

## **NDAWS FREQUENTLY ASKED QUESTIONS (2 Jan 2024)**

Questions regarding this FAQ may be addressed to [Mill\\_NavyAwards.fct@navy.mil](mailto:Mill_NavyAwards.fct@navy.mil)

**Decorations and Medals (Awards) – MyNavy HR:** <https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Decorations-and-Medals/>

### **NDAWS Users Guide:**

<https://www.mynavyhr.navy.mil/Portals/55/Career/RecordsManagement/NDAWS%20User%20Guide%20-%20APR2021%20signed.pdf?ver=RM9eaLR2UE1iSfprBJHc4Q%3d%3d>

### **What is NDAWS?**

The Navy Department Awards Web Service (NDAWS) is the Navy's authoritative source of awards data. It is the primary means by which personal military decorations (also known as PMDs or personal awards) are uploaded to the OMPF. Upon entry of an award in NDAWS, the OMPF is normally updated within 24 hours. NDAWS provides a weekly feed of data that is used to update other corporate data applications. These include NSIPS, FLTMPs and the OSR/PSR. It should take about 3 - 4 weeks from the time an award is entered into NDAWS before it is populated completely across all platforms. Unfortunately, some data from NDAWS fails to update across all platforms. Guidance for applications that may be manually updated can be found elsewhere in this FAQ. Campaign, Expeditionary and Service awards (also known as CE&S), with the exception of the MOVSM, are entered into NDAWS for commands by SECNAV, CNO or TYCOM. Unit awards are entered into NDAWS by SECNAV or CNO.

### **Who are the points-of-contact for the corporate data applications?**

NDAWS/OMPF - PERS-312, [Mill\\_NavyAwards.fct@navy.mil](mailto:Mill_NavyAwards.fct@navy.mil) (for FLOC, MOVSM, NAM and higher)  
NSIPS – Navy Enterprise Service Desk at 1-833-637-3669 or [nesd@nesd-mail.onbmc.mil](mailto:nesd@nesd-mail.onbmc.mil)  
OSR/PSR - BUPERS-072 via MNCC/HRSC, [askmncc.fct@navy.mil](mailto:askmncc.fct@navy.mil), 1-833-330-6622  
FLTMPs – 1-850-452-1867 or [ntmps\\_support@us.navy.mil](mailto:ntmps_support@us.navy.mil)

### **I have questions concerning personal awards policy. Who can I contact?**

Submitting an inquiry through your chain of command is the first course of action. If the inquiry cannot be answered, the Awards Management Branch (DNS-13) commonly known as 'CNO Awards' may assist. Their email address is [CNOAwards@us.navy.mil](mailto:CNOAwards@us.navy.mil).

### **How do I get a BUPERS Online (BOL) account?**

Navy (active duty and active reservists) personnel who have a CAC have access to BOL and therefore have access to NDAWS. If a prospective user is a civilian, contractor or a member of another branch of service who requires access to NDAWS, they must route a SAAR-N through their command requesting access. Once the SAAR-N is complete, send it to [bupers07\\_it\\_eoc.fct@navy.mil](mailto:bupers07_it_eoc.fct@navy.mil) to have the BOL/NDAWS account created.

### **I received a personal award from another branch of service while serving in the Navy.**

In accordance with SECNAVINST 1650.1J, Navy personnel assigned on orders to another branch of service for a period in excess of 179 days may accept, retain, and wear any non-heroism PMD proffered by that service up to and including the Meritorious Service Medal (MSM). An OMPF-quality, PDF scan of the award from the other branch (Army/Air Force/Space Force/Coast Guard (not to include the USMC)), along with a copy of the orders to the other-service command, must be sent to DNS-13 at [CNOAwards@us.navy.mil](mailto:CNOAwards@us.navy.mil). Once DNS-13 verifies the Sailor is eligible for the award, they will enter it into NDAWS. If the Sailor was not assigned on orders to the unit in excess of 179 days, they are not eligible for a decoration from that branch of service. An award nomination should be submitted to their parent Navy command for consideration of an appropriate Navy decoration instead.

### **Personal joint awards presented to Navy personnel (while in the Navy)**

A clean, legible PDF-scanned copy of the personal joint award (certificate and citation), along with a copy of the orders that sent the Sailor to the joint command, must be sent to the Awards Management Branch (DNS-13) at CNOAwards@us.navy.mil. Once DNS-13 verifies the Sailor was eligible for the award, they will enter it into NDAWS. For joint unit awards, review the guidance on unit awards located on page 4 of this FAQ.

### **Personal awards earned while previously serving in other branches of service (I was a Marine, Soldier, Airman, or Guardsman)**

Personal awards previously earned while serving in other branches of service are not entered in NDAWS nor do they go into the OSR/PSR. These awards can be emailed to MILL\_OMPF-CHG@navy.mil for inclusion into the OMPF for selection board purposes. Ensure a copy of the DD-214 that documents the awards is also attached to the e-mail.

### **Foreign personal military decorations presented to Navy personnel**

Foreign personal military decorations may be accepted, retained, and worn only upon explicit written approval by the CNO, SECNAV or SECDEF depending on the level of and type of award. Refer to SECNAV M-1650.1, Chapter 7, for details. A sample letter for submitting a request to accept and retain a foreign award can be requested from the Awards Management Branch (DNS-13). Please submit the letter with a copy of the award certificate (with English translation) and a color photo of the medal (or ribbon) to CNOAwards@us.navy.mil.

### **Revoking a personal award before or after presentation**

In accordance with SECNAVINST 1650.1J, any award may be revoked by the official who approved it prior to presentation. However, after any PMD or unit decoration has been presented, SECNAV is the sole authority for revocation. A letter to revoke previously approved award may be submitted to SECNAV via the chain of command with justification on the reason why the award has to be revoked.

### **What personal awards (presented at previous commands) can my command submit in NDAWS?**

NDAWS will allow commands/units whose commanding officer is a Navy Commander (O-5) to submit a previously-approved FLOC, MOVSM, and NAM. NDAWS will allow commands/units whose commanding officer/commander is a Navy Captain (O-6) or higher to submit the afore-mentioned awards and above (see Instructions page on 1650/3 for listing of awards). Joint awards, even those signed by Navy, must be sent to CNO Awards for eligibility verification and concurrence. Certain higher-echelon commands are authorized to submit joint awards per OPNAV policy.

### **I am attached to a Marine, joint command, etc. with no Navy officers (O-5 or above) onboard (or at the ISIC) to facilitate entering Navy personal awards in NDAWS. How do I get my awards entered?**

Sailors attached to these commands may have their admin support office submit the award(s) to Mill\_NavyAwards.fct@navy.mil. The body of text in the e-mail must state, "The attached award is submitted to PERS-312 due to the absence of senior Navy officers which prevents our command from entering the award locally." Personal joint awards must be submitted per the guidance provided under the previous FAQ titled, 'Personal joint awards presented to Navy personnel' (see above).

### **Can I submit my own award in NDAWS or to PERS-312?**

No. Sailors must work with their supporting admin office to have awards entered in NDAWS or to have them submitted directly to PERS-312. Awards can be sent to PERS-312 by admin support personnel only under the specific circumstances described elsewhere in this FAQ.

**My personal award is not in NDAWS or the OMPF.**

The command's administrative department personnel/CPPA/etc. are responsible for submitting all valid Navy personal awards into NDAWS. If you have a Navy personal award that was not entered into NDAWS by the command at which the award was presented, your current command's admin support personnel should be able to assist. If your current CO is an O-5, the command is authorized to submit the FLOC, MOVSM and NAM. If your current CO is not at least an O-5, your command's ISIC should be consulted for assistance. If your current CO is an O-6, the aforementioned awards and above (to exclude joint awards in some cases) are authorized to be entered into NDAWS.

**My personal award is in NDAWS but not in the OSR/PSR.**

Obtain a clean, legible PDF-scanned copy of the award certificate and send it to MNCC/HRSC (askmncc.fct@navy.mil) requesting that a case be opened to 'BUPERS-072/OSR Awards' to resolve the discrepancy. BUPERS-072 will compare the award to NDAWS and align the OSR/PSR to NDAWS. If there are errors in NDAWS, they will need to be corrected in NDAWS first. To limit duplicate manual entries, please allow 3-4 weeks for the OSR/PSR to update after an award is added to NDAWS before requesting a manual update to the OSR/PSR.

\*There is currently an issue with joint service awards (JSAM/JCOM) with 'C' device not showing on the OSR/PSR. Programmers are reviewing the issue and when resolved will be corrected for all awards. Individual Salesforce cases are not needed to be opened with MNCC/HRSC.

**My personal award is duplicated in the OSR/PSR.**

Describe the discrepancy in an email to MNCC/HRSC (askmncc.fct@navy.mil) and request that a case be opened to 'BUPERS-072/OSR Awards'. Type "Duplicate Award" in the subject line. BUPERS-072 will review the award in NDAWS and align the OSR/PSR. If there are errors in NDAWS, they will need to be corrected there first.

**My personal award is in the OMPF but not in NDAWS.**

Your supporting admin office will need to enter the award in NDAWS. This will create a duplicate of the award in the OMPF. The Awards Correction Document may be completed and then sent to Mill\_NavyAwards.fct@navy.mil requesting removal of the duplicate award in the OMPF.

**My personal award is in NDAWS but not in the OMPF.**

Your supporting admin office must send a clean, legible PDF-scanned copy of the missing award to Mill\_NavyAwards.fct@navy.mil and state in the email "The submitted award is in NDAWS but not in the OMPF". PERS-312 staff will verify the award is in NDAWS and then send it to PERS-313 to have it manually scanned into the OMPF.

**My personal award is in NDAWS but not in FLTMPs.**

FLTMPs can't be manually updated, it has to be updated system-to-system. PERS-312, BUPERS-07, NIWC New Orleans and the FLTMPs technical teams are working to resolve this issue.

**What is the purpose of the Awards Correction Document?**

The Awards Correction Document is used to identify NDAWS entries that require removal/correction. It is also used to identify certain personal awards correspondence, i.e., 1650/3 or award certificates/citations that require removal from the OMPF. It is not used to identify awards that have yet to be entered into NDAWS or the OMPF. Guidance for awards not yet entered can be found elsewhere in this FAQ. A copy of the Awards Correction Document can be requested by e-mailing Navy Awards at Mill\_NavyAwards.fct@navy.mil.

**NOTE: NDAWS transactions create/upload three things; 1) an NDAWS entry, 2) a 1650/3 uploaded by NDAWS to the OMPF and 3) the award/citation that is uploaded by the user to the OMPF. The award certificate and 1650/3 will have negative Document ID numbers that are normally sequential or are very close to each other numerically. In order to completely remove an award that was submitted via NDAWS on or after 18 May 2020, all three items must be identified on the Awards Correction Document.**

**How do I get a personal award ‘manually’ updated or corrected in NSIPS?**

The latest information provided to this office indicates that personal awards data in NSIPS cannot be manually updated or corrected. BUPERS-07, MNCC/HRSC and NSIPS/NESD technical teams are working to resolve the matter. Questions for NSIPS/NESD can be addressed to 1-833-637-3669 or nesd@nesd-mail.onbmc.mil

**I have a duplicate personal award in NDAWS or the OMPF.**

The Awards Correction Document is used to identify the duplicate NDAWS entry(ies) that require(s) removal. It is also used to identify any duplicate award certificates or 1650/3s that require removal from the OMPF. A copy of the Awards Correction Document can be requested by e-mailing Navy Awards at Mill\_NavyAwards.fct@navy.mil.

**Do wet-signed Personal Award Recommendations (OPNAV 1650/3) get uploaded along with award certificates?**

No. Per the guidance provided in the NDAWS Users Guide, only the award certificate/award citation is uploaded to the OMPF. NDAWS creates a digital 1650/3 during the award submittal process. Uploading a command-generated, wet-signed 1650/3 creates a duplicate in the record.

**My award certificate is mis-numbered, i.e., it states ‘gold star in lieu of third award’ when it should say ‘gold star in lieu of second award’. Can I use the Awards Correction Document to fix this?**

PERS-312 is not capable of editing any award certificates in the OMPF. The awarding authority who approved the award may correct and reissue the award. Once the awarding authority corrects and reissues the award, the Awards Correction Document may then be used to identify the mis-numbered award in the OMPF. The Awards Correction Document and corrected award may be sent by Admin to Mill\_NavyAwards.fct@navy.mil. PERS-312 staff will verify the award is in NDAWS, remove the mis-numbered award from the OMPF and then send the corrected award to PERS-313 to have it manually scanned into the OMPF.

**I am an Awards PO/Coordinator at my command. When entering awards in NDAWS, whose name, grade, component and title are entered in Block 32 of the digitally-signed 1650/3?**

The field for Block 32 defaults to the NDAWS user’s information. Per the NDAWS User’s Guide, when submitting awards under the ‘Shared Queue’ feature, administrative personnel are to replace their information with the name, grade, component and title of the approving authority of the award.

**Do all awards and qualifications get entered into NDAWS?**

No. Only the FLOC, MOVSM, NAM and above are entered into NDAWS for individuals. PMDs awarded by other Services or Joint Commanders are also entered into NDAWS (if presented while in the Navy). Unit awards and letters of commendations to units are entered into NDAWS. For those awards not eligible for entry into NDAWS (for individuals) such as CE&S awards or unit awards, the member’s servicing administrative/personnel office will make entries into NSIPS/ESR under ‘Honors and Awards’. For those awards not listed in the awards drop-down menu, the supporting administrative/personnel office must record a “permanent” administrative remarks (Page 13) entry in NSIPS for inclusion into the member’s record. Qualifications earned by Sailors are not entered into

NDAWS. The servicing administrative/personnel office will make those entries into NSIPS. The following quals serve as examples:

- Weapons qualifications (marksmanship award for rifle or pistol) will be entered under 'Honors and Awards'.
- Warfare qualifications such as EAWS/ESWS/SS/PJ/etc. will be entered under 'Training History'.

**Why aren't my CE&S or unit awards in my NDAWS record?**

These awards are not entered into NDAWS for individual Sailors. They are only captured in NDAWS for commands in receipt of the award. For a Sailor who was assigned to a command in receipt of a CE&S or unit award, the Sailor's servicing administrative/personnel office must confirm the Sailor meets the eligibility criteria for the award and then document it in the Sailor's ESR (NSIPS) under 'Honors and Awards'.

**What commands will be given Submit PDF (Disconnect Ops) access?**

Submit PDF access is reserved for ESCH III and above commands who are directly supporting ships at-sea or commands who are deployed to parts of the world where reliable internet connectivity is not available. Some exceptions are made to this policy depending upon the command requesting elevated access.

**My name in NDAWS is incorrect. What do I do?**

Send an email to BUPERS07\_IT\_EOC.FCT@navy.mil stating that your name is incorrect within NDAWS. Be sure to include your SSN, DoDID, and full name (LAST, FIRST, MIDDLE).

**My e-mail/phone number in NDAWS is incorrect. What do I do?**

Log-in to BOL. Once on the BOL homepage, click "Update Info" on the blue bar at the top of the page. You should be able to change your profile within BOL. If after updating the information, the new e-mail address is not reflected in NDAWS, contact the BOL Help Desk at [BUPERS07\\_IT\\_EOC.fct@navy.mil](mailto:BUPERS07_IT_EOC.fct@navy.mil) for assistance. Be prepared to provide your SSN, DoDID and full name. PERS-312 personnel do not have the ability to correct e-mail addresses or phone numbers within the NDAWS application.

**My command's address in NDAWS is incorrect. What do I do?**

Command addresses that populate in NDAWS are pulled from NAVACTSTAT database. If your address is incorrect, you will need to send an e-mail to Mill\_PERS455inbox@navy.mil to update it.