**RESERVE CENTER OF EXCELLENCE**  
**CASE ROUTING GUIDANCE**  

**CENTER OF EXCELLENCE**  
**(RESERVE SERVICES BRANCH)**  

**Effective Date:** Immediately  

**Update:** 26 August 2022

**BLUF:** Effective immediately, the Center of Excellence - Reserve Services Branch (COE-RSB), hosted by Transaction Service Center (TSC) Norfolk will process most pay and personnel cases for Reserve Sailors.

**DISCUSSION:** Routing guidance for PersPay enterprise Customer Relationship Management (eCRM) submission for cases as follows. CPPAs must initiate and route cases with the appropriate case details and queue for timely processing of cases.

### PERSPAY eCRM ROUTING GUIDANCE AND CASE INFORMATION:

**Queue Name:** “PP RESERVE SERVICES” – Do not use other queues.  
**eCRM Subject (Naming Convention):** Last Name, First Name  
(use drop down menus to specify other relevant fields – e.g. Request Type, Problem Code, Effective Date, etc.)  
**Request Type:** Reserve

<table>
<thead>
<tr>
<th>Section Category</th>
<th>Type of Case</th>
<th>Problem Codes</th>
</tr>
</thead>
</table>
| AT/ADT           | • CONUS/OCONUS AT-ADT Orders  
• Special/Incentive Pay  
• Entitlement and Allowance  
• Temporary Lodging Allowance  
• BAH/OHA for Consecutive Orders  
• Pay Inquiry  
• ADT Leave Request/Authorization/Correction  
• Reserve Component (RC) to Active Component (AC) Leave Carryover  
• Sell Accrued Leave  
• AT/ADT DD Form 214 | AT_ADT (Pay and Allowances)  
Reserve Leave  
Demobilization |
| MOB/DEMOB ACTIVATION* | • ADOS/ADSW/CANREC/RECALL/MOB/RC2AC/RC2TAR Strength Gain  
• Mobilization Activity Loss from NMPS/ECRC  
• Initial Pay Correction/Inquiry | Mobilization |
| MOB/DEMOB DEACTIVATION* | • CANREC/RECALL/MOB/DEMOB Strength Loss  
• ACDU Separation Pay  
• Post ACDU Separation Pay  
• Mix Mode Orders Separation  
• Demobilization Activity Gain to NMPS/ECRC  
• Post ACDU Separation Special Pay Entitlements Inquiry  
• Post ACDU Separation Debt Inquiry  
• ADOS/ADSW/CANREC/RECALL/MOB DD Form 214  
• Post ACDU Separation Leave Carry-Over/Sell Accrued Leave  
• AC to AC Leave Carryover  
• AC to RC Leave Carryover | Demobilization  
Reserve Leave  
ADOS/ADSW Strength Loss  
Demobilization |
| ADOS/ADSW DEACTIVATION* | • ADOS/ADSW Strength Loss | Demobilization |

*Section Category MOB/DEMOB is the activation and deactivation process for SELRES on CANREC/RECALL/MOB/DEMOB orders. Transactions for SELRES on ACDU requiring a UIC change (Activity Gain/Activity Loss) should be submitted to the supporting Center of Excellence as a Receipts/Transfers transaction. Per OPS Alert 004-22, these types of transactions will be sent to TSC Pensacola (Gain and Losses, East Coast), TSC San Diego (Gains and Losses West Coast), and TSC Yokosuka (Gains and Losses OCONUS).
**METHODS FOR CASE SUBMISSION:** Primary means of submission is via [enterprise Customer Relationship Management](https://example.com) (eCRM/Salesforce), however, AT/ADT primary means of submission is NSIPS eMuster and secondary is PersPay eCRM. For Reserve Activations; Mobilization orders only, primary means of submission is the mobilization portal.

**Pri:** eCRM to “**PP RESERVE SERVICES**” queue. Type of Case should be annotated on the Subject Line of the Case.

Submit all PersPay eCRM cases through the “Lighting Experience” view only – do not submit cases under the “Salesforce Classic” view. 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:** In accordance with [OPS Alert 006-22](https://example.com), only commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize the Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. The primary means for submitting pay, personnel, and transportation transactions is via eCRM/Salesforce. For temporary use of TOPS, an ETP must be submitted and approved.

For commands with an approved ETP, submit to TSC Norfolk TOPS only. Other TOPS from TSCs with sections containing AT/ADT or Reserves will not be used for submission. Commands with an approved ETP will request access to TSC Norfolk TOPS by sending OPNAV 5239/14 SAAR-N Form and CPPA Designation letter to BUPERS_NRFK_NSNorfolk_N14A_PSD_TOPS@navy.mil.

For Surface ships, DESRON and PHIBRON staffs, CPPAs **MUST** include the following information. TOPS transactions without the information below will be completed/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)

**Please do not submit duplicate transactions/cases in eCRM and TOPS.**

**Duplicate transactions/cases must be validated and significantly slow down the processing of transactions/cases.**

**TRANSACTIONS NOT PROCESSED BY COE-RSB:**

<table>
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<tr>
<th>Type of Case</th>
<th>Responsible TSC</th>
<th>Salesforce Queue</th>
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<tr>
<td>Activity Gains/Losses for SELRES on ACDU, to include members on back-to-back ADOS/CANREC/RECALL/MOBILIZATION orders</td>
<td>TSC Pensacola (East) TSC San Diego (West) TSC Yokosuka (OCONUS)</td>
<td>PP ACTIVITY GAINS EAST PP TRANSFERS EAST PP ACTIVITY GAINS WEST PP TRANSFERS WEST PP ACTIVITY GAINS OCONUS PP TRANSFERS OCONUS</td>
</tr>
<tr>
<td>Contract Management for SELRES on ACDU</td>
<td>TSC Naples</td>
<td>PP REENLISTMENTS_EXTENSIONS</td>
</tr>
<tr>
<td>Reserve Travel Claims</td>
<td>TPC Memphis</td>
<td>PP PCS TRAVEL-TPD MEMPHIS</td>
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<tr>
<td>Pay entitlements not associated with accession/deactivations, ESR management, RED/DA updates</td>
<td>Supporting TSC</td>
<td>Reach out to local TSC for guidance</td>
</tr>
<tr>
<td>National Call to Service (NAT) Separations</td>
<td>TSC Norfolk Retirements and Separations</td>
<td>PP RETIREMENTS_SEPARATIONS</td>
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TRAINING: Regional Service Centers (RSC) conduct weekly training, to include Reserve 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. Training provides a common process for customer commands to follow for the submission of transactions.

WHAT THIS MEANS TO YOU:
- Realignment of Reserve transactions under COE-RSB at TSC Norfolk will improve proficiency and reduce errors. COE-RSB coordination with CPPAs and customer commands will yield a significant improvement in transaction processing timelines, accuracy and training. Please ensure transactions are routed to the proper queue/COE.
- Standard Operating Procedures for AT/ADT, Activations, and Deactivations are available on the MyNavy Career Center Share Point.
- Transaction Routing Guidance and the COE-RSB Bulletin, are available on the MyNavy HR CPPA Resources page.
- COE-RSB can be contacted through Human Resources Service Center (HRSC) which directly support our Sailors 24/7. The HRSC can be reached at 833-330-MNCC (6622), 901-874.MNCC, DSN 882-6622 or by email at askmncc@navy.mil.