



# PERSPAY CENTER OF EXCELLENCE TRANSACTION ROUTING GUIDANCE

Update: 8 June 2022

## CENTER OF EXCELLENCE (REENLISTMENTS & EXTENSIONS)

Effective Date: Immediately

**BLUE:** Effective immediately, the Center of Excellence for Reenlistments and Extensions (COE-R&E), hosted by Transaction Service Center (TSC) Naples, will process all Navy retention transactions (reenlistments, extensions, retain in service, selective reenlistment bonuses).

**DISCUSSION:** All Command Pay and Personnel Administrators (CPPA) will generate reenlistment/extension contracts in Navy Standard Integrated Personnel System (NSIPS) and will submit the signed contract along with the required Key Supporting Documents (KSD) via enhanced Customer Relationship Management (eCRM) to the COE-R&E no later than 48 working hours after contract effective date. If eCRM is unavailable, CPPAs may submit their transaction through the Transaction Online Processing System (TOPS) via their current servicing TSC detachment.

### Methods for transaction submission

- **Pri:** eCRM to “PP REENLISTMENTS\_EXTENSIONS” queue.  
\*\* Submit all eCRM cases in **“lightning” mode only**. Microsoft Edge and Google Chrome are the preferred browsers. Mozilla Firefox may be used if you are experiencing issues with Microsoft Edge and Google Chrome. Do not use Internet Explorer. \*\*
- **Alt:** TOPS to “NAPLES REENLIST\_EXT” box (or to local servicing TSC detachment, who will forward transaction to COE-R&E. If submitting via TOPS, CPPAs **MUST** include the following information. TOPS transactions without the information below will be returned to the CPPA without action.
  - **Do you have an eCRM account:** Y / N
  - **If YES, why eCRM was not used for this transaction:** (describe reason: e.g. ship currently underway/low connectivity, or include brief explanation of technical issues – this information will help us better understand the nature of eCRM issues preventing CPPAs from utilizing the system).
  - **If NO, eCRM SAAR submission date:** (insert date)
  - **MNCC trouble ticket number regarding eCRM account:** (insert ticket number)

CPPAs must submit all required Key Supporting Documents per NPPSC form 1160/2, Section III.

### Training

Regional Support Center Naples conducts weekly reenlistment and extension training Wednesday’s on FlankSpeed Teams for all CPPAs. CPPAs may attend via Teams or dial-in using the line provided below – training slides are available on the [MyNavy HR CPPA Resources page](#). Training provides a common process for customer commands to follow for the managing, administering and generating a Sailor’s reenlistment or extension of enlistment.

- **When:** Wednesdays at 1000 Central Standard Time / 1700 Central Europe Time.
- **Where:** FlankSpeed Microsoft Teams. [Click link for training](#).  
Dial-in: 410-874-6741 / Conference ID: 691 925 569#

### WHAT THIS MEANS TO YOU:

- ✦ Realignment of reenlistment and extensions under the COE-R&E at TSC Naples will improve proficiency and reduce errors. COE-R&E coordination with CPPAs and customer commands will yield a significant improvement in transaction processing timelines, accuracy and training.
- ✦ It is highly recommended that all CPPAs attend one of the weekly Reenlistments and Extensions training opportunities provided by RSC Naples on Wednesday’s or on-demand.
- ✦ **References**
  - ✓ [REENLISTMENT MPTE SOP](#)
  - ✓ [EXTENSION MPTE SOP](#)
- ✦ Transaction routing guidance, training and materials are available on the [MyNavy HR CPPA Resources page](#).