



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 004-24

Procedure Update: **PHASED SHUTDOWN OF THE TRANSACTION ONLINE PROCESSING SYSTEM
(TOPS)**

Release Date: 02/06/2024

BLUF: Navy Pay and Personnel Support Center (NPPSC) is providing additional guidance to Command Pay and Personnel Administrators (CPPA) regarding the phased shutdown of the Transaction Online Processing System.

DISCUSSION: On 1 December 2021, eCRM replaced TOPS as the primary tool for CPPAs to submit pay, personnel, and transportation cases to Transaction Service Centers (TSC) and Travel Processing Center (TPC). As CPPAs have become more familiar with eCRM, the use of TOPS has declined, and the use of several legacy TOPS boxes has become obsolete. All units have utilized eCRM vice TOPS to submit PERS/PAY cases, and TOPS queues have remained empty for 90 days.

To address this issue, on 2 February 2024, MyNavy Career Center (MNCC) Business Operations (BUSOPS) Department consolidated all TSC and TPC TOPS boxes into a single MNCC Human Resources Service Center (HRSC) TOPS box. The MNCC HRSC TOPS box will serve as the central entry point for users who are unable to access eCRM.

MNCC HRSC will monitor the HRSC TOPS box and will reassess the need for TOPS in 90 days. MNCC's goal is to completely shut down TOPS and fully transition to eCRM this fiscal year.

WHAT THIS MEANS TO YOU:

- ✦ **CPPAs:** Continue to use eCRM as the primary means for transaction submission.
- ✦ **CPPAs:** Find your Regional Support Center (RSC) contact information on the [MyNavy HR CPPA Resources Page > RSC Contacts](#). Find RSC Training Schedules and additional info the [RSC SharePoint Pages](#).
- ✦ OPS ALERTS, PERSPAY SOPs, eCRM Case Routing Guidance (eCRM Library) and CPPA Resources can be found on the [MyNavy HR CPPA Resources Page](#).

***** REGIONAL SUPPORT CENTERS: DISSEMINATE TO COMMANDS AND CPPAs IN YOUR AOR *****

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