MyNavy Career Center (MNCC)

Customer Relationship Management (CRM)

CPPA Monitor Account Request/SAAR-N Process

Subsystem: PersPay

31 October 2022
OPNAV 5239/14 (SAAR-N) STEP-BY-STEP
(For PersPay ‘CPPA Monitor’)

**Note:** Those with a current PersPay role have access to the CPPA dashboard.

CPPA Monitor role needed for access to CPPA dashboard, if requestor has NO current role.

Current PersPay roles: CPPA; Clerk; Supervisor; Corporate; Coordinator

**Type of Request:** Initial

**Date:** Date of request (DDMMYY)

**System Name:** Enterprise Customer Relationship Management (eCRM)

**Location:** Salesforce Government Cloud (US Navy)

**PART I. (To be completed by Requester)**

Block 1. **NAME:** Last, First, MI

Block 2. **ORGANIZATION:** Include Command’s Name/UIC (i.e., USS Never Sail/55555)

   UIC – Should be requestors UIC

Block 3 -8. Complete all blocks

   Note: Block 5 – Must provide a government issued email.

Block 9. **DESIGNATION OF PERSON** (select 1 only)

   Military- Provide PRD in Block 11

   Civilians- Provide CAC Expiration in Block 11

   Contractors- Complete Block 14 a

Block 10. **INFORMATION ASSURANCE (IA) AWARENESS TRAINING REQUIREMENTS**

   ‘Check’ box

   Must be current (reflecting current Fiscal Year) - Must provide date of completion

**PART II. ENDORSEMENT OF ACCESS**

Block 11. **JUSTIFICATION FOR ACCESS** – Justification must be valid.

1) Access is required for oversight of CPPA(s)

2) Pillar: MyNavy HR

3) Subsystem: PersPay

4) Military - Provide Projected Rotation Date (PRD )-MMYYYY; if not applicable enter ‘NA’

5) Civilians - Provide CAC expiration date; if not applicable enter ‘NA’

6) Salesforce Account - If you have another Salesforce account, enter ‘Yes’ or ‘NA’

7) Requested UIC(s): - Identify UIC(s) if different than block 2

   • If an echelon UIC will receive access to subordinates UICs; not required to list subordinate UICs

* Please specify if you are in dual status: ‘Reservist and Civilian’ or ‘Reservist and Contractor’ ‘or ‘NA’
Block 12. TYPE OF ACCESS REQUIRED - AUTHORIZED
Block 13. USER REQUIRE ACCESS TO - UNCLASSIFIED
Block 14. VERIFICATION OF NEED TO KNOW: Supervisor validates and check box, if not validate; SAAR-N should not be forwarded.
** If not checked, SAAR-N will be returned for verification
Block 14a. ACCESS EXPIRATION DATE – REQUIRED for Contractors: Specify company name, contract number, expiration date
Block 15-16. Supervisor’s information must be complete – ALL BLOCKS REQUIRED

Do not personalize digital signature, it will result in return of SAAR-N
Note: Block 15a. – Must provide a government issued email.

Block 17 - 17b. LEAVE BLANK/NOT REQUIRED
Block 18 - 21. TO BE COMPLETED BY COMMAND IAM (Do not personalize digital signature)
Block 22. - To be read by user submitting SAAR-N
Block 23 - 25. ALL BLOCKS REQUIRED

Note: Block 25 Auto-fills when signing block 24; if block 25 does not auto fill, enter same date as signed in block 24
Do not personalize digital signature, it will result in return of SAAR-N

PART III. SECURITY MANAGER VALIDATES THE BACKGROUND INVESTIGATION OR CLEARANCE INFORMATION
Block 26 – 30. ALL BLOCKS REQUIRED (Do not personalize digital signature)

Common errors for returning SAAR-N for correction:

- Document not signed in correct order
  - Must be signed by requestor, then supervisor, then security manager, then IAM
  - Do not personalize digital signature, it will result in return of SAAR-N
- Dates not in proper format
- Block 5 does not have an official email address
- All commercial phone number are not 10-digits (ensure (xxx) xxx-xxxx format)
- Information Assurance Training not completed for current FY or missing
- Blocks 10 and 14 not checked
- Date in block 25 does not match date signed in block 24 (Block 25 should auto-fill when block 24 is signed – if not auto-filled, manually enter date; date should match signed date in block 24)
- Block 14a not completed by contractor or expiration date has expired
- Clearance investigation is outside the 10 year window
- Blocks 18, 19, 20, 21 missing
- Security section (blocks 26 – 26b) not properly filled out; security manager must refer to security systems to obtain proper information
Please follow the steps provided below to ensure request is received and processed in a timely manner. Request CANNOT be processed if SAAR-N received is incomplete, signature validation error, and/or file is corrupted. Please check all blocks carefully prior to submission.

**STEP 1. Requester and Supervisor**

1. Complete Part I and Part II
   - Ensure completeness to avoid returns
2. Blocks 17-21 (leave blank)
3. Forward to Security Manager

**STEP 2. Command Security Manager**

1. Complete Part III
2. Forward to Command IAM

**STEP 3. Command IAM**

1. Complete blocks 18-21
2. Submit completed SAAR-N to centralized mailbox: ecmr_perspay.fct@navy.mil
   
   **Subject line:** ‘CUI Privacy Sensitive - SalesForce PersPay SAAR-N ‘Requestor’s Name, Command Name’

   **Example:**

   ‘CUI Privacy Sensitive - SalesForce PersPay SAAR-N Doe, Mary, T. PO1, USS Sail’

- Please see attached Sample SAAR-N.
  - All items in red and highlighted in yellow are required, no exceptions.

SAMPLE SAAR-N (Next Page)