



# CASE ROUTING GUIDANCE REENLISTMENTS & EXTENSIONS

Update: 02 Sep 2025

Effective Date: Immediately

**BLUE:** The guidance below outlines procedures for submitting retention cases, including reenlistments, extensions, retain in service, selective reenlistment bonuses, and reserve reenlistment/extensions for service members on active duty orders.

**DISCUSSION:** 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 enterprise Customer Relationship Management (eCRM/Salesforce) to the COE-R&E no later than 48 working hours after contract effective date.

**CASE SUBMISSION:** Submit cases via [eCRM/Salesforce](#) using the information below.

Case Details	Select	Notes
Subject	Rate/Grade Last Name, First Name, Submission Type (Reenlistment, SRB Reenlistment, Extension, Retain In Service)	
Description	Describe actions required	
Effective Date	Date of Reenlistment/Extension	
Request Type	REEN/EXTEN/RIS	Do not select other options
Problem Code	ACDU Extension Request ACDU Reenlistment (Benefits of Rate Only) ACDU Reenlistment (SRB, LSL, and/or STAR) ACDU Retain In Service (RIS)	Select as appropriate
Routed To	TSC Naples	
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, <b>NOT the CPPA's.</b>	

**NOTE 1:** The last NAVPERS 1616/26 Evaluation Report must be included with the request if the Command Career Request (NPPSC 1160/1) form is not signed and approved by the CO/OIC. This ensures validation of the member's recommendation for retention by the CO/OIC, as required by MILPERSMAN 1160-030.

**NOTE 2:** Retain in Service is not applicable for USNRs performing Active Duty for Operational Support (ADOS), on medical or legal hold orders. Sailors under this category are directed to read their orders in its entirety and comply with the stipulated extension requirement by completing NAVPERS 1070/621 (Reserve Extension Contract, to extend their Expiration of Reserve Enlistment (EREN) as needed) and NAVPERS 1070/622 (Active Duty Reserve Extension Contract) to match the PRD on their medical or legal hold orders.

**SPECIAL NOTE FOR SELECTIVE TRAINING AND REENLISTMENT (STAR) ADVANCEMENT PROCESSING:**

**Situation 1 – Sailor meets TIPG requirement at the time of reenlistment:** If reenlisting under STAR program and advancement eligibility requirements are met per MPM 1160-100, to include Time-In-Paygrade (TIPG) requirements, submit one case to Transaction Service Center (TSC) Naples to process reenlistment and STAR advancement.

**Situation 2 – Sailor does NOT meet TIPG requirement at the time of reenlistment:** If reenlisting under STAR program and TIPG requirements are not met at the time of reenlistment, submit a case to TSC Naples for reenlistment purposes only, then submit a separate case (for STAR advancement only) to your servicing TSC once TIPG requirements are met – use Request Type “ESO,” Problem Code “Accelerated Advancement.”

**TRAINING:** Regional Support Centers (RSC) conduct monthly training, which includes Reenlistments and Extensions processing and submission procedures. You may find your RSC training schedule on the [MyNavy HR CPPA Resources page](#), by navigating to “RSC Contacts” on the left menu, and selecting your RSC page. RSC training schedules can also be found on the [RSC SharePoint Information Center](#)

✦ Standard Operating Procedures for pay, personnel, and travel are available on the [MyNavy HR CPPA Resources page SOP Library](#).

✦ Case routing guidance, training and resources are available on the [MyNavy HR CPPA Resources page](#) and the [Regional Support Center Information Center](#).



# CASE ROUTING GUIDANCE RESERVE REENLISTMENTS & EXTENSIONS ON ACTIVE DUTY ORDERS

02 Sep 2025

Effective Date: Immediately

**CASE SUBMISSION:** Submit cases via [eCRM/Salesforce](#) using the information below.

**NOTE 1: EAOS cannot surpass EREN. When processing extensions on reserve members, the Reserve Contract (NAVPERS 1070/621) must be processed first to update the EREN before the Active Duty Reserve Contract (NAVPERS 1070/622) is processed to adjust the SEAOS.**

Case Details	Select	Notes
Subject	Rate/Grade Last Name, First Name, Submission Type (Reenlistment, SRB Reenlistment, Extension, Retain In Service)	
Description	Describe actions required	
Effective Date	Date of Reenlistment/Extension	
Request Type	REEN/EXTEN/RIS	Do not select other options
Problem Code	TAR/SELRES on ACDU Extension Request TAR/SELRES on ACDU Reenlistment Request (Benefits of Rate Only) TAR/SELRES Reenlistment Request (SRB, LSL, and/or STAR)	Select as appropriate
Routed To	TSC Naples	
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, <b>NOT the CPPA's.</b>	

**NOTE 2: All reenlistments will have RADO months/days adjusted to cover 30 days beyond projected end of orders (ADOS/Recall) and 90 days for mobilizations. Extensions on Active Duty (NAVPERS 1070/622) will have RADO months adjusted in monthly increments only.**

Reenlistment/Order Type	Reenlistment	Extension (see Note 3)
<b>ADOS</b>	RADO will be adjusted to extend EAOS <b>30 days</b> beyond the projected end date of orders.	When generating NAVPERS 1070/622, EAOS (Extension Months) will be adjusted to cover entire AD period <b>1 to 2 months</b> beyond the projected end date of orders.
<b>Mobilization</b>	RADO will be adjusted to extend EAOS <b>90 days</b> beyond the projected end date of orders.	When generating NAVPERS 1070/622, EAOS (Extension Months) will be adjusted to cover entire AD period <b>3 to 4 months</b> beyond the projected end date of orders.
<b>Recall/CANREC</b>	RADO will be adjusted to extend EAOS <b>30 days</b> beyond the projected end date of orders.	When generating NAVPERS 1070/622, EAOS (Extension Months) will be adjusted to cover entire AD period <b>1 to 2 months</b> beyond the projected end date of orders.
<b>SELRES SRB Reenlistment</b>	NRCs will be responsible for creating the written agreement and submitting the request to CNRFC for processing and disbursement of the SRB.	Non-Applicable
<b>TAR</b>	RADO months will equate to the term of enlistment to match EAOS to EREN.	ADR contract will have the same number of months as the RC contract to match EAOS and EREN.
<b>TAR SRB Reenlistment</b>	Commands will submit SRB request 35-120 days prior to reenlistment via NSIPS and submit all documents to servicing PSD for processing and disbursement of the SRB.	Non-Applicable

**NOTE 3: The intent is to allow for enough time following the end of orders that in case of back to back orders, the member doesn't fall into a no pay status awaiting account update.**

**NOTE 4: Refer to PERSPAY Center of Excellence: Reenlistments and Extensions step by step guide on MyNavyHR CPPA Resources > [eCRM Library](#) on how to create reserve reenlistment and extension contracts.**