



CASE ROUTING GUIDANCE REENLISTMENTS & EXTENSIONS

30 September 2024

BLUF: The guidance below outlines procedures for submitting retention cases, including reenlistments, extensions, retain in service, and selective reenlistment bonuses.

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) to the COE-R&E no later than 48 working hours after contract effective date.

METHODS FOR CASE SUBMISSION: Primary means of case submission is via [enterprise Customer Relationship Management \(eCRM/Salesforce\)](#) 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	Extension Request Reenlistment Request (Benefit of Rate Only) Reenlistment Request (SRB, LSL, and/or STAR) 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, NOT the CPPA's .	

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 (RIS) is not applicable for USNR Sailors 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 EREN as needed) and NAVPERS 1070/622 (Active Duty Reserve Extension Contract) to match the PRD on their medical or legal hold orders.

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](#).