



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 004-22

PROCEDURE UPDATE: TRANSACTION ROUTING INSTRUCTIONS – WARNING ORDER

Release Date: 05/20/2022

Effective Date: IMMEDIATELY

BLUF: As MyNavy HR pay and personnel (PAYPERS) services delivery continues to transform. Transaction Service Centers will publish updated routing guidelines to provide Command Pay and Personnel Administrators (CPPA) procedures to submit PAYPERS transactions via enhanced Customer Relationship Management (eCRM) or Transaction Online Processing System (TOPS). Over the next several weeks, CPPAs are reminded to refer to the MyNavy HR CPPA Resources website (<https://www.mynavyhr.navy.mil/Support-Services/Pay-Pers-Support/CPPA-Resources/>) often for the most up-to-date transaction routing guidance.

DISCUSSION: Beginning 1 January 2022, MyNavy Career Center (MNCC) and Navy Pay and Personnel Support Center (NPPSC) began transforming the organizational structure of the Pay/Personnel Administrative Support System (PASS) network, replacing legacy Personnel Support Detachments (PSD) with:

- ✦ Six Transaction Service Centers (TSCs) to function as Centers of Excellence (COE) for specific PAYPERS transactions. TSCs will continue to service MILPAY/Customer Service transactions for their regional customer commands. The following specific PAYPERS transactions will ultimately be centralized at the following locations – **specific timelines for transaction submission will be posted on the MyNavy HR CPPA Resources page:**

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| • TSC Great Lakes | New Accessions |
| • TPC Memphis | Travel Processing (Advances and PCS Claims) |
| • TSC Naples | Retentions (Reenlistments and Extensions) |
| • TSC Norfolk | Reserve Services / Separations and Retirements |
| • TSC Pensacola | Gains and Losses (East Coast) |
| • TSC San Diego | Gains and Losses (West Coast, including Alaska and Hawaii) |
| • TSC Yokosuka | Gains and Losses (OCONUS) |

- ✦ Thirteen Regional Support Centers (RSC) that provide direct, regional support and training to CPPAs, as well as engage with command triads on enhancing CPPA processes across the fleet.
- ✦ Human Resources Service Center (HRSC) which directly support our Sailors 24/7. The HRSC can be reached at 833-330-MNCC (6622), 901-874.MNCC, DSN 882-6622 or by email at askmncc@navy.mil.

The transition to TSCs and RSCs is taking place now and will be completed in the next few months. This realignment and key focus of the organization will create a significant improvement in transaction processing timeliness, accuracy, and training of our CPPAs.

During the ongoing transition from TOPS to eCRM, we will provide updated transaction routing instructions – the MyNavy HR CPPA Resources [website](#) will provide a central repository of guidance for CPPAs to follow.

WHAT THIS MEANS TO YOU:

- ✦ **CPPAs** – Check the latest PAYPERS transaction routing guidance on the MyNavy HR CPPA resources page at <https://www.mynavyhr.navy.mil/Support-Services/Pay-Pers-Support/CPPA-Resources/>.
- ✦ TSC/TPC routing guidance and amplifying information will be posted online as MyNavy HR continues to transform the PASS network.
- ✦ **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 *****

*****PASS THE WORD*****