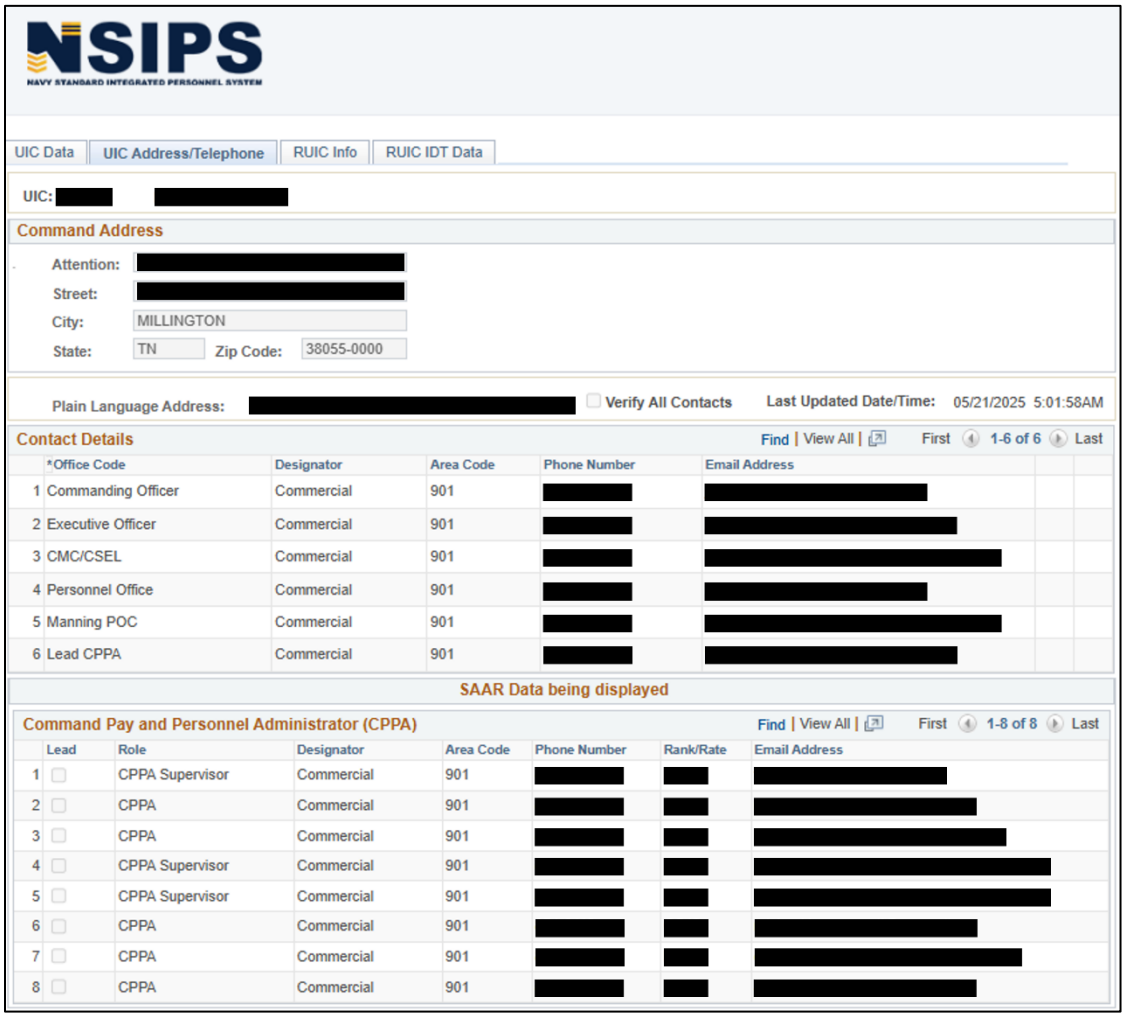
FPN Retention Engagement

Over recent MyNavy Assignment (MNA) cycles, each release of the datacard has been enhanced based on feedback from career counselors and command leadership. The September 2025 release includes corresponding Salesforce eCRM case data to highlight command (Triad/CPPA) participation. This guide is provided to help explain the data sources used in the construction of the datacard and to address commonly-asked questions.

Refer to the latest Full Power Navy Ops Alert and Case Routing Guidance for specific program and case guidance. These resources may be found in the eCRM Library and are linked from the Retention Engagement page on the MyNavy HR site.

Command Contact Information and User Data

- Navy Standard Integrated Personnel System (NSIPS) includes a Unit Administration module that contains Contact Details, **which are managed by each command's CPPA.**
- Regional Support Centers are available to provide additional support with managing a command's Unit Administration within NSIPS.
- The list of available Office Codes was recently updated, and the codes "CPPA1" through "CPPA10" have been removed. In their place, NSIPS Unit Administration now displays users with either CPPA Clerk or CPPA Supervisory permissions for the respective command.



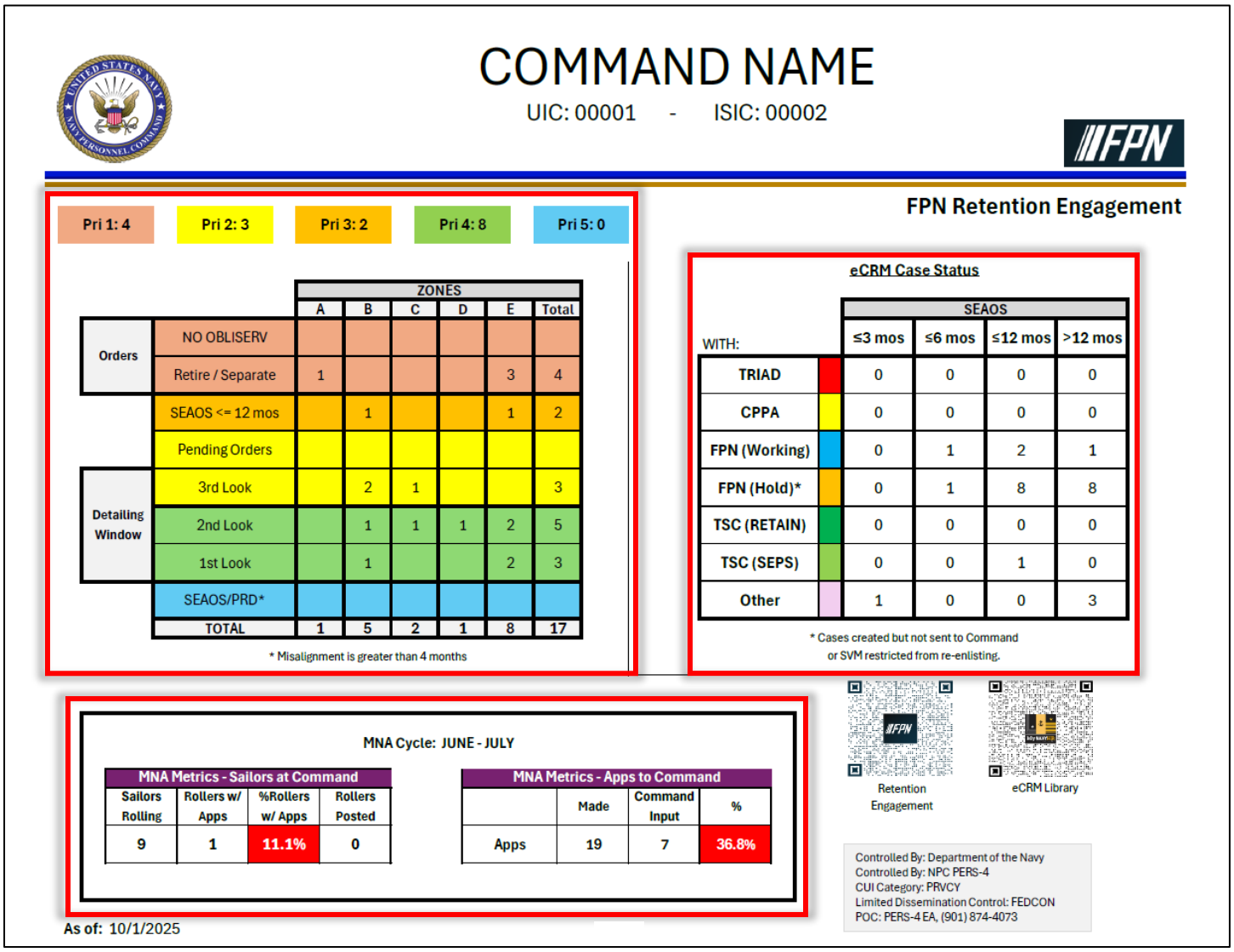
Navy Pay and Personnel Support Center (NPPSC) Ops Alert 010-25 was released 28 April 2025 and directs CPPA's to update their command's POC information semi-annually, or as needed (e.g. Change of Command, PCS transfer).

Understanding the Datacard

Member Status. Each Sailor within the prescribed Soft Expiration of Active Obligated Service (SEAOS) window *may* fall into one of the defined priority categories. Salesforce eCRM cases are created as a Sailor approaches **20 months prior to SEAOS** or **16 months prior to Projected Rotation Date (PRD)**. This earlier case creation helps identify potential SEAOS-PRD misalignments and highlights upcoming career decision points, such as participation in the MNA Cycle.

Case Status. Cases are managed and prioritized based on the Effective Date, which corresponds to either the Sailor's SEAOS or Estimated Date of Loss to the Navy (EDLN), whichever comes first.

MNA Performance. An essential component of retention engagement is assessing a Sailor's MNA performance and participation. The lower tables provides a command-level assessment based on activity during the previous MNA cycle.



COMMAND NAME

UIC: 00001 - ISIC: 00002

FPN Retention Engagement

Pri 1: 4 | Pri 2: 3 | Pri 3: 2 | Pri 4: 8 | Pri 5: 0

		ZONES					
		A	B	C	D	E	Total
Orders	NO OBLISERV						
	Retire / Separate	1				3	4
	SEAOS <= 12 mos		1			1	2
	Pending Orders						
Detailing Window	3rd Look		2	1			3
	2nd Look		1	1	1	2	5
	1st Look		1			2	3
	SEAOS/PRD*						
	TOTAL	1	5	2	1	8	17

* Misalignment is greater than 4 months

eCRM Case Status

	SEAOS			
WITH:	≤3 mos	≤6 mos	≤12 mos	>12 mos
TRIAD	0	0	0	0
CPPA	0	0	0	0
FPN (Working)	0	1	2	1
FPN (Hold)*	0	1	8	8
TSC (RETAIN)	0	0	0	0
TSC (SEPS)	0	0	1	0
Other	1	0	0	3

* Cases created but not sent to Command or SVM restricted from re-enlisting.

MNA Cycle: JUNE - JULY

MNA Metrics - Sailors at Command

Sailors Rolling	Rollers w/ Apps	%Rollers w/ Apps	Rollers Posted
9	1	11.1%	0

MNA Metrics - Apps to Command

	Made	Command Input	%
Apps	19	7	36.8%

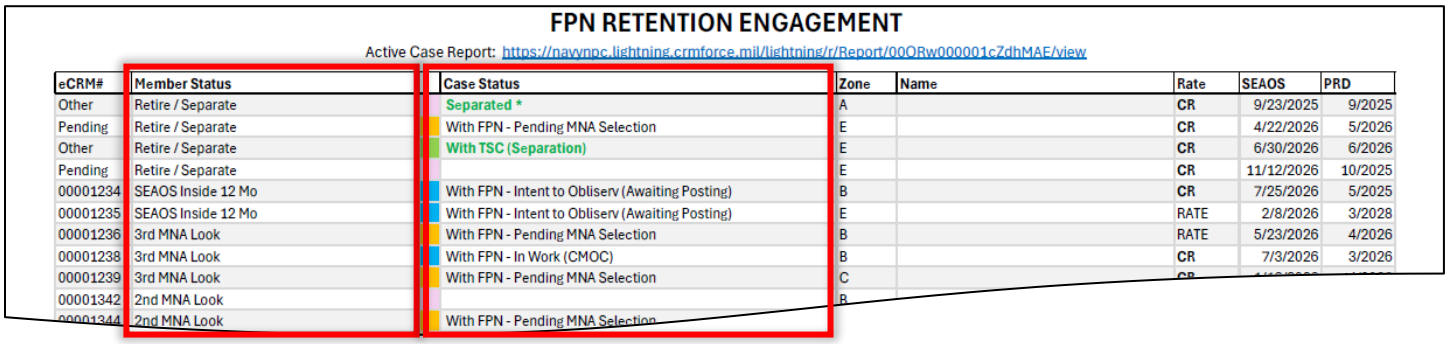
Retention Engagement

eCRM Library

Controlled By: Department of the Navy
Controlled By: NPC PERS-4
CUI Category: PRVCY
Limited Dissemination Control: FEDCON
POC: PERS-4 EA, (901) 874-4073

As of: 10/1/2025

Sailor Detail. Section 2 of the datacard provides a detailed listing of each Sailor's case number, status, and additional information that is helpful in planning and understanding the status of a Sailor's career intentions.



FPN RETENTION ENGAGEMENT

Active Case Report: https://navynpc.lightning.crmforce.mil/lightning/r/Report/00ORw000001cZdhMAE/view

eCRM#	Member Status	Case Status	Zone	Name	Rate	SEAOS	PRD
Other	Retire / Separate	Separated *	A		CR	9/23/2025	9/2025
Pending	Retire / Separate	With FPN - Pending MNA Selection	E		CR	4/22/2026	5/2026
Other	Retire / Separate	With TSC (Separation)	E		CR	6/30/2026	6/2026
Pending	Retire / Separate		E		CR	11/12/2026	10/2025
00001234	SEAOS Inside 12 Mo	With FPN - Intent to Obliserv (Awaiting Posting)	B		CR	7/25/2026	5/2025
00001235	SEAOS Inside 12 Mo	With FPN - Intent to Obliserv (Awaiting Posting)	E		RATE	2/8/2026	3/2028
00001236	3rd MNA Look	With FPN - Pending MNA Selection	B		RATE	5/23/2026	4/2026
00001238	3rd MNA Look	With FPN - In Work (CMOC)	B		CR	7/3/2026	3/2026
00001239	3rd MNA Look	With FPN - Pending MNA Selection	C		CR		
00001342	2nd MNA Look		B				
00001344	2nd MNA Look	With FPN - Pending MNA Selection					

Member Status. Solely based off authoritative data sources and without consideration of eCRM Case Status, each Sailor falls into one of the following statuses: Sailor has PCS or separation orders, is pending PCS orders (past MNA looks and within 6 months of SEAOS), is in the MNA cycle, or has a misaligned SEAOS-PRD that will result in less than three looks before being within 6 months of SEAOS. Others will fall outside of the MNA window. Cases are created well in advance of a career decision point – this promotes tracking of all Sailors prior to a SEAOS, even those with a SEAOS greatly misaligned with a PRD (the primary consideration in distribution planning).

MEMBER STATUS	Meaning	Corresponding Problem Code
No Obliserv	Has hard copy orders but has not attained Obliserv	FPN Orders Pend Obliserv
Retire / Separate	In receipt of separation orders	FPN Sep Orders
Pending Orders	Posted to an assignment and awaiting hard copy orders.	FPN Pending Orders
SEAOS Inside 12 Mo	SEAOS occurs more than 4 months prior to PRD (earlier command engagement required)	FPN SEAOS Window
3rd MNA Look	In third MNA look	FPN MNA Negotiation
2nd MNA Look	In second MNA look.	FPN MNA Negotiation
1st MNA Look	In first MNA look.	FPN MNA Negotiation
Not in Window (SEAOS-PRD Aligned)	Prior to MNA Cycle. No action required for this status.	FPN Not in Window
Not in Window (SEAOS-PRD Misaligned)	Prior to MNA Cycle. SEAOS should be matched to PRD to fulfill tour requirements. PRD may be matched based on remaining time on station.	FPN Not in Window

eCRM Case Status. The corresponding data elements (Request Type, Problem Code, Case Origin, Status, and Sub-Status) of each Sailor's FPN case correspond to a "status" and allows a better depiction of what action is still required by the command or CPPA (CCC).

CASE STATUS	Meaning
Command Triad Engagement Required	Cases in an initial Problem Code and pending Sailor Intent. Requires command engagement and feedback via Command Triad Recommendation dropdown and Case Comments. 'Submit' back to PERS-4 for subsequent action.
CPPA Action Required (Pending Obliserv)	Cases in FPN Awaiting Obliserv and routed to PERS-4; pending reenlistment and subsequent uploading of KSDs, case conversion, and routing to TSC for reenlistment processing.
CPPA Intervention Required (Pending Obliserv)	Cases improperly submitted back to PERS-4 vice converting to TSC for processing. These cases will be routed to Naples after review by PERS-4; routing back to PERS-4 will delay processing of reenlistment.
With TSC (Retain)	Cases with TSC Naples for processing of reenlistment.
Obliserv via External Transaction (CVN/AS)	Commands that process transactions external to eCRM will terminate in this status and will be closed by PERS-4 once the SEAOS reflects accurately in the data systems.
With TSC (Separation)	Cases with TSC Norfolk for processing of separation or retirement.
Separation via External Transaction (CVN/AS)	Commands that process transactions external to eCRM will terminate in this status and will be closed by PERS-4 once the Strength Code Indicator (SCI) reflects accurately in the data systems.
With FPN - In Work (CMOC) **With FPN - In Work (DT)**	Cases received by PERS-4 but has not yet been assigned to a Retention Agent for review.
With FPN - In Work (RA)	Cases assigned to a Retention Agent for review and potential engagement.
With FPN - Intent to Obliserv (Awaiting Orders Release)	Sailor intends to stay Navy and orders are pending release.
With FPN - Intent to Obliserv (Awaiting Posting)	Sailor intends to stay Navy and is awaiting assignment selection/posting.
With FPN - Intent to Obliserv (Orders in Chop)	Sailor intends to stay Navy and has orders in chop.
With FPN - Intent to Obliserv (OTT)	Sailor intends to stay Navy and is in training (OTT).
With FPN - On Hold (P4)	Sailor intends to stay Navy and is awaiting first look in MNA cycle. Next action will be execution of Obliserv.
With FPN - Not in MNA Window	For tracking purposes. Sailor is prior to MNA Cycle.
With FPN - Pending MNA Selection	For tracking purposes. Sailor is in first or second look of MNA Cycle.
With FPN - On Hold (DCAT)	Sailor's Deployability Category (DCAT) prevents reenlistment (temporary). Once cleared, Sailor will become an Avail and cases will be assigned to CPPA for processing of reenlistment or separation.
Obliserv Complete	Cases in this status are a result of a reenlistment being submitted and processed via a duplicate case vice use of the FPN case.
Separated *	Cases in this status are a result of a separation being submitted and processed via a duplicate case vice use of the FPN case. While a member has not actually separated, their separation is being processed by a non-FPN case and cannot be correlated easily.
With TSC (Commission)	Cases with TSC Great Lakes for processing of officer strength gain.
Invalid Use of FPN Case - Contact FPN	Cases converted to a Request Type/Problem Code other than intended (FPN Retention Engagement cases should convert and close as Retirements/Separations, REEN/EXTEN/RIS, or Officer Strength Gains. All other Request Types are invalid uses.

Command Contact Card. Section 3 of the datacard (example below) provides the list of contacts obtained via authoritative data sources.

NSIPS Unit Administration is how we are identifying command leadership and staff contact information. Aside from removing non-DOD emails (gmail.com, yahoo.com, cox.net, etc.) from receiving official correspondence, PERS-4 does not have the required permissions to manage entries in NSIPS Unit Admin. **Each command's CPPA is responsible for managing and updating contact details (to include adding and removing contacts).**

- *If you are no longer attached to a command, contact your former command to have yourself removed. You will continue to receive future correspondence but more importantly, your relief will not receive critical communications on behalf of their Sailors.*
- *If you would like to be included in future correspondence or manage multiple UICs, have your CPPA update your command's NSIPS Unit Administration. FPN will CC the following office codes: Lead CPPA, Lead CPPA Supervisor, Manning POC, Administrative Officer, Personnel Office, and Orders POC.*
- **MyNavy Assignment command contact information will not be utilized for outreach purposes.**

UIC	Command Name	ISIC
00001	COMMAND NAME	00002

NSIPS Unit Administration

ROLE	EMAIL
Commanding Officer	commanding.officer.mil@us.navy.mil
Executive Officer	~~executive-officer@gmail.com~~
CMC/CSEL	cmc.mil@us.navy.mil
Lead CPPA	lead.cppa.mil@us.navy.mil

NSIPS CPPA Roles

NAME	EMAIL	RATE
CPPA	cppa1.mil@us.navy.mil	PS1
CPPA	cppa2.mil@us.navy.mil	YNC

CIMS CCC Roles

NAME	EMAIL	RATE
CCC	ccc1.mil@us.navy.mil	NC1

eCRM Roles

USER	EMAIL(S)	ROLE
CPPA	nsips.email@us.navy.mil	CPPA
CPPA	nsips.email@us.navy.mil	CPPA

Career Information Management System (CIMS) is how we are identifying career counselors. CPPA's and CCC's who hold both an NSIPS CPPA role (or a CIMS CCC role) and an eCRM account are identified under eCRM Roles. The order of precedence displayed determines which user will be assigned a new FPN case. If the assignment is incorrect, proper Case Team management becomes critical to ensure the case is accessible.