



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 006-22

PROCEDURE UPDATE: EXCEPTION TO POLICY FOR TEMPORARY USE OF TRANSACTION ONLINE PROCESSING SYSTEM (TOPS)

Release Date: 8/8/2022 Effective Date: 8/19/2022

BLUF: Effective 19 August 2022, only commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize the Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. The primary means for submitting pay, personnel, and transportation transactions is via the enterprise Customer Management System (eCRM)/Salesforce.

DISCUSSION: eCRM was launched on 1 December 2021 replacing TOPS as the primary tool for submission of pay, personnel, and transportation transactions to Transaction Service Centers (TSC), Travel Processing Center (TPC), Navy Passenger Transportation Office (NAVPTO), and MyNavy Career Center Joint Bases. As Command Pay and Personnel Administrators (CPPA) have gained access to eCRM and become increasingly familiar with its use, the use of TOPS has become redundant, creating duplicate transactions that slow down the processing of Sailor's pay and personnel cases.

PROCEDURES: Effective 19 August 2022, only commands (excluding surface ships, DESRON and PHIBRON staffs) with approved ETPs will be authorized to use TOPS, in a temporary manner, to submit pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as "completed" without action and CPPAs will be directed to submit the transaction via eCRM or request an ETP for temporary use of TOPS. CPPAs are responsible for reviewing comments on completed TOPS transactions and take corrective action when required.

Surface ships, DESRON, and PHIBRON staffs are temporarily exempt from this requirement. See below for additional submission requirements.

- **Requesting an ETP.** If a command cannot access eCRM through no fault of their own, CPPAs will submit an ETP, using the attached template to ecrmetp@us.navy.mil (Enclosure 1). ETP requests will be signed by the Commanding Officer, Officer in Charge, or Executive Officer, include justification why eCRM cannot be used, and if the issue is temporary in nature, an anticipated date for restoration of eCRM functionality onboard the command – ETP requests may not be delegated below the XO or equivalent level.
- **Using TOPS with an approved ETP.** When an ETP is approved, an authorization will be issued to the command with an expiration date.
 - Commands will attach the ETP authorization as a KSD and cite the ETP serial number on each TOPS transaction. TOPS transactions will follow the naming convention below:
 - ETP XXX, followed by the standard naming convention (LName, FName, DoDID, Entitlement, Effective Date). For example, **ETP 001, DOE, JOHN, 1234567890, RETIREMENT, 01 MAR 2023**
 - ETPs approved due to operational/technical issues will be referred to the MNCC Business Systems Department for resolution. CPPAs, commands, Immediate Superiors in Command (ISIC) and Type Commanders (TYCOM) will be contacted, as needed, to troubleshoot and overcome technical issues.
- **Surface ships, DESRON and PHIBRON staffs.** eCRM remains the primary means for submitting pay, personnel, and transportation cases and all efforts will be made to use the system. Surface ships, DESRON and PHIBRON staffs needing to use TOPS as an alternate method will include the following information on the TOPS transaction. TOPS transactions without the information below will be marked "completed" without action and returned to the CPPA.
 - **Do you have an eCRM account:** Y / N
 - **If YES, why eCRM was not used for this transaction:** (describe reason: e.g. ship currently underway/low connectivity, or include brief explanation of technical issues – this information will help us better understand the technical nature of eCRM issues preventing CPPAs from utilizing the system as well as the extent of units that are still experiencing problems.)
 - **If NO, eCRM SAAR submission date:** (insert date)
 - **MNCC trouble ticket number regarding eCRM account, if applicable:** (insert ticket number)

** Please do not submit duplicate transactions in eCRM and TOPS. Duplicate transactions must be validated and significantly slow down the processing of transactions. **

- **CPPAs requiring assistance with eCRM.** The following guides are available to assist CPPAs with the successful use of eCRM and troubleshoot common issues:
 - [PayPers CPPA-CRM Request \(SAAR-N Process\) Rev 8 \(1 Oct 2021\)](#)
 - [PersPay eCRM SAAR-N Template](#)
 - [eCRM Troubleshooting – Login Errors \(22 Apr 2022\)](#)
 - [CPPA User Guide for Salesforce v2.5 \(20 Jul 2022\)](#)
- Additionally, the MNCC Human Resources Service Center (HRSC) Pro-to-Pro cell is available to assist CPPAs with questions on transactions and eCRM submission. The HRSC Pro-to-Pro cell is available M-F 0700-1700 CST and can be reached by calling (833) 330-MNCC (6622) and selecting option 2. Regional Support Centers (RSC) are also available to provide training on how to use eCRM – please select this link for a [list of your RSC points of contact](#).

WHAT THIS MEANS TO YOU:

- ✦ **CPPAs** – Will use eCRM as the primary means for transaction submission.
Submit an ETP if valid justification exists for temporary non-use of eCRM.
If approved for an ETP, submit approved ETP as KSD in the TOPS transaction.
- ✦ **TSCs, TPC, MNCC Joint Bases and RSCs** will continue to aggressively move CPPAs out of TOPS once ascertaining that the command is able to use eCRM by actively removing TOPS accounts when eCRM accounts are active for a CPPA and existing TOPS transactions have been completed.
- ✦ **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/CPA-Resources>
- ✦ The latest PAYPERS transaction routing guidance on the MyNavy HR CPA resources page at <https://www.mynavyhr.navy.mil/Support-Services/Pay-Pers-Support/CPA-Resources/>

***** DISSEMINATE TO ALL TENANT COMMANDS AND CPPAS WITHIN YOUR AOR *****

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

POC:
MNCC/NPPSC
ecrmetp@us.navy.mil



DEPARTMENT OF THE NAVY

[COMMAND LETTERHEAD]

1000
Ser XXX
DD Mmm YY

From: Commanding Officer (OIC, XO, or equivalent – cannot be subdelagted)
To: Commander, MyNavy Career Center

Subj: EXCEPTION TO POLICY REQUEST FOR TEMPORARY NON-USE OF ENHANCED CUSTOMER RELATIONSHIP MANAGEMENT/SALESFORCE

Ref: (a) Navy Pay and Personnel Support Center Ops Alert 006-22

1. In accordance with reference (a), request an Exception to Policy (ETP) for temporary use of the Transaction Processing Online System (TOPS) for submission of pay, personnel, and transportation transactions. The following information is provided:

a. Command Name / UIC / Sea or Shore / Location or Homeport

b. Command Triad (or equivalent) contact info:

CO: Grade FName LName email phone
XO: Grade FName LName email phone
SEL: Rate FName LName email phone

c. Command Pay and Personnel Administrators

Table with 4 columns: Grade/Rate, LName, CRM Account (Y/N), Email, Phone. Rows include PS1 and PS2 with various details.

d. Justification for ETP. Be thorough and specific. Is the reason for non-use of eCRM technical in nature (if so, please add technical POCs and contact information for those who can assist with troubleshooting [e.g. IT representative]). If request is due to lack of eCRM access, provide reason and/or issues that have prevented the CPPA from getting eCRM access.

e. Requested ETP end date (if applicable/issue is temporary in nature). XX MMM YYYY

f. ISIC N1 POC and contact info

g. TYCOM POC and contact info

h. Amplifying information as needed, or additional POCs who will be helpful in troubleshooting issues.

CO NAME

Copy to:
ISIC
TYCOM