



CASE ROUTING GUIDANCE RESERVE SERVICES

Update: 19 December 2024

Effective Date: Immediately

BLUF: The guidance below outlines procedures for submitting Reserve cases to Reserve Center of Excellence (RCOE), hosted by Transaction Service Center (TSC) Norfolk, including AT/ADT, activations, deactivations, and Reserve Component separations (DD 214-1 processing).

INCLUDED IN THIS CASE ROUTING GUIDANCE:

- Cases Not Processed by RCOE Page 1
- Training Page 1
- Case Submission Page 2
- Reserve NPPSC Forms Page 3
- Timelines for Case Submission Page 3
- Reserve Case Submission Procedures and Best Practices Page 3
 - AT/ADT Pay and Allowances Page 3
 - AT/ADT Leave Page 3
 - AT/ADT DD 214 Issuance Page 4
 - ADOS/RECALL/CANREC Activation Page 4
 - Mobilization Strength Gain Page 4
 - MDSC/NMPS Activity Loss Page 5
 - Reserve Separations / DD 214-1 Requests Page 5

CASES NOT PROCESSED BY RCOE: The following cases are not processed by TSC Norfolk’s RCOE. Please submit to appropriate TSC/Center of Excellence as required.

Type of Case	Responsible TSC
Activity Gains/Losses for SELRES on ACDU to include: <ul style="list-style-type: none"> • Members on back-to-back ADOS/CANREC/RECALL/Mobilization orders • SELRES on ACDU requiring a UIC change 	TSC Pensacola (East) TSC San Diego (West) TSC Yokosuka (OCONUS)
Contract Management for SELRES on ACDU	TSC Naples
Reserve Travel Claims	Travel Processing Center
Pay entitlements not associated with Activations / Deactivations (ESR management, RED/DA updates, and other mid-tour customer service cases)	Servicing MILPAY TSC (East, West, OCONUS) or HRSC (ESR entries)

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](#).

CASE ROUTING GUIDANCE – RESERVE SERVICES

Update: 19 December 2024

CASE SUBMISSION: Submit via [enterprise Customer Relationship Management](#) (eCRM/Salesforce) using the information below:

Case Drop-Down	Select	Notes	
Subject	Rate/Grade Last Name, First Name, Type of Case, DD MMM YYYY (start or stop date)		
Description	Be thorough in the description to avoid delays.		
Effective Date	Date of activation, deactivation, separation, or entitlement.		
Request Type	Reserve Services		
Problem Code	AT/ADT	AT/ADT-DD Form 214	Use when Service member has completed over 90 days of AT/ADT.
		AT/ADT-Leave	Use for ADT Leave Request/Authorization/Correction, Leave Carryover RC to Active Component (AC) and RC to RC, and Sell Accrued Leave.
		AT/ADT Pay-CONUS AT/ADT Pay-OCONUS	Use for CONUS/OCONUS special/incentive pay and entitlements, allowances (Temporary Lodging Allowance, BAH/OHA for Consecutive Orders, etc.), and Pay inquiries.
	ACTIVATION	RES Activation-Activity Transfer	Use for loss from MDSC/NMPS.
		RES Activation-ADOS RES Activation-Mobilization RES Activation-RECALL/CANREC	Use when being gained onto active duty or Service member has an initial pay correction or inquiry post active duty (ACDU).
		RES Activation-RC2AC/RC2TAR	Use for RC2AC/RC2TAR strength gains, conversion, avails, and initial pay inquiries related to RC2AC/RC2TAR strength gain.
	DEACTIVATION	RES Deactivation-ADOS/ADSW	Use when deactivating from ADOS/ADSW and ADOS/ADSW inquiries.
		RES Deactivation-Demobilization	Use when deactivating from mobilization and mobilization inquiries.
		RES Deactivation-NATS	Use when separating from NAT program and all NAT-related inquiries.
		RES Deactivation-RECALL/CANREC	Use when deactivating from RECALL/CANREC and RECALL/CANREC inquiries.
	SEPARATION	RES Separation-Administrative Separation	Use when being processed for Administrative Separation.
		RES Separation-DD 214-1 Corrections	Use for all requested DD 214-1 Corrections.
		RES Separation-EAOS	Use when separating due to EREN.
		RES Separation-PDRL/TDRL	Use when separating due to PDRL/TDRL.
		RES Separation-Retirement	Use when retiring.
		RES Separation-SELRES ENL2OFF	Use when converting from Enlisted to Officer.
		RES Separation-TAR2AC	Use when converting from TAR to Active Duty.
		RES Separation-Transfer to IRR	Use when transferring to the IRR.
	RES Separation-Transfer to Standby Reserve	Use when transferring to the Standby Reserve.	
	Routed To	TSC Norfolk	
Contact Name	Utilize your Sailor's SSN or DoD ID to find the correct record and to prevent a case from being opened on the wrong Sailor. This is the Sailor's information, NOT the CPPA's .		

CASE ROUTING GUIDANCE – RESERVE SERVICES

Update: 19 December 2024

TIMELINES: Submit cases as early as possible to prevent pay and processing delays. Refer to timelines below for required timelines.

Type of Case	Responsible TSC
AT/ADT	<u>AT/ADT DD 214 Cases:</u> Submit no later than 60 days prior to over 90 days AT/ADT completion or as early as practicable. <u>AT/ADT Leave and Entitlements Cases:</u> Submit no later than effective day of entitlement.
ACTIVATION	Receiving command submit activation/gain no later than the day of gain to active duty.
DEACTIVATION	As early as practicable but no later than 60 days prior to deactivation.
RESERVE SEPARATION (DD 214-1 REQUESTS)	5-9 months prior to separation but no later than 60 days prior to separation from Reserve Component.

NPPSC FORMS: Use the following forms when submitting reserve cases.

Form	Title	Used For	Outcome
NPPSC 1900/1	Separation Questionnaire	Active/TAR Sailors	Active Duty: DD 214 TAR: DD 214 & DD 214-1
NPPSC 1900/2	Separation Checklist	Active/TAR Sailors	Active Duty: DD 214 TAR: DD 214 & DD 214-1
NPPSC 1900/3	Reserve Separation Questionnaire	Reserve Component Sailors (not TAR)	DD 214 & DD 214-1
NPPSC 1900/4	Reserve Separation Checklist	Reserve Component Sailors (not TAR)	DD 214 & DD 214-1
NPPSC 1900/5	Reserve Deactivation Questionnaire	Reserve Deactivation from Active Duty	DD 214
NPPSC 1900/6	Reserve Deactivation Checklist	Reserve Deactivation from Active Duty	DD 214

* Note: when a DD 214-1 is issued, a DD 214 will accompany it.

RESERVE CASE SUBMISSION PROCEDURES AND BEST PRACTICES:

AT / ADT PAY AND ALLOWANCES:

1. Submission via PersPay eCRM ONLY if unable to process via NSIPS.
2. Use the naming conventions for the following cases:
 - AT/ADT orders 30 days or less: LAST, FIRST SHORT TOUR
 - AT/ADT orders 31 days or more: LAST, FIRST LONG TOUR
 - AT/ADT entitlement transactions (i.e., BAH, Audit, OHA, CZTE, CSP): LAST, FIRST TYPE OF REQUEST
3. Include the following KSDs:
 - Attach NPPSC Form 1571/1 and include required KSDs per the checklist.

AT / ADT LEAVE:

1. Submit via PersPay eCRM.
2. Use the naming conventions for the following cases:
 - Leave Requests: LAST FIRST ADT LEAVE CHIT, or
 - Leave Carry over from Reserve to Reserve: LAST FIRST ADT LCO RC TO RC, or
 - Leave Carry over from Reserve to Active Duty: LAST FIRST ADT LCO RC TO AC, or
 - Leave Sell-Back: LAST FIRST ADT LSL
3. Include the following KSDs:
 - Endorsed orders, and
 - For leave charge: SECNAV form 7000/8T, Leave Request/Authorization
 - For leave carry-over: NAVPERS 1070/613, Administrative Remarks (see MILPERSMAN 7220-340)
 - For leave sell-back: NAVPERS 1070/613, Administrative Remarks

CASE ROUTING GUIDANCE – RESERVE SERVICES

Update: 19 December 2024

RESERVE CASE SUBMISSION PROCEDURES AND BEST PRACTICES (cont.):

AT / ADT DD-214 ISSUANCE:

1. Submit via PersPay eCRM.
2. Use the following naming convention: LAST, FIRST ADT DD-214
3. Include the following KSDs:
 - Endorsed orders
 - Leave election document
 - For leave charge: SECNAV form 7000/8T, Leave Request/Authorization
 - For leave carry-over: NAVPERS 1070/613, Administrative Remarks (see MILPERSMAN 7220-340)
 - For leave sell-back: NAVPERS 1070/613, Administrative Remarks
 - Navy Enlisted/Officer Participation System Member Summary (NEOPS) / Annual Statement of Service History (ASOSH)
 - NPPSC 1900/3, Separations Questionnaire (blocks 1-6, 14-17, Official Awards, and signatures required only)
 - All prior DD-214s

ADOS / RECALL / CANREC ACTIVATION:

1. Submit via PersPay eCRM.
2. Use the naming conventions for the following cases:
 - LAST, FIRST ADOS STRENGTH GAIN
 - LAST, FIRST RECALL STRENGTH GAIN
 - LAST, FIRST CANREC STRENGTH GAIN
3. Include the following KSDs:
 - NPPSC Form 3060/1, section I only.
 - TSC Norfolk Mobilizations, Definite Recall, Active Duty for Operational Support (ADOS) Questionnaire.
 - Copy of original orders and all order modifications, endorsed with the NRA check-out and gaining command/NMPS check-in.
 - NAVPERS 1070/602, Dependency Application (revision 09-2016 or newer). Must be endorsed/witnessed, official copy dated within 3 years of orders commencement date.
 - DD Form 2058, State of Legal Residence Certificate
 - For SELRES OCONUS Residents: DD Form 2367, Individual Overseas Housing Allowance Report (certified by Housing Office and Certifying Official; all applicable blocks 11 and 12). A copy of the member's lease/mortgage shall accompany.
 - For SELRES with prior Leave Carry-Over: NAVPERS 1070/613, Leave Carry-Over

MOBILIZATION STRENGTH GAIN:

1. The PRIMARY means to submit a Strength Gain package for a Sailor on mobilization orders is the CNRFC Distributed Activations Portal. Contact your REDCOM, WING, or appropriate Echelon IV command for instructions on how to obtain access.
2. When eCRM must be used, due to access limitations and prior authorization from RCOE, follow the instructions below:
3. Use the following naming convention: LAST, FIRST MOBILIZATION STRENGTH GAIN
4. Include the following KSDs:
 - NPPSC Form 3060/1, section I only.
 - TSC Norfolk Mobilizations, Definite Recall, Active Duty for Operational Support (ADOS) Questionnaire
 - Copy of original orders and all order modifications, endorsed with the NRA check-out and gaining command/NMPS check-in.
 - NAVPERS 1070/602, Dependency Application (revision 09-2016 or newer). Must be endorsed/witnessed, official copy dated within 3 years of orders commencement date.
 - DD Form 2058, State of Legal Residence Certificate
 - For SELRES OCONUS Residents: DD Form 2367, Individual Overseas Housing Allowance Report (certified by Housing Office and Certifying Official; all applicable blocks 11 and 12). A copy of the member's lease/mortgage shall accompany.
 - For SELRES with prior Leave Carry-Over: NAVPERS 1070/613, Leave Carry-Over

CASE ROUTING GUIDANCE – RESERVE SERVICES

Update: 19 December 2024

RESERVE CASE SUBMISSION PROCEDURES AND BEST PRACTICES (cont.):

MDSC / NMPS ACTIVITY LOSS:

1. When Sailors have completed the MDSC/NMPS Mobilization requirements and are ready to depart, the MDSC/NMPS must submit an activity loss transaction via eCRM.
2. Use the following naming convention: LAST, FIRST MOB TRANSFER
3. Include the following KSDs:
 - Copy of original orders and all order modifications, including all endorsements, or memorandum on command letterhead, listing all departing Sailors with full names and SSNs, along with their detachment date.

RESERVE SEPARATIONS / DD 214-1 REQUESTS:

1. When Sailors request to separate from their reserve component, ensure timelines are followed for proper processing times.
2. Use the following naming conventions:
 - LAST, FIRST RES EAOS SEP
 - LAST, FIRST RES TRANSFER TO IRR
 - LAST, FIRST RES TRANSFER TO STANDBY RESERVE
 - LAST, FIRST RES PDRL/TDRL
 - LAST, FIRST RES ADMIN SEP
 - LAST, FIRST RES RETIREMENT
 - LAST, FIRST TAR2AC
 - LAST, FIRST SELRES ENL2OFF
 - LAST, FIRST RES DD 214-1 Corrections
3. Include all applicable supporting documentation listed on the NPPSC 1900 forms.
4. When submitting a request for DD 214-1 corrections, include all original documents and any new/additional documentation to justify the correction.