



TRANSACTIONS SERVICE CENTER GREAT LAKES

LDO/CWO PROCESS

CDR Steven Green – Officer-in-Charge
LCDR Jenna Quist – Assistant Officer-in-Charge
CWO2 Daryl Richardson – Accessions Officer
PSC(SW) Fung Chan – Accessions LCPO
PS1(SW/IW/EXW) Jay Pike – Accessions LPO
Kimberly Hulen – CWO/LDO Lead
Email: M-GRLK-TSCEOPP@navy.mil



OUR MISSION

- To provide pay and personnel support for newly selected Limited Duty Officers/Chief Warrant Officers (LDO/CWO) and Command Pay and Personnel Administrators (CPPAs) during the conversion process.



Transaction Service Center (TSC) Great Lakes

- All Naval LDO/CWO conversions and Electronic DD214s will be processed here at TSC Great Lakes.
- CPPAs will receive and submit documents in Salesforce.
- **It is the CPPA responsibility to create Salesforce ticket for the conversion.**
- Between 90 to 30 days prior to commissioning TSC Great Lakes will receive the Oath of Office from PERS-806.



30 DAYS PRIOR TO LDO/CWO COMMISSIONING

- CPPA creates Salesforce ticket to “PP MILPAY - TSC Great Lakes”
- Label subject utilizing the following naming convention
 - LDO/CWO MMM, LAST NAME, FIRST NAME DODID
 - With MMM being the commissioning Month
 - Example: LDO/CWO AUG SMITH, JOHN 1234567890
 - Ensure at least one of the following members are added as a “Case Team” member:
 - Kimberly Hulen (PSD)
 - Jay Pike (PSD)
 - Fung Chan (PSD)
- Upload the following documents to Salesforce
 - NPPSC Separations Questionnaire (NPPSC 1900/1) –medical/dental section can be left blank
 - DD form 4 (enlistment contract from BOL)
 - Orders
 - VMET
 - JST
 - Award pg 13 (if missing any awards/ribbons) (provide copy of cert)
 - Prior DD 214s if prior service
- Email M-GRLK-TSCEOPP@navy.mil with the Salesforce case # to verify receipt of transaction.
- Ensure member’s email is updated in NSIPS and BOL

SALESFORCE CASE INFORMATION

Section Category: STRENGTH GAINS

Routed PSD: TSC GREAT LAKES

Effective Date: *commissioning date (1st of month)*

Request Type: Enlisted to Officer Conversion(AC)

Problem Code: As applicable

Once case data is filled go ahead and save.
Under “Use this flow for approval process initial submissions” click on “Next”

Type in the following under “Choose Next Approver”:
PP MILPAY - TSC GREAT LAKES
Press next and finish to complete the submission



14 DAYS PRIOR TO LDO/CWO COMMISSIONING

- TSC Great Lakes will upload the Oath of Office, Agreement to Remain on Active Duty, and instructions to the Salesforce case # once we receive the Oath from PERS-806, **ONLY** if a ticket has been created in Salesforce by CPPA.
- *****If the Oath of Office is received earlier than the indicated timeline, it will be uploaded into Salesforce ONLY if a transaction has been created in Salesforce by CPPA.*****
- Verify social security number and prospective rank are correct on all documents.
- Electronic DD 214 will be drafted and routed to member via NSIPS for member to mark accurate or mark inaccurate for correction.
- If marked inaccurate, include statement under discrepancy tab and upload supporting document if applicable. Afterwards, route DD 214 back to separation clerk marked as “Corrections Required”.
- Once marked accurate, route to supervisor (PS1 Jay Pike).



14 DAYS PRIOR TO LDO/CWO COMMISSIONING

- DD 214 should be marked accurate and transmitted to BOL for member digital signature. Once digitally signed, one of the supervisors will sign and transmit it to the member permanent record in BOL. If the member is unable to digitally sign the DD 214, allow 3-5 business days for the document to return to NSIPS. We will then mark the DD 214 as “signature unattainable” and we will continue the routing process in the member’s stead.
- Upload in advance, the signed Oath and Agreement to Remain on Active Duty ensuring they are dated for the commissioning date (1st of the month).

Recommend not to detach within the first week of commissioning to allow the conversion process to post to pay account. Conversion cannot be done while member is in transit status. Once the conversion is posted to NSIPS and MMPA, the activity loss is safe to be released by your TSC.

We can be reached at M-GRLK-TSCEOPP@navy.mil or 847-688-2767 extensions: Kimberly Hulen – CWO/LDO Lead 226, PS1 Jay Pike 223, PSC Fung Chan 129.