



NAVY PAY AND PERSONNEL SUPPORT CENTER

OPS ALERT

Ser N3: 010-24

Update: **NAVY AND MARINE CORPS RELIEF SOCIETY CONTRIBUTION PROCEDURES**

Release Date: 3/12/2024

Effective Date: Immediately

BLUF: To provide updated guidance for processing contributions to the Navy and Marine Corps Relief Society, Sailors and commands serviced by Transaction Service Centers (TSC) will follow procedures outlined in this Ops Alert to ensure timely contribution deductions. Commands not serviced by TSCs (ex. CVN, AS, etc.) should follow locally established guidance.

DISCUSSION: The Navy Marine Corps Relief Society provides financial assistance to Sailors in need. CPPAs must process accurate and timely NMCRS transactions as part of sustained superior service to the Fleet. The preferred method for contributions – all year round – is for Sailors to establish their desired donation via the NMCRS site at <https://www.nmcrcs.org/get-involved/donate> or <https://www.nmcrcs.org/adfd>. This is the most effective way for Sailors to make direct contributions to the NMCRS. Alternatively, Sailors may turn the NMCRS Contribution Form to their local NMCRS Active Duty Fund Drive representative, who will submit all forms to the Command Pay and Personnel Administrator (CPPA). **DO NOT return contribution forms to the local NMCRS office.** CPPAs will submit contribution forms via enterprise customer relationship management (eCRM)/Salesforce to their servicing TSC, utilizing the selections below:

Request Type:	MILPAY
Problem Code:	Allotments
Routed To:	HRSC

FOR MASS NMCRS eCRM PERSPAY Case:

- Command Memo MUST list members in alphabetical order with full SSN
- Supporting documents scanned in order as listed in the memo
- SF Case Subject Line: NMCRS UIC XXXXX

Delays in submitting Sailors' disenrollment forms may lead to erroneous pay deductions.

WHAT THIS MEANS TO YOU:

- ✚ **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 *****

***** APPROVED FOR PUBLIC RELEASE: DISTRIBUTION UNLIMITED *****

POC:

NPPSC Global Operations

Personnel_nppsc.fct@navy.mil