



DEPARTMENT OF THE NAVY  
OFFICE OF THE CHIEF OF NAVAL OPERATIONS  
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OPNAVINST 5200.45  
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15 Oct 2015

OPNAV INSTRUCTION 5200.45

From: Chief of Naval Operations

Subj: MANAGEMENT AND EXECUTION OF NAVY PAY AND PERSONNEL SERVICES

Ref: (a) UNSECNAV memo of 18 Oct 2010, Future Personnel and Pay Solution Way Ahead (NOTAL)  
(b) VCNO ltr of 16 Dec 2010, Designation as Business Process Owner ICO Navy Personnel and Pay Matters (NOTAL)  
(c) JP 1-0, Joint Personnel Support  
(d) NAVPERS 15560D  
(e) RESPERS M-1001.5, Navy Reserve Personnel Manual  
(f) OPNAVINST 1000.23C  
(g) Defense Joint Military Pay System Procedures Training Guide of October 2009  
(h) NAVSUP P-485, Vol. II  
(i) DoD Instruction 4001.01 of 10 Jan 2008  
(j) CNICINST 4000.1B  
(k) SECNAVINST 5430.7Q  
(l) BUPERSINST 1750.10C  
(m) SECNAVINST 5200.35F

1. Purpose. To provide guidance for the organization and management of Navy pay and personnel services; to implement the provisions of references (a) and (b); and to identify supporting roles for the management and execution of Navywide pay and personnel service delivery for all active and reserve personnel.

2. Background. This alignment of responsibilities is designed to reduce fragmentation and to ensure integration of military pay and personnel requirements across the Navy. Accordingly, this instruction should be read in its entirety. This material has been reviewed by the Per Diem, Travel and Transportation Allowance Committee (PDTATAC) per Department of Defense (DoD) Directive 5154.29 of 9 March 1993 as PDTATAC Case RR 14008.

### 3. Scope and Applicability

a. This instruction establishes a framework for the integration of policy, process, and execution under a single business process owner for the entirety of Navy pay and personnel matters. This includes the delivery of pay and personnel services to all Navy uniformed personnel and passenger transportation services to the entirety of the Navy including the Pay Personnel Administrative Support System (PASS) Program which delivers pay, personnel, and passenger transportation services to the majority of the Navy.

(1) This instruction applies to all active and reserve military members, and the total work force who deliver military pay, personnel, and passenger transportation services.

(2) All commands with Navy military personnel assigned will become familiar with the contents of this instruction as well as the military pay, allowance, and entitlements portions of reference (c).

b. Afloat commands that are not PASS supported will continue to provide their own pay and personnel services and must comply with all published guidance regarding management and execution of pay and personnel service delivery, i.e., personnel transaction standard operating procedure (SOP).

### 4. Discussion

a. Reference (a) tasks the Vice Chief of Naval Operations with resolving governance and organizational alignment concerns in the management of Navy pay and personnel policies, processes, and execution. Reference (b) designates the Deputy Chief of Naval Operations (Manpower, Personnel, Training and Education (CNO (N1)) as Navy's end-to-end business process owner for pay and personnel matters; CNO (N1) is tasked with ensuring the most effective alignment and integration of requirements across the Navy.

b. References (d), (e), and (f) are the authoritative sources for execution-level guidance regarding delivery of pay and personnel services, regardless of program or resource sponsorship, to promote standardization of pay and personnel services across the Navy.

c. Alignment of pay and personnel service delivery capabilities supports broader and long term personnel modernization efforts. Organizational alignment, personnel system modernization, and integration efforts are foundational to personnel service delivery transformation efforts.

d. In support of directives within references (a) and (b), and as part of larger organizational alignment efforts, the PASS program was aligned under Commander, Navy Personnel Command, effective 1 October 2013.

(1) Navy Personnel Command (NAVPERSCOM), Pay and Personnel Management (PERS-2), is responsible for providing management and execution of Navy pay and personnel processes and service delivery that includes the PASS program.

(2) Effective with the realignment of the PASS program, all personnel support detachments (PERSUPPDET) and related customer service desks (CSD) are aligned under and report to Commanding Officer (CO), Navy Pay and Personnel Support Center (NAVPAYPERS SUPPORT CTR).

(3) All PERSUPPDET and CSD personnel are assigned to CO, NAVPAYPERS SUPPORT CTR.

e. Both PASS and non-PASS supported commands must use CNO (N1) directed enterprise-level management information systems in execution of pay and personnel service delivery. The goal is to provide standardized, consistent service levels across the Navy and all personnel service delivery activities.

## 5. Objectives

a. Direct the management and execution of all (active and reserve) Navy activities and components under a single end-to-end business process owner, CNO (N1). Desired outcomes include:

(1) Alignment of Navy pay, personnel, and financial management policies, processes, and execution;

(2) Development and implementation of standardized and integrated business processes and services across the Navy;

(3) Improved personnel service delivery effectiveness and efficiency, resulting in more accurate personnel and pay records, and financial management reporting that meets audit readiness requirements;

(4) Timely, accurate, and efficient pay and personnel transactions that meet audit readiness requirements;

(5) Simplified and clarified policy guidance;

(6) Coordinated functional requirements development for pay, personnel, and financial management information systems;

(7) Optimized information technology (IT) solutions that meet the needs of individuals and personnel service delivery providers;

(8) Accurate personnel information that meets audit readiness requirements, supports analytic requirements, and improves the forecasting of requirements;

(9) Standardized training for the personnel support professional workforce; and

(10) Robust internal controls that enable audit readiness requirements of the National Defense Authorization Act of 2013.

b. Integrate all Navy commands and activities under the same pay and personnel system, including all afloat units and the Navy Reserve.

6. Feedback. Responsive management and execution of Navy pay and personnel services rely on robust interaction between customers (Sailors and fleet units) and personnel support organizations. Sailors, fleet units, and personnel support organizations are encouraged to submit recommendations and feedback to NAVPERSCOM (PERS-2) by:

a. Participating in Navy personnel polls;

b. Participating in Bureau of Naval Personnel (BUPERS) and Navy Personnel Research, Studies and Technology (BUPERS-1) quick polls and other surveys; and

c. Contacting NAVPERSCOM, Customer Relations Management Department (PERS-1), via:

(1) E-mail at cscmailbox@navy.mil or phone (1-866) U-ASK-NPC ((1-866) 827-5672); or

(2) E-mail at Navy311@navy.mil or phone Navy 311, (1-855) NAVY311 ((1-855) 628-9311).

7. Policy. Quality pay and personnel services will be provided to all uniformed Navy personnel. These services will be delivered by a professional personnel support workforce that has been provided with the necessary equipment, training, and staffing required to perform assigned duties, tasks, and responsibilities in a timely, efficient, and transparent manner.

a. Director, Defense Finance and Accounting Service (DFAS)

(1) Pays all Navy military personnel.

(2) Maintains the Defense Joint Military Pay System and Integrated Automated Travel System until no longer required.

(3) Issues military pay and disburses technical procedural instructions, manuals, and policies for military pay to include:

(a) Issuing and providing updates to the DFAS Procedures Training Guide, a procedural manual used to perform military pay operations; and

(b) Issuing military pay advisory(ies) to announce significant changes in military pay, policy, or systems that impact field operations.

b. Defense Travel Management Office (DTMO) and the PDTATAC

(1) Issues standard uniform travel and transportation regulations based on statutory legislation for all of uniformed Service members and DoD civilian employees.

(2) Establishes and publishes station and housing allowances for the Continental United States and outside the Continental United States (OCONUS) locations.

(3) Establishes and publishes per diem rates for non-foreign, OCONUS locations.

(4) Provides information through the DTMO Web site at <http://www.defensetravel.dod.mil/>.

## 8. Responsibilities

### a. CNO (N1)

(1) Determine strategies and resource policies for all manpower matters, including military pay and personnel.

(2) Direct efforts to align and comply with references (a) and (b).

(3) Serve as Navy's end-to-end business process owner for pay and personnel matters. This includes oversight for pay and personnel policy, processes, execution, and production.

(4) Serve as the resource sponsor for pay and personnel management, and collect program objective memorandum (POM) issue papers from NAVPERSCOM (PERS-2) PASS Program.

(5) Address pay and personnel service delivery requirements in POM development.

(6) Ensure fiscal accountability of pay and personnel systems by obtaining required resources through the POM process.

(7) Serve as resource sponsor for pay and personnel applications.

(8) Serve as the authority when interpretation is required to resolve conflict between directives.

b. Office of the Chief of Navy Reserve (CNO (N095)). Ensure resources for pay and personnel service delivery are programmed and provided for Navy Reserve activities.

c. OPNAV Information Management Branch and Manpower Personnel Training and Education Command Information Officer (OPNAV (N1B6)). OPNAV N1B6 is the requirements sponsor for pay, personnel, and financial management applications.

d. Office of the Chief of Naval Operations (OPNAV),  
Manpower Personnel and Training, Director, Financial Management  
Division (OPNAV (N10))

(1) Maintain shared responsibility with BUPERS,  
Assistant Deputy Chief of Naval Personnel for Pay and Personnel  
Management (BUPERS-00B2).

(2) Provide management oversight for Navywide pay and  
personnel service delivery.

e. OPNAV Director, Total Force Manpower, Training, and  
Education Requirements Division (OPNAV (N12))

(1) Conduct fleet evaluations and assessments of online  
personnel systems engaged by fleet users in representative fleet  
environments per paragraph 11.

(2) Solicit and report fleet feedback on CNO (N1)  
systems.

(3) Assist in development of communication and training  
products (user aids) for fleet users.

(4) Facilitate introductory training on CNO (N1)  
electronic systems.

f. OPNAV Head, Military Pay and Compensation Policy Branch  
(OPNAV (N130))

(1) Develop, implement, and monitor Navy policy for pay  
and allowances.

(2) Develop, implement, and monitor Navy policy for all  
monetary and some non-monetary incentives (e.g., leave, type  
duty, consecutive overseas tour travel, overseas tour extension  
incentives program leave, etc.).

(3) Represent the Navy on the PDTATAC.

g. OPNAV Director, Logistics Programs and Business  
Operations Division (OPNAV (N41)). Develop Navy policy for  
passenger transportation in consultation with OPNAV (N130) and  
BUPERS (BUPERS-00B2).

h. Commander, U.S. Fleet Forces Command (COMUSFLTFORCOM)

(1) Monitor existing pay and personnel service delivery performance for all afloat commands.

(2) Coordinate with CNO (N1) and U.S. Pacific Fleet total fleet force manpower and personnel regarding future personnel service delivery models for afloat units.

(3) Direct the COMUSFLTFORCOM Field Examination Group (FEG) to perform unannounced examinations of disbursing and personnel operations within its area of responsibility, per references (g) and (h), appendix 34. Field-level personnel service delivery activities, including PERSUPPDETs located and operated by other uniformed Service members and DoD civilian employees as part of a joint base, are exempt from this requirement.

i. COMUSFLTFORCOM, Director, Fleet Ordnance and Supply (N41) and Commander, Navy Supply Systems Command (NAVSUPSYSCOM)

(1) Direct the NAVSUPSYSCOM FEG to perform unannounced examinations of disbursing and personnel operations within its area of responsibility, per references (g) and (h), appendix 34. Field-level personnel service delivery activities, including PERSUPPDETs located and operated by other uniformed Service members and DoD civilian employees as part of a joint base, are exempt from this requirement.

(2) Manage execution of Navy passenger transportation consistent with the responsibilities assigned to OPNAV Logistics Operations (OPNAV (N413)) through NAVSUPSYSCOM Global Logistics Support.

j. Commander, Navy Installations Command

(1) Provide shore facility services per references (i) and (j) to all PERSUPPDETs and NAVPAYPERS SUPPORT CTR to enable them to perform their mission of delivering pay, personnel, and passenger transportation services.

(2) Where PERSUPPDETs are located on a joint base, codify support agreements in detailed memorandums of agreement.

k. BUPERS (BUPERS-00B2)

(1) Maintain shared responsibility with OPNAV (N10) for providing management oversight for Navywide pay and personnel service delivery.

(2) Serve as the principal advisor to the Chief of Naval Personnel (CHNAVPERS) and Deputy CHNAVPERS on integration of current and future requirements, resourcing, execution, and compliance of all Navywide pay and personnel service delivery management programs, policies, and procedures. The incumbent in this position also serves as NAVPERSCOM (PERS-2).

(3) Develop and submit recommended changes to pay and personnel laws, directives, and policies.

(4) Coordinate oversight and compliance of personnel service delivery field activities.

l. Navy Program Executive Office for Enterprise Information Systems, Sea Warrior Program, in Partnership with CNO (N1)

(1) Manage the portfolio of IT systems that support delivery of Navy pay and personnel services.

(2) Develop, acquire, field, and sustain enterprise network, business, and fleet support IT systems.

(3) Provide enterprise change management services, coordinate communications strategy, and develop introductory training products.

m. NAVPERSCOM (PERS-2)

(1) Maintain primary responsibility for daily management and execution of Navywide pay and personnel service delivery.

(a) Provide executive program management, guidance, and prioritized execution of resources for PERSUPPDETs and personnel offices worldwide.

(b) Create and provide unified, standardized, and consistent military pay, personnel, and passenger transportation

processes, procedural guidance, standards of service, and best practices to all field-level personnel services delivery activities.

(c) Synthesize policy direction from Office of the Secretary of Defense, Assistant Secretary of the Navy (Manpower and Reserve Affairs), OPNAV, Defense Manpower Data Center, BUPERS, and other relevant entities.

(2) Review and structure the service delivery organization to optimize use of resources and maximize efficiency and effectiveness.

(3) Identify and communicate the need for changes in organizational priorities and implement those changes. Establish review systems that ensure Department of the Navy (DON) needs are validated and met.

(4) Mandate and monitor compliance with DoD standards for transaction timeliness indicators and establish other DON and PASS performance measures as needed to assess the effectiveness and efficiency of end-to-end business processes. Validate performance measures to ensure that metrics measure progress toward organizational goals.

(5) Provide management, oversight, guidance, and delivery of passenger transportation services for all field-level personnel service delivery activities worldwide.

(6) Liaise with DFAS; Deputy Assistant Secretary of the Navy, Office of Financial Operations; CNO (N1); OPNAV (N10), and other offices as appropriate to effect the management and execution of disbursing operations.

(7) With the exception of those PERSUPPDETs operated by other uniformed Service members and DoD civilian employees as part of joint base, provide human resources services to each PERSUPPDET, including developing manpower requirements and providing other manning support.

(8) Establish a dynamic functional governance plan across stakeholder entities to ensure continuous service delivery improvement.

(9) Provide management and execution oversight and compliance of Navywide activities supporting pay and personnel service delivery.

(10) Establish training requirements for personnel support professionals to ensure timely and accurate pay and personnel support for all PASS and non-PASS supported commands and activities.

(11) Conduct personnel service delivery program planning and analysis, develop resource requirements, and prepare budget documents and submissions to ensure Navy pay and personnel service delivery organizations are resourced, aligned, and prepared to perform their mission of delivering pay, personnel, and passenger transportation services, per references (k) and (g).

(12) Coordinate and facilitate Navywide pay and personnel service delivery transformation.

(13) Define workforce number, composition, and expertise required to deliver personnel services.

(a) Determine manning requirements for PERSUPPDETS.

(b) Serve as rating sponsor and rating community advisor for the personnel specialist rating.

(c) Liaise with type commanders to ensure training provided for the fleet unit's command PASS coordinator (CPC) meets specific and unique requirements of each war fighting community.

n. NAVSUPSYSCOM, Fleet Support (N41)

(1) Monitor and make recommendations concerning disbursing functions afloat.

(2) Implement fiscal systems aboard ships.

o. NAVSUPSYSCOM Global Logistics Support

(1) Manage execution of the Navy Passenger Movement Program; maintain Navy passenger transportation operating

procedures; and provide field assistance, training, and guidance to NAVPERSCOM and Navy transportation officers.

(2) Liaise with NAVPERSCOM concerning implementation of passenger transportation policy and procedures.

p. FEG. Under the authority and at the direction of COMUSFLTFORCOM or NAVSUPSYSCOM, FEG will:

(1) Conduct disbursing officer accountability reviews to assess efficiency and reliability of financial resources;

(2) Conduct on-site examinations for afloat units every 12 to 18 months;

(3) Conduct on-site examinations for shore commands every 18 to 24 months;

(4) Examine military pay accounts maintained and travel claims paid by the disbursing officer;

(5) Evaluate the physical security and provide assessments of internal control procedures of the disbursing office; and

(6) Conduct training to minimize and prevent recurrence of deficiencies noted during the review.

q. CO, NAVPAYPERS SUPPORT CTR

(1) Direct the execution of shore based field-level delivery of pay and personnel services.

(2) Provide operational guidance to the PASS program field activities, including plans and actions; process analysis; quality assurance, assistance, standardization, and training (QAAST) visits; training; and management internal controls.

(3) Assist each PERSUPPDET in executing memorandums of understanding, memorandums of agreement, and inter-Service support agreements, as appropriate.

r. PERSUPPDET Officers in Charge, Directors, and Field-Level Pay and Personnel Service Delivery Activities Resourced by the PASS Program of Record

(1) Maintain pay accounts and provide field-level service record entry data for electronic service records of officer and enlisted personnel, and submit documents to the official military personnel file within their prescribed geographic area per reference (d) and other published guidance. Supported commands include:

(a) Shore-based commands and staffs, including Navy personnel assigned to joint and unified commands;

(b) Ships without disbursing capability;

(c) Deployable aviation squadrons while ashore; and

(d) Certain mobile units and other activities as assigned, including those assigned to joint and unified commands.

(2) Provide the full range of pay and personnel services to Navy personnel, ensuring service delivery is in compliance with all applicable guidance and standards.

(3) Arrange all Navy-sponsored transportation, ensuring compliance with Joint Federal Travel Regulations and other authoritative directives. Special circumstances may apply to PERSUPPDETs located and operated by other uniformed Service members and DoD civilian employees as part of a joint base.

(4) Provide identification card services to all eligible personnel per references (d) and (1).

(5) Attend installation host and tenant meetings as requested; maintain two-way communication with supported customer commands; and coordinate and resolve personnel service delivery issues.

s. Installation COs

(1) Provide support to military personnel assigned to the PASS network for services such as Navy Alcohol and Drug

Abuse Prevention and Control Program; Navy Physical Readiness Program; general military training; casualty assistance calls officer; career counseling; and other similar programs as outlined in reference (j).

(2) Upon request of CO, NAVPAYPERS SUPPORT CTR, assist and support in the handling of PERSUPPDET and CSD military personnel disciplinary or administrative matters.

(3) Coordinate with PERSUPPDET leadership to resolve personnel service delivery issues.

t. All Commands Supported By the PASS Program Through a PERSUPPDET (including those units supported for pay only), per reference (d)

(1) Designate, in writing, qualified and responsible personnel to serve as the CPC. The CPC serves as the vital link between an individual Sailor, the command, and the supporting personnel support organization. Because pay and personnel transactions have a direct impact on the careers of Sailors, the role of the CPC is critical.

(2) Ensure the CPCs receive required training and fully understand the importance of protecting personally identifiable information.

## 9. Oversight and Compliance

a. Use of and adherence to published SOPs for execution of Navy military pay and personnel services are directed, and compliance with these standards will be verified during inspection and oversight activities. Recommended changes to the content of SOPs will be coordinated in writing with BUPERS (BUPERS-00B2).

b. Requests for modifications to established procedural guidance will be forwarded in writing to NAVPERSCOM (PERS-2).

c. Per reference (m), operational readiness will be enhanced through the effective use of audits and inspections categorized in the tiered approaches per subparagraphs 9c(1) through 9c(3).

(1) Tier I: Internal quality assurance and standardization.

(a) NAVPERSCOM (PERS-2) will establish and manage a QAAST team to conduct triennial reviews of each PERSUPPDET to monitor quality of service and adherence to directives and prescribed standards.

(b) The QAAST team will provide guidance and corrective training as necessary.

(c) Notification of visits to PERSUPPDETs located on joint bases will be provided to joint Service leadership as appropriate.

(2) Tier II: BUPERS-level oversight.

(a) CHNAVPERS inspector general will conduct periodic inspections of personnel service delivery field activities.

(b) BUPERS inspections may include or be coordinated with transient monitoring unit inspections.

(3) Tier III: External agencies. External inspection and audit agencies include the Navy Inspector General, Naval Audit Service, and FEG.

10. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per Secretary of the Navy Manual 5210.1 of January 2012.

11. Information Collection Requirements Management Control. OPNAV Report Control Symbol (RCS) must be obtained prior to conducting fleet evaluations and assessments.



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