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SUBJ/RESERVE PAY PROCESS//

RMKS/1. Introduction: This message outlines the pay and travel claim process for Navy Reserve Sailors executing active duty orders. In the event a pay issue cannot be resolved, after engaging the chain of command and following the steps and timelines detailed in this message, my pay resolution team at Navy Reserve Forces Command is standing by to assist at [cnrfc\\_rpat@navy.mil](mailto:cnrfc_rpat@navy.mil).

2. Transformation: The Navy anticipates in the next two years our Navy Reserve pay processes will run in a single, Navy-owned pay system, which will support the seamless transition from RC to AC orders and eliminate the delays and handoffs challenging today's process. The transition to the Navy Personnel and Pay System (NP2) will bring Navy administrative processes into the 21st century and provide the platform needed to underpin flexible Reserve personnel actions. This work is well on its way as part of the MyNavyHR Transformation initiative: [https://www.navy.mil/navydata/people/cnp/Burke/Resource/Navy%20MPTnE%20Transformation%20Overview\\_WEB\\_v6.pdf](https://www.navy.mil/navydata/people/cnp/Burke/Resource/Navy%20MPTnE%20Transformation%20Overview_WEB_v6.pdf).

3. Today's Process: In advance of NP2, enhancing customer service responsiveness and transparency is a major focus. To create more streamlined and efficient workflows, the Navy is consolidating Reserve pay support. Transactions previously completed at over 40 Personnel Support Detachments (PSDs) are now being channeled into a single site called the Reserve Services Branch (RSB) of Transaction Service Center (TSC) Norfolk. My Navy Career Center (MNCC) is available to support Command Pay and Personnel Administrators (CPPA), RESPAY leads, and Reserve Sailors 24/7 at 833-330-MNCC (6622) or [askmncc@navy.mil](mailto:askmncc@navy.mil).

4. Progress: The RSB at TSC Norfolk now processes over 80% of all AT/ADT payment transactions. Over 66,000 transactions have been processed in 2019, all within 10 days after receipt of a properly submitted pay transaction. Once the Active Duty command has submitted the pay transaction to the Transaction Online Processing System (TOPS), a Sailor's pay can tracked by their CPPA through the unique TOPS transaction number entered in the dedicated block on the endorsement page of their orders. In early 2020, eMuster will allow AT/ADT pay to be electronically submitted in NSIPS. Recent MNCC metrics show that most difficult pay issues were resolved and closed in less than one week. The requirement to process paper travel claims

is 30 days from receipt of a complete and correct claim and Reserve claims are currently being processed in less than 24 days. For mobilizations - ECRC Norfolk will not send a Sailor downrange without an open Active Duty pay account.

5. Troubleshooting: The first point of contact to address pay concerns should be a CPPA/RESPAY lead at the Sailor's NOSC/NRA or squadron. MNCC support is ready to answer questions, resolve pay issues, or create service requests for routing to appropriate Tier 2 subject matter experts. To further support Sailors, I have directed that all pay-related phone calls and emails to a NOSC/NRA be acknowledged within one business day. If the steps above do not resolve your pay problem, please contact my staff directly at [cnrfc\\_rpat@navy.mil](mailto:cnrfc_rpat@navy.mil).

6. Your Navy and Navy Reserve leadership remains focused on delivering the best possible service and will continue to listen, engage, and improve administrative processes for all Navy Reserve Sailors. I will continue to provide ongoing pay process updates as a commitment to keeping our Force informed on our progress with improvements to our systems and our journey toward providing world-class service to our Sailors. This is a team effort starting with the individual through senior leadership - shipmates helping shipmates should always be our guide-on.

7. Released by RADM John Schommer, Deputy Commander, Navy Reserve Force.//

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