



CASE ROUTING GUIDANCE SEPARATIONS & RETIREMENTS

1 May 2025

Effective Date: Immediately

BLUF: The Center of Excellence for Separations and Retirements (COE – S&R), hosted by Transaction Service Center (TSC) Norfolk, processes all Navy Separations and Retirements for commands serviced by TSCs.

INCLUDED ROUTING GUIDANCE:

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METHODS FOR CASE SUBMISSION: Submit cases via [enterprise Customer Relationship Management](#) (eCRM/Salesforce). See guidance on page 2 for separations originating from OCONUS commands. Submit cases as follows:

NOTE: Most separation cases will begin as a Full Power Navy (FPN) case, and be changed into a separation case following command engagement/feedback. **DO NOT** begin a new separation case when a FPN case exists; use existing FPN case to submit separation key supporting documents (KSD). Refer to the FPN Case Routing Guidance for additional information.

Case Details	Select	Notes
Subject	Rate/Grade LName, FName, Type of Sep (Retirement, ADSEP, etc.), DD MMM YYYY (PTDY/Separation Leave).	
Description	Be thorough in description to avoid delays.	
Effective Date	Date of separation. For Administrative Separations, enter date of case submission – TSC will determine and communicate final separation date.	EAOS, Resignations, FLTRES, and Retirements: Submit cases no earlier than 9 months from date of separation. Recommend submitting at least 120 days prior to date of separation, but no later than 60 days prior to PTDY and/or separation leave . ADSEP, PDRL/TDRL: submit case as early as possible. Refer to MILPERSMAN 1800-020 for early separation orders waivers (for requests earlier than 9 months).
Needed By	Date member starts Job/House Hunting Permissive Temporary Duty (PTDY)/Separation Leave, whichever is earlier.	
Request Type	Retirements/Separations	Do not select other options
Problem Code	** OCONUS Separations **	See next page for Outside Contiguous United States (OCONUS) guidance.
	CONUS Administrative Separation	Use as appropriate.
	CONUS EAOS Separation	Use as appropriate. Please note that New Accession Training (NAT) cases are submitted to TSC Norfolk's Reserve Center of Excellence (RCOE) using RT "Reserve Services" and PC "RES Deactivation-NATS." This problem code will also be used for Sailors Separating with approval IAW OPNAVINST 1330.2C for the Career Intermission Program (CIP).
	CONUS Fleet Reserve – Retirements	Use as appropriate.
	PDRL/TDRL	Use as appropriate.
	DD 214 Corrections	Submit if original separation case is closed and DD-214 requires corrections.
	Orders Request	Note: separation orders are issued as part of a regular separation case ADSEP, EAOS, FLTRES/RET, PDRL/TDRL. In cases where separation orders could not be issued due to external issues (ex. PCS orders on file), CPPAs may use this problem code to request orders. Note: Fleet Reserve and Retirements Sailors are required to sign a PG 13 entry designating a home of selection prior to household goods (HHG) shipment and/or transfer of dependents. Note: See next page for OCONUS Sep. Orders Requests.
	Separation Cancellation	Submit if a separation must be cancelled. List original Salesforce separation case number in separation cancellation case description.
Contact Name	This is the Sailor's information , not the CPPA submitting the request.	

Note on case sub-statuses. While the case is in assigned status, CPPAs will have visibility of sub-statuses indicating the specific stage of the separation process (such as DD 214 Member Review, E503 (Audit Review), Final Pay, etc.).



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OCONUS SEPARATIONS

PROCEDURES: Per MILPERSMAN 1910-812, Sailor separating under honorable conditions while serving on a Permanent Duty Station OCONUS or deployed ship homeported in CONUS (except Hawaii), may travel directly to leave address, home of selection (HOS), home of record (HOR), or place from which called or ordered to active duty (PLEAD) if all separation requirements are complete prior to departure. In line with MILPERSMAN 1910-812, all honorable/under honorable conditions cases will begin under the presumption that Sailors will meet all separation criteria, thus not requiring a Transient Personnel Unit (TPU) I-Stop.

COMMAND ACTIONS: Commands are responsible for ensuring that all separation requirements are met prior to the Sailor's departure on PTDY/Separation Leave. If Sailor is required to be recalled, travel to the Sailor's command or a separation activity (ex. TPU) will be at the Sailor's own expense. Commands will counsel separating Sailor via NAVPERS 1070/613 Administrative Remarks using language provided in [MILPERSMAN 1050-120](#), par. 2b.

- Commands will ensure the final ticketed flight itinerary is uploaded to eCRM case prior to departure. Notify TSC Norfolk of any flight changes to ensure the correct processing of entitlements. If all requirements for separation are not complete prior to Sailor's departure on Job/House Hunting PTDY/Separation Leave, **commands are responsible for ensuring Sailor reports to TPU to complete outstanding separation requirements.**
 1. Command will request separation orders modification from TSC Norfolk (use Problem Code "OCONUS Sep. Orders Modification Request").
 2. Command will submit a PRR requesting flight for Sailor to report to TPU to finalize separation requirements.
 3. Upon receipt of separation orders with TPU I-Stop, command will submit case to transfer Sailor to TPU or approved separation activity (see next page for additional guidance).
 4. Command will screen cases and submit orders/flight change requests NLT 14 days prior to Sailor's PTDY/Sep Leave.
- CPPAs will submit two cases in the following manner:
 - **Case #1:** Follow guidance below. Upon receipt of case and verification of KSD per NPPSC 1800/1 Fleet Reserve/ Retirement Checklist or NPPSC 1900/2 Separations Checklist, TSC Norfolk will begin draft DD 214 and will issue enlisted separation orders without TPU I-Stop (unless otherwise required or requested) if all KSDs required to release orders are available. Officer separation and retirement orders are issued by Navy Personnel Command.

Case Details	Select	Notes
Subject	OCONUS Rate/Grade LName, FName, Type of Sep (Retirement, FLTRES, etc.), DD MMM YYYY (Date of PTDY/Separation Leave).	
Description	Be thorough in description to avoid delays. If command knows Sailor will have to report to a separation activity (ex. TPU) to complete requirements (ex. in cases where medical facilities are unavailable), annotate in comments: Request member separation orders to include TPU I-STOP to complete requirements. Following requirements cannot be completed at OCONUS PDS: _____	
Effective Date	Date of separation.	<u>EAOS, Resignations, FLTRES and Retirements:</u> Submit cases no earlier than 9 months from date of separation. Recommend submitting at least 120 days prior to date of separation, but no later than 60 days prior to PTDY and/or separation leave.
Needed By	Date member starts Job/House Hunting Permissive Temporary Duty (PTDY)/Separation Leave, whichever is earlier.	
Request Type	Retirements/Separations	Do not select other options
Problem Code	OCONUS Administrative Separation	Use as appropriate.
	OCONUS EAOS Separation	Select as applicable. This problem code will also be used for Sailors Separating with approval IAW OPNAVINST 1330.2C for the Career Intermission Program (CIP).
	OCONUS Fleet Reserve - Retirements	Select as applicable.
	OCONUS Sep. Orders Modification Request	Use if original separation orders require addition/removal of TPU I-Stop. Note: Original sep. orders are issued as part of the OCONUS sep. case.
Contact Name	This is the Sailor's information , not the CPPA submitting the request.	

- **Case #2:** Submit a case with separation orders to the Navy Passenger Transportation Office (NAVPTO) requesting a flight to HOR, HOS, or PLEAD. Refer to the NAVPTO case routing guidance available on the [MyNavy HR CPPA Resources page in the eCRM Library](#). Submit case once in receipt of separation orders.



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OCONUS SEPARATIONS (Cont.)

COUNSELING AND ENTITLEMENTS:

- **COUNSELING.** Per [MILPERSMAN 1050-120](#), it is imperative that all separation requirements are completed prior to the Sailor departure for leave. If Sailor is required to be recalled, travel to the Sailor's command or a separation activity (ex. TPU) will be at the Sailor's own expense. Commands will counsel separating Sailor via NAVPERS 1070/613 Administrative Remarks using language provided in MILPERSMAN 1050-120, par. 2b.
- **BASIC ALLOWANCE FOR HOUSING (BAH).** Department of Defense (DoD) Financial Management Regulations (FMR) Vol. 7A, Chapter 26 outlines BAH entitlements for Sailors separating from a PDS OCONUS. Per DoD FMR, Vol. 7A, Chapter 26-40, Rule 4, Sailors separating from a PDS OCONUS and not being processed in a location in the U.S. (ex. TPU) are entitled to BAH to start based on the leave address provided as part of the final out-processing, beginning the day the Service member departs the PDS. Refer to [PPIB 23-14](#) for BAH entitlement for OCONUS-based Sailors participating in the Skill Bridge program.

OCONUS SEPARATIONS REQUIRING SAILOR TO TRANSFER TO A SEPARATION ACTIVITY IN CONUS: In cases where the Sailor must report to TPU or an authorized separation activity to complete separation requirements, commands will submit Case #3 to initiate Sailor's transfer to TPU/separation activity. Refer to the Activity Gains (Receipts) and Activity Losses (Transfers) case routing guidance available on the [MyNavy HR CPPA Resources page in the eCRM Library](#).

- **Case #3:** Submit a case to TSC Yokosuka to transfer Sailor to designated separation activity (ex. TPU) for out-processing. Refer to the Activity Gains (Receipts) and Activity Losses (Transfers) case routing guidance on the [MyNavy HR CPPA Resources page, eCRM Library](#).

After the DD-214 is completed and uploaded to the OCONUS SnR case, TSC Norfolk will update the sub-status to **"Pending TPU Gain."** This allows for ease of case management. See below for more information.

- **CONUS COMMAND IN RECEIPT OF OCONUS SAILOR:**

1. Once the Sailor reports to their separation activity, the separation activity (ex. TPU) CPPA will submit an activity gain case to gain the Sailor into their UIC (submit to TSC Pensacola or TSC San Diego, as applicable).
2. Once the Sailor is gained at TPU, the TPU CPPAs will update the separation case (Case #1) sub-status to **"Gained by TPU,"** returning the case to TSC Norfolk for further processing.

OCONUS SEPARATIONS WHERE SEPARATING SAILOR WAS APPROVED BY INSTALLATION COMMANDER TO REMAIN LOCAL: Submit complete and actionable separation package including the approval letter from the Installation Commander to TSC Norfolk for separation processing. Ensure to add the following in the SF case subject line and description "OCONUS local separation."

CPPAs will submit all required Key Supporting Documents (KSD) per NPPSC 1800/1 Fleet Reserve/Retirement Checklist or NPPSC 1900/2 Separations Checklist, as appropriate.



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TIMELINES & SEPARATION CANCELLATIONS

TIMELINES: Follow timelines directed in [MILPERSMAN 1900-015](#).

FLTRES, Retirements, and EAOS Separations

- **Separation Orders:** 5-9 months prior to separation date. Submit KSDs outlined in NPPSC 1900/2 or NPPSC 1800/1 (section I) to obtain separation orders. Job/House Hunting PTDY/Separation Leave/Skill Bridge dates listed do not need to be final (PTDY and separation leave is approved separately by the Sailor's chain of command).
- **Begin DD-214 Worksheet Draft DD-214:** Submit KSDs outlined in NPPSC 1900/2 or NPPSC 1800/1 (section I) to begin draft of DD-214 for member review. Job/House Hunting PTDY/Separation Leave/Skill Bridge dates listed do not need to be final (PTDY and separation leave is approved separately by the Sailor's chain of command).
- **Complete Separation Package:** No later than 60 days prior to Job/House Hunting PTDY/Separation Leave/Skill Bridge or separation date (whichever is earlier). Submit all KSDs outlined in NPPSC 1900/2 or NPPSC 1800/1. If medical endorsement cannot be obtained at 60-day mark, submit all other required documents. Submit final medical endorsement as soon as practicable and prior to member's detachment from command. Delay in submission will significantly impact member's separation to include DD-214 completion, and may impact retirement benefits. Please do not submit a duplicate transaction unless the previous transaction has been closed.

ADSEPs

- Submit all KSDs outlined in NPPSC 1900/2 as early as possible. The TSC determines the actual separation date and has 10 working days to process once an actionable package has been received. Final separation date will be communicated via eCRM to coordinate close out evaluation and check out sheet.

TDRL/PDRL

- Submit KSDs outlined in NPPSC 1800/1 as early as possible after PDRL/TDRL message release date and as early as possible before the Release from Active Duty (RAD) date. If member is in the PLD process, communicate with PERS-454 prior to submitting an eCRM case.

PROCEDURES FOR ENLISTED SAILOR REQUIRING CANCELLATION OF SEPARATION ORDERS OR SEPARATION CASE:

To request cancellation of separation/fleet reserve/retirement orders or separation case in progress for enlisted Sailors (ex HYT+ or PFA reset), CPPAs will follow the steps below:

1. In eCRM/Salesforce, submit a new case under Request Type "Retirements and Separations" and Problem Code "Separation Cancellation".
 - a. Note in comments original separation case number, send direct notification via SF "feed" tab (utilizing the @ function) to the previous case Supervisor and Clerk, requesting separation cancellation.
 - b. Attach pertinent documentation showing authority for separation cancellation (ex HYT+ and PFA reset require NAVPERS 1336/3 Special Request/authorization signed by Commanding Officer for separations or fleet reserve/retirement cancellation via NSIPS).
2. If original separation/retirement/fleet reserve eCRM/SF case is open, use SF "feed" tab to send direct notification (utilizing the @ function) to the case Supervisor and Clerk, requesting separation cancellation.

For cases in CPPA action, CPPA must use the SF "feed" tab and post @ function to notify both Supervisor and Clerk that missing KSDs have been provided before changing the status to "Submitted".

For emergency cases, please contact rsc_norfolk@us.navy.mil.



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TEMPORARY OFFICER APPOINTMENT DD-214 CLOSE OUTS

BLUF: The guidance below outlines procedures for active-duty Officers, such as Limited Duty Officers (LDO), collegiate programs participants, Seaman to Admiral-21 (STA-21), and In-Service Procurement Programs (IPP), who were commissioned under temporary appointment and need an enlisted closeout DD-214 upon acceptance of a permanent appointment per BUPERSINST 1900.8 series.

METHODS FOR CASE SUBMISSION: Primary means of case submission is via [enterprise Customer Relationship Management](#) (eCRM/Salesforce). Submit case as follows:

Case Details	Select	Notes
Subject	Rate/Grade LName, FName, Temporary Appointment DD-214 Close-out	
Description	Request close-out DD-214 from DD MMM YYYY to DD MMM YYYY	
Effective Date	Date of submission	
Request Type	Retirement/Separations	Do not select other options
Problem Code	DD 214 Corrections	Do not select other options
Routed To	TSC Norfolk	Do not select other options
Contact Name	This is the Sailor's information , not the CPPA submitting the request.	

KEY SUPPORTING DOCUMENTS (KSD):

LDOs or prior enlisted Officers missing an enlisted close-out DD-214 or CPPA, must submit the following KSD:

- DD form 4 (from all enlistments)
- Prior service DD-214 (if applicable)
- NPPSC 1900/1 (NPPSC Separation Questionnaire)
 - *Medical/Dental Endorsement not needed, form used as a baseline for DD-214 data
- VMET and JST
- Oath of Offices (provide all temporary appointments and the permanent appointment)
- Award Page 13 or listing of eligible awards to include the award #, start and end of period of eligibility. If award comes with a citation, provide a copy of the certificate if it is not already recorded on NSIPS.
 - ** Award listing should only be inclusive up to the day before the member accepted permanent appointment. **

TRAINING: Regional Support Centers (RSC) conduct weekly pay and personnel training. 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 travel claims and advances.

- ✚ Standard Operating Procedures for pay, personnel, and travel are available on the [MyNavy HR CPPA Resources page SOP Library](#).
- ✚ Case routing guidance, training and resources are available on the [MyNavy HR CPPA Resources page](#) (eCRM Library) and the [Regional Support Center Information Center](#).