

# Reserve Center of Excellence (RCOE) Brief



For  
**CNRFC**

Hosted by Transaction Service Center Norfolk

MAY 2025



# RESERVE COMPONENT DEMOBILIZATION



- Process flow of Deactivation Guidelines specific to:
  - Active Duty for Operational Support (ADOS)
  - Definite RECALL/Canvasser Recruiting (CANREC)
- Deactivation Package Key Supporting Documents (KSDs)
- Post Active Duty (ACDU) Concerns
- Requirements / Process for Deactivation eCRM (Salesforce)
- Common Errors and Issues
- Best Practices for Deactivation Process
- NESD Trouble Ticket submission

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

# RECALL / ADOS DEACTIVATION GUIDELINES



## **CONUS ADOS AND RECALL DEACTIVATIONS**

60 DAYS PRIOR TO  
THE DESIRED  
DEPARTURE DATE  
(DETACH DATE),  
THE DETACHING  
COMMAND CPPA  
SUBMITS A  
DEACTIVATION  
PACKAGE TO RCOE  
VIA eCRM

RCOE  
COMPLETES  
DD214, AND  
PROCESSES  
STRENGTH  
LOSS AHEAD  
OF THE  
SEPARATION  
DATE

MEMBER  
DEPARTS  
ACTIVE  
DUTY  
COMMAND

MEMBER  
REPORTS TO  
NAVY RESERVE  
ACTIVITY (NRA)  
FOR  
DEACTIVATION

MEMBER RETURNS  
HOME/  
COMMENCES  
TERMINAL LEAVE.  
RETURNS TO A  
DRILLING RESERVE  
STATUS AFTER THE  
LAST DAY OF  
ACTIVE DUTY

## **OCONUS ADOS AND RECALL DEACTIVATIONS**

DETACHING  
COMMAND CPPA  
SUBMITS AN  
ACTIVITY LOSS  
TRANSACTION TO TSC  
YOKOSUKA.  
REQUESTS TRAVEL  
VIA LOCAL NAVPTO

MEMBER  
DETACHES  
COMMAND  
AND  
REPORTS TO  
NAVY  
RESERVE  
ACTIVITY  
(NRA)

NRA CPPA  
COMPLETES  
DEACTIVATION  
PACKAGE AND  
SUBMITS IT TO RCOE  
VIA eCRM. MEMBER  
RETURNS  
HOME/COMMENCES  
TERMINAL LEAVE

RCOE SUSPENDS PAY  
AND ALLOWANCES  
TO AVOID  
OVERPAYMENT,  
COMPLETES  
ACTIVITY GAIN TO  
NRA. THEN,  
COMPLETES DD214  
AND STRENGTH LOSS

MEMBER  
RETURNS TO  
A DRILLING  
RESERVE  
STATUS  
AFTER THE  
LAST DAY OF  
ACTIVE DUTY

# RESERVE SEPARATION KSDs



- **PER OPS ALERT 003-21** Submission of separation packages
  - NPPSC 1900/5 Reserve On Active Duty Deactivation Questionnaire
  - NPPSC 1900/6 Reserve on Active Duty Deactivation Checklist
  - Endorsed orders
  - Ensure to include ORIGINAL, all ORDMODs, and back-to-back orders
  - Provide all prior DD 214s (if applicable)
  - Naval Enlisted/Officer Participation System (NEOPS)/Annual Statement of Service History (ASOSH) (whichever is more up to date)
- <https://www.mynavyhr.navy.mil/Career-Management/Reserve-Personnel-Mgmt/Points-FAQ/>
  - NEOPS – NSIPS
  - ASOSH – BOL



# RESERVE SEPARATION KSDs cont.



- VMET OR JST
  - Training Jacket for AQDs/NEC/NOBC
- NAVCOMPT Terminal Leave (if taking terminal)
  - Ensure it is signed
- NAVPERS 1070/613 (PG13 sellback/carryover)
  - Per MILPERSMAN 7220-340, member must elect via a NAVPERS 1070/613 to either carry it over or sell it back prior to the end of each ACDU period individually
- NSIPS ESR Honors and Awards
  - Ensure to scan in any awards citation missing from ESR (i.e. end of tour awards)
- Must be received **60** days prior to detach date
- DD 214s are prepared when the period of service was **90** days or more or when required by SECNAV for shorter periods.

# RESERVE SEPARATION – LATE SUBMISSION



- Per **MILPERSMAN 1900-015**

- Separation packages received less than 14 days from separation date and
- Separation packages received after the separation date

will be marked “**SIGNATURE UNATTAINABLE**” to not delay strength loss process and final pay worksheet.

# POST ACTIVE DUTY (ACDU) CONCERNS



PAY ISSUES  
LEAVE CORRECTIONS  
DD 214 CORRECTIONS  
DD 214 COPIES



# RESERVE SEPARATION PAY AND LEAVE



- Submit a follow-up transaction (if parent transaction closed)
  - If a SELRES member has been separated from active duty for 21 days past their date of separation, and the member has not received final pay, to include leave sell-back
- Submit a transaction requesting payment
  - If a SELRES member was eligible for a special pay or allowance and was not paid this special pay or allowance during the duration of their active duty orders
- Submit a transaction requesting payment
  - Include the DD Form 214, and the supporting documents for the special pay.

# RESERVE SEPARATION PAY AND LEAVE



- Submit a follow-up transaction (if parent transaction closed)
  - If a SELRES member was paid pay and allowances past their separation date (due to late submission of the separation package, etc.), they will incur a debt.
  - The CPPA and member should review all pertinent Leave and Earning Statement (LESSs), the DD Form 214, and use the military pay charts available on the DFAS website to answer questions regarding this debt.
    - Submit a transaction if the member/CPPA believe the **debt is in ERROR:**
      - Provide explanation on why the debt is in error
      - Include the DFAS Indebtedness Letter, DFAS Paid Debt Notification, and DD Form 214
- If a SELRES member elected to carry-over their leave and it was erroneously paid:
  - Submit a transaction requesting leave correction
  - Include the Leave Carry-Over NAVPERS 1070/613 and DD Form 214

# DD FORM 214 CORRECTIONS



- In accordance with RCOE business rules, service members are allowed:
  - Three business days to review their DD214 draft in NSIPS
    - Provide feedback on discrepancies
    - Upload supporting documentation for additional entries such as missing awards, etc.
  - One business day to review after discrepancy correction

\*\*\* If the member fails to review the DD214 in NSIPS within above timelines, it will be marked “**SIGNATURE UNATTAINABLE**” to not delay strength loss process and final pay worksheet.

# DD FORM 214 CORRECTIONS cont.



- Due to the above business rules, DD214 corrections to add missing awards, training, NECs/NOBCs, or to allow for member signature will not be entertained if the member failed to review the DD214 during the NSIPS process.
- DD214s are issued with the data available at that time. Therefore, DD214s will not be corrected due to the member being issued an award or NEC/NOBC after the DD214 issuance date, even if the award merit period or NEC/NOBC effective date overlaps the DD214 timeframe. Members can instead request their Electronic Service Record to be updated by their supporting Navy Reserve Activity (NRA).
- DD 214s will not be updated due to inaccurate NEOPS/ASOSH
  - Refer to: <https://www.mynavyhr.navy.mil/Career-Management/Reserve-Personnel-Mgmt/Points-FAQ/>

# DD FORM 214 CORRECTIONS cont.



- For all other corrections, please submit a transaction, with the following:
  - Copy of DD214 requiring correction
  - Detailed description in the remarks denoting the blocks that need correction, and correction reason
  - If the start (block 12a) or end date (12b) of the DD214 requires correction, provide endorsed orders with correct check-in stamp or order modification (for separation date corrections)
  - If needed, upload a word document where the member clearly explains what they are requesting

# ISSUANCE OF DD214 FOR PRIOR ACDU PERIODS REQUESTING COPIES OF DD214



- DD214s are issued for periods of consecutive active duty (ADT/ADOS/Mob/Recall) greater than 90 days, or in support of a contingency operation.
- If a SELRES member was eligible for issuance of a DD Form 214 for prior qualifying Navy active-duty periods, and they were not issued one, submit a transaction per CRG.
- [https://www.mynavyhr.navy.mil/Portals/55/Support/PayPers/CPCResources/CRG\\_RCOE\\_240408.pdf?ver=CbeaXShrMuF0rAczjf3k-Q%3d%3d](https://www.mynavyhr.navy.mil/Portals/55/Support/PayPers/CPCResources/CRG_RCOE_240408.pdf?ver=CbeaXShrMuF0rAczjf3k-Q%3d%3d)



# ISSUANCE OF DD214 FOR PRIOR ACDU PERIODS REQUESTING COPIES OF DD214



- When a DD Form 214 is issued, copies are distributed as outlined in BUPERSINST 1900.8F.
- If a member desires a copy, they can retrieve it as follows:
  - Service copies and Member copies are available for retrieval via NSIPS for 180 days after issuance, under "Retirements and Separations> Cert of Uniformed Service (DD214) >View DD 214WS"
  - Copies are sent to the member's BOL OMPF one day after AO signature is complete.
  - Navy Reserve Activities (NRA) can view OMPF records for SELRES members under their UIC and can retrieve a copy from the OMPF if the member is unable to access BOL on their own.
  - For members who have separated or retired from the Navy Reserve following their ACDU separation, they may request a copy from PERS 313, information can be found here: [Ordering & Reviewing OMPF \(navy.mil\)](#)

# RESERVE SEPARATION PAY/LEAVE ISSUE TRANSACTION SUBMISSION



- Submit via eCRM (Salesforce)
- For issues dealing with separation pay and entitlements, use the following naming convention:
  - LAST FIRST DODID SEP PAY ISSUE
- For issues dealing with leave adjudication, use the following naming convention:
  - LAST FIRST DODID SEP LEAVE SELLBACK/CARRYOVER
- Use the following data:
  - Request Type: Reserves Services
  - Problem Code: RES Deactivation (ADOS/DEMOB/RECALL/CANREC) INQUIRY
  - Routed to: TSC NORFOLK

# SAMPLE SEPARATION PAY ISSUE eCRM SUBMISSION



New Case: PersPay Case

\* = Required Information

Description

Internal Comments

Case Status Comment

\* Subject

\* Description

Case Information

Case Number

Date Submitted

\* Effective Date

Case Origin

Priority

Requested By

Web Email

\* Request Type

\* Problem Code

\* Routed To

\* Status

Sub-Status

Route Ticket to

\* CRA UIC

\* Contact Name

Cancel Save & New Save

Problem Code:  
RES Deactivation  
(ADOS/DEMOB/RECALL/CANREC)  
INQUIRY

# DD214 CORRECTION/ ISSUANCE OF DD214 FOR PAST ACDU PERIOD TRANSACTION SUBMISSION



- Submit via eCRM:
- For issues dealing with DD 214 corrections and issuance, use the following naming convention:
  - LAST FIRST DD214 CORRECTION  
or
  - LAST FIRST OLD DD214 ISSUANCE
- Use the following data:
  - Request Type: Reserves Services
  - Problem Code: RES Deactivation  
(ADOS/DEMOB/RECALL/CANREC) INQUIRY
  - Routed to: TSC NORFOLK

# SAMPLE DD214 CORRECTION eCRM (SALESFORCE) SUBMISSION



New Case: PersPay Case

Required Information

Description

Internal Comments

Case Status Comment

Subject: DCE, IDNY DD214 Correction

Description: Srvr SEPARATED FROM ACU ON 30SEP03; MEMBER MISSING ROT AWARD AND REPORT DATE TO THE SRC ON 04APR04; VCS 04APR04; ATTACHED SUPPORTING DOCUMENTS WITH ORDERS STAMPED AND AWARD CITE/ID.

Case Information

Case Number

Date Submitted

Effective Date: 6/25/2024

Case Origin: --None--

Priority: Medium

Web Email

Request Type: Reserve Services

Request Code: RES Deactivation/Deactivation

Router To: TSC NORFOLC

Status: Initiated

Sub Status: --None--

Trouble Ticket #

CCME UNC: Search Available...

Cancel Save & Print Save

**Problem Code:**  
**RES Deactivation**  
**(ADOS/DEMOB/RECALL/CANREC)**  
**INQUIRY**

# RCOE Deactivations Common Errors and Issues



- Submitting to the incorrect queue in eCRM
- Not reviewing Case Comments/Case Feed
- Late submissions
- Approved leave chit
- Back-to-back orders
  - Do not submit separation transaction to prevent erroneous loss and pay stoppage
  - Must submit Activity Loss/Gain to appropriate TSC per CRG
- Endorsements on orders (missing or not matching)
- Mode of travel
- Leave Page 13 not signed by member and/or witness prior to separation date
- Awards not documented/verified in the ESR in NSIPS
- Inaccurate NEOPS/ASOSH



# RCOE Deactivations Best Practices



- Track transactions in eCRM
- Submit transactions 60 days prior to separation date
- **DO NOT** submit transactions for members going on back-to-back orders
  - **DO NOT** submit separation transaction to prevent erroneous loss and pay stoppage
  - Must submit Activity Loss/Gain to appropriate TSC per CRG
- Read the Instructions and OPS Alerts
- Monitor DSC updates - **If unable to gain member back check the DSC.**
  - If DD 214 (SPD Code) is correct but NRA is unable to gain member back to SELRES status (i.e. DSC 148 and DSC 500), submit NSIPS TT for resolution.






## NESD Trouble Ticket

- There are occasions NSIPS does not produce the correct Duty Status Code (DSC) with SELRES Losses (DSC 148 or 500 vice DSC 211)
- In these instances, NRAs should submit an NESD trouble ticket to request the correct DSC to gain member back in SELRES status

? Help Desk

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Navy Enterprise Service Desk (NESD) Information.

		
Phone : 1-833-NESDNOW (1-833-637-3669)	Email : <a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a>	NESD Portal: <a href="https://nesd-dwp.onbmc.mil/dwp/app/#/itemprofile/12501">https://nesd-dwp.onbmc.mil/dwp/app/#/itemprofile/12501</a>

# References:



- OPS ALERT With Current Case Routing Guidance (CRG)
- OPS ALERT 003-21, Submission of Demobilization Packages for Separation
- OPS ALERT 058-20, Clarification for the DD214 Issuance for RELACDU for ADT, TAR, or ADSW
- OPS ALERT 015-23, Updated NPPSC Forms 1300/2, 1300/4, 1571/1, 1800/1, 1900/1, 1900/2, AND 7220/5
- OPS ALERT 005-25, Updated NPPSC Forms 1800/1, 1900/1, 1900/2, 1900/3, 1900/4, 1900/5, 1900/6, 4650/1 AND 7220/5
- OPS ALERT 025-24, System Update for DD-214 Signatures
- OPS ALERT 001-25, Revisions to the Certificate of Release or Discharge from Active Duty (DD Forms 214 and 215) and the New Certificate of Uniformed Service, Reserve Component Addendum (DD Form 214-1)
- Reserve Personnel Manual: [> Resources > Official RESFOR Guidance > RESPERSMAN \(navy.mil\)](#)
- BUPERSINST 1900.8F, Certificate of Release or Discharge from Active Duty (27MAR25)
- OPNAVINST 1001.20D, Standardized Policy and Procedures for the Active Duty for Operational Support Programs
- MILPERSMAN 7220-340, Lump-Sum Payment for Accrued Leave
- MILPERSMAN 1050-272, Post-Deployment/Mobilization Respite Absence for Mobilized Reserve Component Personnel
- MILPERSMAN 1050-120, SEPARATION LEAVE

# QUESTIONS?

