PERSPAY Center of Excellence: Separations and Retirements

26 July 2022

Hosted by Transaction Service Center Norfolk
References

- BUPERSINST 1900.8E, CERTIFICATE OF RELEASE OR DISCHARGE FROM ACTIVE DUTY
- DOD FINANCIAL MANAGEMENT REGULATION VOLUME 7A, CHAPTER 35
- MILPERSMAN 1133-090, ENLISTED RECRUITING
- MILPERSMAN 1800-1899, RETIREMENT
- MILPERSMAN 1900-1999, SEPARATION
- OPNAVINST 1900.2B, TRANSITION ASSISTANCE MANGEMENT PROGRAM (TAMP)
- OPNAVINST 1900.4 CH-2, SEPARATION PAY FOR INVOLUNTARY SEPARATION FROM ACTIVE DUTY
- NSIPS Retirements & Separations Module SOP:
- Separations SOP:
Required Documents

- NPPSC 1900/2 (REV. 08-2020) Separations Checklist
- Message of Intent/Permanent or Temporary Disability Retired List (PDRL OR TDRL) Message (ENLISTED) OR Retirement Orders (OFFICER)
- NPPSC 1900/1 NPPSC Separations Questionnaire
- DD-2586 Verification of Military Experience and Training (VMET) / Joint Service Transcript (JST)
- PTDY Orders / Approved Job and House Hunting Request
- Separation Leave Request (approved in NSIPS)
- Final Approval Message (Enlisted) or Statement of Service (Officer)
- DD-2656 Data for Payment of Retired Personnel
- DD-2648 Pre-Separation Counseling Checklist
- Command Check-Out Sheet (IAW NAVADMIN 187/14)
- Bachelors Enlisted Quarter (BEQ) Check-Out (if applicable)
- NPPSC 1900/1 Separations Questionnaire (w/ Medical and Dental Endorsements)
- OBLISERV to Fleet Reserve date must be met
Separations Workflow

CPPA submits supported key supporting documents (KSD) to TSC Norfolk to process the separation. Submit to the following queue:

PP RETIREMENTS_SEPARATIONS
(see slide 6 for OCONUS seps)

Separation Clerk receives Separation Package via eCRM/Salesforce or alternative means. The Separation Clerk creates/establishes Separation Retain file and prepares separation documents (Sep Orders, DD 214, Strength Loss and Final Payment).

Separation Clerk to initiate the eDD-214 electronically within the NSIPS R&S module, and then electronically route to the member for verification to make sure all information is correct. After member's verification, the data will be transmitted to BUPERS Online (BOL) Document Services in order for the member and the Approving Official to digitally sign the document. Note: Service Member will sign DD Form 214 upon checkout.

After the Supervisor approve the Clerk reviews and processes all open entitlements/deductions in MMPA. To include, Separation Leave, preparing strength loss (E503), transportation/travel documents. Clerk uploads retain file in DON Tracker for the Certifying Official to audit and release

Separation Clerk updates eCRM case status to “Supervisor Review”

Clerk sends KSDs to the supervisor/lead for review. Any applicable supporting documentation submitted by the CPPA/Service Member for supervisor to use in cross-checking accuracy of information in all documents.

Certifying Official releases all documents in NSIPS.

Separations Clerk will verify if entitlements/deductions, terminal leave, leave sell back, strength loss posted via MMPA and ensure DD Form 214 is completed. Supervisor will verify Strength Loss posted in MMPA five days after separation. 20 days after Separation date, the Supervisor will verify Service Member's “V” status.

Separation Clerk will mark eCRM case status “Closed-Complete” via eCRM
• **FLTRES, Retirements, and EAOS Separations**
  - **Sep Orders:** *9-5 months prior to separation date.* Submit KSDs outlined in NPPSC 1800/1 or NPPSC 1900/2 checklist (section I) to obtain separation orders. PTDY/Terminal Leave dates may be tentative at this time.
  - **Draft DD-214:** *9-5 months prior to separation date.* Submit KSDs outlined in checklist (section I) to begin draft DD-214 for member review. PTDY/Terminal Leave dates may be tentative at this time.
  - **Complete Sep Package:** *No later than 60 days prior to approved PTDY/Terminal Leave.* Submit separation package to TSC Norfolk as outlined in NPPSC 1800/1 or NPPSC 1900/2 to complete separation transaction. If medical endorsement cannot be obtained at 60-day mark, submit all other required documents. Submit final medical endorsement as soon as practicable and prior to member’s detachment from command. Delay in submission will significantly impact member’s separation, to include DD-214 completion, and may impact retirement benefits.

• **ADSEPs**
  - Submit KSDs outlined in NPPSC 1900/2 as early as practicable. The TSC determines the actual separation date and has 10 days to process once an actionable package has been received. Final separation date will be communicated via eCRM.

• **TDRL/PDRL**
  - Submit KSDs outlined in NPPSC 1800/1 as early as practicable but no later than Final Out-Processing Completion (FOPC) Date per TDRL/PDRL message.
# Case Routing Guidance

## OCONUS Separations

<table>
<thead>
<tr>
<th>Case #1 (5-9 Months in Advanced)</th>
<th>Case #2 (once orders are received)</th>
<th>Case #3 (can submit at any time - asap)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TSC Yokosuka</strong></td>
<td><strong>Submit all NAVPTO KSDs to the applicable NAVPTO queue for flight itinerary.</strong></td>
<td><strong>TSC Norfolk</strong></td>
</tr>
<tr>
<td><strong>OCONUS Gain and Losses COE</strong></td>
<td><strong>PP NAVPTO-YOKOSUKA</strong></td>
<td><strong>Separations and Retirements COE</strong></td>
</tr>
<tr>
<td><strong>Queue: PP TRANSFERS OCONUS</strong></td>
<td><strong>PP NAVPTO-GUAM</strong></td>
<td><strong>PP RETIREMENTS_SEPAREATIONS</strong></td>
</tr>
<tr>
<td><strong>Routed PSD: Yokosuka</strong></td>
<td><strong>PP NAVPTO-BAHRAIN</strong></td>
<td><strong>Routed PSD: TSC Norfolk</strong></td>
</tr>
<tr>
<td>✓ CPPA submits request to generate Transfer Orders for Enlisted Separation / Retirement (if applicable) 5-9 months in advance KSDs: Enlisted Authorization for Sep/Ret and NPPSC 1900/1 Separation Questionnaire (Blocks 1-17: used to generate orders)</td>
<td>✓ CPPA submits DD214 request to Sep/Ret COE to include applicable checklists and KSDs.</td>
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</tr>
<tr>
<td>✓ Orders will be uploaded into the Transfer Transaction (as applicable) Note: skip the above if member has Orders (e.g. Officers)</td>
<td>✓ NPPSC 1900/2 Separation Checklist</td>
<td>✓ NPPSC 1900/2 Separation Checklist</td>
</tr>
<tr>
<td>✓ Transfer Transaction Remains open until member’s Loss date. KSDs for Sep/Ret Transfer/Loss:</td>
<td>✓ NPPSC 1900/1 Separation Questionnaire</td>
<td>✓ NPPSC 1900/1 Fleet Reserve/Retirement Checklist (as applicable)</td>
</tr>
<tr>
<td>● NPPSC 1300/1 ATA</td>
<td>➢ Transaction will remain open until member’s activity loss is posted. Note: Station allowances stop on the date of detachment.</td>
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</tr>
<tr>
<td>● Updated NAVPERS 1070/602</td>
<td>➢ Separation Orders will be generated by TSC Yokosuka. If sep orders modifications are required after Sailor has transferred to TPU, communicate with TSC Norfolk via eCRM for order modification.</td>
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</tr>
</tbody>
</table>

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**OCONUS Seps:** Ensure requirements of MILPERSMAN 1910-812 are met. Evaluations, separation physical (e.g. medical and dental), and leave papers should all be completed prior to arrival to TPU for separation processing.
Case Routing Guidance
New Accession Training (NAT) Sailors

- New Accession Training (NAT) Sailors must be first gained to their Navy Reserve Center (NRC) prior to separation. When processing a NAT separation, NRCs must:
  
  • Submit Activity Gain case to the following TSCs, as applicable:
    - TSC San Diego (Center of Excellence – Gains and Losses (West))
      - eCRM case to PP ACTIVITY GAINS WEST queue
    - TSC Pensacola (Center of Excellence – Gains and Losses (East))
      - eCRM case to PP ACTIVITY GAINS EAST queue
  
  • Submit Nat Separation case to TSC Norfolk:
    - eCRM case to PP RETIREMENTS_SEPARATIONS queue
Case Routing Guidance
eCRM/TOPS

- **Primary:** eCRM to “PP RETIREMENTS_SEPARATIONS” queue.
  - See next slide for Naming Convention on Subject line.

- **Alternate:** TOPS to NAVNORFOLK “SEPARATIONS” box (or to local TSC detachment Separations Box – the COE-S&R will access legacy TOPS boxes and engage with CPPAs as needed). 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)
Case Routing Guidance
Naming Convention

- **Naming Convention on the SUBJ:**
  - **eCRM:** Submit requests in eCRM using the following naming convention in the case subject line:
    - Last Name, First Name
    (use drop down menus to specify other relevant fields – e.g. Request Type, Problem Code, Effective Date, etc.)

- **TOPS:** Submit requests in TOPS using the following naming convention:
  - ADSEP: Last Name, First Name, ADSEP*
    * No date required for ADSEPs as TSC determines final separation date upon receipt of complete/actionable case.
  - Fleet Reserve: Last Name, First Name, FLTRES, DATE (DD MMM YYYY) (eg. 22 MAR 2023)
  - Retirement: Last Name, First Name, RETIREMENT, DATE (DD MMM YYYY)
  - Separation: Last Name, First Name, SEPARATION, DATE (DD MMM YYYY)
  - TDRL: Last Name, First Name, TDRL, DATE (DD MMM YYYY)
  - PDRL: Last Name, First Name, PDRL, DATE (DD MMM YYYY)
  - NATs: Last Name, First Name, NAT SEPARATION, DATE (DD MMM YYYY)
Reviewing DD-214 in NSIPS and BOL
Computer Settings

- Use Internet Explorer
- Open a browser page, and click on the Internet Tools option (gear icon on the top right-hand corner)
- Navigate to “Internet Options”
- Click on the “Privacy” tab, then uncheck the box next to “Turn on Pop-Up Blocker”
- Click on the “Advanced” tab, and scroll to the bottom of the “Settings” window
- Ensure the boxes are checked next to “TLS 1.0,” “TLS 1.1,” “and TLS 1.2.” Uncheck “TLS 1.3 (experimental)”
- Click on the “Apply” button at the bottom, then on the “OK” button
- You’re done!
Click on “Accept.” You will be prompted to choose a CAC certificate, always use your “Authentication” certificate.
Reviewing DD-214 in NSIPS and BOL

NSIPS Navigation

2. ON THE NSIPS HOME SCREEN, LOG INTO YOUR NSIPS SELF-SERVICE ACCOUNT (FOR ACCESS ISSUES, SEE NEXT SLIDE)

CLICK HERE
IF YOU ARE UNABLE TO LOG INTO YOUR SELF-SERVICE ACCOUNT

Click on “Access Request.” If you’ve never used your self-service account, click on the “NSIPS Self-Service (New Users)” option on the left. If you’ve previously used your Self-Service account and need it unlocked, click on the “NSIPS Self-Service (Unlock)” option.
Reviewing DD-214 in NSIPS and BOL

NSIPS Navigation

3. NAVIGATE TO THE RETIREMENTS AND SEPARATIONS (R & S) FUNCTION. EMPLOYEE SELF SERVICE > RETIREMENTS AND SEPARATIONS > CERTIFICATE OF RELEASE DD 214
4. IN THE DD 214 WORKSHEET HOME SCREEN, SELECT THE DD 214 WORKSHEET TO REVIEW
5. REVIEW YOUR INFORMATION

This is pre-set data based on your electronic service record (ESR)

This will be the last day of active duty

7 A and B are based on the address on your demobilization orders. Enlisted members will have a date on block 6 (matching the end date of their reserve contract); block 6 is not applicable to officers

Initials of the Separation Clerk drafting your DD 214
5. REVIEW YOUR INFORMATION

8a. Command where you were stationed
8b. The TSC issuing your DD 214
9. The Navy Reserve Center you will be reporting to after you depart from active duty (if applicable)
10. SGLI coverage is based on information found in NSIPS, based on milConnect data. It cannot be changed by the Separations Clerk
11. NECs/NOBCs are populated from your ESR. TSC Norfolk does not have the authority to add new NECs/NOBCs to your record. ESR corrections can be requested by your CPPA via eCRM to PP_ESR queue.
12a. Date you began your active duty (ACDU) period (usually, the date you checked into the NOSC for mobilization)
12b. Date you will be separated from active duty, based departure date, travel, ROM (if applicable), and terminal leave
12c. Calculated total time of active duty based on 12a and 12b
12d. Total prior active service, based on your ASOSH information, along with prior DD 214s submitted. These are the only KSDs allowed to credit previous ACDU time
12e. Your total reserve time, calculation is based on total years of service, minus total active duty time
12f. Only applicable if the Sailor’s ultimate activity on the activation orders was at an overseas location (current orders only)
12g. Total sea service performed during the current orders only
12h. Enlisted: recruit training time plus A school; not applicable to officers
12i. Date of advancement, pre-set by ESR. Frocked data is not applicable
12j. Enlisted members: date member completed their initial 8-year obligation
Reviewing DD-214 in NSIPS and BOL

NSIPS Navigation

5. REVIEW YOUR INFORMATION

Review awards; make sure to click on the “view all” option. If awards are missing, the Separations Clerk can add those awards if the Sailor provides supporting documentation. Acceptable documentation includes: award citation or NAVPERS 1070/613 (pg13) issued by the awarding authority. Evaluations and prior DD 214s are not acceptable.

Officers, advise if block 15 is applicable, based on prior training. 16 denotes leave days to be sold. If you do not intend to sell leave, then let your Separations Clerk know. A leave chit is required if you’re taking terminal leave. If you intend to carry over your leave, then a NAVPERS 1070/613 is required, contact your CPPA. If the member has .5 days balance remaining, this leave will be sold as members cannot take half a day of leave. When done reviewing this area, click on “remarks”.

When done reviewing this area, click in “remarks”
The remarks will have relevant information regarding your mobilization mission, area of operation (if relevant), and data regarding your detach date from the separation activity, travel days credited, and deactivation day (date granted to allow check-in with the NOSC/ NRA).
7. CONTINUE TO REVIEW YOUR INFORMATION

20. Denotes state that will receive copy 6 of the DD 214
20a. Denotes member’s desire to send copy 3 to the Department of VA in DC
21. Denotes member’s signature status
22. Denotes the Authorizing Official that will be endorsing your DD 214. This is NOT your Separations Clerk, for questions/issues communicate with your separation clerk via the discrepancy remarks (see slides #18-20)
8. REVIEW YOUR DISCHARGE DETAILS

Blocks 23-28 explains the type of separation characterization, contact your Separations Clerk with any questions. Block 29 will annotate any “lost” days during this active duty period. Lost days are days member was considered to be unauthorized absence (UA).

Member needs to initial block 30 to annotate that they wish to receive copy 4 of their DD 214. Member then needs to annotate the DD 214 worksheet as either “accurate” (if all data is correct), or “inaccurate” if corrections need to be made.

*** FIRST, GO TO THE TOP AND LOOK AT THE DISCREPANCIES TAB (NEXT SLIDE) ***
9. REVIEW THE DISCREPANCIES TAB

Here you will find remarks left for you from the Separations Clerk. If you note discrepancies on your DD 214 Worksheet, you will be given an opportunity to add remarks, and they will show here. Your Separations Clerk will place their name here so you know who to send this back to; write it down! In order not to delay the processing of your DD 214 and separation from active duty. IT IS IMPORTANT THAT YOU REVIEW YOUR DD 214 WORKSHEET THOROUGHLY AND ADDRESS ALL DISCREPANCIES AT ONCE.

There will be a button here that will allow you to upload any supporting documentations you wish to submit. Click “return to worksheet” when you’re done.
10. IF YOU NEED TO ANNOTATE DISCREPANCIES

If you are requesting corrections, mark the DD 214 inaccurate. If you’re missing data such as awards, make sure you’ve uploaded the supporting documents (see previous slide). Then click here.
Please be thorough on what corrections you are requesting, and always provide supporting documentation, if needed. IT IS IMPORTANT THAT YOU REVIEW YOUR DD 214 WORKSHEET THOROUGHLY AND ADDRESS ALL DISCREPANCIES AT ONCE TO AVOID DELAYS.
Route back to the Separations Clerk (not the Supervisor), select the correct clerk (name found in the discrepancies remarks, see slide #15), select DD214WS Correction Required, and route back by clicking “route”.

12. ROUTING DD 214WS CORRECTIONS
13. IF YOUR DD 214WS IS ACCURATE

If you are satisfied with your DD 214 worksheet, click here.
Reviewing DD-214 in NSIPS and BOL

NSIPS Navigation

14. ROUTING ACCURATE DD 214WS

Route back to the Separation Clerk (not the Supervisor), select the correct clerk, select DD 214WS Accurate, and route back by clicking “route.”
Once your DD 214 Worksheet has been returned to your Separations Clerk, they have to finalize the document and send you a smooth copy to sign via BUPERS Online. You will receive a notification via email that the document is ready for signature.
Reviewing DD-214 in NSIPS and BOL
Signing the DD-214 in BUPERS Online (BOL)

BUPERS Online

This website is for use by Active Duty and Reserve Navy personnel, as well as other specifically authorized personnel only.

The PRIMS link will remain offline until future notice; the technical team is working to resolve Read only for CFLs, ACFL1 and ACFL2. Restoration of the PRIMS BOL link TBD.

In an effort to maximize social distancing in response to COVID-19, the NPC IT Service Desk is teleworking until further notice. Contact the service desk by emailing npc_it_service_desk@navy.mil or leaving a message (with detailed contact information) at 901-874-4700. A Service Desk representative will get back to you during normal business hours (0600-1700 Central).

CAC Login

For help call 1-800-951-NAVY
Help Desk Hours of Operation
Monday - Friday, 0600-1700 Central
For Assistance or comments please send an email to NPC_IT_Service_Desk@navy.mil

[Privacy Policy] [FAQ]
[Accessibility/Section 508]

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Reviewing DD-214 in NSIPS and BOL
Signing the DD-214 in BUPERS Online (BOL)

On the main home menu, navigate to “Navy Personnel Command Document Services.”

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<th>BOL Application Menu</th>
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</thead>
<tbody>
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<td>[Home]</td>
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<tr>
<td>[FAQ]</td>
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<tr>
<td>[Privacy Policy]</td>
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<tr>
<td>[Advancements/Selection Boards]</td>
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<tr>
<td>[Application (FORMAN) Status]</td>
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<tr>
<td>[ARPR/ASOSH Online]</td>
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<tr>
<td>[CCA/FITREP/Eval Reports]</td>
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<tr>
<td>[CO/XO/CMC Advancement/Selection Board Verification]</td>
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<tr>
<td>[CWAY - Sailor Self-Service]</td>
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<tr>
<td>[ESSBD (Submit letter to SelBoard)]</td>
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<tr>
<td>[Individual Medical Readiness (IMR) Status]</td>
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<td>[JOIN]</td>
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<td>[Military Locator System]</td>
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<td>[Name Change]</td>
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<td>[Naval Register]</td>
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<td>[NavPers Legacy and PERSTEMPO]</td>
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<tr>
<td>[Navy Personnel Command Document Services]</td>
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<tr>
<td>[Navy-Marine Corps Mobilization Processing System (NMCMPS) - View IA/ADSW orders]</td>
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<tr>
<td>[ODC, OSR, PSR, ESR]</td>
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<td>[Officer Photo]</td>
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<tr>
<td>[Official Military Personnel File (OMPF) - My Record]</td>
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<tr>
<td>[PTDR]</td>
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<td>[Selective Reenlistment Bonus]</td>
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Click on any information icon to the right of a menu item to see additional information about that application.
Once the screen loads, click on the “To-do” option, and you will find the document ready for review. Double click on the document to open it and review it.
Reviewing DD-214 in NSIPS and BOL

NSIPS Navigation

Note: if you click on “disapprove” it will go back to the Separations Clerk for rework, but without remarks, which causes an additional delay on the processing of your DD 214. This is why it is very important to address discrepancies while this document is being vetted via NSIPS. If you do not sign your DD 214 within 7 days of it being routed to you, it will be marked disapproved and sent back to the Separations Clerk. The DD 214 will then be processed with “member signature unattainable.”

Review the document for accuracy. This should reflect the same data you already reviewed in the NSIPS DD 214 Worksheet. Digitally sign your DD 214, then submit to the AO for final endorsement.
Once the Authorizing Official signs the DD 214, you will find copies 1 and 4 (member’s copies) in the NAVPERS Command Document Services area in BOL (see slides 26-27). These copies will only be available for 30 days, so it is very important that you download these for your records within that timeframe. TSC Norfolk cannot retrieve these copies for you. The service record copy will post in your OMPF after the official separation date (date on block 12b).
COE-S&R Separations Contact

Please use eCRM for communications/questions/updates on specific cases.

For emergency issues or other separations-related inquiries, please email
tsc_norfolk_separations@us.navy.mil
Regional Support Center Norfolk: POCs

Regional Service Centers (RSC) conduct weekly training, to include separations and retirements case submission procedures. Please reach out to your local RSC for regional training schedules. Additionally, training slides are available on the MyNavy HR CPPA Resources page.

Contact: rsc_norfolk@us.navy.mil
Any Questions?