



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 056-20

**UPDATE: COMMAND PAY/PERSONNEL ADMINISTRATOR (CPPA) ACTION FOR ACTIVE DUTY
GAINS FOR RESERVE MEMBERS**

Release Date: 12/1/2020 Effective Date: IMMEDIATELY

BLUF: When a Transaction Service Center (TSC) or Personnel Support Detachment (PSD) returns an active duty GAIN transaction for a Reservist reporting onboard via temporary active duty orders, due to an incorrect or incomplete submission, the respective Command Pay/Personnel Administrator (CPPA) must complete the action with 24 hours.

DISCUSSION: Analysis of processing metrics reveals significant delays regarding the interaction between the TSC/PSD and the CPPA for Reservist GAIN packages when executing temporary active duty orders. This delay results in Reserve members not receiving their first active duty paycheck in a timely manner, which is within 30 days or by the next pay period.

WHAT THIS MEANS TO YOU:

- + **TSC/PSD** – Create a tickler to track Reserve GAIN packages that are returned for CPPA action and will request a daily update if not action is performed within 72 hours. If no response are received from the CPPA within 72 hours, notify the TRIAD at the CPPA's command of the pending action.
- + **CPPA** – Ensure that you are checking pending TOPS transactions daily and take immediate action when a GAIN package is returned.
- + **Adhere to all policies and procedures set forth in SOP's, NAVADMINs, and instructions.**
- + **All OPS ALERTS and CPPA RESOURCES can be found on the following:**
 - o <https://mpte.navy.deps.mil/sites/npc/pers2/NPPSC/SitePages/Home.aspx>
 - o <https://www.public.navy.mil/bupers-npc/support/paypers/cpcresources>

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

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