

5 Tips

highlighting: TOPS for CPC Role

brought to you by OPNAV N16 FIT and the Navy Pay and Personnel Support Center (NPPSC)

Tips for the Transaction Online Processing System (TOPS) Command PASS Coordinator (CPC) Role.

- 1.** Establish TOPS CPC account.
 - Complete System Authorization Access Request (SAAR).
 - Complete Command Appointment Letter as designated CPC.
 - Submit SAAR and Letter to PSD TOPS Network Accounts Manager (NAM), who will provide Login ID and initial password.
 - Go to <https://twms.nmci.navy.mil/TOPS> to verify access and update password.

- 2.** Use resources provided by your PSD TOPS Network Account Manager (NAM).
 - Obtain Login ID and initial password.
 - Obtain TOPS training.
 - Understand local or customized policies.
 - Establish access to multiple UICs.
 - CPCs are assigned to a single UIC in TOPS, yet may support several UICs. Therefore, the Appointment Letter must include all UICs the CPC will support.
 - The PSD TOPS NAM will help identify which Commands may be combined within the system already, or which commands may require the CPC to maintain multiple accounts.
 - Report transferred CPCs.

- 3.** Log in routinely to monitor personnel support activities.
 - Look for new transactions posted by PSD. (Includes transactions conducted for members of your UIC who were assisted on a walk-in basis and now require follow-on information.)
 - Look for "CPC Action" requests (actions required of you and/or your command.)
 - Ensure your account is not disabled following 30 days without activity.

NOTE: TOPS is available to ships with NIAPS 2.1 server and later.

 - Internet-based Login ID and password carry over and are the same Afloat.
 - TOPS Afloat has similar, but fewer functions.

- 4.** Submit documents to PSD.
 - Log in to TOPS.
 - Select 'SUBMIT A TRANSACTION'.
 - Enter Sailor's rate, rating, name and SSN.
 - Enter additional data and comments, as desired.
 - Click 'Submit'.
 - TOPS will display the "Attachment Tool".
 - Enter 'Attachment Label'. (To speed processing, identify duplicate submissions resulting from attachment issues.)
 - Use 'Browse' to locate and attach document file.
 - Click 'Submit'.
 - TOPS confirms each file successfully uploaded.
 - Click "Command Transactions" to verify uploaded file(s) are available to PSD for download.

- 5.** Clear computer's cached memory daily.
 - You may experience slow Internet connections or issues when trying to add attachments to TOPS transactions.
 - For optimal File capability:
 - Open an Internet Explorer (IE) window.
 - Click 'Tools' and 'Internet Options'.
 - On the 'General' Tab find 'Browsing History' and select 'Delete'.
 - Delete 'Temporary Internet Files' and 'Cookies'.
 - Select 'OK' to clear the "cached memory" of documents uploaded and downloaded throughout a session.
 - Restarting your computer daily will directly improve the upload/download capability of TOPS.