Guidelines to CPPAs

31 May 2023
# Table of Contents

- References
  - Slide 3
- RCOE Areas of Responsibility
  - Slides 4-6
- How to process Annual Training (AT) & Active Duty for Training (ADT)
  - Slides 7-15
- How to process Reserve activations
  - Slides 16-37
- How to process Reserve deactivations
  - Slides 38-40
- Back-to-Back Orders
  - Slides 41-44
- Post ACDU separation: DD214 concerns, pay issues, and leave corrections
  - Slides 45-53
- How to process NAT separations
  - Slides 54-58
- RCOE POC’s
  - Slide 59
References:

- OPS ALERT 004-22, Transaction Routing Instructions
- OPS ALERT 010-21, Submission of Mobilization/Definite Recall/Active Duty for Operational Support (ADOS) Packages for Strength Gain
- OPS ALERT 003-21, Submission of Demobilization Packages for Separation
- OPS ALERT 058-20, Clarification for the DD214 Issuance for RELACDU for ADT, FTS, or ADSW
- OPS ALERT 016-21, Mandatory of AT/ADT eMuster Module in NSIPS for Reservists on AT/ADT Orders
- CNRFC Process Quick: ProcessQuik - Home (navy.mil)
- BUPERSINST 1900.8E, Certificate of Release or Discharge from Active Duty
- OPNAVINST 1001.20D, Standardized Policy and Procedures for the Active Duty for Operational Support Programs
- MILPERSMAN 7220-340, Lump-Sum Payment for Accrued Leave
- MILPERSMAN 1050-272, Post-Deployment/Mobilization Respite Absence for Mobilized Reserve Component Personnel
Effective 1 June 2022, the Reserve Center of Excellence, hosted by Transaction Service Center (TSC) Norfolk, processes all transactions as listed below:

**Selected Reserve (SELRES) activations,** to include: Mobilizations, Active Duty for Operational Support (ADOS)/Active Duty for Special Work (ADSW), and Definite RECALL/CANvasser Recruiting (CANREC), to include:

- Strength gain into active Navy pay and personnel systems
- Establish EAOS in accordance with the duration of the orders
- Establishment direct deposit
- Start of initial pay entitlements
- Reserve Component (RC) to Active Component (AC) leave carry-over
- Activity loss from Navy Mobilization Processing Site (NMPS) or Expeditionary Combat Readiness Command (ECRC)

**SELRES deactivations** (temporary ACDU to SELRES), to include: Demobilization, ADOS/ADSW, Definite RECALL/CANREC, and SELRES members being placed in TDRL/PDRL while executing these orders, to include:

- Activity gain to the NMPS or ECRC, if required
- Issuance of DD214s for members on continuous Active Duty (AD) greater than 90 days, or activated in support of a contingency operation
- Active pay account will be suspended
- **EAOS** will be extended to meet separation date; however, if the member requires a *reenlistment* due expiring **EREN**, then a separate transaction will be submitted to TSC Naples
- Terminal leave will be processed (charge, pay, or carry-over to reserve pay account)
- Strength loss to transition member back to a SELRES status
RCOE Area of Responsibility (Cont.)

- Selected Reserve to Indefinite Recall (RC2AC) Strength Gain:
  - Strength gain into active Navy pay and personnel systems
  - Establishment direct deposit and initiate pay entitlements
  - Reserve Component (RC) to Active Component (AC) leave carry-over

- Annual Training (AT) and Active Duty for Training (ADT) pay and allowances processing, to include:
  - CONUS/OCONUS AT and ADT Orders
  - Pay Entitlements and Allowances
  - Special/Incentive Pay
  - Leave Processing (charge, correct, sell, or carry-over to reserve account)
  - Issuance of DD 214 for orders greater than 90 consecutive days, or in support of a contingency operation

- Post Active-Duty Separation Services:
  - Processing of separation pay and entitlements
  - Terminal leave adjudication
  - DD 214 corrections
  - Issuance of DD 214s for old active duty periods
  - National Call to Service (NAT) Separations (Effective 1 April 2023)
RCOE Will **NOT** Process:

- Reserve Travel Claims
  - TPC Memphis
- Activity Gains/Losses to intermediate or ultimate commands
  - TSC Pensacola, San Diego, or Yokosuka
- Special pay or entitlements not associated with the member’s strength gain, such as FSA, Sea Duty pay, TLA, etc.
  - Supporting TSC
  - Only exception are members on AT/ADT orders
- Contract Reenlistments and Extensions
  - TSC Naples
  - With the exception of RC2AC/TAR Reenlistment and Extension
- Electronic Service Record (ESR) updates, such as award/training/PQS entries, RED/DA updates, advancements/demotions, etc.
  - MNCC Human Resources Service Center (HRSC) or Navy Reserve Center (NRC)
HOW TO PROCESS ANNUAL TRAINING (AT) & ACTIVE DUTY FOR TRAINING (ADT)
AT/ADT PAY AND ALLOWANCES
TRANSACTION SUBMISSION

• Submit via PersPay eCRM ONLY if unable to process via NSIPS.

• For AT/ADT orders that are 30 days or less, use the following naming convention:
  ❏ LAST, FIRST SHORT TOUR

• For AT/ADT orders that are 31 days or more, use the following naming convention:
  ❏ LAST, FIRST LONG TOUR

• For other transactions associated with AT/ADT (i.e., BAH, Audit, OHA,CZTE, CSP), use the following format for the naming convention:
  ❏ LAST, FIRST TYPE OF REQUEST

• Use the following case details in PersPay eCRM:
  ❏ Request Type: Reserves
  ❏ Problem Code: AT_ADT (Pay and Allowances)
  ❏ Section Category: AT/ADT
  ❏ PersPay eCRM Queue: PP RESERVE SERVICES

• Attach NPPSC Form 1571/1 and include required KSDs per the checklist
EXAMPLE AT/ADT PAY AND ALLOWANCES
PERSPAY eCRM SUBMISSION
AT/ADT LEAVE TRANSACTION SUBMISSION

• Submit via PersPay eCRM

• Use the naming conventions for the following cases:
  - Leave Requests: LAST FIRST ADT LEAVE CHIT, or
  - Leave Carry over from Reserve to Reserve: LAST FIRST ADT LCO RC TO RC, or
  - Leave Carry over from Reserve to Active Duty: LAST FIRST ADT LCO RC TO AC, or
  - Leave Sell-Back: LAST FIRST ADT LSL

• Use the following case details in PersPay eCRM:
  - Request Type: Reserves
  - Problem Code: AT_ADT (Pay and Allowances)
  - Section Category: AT/ADT
  - PersPay eCRM Queue: PP RESERVE SERVICES

• Include the following KSDs:
  - Endorsed orders, and
    - For leave charge: SECNAV form 7000/8T, Leave Request/Authorization
    - For leave carry-over: NAVPERS 1070/613, Administrative Remarks (see MILPERSMAN 7220-340)
    - For leave sell-back: NAVPERS 1070/613, Administrative Remarks
EXAMPLE AT/ADT LEAVE TRANSACTION
PERSPAY eCRM SUBMISSION

New Case: PersPay Case

Description
Internal Comments
Case Status Comment

* Subject
LSL

* Description
Has not been paid for leave earned for ADT orders from 1 January 2022 to 30 September 2022, please see attached orders and leave sell back election Pg 18.

Case Information
Case Number
Case Origin
--NONE--
Priority
Medium
Needed By

* Section Category
AT/ADT

* Routed PED
TSC NORFOLK

Suppress OSIRIS Notifications

* Request Type
Reserves

* Problem Code
Reserve Leave

* Status
Initiated

Cancel  Save & New  Save
AT/ADT DD-214 ISSUANCE TRANSACTION SUBMISSION

• Submit via PersPay eCRM.
• Use the following naming convention:
   LAST FIRST ADT DD-214
• Use the following case details in PersPay eCRM:
   Section Category: AT/ADT
   Request Type: Reserves
   Problem Code: Demobilization
   eCRM Queue: PP RESERVE SERVICES
• Include the following KSDs:
   Endorsed orders
   Leave election document
    ➢ For leave charge: SECNAV form 7000/8T, Leave Request/Authorization
    ➢ For leave carry-over: NAVPERS 1070/613, Administrative Remarks (see MILPERSMAN 7220-340)
    ➢ For leave sell-back: NAVPERS 1070/613, Administrative Remarks
   Annual Statement of Service History (ASOSH)
   NPPSC 1900/1, Separations Questionnaire (blocks 1-6, 14-17, Official Awards, and signatures required only)
   All prior DD-214s
EXAMPLE AT/ADT DD 214 TRANSACTION
PERSPAY eCRM SUBMISSION

New Case: PersPay Case

Description

Internal Comments

Case Status Comment

* Subject

ADT DD 214

* Description

PO1 is an ADT orders greater than 90 consecutive days, and requires a DD214. Attached are the supporting documents NAV OPR Alert 003-21

Case Information

Case Number

Case Origin

--None--

* Priority

Medium

* Request Type

Reserves

* Problem Code

Demobilization

* Status

Initiated

* Section Category

AT/ADT

* Routed PSD

TSC NORFOLK

Suppress CPAA Notifications

Cancel  Save & New  Save

UNCLASSIFIED
Common Errors and Issues with AT/ADT

- CPPAs are not checking the comments section on the AT/ADT eMuster dashboard which is located in NSIPS on the in the CPPA Role.
  - RCOE pay clerks leave comments in CPPA action regarding issues with processing the transaction, pay dates, required documents for incentive pays, etc.
- CPPAs are not familiar with the quarterly Military Pay Advisory for DJMS-RC Update which can found at the following link:
  - https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/. Reviewing this will empower CPPAs to set expectations for when members can expect payments.
- CPPAs are highly recommended to have access to Reserve and Active MMPA.
- Overlapping drills. NRCs must verify if a member is on orders prior to processing drill pay. RCOE cannot process AT/ADT orders if there is an overlapping drill (Funeral Honors, Additional Training, Points Only, etc.).
- There is no established Reserve pay account (usually new personnel).
  - For resolution, contact Navy Enterprise Service Desk at 1-833-637-3669 or nesd@nesd-mail.onbmc.mil.
- Missing Electronic Funds Transfer (EFT) information on pay account.
  - For resolution, contact NRC or update EFT information in MyPay.
- Submissions do not include endorsed original and/or all order modifications.
AT/ADT Resources

- Military Pay Advisory (MPA)/Pay and Personnel Information Bulletin (PPIB)

- OPS Alert

- Navy DJMS Procedures Training Guide (Appendix P)
HOW TO PROCESS RESERVE ACTIVATIONS

MOBILIZATION
ADOS/ADSW
DEFINITE RECALL/CANREC
**ADOS/ADSW ACTIVATIONS PROCESS**

- **MEMBER CHECKS OUT WITH NAVY RESERVE ACTIVITY (NRA), APPROPRIATE DOCUMENTS AND NSIPS TRANSACTION COMPLETED (SEE NOTES BELOW)**
- **MEMBER ARRIVES TO INTERMEDIATE COMMAND, CPPA SUBMITS STRENGTH GAIN PACKAGE TO RCOE VIA eCRM (SALESFORCE)**
- **MEMBER DEPARTS INTERMEDIATE COMMAND, CPPA SUBMITS ACTIVITY LOSS TRANSACTION TO TSC PENSACOLA, SAN DIEGO OR YOKOSUKA**
- **MEMBER ARRIVES TO ULTIMATE COMMAND, CPPA SUBMITS ACTIVITY GAIN TRANSACTION TO TSC PENSACOLA, SAN DIEGO, OR YOKOSUKA.**
- **IF MEMBER REQUIRES START OF SPECIAL PAY & ENTITLEMENTS, CPPA SUBMITS TRANSACTION TO LOCAL SUPPORTING TSC/PSD**

- **For Navy Reserve Activity (NRA) guidance on how to check out a member on ADOS, review:**
  - OPNAVINST 1001.20D
  - Reach out to your REDCOM for procedural guidance

- **Cliff notes:**
  - Ensure member is fit for orders (medical, legal, administrative, etc.), utilizing the ADOS Screening Checklist (Enclosure [3] of OPNAVINST 1001.20D)
  - Extend EREN, as needed
  - Process all pending drill pay
  - Create a transfer package IAW RESPERSMAN 1900-010
  - Ensure RED/DA is updated and a hard, official copy is provided to the member
  - Ensure appropriate MAS code (OWS) is assigned in NSIPS
  - Complete a check-out to active duty transaction in NSIPS:
    - Losses > Check-Out > Create > Enter SSN > Action Reason "ADR" > enter Ultimate Duty Assignment UIC > Save, and release by Supervisor
    - **Do NOT complete a strength loss transaction**
    - Duty Status Code (DSC) in NSIPS should change to 211
  - For CPPA guidance on how to submit an activation package, review the next slides
DEFINITE RECALL/CANREC ACTIVATIONS PROCESS

- For Navy Reserve Activity (NRA) guidance on how to check out a member on RECALL/CANREC orders, visit:
  - Temporary (RECALL): ProcessQuik - Home (navy.mil)
  - ADOS: Review OPNAVINST 1001.20D
  - Reach out to your REDCOM for procedural guidance
- Cliff notes:
  - Ensure member is fit for orders (medical, legal, administrative, etc.)
  - Extend EKEN, as needed
  - Process all pending drill pay
  - Create a transfer package IAW RESPERSMAN 1900-010
  - Ensure RED/DA is updated and a hard, official copy is provided to the member
  - Ensure appropriate MAS code (VS1) is assigned in NSIPS
  - Complete a check-out to active duty transaction in NSIPS:
    - Losses > Check-Out > Create > Enter SSN > Action Reason "ADR" > enter Ultimate Duty Assignment UIC > Save, and release by Supervisor
    - Do NOT complete a strength loss transaction
    - Duty Status Code (DSC) in NSIPS should change to 211
- For CPPA guidance on how to submit a strength gain package, review the next slides
MOBILIZATION ACTIVATIONS GUIDELINES

MEMBER CHECKS OUT WITH NAVY RESERVE ACTIVITY (NRA), APPROPRIATE DOCUMENTS AND NSIPS IMS UPDATE COMPLETED

MEMBER ARRIVES TO NMPS/ECRC, CPPA SUBMITS STRENGTH GAIN PACKAGE TO RCOE VIA CNRFC DA PORTAL, Navy Reserve Homeport

MEMBER DEPARTS ECRC/NMPS, CPPA SUBMITS ACTIVITY LOSS TRANSACTION TO RCOE

MEMBER ARRIVES TO ULTIMATE COMMAND, CPPA SUBMITS ACTIVITY GAIN TRANSACTION TO TSC PENSACOLA, SAN DIEGO, OR YOKOSUKA

IF MEMBER REQUIRES START OF SPECIAL PAY & ENTITLEMENTS, CPPA SUBMITS TRANSACTION TO SUPPORTING TSC/PSD

• For NRA guidance on how to check out a member on Mobilization orders, visit:
  • Process Quick Instructions: ProcessQuik - Home (navy.mil)
  • CNRFC Mobilizations Homepage: n35_home (navy.mil)
  • Reach out to your REDCOM for additional procedural guidance

• Cliff notes:
  • Ensure member is fit for orders (medical, legal, administrative, etc.), utilizing the NAVPERS Form 1300/22 (Expeditionary Screening Checklist) and NAVMED Form 1300/4 (Expeditionary Medical and Dental Screening for IA and Support Assignments to OCO)
  • Extend EREN as needed
  • Process all pending drill pay
  • Create mobilization package IAW COMNAVRESFORINST 3060.7E and OPNAVINST 3060.7C
  • Ensure RED/DA is updated and a hard, official copy is provided to the member
  • Ensure IMS code is changed to RC3 in NSIPS
  • **Do NOT complete a strength loss transaction in NSIPS**
  • Duty Status Code (DSC) in NSIPS should change to 298

• For CPPA guidance on how to submit an activation package, review the next slides
RESERVE STRENGTH GAIN/ACTIVATION PACKAGE

- OPS Alert 010-21 requires submission of Reserve Strength Gain packages within 4 days of the Sailor reporting for orders. Packages shall consist of:

  - NPPSC Form 3060/1, section I only
  - TSC Norfolk Mobilizations, Definite Recall, Active Duty for Operational Support (ADOS) Questionnaire
  - Copy of original orders and all order modifications, endorsed with the NRA check-out and gaining command/NMPS check-in
  - NAVPERS 1070/602, Dependency Application (revision 09-2016 or newer). Must be endorsed/witnessed, official copy dated within 3 years of orders commencement date
  - DD Form 2058, State of Legal Residence Certificate
  - For SELRES OCONUS Residents: DD Form 2367, Individual Overseas Housing Allowance Report (certified by Housing Office and Certifying Official; all applicable blocks 11 and 12). A copy of the member’s lease/mortgage shall accompany
  - For SELRES with prior Leave Carry-Over: NAVPERS 1070/613, Leave Carry-Over
SAMPLE OF PROPERLY FILLED OUT NPPSC 3060/1 WITH REMARKS/INSTRUCTIONS
SAMPLE OF PROPERLY FILLED OUT QUESTIONNAIRE
REMARKS/INSTRUCTIONS
SAMPLE OF PROPERLY FILLED OUT NAVPERS 1070/602 WITH REMARKS/INSTRUCTIONS
SAMPLE OF PROPERLY FILLED OUT
DD FORM 2058
WITH REMARKS/INSTRUCTIONS
ADOS/ADSW/RECALL/CANREC
Strength Gain Submissions

• Submit via eCRM
• Use the following naming convention:
  ❑ LAST FIRST ADOS STRENGTH GAIN
  ❑ LAST FIRST RECALL STRENGTH GAIN, or
    LAST FIRST CANREC STRENGTH GAIN
• Use the following data:
  ❑ Request Type: Reserves
  ❑ Problem Code: ADOS/ADSW (for ADOS/ADSW orders), or Mobilization (for CANREC or RECALL orders)
  ❑ Section Category: ADOS/ADSW (for ADOS/ADSW orders), or CANREC (for CANREC or RECALL orders)
  ❑ eCRM Queue: PP RESERVE SERVICES
SAMPLE RECALL/CANREC eCRM (SALESFORCE) SUBMISSION

New Case: PersPay Case

Description

Internal Comments:

Case Status Comment:

Subject: SAILOR, RECALL STRENGTH GAIN

Description: JONES SAILOR has reported for RECALL orders and requires a strength gain. Member has checked out with the NRC and is a DISC 211. Please see attached strength gain package

Case Information

Case Number: [None]

Case Origin: [None]

Priority: Medium

Needed By: [Blank]

* Section Category: CANREC

* Routled PSD: TSC NORFOLK

* Request Type: Reserves

* Problem Code: Mobilization

* Status: Initiated

Suppress CRM Notifications: [Blank]

Save & New

Save
After you “Initiate” your eCRM transaction, ensure you upload the Strength Gain Package via the Files tab.
Then, ensure you submit the transaction to the correct queue: PP RESERVE SERVICES
The PRIMARY mean to submit a Strength Gain package for a Sailor on mobilization orders is the CNRFC Distributed Activations Portal. Contact your REDCOM, WING, or appropriate Echelon IV command for instructions on how to obtain access.

When eCRM must be used, due to access limitations and prior authorization from RCOE, follow the instructions below:

- Use the following naming convention:
  - LAST FIRST MOBILIZATION STRENGTH GAIN

- Use the following data:
  - Request Type: Reserves
  - Problem Code: Mobilization
  - Section Category: MOB/DEMOB
  - eCRM Queue: PP RESERVE SERVICES
When Sailors have completed the NMPS/ECRC Mobilization requirements and are ready to depart, the NMPS/ECRC must submit an activity loss transaction via eCRM.

Use the following naming convention:
- LAST FIRST MOB TRANSFER

Use the following data:
- Request Type: Reserves
- Problem Code: Mobilization
- Section Category: MOB/DEMOB
- PersPay eCRM Queue: PP RESERVE SERVICES

Attach the following Key Supporting Documents:
- Mobilization orders, including modifications, with check-out endorsement, or
- Memorandum on command letterhead, listing all departing Sailors with full names and SSNs, along with their detachment date
Cdr Lopez has reported for mobilization and requires an activity loss/transfer.
Transaction Business Rules

• Do not submit partial/incomplete strength gain packages. Transactions will be closed/completed with the following remarks: Incomplete package, missing (detailed explanation)

• Submitted transactions are reviewed and accepted/rejected within 5 business days of submission

• Transactions will be updated at the following intervals:
  • Upon completion of personnel strength gain
  • Upon establishment of pay account
  • Closed once all entitlements are posted and all action complete.
Frequently Asked Questions

• When will the Sailor receive their first paycheck?
  • We strive to get SM’s their paycheck when it is due.
    • If SM’s are activated between the 1st and the 6th of the month, they are eligible to receive their first active duty paycheck on the 15th of the month.
    • If activated between the 7th and the 21st of the month, they are eligible to receive their active duty paycheck on the 1st of the following month.
    • If activated between the 22nd and the 31st of the month, they are eligible to receive their active duty paycheck on the 15th of the following month.
    • To be eligible to be paid, they must have been on active duty 10 days when the active duty payday occurs.
Frequently Asked Questions

• What if the member did not check out with the NRC? Can RCOE complete a force strength gain?
  • No, DSC must be reflecting correctly to process the strength gain.

• As the CPPA, am I required to do a “Panel 1” gain, or any other form of NSIPS submission?
  • Panel 1 gains do not pertain to the strength gain – this is for activity gain only.

• The member did not update his RED/DA prior to checking out with the NRC, can RCOE update it?
  • No, this responsibility rests with the NRC

• There is no housing official assigned to the OCONUS location my Sailor resides at, can someone at the NRC endorse it?
  • Yes

• Can members request Advance Pay?
  • Yes, members may request 1 month advance pay with a 3 month (6 pay days) payback. Advance pay is normally paid within 5 days after their active duty pay account has been established and their Direct Deposit information has been posted to their account.

• How is Basic Allowance for Housing (BAH) determined?
  • BAH is determined by the address in their activation orders. If this address is incorrect, the only point of contact that can assist to change it is the Mobilization Sailor Advocacy (MSA) at (866) 827-5672. To find out how much the BAH entitlement is, go to: https://www.defensetravel.dod.mil/site/bah.cfm.
My Sailor was strength gained, but they are missing a pay/entitlement, or the pay is incorrect. For example, the BAH was started as "single" vice “dependent.” What should I do?

• Submit an eCRM transaction to correct this discrepancy, use the following guidelines:

• Use the following naming convention:
  ❑ LAST FIRST ACTIVATION PAY ISSUE

• Use the following data:
  ❑ Request Type: MILPAY
  ❑ Problem Code: BAH
  ❑ Section Category: MILPAY
  ❑ eCRM Queue: MILPAY of servicing TSC

• Ensure updated and official NAVPERS 1070/602 are provided in the transaction
HOW TO PROCESS
RESERVE
DEACTIVATIONS

DEMOBILIZATION
ADOS/ADSW
DEFINITE RECALL/CANREC
RECALL, ADOS/ADSW DEACTIVATIONS GUIDELINES

**CONUS ADOS/ADSW, RECALL DEACTIVATIONS**

60 DAYS PRIOR TO THE DESIRED DEPARTURE DATE (DETACH DATE), THE DETACHING COMMAND CPPA SUBMITS A DEACTIVATION PACKAGE TO RCOE VIA eCRM (SALESFORCE)

RCOE Completes DD214, AND PROCESSES STRENGTH LOSS AHEAD OF THE SEPARATION DATE, CLOSES OUT eCRM TRANSACTION

MEMBER DEPARTS ACTIVE DUTY COMMAND

MEMBER REPORTS TO NAVY RESERVE ACTIVITY (NRA) FOR DEACTIVATION

MEMBER RETURNS HOME/COMMENCES TERMINAL LEAVE. RETURNS TO A DRILLING RESERVE STATUS AFTER THE LAST DAY OF ACTIVE DUTY

**OCONUS ADOS/ADSW, RECALL DEACTIVATIONS**

DETACHING COMMAND CPPA SUBMITS AN ACTIVITY LOSS TRANSACTION TO TSC YOKOSUKA. REQUESTS TRAVEL VIA LOCAL NAVPTO

MEMBER DETACHES COMMAND AND REPORTS TO NAVY RESERVE ACTIVITY (NRA)

NRA CPPA Completes DEACTIVATION PACKAGE AND SUBMITS IT TO RCOE VIA eCRM. MEMBER RETURNS HOME/COMMENCES TERMINAL LEAVE

RCOE SUSPENDS PAY AND ALLOWANCES TO AVOID OVERPAYMENT, COMPLETES ACTIVITY GAIN TO NRA. THEN, COMPLETES DD214 AND STRENGTH LOSS

MEMBER RETURNS TO A DRILLING RESERVE STATUS AFTER THE LAST DAY OF ACTIVE DUTY
MOBILIZATION DEACTIVATIONS
(DEMOBILIZATION) GUIDELINES

DISTRIBUTED DEMOBILIZATIONS (NOT VIA ECRC)

60 DAYS PRIOR TO THE DESIRED DEPARTURE DATE (DETACH DATE), THE DETACHING COMMAND CPPA SUBMITS A DEACTIVATION PACKAGE TO RCOE VIA eCRM (SALESFORCE)

RCOE COMPLETES DD214, AND PROCESSES STRENGTH LOSS AHEAD OF THE SEPARATION DATE

MEMEBR DEPARTS ACTIVE DUTY COMMAND

MEMBER REPORTS TO NAVY RESERVE ACTIVITY (NRA) FOR DEACTIVATION

MEMBER RETURNS HOME/COMMENCES TERMINAL LEAVE. RETURNS TO A DRILLING RESERVE STATUS AFTER THE LAST DAY OF ACTIVE DUTY

ECRC DEMOBILIZATIONS

DETACHING COMMAND CPPA SUBMITS AN ACTIVITY LOSS TRANSACTION TO TSC YOKOSUKA, REQUESTS TRAVEL VIA LOCAL NAVPTO

MEMBER DETACHES COMMAND AND REPORTS TO ECRC (MAY HAVE INTERMEDIATE STOPS ALONG THE WAY)

ECRC SUBMITS ACTIVITY GAIN TO RCOE TO STOP OVERSEAS ENTITLEMENTS. THEN, SUBMITS DEACTIVATION PACKAGE TO RCOE

RCOE COMPLETES ACTIVITY GAIN TO ECRC, THEN, COMPLETES DD214 AND STRENGTH LOSS AHEAD OF SEPARATION DATE

MEMBER DETACHES ECRC AND REPORTS TO NRA FOR DEACTIVATION

MEMBER RETURNS HOME/COMMENCES TERMINAL LEAVE. RETURNS TO A DRILLING RESERVE STATUS AFTER THE LAST DAY OF ACTIVE DUTY
BACK-TO-BACK ORDERS

MOBILIZATION
ADOS/ADSW
AT/ADT
DEFINITE RECALL/CANREC
INDEFINITE RECALL
BACK-TO-BACK ACDU ORDERS:
AT/ADT to AC / AC to AT/ADT
INDEFINITE RECALLS

- Members executing AT/ADT orders, who will then execute Mobilization, ADOS/ADSW, or RECALL orders will require a strength gain (see slide 23, Mobilization Activations Guidelines).
- Members executing Mobilization, ADOS/ADSW, or RECALL orders who will then execute AT/ADT orders will require a strength loss.
- Members executing Mobilization, ADOS/ADSW, or RECALL orders, who will then execute Indefinite Recall orders (RC2AC) need to coordinate with their active-duty detailer to prevent a gap between active-duty orders, in order to prevent pay delays. The current active-duty command will not initiate a separation but will instead work with TSC Naples to complete the active-duty contract, or PERS 8 for active-duty oath of office. Then, for those enlisting/reenlisting FTS, no DD 214 required, but respective TSC will need to validate active duty entitlements and update accordingly. For those enlisting/reenlisting USN, a close out USNR DD 214 will be required, and will need to be coordinated through RCOE Norfolk.
Members executing Mobilization, ADOS, or RECALL orders, who will then execute a different type of orders (for example: Mobilization to ADOS, RECALL to Mobilization, ADOS to RECALL) will require the below steps. The same applies to Sailor who execute the same type of orders (i.e., ADOS to ADOS, Mobilization to Mobilization), but will require a UIC change:

- Current CPPA must ensure there is no gap between the orders, as this is what is referred to as "back-to-back." If there is a gap, it is strongly advised that the command work with the order issuing authority to request an order modification. Gaps between ACDU orders require a strength loss and subsequent strength gain and will create significant pay delays for the member, especially if the gap is for 30 days or less.

- If the Sailor requires an EAOS extension in order to execute the new orders, the current CPPA must submit a transaction to TSC Naples. Please note that the EAOS cannot be extended past the member's EREN. If the EREN will expire before the desired EAOS, an EREN extension or reserve reenlistment may be required, please reach out to RSC Naples if you require additional guidance.

- An activity loss transaction will be submitted by the current CPPA to TSC Pensacola, San Diego, or Yokosuka, including both sets of orders and clearly explaining in the transaction remarks that the member is on back-to-back orders and requires an activity loss only.

- If required, current CPPA must also procure transportation for the member via NAVPTO, and aid the member in completion of special duty screenings in the same manner as any Sailor transferring from one command to another.

- Once the Sailor reports to their new command, the new CPPA must submit an activity gain to TSC Pensacola, San Diego, or Yokosuka.
Members executing Mobilization, ADOS, or RECALL orders, who receive orders extensions (same type orders, same UIC), will require the following steps:

- Current CPPA must ensure there is no gap between the orders, as this is what is referred to as "back-to-back." If there is a gap, it is strongly advised that the command work with the order issuing authority to request an order modification. Gaps between ACDU orders require a strength loss and subsequent strength gain and will create significant pay delays for the member, especially if the gap is for 30 days or less.

- If the Sailor requires an EAOS extension in order to execute the new orders, the current CPPA must submit a transaction to TSC Naples. Please note that the EAOS cannot be extended past the member's EREN. If the EREN will expire before the desired EAOS, an EREN extension or reserve reenlistment may be required, please reach out to RSC Naples if you require additional guidance.

- The Sailor's PRD must be extended. Unfortunately, since there will be no activity gain completed, the PRD must be updated by the NSIPS Help Desk via submission of a trouble ticket.
POST ACDU SEPARATION: DD214 CONCERNS, PAY ISSUES, AND LEAVE CORRECTIONS
RESERVE SEPARATION PAY AND LEAVE

• If a SELRES member has been separated from active duty, it has been 21 days past their date of separation, and the member has not received final pay, to include leave sell-back, please initiate a transaction requesting payment.

• If a SELRES member was eligible for a special pay or allowance and was not paid this special pay or allowance during the duration of their active-duty orders, please submit a transaction requesting payment. Include the DD Form 214, and the supporting documents for the special pay.

• If a SELRES member was paid pay and allowances past their separation date (due to late submission of the separation package, etc.), they will incur a debt. The CPPA and member should review all pertinent Leave and Earning Statements (LESs), the DD From 214, and use the military pay charts available on the DFAS website to answer questions regarding this debt. If the member/CPPA believes the debt is in ERROR, please initiate transaction requesting information about the debt, including the DFAS Indebtedness Letter, DFAS Paid Debt Notification and DD Form 214.

• If a SELRES member elected to carry-over their leave and was instead pay for their leave days in error, please submit a transaction requesting correction. Include the Leave Carry-Over NAVPERS 1070/613 and DD Form 214.
In accordance with RCOE business rules, service members are allowed:

- 3 days to review their DD214 draft in NSIPS in order to provide feedback on discrepancies, also to upload supporting documentation for additional entries such as missing awards, etc.
- 7 calendar days to endorse the smooth DD214 in BUPERS Online (BOL). At this time, corrections due to RCOE clerk errors (such as misspellings) are allowed by "disapproving" the DD214
- If the member fails to review the DD214 in NSIPS or BOL within above timelines, it will be completed without the member's signature

Due to the above business rules, DD214 corrections to add missing awards, training, NECs/NOBCs, or to allow for member signature will not be entertained if the member failed to review the DD214 during the NSIPS or BOL process

DD214s are issued with the data available at that time. Therefore, DD214s will not be corrected due to the member being issued an award or NEC/NOBC after the DD214 issuance date, even if the award merit period or NEC/NOBC effective date overlaps the DD214 timeframe. Members can instead request their electronic service record to be updated by their supporting NRA

For all other corrections, please submit a transaction, with the following:

- Copy of DD214 requiring correction
- Detailed description in the remarks denoting the blocks that need correction, and correction reason
- If the start (block 12a) or end date (12b) of the DD214 requires correction, provide endorsed orders with correct check-in stamp or order modification (for separation date corrections)
- If needed, upload a word document where the member can clearly explain what they are requesting
DD214s are issued for periods of consecutive active duty (ADT/ADOS/Mob/Recall) greater than 90 days, or in support of a contingency operation. If a SELRES member was eligible for issuance of a DD Form 214 for prior qualifying Navy active-duty periods, and they were not issued one, submit a transaction as follows:

- For execution of ADT orders, follow procedures in slides XX-XX
- For Mobilization, RECALL, or ADOS/ADSW orders, follow procedures in slides XX-XX

When a DD Form 214 is issued, copies are distributed as outlined in BUPERSINST 1900.8E. If a member desires a copy, they can retrieve it as follows:

- Copies 1 and 4 are available for retrieval via BOL for 30 days after issuance, under "Navy Personnel Command Documents"
- Copy 2 is uploaded to the member's OMPF, which is also found in BOL
- Navy Reserve Activities (NRA) can view OMPF records for SELRES members under their UIC, and can retrieve a copy from the OMPF if the member is unable to access BOL on their own
- For members who have separated or retired from the Navy Reserve following their ACDU separation, they may request a copy from PERS 313, information can be found here: Ordering & Reviewing OMPF (navy.mil)
Submit via eCRM

For issues dealing with separation pay and entitlements, use the following naming convention:

- LAST FIRST  DODID SELRES SEP PAY

For issues dealing with leave adjudication, use the following naming convention:

- LAST FIRST  DODID SELRES SEP LEAVE

Use the following data:

- Request Type: Reserves
- Problem Code: Reserve Leave (even for pay issues)
- Section Category: RES SEP
- eCRM Queue: PP RESERVE SERVICES
SAMPLE SEPARATION PAY ISSUE (SALESFORCE) SUBMISSION
• Submit via eCRM

• For issues dealing with separation pay and entitlements, use the following naming convention:
  - LAST FIRST DD214 CORRECTION, or
  - LAST FIRST OLD DD214 ISSUANCE

• Use the following data:
  - Request Type: Reserves
  - Problem Code: Reserve Leave (even for pay issues)
  - Section Category: RES SEP
  - eCRM Queue: PP RESERVE SERVICES
SAILOR, DD214 CORRECTION

requires a correction in block 12a of her DD214. The member reported to the NRC on 4/8/2022 via 4/11/2022. Attached are the DD214 and mobilization orders with the NAA check-in stamp reflecting 4/8/2022.
Frequently Asked Questions

Question: When processing DD214s, where do the awards come from?

Answer: the electronic DD214 program pulls the verified awards from the ESR in NSIPS, which is why it is imperative to ensure awards are entered into the ESR when earned. Awards can be manually entered but earned awards should always be documented in the ESR.
HOW TO PROCESS NAT SEPARATIONS
NAT GUIDELINES

1. MEMBER ATTENDS RTC AND "A/C" SCHOOL
2. MEMBER GRADUATES/DEPARTS "A/C" SCHOOL
3. MEMBER REPORTS TO NRA/NRC
4. NRA SUBMITS NAT SEPARATION PACKAGE VIA SALESFORCE TRANSACTION TO RCOE
5. RCOE PROCESSES ACC 380 GAIN, DD214, LEAVE (AS APPLICABLE) AND STRENGTH LOSS. 10 DAY PROCESSING FROM REPORT TO LOSS
NAT SEPARATION PACKAGE

• Required Key Supporting Documents ISO NAT Sailors for issuance of DD 214 and Strength Loss:
  • NPPSC 1900/1 (Rev. 08-2019) Separation Questionnaire
  • DD Form 1351-2
  • Endorsed Orders
  • Approved Leave Chit, if applicable
All associated NAT Separation packages shall be submitted to TSC Norfolk -RCOE via PersPay eCRM by the member’s NRA.

For accurate submission via PersPay eCRM, at a minimum, select the proper case information when creating a case:

<table>
<thead>
<tr>
<th>PersPay eCRM Case Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue Name</td>
</tr>
<tr>
<td>Section Category</td>
</tr>
<tr>
<td>Request Type</td>
</tr>
<tr>
<td>Problem Code</td>
</tr>
<tr>
<td>Subject Line</td>
</tr>
</tbody>
</table>
Common Causes of Delay/CPPA Action

- Salesforce transaction not submitted by NRA in a timely manner
- Missing or incomplete 1900/1 Separation Questionnaire
- Leave Chit is missing final approval
- Delayed response from CPPA Action
RCOE POCs

- Regional Service Center (RSC) Norfolk: rsc_norfolk@us.navy.mil
- My Navy Career Center: 1-833-330-6622, or email at askmncc@navy.mil
- Submit MNCC inquiries to the following box: TSC Norfolk/Reserve Pay