



NAVY PAY AND PERSONNEL SUPPORT CENTER

OPS ALERT

Ser: 031-25

PROCEDURE UPDATE: IMPLEMENTATION OF UPDATED eCRM PROBLEM CODES FOR TRAVEL CLAIM AND TRAVEL ADVANCE PROCESSING

Release Date: 11/10/2025 Effective Date: Immediately

BLUF: Effective immediately, updates have been made to [enterprise Customer Relationship Management](#) (eCRM/Salesforce) Problem Codes in support of Travel Processing Center (TPC) Memphis. These updates are designed to improve visibility, categorization, and routing of travel claims based on complexity, thereby enhancing timeliness and management across processing sites. In addition, claims with FY26 LOAs will be placed in the “Pending FY26 Appropriations” sub-status until a FY26 budget is approved.

DISCUSSION: In an effort to streamline the processing of Travel Claims and improve overall case management efficiency, new Problem Codes have been established to categorize the complexity of PCS travel claims. This categorization enables more accurate workload tracking and routing of cases to ensure timely processing.

TRAVEL CLAIMS: Effective immediately, the following Problem Codes will be used when submitting Travel Claims via eCRM:

- ADOS (Over 181 Days): Applies to Reservists on Active Duty orders for 181 days or more.
- CONUS Travel W/O TDY: Applies to PCS orders in CONUS which do not include a TDY enroute.
- CONUS Travel W/ TDY: Applies to PCS orders in CONUS which include TDY(s) enroute.
- Evacuation: Applies to dependent families directed to evacuate their place of residency due to natural disaster. Must be supported by MPA.
- IA/ TEMADD: Applies to Service members directed to execute Individual Augmentee orders or TEMADD orders.
- NAPS: Applies to Naval Academy Preparatory Candidates at Newport, RI.
- NPS Textbook: Applies to civilians claiming reimbursement for textbooks utilizing SF 1164.
- OCONUS Travel W/O TDY: Applies to PCS orders with OCONUS travel which do not include a TDY enroute.
- OCONUS Travel W/ TDY: Applies to PCS orders with OCONUS travel which include TDY(s) enroute.
- PCS Claim CVN P-XO (Partial): Applies to Commanding and Executive Officers (CO/XOs) executing partial travel claims prior to reporting aboard a Nuclear Powered Aircraft Carrier (CVN).
- Recall to Active Duty: Applies to Reservists on “Recall to Active Duty” orders.
- Reserve (MOB/DEMOB/ADT): Applies to Reservist mobilizations, demobilizations, monthly travel claims submissions, and ADT.
- Retirement/Separation: Applies for discharge, separation, and retirement PCS orders directing detachment from last PDS to the PLEAD, or home of selection.
- Test/Pilot Programs: Reserved for Test/Pilot Programs.

TRAVEL ADVANCES: Additionally, the following Travel Advance problem codes have been implemented.

- Dislocation Allowance (DLA)
- PCS Per Diem
- TDY Per Diem
- DITY_PPM
- DLA & PCS Per Diem
- DLA & DITY_PPM
- PCS Per Diem/DITY_PPM
- Per Diem/DLA/PCS Per Diem/DITY_PPM
- SWO New Accession Travel Advance



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PCS TRAVEL DEBT: The following PCS Travel Debt problem codes have been updated via eCRM

- PAY.GOV
- Debt Verification
- Waiver/Remission

For additional guidance regarding travel claims, PCS Travel Advances, and PCS Travel related debt, refer to [Case Routing Guidance, Travel Processing Center](#).

WHAT THIS MEANS TO YOU:

- ✚ CPPA: Ensure applicable eCRM Problem Codes are utilized to enhance efficiency.
- ✚ Be advised that due to a lapse in appropriation, travel claim processing timeliness will be affected for the foreseeable future. Refer to [Case Routing Guidance, Travel Claim & Travel Advances](#), for additional guidance.
- ✚ Utilize the [CPPA Travel Claim Training](#) located on MyNavyHR under CPPA resources.

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POC:

Refer to your RSC for questions.

Find your RSC contact information on the [MyNavy HR CPPA Resources Page > RSC Contacts](#).