



## CAREER-WAYPOINTS (C-WAY) FREQUENTLY ASKED QUESTIONS (FAQ)

(Rev. 15 May 2018)

1. Why do SEAOS applications for in-rate and PRD applications end at 12 months prior to Soft Enlisted Active Obligated Service (SEAOS) or Projected Rotation Date (PRD)?

C-WAY-REEN has been aligned to match the Career Management System Interactive Detailer (CMS-ID) orders negotiation window. The CMS-ID orders negotiation window begins at 12 months prior to the Sailor's Projected Rotation Date (PRD). This allows the Enlisted Community Managers (ECM) the opportunity to approve/disapprove in-rate retention prior to order negotiation.

2. If a Sailor has more than 24 months between PRD and SEAOS, but desires orders that require a larger OBLISERV than the Sailor's current contract, what does the CCC do to get a C-WAY-REEN quota?

If the Sailor has been SELECTED by the detailer for a DOD tour, White House Communications, or any other special program type orders, submit the Sailor for a "Special Circumstance – Other" application. In the "Explain Other" block, specifically annotate what type of orders for which the Sailor has been selected and what the OBLISERV requirement is.

3. If a Sailor is denied for all three PRD looks, what are his/her options? PRD applications cannot be reset. The Sailor should discuss his/her options with the detailer. The detailer has the following options:

1. Allow the Sailor to remain in place by moving the Sailor's PRD out to match his/her SEAOS;

2. Require the Sailor to execute an Extension with the following requirements:

a. Sailor is not within 12 months of SEAOS;

b. The extension will not take the Sailor beyond 14 years of service;

c. No more than 48 months of combined extensions are authorized;

d. Sailor cannot be in an overmanned rating; and

e. Sailor must be retention eligible and fully qualified for his/her rating.

g. Extension Reasons:

(a) Extend to match PRD;

(b) Obtain maternity care benefits;

(c) Obtain OBLISERV;

(d) To acquire OBLISERV as authorized in directives, NAVADMINs, etc. (e.g., to HYT or FLTRES/RET date)-Sailor cannot extend more than 29 days past HYT without approval from PERS-8, otherwise PERS-8 approval is unnecessary.

3. Transfer the Sailor with a shorter OBLISERV (12 mos vice 24 mos);

4. Transfer the Sailor with an approved retainability waiver.

4. How does a CCC get a Sailor's C-WAY-REEN letter?

See page 49 of the C-WAY User Guide.

5. How do I know if I am in an undermanned or overmanned rating?

Visit the ECM's website at <http://www.public.navy.mil/bupers-npc/enlisted/community/Pages/default.aspx>.

Select the appropriate community and rate to view the monthly rating health slides.

6. If I am approved for a conversion in C-WAY and I change my mind, may I reenlist in my current rating using the conversion quota?

No, approved C-WAY-REEN quotas only authorize reenlistment in the rating approved in the C-WAY-REEN authorization letter. If a Sailor is approved for an In-Rate quota, he/she may only reenlist In-Rate; conversely, if a Sailor is approved for conversion, he/she may only reenlist in the approved conversion rating, unless the Sailor is approved for a component change and a lateral conversion requiring class "A" school (Contact C-WAY with questions).

7. If I was denied for all of my in-rate looks and I have conversion opportunity, do I have to convert?

Converting is voluntary; however, failure to request conversion will result in the Sailor separating at SEAOS. Additionally, MILPERSMAN 1920-030 states that the definition of a voluntary separation is a Servicemember who declines training to qualify for a new skill or rating as a precondition of reenlistment; therefore, a Sailor who has the opportunity to convert and declines that opportunity will not be eligible for Involuntary Separation Pay (ISP).

8. If C-WAY-REEN creates an application, but my Sailor is not eligible to reenlist, what do I do?

The CCC shall mark the application as “Not Eligible” and complete the reason the Sailor is not eligible (e.g. Not Recommended-Evaluations, Not Recommended-PFA, Discipline-Admin SEP, Loss of Security Clearance, or Other).

9. If a Sailor’s application is marked as “Intends to Separate” and the Sailor subsequently changes his/her mind and desires to remain on active duty, what do I do to reset the application?

The CCC will contact the cognizant Enlisted Community Manager (ECM). If community manning will allow, the ECM may reset the Sailor for his/her remaining C-WAY-REEN looks.

10. If a Sailor’s application is marked as “Intends to Separate” and the Sailor subsequently changes his/her mind and desires SELRES affiliation, what do I do to reset the application?

The CCC should contact C-WAY (BUPERS-33) to reset the application for SELRES Only.

11. I spoke to my detailer who states that I don’t have a C-WAY-REEN quota. What do I do?

Contact your CCC. If the CCC has questions, he/she will contact CWAY.

12. I submitted a Sailor’s application that was eligible for an automatic approval. It was denied, and now I can’t resubmit it. What am I doing wrong?

Sailors are only “looked” at one time each processing month. Once an application has been denied, it cannot be reset for the same processing month. The application will automatically generate for the next processing month IF the Sailor is still in his/her C-WAY-REEN window.

13. One of my Sailors’ applications was denied, but he’s in an Open Skill Set. I thought Open Skill Set applications were always approved. Why was my Sailor denied?

In order for an application to be approved, it has to be valid. The following are examples of what could render an application invalid:

- a. Missing evaluations;
- b. Sailor is not in a valid C-WAY-REEN window;
- c. Special circumstance application type chosen is not accurate (i.e. “Decommissioning” is the Special Circumstance application type chosen, but the Sailor’s current command is not actually decommissioning.);
- d. Sailor is not actually eligible for reenlistment (i.e. Significant Problems eval);
- e. Sailor is not eligible for his/her rating (i.e. needs a Security Clearance, but none is listed.). CCCs should check the “Notes” section in C-WAY for every denial. The application will state “Not Enough Quotas” if the Sailor simply didn’t rack and stack high enough to be granted a quota. Any other denial reason will be documented in the “Notes” section.

14. I submitted an “In-Rate Preferred, Willing to Convert” application for my Sailor the month it was generated (18 months prior to SEAOS or PRD), but the C-WAY system automatically “unsubmitted” it. Why did that happen? Why wasn’t I notified?

Understand that while applications are populated 18 months out, quotas are updated in C-WAY on a monthly basis. Therefore, if the conversion opportunities change from the month of submission to the actual processing month, the system will unsubmit the application as the request is no longer a valid selection. While applications are made available 18 months out, verification of selections, options, and a Sailor’s intentions should be at least revisited and validated during the processing month. There is no penalty for waiting to submit an application until the actual processing month. “Failed to submit” applications are produced when the application isn’t submitted during the processing month.

15. C-WAY automatically generated a PRD application for my Sailor, but the PRD was adjusted, so the Sailor is no longer in his/her PRD window. What do I do with this application?

Click "Save" at the bottom of the application. Clicking "Save" will update the application with the adjusted PRD, which will create a "Cancel" button on the application. Now click "Cancel".

16. Why can't PSD release my Sailor's reenlistment contract?

Navy Standard Integrated Personnel System (NSIPS) has a "hard stop" for releasing reenlistment documents for Sailors who do not have a C-WAY-REEN quota. The error message in NSIPS will state "Member requires Career Waypoints (C-WAY) approval to reenlist.... E-5 and below personnel, as well as E-6 personnel not selected for advancement to E7, must have C-WAY approval to reenlist if they have less than 14 years of obligated service as of their Soft (as extended) Expiration of Active Obligated Service (SEAOS)." Sailors who fall under the C-WAY policy (AC or FTS, E3-E6 with 14 years or less between ADSD and SEAOS) are not allowed to reenlist without a C-WAY-REEN quota regardless of orders.

17. My Sailor desires to separate from active duty. What should I be discussing with him/her?

Discuss the benefits of reserve affiliation (i.e., TRICARE Reserve Select, non-traditional retirement). Sailors may apply for a SELRES quota in C-WAY-REEN from 16 months through 3 months prior to SEAOS. Sailors may request to remain in-rate or to request direct conversion to a different rate. Sailors interested in lateral conversions requiring class "A" school IAW MILPERSMAN 1306-618 should contact a Navy recruiter.

18. I am submitting one of my Sailors for SELRES, but the application will not allow in-rate. Why is this?

The reason is because the SELRES ECM is not allowing Sailors into that rate due to manning.

19. Sailor is time in rate eligible for the Navy Wide Advancement Exam, but does not have an evaluation. What are the Sailor's options?

The command may write a Special Evaluation for the purpose of exam participation (see BUPERSINST 1430.16F, page 3-9, for ending dates), or the Command Career Counselor (CCC) will submit the application as "Not Eligible". Not submitting the application will result in a "Failed to Submit".

20. Sailor is an E2 or E3 and is eligible for PACT, but no options are available on the applications. Why?

There could be a few reasons. The PACT quotas may not be loaded yet. C-WAY cannot load quotas for the current month until the Rack and Stack for last month is released. Results for the PACT Rack and Stack from the prior month are generally released within the first 10 business days of following month.

If the quotas are loaded, it may be that your Sailor doesn't qualify for any of the current quotas advertised. Refer to the PACT Quota table loaded on the C-WAY page of the NPC Website: <http://www.public.navy.mil/BUPERSNPC/CAREER/CAREERCOUNSELING/Pages/C-WAY.aspx> and to the Career Exploration Module (CEM) in Career Waypoints for the Sailors' qualifications. Keep in mind that Sailors have to be onboard the current command for 12 months OR be Time in Rate eligible for the Navy-Wide Advancement Exam (NWAE) in order to be eligible for a RED quota; therefore, if the Sailor is an E1 or E2, he/she will have to be onboard for at least 12 months in order to apply for RED or "A" school.

If the quotas are loaded, it may be that your Sailor's Year Group (YG), the Fiscal Year (FY) the Sailor entered the Navy, does not have quotas loaded at this time. For example, it is currently February 2018, but the ECMs have not loaded YG2018 quotas; therefore, Sailors who entered the Navy in FY2018 are not currently able to apply for PACT quotas.

21. I have a Sailor who was authorized to take the NWAE and was ultimately selected for advancement. While frocked, this Sailor entered his/her SEAOS Timeline. When I opened the application, I do not see any quotas listed for this rate. Why?

The reason is because the command did not update the Sailor's rate in NSIPS upon release of NWAE results. The NSIPS entry will update all other systems.

Once a Sailor is approved for NWAE and completes the exam, one of the below must happen:

-If the Sailor has a 36 or below Standard Score, he/she will have to reapply for designation.

-If the Sailor has a Standard Score of 37 or greater, but is not selected for advancement, the command may update the Sailor's rating in NSIPS.

-If the Sailor has a Standard Score of 37 or greater, and is selected for advancement, the command may update the Sailor's rating in NSIPS (DO NOT AFFECT ADVANCEMENT).

22. When will the PACT quotas be loaded?

The PACT quotas are loaded as soon as the previous month's PACT rack and stack results are released, which is generally within the first 10 business days of the month.

23. My Sailor is an Airman PACT and wants to apply for a surface rating. What do I do?

Sailors are limited to applying for ratings that are advertised based on their PACT designation (SN, FN, or AN); therefore, to apply for a rating outside of the Sailor's current designation, the Sailor must first apply for an apprenticeship change IF quotas are loaded to allow the change. If the Sailor's current PACT designation (SN, FN, or AN) is undermanned, then the ECM will not authorize apprenticeship change quotas.

24. How do I determine whether or not my Sailor is time in rate eligible for the NWAE?

See BUPERSINST 1430.16 (Series).

25. My Sailor was approved for a RED designation last month. How does his/her PRD get adjusted to the proper Sea/Shore Flow?

After PACT results are released in C-WAY-PACT, C-WAY provides the RED approvals to PERS-4013 who will adjust the PRDs to the proper Sea/Shore Flow. If the PRD isn't updated in time to prevent C-WAY from creating a C-WAY-REEN application for PRD, submit the application as "No Apply This Month" and notify PERS-4013 if the Sailor was approved more than 60 days ago.

26. SELRES Conversions. Sailor desires to convert out of his/her current rating, but there are no conversion options on the C-WAY-CONV application. Why?

Either the Sailor has no convert out quotas or the Sailor does not qualify for any of the ratings that have convert in quotas. Verify the Sailor in the Career Exploration Module (CEM) for rating eligibility. Contact the SELRES ECM to determine whether or not there are convert out/in quotas.

27. Where are the quotas for RC to AC/FTS listed?

The RC to AC/FTS quotas are updated monthly and listed on the RC to AC page on the NPC Website: <http://www.public.navy.mil/bupers-npc/enlisted/community/selres/Pages/EnlistedReserveOpportunities.aspx>

28. How do I find out what my Year Group is?

See your Command Career Counselor at your Navy Reserve Activity (NRA) or your Unit Career Counselor. Year Group instructions can be found on the RC to AC/FTS website (see question 27 for link).

29. Who do I talk to about specific RC to AC/FTS questions?

For specific questions about quotas or applications, please contact the RC to AC/FTS Monitor, Mr. Raymond Stewart at 901-874-3765, email [rc\\_to\\_ac@navy.mil](mailto:rc_to_ac@navy.mil).

30. The rating my Sailor desires is advertised, but when I try to apply him/her, there are no ratings listed. What do I need to do?

First verify that the Sailor is qualified and that his/her ASVAB scores are loaded correctly in the Sailor Browser. Ensure that the Sailor's Year Group and the Year Group of the rating advertised are the same.

31. The "Apply Transition (RC to AC)" button isn't there. How do I apply my Sailor?

Sailors are required to apply through C-WAY-TRANS. If the "Apply Transition (RC to AC)" option does not appear, first check the Sailor's MAS codes. He/she may not be eligible due to a MAS code. If the MAS codes in CWAY do not match NSIPS and the update occurred more than one week ago, take a screen shot of the Sailor's MAS Code History in NSIPS and send to C-WAY.

32. What is the "advertised start date"?

It is the last day of the month for which the Sailor is applying to return to active duty (i.e. When configuring the Sailor's Year Group, the CCC will fill in the "Desired Active Start Month". The Year Group will be determined based on the last day of the "Desired Active Start Month").

33. When I try to log into C-WAY, the system asks me for a user name and password, but I already had access. What do I do?

Failure to log into C-WAY for greater than 60 days will result in the access being disabled per CYBERCOM Computer Tasking Order (CTO). To request reinstatement of the access, send a digitally signed email to [career\\_waypoints@navy.mil](mailto:career_waypoints@navy.mil) verifying the need for continues access. Failure to log into C-WAY for greater than 90 days will result in the account being closed. To request reinstatement of the access, complete a SAAR-N and send it to [career\\_waypoints@navy.mil](mailto:career_waypoints@navy.mil). SAAR-N guidance is located on our web site.

34. I'm on my home computer and am having major technical difficulties accessing C-WAY. What can I do to fix them?

1. Open Internet Explorer;
2. Select Tools;
3. Choose Compatibility View settings from the menu;
4. Type "navy.mil" in the "Add this website" box;
5. Click the "Add" button;
6. Click "Close".

35. I want to email C-WAY about a specific Sailor. What do I send in the email to avoid PII violations?

The subject line should be brief and never contain PII. An example subject line: FOUO - USS BOXER C-WAY REQUEST. For C-WAY to quickly locate Sailors, provide the members last name, first name, rank/rate and UIC. DO NOT send full or partial SSNs and DO NOT put this information in the Subject line of the email.

36. My CO wants to recommend a Sailor for the Targeted Reentry Program (TRP), but the option is greyed-out.

Be sure to double-check that the Sailor is eligible. Remember, the Sailor must be in an ITS status from the very beginning of their SEAOS timeline. If the Sailor returns a quota and he/she is still in their SEAOS window... they're not eligible. If a Sailor executed an extension, which used the quota, but kept them in their SEAOS window... they're not eligible. This is the current policy, which is subject to change. C-WAY recommends that you always research the applicable governing directives.