



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 007-22

ADVISORY: DISESTABLISHMENT OF TRANSACTION SERVICE CENTER MEMPHIS

Release Date: 9/20/2022

Effective Date: 10/1/2022

BLUF: Effective 1 October 2022, Transaction Service Center (TSC) Memphis will be disestablished and will no longer accept new enterprise Customer Relationship Management (eCRM/Salesforce) or Transaction Online Processing System (TOPS) transactions. The disestablishment of TSC Memphis does not impact Travel Processing Center (TPC) Memphis (formerly known as Travel Processing Department Memphis). TPC Memphis will continue processing travel claims and travel advances.

DISCUSSION: TSC Memphis began the process of shifting work to other TSCs in April 2022 as part of the MyNavy Career Center transformation initiative. The disestablishment of TSC Memphis culminates the transition of its workload to the TSCs and Centers of Excellence outlined in [NPPSC Ops Alert 004-22](#).

ACTION: Refer to case routing guidance posted on the [MyNavy HR CPPA Resources](#) website for the routing of pay and personnel cases. Any open eCRM cases will be re-routed to the correct TSC for processing. Separations TOPS transactions opened prior to 23 May 2022 will continue to be worked by TSC Norfolk. Effective 1 October 2022, the TSC Memphis Separations department will transition to TSC Norfolk Det Memphis.

CPPA TRAINING: Regional Support Centers (RSC) conduct weekly CPPA training. Please reach out to your RSC for regional training schedules. [Click here for RSC areas of responsibility and contact information](#). Additionally, training slides are available on the [MyNavy HR CPPA Resources](#) page.

✚ All OPS ALERTS and CPPA RESOURCES can be found at:
<https://mpte.navy.deps.mil/sites/npc/pers2/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx>

✚ The latest PAYPERS transaction routing guidance on the MyNavy HR CPPA resources page at:
<https://www.mynavyhr.navy.mil/Support-Services/Pay-Pers-Support/CPA-Resources/>

***** REGIONAL SUPPORT CENTERS: DISSEMINATE TO ALL TENANT COMMANDS AND CPPAS IN YOUR AOR *****

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

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