PERS-312 NDAWS FREQUENTLY ASKED QUESTIONS (12 February 2025)
Questions regarding this FAQ may be addressed to My Navy Career Center (MNCC) at
askmncc.fct@navy.mil **or call 1-833-330-6622.**

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 the Navy Department Awards Web Service (NDAWS)?
NDAWS the Navy's authoritative source of awards data. It is the primary means by which Personal Military Decorations (PMDs) are uploaded to the Official Military Personnel File (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 the Navy Standard Integrated Personnel System (NSIPS), Fleet Training Management Planning System (FLTMPS), and the Officer Summary Record ( )/Performance Summary Record (PSR). A pproximately 3 - 4 weeks from the time an award is entered into NDAWS, it should populate 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 in this FAQ.

Who are the Points-of-Contact for the corporate data applications?
- NDAWS/OMPF - PERS-312 via MNCC, askmncc.fct@navy.mil, 1-833-330-6622
- NSIPS - Navy Enterprise Service Desk via NESD Self Service Portal, 1-833-637-3669
- OSR/PSR - BUPERS-072 via MNCC, askmncc.fct@navy.mil,1-833-330-6622
- BUPERS Online (BOL) - BUPERS-072, 901-874-4700
- FLTMPS – 1-850-452-1867 or ntmps_support@us.navy.mil
- CNO Awards CNOAwards@us.navy.mil.

I have questions concerning PMD 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, CNO Awards can assist.

How do I get a BOL account in order to access NDAWS?
Navy (active duty and active reservists) personnel who have a Common Access Card (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 and requires access to NDAWS, they must route a SAAR-N through their Chain of Command requesting access. Once the SAAR-N is complete, submit the request to BUPERS-072 via MNCC

What actions are completed upon entering a PMD into NDAWS?
NDAWS entries create/upload the following; 1) an NDAWS entry for the PMD, 2) a 1650/3 for the PMD generated by NDAWS to the OMPF, and 3) uploads the award/citation to the OMPF. The award certificate and 1650/3 in the OMPF will have negative Document ID numbers that are normally sequential or are very close to each other numerically.

I received a PMD 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 CNO Awards. Once CNO Awards 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.
*Of note: PERS-312 and CNO Awards are separate offices. PERS-312 does not have oversight of CNO Awards processing or timelines for completion.

Personal joint PMDs 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 CNO Awards. Once CNO Awards verifies the Sailor was eligible for the award, they will enter it into NDAWS.
*Of note: PERS-312 and CNO Awards are separate offices. PERS-312 does not have oversight of CNO Awards processing or timelines for completion.

PMDs earned while previously serving in other branches of service:
PMDs previously earned while serving in other branches of service are not entered in NDAWS, nor the OSR/PSR. These awards can submitted to **PERS-313** via MNCC 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 submission.

Foreign PMD presented to Navy personnel:
Foreign PMDs may be accepted, retained, and worn only upon explicit written approval by the Chief of Naval Operations (CNO), Secretary of the Navy (SECNAV) or Secretary of Defense (SECDEF) depending on the level 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 CNO Awards. Please submit the completed letter to CNO Awards with a copy of the award certificate (with English translation) and a color photo of the medal (or ribbon).
*Of note: PERS-312 and CNO Awards are separate offices. PERS-312 does not have oversight of CNO Awards processing or timelines for completion.

Revoking a PMD 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 the award has to be revoked.

What PMDs (presented at previous commands) can my current command submit in NDAWS?
NDAWS will allow commands whose Commanding Officer is a Navy Commander (O-5) to submit a previously-approved FLOC, MOVSM, or NAM. NDAWS will allow commands whose Commanding Officer 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 PMDs in NDAWS. How do I get my awards entered?
Sailors attached to these commands may have their supporting administrative office submit the award(s) to PERS-312 via MNCC. 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."

My PMD is not in NDAWS or the OMPF.
The command's administrative office is responsible for submitting all valid Navy PMDs into NDAWS. If you have a Navy PMD that was not entered into NDAWS by the command at which the award was presented, your current command's administrative office should be able to assist. If your current Commanding Officer is not a Navy O-5 or higher, your command's ISIC should be consulted for assistance.

My PMD is in NDAWS but not in the OMPF.
Send a clean, legible PDF-scanned copy of the missing award to PERS-312 via MNCC and state in the email "The submitted award is in NDAWS but not in the OMPF". PERS-312 will verify the award is in NDAWS manually scan the award into the OMPF.

My PMD is in the OMPF but not in NDAWS.
Your supporting administrative office will need to enter the award in NDAWS. This will create a duplicate of the award in the OMPF. A request can then be submitted to PERS-312 via MNCC requesting removal of the duplicate award in the OMPF.

My PMD is in NDAWS but not in the OSR/PSR.
Obtain a clean, legible PDF-scanned copy of the award certificate and send it to BUPERS-072 via MNCC requesting 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 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.
*Of note: There is currently an issue with joint service awards (Joint Service Achievement Medal/Joint Service Commendation Medal) with 'C' device not showing on the OSR/PSR. Programmers are reviewing the issue and when resolved will be corrected for all awards. Individual cases do not need to be opened with MNCC.

My PMD is in NDAWS but not in FLTMPS.
FLTMPS can't be manually updated, it has to be updated system-to-system. PERS-312, BUPERS-072, NIWC New Orleans, and the FLTMPS technical teams are working to resolve this issue.

My PMD is duplicated in the OSR/PSR.
Submit a request to BUPERS-072 via MNCC. 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 first.

How do I get a PMD '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, and NSIPS/NESD technical teams are working to resolve the matter.

My PMD is duplicated in NDAWS or the OMPF.
Submit a request to PERS-312 via MNCC. Type "Duplicate Award" in the subject line along with the following information:
- Sailor Name
- NDAWS Correction Requested:
    - AWARD, MERIT START, MERIT END, JUSTIFICATION FOR CORRECTION
- OMPF Correction Requested:
    - FORM NUMBER, DOCUMENT ID, AWARD, JUSTIFICATION FOR CORRECTION

PERS-312 will review the award in NDAWS and/or the OMPF and remove the duplicated entries.

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').
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 certificate/citation. Once the awarding authority corrects and reissues the award, submit a request to MNCC with the following information:
- Sailor Name
- NDAWS Correction Requested:
    - AWARD, MERIT START, MERIT END, JUSTIFICATION FOR CORRECTION
- OMPF Correction Requested:
    - FORM NUMBER, DOCUMENT ID, AWARD, JUSTIFICATION FOR CORRECTION

PERS-312 will verify the award is in NDAWS, remove the mis-numbered award from the OMPF and then manually scan the correct award into the OMPF.

I am an Awards Petty Officer/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 unit letters of commendations are entered into NDAWS by Secretary of the Navy (SECNAV), Chief of Naval Operations (CNO) or Type Command (TYCOM). For those individual awards not eligible for entry into NDAWS such as Campaign Expeditionary & Service (CE&S) awards or unit awards, the member's servicing administrative office will make entries into the Electronic Service Record (ESR) in NSIPS under 'Honors and Awards'. For those awards not listed in the 'Honors and Awards' drop-down menu, the supporting administrative 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 office will make those entries into NSIPS. The following qualifications serve as examples:
- Weapons qualifications will be entered under 'Honors and Awards'.

- Warfare qualifications such as Enlisted Aviation Warfare Specialist/Enlisted Surface Warfare Specialist 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 office must confirm the Sailor meets the eligibility criteria for the award and then document it in the Sailor's ESR in NSIPS under 'Honors and Awards'. These awards can be searched in NDAWS using the 'Search Awards' option.

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. Commands who need Submit PDF access need to submit a request to BUPERS-072 via MNCC.

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

Send a request to MNCC stating that your name is incorrect within NDAWS. Be sure to include your SSN, DODID number, 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 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 PERS-455 via MNCC to update it.