



RESERVE CENTER OF EXCELLENCE TRANSACTION ROUTING GUIDANCE

Update: 5 August 2022

CENTER OF EXCELLENCE (RESERVE SERVICES BRANCH)

Effective Date: Immediately

BLUE: 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

Section Category	Type of Case	Problem Codes
AT/ADT	<ul style="list-style-type: none"> • CONUS/OCONUS AT-ADT Orders • Special/Incentive Pay • Entitlement and Allowance • Temporary Lodging Allowance • BAH/OHA for Consecutive Orders • Pay Inquiry 	AT_ADT (Pay and Allowances)
	<ul style="list-style-type: none"> • ADT Leave Request/Authorization/Correction • Reserve Component (RC) to Active Component (AC) Leave Carryover • Sell Accrued Leave 	Reserve Leave
	<ul style="list-style-type: none"> • AT/ADT DD Form 214 	Demobilization
MOB/DEMOB ACTIVATION*	<ul style="list-style-type: none"> • ADOS/ADSW/CANREC/RECALL/MOB/RC2AC/RC2TAR Strength Gain • Mobilization Activity Loss from NMPS/ECRC • Initial Pay Correction/Inquiry 	Mobilization
MOB/DEMOB DEACTIVATION*	<ul style="list-style-type: none"> • CANREC/RECALL/MOB/DEMOB Strength Loss • ADCU Separation Pay • Post ADCU Separation Pay • Mix Mode Orders Separation • Demobilization Activity Gain to NMPS/ECRC • Post ADCU Separation Special Pay Entitlements Inquiry • Post ADCU Separation Debt Inquiry • ADOS/ADSW/CANREC/RECALL/MOB DD Form 214 	Demobilization
	<ul style="list-style-type: none"> • Post ADCU Separation Leave Carry-Over/Sell Accrued Leave • AC to AC Leave Carryover • AC to RC Leave Carryover 	Reserve Leave
ADOS/ADSW DEACTIVATION*	<ul style="list-style-type: none"> • 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 ADCU 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).

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METHODS FOR TRANSACTION SUBMISSION: Primary means of submission is PersPay eCRM. 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.**

Primary: Use PersPay eCRM to submit cases to queue **PP RESERVE SERVICES**. When creating a case ensure to select the appropriate Section Category, Request Type, Problem Code. Type of Case should be annotated on the Subject Line of the Case.

NOTE: Submit all PersPay eCRM cases through the “Lighting Experience” view only – do not submit transactions 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.

Alternate: Use TOPS as appropriate. CPPAs who do not have access to PersPay eCRM will need to submit transactions to TSC Norfolk TOPS only. Other TOPS from TSCs with sections containing AT/ADT or Reserves will not be used for submission. Commands wishing to use TOPS will request access to TSC Norfolk TOPS by sending OPNAV 5239/14 SAAR-N Form, CPPA Designation letter to BUPERS_NRFK_NSNorfolk_N14A_PSD_TOPS@navy.mil.

When requesting access to TOPS or submitting transactions via TOPS, CPPAs **MUST** include the following information with request. TOPS transactions without the information below will be returned to the CPPA without action.

- **Do you have an PersPay eCRM account? :** YES / NO
- **If YES, why PersPay 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, PersPay eCRM SAAR submission date:** (insert date)
- **MNCC trouble ticket number regarding eCRM account:** (insert ticket number)

NOTE: Do not submit duplicate transactions in eCRM and TOPS. Duplicate transactions must be validated and significantly slow down the processing of transactions.

TRANSACTIONS NOT PROCESSED BY COE-RSB:

Type of Case	Responsible TSC	Salesforce Queue
Activity Gains/Losses for SELRES on ACDU, to include members on back-to-back ADOS/CANREC/RECALL/MOBILIZATION orders	TSC Pensacola (East) TSC San Diego (West) TSC Yokosuka (OCONUS)	PP ACTIVITY GAINS EAST PP TRANSFERS EAST PP ACTIVITY GAINS WEST PP TRANSFERS WEST PP ACTIVITY GAINS OCONUS PP TRANSFERS OCONUS
Contract Management for SELRES on ACDU	TSC Naples	PP REENLISTMENTS_EXTENSIONS
Reserve Travel Claims	TPC Memphis	PP PCS TRAVEL-TPD MEMPHIS
Pay entitlements not associated with accession/deactivations, ESR management, RED/DA updates	Supporting TSC	Reach out to local TSC for guidance
National Call to Service (NAT) Separations	TSC Norfolk Retirements and Separations	PP RETIREMENTS_SEPARATIONS

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.