



# CASE ROUTING GUIDANCE

## Full Power Navy (FPN) Retention Engagement Cases

Update: 30 July 2025

Effective Date: Immediately

**BLUF:** The following guidance outlines the procedures for managing Full Power Navy (FPN) Retention Engagement cases, as detailed in [Ops Alert 023-25](#). FPN cases are initiated by Navy Personnel Command (NPC) to prompt command action and engagement with Sailors. These cases begin as Retention Engagement cases to facilitate and monitor Sailors' career decisions. Typically, each FPN case will subsequently transition into either a Retirements/Separations case or a Reenlistment case.

**FPN RETENTION ENGAGEMENT CASES:** FPN cases are generated by NPC for Sailors prior to reaching their Soft Expiration of Active Obligated Service (SEAOS), with careful consideration given to their Projected Rotation Date (PRD), Estimated Date of Loss to the Navy (EDLN), Years of Service (YOS), Accounting Category Code (ACC), Deployability Category (DCAT), and rating. Currently, FPN targets only Active Duty (AD) and Training and Administration of the Reserve (TAR) enlisted Sailors. Selected Reserve (SELRES) Sailors are not eligible for FPN engagements.

**Overview.** After Command Triad engagement, the Command Career Counselor (CCC) and/or Command Pay and Personnel Administrator (CPPA) will communicate the Sailor's career intentions (whether to stay Navy or separate) via the existing FPN case in Salesforce. The FPN Retention Operations Center (ROC) will determine the appropriate level of engagement and update the case after reviewing the feedback provided by the command. Sailors who have completed and are beyond the MyNavy Assignment (MNA) cycle are eligible for "Launch the Alert Detailer" engagements. Refer to **Attachment 1** for a detailed explanation of the entire Retention Engagement process.

**NOTE:** FPN is not intended as a substitute for participation in the MNA process to hand-pick follow-on assignments.

Following initial feedback and actions requested, the Retention Engagement case will transition into either a Retirements/Separations case or a Reenlistment case. Existing FPN cases shall be utilized to process separations or Obliserv transactions. **CPPAs shall not create additional separation or reenlistment cases unless explicitly directed by this case guidance.**

**NOTE:** For the purposes of this directive, the term "CPPA" refers to the Salesforce eCRM Role and is intended to be interchangeable with CCC. As part of retention efforts, the CCC serves as the primary action officer.

**NOTE:** CPPAs shall not initiate FPN Retention Engagement cases. Cases created by CPPAs will not be processed and will be closed without action. If an FPN case does not exist for a Sailor, the Sailor is not considered an FPN-eligible candidate. If there is doubt to a Sailor's eligibility, email [fullpowernavy@us.navy.mil](mailto:fullpowernavy@us.navy.mil).

- **Pending Reenlistment.** For Sailors awaiting a future reenlistment for Obliserv, CPPAs will **hold the respective FPN case in "CPPA Action Required"** status until the contract is signed and key supporting documents (KSD) are uploaded, as required by the [Retentions Routing Guidance](#) (CRG). Once complete, the CPPA will convert the Retention case to a Reenlistment case and route to TSC Naples for processing. Refer to **Attachment 2** for further details.
- **Pending Separation or Retirement.** For Sailors awaiting separation and after FPN ROC review, the RA will convert the Retention case to a Retirements/Separations case, route to TSC Norfolk, and update the Case Status to "CPPA Action Required." CPPAs will **hold the respective FPN cases in "CPPA Action Required"** status until the minimum requirements are met per [Separations & Retirements Routing Guidance](#). Cases involving Sailors pending separation are exempt from the standard 7-day PersPay case age requirement until 120 days prior to their scheduled separation date.

**Communications.** Due to the high volume of cases, the Feed should be used to request action on a case and communicate directly with the FPN ROC or RA (TSC Supervisor and TSC Clerk when assigned to Request Type of "FPN Retention Engagement"). Example mention: "*@John Smith SVM has decided to reenlist and no longer requires an RA engagement. Please place the case in CPPA Action Required so that I may process the Obliserv.*"

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**Case Generation.** An FPN case is initiated by PERS-4 using one of the initial Problem Codes listed in **Table 1** and reflects the Sailor’s current negotiation or orders status until a career decision is received. Although the Problem Code and each field in **Table 2** can be edited by a CPPA, **PERS-4 requests that CPPAs refrain from making changes, as these values are essential for accurate and timely case management.**

Table 1 – Initial Problem Codes		
Problem Code	Description	Initial Case Status
FPN Orders Pend Obliserv	Sailor has hard copy orders but has not attained Obliserv.	CPPA Action Required
FPN Sep Orders	Sailor is in receipt of separation orders.	
FPN Pending Orders	Sailor is posted to an assignment and awaiting hard copy operational orders. Refer to <b>Table 4</b> for further details.	
FPN SEAOS Window	Sailor whose SEAOS occurs more than four months prior to their PRD. This Sailor will have fewer opportunities to participate in the MNA Cycle before making a career decision.	
FPN MNA Negotiation	Sailor is in their third look of the MNA negotiation window.	Assigned
	Sailor is in their first or second look of the MNA negotiation window.	
FPN Not in Window	Sailor is prior to the MNA negotiation window.	
<b>The initial Problem Code is managed by PERS-4 and shall not be modified by the CPPA, <u>except as directed in this CRG.</u></b>		

Table 2 – General FPN Case Information		
Field	Select	Notes
<b>Subject</b>	FPN // Rate LName FName (UIC)	<b>Do not modify the FPN subject line. You may add to the original subject line, but do not insert any characters before 'FPN //'. </b>
<b>Effective Date</b>	This is the Sailor’s SEAOS or EDLN, whichever comes first.	
<b>Needed By</b>	<b>FPN ROC and RSC/TSC use only.</b> Used for case tracking/management within NPC/NPPSC.	
<b>Case Origin</b>	<b>FPN ROC use only.</b> Used for case tracking/management within NPC.	
<b>Priority</b>	<b>FPN ROC use only.</b> Used for case tracking/management within NPC.	
<b>Request Type</b>	FPN Retention Engagement	
<b>Routed To</b>	PERS-4	
<b>CPPA UIC</b>	This is the Sailor’s assigned activity / assigned activity’s immediate superior in command.	

**Command Engagement and Triad Feedback.** When a Sailor enters their Third MNA look or is posted to a billet, the FPN case is assigned to the command with a “CPPA Action Required” status for initial feedback and requested actions. Following Command Triad engagement, the CPPA provides contextual feedback through Case Comments (not via the Feed) following the guidance outlined in **Table 3** and **Table 4**. Additional dropdowns specifically designed to support retention efforts are now available in a standard PersPay case. Refer to **Attachment 3** for further details.

**NOTE: FPN cases submitted back to the FPN ROC must contain a Command Triad Recommendation and contextual feedback in the Case Comments. Cases lacking these requirements will be returned to “CPPA Action Required” for correction.** Decision drivers for both reenlisting and separating Sailors should be selected, as applicable. If a Sailor is reenlisting or separating for a specific reason and a corresponding decision driver does not exist, please explain in the Case Comments.

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**Table 3 – Command Triad Recommendation**

Command Triad Recommendation	Sailor Intent	Reasoning and Additional Guidance
<b>Engagement Not Required</b>	Sailor has expressed intent to stay Navy and <u>will Obliserv under current orders</u>	<p>The Command Triad does not require FPN assistance due to Sailor’s clear intentions to stay Navy and continue naval service under current set of orders.</p> <p><i>The CPPA shall select “<b>Engagement Not Required</b>” for Command Triad Recommendation, update the Problem Code to “<b>FPN Awaiting Obliserv</b>” and maintain the case status as “<b>CPPA Action Required.</b>” Contextual information indicating when the Sailor intends to execute the Obliserv should be included in the Case Comments.</i></p> <p>Upon reenlistment, refer to <b>Table 6</b>.</p>
	Sailor has expressed intent to stay Navy and <u>will Obliserv upon receipt of follow-on orders</u>	<p>The Command Triad does not require FPN assistance due to Sailor’s clear intentions to stay Navy and continue naval service upon receipt of follow-on orders.</p> <p><i>The CPPA shall select “<b>Engagement Not Required</b>” for Command Triad Recommendation, <u>retain the initial Problem Code</u>, and update the case status to “<b>Submitted.</b>” Release of follow-on orders may be prioritized for Sailors who indicate intent to reenlist.</i></p>
	Sailor has expressed intent to separate	<p>Following Command Triad engagement, Sailor has clear intentions to separate from naval service.</p> <p><i>The CPPA shall select “<b>Engagement Not Required</b>” for Command Triad Recommendation, update the Problem Code to “<b>FPN Awaiting Separation</b>”, add any contextual information to the Case Comments that may assist the ROC in determining the appropriate level of engagement (if necessary), and change the case status to “<b>Submitted.</b>”</i></p> <p>Taking various factors into account, the FPN ROC may authorize RA engagement to support Sailor retention.</p>
<b>Retention Not Recommended</b>	Sailor not recommended for retention engagement	<p>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.).</p> <p><i>The CPPA shall select “<b>Retention Not Recommended</b>” for Command Triad Recommendation, <u>retain the initial Problem Code</u>, and update the case status to “<b>Submitted.</b>” The ROC will review and take appropriate action.</i></p>
<b>Launch the Alert Detailer</b>	Sailor is on the fence regarding staying Navy	<p>This selection may trigger a tailored FPN Retention Agent engagement with your Sailor due to being undecided regarding staying Navy. <b><u>The Sailor must have exhausted all MNA looks or be within 6 months of SEAOS.</u></b></p> <p><i>The CPPA shall select “<b>Launch the Alert Detailer</b>” for Command Triad Recommendation, <u>retain the initial Problem Code</u>, and include any contextual information in the Case Comments that may assist the RA in understanding the Sailor’s preferences, priorities, or intentions prior to engagement. Please select the top two Decision Drivers influencing the Sailor’s decision and change the case status to “<b>Submitted.</b>”</i></p>

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**Retention Agent Engagement.** Following the process outlined in **Table 3** will support the efficient review and handling of each FPN case. Due to the high volume of engagements with Sailors who are undecided and may require RA engagements, “Launch the Alert Detailer” cases may take up to two weeks to process. The CPPA should include reliable contact information – such as a mobile or work number, or personal or shipboard email – to assist the RA in reaching the Sailor on the first attempt.

**Case Management.** Based on the feedback provided through the Salesforce case – including the Command Triad Recommendation, Decision Drivers, and Case Comments – and following any required engagement by the RA, the FPN case will be converted to an intermediate Problem Code (listed in **Table 4**) or to a terminal Request Type (listed in **Table 5** or **Table 6**), as appropriate based on the Sailor’s intentions. Refer to **Attachment 4** for a detailed explanation of Salesforce field combinations and how CPPA selections influence efficient processing of cases.

Table 4 – Intermediate Problem Codes		
Problem Code	Case Status	Description
FPN Awaiting Obliserv	CPPA Action Required	<p>Cases assigned the intermediate Problem Code of “FPN Awaiting Obliserv” are understood to be pending follow-on actions that may not occur immediately. For example, a reenlistment may be scheduled several months in advance, resulting in the FPN case remaining in “CPPA Action Required” status for an extended period. Cases involving Sailors awaiting Obliserv are exempt from the standard 7-day PersPay case age requirement but will continue to be monitored by PERS-4 and NPPSC as the Sailor’s SEAOS approaches.</p> <p><i>The CPPA shall maintain the Problem Code of “<b>FPN Awaiting Obliserv</b>” and the case status as “<b>CPPA Action Required</b>” until the reenlistment occurs. Do not change the case status to “Submitted” unless a change in intent is received and FPN engagement is requested.</i></p> <p>Refer to <b>Table 6</b> for follow-on actions required by the CPPA.</p>
FPN Awaiting Separation	Assigned	<p>This Problem Code serves as an intermediate Problem Code used by FPN for case management purposes and will remain in an “Assigned” status.</p> <p>Cases for Sailors assigned to self-supported commands that handle their own pay and personnel transactions (representing only 0.8% of all Navy commands) will terminate under either of the above Problem Codes and will be closed by the FPN ROC once the Sailor’s loss is posted or SEAOS is updated. These type cases are identified by the Sub-Status “Assigned–Processing.”</p>

**NOTE: FPN cases will always terminate with a Request Type of “Retirements/Separations”, “REEN/EXTEN/RIS”, or “Officer StrengthGains” and will not be used to process other case types (e.g. PCS Transfers, Activity Gains, etc.).**

**NOTE: CPPAs shall not create additional separation cases when an FPN Retention Engagement case already exists.** Doing so results in multiple cases being tracked and processed for the same Sailor, leading to potential delays, wasted efforts, and confusion – particularly in situations where the Sailor is undecided, and an FPN case is already in progress or on hold pending Obliserv, while a separate separation request is submitted concurrently.

**NOTE: Due to the high volume of cases, the Feed should be used to request action on a case and communicate directly with the FPN ROC or RA (TSC Supervisor and TSC Clerk when assigned to Request Type of “FPN Retention Engagement”).** Example situation: the FPN case has previously been actioned by the command (Command Triad Recommendation provided with contextual feedback in the Case Comments) and is in an “Assigned” status – and the Sailor now desires to separate. CPPA should request the case be placed back into “CPPA Action Required” so the case can be submitted to TSC Norfolk for separation processing. FPN ROC will convert the case to a Retirements/Separations case, place case in a “CPPA Action Required” status, and route to TSC Norfolk. Example mention: “@John Smith please place case back in CPPA Action Required; SVM is reenlisting on DD MMM.”

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**Table 5 – Terminal Request Types (Separation)**

Request Type	Problem Code	Notes
Retirements/ Separations	CONUS or OCONUS Administrative Separation	Following review by the FPN ROC – or engagement by the RA, where applicable – cases for Sailors intending to separate or retire will be converted to the appropriate Request Type and Problem Code, and routed to TSC Norfolk for separation processing. After conversion, cases will be placed in “CPPA Action Required” status until KSDs are available and the case is ready for processing per current <a href="#">Separations &amp; Retirements PersPay Routing Guidance</a> .
	CONUS or OCONUS EAOS Separation	Cases assigned this terminal Request Type are understood to be pending subsequent actions that may not occur immediately. For example, a separation or retirement may be planned for up to a year or more in advance, resulting in the FPN case remaining in “CPPA Action Required” status for an extended period. Cases involving Sailors pending separation are exempt from the standard 7-day case age requirement until 120 days prior to their scheduled separation date.
	CONUS or OCONUS Fleet Reserve – Retirements	
	PDRL/TDRL	Existing FPN cases for Sailors transitioning to the Permanent Disability Retired List (PDRL) or Temporary Disability Retired List (TDRL) will be converted to a Retirements/Separations – PDRL/TDRL case by NPPSC in coordination with PERS-4. Once the case is converted to a PDRL/TDRL Problem Code, it is no longer under the purview of FPN.
	Separation Cancellation	When a Sailor chooses to stop separation as a result of an FPN Retention Engagement, the FPN case will be changed to Separation Cancellation and routed to TSC Norfolk so separation processing is stopped and separation orders are cancelled. Once complete, TSC Norfolk will convert back to an “FPN Retention Engagement” Request Type and route to PERS-4 for further action.  The case will be returned to PERS-4 for additional action and processing as a retention case.

**NOTE: Once an FPN case is converted to a Retirements/Separations case, it is no longer tracked by the FPN ROC.** If FPN engagement is later requested by the Command Triad, add a Case Comment noting the request. TSC Norfolk will then coordinate with the FPN ROC to determine appropriate follow-on actions.

**NOTE: CPPAs shall not create additional reenlistment cases when an FPN Retention Engagement case already exists.** Doing so results in multiple cases being tracked for the same Sailor, leading to potential delays and confusion – particularly in situations where the Sailor has already reenlisted.

**NOTE: CPPAs shall adhere to this guidance with strict attention to detail. Failure to convert a case from a Request Type of “FPN Retention Engagement” to “REEN/EXTEN/RIS” will result in delayed processing of a reenlistment. Case conversion for Reenlistments and Extensions are a responsibility of the CPPA.**

**NOTE: Due to the high volume of cases, the Feed should be used to request action on a case and communicate directly with the FPN ROC or RA (TSC Supervisor and TSC Clerk when assigned to Request Type of “FPN Retention Engagement”).** Example situation: Sailor is in the First MNA Look and desires to reenlist under their current set of orders; CCC should request the case be placed back into “CPPA Action Required” so the FPN case can be converted to a Reenlistment case. Example mention: “@John Smith please place case back in CPPA Action Required; SVM is reenlisting on DD MMM.”



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**Table 6 – Terminal Request Types (Retention)**

Request Type	Problem Code	Notes
Officer Strength Gains	Enlisted to Officer Commissioning	Existing FPN cases for Sailors selected for an officer commissioning program will be routed to TSC Great Lakes for processing.
REEN/EXTEN/RIS	Reenlistment Request (Benefits of Rate Only)	As a result of a command engagement where clear intent to Obliserv is received – or following review by the FPN ROC or engagement by an FPN RA – cases for Sailors intending to Obliserv will be pending final processing for reenlistment <u>but must be converted to a “REEN/EXTEN/RIS” Request Type for final processing.</u>
	Reenlistment Request (SRB, LSL, and/or STAR)	Following a reenlistment, the CPPA shall upload the required KSDs, change Request Type to “REEN/EXTEN/RIS”, select the appropriate Problem Code, then route to TSC Naples for processing. Refer to <a href="#">Reenlistments &amp; Extensions Routing Guidance</a> for processing requirements.
	TAR/SELRES on ACDU Reenlistment Request (Benefits of Rate Only)	
	TAR/SELRES Reenlistment Request (SRB, LSL, and/or STAR)	NOTE: when Salesforce detects a change in Request Type, the status is automatically updated to “Submitted” upon saving, regardless of the status selected. It is important to follow the correct steps carefully, as failure to do so may result in the case becoming locked for editing and causing delay. Refer to <b>Attachment 2</b> of this guide for detailed instructions within Salesforce.
	Extension Request  TAR/SELRES on ACDU Extension Request	If an Obliserv requires both a reenlistment and an extension, use the FPN case for the reenlistment and submit a new case for the extension.
Under no circumstances will an FPN case be converted to a Retain in Service (RIS) case. In such situations, a new case must be created for the RIS – and for each subsequent RIS, if required. Once the RIS is approved, the Effective Date in the existing FPN case should be updated to reflect the new SEAOS.		
For Obliserv To Train (OTT), FPN case will only be used to achieve the reenlistment. If an extension is required for OTT, submit a new case for the extension per current <a href="#">Reenlistments &amp; Extensions Routing Guidance</a> and update the Effective Date of the existing FPN case to reflect the new SEAOS. Once the Sailor completes training, submit Obliserv via the FPN case.		

### Core Requirements

- **Career Information Management System (CIMS).** Ensure CIMS user information, including email addresses, is up to date. CIMS serves as PERS-4’s primary source for Command Career Counselor email addresses used in outreach events and retention updates.
- **NSIPS Unit Administration.** Ensure your Unit Administration is up to date per [Ops Alert 010-25](#) for all UICs under your responsibility. Unit Administration serves as PERS-4’s primary source for Command Triad email addresses used in outreach events and retention updates.

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"/>		<a href="#">+</a>	<a href="#">-</a>
Executive Officer ▾	Commercial ▾	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>		<a href="#">+</a>	<a href="#">-</a>
CMC/CSEL ▾	Commercial ▾	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>		<a href="#">+</a>	<a href="#">-</a>
Lead CPPA ▾	Commercial ▾	901	874-	@us.navy.mil	09/09/2024 2:05:28PM	<input type="checkbox"/>		<a href="#">+</a>	<a href="#">-</a>

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- **Salesforce Case Team Management.** CPPAs (and CCCs) should be added to each UIC's Case Team within Salesforce. Since some commands receive administrative support from other commands, Case Teams enable CPPAs to manage all cases associated with the UICs (Sailors) under their responsibility. For assistance with building and maintaining your UIC's Case Team, contact your respective Regional Support Center. Refer to [Ops Alert 020-24](#) for additional guidance.
- **Assigned CPPA.** Beginning after this MNA cycle, the intended recipient of each FPN case will no longer be the Lead CPPA or Lead CPPA Supervisor listed in NSIPS Unit Administration. Instead, the senior-most CCC identified in CIMS will serve as the assigned CPPA and the primary recipient of FPN cases. For UICs without an assigned CCC in CIMS, or if the listed CCC does not have an active Salesforce account, the case will be assigned to the next senior-most CPPA identified through alternative means.

### Conclusion

- Use **Case Comments** to provide Sailor's career intentions following command engagement. Do not use the Case Feed for providing contextual feedback.
- Use **Case Feed** for direct communication with the FPN ROC and RAs assigned to each case.
- Do not initiate FPN Retention Engagement cases. Cases created by CPPAs will not be processed and will be closed without action.
- **Reenlistment Case Processing.** Most reenlistments are processed the next working day, provided all KSDs are accurate and complete. Cases that are not assigned to a TSC Clerk or have not been actioned within one business day are likely misrouted – verify that the Request Type is set to “REEN/EXTEN/RIS.” For further assistance, email [fpn\\_helpdesk@us.navy.mil](mailto:fpn_helpdesk@us.navy.mil) or mention the appropriate Retention Agents members in the Case Feed.
- **Improper Case Handling.** Avoid unvalidated or unnecessary status changes. Arbitrary updates to case status – without a corresponding action or intent – constitute improper case handling and may delay processing or lead to misrouting. The CPPA shall maintain the case status as “**CPPA Action Required**” for all cases with an intermediate Problem Code of “**FPN Awaiting Obliserv**” until the reenlistment occurs (refer to **Table 6** for subsequent actions) and for Retirements/Separations cases that do not have a change in corresponding action or intent.

### Attachments

1. CPPA Workflow for Retention Cases (found on the [MyNavy HR Retention Engagement page](#))
2. Steps to Convert a Retention case to a Reenlistment (Naples) case
3. Added Retention Engagement Fields
4. Understanding the Salesforce Field Combinations (found on the [MyNavy HR Retention Engagement page](#))

**RESOURCES:** For assistance with case management, contact the Full Power Navy Help Desk at [fpn\\_helpdesk@us.navy.mil](mailto:fpn_helpdesk@us.navy.mil). Additional Full Power Navy resources are available on the [MyNavy HR Retention Engagement page](#).



**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](#).

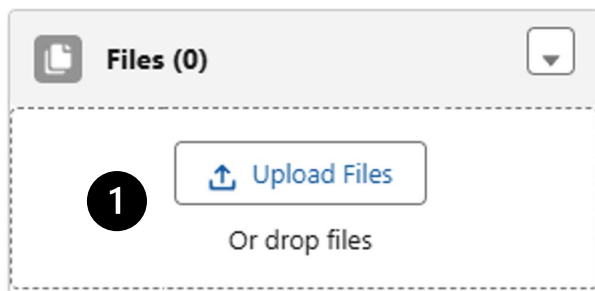
## Steps to Convert a Retention case to a Reenlistment (Naples) case

Changing the Request Type on a case is not a common practice among CPPAs, since cases normally do not transition between multiple Request Types. Specific steps must be followed in the correct order to prevent the case from being inadvertently “locked” before the KSDs are uploaded.

When Salesforce detects a change in Request Type (e.g., from FPN Retention Engagement to REEN/EXTEN/RIS), it will automatically set the Case Status to “Submitted” upon saving. Once the case is no longer in the “CPPA Action Required” status, further modifications become restricted.

For this reason, it is critical to follow the proper sequence of steps.

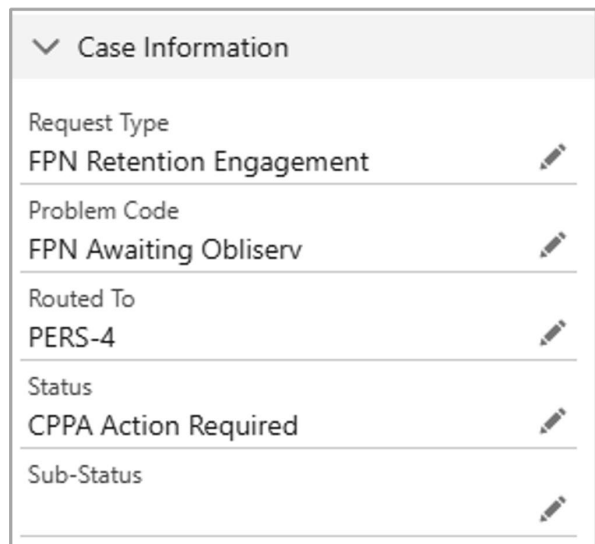
If you encounter routing errors, please contact your respective RSC for assistance or email [fpn\\_helpdesk@us.navy.mil](mailto:fpn_helpdesk@us.navy.mil). Include the Case Number in your request.



Files (0)

1 Upload Files

Or drop files



Case Information

Request Type  
FPN Retention Engagement

Problem Code  
FPN Awaiting Obliserv

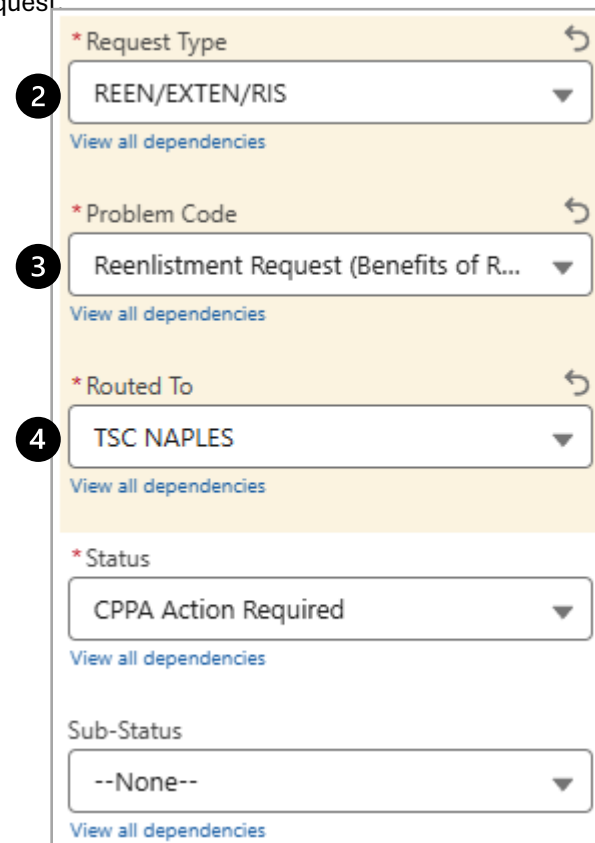
Routed To  
PERS-4

Status  
CPPA Action Required

Sub-Status  
--None--

1. Upload required Key Supporting Documents to case Files. Refer to [Reenlistments and Separations Case Routing Guidance](#) for additional information.
2. Change Request Type to “REEN/EXTEN/RIS”.
3. Select applicable Problem Code.
  - Reenlistment Request (Benefits of Rate Only)
  - Reenlistment Request (SRB, LSL, and/or STAR)
  - TAR/SELRES on ACDU Reenlistment Request (Benefits of Rate Only)
  - TAR/SELRES Reenlistment Request (SRB, LSL, and/or STAR)
4. Routed To defaults to “TSC Naples.”
5. Upon Save, Status will revert to Submitted because of the Request Type update.

Case is now with TSC Naples for processing.



\* Request Type  
REEN/EXTEN/RIS

View all dependencies

\* Problem Code  
Reenlistment Request (Benefits of R...

View all dependencies

\* Routed To  
TSC NAPLES

View all dependencies

\* Status  
CPPA Action Required

View all dependencies

Sub-Status  
--None--

View all dependencies



Cancel Save 5



## Added Retention Engagement Fields

An additional section of fields has been added to capture and assist PERS-4 in tracking and management of Sailor pending a career decision of whether to stay Navy or separate. There are 11 fields but only two shall be modified by the CPPA. The remaining fields are used by NPC for case management and if visible to a user, shall not be modified.

If you cannot view **Command Triad Recommendation** or **Decision Drivers**, please contact [fpn\\_helpdesk@us.navy.mil](mailto:fpn_helpdesk@us.navy.mil).

- **Command Triad Recommendation** replaces the need to add certain phrases in the Case Comments.
- **Decision Drivers** allows CPPAs and CCCs to provide valuable feedback that can be easily reported to leadership and considered when making policy changes or improvements. During command engagements with Sailors, this information should be discussed and reported via the respective Retention case. If the Sailor is engaged by a Retention Agent, the information will be discussed or reviewed during the engagement.

**The remaining nine fields shall not be modified by a CPPA. In a future update, they will only be viewable by PERS-4.**

Retention Engagement

Command Triad Recommendation

Retention Agent Engagement

Projected Rotation Date

Estimated Date of Departure

DCAT

MNA Cycle

Exception to Policy Required

Retention Disposition

Decision Drivers

Months Obligated

Follow-on Tour Type

### CPPA/CCC Use Only

- ☐ Command Triad Recommendation

### CPPA/CCC/PERS-4 Use

- ☐ Decision Drivers

### PERS-4 Use Only

- ☐ Retention Agent Engagement
- ☐ Projected Rotation Date
- ☐ Estimated Date of Departure
- ☐ DCAT
- ☐ MNA Cycle
- ☐ Exception to Policy Required
- ☐ Retention Disposition
- ☐ Months Obligated
- ☐ Follow-on Tour Type