



CASE ROUTING GUIDANCE ACTIVITY GAINS (RECEIPTS) / ACTIVITY LOSSES (TRANSFERS)

23 January 2025

Effective Date: Immediately

BLUF: This case routing guidance (CRG) outlines submission procedures for:

- Activity Gains and Activity Transfers, to include student (pipeline) Gains
- Billet Based Advancement case submission, to include Senior Enlisted Marketplace (SEM), Advancement to Position (A2P), and Command Advancement-to-Position (CA2P).
- Limited Duty (LIMDU) Gains, and Accounting Category Code (ACC) 355 changes.

INCLUDED ROUTING GUIDANCES:

- Activity Gains and Activity Transfers
- Billet Based Advancements (SEM, A2P, & CA2P)
- Limited Duty (LIMDU) Gains and Accounting Category Code (ACC) Changes To-From ACC 355

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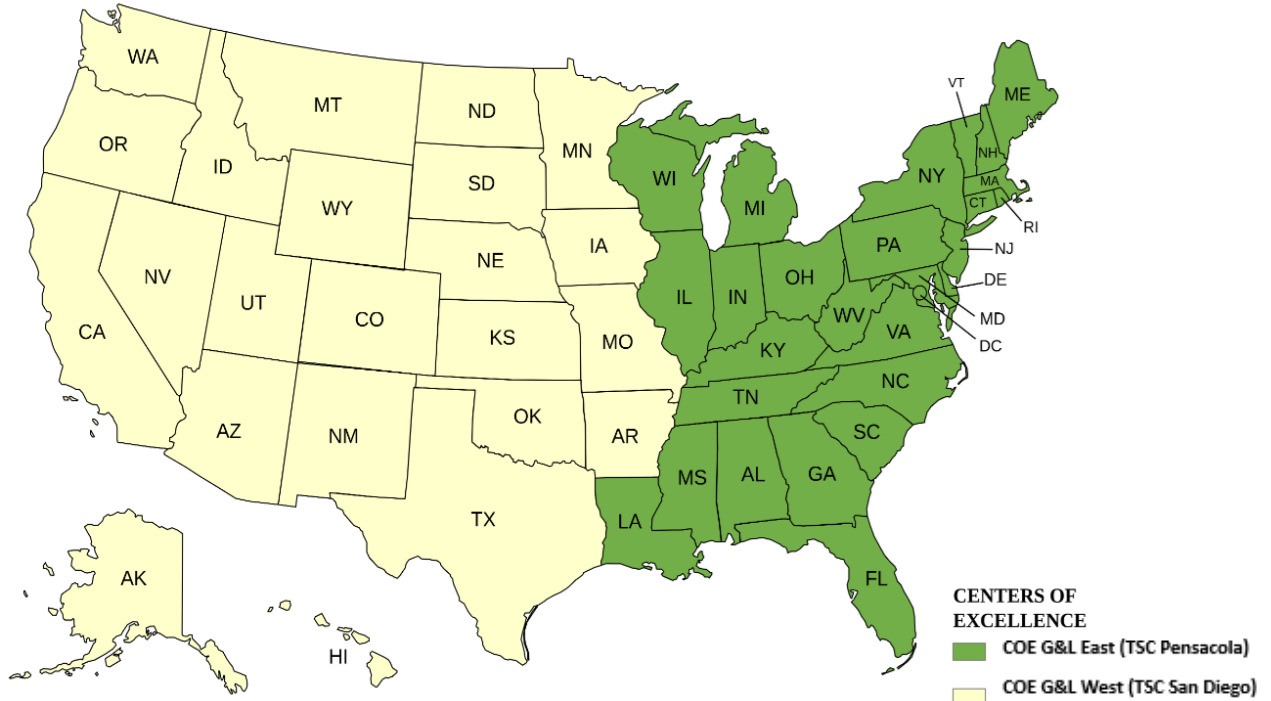
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DISCUSSION: Command Pay and Personnel Administrators (CPPA) will submit Activity Gains (Receipts) cases to Center of Excellence (COE) Gains and Losses (G&L) East, COE G&L West, COE G&L Outside Continental United States (OCONUS), or COE-Students & Accessions (S&A).

- COE-G&L East is hosted by Transaction Service Center (TSC) Pensacola.
- COE-G&L West is hosted by TSC San Diego and, in addition, serves Alaska and Hawaii.
- COE-G&L OCONUS, hosted by TSC Yokosuka, serves commands OCONUS.
- COE-S&A is hosted by TSC Great Lakes and processes all gains and losses from student activities.

Centers of Excellence Areas of Responsibility



CASE ROUTING GUIDANCE - ACTIVITY GAINS (RECEIPTS) / ACTIVITY LOSSES (TRANSFERS)
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KEY SUPPORTING DOCUMENTS:

- Gains: Refer to [NPPSC 1300/4 Receipts Checklist](#)
- Transfers: Refer to [NPPSC 1300/3 Transfers Checklist](#)

TIMELINES FOR ACTIVITY GAINS:

- CPPAs will submit complete gain package via enterprise Customer Relationship Management (eCRM) and complete NSIPS Panels 1-4 Activity Gain immediately but no later than the following business day of member reporting to the command.

TIMELINE FOR ACTIVITY LOSSES:

- NPPSC 1300/1, Application for Transfer and Advances, must be submitted no later than 30 days from departure date.

PROCEDURES FOR FAILURE TO REPORT: If a member fails to report to their command, refer to Case Routing Guidance – Legal Restricted Cases for procedures on Failure to Report.

GUIDELINES FOR CASE SUBMISSIONS VIA eCRM: Primary means of submission is via enterprise Customer Relationship Management (eCRM/Salesforce). Submit cases using the following information.

Case Drop-Down	Activity Gain or Loss eCRM Case Submission (non-students)
Effective Date	Date member reports onboard command or date member is transferring from command
Subject	Rate/Rank Last Name, First Name, Submission Type (Activity Gain, Transfer, gain correction, etc.) * See guidance on page 3 for Billet Based Advancements (A2P)
Description	Describe actions required, to include special pays or allowances adjustments, as applicable.
Request Type	Activity Gains or Transfers
Problem Code	Receipts or PCS Transfer
Routed To	TSC Pensacola for COE-G&L East TSC San Diego for COE-G&L West (including HI and AK) TSC Yokosuka for COE-G&L OCONUS AOR
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, NOT the CPPA's .

Case Drop-Down	Student Activity Gains eCRM Case Submission
Effective Date	Date member reports onboard command.
Subject	Rate/Rank Last Name, First Name, Submission Type (Student Gain, Student Transfer, etc.)
Description	List any additional details regarding the case submission to include any pay adjustments that must be made.
Request Type	Students
Problem Code	Activity Gains or Activity Loss
Routed To	TSC Great Lakes
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, NOT the CPPA's .

TRAINING: Regional Support Centers (RSC) conduct monthly training, which includes Gains and Losses processing and 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, and selecting your RSC page. RSC training schedules can also be found on the [RSC SharePoint Information Center](#)

- ✦ Standard Operating Procedures for pay, personnel, and travel are available on the [MyNavy HR CPPA Resources page SOP Library](#).
- ✦ Case routing guidance, training and resources are available on the [MyNavy HR CPPA Resources page](#) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE

BILLET BASED ADVANCEMENTS

(SENIOR ENLISTED MARKETPLACE, ADVANCE-TO-POSITION, AND COMMAND ADVANCE-TO-POSITION)

23 January 2025

Effective Date: Immediately

BLUF: This routing guidance outlines submission procedures for Billet Based Advancements (BBA) to include Senior Enlisted Marketplace (SEM), Advancement to Position (A2P), and Command Advancement-to-Position (CA2P).

DISCUSSION: Upon reporting to the ultimate duty station, and if all promotion criteria are met, Sailors will be permanently advanced to the next higher pay grade, if applicable via BBA. CPPAs at the gaining command will need to submit a gain case with all the necessary documentation to their supporting TSC.

Refer to specific BBA program guidance (NAVADMIN, etc.) for program requirements. CPPAs may also refer to the [Billet Based Advancement Handbook](#) and the MyNavy HR [Detailing Marketplace resource page](#).

For BBAs effected as part of an activity gain, the effective date of paygrade will be the actual date of reporting and will be processed with the activity gain. For these programs, the PCS orders are the authority for advancement.

For BBAs effected not in connection with an activity gain (such as CA2P or a SEM advancement where the Sailor is approved for a billet with their own command), refer to specific program guidance. CA2P is effective the date of Manning Realignment Request (MRR) approval by Commander, Navy Personnel Command (PERS-4). CPPAs will submit SEM, A2P, and CA2P cases to their servicing Center of Excellence, as applicable.

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

PROCEDURE FOR ACTIVITY GAINS THAT INCLUDE A2P ADVANCEMENTS:

When submitting a gain for Sailors that require advancement under A2P submit the gain case as follows:

Case Drop-Down	Advancement eCRM Case Submission
Effective Date	Date of advancement/report date
Subject	A2P Rate/Rank Last Name, First Name
Description	Please include clear comments related to the request add any additional details to expedite processing. NOTE: CPPAs must state whether advancement P-Text is/is not included in the PCS orders.
Request Type	Activity Gains
Problem Code	Receipts (Billet Based Advancements)
Routed To	TSC Pensacola for COE-G&L East TSC San Diego for COE-G&L West (including HI and AK) TSC Yokosuka for COE-G&L OCONUS AOR
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, NOT the CPPA's .

PROCEDURE FOR PROCESSING BBAs:

If a Sailor's BBA needs to be processed or the member was gained to the command and their BBA has not been processed with the gain, submit a case as follows:

Case Drop-Down	Advancement eCRM Case Submission
Effective Date	Date of advancement
Subject	SEM, A2P, CA2P Rate/Rank Last Name, First Name
Description	Please include clear comments related to the request add any additional details to expedite processing.
Request Type	ESO
Problem Code	Rate Change
Routed To	TSC Pensacola for COE-G&L East TSC San Diego for COE-G&L West (including HI and AK) TSC Yokosuka for COE-G&L OCONUS AOR
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, NOT the CPPA's .

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KEY SUPPORTING DOCUMENTS (KSD):

- BBAs where orders are issued: Orders with the P-Text authorizing SEM, A2P advancement. In cases where the Sailor's orders are missing the appropriate advancement program P-Text, servicing TSC will contact NPPSC to confirm Sailor's SEM advancement eligibility. Upon confirmation from NPPSC, the TSC will attach the e-mail received from NPPSC as a KSD via the eCRM case confirming the A2P advancement is approved and valid.
- CA2P: Memorandum from the Commanding Officer (CO) certifying completion of all CA2P requirements.
- CA2P: PERS-4 approval of the Manning Realignment Request (MRR) – include as enclosure to CO memorandum.

Note: BBA advancements will be effected once all program requirements are met (ex. OBLISERV, MRR approval, etc.). Ensure members complete requirements to avoid delay of advancement.



CASE ROUTING GUIDANCE

ACCOUNTING CATEGORY CODE (ACC) 105 AND ACC 355 GAINS/ CHANGES TO-FROM ACC 355

23 January 2025

Effective Date: Immediately

BLUF: This Case Routing Guidance (CRG) outlines submission procedures for Limited Duty (LIMDU) accounting category codes (ACC) 105/TEM DU Awaiting Medical Board ACC 355 gains and ACC changes for members gained in or changed to/from ACC 355.

DISCUSSION: Members in receipt of LIMDU ACC 105 and ACC 355 orders will submit gain packages per guidance listed on Pages 1 and 2 of this CRG. For members requesting an ACC change from ACC 100/105 to ACC 355 or from ACC 355 to ACC 100, submit cases using the guidance below.

OBTAINING PERSPAY MEDICAL RESTRICTED ACCESS IN eCRM: Primary means of case submission is via enterprise Customer Relationship Management (eCRM/Salesforce). Requests for ACC 355 changes **must** be submitted via a **PersPay Medical Restricted** cases to prevent any Health Insurance Portability and Accountability Act (HIPAA) violations. If CPPAs do not have the option to submit a PersPay Medical Restricted case, refer to [Ops Alert 005-23](#) for procedures to obtain restricted permissions – Regional Support Centers (RSC) are standing by to assist.

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

ACC 105/355 GAINS - PROCEDURE FOR ACC 105 AND ACC 355 GAINS (WHEN ORDERS ARE ISSUED): ACC 105 and ACC 355 Gains **will not** be submitted as a Medically Restricted Case. ACC 105 and ACC 355 gains do not contain medical information and **must be** submitted using the Guidelines for Case Submission captured on Page 2 of this Case Routing Guidance. Refer to [MILPERSMAN 1300-1400](#) Limited Duty for LIMDU ACC changes from ACC 100 to 105, or ACC 105 to 100.

ACC 355 CHANGES (TO/FROM) - PROCEDURE FOR TEMDU AWAITING MEDICAL BOARD (ACC 355) CHANGES WHERE SAILOR REMAINS ONBOARD COMMAND (i.e. NO ORDERS ARE ISSUED):

Case Drop-Down	ACC 355 Change eCRM Case Submission
Subject	Rate/Rank Last Name, First Name, ACC 355
Description	Please add any additional details regarding case.
Effective Date	Date of Submission
Request Type	Medical
Problem Code	ACC 355/PEB
Routed To	TSC Great Lakes for Students TSC Pensacola for COE-G&L East TSC San Diego for COE-G&L West (including HI and AK) TSC Yokosuka for COE-G&L OCONUS AOR
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, NOT the CPPA's .

KEY SUPPORTING DOCUMENTS (KSD):

- Activity Gains to ACC 105/355: For members with ACC 105 and ACC 355 orders, refer to [NPPSC 1300/4 Receipts Checklist](#)
- Changes to ACC 355: NAVMED 6150/50, Naval Disability Evaluation System Medical Evaluation Board Report (referral date/ VTA Case ID must be captured).
- Changes from ACC 355 to 100: NAVMED 1300/3, Medical Assignment Screening (MAS); required when members are returned to a "Fit" status (ACC 355 to ACC 100) without limitations.