



Physical Readiness Program (PRP) Office Integration within the MyNavy Career Center (MNCC) - Tiered Customer Service Model - Fact Sheet

POC: Physical Readiness Program Office: (901) 874-2210

January 2025

BLUF

- The Physical Readiness Program (PRP) Office is updating its customer service processes and procedures by transitioning initial contact via the MyNavy Career Center (MNCC) for a modern call center experience with improved communication solutions accessible for Sailors 24/7 around the globe. This transition will take place in February.

Who needs to know?

- Command Fitness Leaders and Assistant Command Fitness Leaders (CFL/ACFLs)
- Secondary Audiences (Physical Readiness Control Officer, Triads, Chief's Mess)
- All active and reserve component Sailors

What you need to know – key points

- Beginning 1 February 2025, Sailors/CFLs/ACFLs/Triads must call or email MNCC Tier-1 for Physical Readiness & Physical Readiness Information Management System (PRIMS) related business and assistance.
- MNCC Tier-1 Help Desk will answer and provide assistance on common issues (e.g., account access, common questions, etc.) and escalate those issues that cannot be addressed initially to Tier-2 subject matter experts (SMEs) after assigning a case number within the eCRM.
- Current PRP & PRIMS Help Desk will become the MNCC Tier-2 Help Desk within eCRM for PRP policy and PRIMS issues to answer questions the MNCC Tier 1 personnel cannot.

Sample POD/POW Note

- ATTENTION: The Navy's Physical Readiness Program Office customer service methods will change effective 1 February 2025. All physical readiness and PRIMS requests for assistance must now be routed via MyNavy Career Center (MNCC) at phone: 1-833-330-6622 or via email: askmncc.fct@navy.mil.

FAQs

Q. Why is the Physical Readiness Program (PRP) Office making this change?

A. We are transferring initial contact to the MyNavy Career Center (MNCC) to provide better customer service. Advantages to this new process will:

- Provide 24/7 Sailor support
- Provide assistance on common question and issues (e.g., account access, common policy questions)
- Allow Sailors to track their trouble ticket and receive email updates



Q. How do I submit documentation for PRIMS access now that the customer service process has changed?

A. As outlined in PRP Guide-7, Section 2 (dated JAN 2025), all complete and accurate information must be attached to an email and sent to askmncc.fct@navy.mil.

Q. How do I submit documentation for Letters of Correction (LOC) now that the customer service process has changed?

A. As outlined in PRP Guide-1 (dated JAN 2025), all complete and accurate information must be sent via email to askmncc.fct@navy.mil.

Q. How do I submit documentation for .CSV files (aka: Data Load Widget) now that the customer service process has changed?

A. As outlined in PRP Guide-1 (dated JAN 2025), all complete and accurate information must be attached to an email and sent to askmncc.fct@navy.mil.

Q. What If I have a quick question related to physical readiness policy, the PFA, or PRT?

A. Call 1-833-330-6622 for telephone inquiries or email: askmncc.fct@navy.mil.

Q. What if I've not heard anything back on my email or phone call to MNCC or askmncc.fct@navy.mil?

A. Each inquiry/submission is assigned a unique case number within eCRM, which is provided by a Tier-1 agent. Follow-up email/phone calls will require you to provide the case number for resolution or current status updates if your case has not been updated or resolved.

Q. What if I have a follow-up question(s) on my email or phone call to askmncc.fct@navy.mil?

A. Each inquiry/submission is assigned a unique case number within eCRM which is provided by a Tier-1 agent. Follow-up email/phone calls will require you to provide the case number for resolution or current status.

Q. How will the Tier-2 (Physical Readiness Program Office) respond to customer queries?

A. Once the Physical Readiness Program Office receives the customer query from the MNCC Tier-1 agent, the physical readiness office will either:

- Resolve the issue and the Sailor will receive an email that the case is resolved.
- Call the Sailor if necessary to resolve the issue
- Email the Sailor for more information