



CASE ROUTING GUIDANCE SEPARATIONS & RETIREMENTS

6 March 2024

Effective Date: Immediately

BLUF: The Center of Excellence for Separations and Retirements (COE – S&R), hosted by Transaction Service Center (TSC) Norfolk, processes all Navy Separations and Retirements.

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METHODS FOR CASE SUBMISSION: Primary means of case submission is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce). Refer to [OPS Alert 006-22](#), for commands authorized temporary exceptions to policy for submission of eCRM/Salesforce cases. Submit case as follows:

** See guidance on page 2 for separations originating from OCONUS commands. **

Case Details	Select	Notes
Subject	Rate/Grade LName, FName, Type of Sep (Retirement, FLTRES, ADSEP, etc.), DD MMM YYYY (Date of PTDY/Term Lv).	
Description	Be thorough in description to avoid delays.	
Effective Date	<p>Date of separation.</p> <p>For Administrative Separations, enter date of case submission – TSC will determine and communicate final separation date.</p>	<p>EAOS, Resignations, FLTRES, and Retirements: Submit cases no earlier than 9 months from date of separation. Recommend submitting 120 days prior to date of separation, but no later than 60 days prior to PTDY and/or separation leave.</p> <p>ADSEP, PDRL/TDRL: submit case as early as possible.</p> <p>Refer to MILPERSMAN 1800-020 for early separation orders waivers (earlier than 9 months).</p>
Request Type (RT)	Retirements/Separations	Do not select other options
Problem Code (PC)	Administrative Separation EAOS Separations Fleet Reserve – Retirements PDRL/TDRL	Use as appropriate. Please note that New Accession Training (NAT) cases are submitted to TSC Norfolk's Reserve Center of Excellence (RCOE) using RT "Reserve Services" and PC "RES Deactivation-NATS."
	DD 214 Corrections	Submit if original separation case is closed and DD-214 requires corrections.
	Orders Request	Submit request as early as 9 months prior to separation date. If orders are required greater than 9 months prior to separation, PERS-8 approval is required. Note: Fleet Reserve and Retirements Sailors are required to sign a PG 13 entry designating a home of selection prior to household goods (HHG) shipment and/or transfer of dependents.
	Separation Cancellation	Submit if a separation must be cancelled. List original Salesforce separation case number in separation cancellation case description.
Contact Name	This is the Sailor's information , not the CPPA submitting the request.	

Note on case sub-statuses. While the case is in assigned status, CPPAs will have visibility of sub-statuses indicating the specific stage of the separation process (such as DD 214 Member Review, E503 (Audit Review), Final Pay, etc.).



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OCONUS SEPARATIONS & RETIREMENTS

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OCONUS SEPARATIONS REQUIRING SAILOR TO TRANSFER TO A SEPARATION ACTIVITY IN CONUS:

CPPAs will submit three cases in the following manner:

1. Submit a case for enlisted separation and retirement orders to TSC Yokosuka. Separation and retirement orders will be generated by TSC Yokosuka (COE for OCONUS Activity Gains and Losses), to transfer the Sailor to the approved separation activity. Submit NPPSC 1900/1 Separation Questionnaire with blocks 1-17. Use the example below:

Case Details	Select	Notes
Subject	Rate/Grade LName, FName, Separation Orders, DD MMM YYYY (Date of PTDY/Term Lv).	
Description	Request separation orders	
Effective Date	Date Sailor departs OCONUS for the approved separation activity.	Submit request as early as 9 months prior to the approved separation date.
Request Type	Transfers	Do not select other options
Problem Code	PCS Transfer	Do not select other options
Routed To	TSC Yokosuka	Do not select other options
Contact Name	This is the Sailor's information , not the CPPA submitting the request.	

** For Officers, separation and retirement orders will be generated by Navy Personnel Command (PERS-8). **

2. Submit a case to Navy Passenger Transportation Office (NAVPTO) requesting a flight. Refer to NAVPTO case routing guidance on the [MyNavy HR CPPA Resources page](#), [eCRM Library](#).
3. Submit a case to TSC Norfolk to separate the Sailor from the Navy. **DO NOT SUBMIT THE CASE UNTIL SEPARATION ORDERS HAVE BEEN ISSUED AND INCLUDE THE ORDERS IN THE CASE AS A KSD.** Follow the METHODS FOR CASE SUBMISSION example provided on page 1 to submit separations and retirement cases; OCONUS cases will be worked the same as CONUS cases and DD-214 issued if all KSDs are submitted. **Use the Subject line below.**

Subject	OCONUS Rate/Grade LName, FName, Type of Sep (Retirement, FLTRES, ADSEP, etc.), DD MMM YYYY (Date of PTDY/Term Lv).
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CONUS COMMAND IN RECEIPT OF OCONUS SAILOR:

1. Once the Sailor reports to their separation activity, CPPAs will submit a case to gain the Sailor into their UIC (submit to the respective TSC).

OCONUS SEPARATIONS WHERE SEPARATING SAILOR WAS APPROVED BY INSTALLATION COMMANDER TO REMAIN LOCAL:

The request for separation orders will be sent to TSC Yokosuka. Upon receipt of separation orders, submit complete and actionable separation package including the approval letter from the Installation Commander to TSC Norfolk for separation processing. Ensure to add the following in the SF case subject line and description "OCONUS local separation."

CPPAs must submit all required Key Supporting Documents (KSD) per NPPSC 1800/1 Fleet Reserve/Retirement Checklist or



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TIMELINES & SEPARATION CANCELLATIONS

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TIMELINES: Follow timelines directed in [MILPERSMAN 1900-015](#).

FLTRES, Retirements, and EAOS Separations

- **Separation Orders:** 5-9 months prior to separation date. Submit KSDs outlined in NPPSC 1900/2 or NPPSC 1800/1 (section I) to obtain separation orders. Job/House Hunting (PTDY)/Terminal Leave/Skill Bridge dates listed do not need to be final (PTDY and separation leave is approved separately by the Sailor's chain of command).
- **Begin DD-214 Worksheet Draft DD-214:** Submit KSDs outlined in NPPSC 1900/2 or NPPSC 1800/1 (section I) to begin draft of DD-214 for member review. Job/House Hunting (PTDY)/Terminal Leave/Skill Bridge dates listed do not need to be final (PTDY and separation leave is approved separately by the Sailor's chain of command).
- **Complete Separation Package:** No later than 60 days prior to Job/House Hunting (PTDY)/Terminal Leave/Skill Bridge or separation date (whichever is earlier). Submit all KSDs outlined in NPPSC 1900/2 or NPPSC 1800/1. If medical endorsement cannot be obtained at 60-day mark, submit all other required documents. Submit final medical endorsement as soon as practicable and prior to member's detachment from command. Delay in submission will significantly impact member's separation to include DD-214 completion, and may impact retirement benefits. Please do not submit a duplicate transaction unless the previous transaction has been closed.

ADSEPs

- Submit all KSDs outlined in NPPSC 1900/2 as early as possible. The TSC determines the actual separation date and has 10 days to process once an actionable package has been received. Final separation date will be communicated via eCRM to coordinate close out evaluation and check out sheet.

TDRL/PDRL

- Submit KSDs outlined in NPPSC 1800/1 as early as possible after PDRL/TDRL message release date and as early as possible before the Release from Active Duty (RAD) date. If member is in the PLD process communicate with PERS-454 prior to submitting a SF case.

PROCEDURES FOR ENLISTED SAILOR REQUIRING CANCELLATION OF SEPARATION ORDERS OR SEPARATION CASE

In order to request cancellation of separation/fleet reserve/retirement orders or separation case in progress for enlisted Sailors (ex HYT+ or PFA reset), CPPAs will follow the steps below:

1. In eCRM/Salesforce, submit a new case under Request Type "Retirements and Separations" and Problem Code "Separation Cancellation".
 - a. Note in comments original separation case number, send direct notification via SF "feed" tab (utilizing the @ function) to the previous case Supervisor and Clerk, requesting separation cancellation.
 - b. Attach pertinent documentation showing authority for separation cancellation (ex HYT+ and PFA reset require NAVPERS 1336/3 Special Request/authorization signed by Commanding Officer for separations or fleet reserve/retirement cancellation via NSIPS).
2. If original separation/retirement/fleet reserve eCRM/SF case is open, use SF "feed" tab to send direct notification (utilizing the @ function) to the case Supervisor and Clerk, requesting separation cancellation.

For cases in CPPA action, CPPA needs to use the SF "feed" tab and post @ function to notify both Supervisor and clerk that missing KSDs have been provided.

For emergency cases, please contact rsc_norfolk@us.navy.mil.



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TEMPORARY OFFICER APPOINTMENT DD-214 CLOSE OUTS

Effective Date: Immediately

BLUF: The guidance below outlines procedures for active-duty Officers, such as Limited Duty Officers (LDO), collegiate programs participants, Seaman to Admiral-21 (STA-21), and In-Service Procurement Programs (IPP), who were commissioned under temporary appointment and need an enlisted closeout DD-214 upon acceptance of a permanent appointment per BUPERSINST 1900.8 series.

METHODS FOR CASE SUBMISSION: Primary means of case submission is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce). Submit case as follows:

Case Details	Select	Notes
Subject	Rate/Grade LName, FName, Temporary Appointment DD-214 Close-out	
Description	Request close-out DD-214 from DD MMM YYYY to DD MMM YYYY	
Effective Date	Date of submission	
Request Type	Retirement/Separations	Do not select other options
Problem Code	DD 214 Corrections	Do not select other options
Routed To	TSC Norfolk	Do not select other options
Contact Name	This is the Sailor's information , not the CPPA submitting the request.	

KEY SUPPORTING DOCUMENTS (KSD):

LDOs or prior enlisted Officers missing an enlisted close-out DD-214 or CPPA, must submit the following KSD:

- DD form 4 (from all enlistments)
- Prior service DD-214 (if applicable)
- NPPSC 1900/1 (NPPSC Separation Questionnaire)
*Medical/Dental Endorsement not needed, form used as a baseline for DD-214 data
- VMET and JST
- Oath of Offices (provide all temporary appointments and the permanent appointment)
- Award Page 13 or listing of eligible awards to include the award #, start and end of period of eligibility. If award comes with a citation, provide a copy of the certificate if it is not already recorded on NSIPS.
** Award listing should only be inclusive up to the day before the member accepted permanent appointment. **

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. Please reach out to your local RSC for regional training schedules. Additionally, training slides are available on the [MyNavy HR CPPA Resources page](#). Training provides a common process for customer commands to follow for the submission of travel claims and advances.

✚ Standard Operating Procedures for pay, personnel, and travel are available on the [MyNavy HR CPPA Resources page SOP Library](#).

✚ Case routing guidance, training and resources are available on the [MyNavy HR CPPA Resources page](#) (eCRM Library) and the [Regional Support Center Information Center](#).