Sub-Allotment: (0 for Officer) · Object Class: · Cost Code: · BCN/FAN: · Type: · SDN: (Leave Blank) <p>Select Save</p>
	4.3	Create mass payroll deduction (DS01) in NSIPS (Complete Process List tab)	<p>MILPAY Clerk creates mass payroll deduction (DS01) in NSIPS (Complete Process List tab).</p> <p>Refer also to monthly meal deduction message/memo for officer payroll deduction amounts.</p> <p>MILPAY Clerk completes Process List tab to complete Mass Payroll Deduction</p> <ul style="list-style-type: none"> · Department (Enter Unit UIC) · Select Officer then Select Get Records · Select All <p>Verify NSIPS Unit Officer Record Report against Monthly Meal Deduction Message.</p> <p>Note 1: If an Officer transferred, MILPAY Clerk may need to deselect records. Conversely if the Unit has/had TDY personnel during the month that do not appear on NSIPS Unit Record Report, then MILPAY Clerk may need to process individual transactions, as applicable.</p> <p>MILPAY Clerk enters Indebtedness Amount for each individual record based upon Monthly Meal Deduction Message.</p> <p>Select Save</p> <p>Go to 4.5</p> <p>Note 2: If an Officer debt was identified on the Monthly Meal Deduction Message, but the record did not appear in the NSIPS Unit Record Report, an individual payroll deduction will need to be processed in Step 4.4.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
MILPAY CLERK	4.4	Create individual payroll deduction (DS01) in NSIPS	<p>MILPAY Clerk creates individual payroll deduction (DS01) in NSIPS.</p> <p>MILPAY Clerk will follow the procedures in Navy DJMS PTG Part 7 Deductions and Collections Chapter 7 Indebtedness Section G: Voluntary Collections to process a DS – Miscellaneous transaction on the Master Military Pay Account (MMPA). A DS transaction will be submitted for any other debts that do not fall into any other categories. The entry in the "INDBT-TYPE" field indicates the type of debt.</p> <p>Refer also to monthly meal deduction message/memo for officer payroll deduction amounts and Line of Accounting data field entries.</p> <p>Login to NSIPS: Pay Maintenance > Debts > Use > Debts Create. Enter Service Member's SSN.</p> <ul style="list-style-type: none"> · Select Debt Type (FID DS Miscellaneous Debt) · Select Start (DS01) · Enter Start Year Month (YY/MM deduction starts, usually current month; must be equal to current month or current month plus one month) · Enter Indebtedness Amount (from Monthly Meal Deduction Message) · Monthly Deduction Amount (same as Indebtedness Amount) · Company Code (Leave Blank) · Indebtedness Type (Select 9 Indebtedness For Meals) · Appropriation Code Dept - 17 (Navy), first two positions of appropriation symbol · Calendar Year (Enter YY Calendar Year Indebtedness Occurred) · Suspension Reason (Enter 0 – Not Suspended) <p>Refer to monthly meal deduction message for Line of Accounting data field entries:</p> <ul style="list-style-type: none"> · Fiscal Year: · APPN: · Subhead: · Object Class · Authority Accounting Code (AAA) · BCN/FAN: · Project/Prop Acct: · Rank/Rate/Sub-Allotment: (0 for Officer) · Cost Code · Type: · SDN: (Leave Blank) <p>Select Save</p>

MILPAY CLERK CONTINUED

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p>MILPAY CLERK</p>	4.5	<p>Select projected release date and forward to supervisor for audit and release</p>	<p>MILPAY Clerk selects projected release date and forwards to supervisor for audit and release.</p> <p>Return to Debts Create to enter SSNs for additional individual officer payroll deduction transactions.</p>
	4.7	<p>Did meal collection post?</p>	<p>Did meal collection post?</p> <p>Go to MMPA JJAA 24-48 hours after release:</p> <ul style="list-style-type: none"> · Enter Service Member's SSN · Verify FID DS01 posted correctly for each officer <p>If No, go to 4.8. If Yes, go to 4.9.</p>
	4.8	<p>Determine reason for posting delay</p>	<p>MILPAY Clerk and DDO 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 05/23, Update to 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 4.7.</p>

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MILPAY CLERK START

BACK

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p>MILPAY CLERK</p>	<p>4.9</p>	<p>Complete after-action meal collection notifications</p>	<p>MILPAY Clerk completes after-action meal collection notifications. The TSC will then verify the collections have processed on the officers' pay accounts and then reply to the original deduction message within ten working days, with a copy to BUPERS stating action completed. This completed action message will include a cycle number.</p> <p>This "action complete" message along with the original deduction message requesting collection will be retained and stapled to the EOM NAVSUP Form 1359, General Mess Summary Document, for retention and auditing. The NAVSUP Form 1046 shall not be signed by the FSO until the boat is in receipt of the TSC response message.</p> <p>Should there be any discrepancies noted by any officer once payment has been collected, it will be resolved by the unit's Administration Officer and the local servicing TSC who will inform BUPERS with financial documentation.</p> <p>TSC will complete final action by providing BUPERS with a monthly pay checkage report for financial validation purposes.</p>
	<p>4.10</p>	<p>Complete final verification and mark eCRM case "Supervisor Review"</p>	<p>MILPAY Clerk completes final verification and marks eCRM case "Supervisor Review".</p>
	<p>4.11</p>	<p>Compile documentation and update/archive Retain File</p>	<p>MILPAY Clerk compiles documentation and updates/archives 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> <ul style="list-style-type: none"> · Debt Collection and Recovery Authorization Form (copy of signed form) · Monthly Meal Collection Message/memo

STOP