# PERSPAY
# TRANSACTION ROUTING GUIDANCE

Update: 5 August 2022

## ELECTRONIC SERVICE RECORDS

Effective Date: Immediately

**BLUF:** Effective immediately, the MyNavy Career Center (MNCC) Human Resources Service Center (HRSC) will process Navy electronic service record (ESR) entries.

**DISCUSSION:** Command Pay and Personnel Administrators (CPPA) will submit ESR update requests via enterprise Customer Relationship Management (eCRM) to the HRSC.

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

- **Pri:** eCRM to "**PP_ESR**" queue.  Select appropriate problem code from available drop-down menu (Citizenship, NAVPERS 1070/613 (PG. 13s), Personal Award, Personnel Qualification (PQS), Qualifications/Certifications/Training/Education, Unit Awards, Warfare Designation).

    Note 1:  Do not resubmit transactions initiated prior to the release of this routing guidance.  Previously submitted transactions (in eCRM or TOPS) will be processed.

    Note 2:  For Personal Awards, please note that the HRSC only inputs/verifies awards lower in precedence to the Navy and Marine Corps Achievement Medal (NAM).  NAM and senior awards must be entered by your command's Navy Department Awards Web Service (NDAWS) administrator in BUPERS Online (BOL).

    Note 3:  Per MILPERSMAN 1070-111, ESR closeout documents are submitted to the member's Official Military Personnel File (OMPF) upon reenlistment or separation.  Sailors are strongly encouraged to ensure their ESR is up to date months prior to these events in order to ensure a complete record is uploaded to the OMPF.

    Note 4:  Submit all eCRM cases in **"lightning" mode only** – do not submit transactions under "Salesforce classic" view.  Microsoft Edge and Google Chrome are the preferred browsers.  Mozilla Firefox may be used if you are experiencing issues with Microsoft Edge and Google Chrome.  Do not use Internet Explorer.

- **Alt:** TOPS to your current servicing Transaction Service Center (TSC) Detachment (formerly Personnel Support Detachment) "**RECORD VAULT / ESR**" box - the HRSC will access legacy TOPS boxes and engage with CPPAs as needed.  If submitting via TOPS, CPPAs **MUST** include the following information.  TOPS transactions without the information below will be completed/returned to the CPPA without action.
    - **Do you have an eCRM account**:  Y / N
    - **If YES, why eCRM was not used for this transaction**:  (describe reason: e.g. ship currently underway/low connectivity, or include brief explanation of technical issues – this information will help us better understand the nature of eCRM issues preventing CPPAs from utilizing the system).
    - **If NO, eCRM SAAR submission date**: (insert date)
    - **MNCC trouble ticket number regarding eCRM account**: (insert ticket number)

    ** Please do not submit duplicate transactions in eCRM and TOPS.  Duplicate transactions must be validated and significantly slow down the processing of transactions. **

**NAMING CONVENTION:**
Submit requests in eCRM using the following naming convention:   Last Name, First Name
Submit requests in TOPS using the following naming convention:   Last Name, First Name, ESR

**TRAINING:**
Regional Support Centers (RSC) conduct weekly training, to include ESR case submission procedures.  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 transactions.

**WHAT THIS MEANS TO YOU:**

- Realignment of ESR entries under the MNCC HRSC will improve proficiency and reduce errors.
- MNCC Standard Operating Procedures pay, personnel, and travel are available on the MyNavy Career Center Share Point.
- Transaction routing guidance, training, and materials are available on the MyNavy HR CPPA Resources page.