



# TRANSACTIONS SERVICE CENTER GREAT LAKES

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## LDO/CWO PROCESS

**CDR Katy Bock – Commanding Officer**

**Todd Edwards – Accessions Dept. Head**

**Jill Ward – Accessions Deputy Dept. Head**

**Thomas Larsen – Officer Accessions Supervisor**

**PSC(SW) Fung Chan – Accessions and Classifications LCPO**

**PS1(SW/IW/EXW) Jay Pike – Officer Accessions LPO**

**Kimberly Hulen – LDO/CWO Lead**

**Email: [M-GRLK-TSCEOPP@navy.mil](mailto:M-GRLK-TSCEOPP@navy.mil)**



# OUR MISSION

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- 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 DD 214s will be processed at TSC Great Lakes.
- CPPAs will receive and submit documents in SalesForce **30 days prior to commissioning** for all enlisted to officer conversions.
- **It is the CPPA's responsibility to create SalesForce cases for conversions in a timely manner. Late packages will result in delayed conversions, entitlements and affect activity gains/losses.**
- **\*\*NOTE\*\*** Oaths of Office are normally received by TSC Great Lakes between 30-60 days prior to commissioning from PERS-806.



# LDO/CWO COMMISSIONING SALESFORCE

- CPPA creates Salesforce case to “Request Type: Officer StrengthGains” **30 days prior to commissioning.**
- 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
- 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 and JST
  - Awards Page 13 (if missing any awards/ribbons) (provide copy of certs for individual awards)
  - Prior DD 214s (if prior service is applicable)
  - \*Please annotate if member has foreign/overseas service within the Salesforce case.\*
- If case is not assigned within 3 business days of submission, please email us at M-GRLK-TSCEOPP@navy.mil with the Salesforce case #.
- Ensure member’s email is updated in NSIPS and BOL.

## SALESFORCE CASE INFORMATION

Request Type: Officer StrengthGains  
Problem Code: Enlisted to Officer Commissioning  
Routed To: TSC GREAT LAKES  
Effective Date: \*Commissioning date (1<sup>st</sup> of month)\*  
(Ensure case is in Submitted status **not** Initiated as cases will not be worked until correctly submitted)



# LDO/CWO COMMISSIONING INFO

- TSC Great Lakes will upload the Oath of Office, Agreement to Remain on Active Duty (both dated for commissioning date), and instructions to the Salesforce case once the Oath has been received from PERS-806, and **ONLY** if a case has been made in Salesforce by the 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 made in Salesforce by CPPA.\*\*\***
- **Once the Oath of Office is uploaded, the Salesforce case will then be closed.**
- **Once the Oath of Office and Agreement to Remain Active Duty is signed and dated, please open another Salesforce case to send the documents to TSC Great Lakes.**
- **\*\*\*If the DD214 is not signed prior to commissioning date, it can affect the conversion to LDO/CWO\*\*\***
- Verify social security number and prospective rank are correct on all documents.
- Electronic DD 214 will be drafted and routed via NSIPS for member to mark accurate for transmission to BOL or inaccurate for corrections. In order to expedite the DD 214, ensure all awards/ribbons are updated and verified properly in NSIPS prior to beginning this process.
- If marked inaccurate, include statement under discrepancy tab and upload supporting documents, if applicable. Afterwards, route DD 214 back to separation clerk (Melody Velarde and Theodore Martinek) marked as “Corrections Required”.
- If DD 214 is accurate, mark it as such and then route to the separation supervisor (PS1 Jay Pike).



# LDO/CWO COMMISSIONING INFO

- Once DD 214 has been marked accurate, and submitted to the separation supervisor they will transmit it to BOL for member digital signature. Once digitally signed and approved in BOL one of the supervisors will sign and transmit it to the member's OMPF.
- **\*\*NOTE\*\*** 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. **Do not email us digital copies of the DD 214 as we cannot accept them outside of BOL.**
- Please upload no later than a week in advance, the signed Oath and Agreement to Remain on Active Duty ensuring they are dated for the commissioning date (1<sup>st</sup> of the month).
- **\*\*NOTE\*\*** The pre-signed oath allows us to create tickets to DFAS to close any special pays or SRBs, as well as update member's annual clothing allowance transactions. Without the pre-signed oath, we cannot do these transactions in a timely fashion and **will** result in the member's conversion being delayed.



# ADDITIONAL INFORMATION

**TSC Great Lakes recommends the member not to detach within the first week of commissioning to allow the conversion process to post to their pay account. Conversion cannot be done while member is in a transit status. Once the conversion is posted to NSIPS and MMPA, the activity loss and/or leave (SB03) is safe to be released by your TSC. In the event, member has a class immediately after conversion, request your servicing TSC hold off on releasing the loss (SH03) until conversion is posted to NSIPS and MMPA (usually within 1-2 business days from the commissioning dates).**

**We can be reached at [M-GRLK-TSCEOPP@navy.mil](mailto:M-GRLK-TSCEOPP@navy.mil) or 847-688-2767 extensions:**

**Kimberly Hulen – LDO/CWO Lead x226**

**PS1(SW/IW/EXW) Jay Pike x139**