PERSPAY
CASE ROUTING GUIDANCE

ELECTRONIC SERVICE RECORDS
Effective Date: Immediately

BLUF: The MyNavy Career Center (MNCC) Human Resources Service Center (HRSC) processes 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 CASE SUBMISSION: Primary means of submission is via enterprise Customer Relationship Management (eCRM/Salesforce).

Pri: eCRM to "**PP Electronic Service Records (ESR)**" queue.

Case Drop-Down	Select	Notes
Routed PSD	HRSC MEMPHIS	Do not select other options
Section Category	ELECTRONIC SERVICE RECORD (ESR)	Do not select other options
Request Type	Electronic Service Record	Do not select other options
Problem Code	Citizenship NAVPERS 1070/613 (PG. 13s) Verification Personal Award Personnel Qualification (PQS) Qualifications/Certifications/Training/Education Unit Awards Warfare Designation	Use as appropriate. **See note 2 below regarding Education entries**.
Effective Date	Date case is submitted	Do not enter original date of awards or entries
Contact Name	This is the Sailor's information, **NOT the CPPA's.**	

Note 1: **Do not submit LEGAL cases to the HRSC**. Legal cases must be submitted as an eCRM using PersPay Legal Restricted case. If a CPPA does not have permissions in eCRM to submit a legal restricted case, contact your Regional Support Center for assistance – RSC contact info is located on the MyNavy HR CPPA Resources page as well as the RSC SharePoint page. NPPSC Ops Alert 005-23 provides amplifying guidance for access to eCRM restricted case submission. Legal cases include: Appellate Leave, AWOL/Deserters, Brig Post Trial, Court Martial, In Hands of Civil Authorities, and Non-Judicial Punishments (NJP).

Note 2: **Do not submit formal education record updates to HRSC**.
- **Enlisted** transcripts/degrees/GED are sent directly to JST, visit and review JST website for all updated process and information concerning JST https://jst.doded.mil/jst/?utm_source=mnp%20public. JST Email jst@doded.mil, JST Fax Comm (850) 473-6013, JST OPS FAX DSN 753-6013, mailing address: JST Ops Center 6490 Saufley Field Road, Pensacola, Florida 32509.
- **Officer** Transcript/Degrees/Certification are sent directly to HRSC by the awarding institution primary method via email to: askmncc.fct@navy.mil; Secondary method via mail: NAVY PERSONNEL COMMAND MNCC, BUILDING 768 RM E302, 5720 INTEGRITY DRIVE, MILLINGTON, TN 38055. Only use "education" problem code for Military Course Data/trainings updates in NSIPS ESR.

Note 3: 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 4: 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 5: 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: **In accordance with OPS Alert 006-22, only commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize the Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. The primary means for submitting pay, personnel, and transportation transactions is via eCRM/Salesforce.   For temporary use of TOPS, an ETP must be submitted and approved.**

For commands with an approved ETP, submit to your current servicing Transaction Service Center (TSC) "**RECORD VAULT / ESR**" box - the HRSC will access legacy TOPS boxes and engage with CPPAs as needed.

For Surface ships, DESRON and PHIBRON staffs, 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/cases in eCRM and TOPS.**
** Duplicate transactions/cases must be validated and significantly slow down the processing of transactions/cases. **

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. RSC training schedules and training materials can be found on the RSC SharePoint page. Training provides a common process for customer commands to follow for the submission of cases.

WHAT THIS MEANS TO YOU:

- MNCC Standard Operating Procedures pay, personnel, and travel are available on the MyNavy Career Center Share Point.
  - CPPAs may also access SOPs via the MNCC Alternate SOP Library.
- Case routing guidance, training, and materials are available on the MyNavy HR CPPA Resources page.