

**Pay-Related Issues?**  
**If there's Something Strange, Who You Gonna Call?**

By Susan Celotto, Navy Personnel Command Public Affairs

Millington, Tennessee -- Pay-related issues? Who 'you gonna' call? If you are a Sailor, your Command Pay and Personnel Administrator (CPPA) is your first line of defense. What if those issues become complicated enough that the CPPA needs help -- who are they going to call? The new CPPA Pro-to-Pro cell at the MyNavy Career Center, that's who!

"We are a collective toolbox for the CPPAs," said Tim Hunter, Program Analyst. "Because pay problems can have profound effects on the Sailors, their families, and even their jobs, it is critical that these problems be resolved as quickly and as efficiently as possible. That is what our Pro-to-Pro cell is helping to do. They are the subject matter experts. Members of the Pro-to-Pro cell not only answer questions and help resolve problems that the CPPAs call in about; they also provide valuable training to the CPPAs with the hope that they will know how to handle the pay issues themselves in the future."

Pay-related issues go far beyond just the monthly or bi-monthly paychecks and include areas such as Basic Allowance for Housing (BAH), PCS Travel Advances or Claims, and Selective Reenlistment Bonuses. Pay problems can get complicated very quickly and sometimes the CPPA needs help.

This is exactly why eight active duty Navy Personnel Specialists (PS) and four civilians were gathered together to form the CPPA Pro-to-Pro cell -- a hotline specifically for CPPAs to get help from a PS who is highly trained in the financial aspect of their specialty.

"This cell has really made a difference already. In just the first week, the number of first call resolutions went up and the positive feedback and responses that we received was just phenomenal," Hunter said enthusiastically. "Now that this program is three months old, it has been able to steadily increase first contact resolution by over 20 percent and that improvement will just continue to rise."