



# CASE ROUTING GUIDANCE

## Full Power Navy (FPN) Retention Engagement Cases

Update: 20 March 2025

Effective Date: Immediately

**BLUF:** The guidance below outlines procedures for handling Full Power Navy (FPN) Retention Engagement cases as outlined in [Ops Alert 004-25](#) (previously “P33 Retention Engagement”). FPN cases are generated by Navy Personnel Command (NPC) for Sailors in proximity of their Soft Expiration of Active Obligated Service (SEAOS) for command action and engagement.

**FPN RETENTION ENGAGEMENT CASES:** FPN cases are generated by NPC for Sailors within 12+ months of SEAOS. After Command Triad communicates Sailor’s intentions and NPC engagement, the case will become a Retentions or Separations case and will be managed per this case routing guidance.

**NOTE:** CPPAs will not initiate FPN Retention Engagement cases. Cases are initiated by NPC’s FPN Retention Operations Center (ROC) only. The FPN ROC consists of NPC Retention Agents (RA) dedicated to engaging 1v1 with Sailors based on Command Triad recommendation and feedback.

- **Phase 1: Command Engagement.** FPN cases begin as one of the initial cases listed in **Table 1**. Once a case is ready for command engagement, it is sent to the CPPA in a “CPPA Action Required” status.
- **Phase 2: Command Triad Feedback.** CPPA provides feedback via Case Comments using guidance in **Table 2**.
- **Phase 3: Post-Engagement Case Management.** Based on Command Triad recommendation/feedback and after FPN RA engagement (as required), the FPN case will be converted into one of the Request Types/Problem Codes in **Table 3** as determined by the Sailor’s intentions. For Retention cases awaiting a future reenlistment or extension contract for Obliserv, CPPAs will hold FPN cases in a “CPPA Action Required” status until the reenlistment or extension contract is signed.

### PHASE 1 / COMMAND ENGAGEMENT:

**Table 1 – Phase 1: Command Engagement**

Case Drop-Down	Select	Notes
Subject	FPN // Rate LName FName (UIC)	<b>Do not change subject line.</b> TSCs may add additional information at the end of the standard subject line to help with case management.
Description	Case description and comments will include specific Sailor data for case tracking and resolution.	
Effective Date	This is initially set as the Sailor’s SEAOS date.	
Case Origin	<b>FPN ROC use only.</b> Used for case tracking/assignment within NPC.	
Priority	<b>FPN ROC use only.</b> Used for case tracking/management within NPC.	
Needed By	<b>FPN ROC use only.</b> Used for case tracking/management within NPC.	
Request Type	FPN Retention Engagement	
Problem Code (not to be modified by CPPA)	FPN Orders Pend Obliserv	These cases track and allow for command engagement/feedback on Sailors with hard copy orders but who have not attained Obliserv.
	FPN Sep Orders	These cases track and allow for command engagement/feedback on Sailors in receipt of separation orders.
	FPN Selected Pend Orders	These cases track and allow for command engagement/feedback on Sailors selected for orders and who are awaiting hard copy operational orders.
	FPN SEAOS Window	These cases track and allow for command engagement/feedback on Sailors in their SEAOS window but whose PRD is outside the MNA negotiation window.
	FPN MNA Negotiation	<b>FPN ROC use only.</b> Allows for tracking of all Sailors while in the MNA negotiation window (prior to selection for orders), for engagement as needed.
	FPN Not in Window	<b>FPN ROC use only.</b> Allows for tracking of all Sailors outside MNA negotiation window or SEAOS window, for future engagement.
Routed To	PERS-4	
Contact Name	This is the Sailor’s information.	

# CASE ROUTING GUIDANCE – FULL POWER NAVY (FPN) RETENTION ENGAGEMENT CASES

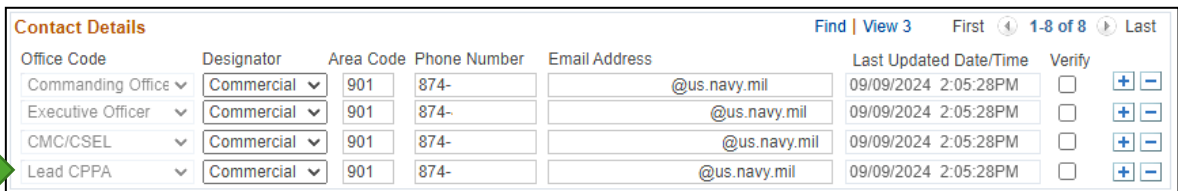
Update: 20 March 2025

**PHASE 2 / COMMAND TRIAD FEEDBACK:** FPN Retention Engagement cases for Sailors selected for orders, with orders, or in the SEAOS window will be sent to commands in a “CPPA Action Required” status, which indicates the case is ready for command engagement and feedback to NPC Retention Agents. Sailors in and prior to the MNA negotiation window may have FPN cases but those are held with PERS-4 until they meet one of the aforementioned criteria. Follow the guidance below when managing FPN eCRM cases.

- Use **Case Comments** to provide Sailor’s career intentions following command/NPC engagement and submit case to FPN ROC. Do not use the Case Feed for providing Command Triad Feedback.

Table 2 – Phase 2: Command Triad Feedback (use KEYWORDS below)		
Command Triad Feedback	Type the following KEYWORDS in case comments:	Reasoning and Additional Guidance
Sailor is on the fence regarding staying Navy	<b>Launch the Alert Detailer</b>	<p>These keywords will trigger a tailored FPN Retention Agent engagement with your Sailor due to Sailor being undecided regarding staying Navy.</p> <p>Command Triads may identify a limited number of Sailors who are past all MNA looks for 1v1 NPC engagement opportunity or inside 12 months from SEAOS and have intent to separate.</p> <p><u>Additional Guidance.</u> As applicable, state in the <b>Case Comments</b> any additional, contextual information that will be useful to the detailer in the engagement (ex. Sailor preferences, priorities, desires).</p>
Sailor has expressed intent to stay Navy	<b>Engagement Not Required</b>	This means the Command Triad does not require FPN assistance due to Sailor’s clear intentions to stay Navy and continue naval service.
Sailor not recommended for retention engagement	<b>Retention Not Recommended</b>	This means the Command Triad does not recommend Sailor for retention engagement due to factors that may preclude retention (e.g. administrative, legal action in progress, etc.).

- Ensure your NSIPS Unit Administration is up to date per [Ops Alert 021-24](#). This is the primary source for assigning new FPN cases to the correct CPPA. When filled out, “Lead CPPA” will be the primary CPPA assigned a new FPN case. Update Unit Administration for all UICs for which you are responsible.



Contact Details						Find	View 3	First	1-8 of 8	Last
Office Code	Designator	Area Code	Phone Number	Email Address	Last Updated Date/Time	Verify				
Commanding Office	Commercial	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>	+	-		
Executive Officer	Commercial	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>	+	-		
CMC/CSEL	Commercial	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>	+	-		
Lead CPPA	Commercial	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>	+	-		

- CPPAs with Multiple UICs. If you have multiple UICs, ensure all CPPAs have been added to each UIC’s case team in eCRM – follow guidance in [Ops Alert 020-24](#) and contact your Regional Support Center (RSC) for assistance as needed.
- Using the Case Feed. If there are questions regarding a case, you may communicate with the FPN Retention Agent assigned to the case using the Feed tab and “@” function.
- Do not initiate your own FPN Retention Engagement case. The FPN ROC will close the case.
- Do not modify the case Subject.
- See Frequently Asked Questions at the end of this CRG for additional information.

# CASE ROUTING GUIDANCE – FULL POWER NAVY (FPN) RETENTION ENGAGEMENT CASES

Update: 20 March 2025

**PHASE 3 / POST-ENGAGEMENT CASE MANAGEMENT:** Following Sailor engagement, command and NPC will determine Sailor’s intentions and an FPN RA will change the case’s Request Type and Problem Code to reflect the Sailor’s intentions. Cases will be changed to the Request Types/Problem Codes noted in **Table 3**, as applicable. CPPAs will manage the cases per current [case routing guidance](#) and procedures, with exceptions noted in **Table 3**, below. Sailors who have remaining looks in the MNA cycle or those who are greater than 12 months from SEAOS will remain with NPC in an “Assigned” status.

**Table 3 – Phase 3: Post-Engagement Case Management**

**Note: Request Type/Problem Code is set by FPN RA.**

Sailor’s Intentions	Request Type	Problem Code	Notes
Retention	FPN Retention Engagement	FPN Awaiting Obliserv	<p>While awaiting the reenlistment or extension (Obliserv) KSDs, cases will remain with the CPPA in “CPPA Action Required” status and maintain the <u>Request Type</u> of “FPN Retention Engagement.”</p> <p>Cases with <u>Request Type</u> of “FPN Retention Engagement” are exempt from the 7-day processing timeline for a standard PersPay case.</p> <p>CPPAs:</p> <ul style="list-style-type: none"> <li>- <b>Keep FPN case open for tracking in “CPPA Action Required” status and monitor until Obliserv is executed.</b></li> <li>- Once the reenlistment or extension Obliserv contract is signed, refer to the REEN/EXT/RIS section in the next row of this table.</li> </ul> <p><b>Note for CVNs and commands not serviced by TSCs:</b> once Obliserv is attained, annotate case comments “Obliserv processed onboard.” and mark case as “Submitted.” FPN ROC will validate Obliserv and close case.</p>
	REEN/EXTEN/ RIS	<p>Extension Request</p> <p>Reenlistment Request (Benefits of Rate Only)</p> <p>Reenlistment Request (SRB, LSL, and/or STAR)</p> <p>Retain In Service (RIS)</p>	<p>Problem Codes will be selected as applicable.</p> <p>CPPAs:</p> <ul style="list-style-type: none"> <li>- <b>Do not change the <u>Request Type</u> until Obliserv has been executed and case is routed to TSC Naples. Do not submit a new reenlistment/extension case.</b></li> <li>- Immediately after Sailor has executed the reenlistment or extension, change <u>Request Type</u> to REEN/EXTEN/RIS and submit reenlistment or extension KSDs via this FPN case to TSC Naples for processing.</li> <li>- If Obliserv for orders requires both a reenlistment and an extension, use the FPN case for the first retention action occurring and submit a new case for the second action.</li> <li>- Note for <b>Obliserv to Train (OTT)</b>: FPN case will remain open to monitor Sailor’s SEAOS. Submit OTT via separate case per current Retentions PersPay Case Routing Guidance and change effective date of FPN case to new SEAOS. Once Sailor completes training, submit new Obliserv for orders via FPN case.</li> </ul> <p>Refer to the <a href="#">Retentions PersPay Case Routing Guidance</a> for additional retentions case management information.</p>
	Officer Strength Gains	Enlisted to Officer Commissioning	<p>This Request Type will be used in cases where a Sailor has been approved for a commissioning program.</p> <p>If a separate Enlisted to Officer Commissioning case has not already been submitted, use the existing FPN case to submit KSDs to TSC Great Lakes.</p>

# CASE ROUTING GUIDANCE – FULL POWER NAVY (FPN) RETENTION ENGAGEMENT CASES

Update: 20 March 2025

**PHASE 3 CASE MANAGEMENT (cont.):** Follow guidance in Table 3, below, for Separation cases.

Table 3 – Phase 3: Post-Engagement Case Management (cont.)			
Note: Request Type/Problem Code is set by FPN RA.			
Sailor's Intentions	Request Type	Problem Code	Notes
Retirement / Separation	Retirements/ Separations	FPN Awaiting Separation	<p><b>This problem code is used to manage cases for CVNs, AS, and commands <u>not serviced</u> by a TSC.</b></p> <p>If Sailor will continue separation processing, annotate the FPN case comments with “Sailor intends to separate – separation not processed by TSC.” Once separation is complete, annotate case comment “Separation complete” and mark case as “Submitted.” FPN ROC will validate and close case.</p>
		Administrative Separation EAOS Separation Fleet Reserve – Retirements PDRL/TDRL	<p><b>These problem codes are used to manage cases for commands <u>serviced</u> by a TSC.</b></p> <p>Problem Codes will be selected as applicable.</p> <ul style="list-style-type: none"> <li>- When a retirement/separation case has not been previously submitted, CPPA will use the existing FPN case to submit <u>KSDs</u> to TSC Norfolk. <b>Do not submit a separate retirement/separation case.</b></li> <li>- When a prior separation case has already been submitted with supporting KSDs, FPN ROC will close FPN case and refer to open retirement/separation case in Case Comments.</li> </ul> <p>Commands will manage open retirements/separations cases per current <a href="#">Separations &amp; Retirements PersPay Case Routing Guidance</a> and procedures.</p>
		Separation Cancellation	<p>When a Sailor chooses to stop separation as a result of Project 33, the case will be changed to Separation Cancellation so that TSC Norfolk can stop separation processing and cancel separation orders.</p> <p>The case will be returned to PERS-4 for additional action and processing as a retention case.</p>

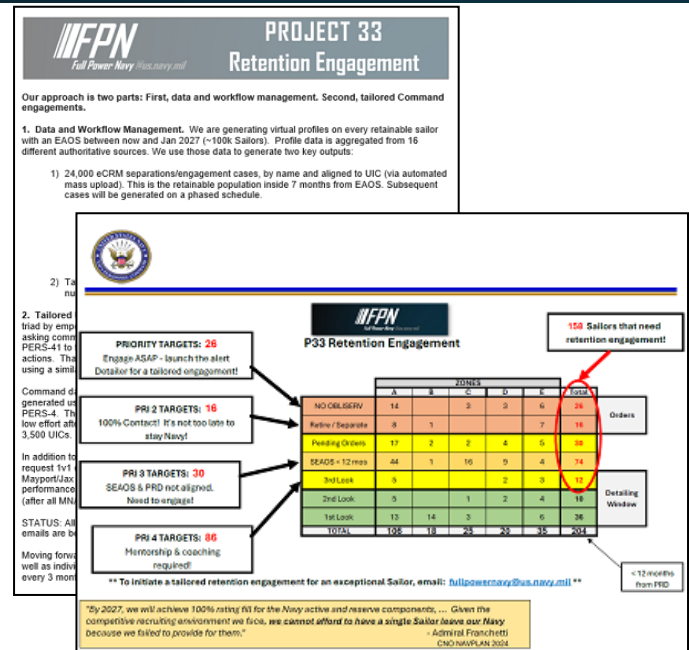
**TRAINING:** Regional Support Centers (RSC) conduct monthly training on pay, personnel, and transportation case submission procedures. You may find your RSC training schedule on the [MyNavy HR CPPA Resources page](#), by navigating to [RSC Contacts](#) on the left menu. RSC training schedules can also be found on the [RSC SharePoint sites](#).

# FPN *Frequently Asked Questions*

3/20/25

## 1. What are Full Power Navy Retention Engagement cases?

FPN Retention Engagement cases are a Navy Personnel Command (NPC) initiative in support of the Chief of Naval Operations [Navigation Plan 2024](#). NPC's FPN Retention Engagement initiative was announced in Ops Alert 002-25 and is aimed at accelerating completion of administrative actions (Obliserv) for Sailors who intend to continue their naval career while providing a mechanism to request NPC-targeted retention engagements for exceptional Sailors who are undecided. In addition to Salesforce eCRM cases, commanders and commanding officers will continue to receive command-specific guidance and Sailor listings in conjunction with the MNA Cycle. For any questions, email [fullpowernavy@us.navy.mil](mailto:fullpowernavy@us.navy.mil).



## 2. Who are FPN eCRM cases being generated for?

FPN cases are generated for Sailors based on their SEAOS for command action and engagement. Sailors with separation orders, orders pending Obliserv, selected for assignment but pending orders, in their SEAOS window, in their MNA negotiation window, and prior to their MNA negotiation window. Those who are in MNA negotiation and prior to their MNA negotiation window will have cases in a status of "Assigned" and will remain with PERS-4.

## 3. How do I gain Salesforce eCRM access to view or action cases?

Follow procedures in [Pay and Personnel Information Bulletin \(PPIB\) 24-19](#) for eCRM system access guidance. Contact your [Regional Support Center](#) if assistance is required.

## 4. I am a part of the Command Triad of a unit, but have not been receiving emails with the associated Data Cards. What should I do?

Have your CPPA verify your command's UIC(s) points of contact information (current CO, XO, CMC, and Lead CPPA) in the Navy Standard Integrated Personnel System (NSIPS) Unit Administration module. Commands should ensure information is accurate and regularly updated. Refer to [Ops Alert 021-24](#) for additional guidance.

Contact Details						Find   View 3		First	1-8 of 8	Last
Office Code	Designator	Area Code	Phone Number	Email Address	Last Updated Date/Time	Verify				
Commanding Office	Commercial	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>	+	-		
Executive Officer	Commercial	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>	+	-		
CMC/CSEL	Commercial	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>	+	-		
Lead CPPA	Commercial	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>	+	-		

## 5. Once the eCRM case is created and assigned to the CPPA, what are the actions for the Command Triad, CCC, and the CPPA?

Command Triad and the CCC will engage with each Sailor to ascertain their intentions and provide guidance. Once those actions are complete, the CPPA will enter all pertinent information into the Case Comments section of the eCRM case based on feedback from Command Leadership and the CCC – use the sample **KEYWORDS** in Table 2 of the FPN Case Routing Guidance. After all command-directed information is entered, the CPPA should change the status of the case from "CPPA Action Required" to "Submitted." A Full Power Navy (FPN) Retention Agent (RA) will take it from there.



# **FPN** *Frequently Asked Questions*

3/20/25

**6. The Command Triad submitted feedback for engagements via the FPN email distro. Does the CPPA need to do anything else with the eCRM case?**

Yes, update the Case Comments with the feedback from the Command Triad to include the recommendation for FPN RA engagement (using the sample **KEYWORDS** on Table 2 of the FPN Case Routing Guidance) and change the status to "Submitted."

**7. How long can an FPN case be open?**

FPN cases are unique in that cases are exempt from aging consideration. An FPN case may stay open for several days or months, depending on each individual Sailor. In general, all FPN cases will remain open through a Sailor's Obliserv or separation/retirement. FPN cases, once assigned to the command, should be actioned in a timely manner, with the greatest consideration being the Sailor's SEAOs.

**8. I have a Sailor who does not have an existing FPN eCRM case and is within 12 months of their SEAOs. Should I create an FPN case myself?**

No, all FPN cases will be initiated by NPC and sent to commands via CPPAs. Reach out to the FPN ROC at [fullpowernavy@us.navy.mil](mailto:fullpowernavy@us.navy.mil) if you believe there should be a case for your Sailor and it is not available.

**9. I have a Sailor who is in their MNA window. What comments should I enter in their eCRM case?**

Sailors in their normal MNA window will have their eCRM cases held at PERS-4 and require no CPPA action in eCRM.

**10. I have a Sailor who has orders and intends to Obliserv. What comments should I enter in their eCRM case?**

Annotate member's intentions to Obliserv in the eCRM case comments, provide the reenlistment date or extension date, and mark case status as "Submitted."

**11. I have a Sailor with an approved Fleet Reserve or Separation. What comments should I enter in their eCRM case?**

Command Triad and the CCC should still engage with the Sailor and confirm there are no possible actions that can encourage them to change their mind and stay Navy. Update the eCRM case comments with an intent to separate and reasons why. Mark case status as "Submitted." If your Command Triad believes the member is willing to stay Navy and needs to be engaged by a Retention Agent, annotate "**Launch the Alert Detailer**" in case comments with amplifying information and mark case status as "Submitted."

**12. What type of comments should I be entering into the eCRM cases?**

Comments should capture Sailors intent for future naval service to include but not limited to: Obliserv, separation, desires for future naval opportunities, desires for higher education, negative feedback concerning their desire to exit the naval service, identification by the Command Triad for retention engagement, etc. All feedback that captures a Sailor's intent is an acceptable comment.

**13. I have a FPN eCRM case for a Sailor who already reenlisted or extended or have a REEN/EXTEN case in-progress. Do I re-submit the required documents to the FPN eCRM case?**

No. If a reenlistment case is already in progress, continue processing through that case. Annotate in the comments of the FPN eCRM case "member has already reenlisted and an open case is in progress. Case #12345678 refers."

**14. Should I be updating eCRM cases for Sailors that are Selective Reservists (SELRES)?**

The FPN Retention Engagement scope is currently AD and TAR Sailors only (SELRES excluded). If you see SELRES Sailors with FPN cases, please reach out to the FPN team at [fullpowernavy@us.navy.mil](mailto:fullpowernavy@us.navy.mil).

**15. I have a Sailor with a FPN eCRM case who is on Limited Duty (LIMDU), has a pending MEDBOARD, or is on Legal Hold. What comments do I enter?**

Enter Case Comments describing the Sailor's current status (ex. Sailor is LIMDU; Sailor awaiting MEDBOARD; Sailor on Legal Hold) and mark case status "Submitted." Command must continue to ensure applicable retention actions (ex. Retain in Service) transactions are submitted to TSC for processing, as applicable to the Sailor's hold status. In these cases, a separate case should be submitted (the FPN case will not be used except for cases with problem codes in Table 3).

**16. I received a case for a Sailor that is not under my claimancy. What should I do?**

Ensure your command has updated all UICs in your claimancy under the NSIPS Unit Administration module with the correct contact information for CO, XO, CMC, and Lead CPPA ([Ops Alert 021-24](#) refers). Reach out to the FPN ROC if you have updates to CPPA assignments.

**17. I received a case for a Sailor that has transferred to another command. What should I do?**

Annotate in the Feed that the Sailor has transferred, while mentioning the FPN Retention Agent (found in TSC Supervisor field). The FPN RA will re-assign the case to a CPPA from the Sailor's gaining command.

**18. I have a Sailor who is separating later this year. Do I initiate a separate separations case?**

Refer to table 3 of the FPN Case Routing Guidance for instructions.

**19. I have a Sailor who is reenlisting later this year. Do I initiate a separate reenlistment case?**

Refer to table 3 of the FPN Case Routing Guidance for instructions.

**20. What problem codes from the dropdown menu should I be using for FPN eCRM cases?**

The only time a CPPA will change a Problem Code will be for a Sailor awaiting Obliserv (Table 3 refers). Otherwise, Problem Codes for FPN cases are set and managed by NPC and should not be modified by a CPPA. There are six problem codes assigned to FPN cases (Orders Pend Obliserv, Sep Orders, Selected Pend Orders, SEAOS Window, MNA Negotiation, and Not In Window). FPN cases with problem code of MNA Negotiation or Not In Window and a status of "Assigned" are not actionable by the CPPA and are held at PERS-4 until a Sailor meets certain criteria.

**21. The FPN Command-Specific Guidance says Command Triads can identify a limited number of Sailors for engagement by a Retention Agent, is there a set quota?**

No. We are not limited in quotas for these engagements. However, we want to ensure that command leadership is taking a judicious look at all Sailors and identifying the right Sailors to engage and ideally keep Navy. If all or most your Sailors are strong candidates that the command leadership believes should be engaged then annotate it as such in their eCRM tickets and a Retention Agent will engage.

**22. Do these FPN eCRM cases replace MNA or C-WAY applications?**

No, this is a focused retention effort to support the CNO's NAVPLAN and Project 33. This does not change any current processes such as MNA or C-WAY.

**23. Is the FPN Initiative only available for enlisted ratings or can officers engage with a Retention Agent as well?**

Enlisted Rating are the sole focus of the FPN Retention Engagement initiative at this time. Officers will continue to work with their assigned detailer.

Do you have a question that wasn't in the FAQ? We're standing by!

[fullpowernavy@us.navy.mil](mailto:fullpowernavy@us.navy.mil)