

Reserve Center of Excellence (RCOE) Brief



For
CNRFC

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FEB 2025

Objectives:



- Describe the Reserve Separation (DD214-1) Areas of Responsibility (AOR)
- Identify the Process Flow of Reserve Separations
- Learn the Required Key Supporting Documents (KSDs)
- eCRM Routing Guidance
- Describe Common Errors and Issues
- Discuss Reserve Separations Best Practices
- Identify Additional Training Available in NSIPS

Reserve Separation AOR



Reserve Separations will produce a DD214 and a DD214-1* for the following scenarios:

- Transfers within USNR
- Transfers to USN Active Duty (AD)
- Discharges (applies to all TAR / SELRES / IRR / VTU / S1 / S2 Sailors)
- Retirements (applies to all TAR / SELRES / IRR / VTU / S1 / S2 Sailors)
- Corrections to previously issued DD214-1s

*All DD214-1s accompany a DD214.
The DD214-1 CANNOT be issued separately.

Reserve Separation AOR continuation



Transfers within USNR

- Any transfer from TAR / SELRES to IRR (including VTU) and Standby Reserve

Transfers to USN AD

- Career Intermission Program (CIP) reverting back to AD
- TAR / SELRES to AD
- Indefinite recall to AD

Reserve Separation AOR continuation



Separations (applies to all TAR / SELRES / IRR / VTU / S1 / S2 Sailors)

- EAOS / EREN / EOS expiration (i.e. contract completion)
- Administrative Separations
- High Year Tenure (not eligible for retirement)
- Officer Resignations
- Involuntary Separations
- Medical Separations with Severance Pay

Reserve Separation AOR continuation

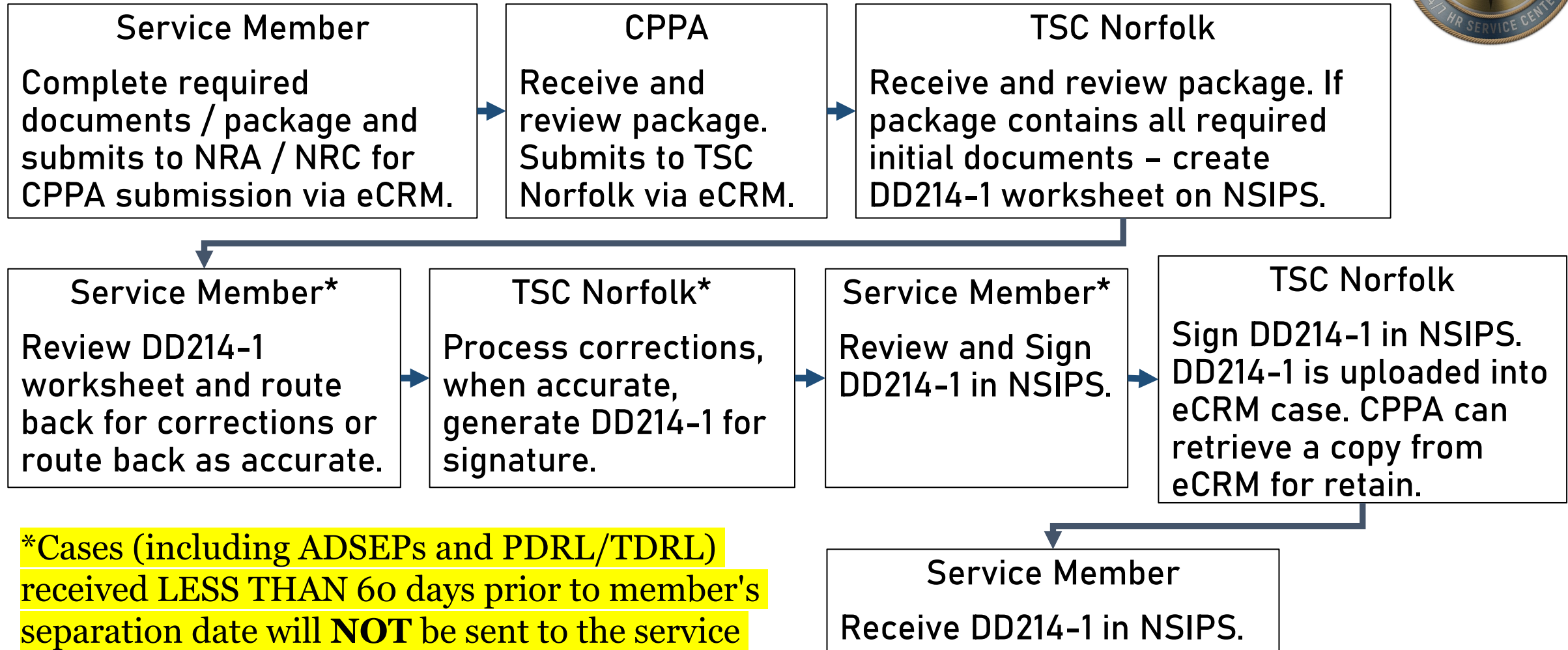


Retirements (applies to all TAR / SELRES / IRR / VTU / S1 / S2 Sailors)

- Without pay (Gray Area)
- With pay
- PDRL or TDRL
- Recalled Retiree reverting back to Retired status

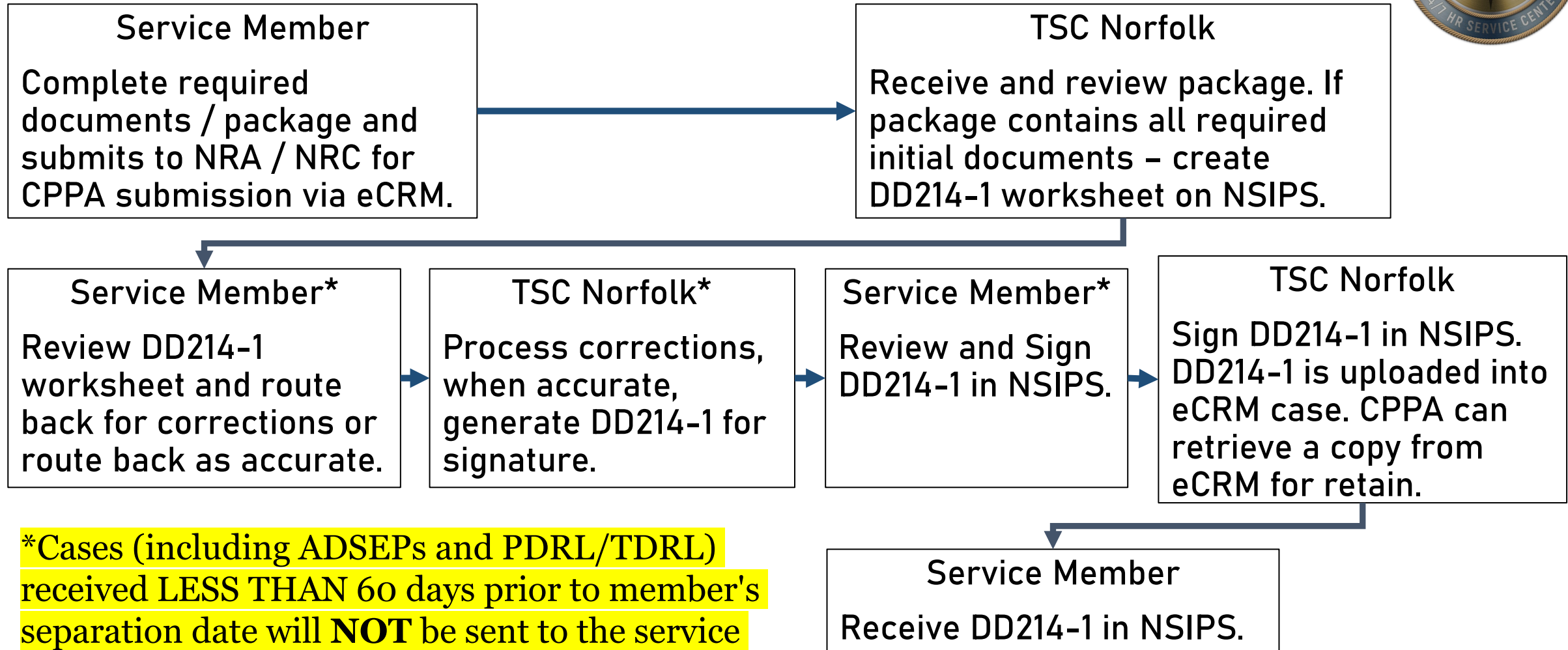
Corrections to previously issued DD214-1s

Process Flow of Reserve Separations-SELRES/TAR



*Cases (including ADSEPs and PDRL/TDRL) received LESS THAN 60 days prior to member's separation date will **NOT** be sent to the service member for review before signing, marked as **(signature unattainable)**.

Process Flow of Reserve Separations-IRR/Standby



*Cases (including ADSEPs and PDRL/TDRL) received LESS THAN 60 days prior to member's separation date will **NOT** be sent to the service member for review before signing, marked as **(signature unattainable)**.

Key Supporting Documents (KSDs)



Required KSDs

- **NPPSC 1900/3** - Reserve Separations Questionnaire
- **DD2586** - Verification of Military Experience and Training (VMET)
- Either a **NEOPS** or an **ASOSH** (whichever is MORE up to date)
 - Naval Enlisted / Officer Participation System (NEOPS) – **NSIPS** (primary)
 - Annual Statement of Service History (ASOSH) – **BOL** (secondary)

<https://www.mynavyhr.navy.mil/Career-Management/Reserve-Personnel-Mgmt/Points-FAQ/>

- **DD4** (Enlisted only)
- All prior **DD214s**



Additional KSDs (if applicable)

- ADSEP Authorization
- HYT Discharge (NAVPERS 1070/613)
- HYT VTU Transfer (RFMT Inactive Duty Training Orders)
- Recall Orders
- RC2AC Approval Letter
- TAR2AC Approval Letter
- AD Reenlistment (RC2AC and TAR2AC only)
- Retirement Approval Letter
- Officer Involuntary Separation Orders
- PDRL / TDRL / SEPSEV message
- IRR Transfer Orders

Key Supporting Documents (KSDs) sample



NPPSC
1900/3

Reserve
Separation
Questionnaire

RESERVE SEPARATIONS QUESTIONNAIRE
NPPSC 1900/3 (Rev. 12-2024) Supporting Directive NPPSCINST 5213.1B

PRIVACY ACT STATEMENT
AUTHORITY: 10 U.S.C 5013, Secretary of the Navy; E.O. 9397 (SSN), as amended.
PRINCIPAL PURPOSE: To help the command pay and personnel administrator (CPA) and supporting Transaction Service Center (TSC) simplify and explain separation procedures to ensure compliance with directives.
ROUTINE USES: Disclosures are permitted under 5 U.S.C. 552a(b), Privacy Act of 1974, as amended. This routine use applies to Department of Defense (DoD) and Department of the Navy (DON) personnel who facilitate separation administrative actions and advances for Service members.
DISCLOSURE: Mandatory. Failure to provide required information may inhibit timely separation of Service members.

I. General Information (to be completed by Service member). Prefer blocks 1-15 typed to reduce delays. Early verification of electronic service record will reduce delays in DD 214 and DD 214-1 processing.

1. Rate/Rank: 2. Name (Last, First, MI): 3. SSN: 4. Date:

5. Personal Phone Number: 6. Personal E-mail Address:

7. Type of Separation: ☐ EREN/EAOS ☐ Retired Reserve ☐ Transfer to Inactive by Reserve
☐ ADSEP ☐ PDRU/TDRU/Medical Separation ☐ Other

8. Remaining scheduled drill/training dates and type(s) (if applicable): 9. Separation Date:

10. Retirement System Option: ☐ FINAL ☐ HIGH-3 ☐ REDUX ☐ BRS 11. DD 214-1 (Accompanying DD 214): ☐ YES ☐ NO

12. Complete Mailing Address after Separation:
a. Street Address: b. City: c. State: d. Zip Code:

13. Complete Mailing Address of Service Member's Nearest Relative:
a. Name: b. Relationship: c. Street Address: d. City: e. State: f. Zip Code:

14. Loan Repayment Program:
a. Are you in a Loan Repayment Program? ☐ Yes ☐ No b. If "Yes", provide years of commitment:

15. DD 214 and DD 214-1 Certificate of Release or Discharge:
a. Request Copy of DD 214 and DD 214-1 be sent to the State of: b. Request Copy of DD 214 and DD 214-1 be sent to the Central Veteran's Affairs Office in Washington DC:

Remarks:

PREVIOUS EDITIONS ARE OBSOLETE CUI - (when filled in) Reset Form Print Form Page 1 of 2

RESERVE SEPARATIONS QUESTIONNAIRE
NPPSC 1900/3 (Rev. 12-2024) Supporting Directive NPPSCINST 5213.1B

II. Official Awards (to be completed by Service member). Honors and awards in NSIPS must be updated and verified by Command/CPA prior to submitting a case. If member will receive an end of tour award, provide award certificate or approved OPNAV 1650/3 with the separation package.

1. Enter the total number for each award. Documentation of the award may be requested.

Medal of Honor	POW Medal	Navy Recruit Training Service Medal
Navy Cross	Navy Good Conduct Medal	Armed Forces Reserve Medal
Defense Distinguished Service Medal	Naval Reserve Meritorious Service Medal	Naval Reserve Medal
Distinguished Service Medal	Navy Expeditionary Medal	Philippine Presidential Unit Citation
Silver Star	National Defense Service Medal	Republic of Korea Presidential Unit Citation
Defense Superior Service Medal	Korean Service Medal	Republic of Vietnam Presidential Unit Citation
Legion of Merit	Antarctica Service Medal	Republic of Vietnam Gallantry Cross Unit Citation
Distinguished Flying Cross	Armed Forces Expeditionary Medal	Republic of Vietnam Civil Actions Unit Citation
Navy and Marine Corps Medal	Vietnam Service Medal	Philippine Defense Ribbon
Bronze Star	Southwest Asia Service Medal	Philippine Liberation Ribbon
Purple Heart	Kosovo Campaign Medal	Philippine Independence Ribbon
Defense Meritorious Service Medal	Afghanistan Campaign Medal	United Nations Medal
Meritorious Service Medal	Iraq Campaign Medal	ATO Medal (Country Received)
Air Medal	Global War on Terrorism Expeditionary Medal	Multinational Force and Observers Medal
Joint Service Commendation Medal	Global War on Terrorism Service Medal	Inter-American Defense Board Medal
Navy and Marine Corps Commendation Medal	Korean Defense Service Medal	Republic of Vietnam Campaign Medal
Joint Service Achievement Medal	Armed Forces Service Medal	Kuwait Liberation Medal (Kingdom and Saudi Arabia)
Navy and Marine Corps Achievement Medal	Humanitarian Service Medal	Kuwait Liberation Medal (Kuwait)
Combat Action Ribbon	Medal of the Standing Volunteer Service	Navy Rifle Expert Medal
Presidential Unit Citation	Sea Service Deployment Ribbon	Navy Pistol Expert Medal
Joint Meritorious Unit Citation	Navy Arctic Service Ribbon	Navy Rifle Sharpshooter Ribbon
Navy Unit Commendation	Navy Reserve Sea Service Ribbon	Navy Pistol Sharpshooter Ribbon
Navy Meritorious Unit Commendation	Navy and Marine Corps Overseas Service Ribbon	Navy Rifle Marksmanship Ribbon
Navy Recruiting Ribbon	Navy Recruiting Service Ribbon	Navy Pistol Marksmanship

Other Awards (s) Not Listed (Include Waiver Qualifications and Other Service Awards)

III. Signatures

1. Service Member Name: 2. Service Member Signature: 3. Date:

4. Recommended for Retention (for Enlisted Only): ☐ Yes ☐ No

5. Commanding Officer or Designee Name: 6. Commanding Officer or Designee Signature: 7. Date:

PREVIOUS EDITIONS ARE OBSOLETE CUI - (when filled in) Reset Form Print Form Page 2 of 2

eCRM Case Submission (Case Routing Guidance)



Subject	Rate/Grade Last Name, First Name, Type of Case, DD MMM YYYY	
Description	Be thorough to avoid delays	
Effective date	Date of Member's Separation	
Request Type	Reserve Services	
Problem Code	RES Separation-Administrative Separation	Use when being processed for Admin Separation.
	RES Separation-DD 214-1 Corrections	Use for all requested DD214-1 Corrections.
	RES Separation-EAOS	Use when separating due to EREN or HYT (not eligible for retirement)
	RES Separation-PDRL/TDRL	Use when separating due to PDRL / TDRL / Medical Separation with Severance
	RES Separation-Retirement	Use when retiring.
	RES Separation-SELRES ENL2OFF	Use when converting from Enlisted to Officer.
	RES Separation-TAR2AC	Use when converting from RC / TAR to Active Duty
	RES Separation-Transfer to IRR	Use when transferring to IRR.
	RES Separation-Transfer to Standby Reserve	Use when transferring to the Standby Reserve.
Route 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.	



- **1900/3**
 - Not filled in entirety – address, phone, email, retirement system, etc.
 - Unable to be read
 - Awards listed on 1900/3 not recorded in NSIPS
 - If NOT, upload proof of award into eCRM case to be included on DD214-1
- **eCRM** (a.k.a. Salesforce)
 - Case not properly routed
 - See CPPA Resources // eCRM Library for routing guidance
 - Wrong Effective Date on eCRM case
 - Should be Date of Member's Separation
- Missing / Incorrect / Incomplete / Unusable KSDs



- Submit package 5 to 9 months before Separation date, NLT 60 days prior
- Quickly respond to cases placed in “CPPA Action Required” status by TSC Norfolk
- Complete forms legibly, preferably typed
- Review forms to ensure they are filled out completely and correctly
- Provide supporting documentation for any awards, NECs, etc. not reflected in NSIPS

Interactive Training (NSIPS)



Review training provided on NSIPS

On landing page, before logging in -

Training > Interactive Training > NSIPS DD214 Interactive User Guide..."Choose your role"



Retirements and Separations Training

> [RnS Training](#)

> [NSIPS DD214 Interactive User Guide](#)



- [DOD INSTRUCTION 1336.01 CERTIFICATE OF UNIFORMED SERVICE \(DD FORM 214/5 SERIES\)](#)
- MyNavy HR: <https://www.mynavyhr.navy.mil/>
- Reserve Personnel Manual: [> Resources > Official RESFOR Guidance > RESPERSMAN \(navy.mil\)](#)
- [OPS ALERT 026-24, DD 214-1 ISSUANCE FOR RESERVE COMPONENT SAILORS](#)
- [Reserve Services Case Routing Guidance \(CRG\)](#)

Questions

