



CASE ROUTING GUIDANCE NEW ACCESSIONS

Update: 27 June 2025

Effective Date: Immediately

BLUF: This Case Routing Guidance (CRG) outlines submission procedures for the following accessions: Career Intermission Program, Naval Academy Preparatory School, Navy Veteran/Other Service Veteran, Strength Gains/ Bureau of Medicine and Surgery (BUMED), Navy Reserve Officer Training Corps, Officer Candidate School, and Officer Development School. Additionally, submission procedures for Limited Duty Officer (LDO)/Chief Warrant Officer (CWO) conversions are also outlined.

All accessions and conversions, referenced above, are processed by Transaction Service Center (TSC) Great Lakes.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue for timely processing via enterprise Customer Relationship Management ([eCRM/Salesforce](#)).

INCLUDED ROUTING GUIDANCES:

• Career Intermission Program (CIP)	Page 2
• Naval Academy Preparatory School (NAPS)	Page 3
• Navy Veteran (NAVET) and Other Service Veteran (OSVET)	Page 4
• Navy Reserve Officer Training Corps (NROTC)	Page 5
• Officer Candidate School (OCS)	Page 6
• Officer Development School (ODS)	Page 7
• Strength Gains and Bureau of Medicine and Surgery (BUMED)	Page 8
• Limited Duty Officer (LDO)/Chief Warrant Officer (CWO) Conversions	Page 10

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/1 New Accessions Checklist](#) to obtain key supporting documents for the following types of accessions:
 - Career Intermission Program (CIP)
 - Naval Academy Preparatory School (NAPS)
 - Navy Reserve Officer Training Corps (NROTC)
 - Navy Veteran (NAVET) and Other Service Veteran (OSVET)
 - Officer Candidate School (OCS)
 - Officer Development School (ODS)
 - Strength Gains and Bureau of Medicine and Surgery (BUMED)
- Refer to [NPPSC 1420/3 LDO/CWO Conversion Checklist](#) to obtain key supporting documents for LDO/CWO conversions.
- Refer to [NPPSC 1300/4 Receipts Checklist](#) for Uniformed Services University of the Health Sciences (USUHS) activity gain cases.

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

✚ 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](#) (eCRM Library) and the [Regional Support Center Information Center](#).

*** APPROVED FOR PUBLIC RELEASE: DISTRIBUTION UNLIMITED ***



CASE ROUTING GUIDANCE CAREER INTERMISSION PROGRAM (CIP)

Update: 27 June 2025

Effective Date: Immediately

BLUE: This Case Routing Guidance (CRG) outlines submission procedures for Career Intermission Program (CIP) accession processing.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue to ensure timely processing.

GUIDELINES FOR CASE SUBMISSION VIA eCRM: Primary means of case submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). When submitting a CIP accession case, submit as follows:

Case Drop-Down	CIP eCRM Case Submission
Subject	Last Name, First Name CIP
Description	Please add any additional details regarding case.
Effective Date	Date of commission
Request Type	Officer StrengthGains
Problem Code	CIP
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 .

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/1 New Accessions Checklist](#) and ensure the CIP sub-form is selected for all required documents.

TIMELINES:

- Submit eCRM case on day of members commissioning.

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

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](#) (eCRM Library) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE

NAVAL ACADEMY PREPARATORY SCHOOL (NAPS)

Update: 27 June 2025

Effective Date: Immediately

BLUF: This Case Routing Guidance (CRG) outlines submission procedures for Naval Academy Preparatory School (NAPS) accession processing.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue to ensure timely processing.

FOR CASE SUBMISSION VIA eCRM: Primary means of case submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). When submitting a NAPS accession case, submit as follows:

Case Drop-Down	NAPS eCRM Case Submission
Subject	Last Name, First Name NAPS
Description	Please add any additional details regarding case.
Effective Date	Date of Report to NAPS
Request Type	Officer StrengthGains
Problem Code	NAPS
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 .

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/1 New Accessions Checklist](#) and ensure the NAPS sub-form is selected for all required documents.

TIMELINES:

- Submit eCRM case on date of report to NAPS.

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

- 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](#) (eCRM Library) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE NAVY VETERAN (NAVET) AND OTHER SERVICE (OSVET)

Update: 27 June 2025

Effective Date: Immediately

BLUE: This Case Routing Guidance (CRG) outlines submission procedures for Navy Veteran (NAVET) and Other Service (OSVET) accession processing.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue to ensure timely processing.

GUIDELINES FOR CASE SUBMISSION VIA eCRM: Primary means of case submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). When submitting a NAVET/OSVET case, submit as follows:

Case Drop-Down	NAVET/OSVET eCRM Case Submission
Subject	Last Name, First Name NAVET/OSVET
Description	Please add any additional details regarding case.
Effective Date	Date of Report to RTC
Request Type	Officer StrengthGains
Problem Code	NAVET/OSVET
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 .

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/1 New Accessions Checklist](#) and ensure the NAVET/OSVET sub-form is selected for all required documents.

TIMELINES:

- Submit eCRM case on date of report to Recruit Training Center.

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

- 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](#) (eCRM Library) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE

NAVY RESERVE OFFICER TRAINING CORPS (NROTC)

Update: 27 June 2025

Effective Date: Immediately

BLUE: This Case Routing Guidance (CRG) outlines submission procedures for Navy Reserve Officer Training Corps (NROTC) accession processing.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue to ensure timely processing.

GUIDELINES FOR CASE SUBMISSION VIA eCRM: Primary means of case submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). When submitting a NROTC accession case, submit as follows:

Case Drop-Down	NROTC eCRM Case Submission
Subject	Last Name, First Name NROTC Commissioning Date
Description	Please add any additional details regarding case.
Effective Date	Date of commission
Request Type	Officer StrengthGains
Problem Code	NROTC
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 .

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/1 New Accessions Checklist](#) and ensure the NROTC sub-form is selected for all required documents.

TIMELINES:

- Submit all documents listed on [NPPSC 1420/1 New Accessions Checklist](#) (select NROTC sub-form), with exception of NAVPERS 1000/4 Officer Appointment Acceptance and Oath of Office, 20 to 30 days prior to commissioning date.
- Submit signed NAVPERS 1000/4 Officer Appointment Acceptance and Oath of Office on commissioning date via the same eCRM case as above.

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

- 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](#) (eCRM Library) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE OFFICER CANDIDATE SCHOOL (OCS)

Update: 27 June 2025

Effective Date: Immediately

BLUE: This Case Routing Guidance (CRG) outlines submission procedures for Officer Candidate School (OCS) accession processing.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue to ensure timely processing.

GUIDELINES FOR CASE SUBMISSION VIA eCRM: Primary means of case submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). When submitting an OCS accession/gain and commissioning case, submit as follows:

Case Drop-Down	OCS Accession-Gain eCRM Case Submission
Subject	Last Name, First Name OCS Class #
Description	<ul style="list-style-type: none">- Please add any additional details regarding case.- Annotate if member is single or has dependents.- If Family Separation Allowance will be claimed, ensure an annotation is made.
Effective Date	Report Date
Request Type	Officer StrengthGains
Problem Code	OCS Gains
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 .

Case Drop-Down	OCS Commissioning eCRM Case Submission
Subject	Last Name, First Name OCS Class #
Description	Please add any additional details regarding case.
Effective Date	Date of Commission
Request Type	Officer Strength Gains
Problem Code	OCS Commissioning
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.

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/1 New Accessions Checklist](#) and ensure the OCS sub-form is selected for all required documents.

TIMELINES:

- Submit eCRM case for accession-gain on day of report to OCS. Ensure documents listed on NPPSC 1420/1, with exception of NAVPERS 1000/4 Officer Appointment Acceptance and Oath of Office, are submitted.
- On day of commission, submit NAVPERS 1000/4 Officer Appointment Acceptance and Oath of Office via a new eCRM case.

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

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](#) (eCRM Library) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE OFFICER DEVELOPMENT SCHOOL (ODS)

Update: 27 June 2025

Effective Date: Immediately

BLUF: This Case Routing Guidance (CRG) outlines submission procedures for Officer Development School (ODS) accession processing.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue to ensure timely processing.

GUIDELINES FOR CASE SUBMISSION VIA eCRM: Primary means of case submission is via [eCRM/Salesforce](#). When submitting an ODS accession case, submit as follows:

Case Drop-Down	ODS eCRM Case Submission
Subject	Last Name, First Name ODS
Description	<ul style="list-style-type: none">- Please add any additional details regarding case.- Annotate if member is single or has dependents.- If Family Separation Allowance or any bonuses will be claimed, ensure an annotation is made.
Effective Date	Date of commission
Request Type	Officer StrengthGains
Problem Code	ODS
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 .

TIMELINES:

- Submit eCRM case on day of members commissioning.

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/1 New Accessions Checklist](#) and ensure the ODS sub-form is selected for all required documents.

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

- ✚ 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](#) (eCRM Library) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE STRENGTH GAIN AND BUREAU OF MEDICINE AND SURGERY (BUMED)

Update: 27 June 2025

Effective Date: Immediately

BLUF: This Case Routing Guidance (CRG) outlines submission procedures for Strength Gain and Bureau of Medicine and Surgery (BUMED) accession processing.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue to ensure timely processing.

GUIDELINES FOR CASE SUBMISSION VIA eCRM: Primary means of case submission is via [eCRM/Salesforce](#). When submitting a Strength Gain, BUMED, Uniformed Services University of the Health Sciences (USUHS) Strength Gain, or USUHS activity gain, submit the case as follows:

Case Drop-Down	Strength Gain and BUMED eCRM Case Submission
Subject	Last Name, First Name (annotate applicable program (i.e. HPSP/NJS/Chaplain/Interservice Transfer, etc.))
Description	Please add any additional details regarding case.
Effective Date	Date of commission
Request Type	Officer StrengthGains
Problem Code	- HPSP, Inter-Service Transfer (Select applicable program) - Other (Applicable for Chaplain and NJS accessions)
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 .

Case Drop-Down	USUHS Strength Gain eCRM Case Submission
Subject	Last Name, First Name
Description	Please add any additional details regarding case.
Effective Date	Date of Commission
Request Type	Officer StrengthGains
Problem Code	USUHS Strength Gain
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 .

Case Drop-Down	USUHS Activity Gain eCRM Case Submission
Subject	Last Name, First Name
Description	Please add any additional details regarding case.
Effective Date	Date to Report
Request Type	Officer Strength Gains
Problem Code	USUHS Activity Gain
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 .



CASE ROUTING GUIDANCE STRENGTH GAIN AND BUREAU OF MEDICINE AND SURGERY (BUMED) (Cont.)

Update: 27 June 2025

Effective Date: Immediately

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/1 New Accessions Checklist](#) for Strength Gain processing. Ensure the Strength Gain/BUMED sub-form is selected for all required documents.
- Refer to [NPPSC 1300/4 Receipts Checklist](#) for USUHS Activity Gain cases.

TIMELINES:

- Submit a BUMED, USUHS Strength Gain, and all other applicable strength gains on date of commission.
- Submit a USUHS activity gain on date of report to command.

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

- ✚ 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](#) (eCRM Library) and the [Regional Support Center Information Center](#).



CASE ROUTING GUIDANCE

Limited Duty Officer (LDO) and Chief Warrant Officer Conversions

Update: 27 June 2025

Effective Date: Immediately

BLUF: This Case Routing Guidance (CRG) outlines submission procedures for Limited Duty Officer (LDO)/Chief Warrant Officer (CWO) conversion-accession processing.

DISCUSSION: Command Pay and Personnel Administrators (CPPA) must initiate and route cases with the appropriate case details and queue to ensure timely processing.

GUIDELINES FOR CASE SUBMISSION VIA eCRM: Primary means of case submission is via enterprise Customer Relationship Management ([eCRM/Salesforce](#)). When submitting a LDO/CWO accession case, submit as follows:

Case Drop-Down	LDO/CWO eCRM Case Submission
Effective Date	Date of commission
Subject	LDO/CWO MMM, LName, FName, (MMM stands for commissioning month)
Description	Please add any additional details regarding case.
Request Type	Officer StrengthGains
Problem Code	Enlisted to Officer Commissioning
Routed To	TSC Great Lakes
Contact Name	Service member's information, NOT the CPPA's.

KEY SUPPORTING DOCUMENTS:

- Refer to [NPPSC 1420/3 LDO/CWO Conversion Checklist](#) for all required documents.

TIMELINES FOR LDO/CWO CONVERSIONS:

- Submit key supporting documents, via eCRM, listed on NPPSC 1420/3 LDO/CWO Conversion Checklist 20-30 days before the member's commissioning date.
 - DD 214: Submit KSDs outlined on the NPPSC 1420/3 LDO/CWO Conversion Checklist to initiate DD 214. Ensure DD 214 is completed no later than 7 to 14 days before the member's conversion date.
 - Note: If the member does not make any updates to their DD 214 after it has been issued to the Service member, TSC Great Lakes will mark the DD 214 as signature unobtainable and it will be finalized into the member's electronic service record.
- Submit signed NAVPERS 1000/4 Officer Appointment Acceptance and Oath of Office and NAVPERS 1070/613 for Appointment Obligation 7-14 days before the commissioning date (via the eCRM case as above).

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

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](#) (eCRM Library) and the [Regional Support Center Information Center](#).