



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser: 022-24

PROCEDURAL UPDATE: TIMELY SUBMISSION OF NAVPTO CASES

Release Date: 9/18/2024

Effective Date: Immediately

BLUF: Navy Passenger Transportation Office (NAVPTO) is experiencing a high volume of late submission for Passenger Reservation Request (PRR). Command Pay and Personnel Administrators (CPPA) and administrative professionals are reminded to submit PRR as early as possible to ensure proper and timely flight bookings.

DISCUSSION: Starting October 1, 2024, NAVPTO will merge with the Human Resources Service Center (HRSC) to make flight bookings easier within 24 hours of receiving a complete PRR case. The integration will also involve coordination with the Travel Management Companies (TMCs, also referred to as Commercial Travel Office/CTOs) to issue E-Tickets/Invoices five days before the travel date.

ACTION: Submit a PRR case promptly upon receiving PCS orders. Follow the guidelines and timelines below.

- ✓ **All customer commands serviced by MNCC, including CVNs, must submit PRRs to NAVPTO via eCRM/Salesforce following the latest case routing guidance available [HERE](#).**
- ✓ NAVPTO can arrange commercial flights up to 120 days (4 months) before travel date.
- ✓ For Air Mobility Command (AMC), flights can be booked once AMC schedules are available, typically 90 – 120 days in advance.
- ✓ In emergent situations, ensure PRRs are submitted no later than (NLT) two weeks before travel date.
- ✓ PRRs submitted within two weeks of the requested travel date may have departure dates adjusted based on flight availability.
- ✓ If a member will be performing transoceanic travel, the port call assigned by NAVPTO will set the report NLT date at the receiving command per OPNAVINST 4650.15 series.
- ✓ The “Effective Date” on NAVPTO eCRM/Salesforce cases indicates the “Requested Travel Date.”

For additional information on the PRR process, PCS Pet Expenses, Pet Reimbursement, and other NAVPTO related information, click [HERE](#).

WHAT THIS MEANS TO YOU:

- ✚ **CPPAs:** Contact MyNavy Career Center: 833-330-MNCC, or 901-874 MNCC (DSN 882-6622) and select option #4 for any question regarding NAVPTO.
- ✚ **CPPAs:** Find your Regional Support Center (RSC) contact information [HERE](#).
- ✚ **CPPAs:** Find RSC Training Schedules and additional information [HERE](#).
- ✚ OPS ALERTS, PERSPAY SOPs, Case Routing Guidance and CPPA Resources can be found [HERE](#).
- ✚ For questions and assistance in regards to this Ops Alert, please reach out to your supporting RSC [HERE](#).

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