



PERSPAY CENTER OF EXCELLENCE CASE ROUTING GUIDANCE

Update: 26 August 2022

CENTER OF EXCELLENCE (SEPARATIONS & RETIREMENTS)

Effective Date: See timelines below

BLUE: The Center of Excellence for Separations and Retirements (COE-S&R), hosted by Transaction Service Center (TSC) Norfolk, will process all Navy Separations and Retirements per the timelines below.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) will submit separations and retirement transactions to COE-S&R per the following timelines:

- Immediately – All S&R transactions/cases from commands previously serviced by TSC Memphis, TSC Pensacola (including DETs Mayport and Jacksonville), TSC Norfolk (including DETs Washington DC and New London), TSC Yokosuka (including DETs Atsugi, Okinawa, Sasebo, and Guam), TSC San Diego (including DETs Pearl Harbor, Lemoore, Everett, Kitsap, Afloat West, and North Island), MNCC Joint Base Charleston, and MNCC Joint Base San Antonio.
- 1 Sep 2022 – S&R transactions/cases from commands currently serviced by TSC Great Lakes.

METHODS FOR CASE SUBMISSION: Primary means of submission is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce).

Pri: eCRM to “**PP RETIREMENTS_SEPARATIONS**” queue. Select appropriate problem code from available drop down menu (ADSEP, EAOS Separation, FLTRES – Retirements, PDRL/TDRL).

** Submit all eCRM cases in “**lightning**” mode only – do not submit cases under “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](#), 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, TOPS to NAVNORFOLK “SEPARATIONS” box (or local TSC detachment Separations Box – the COE-S&R will access legacy TOPS boxes and engage with CPPA as needed).

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. **

CPPAs must submit all required Key Supporting Documents (KSD) per NPPSC 1800/1 Fleet Reserve/Retirement Checklist or NPPSC 1900/2 Separations Checklist, as appropriate.

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TIMELINES:

FLTRES, Retirements, and EAOS Separations

- **Sep Orders:** **9-5 months** prior to separation date. Submit KSDs outlined in NPPSC 1800/1 or NPPSC 1900/2 checklist (section I) to obtain separation orders. PTDY/Terminal Leave dates may be tentative at this time.
- **Begin Draft DD-214:** **9-5 months** prior to separation date. Submit KSDs outlined in checklist (section I) to begin draft DD-214 for member review. PTDY/Terminal Leave dates may be tentative at this time.
- **Complete Sep Package:** **No later than 60 days** prior to approved PTDY/Terminal Leave: Submit remaining KSDs outlined in checklist (section I) to complete separation cases. If medical endorsement cannot be obtained at 60-day mark, submit all other required documents. Submit final medical endorsement as soon as practicable and prior to member's detachment from command. Delay in submission will significantly impact member's separation, to include DD-214 completion, and may impact retirement benefits.

ADSEPs

- Submit KSDs outlined in NPPSC 1900/2 as early as practicable. The TSC determines the actual separation date and has 10 days to process once an actionable package has been received. Final separation date will be communicated via eCRM.

TDRL/PDRL

- Submit KSDs outlined in NPPSC 1800/1 as early as practicable but no later than Final Out-Processing Completion (FOPC) Date per TDRL/PDRL message.

OCONUS SEPARATIONS. Please note that for OCONUS separations requiring the Sailor to transfer to a separation activity in CONUS, the request for separations orders will be sent to TSC Yokosuka (eCRM to "**PP TRANSFERS OCONUS**" queue). Separation orders will be generated by TSC Yokosuka (Center of Excellence for OCONUS Receipts and Transfers). Submit complete separations case to TSC Norfolk for DD-214 and Strength Loss. Please see separations and retirement training slides on the [MyNavy HR CPPA Resources page](#) for additional details.

NAMING CONVENTION:

To ensure requests are processed in a timely manner, CPPAs must use the following naming convention in the subject line of your request and appropriate drop down menu selections in eCRM. This naming convention and drop downs allow the COE team to readily identify separation dates and prioritize operations. Submissions dated prior to the effective date of this guidance will be processed. **The effected date will be the date the member departs on Job/House Hunting/Terminal Leave, or final separation date, whichever is earlier.**

- eCRM: Submit requests in eCRM using the following naming convention in the case subject line: Last Name, First Name (use drop down menus to specify other relevant fields – e.g. Request Type, Problem Code, Effective Date, etc.)
 - TOPS: Submit requests in TOPS using the following naming convention:
 - ADSEP: Last Name, First Name, ADSEP*
 - * No date required for ADSEPs as TSC determines final separation date upon receipt of complete/actionable case.
 - Fleet Reserve: Last Name, First Name, FLTRES, DATE (DD MMM YYYY) (eg. 22 MAR 2023)
 - Retirement: Last Name, First Name, RETIREMENT, DATE (DD MMM YYYY)
 - Separation: Last Name, First Name, SEPARATION, DATE (DD MMM YYYY)
 - TDRL: Last Name, First Name, TDRL, DATE (DD MMM YYYY)
 - PDRL: Last Name, First Name, PDRL, DATE (DD MMM YYYY)
 - NATs:** Last Name, First Name, NAT SEPARATION, DATE (DD MMM YYYY)
- ** New Accession Training (Selected Reserve Sailors attending pipeline training then reporting to a Navy Reserve Center)

Please see guidance for specific blocks in eCRM case submission:

- Section Category: SEPS AND RETENTION
- Routed PSD: TSC NORFOLK, or TSC GREAT LAKES (per discussion above)
- Request Type: Retirements/Separations
- Problem Code: As applicable to case
- Effective Date: The date Sailor goes on Job/House Hunting/Terminal Leave. For ADSEPs, enter date of case submission. Cases must be submitted no later than 60 days prior to this date, or as early practicable.
- Contact Name: This is the Sailor's information, **NOT the CPPA's.**

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TRAINING: Regional Support Centers (RSC) conduct weekly training, to include separations and retirements 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 cases.

WHAT THIS MEANS TO YOU:

- ✚ Realignment of separations and retirements under COE-S&R at TSC Norfolk will improve proficiency and reduce errors. COE-S&R coordination with CPPAs and customer commands will yield a significant improvement in case processing timelines, accuracy and training.
- ✚ Standard Operating Procedures for NSIPS Retirements & Separations Functionality and Separations are available on the [MyNavy Career Center Share Point](#).
- ✚ Case routing guidance, training and materials are available on the [MyNavy HR CPPA Resources page](#).