



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 014-21

**UPDATE: TRANSACTION ONLINE PROCESSING SYSTEM (TOPS) TO MYNAVY CAREER CENTER (MNCC) CUSTOMER RELATIONSHIP MANAGEMENT (CRM) TRANSITION
DELAY**

Release Date: 03/30/2021 Effective Date: IMMEDIATELY

BLUE: The TOPS to MNCC CRM transition was impacted by a cyber-security stand-down. As a result, the timeline for transition has shifted from April to July 2021.

DISCUSSION: The TOPS to MNCC CRM transition requires all PSD/TSC staff members and Command Pay/Personnel Administrator (CPPA) customer users to have access to MNCC CRM and to be trained. Ongoing cyber-security compliance reviews identified areas of concern forcing development efforts to stop. This halted the creation of user accounts from 23 February through 19 March 2021, as well as the deployment of two critical system change requests required for the transition. While many PSD/TSC staff members and customer CPPAs have been granted MNCC CRM account access, many have not. This has resulted in the following:

- The transition start date has shifted from April to July 2021. The exact date for each PSD/TSC will vary. Your chain of command will be notified through NPPSC leadership regarding specific transition dates.
- Action has been taken on all SAAR-N requests submitted prior to 23 February; the account was created or the SAAR-N was returned for correction. New account holders will receive an email once the MNCC CRM PERS/PAY account is created. If SAAR-N corrections are required, an email identifying areas of correction will be sent to the requestor. If members have not received an email regarding the status of their request after 14 business days of sending their SAAR-N to the centralized mailbox (ecmr_perspay.fct@navy.mil), a status request inquiry should be sent to the centralized email account. For proper routing, the subject line should be "SAAR-N STATUS REQUEST ICO 'Your Name, UIC'". Requestors should expect the account to be created within 10 business days of submitting the SAAR-N to the centralized mailbox.
- To avoid account requests from being returned for corrections, requestors should follow the Account Request/SAAR-N step-by-step guide and utilize the PERS/PAY SAAR-N template when submitting. For a copy of this template, contact MyNavy Career Center at 1-833-330-6622 or via email at askmncc@navy.mil.
- For users who already have an account, log in at least every 30 days to prevent account lock out.
- All PSD/TSC staff members and customer CPPAs who have not submitted a SAAR-N form to request an MNCC CRM account are strongly encourage to do so as soon as possible. The supporting PSD/TSC, and NPPSC HQ, can provide additional MNCC CRM training upon request.

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WHAT THIS MEANS TO YOU:

- ✚ **PSD/TSC/CPPA** – Complete and submit the SAAR-N during this timeframe and be prepared to use the MNCC CRM no later than June 2021.
- ✚ **All OPS ALERTS and CPPA RESOURCES can be found on the following:**
 - <https://mpte.navy.deps.mil/sites/npc/pers2/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx>
 - <https://www.mynavyhr.navy.mil/Support-Services/Pay-Pers-Support/CPPA-Resources>

******Disseminate to all tenant commands and CPPAs within your AOR******

POC:
MNCC
askmncc@navy.mil
1-833-330-MNCC