

**Q: What do CPPAs/CCCs submit in salesforce for KSDs in order to process reenlistment to TSC Naples?**

**Can TSCs view letters or approvals as issued?**

A: Letters will not be created in any system; the LOPG entry that has always been created upon approval should suffice to process reenlistments as requested. **\*\*NPPSC is currently working on releasing an update for all CPPAs that is expected to be released via OPS Alert\*\***

**Q: What action is required from the 30-60 day messages generated in MNA when Sailor's do not execute their required OBLISERV?**

A: These messages are for information only; it allows the CCCs to track the Sailors pending OBLISERV. There is no action required; however, failure to OBLISERV can result in a cancellation of orders.

**Q: What happens if a Sailor's eligibility changes?**

A: Eligibility will have to be updated manually in CWAY as "Not recommended" in order to update the Sailor's eligibility. This requirement has not changed, the only difference is the interface and section in which it is located (Edit General Information).

**Q: How does this process affect meeting the FLTRES/RET obligation once approved?**

A: It should not change the process as long as the Sailors have enough time to OBLISERV. HYT requirements are waived, if it has not already been requested these continue to process through the same respective departments (BUPERS 328, ECMs, and Detailers).

**Q: Would a Sailor's orders reflect the abbreviated/full tour verbiage?**

A: Yes.

**Q: Will Sailors continue to receive CWAY letter approvals?**

A: Only for TRP/SELRES/PACT/Conversions. Not for in rate.

**Q: Can Sailors view MNA results?**

Yes in Sailors Self Service Access (SSSA).

**Q: Do 4-2-2 apps auto create?**

Yes, once a Sailor enters their 10-3 month window.

**Q: Are Sailors already qualified in CWAY with these new requirements?**

No. CCCs must qualify all E1-E6 under 14 YOS and all E7-E9 over 14 YOS. However, not being qualified will not prevent MNA participation this cycle, but it will affect all future MNA cycles.

All E7-E9 must be qualified and OBLISERV requested in CWAY and MNA to comply with the new requirements regardless of YOS.

**Q: Will this be a one-time update for qualifying E6 over 14 years and E7 and above or will this require periodic updates?**

Yes, you will only have to update once unless the Sailor's qualification changes.

**Q: How can TYCOMs/CCCs get their hands on a consolidated report of the reasons why Sailors are separating from CWAY? (What would it take to keep you Navy?)**

A: This data is not for public consumption at this time, CWAY can certainly make it available as a report, however, information that is more specific like what it would be useful for would be required as if this report is something the TYCOMS need in order to create it. Please provide that to the [career\\_wapoints@navy.mil](mailto:career_wapoints@navy.mil) email so we can make an official request to fund it.

**Q: Will there be an offline way to update records for ships who have connectivity issues or are underway.**

A: No, there is no method at this time. The CWAY team is building a data sheet of what would be required from the command making this request in order for the CWAY team to help facilitate this process on their behalf.

**Q: I no longer see the "Apply/Reenlistment" button for many of my Sailors in CWAY, where did it go?**

A: The button will only show for SELRES and TRP in their window of application. All other active in rate requests will go through MNA.

**Q: Does marking intends to separate automatically update MNA?**

A: No, it does not. CCCs must keep both blocks updated in CWAY and MNA. It creates a flag, but a flag does not mean a Sailor cannot be assigned for a minimum tour by a detailer.

**Q: What happens in MNA if a Sailor is not qualified in CWAY?**

A: For this cycle, no one will be prevented from participating. For future cycles, commands must log in and qualify all their Sailors in CWAY.

**Q: Do you see in a future update where one system talks to the other (MNA to CWAY and CWAY to MNA)?**

A: While it is a goal, at this time, these are standalone systems and communicate daily on select data, but we are continuing our collaboration with MNA and vice versa to continue to improve.

**Q: If we have a Sailor that needs to reenlist and needs an LOPG push, how do we address this for any type of reenlistment that we need to execute?**

A: There is a manual process for this issue that will have to be submitted in MNA outside the detailer workflow if it is not related to the order negotiation process.

As for manual NES code entries in LOPG, CWAY helpdesk can still take care of these issues. AS long as all requirements are met in MNA and Sailor request has been approved we can manually update to remove the block keeping you from creating the contract. This process takes anywhere between 48-72 hours, if you need this to processed quicker or the update to LOPS fails, please contact the CWAY helpdesk via email: [career\\_waypoints@navy.mil](mailto:career_waypoints@navy.mil) or call PH: 901-874-2102

**Q: Are we notifying the fleet via NAVADMIN?**

A: There has been no discussion about a NAVADMIN being released to support the new functionalities in MNA. CWAY requirements have no changed and loss of capability does not require a NAVADMIN update. Our handbook will update in the next few weeks and our helpdesk is ensuring a smooth transition. **\*\*Discussions with NPPSC have already been had and an OPS Alert will be distributed with the updates in the near future\*\***

**Q: Would a 1306/7 still need to be completed to cancel a set of orders along with the OBLISERV removal authorization in MNA?**

A: Yes, only for orders written prior to 1 Feb 2024

**Q: If Sailor wants to obtain SRB and they are out of their negotiation window, will they still submit an OBLISERV in MNA or an 1160 instead?**

A: A PMAR will need to be requested either on behalf of the Sailor or the CCC under the personnel details section of the Sailor in MNA for all special circumstance requests.