**BLUF:** The Center of Excellence - Reserve Center of Excellence (RCOE), hosted by Transaction Service Center (TSC) Norfolk processes the majority of pay and personnel cases for activated 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.

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### PERSPAY eCRM ROUTING GUIDANCE AND CASE INFORMATION:

**Queue Name:** “PP RESERVE SERVICES”  
**eCRM Subject:** Last Name, First Name, Type of Case  
**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  
• Leave Carryover Reserve Component (RC) to Active Component (AC) and RC to RC  
• 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  
• All RC2AC and RC2TAR Conversions  
• AVAILS related to RC2AC/RC2TAR Conversions  
• Initial pay inquiries related to RC2AC/RC2TAR Conversions | 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  
• New Accession Training (NAT) Program Separations  
• NAT ACC 380 Activity Gains  
• Post ACDU Separation Leave Carry-Over/Sell Accrued Leave  
• AC to AC Leave Carryover  
• AC to RC Leave Carryover | Demobilization  
Reserve Leave |
| **ADOS/ADSW** (DEACTIVATION) | • ADOS/ADSW Strength Loss | Demobilization |

*Note: 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 COE as a Receipts/Transfers transaction. Refer to OPS Alert 004-22 for additional information.*
RESERVE CENTER OF EXCELLENCE CASE ROUTING GUIDANCE
RESERVE SERVICES
31 May 2023

**TRANSACTIONS NOT PROCESSED BY RCOE:**

<table>
<thead>
<tr>
<th>Type of Case</th>
<th>Responsible TSC</th>
<th>Salesforce Queue</th>
</tr>
</thead>
<tbody>
<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>
</tr>
<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>
</tbody>
</table>

**TRAINING:** Regional Support Centers (RSC) conduct monthly training, to include case submission procedures. Training slides are also available on the [MyNavy HR CPPA Resources page](#), navigate/scroll to “PERSPAY eCRM Case Routing Guidance.” Please reach out to your local RSC for regional training schedules – RSC contact info is available on the MyNavy HR CPPA Resources page. Additional training resources and RSC training schedules are also available on the [RSC SharePoint Information Center](#). Scroll down to NPPSC PERSPAY Library and Getting Started as a CPPA (Step 8) for over 200 CPPA training resources and aids.

**WHAT THIS MEANS TO YOU:**
- Proper submission of transactions and RCOE coordination with CPPAs/customer commands will yield a significant improvement in transaction processing timelines, accuracy, and training.
- Standard Operating Procedures for AT/ADT, activations, and deactivations are available on the [MyNavy HR CPPA Resources page > SOP library](#).
- RCOE can be contacted 24/7 through Human Resources Service Center (HRSC) at 833-330-MNCC (6622), 901-874-MNCC, DSN 882-6622, or by email at askmncc@navy.mil.