



CPPA Newsletter

Presented by MNCC N7

3rd Quarter, 2024

MyNavy Career Center (MNCC) N7 Updates

CPPA Information Sessions

Previous CPPA Information Sessions:

[July](#) | [August](#) | [September](#)

Next CPPA Information Session:

- October 15, 2024

Please check [MyNavy HR](#) for more information about the following guidance, updates on training, and upcoming training dates:

[Phase II CPPA Supervisor Courses:](#)

21-25 Oct 2024 - Dam Neck

18-22 Nov 2024 - Dam Neck

18-22 Nov 2024 - Pensacola

18-22 Nov 2024 - San Diego

09-13 Dec 2024 - Dam Neck



Meet & Greet: CDR Booth

Greetings CPPAs,

We are in a new season; fall is upon us and the holiday season is just around the corner. As we enjoy cooler weather and the changing of the leaves, let us continue to work together to exceed the expectations of our Sailors and their family members.

Thank you for your commitment and willingness to provide exceptional service to the best customers in the world.

- CDR Carl Booth





Navy Pay and Personnel Support Center (NPPSC) Updates

Please see below a summary of key Ops Alerts and eCRM Case Routing Guidance released last quarter.

NPPSC Ops Alert 023-24 informs CPPAs Service Members can request BAH based on dependents location when dependents remain at the previous duty station or authorized dependent location in the CONUS, AK, and HI.

NPPSC Ops Alert 022-24 reminds CPPAs to submit PRRs as early as possible to ensure timely flight bookings.

NPPSC Ops Alert 021-24 notifies CPPAs of the new fields and semi-annual update requirement of the NSIPS Unit Administration module. This module provides pay and personnel professionals reliable contact information, enabling better and faster communication when resolving pay issues.

NPPSC Ops Alert 020-24 updated eCRM to automate the creation of command case teams based on a CPPA's UIC. It will automatically add all CPPAs attached to the assigned UIC in the case.

NPPSC Ops Alert 019-24 informs CPPAs that all OCONUS MILPAY transactions have been officially shifted to TSC Yokosuka, (TSC Naples no longer processes MILPAY for Europe, Africa, and Central Command UICs). CPPAs must route all OCONUS MILPAY transactions to TSC Yokosuka.

NPPSC Ops Alert 018-24 directs CPPAs to discontinue the use of the Activity Report function (panel 1) and instead process Activity Gain (Panels 1 through 4) in NSIPS. Once Activity Gain (Panels 1 through 4) have been submitted in NSIPS, all activity gain KSDs must be uploaded via eCRM by the following business day but NLT four business days of service member reporting.

NPPSC CRG: PERSPAY for CONUS Military Personnel updates which TSC is designated to process PERSPAY transactions based on the transaction type and locality of command.

NPPSC CRG: Travel Processing Center updated to reflect additional KSDs required and submission timelines.

Find NPPSC Ops Alerts on the [MyNavy HR website > Support & Services > MyNavy Career Center > Pers Pay Support > CPPA Resources > OPS ALERTS / PPIBs / MPAs](#).

Find PersPay eCRM Case Routing Guidance on the [MyNavy HR website > Support & Services > MyNavy Career Center > Pers Pay Support > CPPA Resources > ECRM Library](#)

Having issues getting an eCRM Account?

Instructions for getting a blank SAAR to fill out for getting an eCRM account are on the (CPPA Resources site) SYSTEM ACCESS page under the section **Initial Access** under the heading, “**Getting a DD-Form-2875**”. This will allow you to download the word document with the instructions. We are not allowed to hang the actual forms on our page.

We have the updated instructions on the SYSTEM ACCESS page under **eCRM** labeled “**eCRM Access Procedures**”.

All the instructions for filling it out to get an eCRM account are on this link: [eCRM Step-by-Step-Request](#)

Once filled out send to: ecmr_perspay.fct@navy.mil (NOTE: “ecmr” is correct)

With a Subject line: 'CUI Privacy Sensitive- eCRM PersPay SAAR Requestor's Name, Command Name'

Want to verify the status of a Sailor's pay issue?

Use MMPA; with the standard access you can't make changes to the system, it's Read Only. But before you do all the work to start a case you can quickly check in MMPA and then decide. Getting an account is hopefully easier now as we have just finished the following instructions on gaining access. The link: [CPPA Systems Quick Start: MMPA](#) (also available on the CPPA Resources page).

CPPA Resources
[CPPA Resource Page](#)

SOP Library & QRGs
[SOP Library](#)

DVIDS
[DVIDS Homepage](#)

RSC Contacts
[RSC Contact Page](#)

CPPA Facebook
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MNCC Call Center
1-833-330-MNCC

Handbooks
[CPPA Handbooks](#)

CO Guidebook
[CO Guidebook](#)

