



TRANSACTIONS SERVICE CENTER GREAT LAKES

LDO/CWO PROCESS

CDR Gary Hudson – Commanding Officer
Todd Edwards – Accessions Dept. Head
Jill Ward – Accessions Deputy Dept. Head
Tyler Watts – Officer Accessions Supervisor
PS1 James Jackson – Leading Petty Officer
Ye Vale McKee – Accessions Clerk
Lucy Gallegos – Accessions Clerk



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 **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 could result in delayed conversions, entitlements and affect activity gains/losses.**
- ****NOTE**** Oaths of Office are normally received by TSC Great Lakes no more than 30 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)
 - Prior DD 214s (if prior service is applicable)
 - Orders
 - Supporting document for anything missing from members NSIPS account. (Awards, etc..)
 - *Please annotate if member has foreign/overseas service within 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 (1st 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 PG13 (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.
- Once the Oath of Office and Appointment Obligation PG13 is signed and dated, please upload to the Salesforce case. ****PG13 Witness and Verifying Official must be an Active Duty Officer.****
- Verify social security number and prospective rank are correct on all documents.
- In the mean time 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 clerks (Ye Vale McKee, or Lucy Gallegos) marked as “Corrections Required”.
- If DD 214 is accurate, mark it as such and then route to the separation supervisor (James Jackson, or Jill Ward as directed in NSIPS).
- DD214 not marked as either “Accurate” or “Corrections Required” will be routed as Signature Unattainable after 5 days.



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, please 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. **Please do not email us digital copies of the DD 214 as we cannot accept them outside of BOL.**
- ****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 parent command does not process the members loss 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).