Command Pay & Personnel Administrator (CPPA)

Travel Claims & NP2
This training identifies where CPPAs should focus when reviewing a NP2 Travel Claim. The Travel Claim is generated from the input provided by the service member. The CPPA is expected to review and identify any missing information and/or key supporting documents prior to claim submission to Travel Processing Center (TPC) for processing.

Objectives

Identify the steps to complete a travel claim.
Review NP2 upon submission of travel voucher.
Define specific entitlements and allowances.
A written or electronic request for reimbursement of expenses associated with official travel.

Explain the travel claim (DD Form 1351-2) is also known as a “travel voucher”.
The following slides are direct definitions from JTR Chapter 2. Explaining the importance of each entitlement will provide the CPPA a better understanding of what they are reviewing and the effects it has on a service members’ claim.

Transportation Allowance

Per Diem Allowance

Miscellaneous Reimbursable Expenses
The amount of reimbursement depends upon the type of transportation authorized or approved, the type of transportation available, and the type that the traveler actually uses. Multiple transportation options are available to a traveler. The Government will consider the needs of the traveler, the purpose of travel, the cost, and other factors and then do one of the following:

A. Provide Government transportation.
B. Purchase commercial transportation on behalf of the traveler.
C. Reimburse the traveler for personally purchased transportation.
D. Reimburse the traveler for use of a privately owned vehicle (POV).

More information can be found in Chapter 2 of the JTR.

**Instructor notes:** It is imperative that the CPPA understands what the service member is entitled to depending upon the mode of transportation. Service member entitlements are established in the JTR. This knowledge enables the CPPA to easily navigate the JTR.
Per diem is based on the authorized stopover point or official duty location. Only one per diem rate applies to a calendar day. Expenditures defined in the JTR as “incidental expenses” are reimbursed at a defined rate, as part of the per diem allowance. Incidental expenses are a separate category of reimbursement from “miscellaneous reimbursable expenses.”

Instructor notes:
(Bullet D) TLE is a completely separate entitlement. The TLE Certificate must be provided and uploaded into NP2. All requirements for lodging reimbursement must be met and include zero balance receipts for all lodging and any Certificates of Non-Availability (CAN) when the Navy Lodge (NGIS) is not available.

If a member goes on leave during TDY, the service member’s per diem will stop while on leave and resume when service member returns from leave. If the service member PCSs, regardless of the leave days in transit, the service member will only receive per diem for the days authorized in transit (i.e.; if a service member is authorized 3 days of travel, regardless of leave dates and elapse time, the maximum amount of days authorized per diem are 3. The only way the service member can get paid less in this instance is if the
service member reports having less that 3 days of total elapse time from point A to B)
Instructor notes: Discussed in Chapter 2 of the JTR, often as part of either the transportation section or the per diem allowance section. See JTR Chapter 2 Section 0204 for a complete list of miscellaneous expenses not listed in sections or paragraphs that specify transportation or lodging reimbursement.

Examples of Misc Expenses:

Late payment fee on the Government Travel Charge Card (GTCC*), incurred through no personal fault of the traveler, due to a mission-critical status (for example, when the traveler is unable to file a voucher due to circumstances specific to travel or when the AO does not approve the travel within 30 days, in accordance with DoDI 5154.31, Vol. 3 (DTS).

Expeditied delivery charges for the GTCC* (when authorized or approved by the AO).

An international transaction fee of up to 1% for qualifying transactions charged by the GTCC* provider, as listed on the billing statement, or a personal charge card if the Service member is exempt from using the GTCC*.
A merchant surcharge of up to 4% on the GTCC*, or a personal charge card if the Service member is exempt from using the GTCC*.

Storage of baggage or property used on official business (when authorized or approved by the AO). The necessity must be explained in writing. Foreign currency conversion fees, including cash conversions if necessary (based on the currency exchange rate at which an authorized expense was charged). Fees charged by hotels and restaurants when the GTCC* is charged using U.S. dollars instead of the local currency may not be reimbursed as a separately reimbursable expense and must be included on the receipts as part of the overall cost for the OCONUS expenses. Losses from currency conversion are not reimbursed.

Charges for immunizations, inoculations, and other disease-preventive medical prophylaxes that are required for official travel OCONUS, but are not available through a Federal dispensary. Only the cost of the immunization or inoculation is reimbursable, not the medical office visit.

The cost of a birth certificate or other acceptable evidence of birth, when required for official travel to foreign locations.
The traditional method requires a more hands-on approach for the CPPA while the NP2 method gives the member the responsibility over their travel claim.
Instructor notes:
Make sure documents uploaded are legible and clear.
If additional documents are required, upload the new documents into the original eCRM transaction if it is still open.
If a new eCRM transaction must be opened for the same claim, ensure all previously submitted documents are uploaded.
This includes supplemental transactions.
Instructor notes: Discuss the traveler checklist, touch on important blocks. Explain the checklist is used for both traditional and NP2 travel claims.

Question: Why would it be important for a CPPA to use this checklist? Checks and balance!

All parties are to initial each portion of the checklist applicable to the traveler’s package. This ensures all documentation and topics are covered.
### Traditional Travel Claim Documents

- Travel Voucher (DD Form 1351-2); and Travel Voucher Continuation Sheet (DD Form 1351-2C), if needed.
- All flight itineraries for member and dependents, used or unused. A **reservation is not a receipt**.
- Zero balance lodging receipts for any authorized lodging (1-Stops, etc).
- Temporary Lodging Expense (TLE) Certification (NPPSC 7220/2)
- TLE **zero balance** receipts
- Electronic Funds Transfer Information (NPPSC 7000/1) (Only if required)
- Orders and all modifications—with all endorsements and accounting lines, newest to oldest.
- Receipts are required for any reimbursable expenses that cost $75 or more.
- Appointment/Termination Record (DD Form 577).

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**Instructor notes:** Explain documents required.

- **Airfare receipts if member was authorized and purchased own travel.**
- Include receipts for all lodging, even if advance was paid. Final claim must include all expenses.
- DD 577 of the CPPA who signed the 1351-2.

**Documents no longer required to submit with Travel Voucher:**

- NAVPERS 1070/602: Dependency Application/Record of Emergency Data
- Dislocation Allowance Statement
*bring attention to boxed items(order endorsements, EDD/EDA notes)
Usually you do not have this data if your PCS is in the same geographical area. This is because the minimum requirement for travel entitlements are not met per the JTR (e.g. mileage, travel time).
Travel Voucher
DD Form 1351–2
The DD Form 1351-2 is required to document a traveler’s elapsed time and provide information regarding the travel and any reimbursable expenses.
Completing the DD Form 1351-2

Block 1: Electronic Funds Transfer (EFT) is mandatory for all service members. Split disbursement option is only for Government Issued Travel Charge Card holders.

Block 2: Last name, First name, and Middle initial of service member.
Block 3: Enter the member’s current paygrade. DO NOT use frocked paygrade.
Block 4: Full Social Security Number of service member.
Block 5: Indicate PCS and Member, (service member only)
- Indicate PCS, Member, Dependent(s), and DLA (member and dependents)
- Indicate PCS and TDY (TDY enroute)
- Indicate PCS, Dependent(s), and DLA (dependent(s) travel only)
Blocks 6a–6e: Valid mailing address and valid Email address.
Block 7: Daytime telephone number should TPC need to make contact.
Block 8: Order number listed on the PCS orders.
Block 9: List all advances, none, or “T,” if not certain if advances received.
Block 10: For Disbursing Officer use only member does not fill out.
Block 11: Service member’s new duty address, (where service member is being assigned).

*** Facilitator: Play Travel Claim DD1351-2 Training Video ***
Left hand side 1351-2 codes can be found on the 2nd page of the actual DD form 1351-2
If claiming Meals Only, include the complete address of the temporary location they were residing.

**Emphasis**

BLOCK 2 - full SSN is required

Blocks 10-15 - signatures are required.

TLA (temporary lodging Allowance) can be taken ICW TLE per JTR (note that TLA must be submitted to milpay/customer service sections for payment, as TLA is an allowance not a travel entitlement) all TLA submitted with a travel claim will not be paid, only TLE.

**This form must still be uploaded within NP2 if the**
member is requesting TLE
Knowledge Check

Q1. Why is it important to use the NPPSC 1300/2 (Traveler Checklist)?

Q2. Where do travel claims get submitted and within how much time?

Q3. What documents must be submitted with each travel claim?

Instructor notes:

A 1. The NPPCS 1300/2 provides a roadmap for exactly what is required for each travel claim. The checklist is required to be used by the traveler, CPPA and (AO) to ensure travel claims are completed correctly and in compliance with PCS orders.

A2. Traveler submits to the CPPA – CPPA submits to TPC with in 5 days upon traveler reporting.

A3. See slide 11.
Break slide

10-15 min break
Instructor notes:
NP2 Travel Voucher is completed by the service member. This training is for when the CPPA must assist the service member in completing the voucher.

Training is also provided on the NP2 Logon screen similar to trainings available for any NSIPS role on the NSIPS home page. The service member as well as the CPPA can reference these trainings when processing in NP2.
Instructor Notes:
This slide just shows the member where on the NP2 log in screen they can access training
**Instructor notes:**
Discuss the Training Tutorial on NP2. The system is very user friendly and goes along with the training video.
There is an option to select “See It, Try It (allows you to have an interaction with the icons on screen) and the Print It”. This screen provides training for the Service Member, CPPA, Clerk, Administrator and Auditor.
Instructor Note: The NP2 Travel Entitlements Calculator replaces the old Microsoft Excel version in the MyNavy HR CPPA Resources page.

When a service member logs into NP2, they have an option to use the “Calculate your Travel Entitlement”.

The Travel Entitlements Calculator provides the ability to estimate travel entitlements.

The actual entitlement will be determined when all applicable travel vouchers are submitted.
Instructor notes:
When logged into NP2, you will select the first icon labeled “travel entitlements calculator.” The next screen will only take into account the service members current pay grade.

From here, select/input the information pertaining to their travel. An estimate will show down at the bottom.

If the service members’ pay grade changes enroute to the new PDS, the travel processor will take into account the effective date of rank in accordance with the service members effective date of orders, which will determine the correct pay grade travel entitlements.
Instructor notes: The Traveler Checklist is used to determine if any KSDs are missing. The AO will also be looking for these items if it pertains to the service members Travel Claim.

Using this can minimize the amount of times a claim will be kicked back for additional KSD or explanation not provided, which will also affect timeliness.
Instructor notes:

Sailor Travel Vouchers approved in NP2 by Command Pay and Personnel Administrators (CPPAs) will be electronically available in NP2 for Travel Processing Center (TPC) clerks to open and begin processing for pay.

TPC clerks will view and approve vouchers in NP2 and generate documents for pay processing.

TPC clerks also have the capability to expedite voucher issue adjudications by recycling vouchers directly back to Sailors in NP2 for required corrections.
<table>
<thead>
<tr>
<th>SAILOR</th>
<th>CPPA</th>
<th>TPC</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Will continue to complete and electronically sign an online Travel Voucher in NP2, upload receipts and any additional key supporting documents, and electronically submit the voucher to their CPPA for approval.</td>
<td>- Upon CPPA voucher approval, NP2 will automatically place the approved voucher in a queue for TPC clerks to access, select, and process.</td>
<td>- Vouchers will automatically be available in NP2 for retrieval to begin processing.</td>
</tr>
<tr>
<td>- Will receive email notification when their Travel Voucher has been directly returned to them from the TPC clerk for corrections and resubmission through their CPPA.</td>
<td>- This automation eliminates the need for CPPAs to manually print, scan, and transmit vouchers.</td>
<td>- Vouchers requiring corrections can be routed back to the Sailor for correction and resubmission through the Sailor’s CPPA.</td>
</tr>
<tr>
<td>- Are required to upload their endorsed orders with their voucher submission.</td>
<td>- Receive email notification that a voucher has been returned from the TPC clerk to the Sailor for correction and resubmission through the CPPA.</td>
<td>- Once the TPC clerk approves a voucher for pay, the data from the voucher will be uploaded into the WinIATS for payment processing.</td>
</tr>
</tbody>
</table>

**Note:** A future NP2 upgrade will automate this process.
NP2 CPPA Role Establishment

Establishing a CPPA role in NP2

CPPAs who possess the CPPA profile in NSIPS are automatically granted the CPPA MyNavy HR Workforce role in NP2 for the purpose of reviewing electronic Travel Vouchers.

Currently, the only way for a Command Approving Official (with a DD577) to review and approve Sailors’ Travel Vouchers in NP2 is to first establish a CPPA profile in NSIPS.
NP2
Travel Voucher Wizard
*** Facilitator: Play Travel Claim NP2 Training Video ***
Things to keep in mind...

- Ensure all documents have been submitted.
- All document requirements must be met and reviewed for accuracy by the CPPA.
- TLE is an option the service member can select if applicable. However, the TLE Certificate must be completed and uploaded with all other required documentation in NP2 or TLE will not be processed. This will cause a kick back affecting timeliness.
- Check the service member MMPA when reviewing the NP2 Voucher to be aware of certain travel entitlements such as DLA with dependents/single.
- When reviewing the service member’s travel claim, verify all order endorsements for arriving/detachment dates as well as MMPA and NISPS history of assignments.
Instructor notes:
If a claim is recycled, it will go away from the CPPA’s “working list”. The system is designed to keep the service member accountable. This means CPPAs:

- Are clear in the remarks when recycling
- Explain what is needed/missing
- Utilizing the checklists

If a claim is rejected by TPC, the claim must be resubmitted to TPC via the CPPA by the member again for approval. Even though the member’s orders history is populated within NP2, the members endorsed orders must still be uploaded within NP2. The service member should provide all orders and order modifications, with endorsements.

It is very important that a supplemental is stated in the remarks section. A clerk processing claims within NP2 has to determine if this claim has been

1) paid,
2) in processing,
3) what is the supplemental submitted for. Please keep in mind the amount of claims that will be going through this system, claims that seem to be duplicates have a high chance of it being rejected. The timeliness of a supplemental being processed will be affected.
Check the service member MMPA when reviewing the NP2 Voucher to be aware of certain travel entitlements such as DLA with dependents/single.

When reviewing the service member’s travel claim, verify all order endorsements for arriving/detachment dates as well as MMPA and NISPS history of assignments.
Verbs are 4 digit alpha numeric codes that allow movement between subsystems within DJMS. See DJMS read guide for full list of Verbs.

JJAA – Shows pay and personnel status
LOPG – Enlisted personnel
L00G – Officers Master File (User name (IN) and passcode (VIEW)).
This slide shows the main screen for MMPA.

Gaining Permissions/Access to MMPA is covered in CPPA Access training.

How often must a CPPA login to prevent loss of access? 30 days.
Discuss some common errors navigating through MMPA.

Navigate through the PF1, PF4, PF6 screens and show how to get back from them.
First “01” shows entry open. Second “01-” shows entry closed.

Closed - If there is more than one entry for a FID, they will be sequenced chronologically by the date that the entry was closed:
Indicator and transaction codes are used to specify whether a transaction is current (OPEN) or past (CLOSED/HISTORY).

There are indicators showing when the transaction input occurred, what was the posture of MMPA, who originated the input and whether it was computer generated.

MMPA: FID WITH A ( - ) = CLOSED (EX. (35-))
FID WITHOUT A ( - ) = OPEN (EX. 35)

Discuss ENTRY-OPEN-DT is the date that the entitlement was processed as well as the Start Date being the date the member was entitled to that specific entitlement.

What does the 35 line tell you? Discuss the meaning of each code; QTR-ASGN, QTR-ADQ, NR-DEPN, CLOST-DEPN

All of this can be taken into consideration when looking if the member is claiming single/with dependents or submitting a claim with only himself and no dependents, questions should be asked and explained to member that a supplemental must be submitted at a later date or if they accidentally didn’t account for dependents to go...
back into NP2 after the CPPA has returned the claim for action and adjustments when needed.
This screen allows you to select which page you need to view. Common screens for CPPAs are Page 1, Page 3, & 5. Give a brief review of all screens.
Provides member information for:
- Current and past commands
- Active/Reserve Status
- Current Rate/TIR
- Perspective pay grade
- Active Duty Service Date
- End of members contract and obligated service
- CWAY Status
- Pending extensions
- Navy loss data

What does this information help determine?

**This information can be used to verify endorsement dates as well as dates on the populated 1351 created in NP2 when the CPPA is reviewing the information for accuracy**
The user name (IN) and passcode (VIEW)
Explain the officer screens and codes are similar to the LOPG screens.
What’s important on this screen? Apart from the below this can also be used to verify duty stations and dates the same way LOPG is used for enlisted members.

Designator
Current location
History of duty stations
NOBCs
DOR
Lineal number
Showing the difference between the legacy and web based MMPA, the same information can be obtained in both instances.

However the same information can be found on web MMPA as well as the legacy web MMPA
Once the service member is paid, a Travel Voucher Summary can be requested for a breakdown of the travel claim payment.
Travel Voucher Summary

Personal Data - Privacy Act of 1974 - Handle with care  Page No: 1
RELEASE 7.5.0  Travel Voucher Summary
CLAIM NO: 4162583

DO Voucher No. A43161
Paid By
SYMBOL B8522
SWAB-CLEVELAND FTS HQ 103
CLEVELAND OH 44199

Start Date: 9/13/2019  End Date: 9/13/2019
Detach Date: 9/13/2019  Report Date: 10/25/2019

Paid 3/8/2021

The block this claim belongs to within the IATS system
The actual date paid
The date the claim was prepared in IATS

The dates the encompass the claim

Prepared: 3/3/2021
### Travel Voucher Summary

#### Advances/Prior Payments: 2210.73

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<th>Amount</th>
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<tr>
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<tr>
<td>Memb/Emp MALT</td>
<td>181.20</td>
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<tr>
<td>DFA</td>
<td>1582.93</td>
</tr>
<tr>
<td><strong>Total Entitlement</strong></td>
<td>2211.13</td>
</tr>
<tr>
<td><strong>Less Partial Payments</strong></td>
<td>627.80</td>
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</table>

#### Total Charged to Accr. Class

- **Zero Voucher Adjustment**: 0.40
- **Less Travel Advances**: 1582.93
- **Less Uncollected Settlements**: 1582.93
- **Total Amount Payable**: 0.00

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- **Total amount paid per entitlement authorized**
- **Total is the sum of the previous section. Less partial payments account for any prior payments made to this claim**
- **Total amount paid after advances and current claim have been calculated**
## Travel Voucher Summary

### Remarks
Supplemental for DLA...running 68 in JJAA supports entitlement

### Accounting Summary
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<tr>
<td>AA</td>
<td>17 9 1453 2258 210 0022P 056521 1K D74200 02219CTEXRT8 1582.93Cr</td>
</tr>
</tbody>
</table>

Who had claim: KD, KD, KKH, KKH, JSA, JSA, KKH, KKH, JMW
Examiner: JSA  Auditor: KKH  Method of Pay: None  for 0.00

Remarks made by TSC clerk to provide more information on the claim, will also show reasons why payment was done in a specific fashion

This section just holds the initials of who has worked on the claim within IATS
### Travel Voucher Summary

#### Personal Data - Privacy Act of 1974 - Handle with care

- **RELEASSE 7.5.0**
- **CLAIM NO:** 4162583
- **SSN:** XXX-XX-
- **Block:** 2103030045
- **TONO:** N0002219CT4XRT8

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<th>Br In</th>
<th>Dn</th>
<th>Lodg</th>
<th>Break</th>
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<th>Dinner</th>
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<td>$0.00</td>
<td>$0.00</td>
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<td>$449.00</td>
</tr>
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</table>

**Total:** $447.00 $0.00

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Shows a break down of what was reimbursed to the member on each given date of travel.
Instructor notes: The most common misconceptions have been highlighted.

BR/LN/DN should be talked about and what CM(commercial)/GM(government meal rate) and PPD(proportional meal rate) mean, and the LDG TAX amount.

As shown a very common misconception is that the lodge rate authorized amount includes taxes. This is not the case as shown here, the service member got reimbursed 240.00 for lodging and the extra 27.73 dollars per day. Again the Max lodging rate is not the account for taxes, taxes will be added up per day(can be different per location how many taxes are broken down per day) and totaled as a separate entity entirely.
Instructor notes:

If a member has a balance of $1000 and only chose to send $420 to GTCC, the service member must close the remainder of the balance on the GTCC.

If a service member elects to have $420 sent to the GTCC but the total amount reimbursable is $400, this section will show that difference.

When a service member elects to have the a split disbursement on the 1351-2 to pay of there GTCC(government travel charge card), even if the amount owed on the GTCC is less than authorized, the travel processor will always send all of what is authorized to the GTCC, the GTCC amount will always take priority.

This can cause in some rare instances that the amount owed and selected for split disbursement is the exact amount owed to the member and sent to the GTCC for zero out the balance, the service member will be told his claim was paid however not see any additional payments in his EFT amount. This is imperative especially now during the transition from traditional travel claim submission to NP2 travel claim submission, all member are required to use the GTCC as means for paying for travel expenses.
Instructor notes:

• Discuss the routing guidance.

• Ensure service members understand the routing is subject to change and they should always be on the alert for any new notices or OPS Alerts.
Routing Guidance

** Submit eCRM cases in "lightning" mode only. Do not submit transactions under "Salesforce classic" view. Microsoft Edge and Google Chrome are the preferred browsers. Mozilla Firefox may be used if you are experiencing issues with Microsoft Edge and Google Chrome. Do not use Internet Explorer. **

Alt 2: In accordance with OPS Alert 006-22, only commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize the Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. The primary means for submitting pay, personnel, and transportation transactions is via eCRM/Salesforce. For temporary use of TOPS, an ETP must be submitted and approved.

For commands with an approved ETP, submit to TRAVEL PROCESSING CENTER (utilize appropriate box as needed, based on type of claim/advance).

For Surface ships, DESRON and PHIBRON staffs, CPPAs MUST include the following information. TOPS transactions without the information below will be completed/returned to the CPPA without action.
- Do you have an eCRM account? Y / N
Instructor notes

• Ensure members pay close attention to the naming conventions
Routing Guidance

**NAMING CONVENTION:**
To ensure travel advances are processed in a timely manner, CPPAs must use the following naming convention in the subject line of your request and appropriate drop down menu selections in cCRM. The convention and drop downs allow travel offices to quickly identify which cases require expedited processing. Submissions dated prior to the effective date of this guidance will be processed.

- **cCRM:** Submit requests in cCRM using the following naming convention:
  - Travel Advance: Last Name, First Name, ADV TRAVEL, DD MMM YYY (TRANSFER DATE)
  - Advance PPM: Last Name, First Name, ADV DITY, DD MMM YYYY (REQUEST DATE)

- **TOPS:** Submit requests in TOPS using the following naming convention:
  - Travel Advance: Last Name, First Name, ADV TRAVEL, DD MMM YYYY (TRANSFER DATE)
  - Advance PPM: Last Name, First Name, ADV DITY, DD MMM YYYY (REQUEST DATE)

****NPPM** 1300.1 Application for Travel and Advance** is the only authorized Travel Advance Request form - earlier versions are obsolete. Submissions dated prior to the effective date of this guidance will be processed.

**TRAINING:** Regional Support Centers (RSC) conduct weekly training to include travel claims and travel advance submission procedures. Please reach out to your local RSC for regional training schedule. Additionally, training slides are available on the MyNavy HR CPPA Resources page. Training provides comprehensive process for customer commands to follow for the submission or travel claims and advances.

**WHAT THIS MEANS TO YOU:**
1. Reimbursement of travel claims and advances under COE-TC&A at TPC Memphis will improve proficiency and reduce errors.
2. COE-TC&A coordination with CPPA's and customer commands will yield a significant improvement in case processing timelines, accuracy and training.
3. MSCC Standard Operating Procedures are available on the MyNavy Travel Center Share Point.
4. Case routing guidance, training and materials are available on the MyNavy HR CPPA Resources page.
Best Practices

- Ensure service member provides all required documents IAW the NPPSC Traveler Checklist (especially all orders/modifications).
- Ensure lodging receipt is itemized with a zero balance.
- Ensure CPPA has a documented DD577 when signing as the Approving Official (AO).
- If using the GTCC, make sure split disbursement is selected and the amount entered.
- Maintain access to current forms and utilize NPPSC Traveler Checklist. 
  https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/
Instructor notes:
Information can be found using the JTR and DOD FMR VOL 9 for most questions pertaining to what is authorized when reviewing the 1351-2 through NP2.