NAVY PAY AND PERSONNEL SUPPORT CENTER
OPS ALERT

Ser N3: 032-20

Advisory: **PERMANENT CHANGE OF STATION (PCS) TRAVEL CLAIM COMMON KICK BACK ERRORS AND TRAVEL CLAIM PROCESSING CHECKLIST**

Release Date: 06/22/2020   Effective Date: IMMEDIATELY

BLUF: Travel Service Center (TSC) Memphis' Travel Processing Department (TPD) is working to reduce the number of travel claims returned back to the CPPAs for correction. A listing of the most common errors when submitting a PCS Travel Claim was created for review.

DISCUSSION: In an effort to provide the best customer service to the Fleet, TSC TPD provided common errors that affect timeliness in processing travel claims. The attached guidance provides the most common, detailed errors found on: Travel Vouchers (DD 1351-2), Appointment/Termination Record Authorized Signature (DD 577), Permanent Change of Station (PCS) orders, Key Supporting Documents (KSD), Travel Package submission and miscellaneous document errors. A checklist that should be followed prior to submission of the travel claim is also attached.

WHAT THIS MEANS TO YOU:
- CPPA's continue to follow procedures set forth in SOP's, NAVADMINs and instructions.
- Review attachments:
  - TSC TPD Common Kick Back Errors v.1 16Jun2020
  - PCS or TDY Travel Claim Checklist NPPSC1300-2_Rev01-20
- This will streamline the Travel Claim process and alleviate any kickback of Travel Claims.
- CPPA's will review the checklist and, the most common errors made prior to submission to streamline and eliminate any kickback of travel claims.

==****Disseminate to all tenant commands and CPPA's under your AOR****==

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