

Education Services Office SOP



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PURPOSE:

The purpose of this Standard Operating Procedure (SOP) is to provide a common process for the ESO at Transaction Service Centers (TSC) to follow during preparation and administration of U.S. Navy-wide advancement examinations (NWAE).

Roles / Responsibilities:

- Command Leadership: CO/XO/CMC and key representatives (on large afloat command may include DHs, Dept LCPO, DIVOs, LCPOs, LPOs depending on organizational structure of the command).
- Command Pay and Personnel Administrator (CPPA): Serves as the primary customer service link between command members and the supporting TSC or Regional Support Center (RSC). Duties and responsibilities are defined in MPM 1000-021. The term CPPA identifies personnel assigned the Navy Enlisted Classification (NEC) code of 791F, but for the purposes of this SOP may include Dept/Div Admin representatives (e.g., large afloat commands) who liaise directly with the ship's Personnel Office/TSC. Also, for this SOP, CPPA is inclusive of Command Admin/ESO.
- Note: Recent and future NSIPS programming releases will continue to expand CPPA roles and capabilities within NSIPS. As such, CPPAs may accomplish TSC Clerk assigned steps within this SOP consistent with expanded NSIPS roles and capabilities and servicing TSC authorization.
- Educational Services Officer: TSC ESO
- Service Member A person serving in the Armed Forces who may be eligible for the entitlements listed in this SOP.

- NSIPS Release 1.4.15.0 announced Enhancements made to Enlisted Advancement Worksheet (EAW) Prior to Pilot in Spring of 2019. Enhancements to the EAW project transitioning the Navy's manual paper Advancement Worksheet (NETPDC 1430/3) process to an automated process were deployed with the NSIPS Release. The system will leverage authoritative data and will display a dashboard of advancement eligibility factors. On-line workflow will link all Navy Enlisted Advancement System (NEAS) stakeholders who support individual Sailor advancements to establish a more streamlined and accurate eligibility verification process. NOTE: Commands will continue to use the current manual paper EAW as the official document for advancement eligibility until provided new instruction.
- Current plans are to pilot the automated EAW process by both Navy Active Component (AC) and Reserve Component (RC) commands during the Spring 2019 advancement cycles (AC E4-E6 - Cycle 243 and RC SELRES E4-E7 - Cycle 104). Once implemented, EAW will be used annually by approximately 280,000 E3 through E6 advancement candidates (Active Duty, Full Time Support, Canvasser Recruiter, and Reserve) and 4000 + servicing ESOs along with additional Naval Education and Training Professional Development Center (NETPDC) staff and Navy Personnel Command (NPC) Career Progression Human Resource Specialists.
- NAVADMIN 316/18 Enlisted Advancement Worksheet: Consistent with NSIPS Release 1.4.15.0 this NAVADMIN announces the deployment and pilot of the Enlisted Advancement Worksheet (EAW) within the Navy Standard Integrated Personnel System (NSIPS). EAW transitions the manual paper advancement worksheet to an automated process that leverages authoritative data and displays advancement eligibility factors for all E-4 through E-7 candidates.
- NAVADMIN 312/18 Advancement Policy Update: This NAVADMIN announces changes to enlisted advancement policies within BUPERSINST 1430.16G, Advancement Manual for Enlisted Personnel of the U.S. Navy and U.S. Navy Reserve, with the goal to reward talented Sailors who show sustained superior performance. This aligns with Sailor 2025 talent management initiatives by making changes to the current final multiple score (FMS) advancement process that add greater weight to performance measures. Note: For candidates taking E-6 and E7 exams, calculate reporting senior cumulative average PMA, as outlined in NAVADMIN 312/18. The RSCA PMA (V2) Calculator can be accessed at: <https://neas.ncdc.navy.mil/login>.

- NAVADMIN 201/20 Professional Military Knowledge Eligibility Exam Revised Business Rules: This NAVADMIN announces updated business rules for the Professional Military Knowledge Eligibility Exam (PMK-EE). As part of Sailor 2025 and Rating Modernization efforts, the PMK-EE provides greater emphasis on professional military knowledge and separates it from rating knowledge examinations. PMK-EE serves as an eligibility requirement to take the Navy-wide advancement exam (NWAE) for advancement to paygrades E-4 through E-7 or if taking the NWAE for participation in the limited duty officer program.
- NAVADMIN 274/22 March 2023 (Cycle 259) Active-Duty and Training and Administration of the Reserve (TAR) E-4 through E-6 Advancement Effective immediately, the requirement for all AD and TAR E-4 candidates to take the NWAE to compete for advancement to E-4 is permanently eliminated. The Navy learned many lessons from the COVID-19 pandemic and use of Alternative Final Multiple Score (A-FMS) to determine E-4 advancements has proven to be an effective metric of overall Sailor quality which places increased emphasis on performance. Moving forward, we will continue to look at other methods of advancing Sailors to E-4 that do not involve an exam and support Marketplace-based advancement initiatives.

- Run the Advancement Eligibility Listing (AEL) from the Navy Standard Integrated Personnel System (NSIPS) and use it to verify the Navy Enlisted Advancement System (NEAS) online Time-in-Rate (TIR) report. Forward current advancement eligibility list to each Command's NEAS representative for verification via secure means.
- Monitor Navy Enlisted Advancement System (NEAS) website for current TIR eligibility lists.
- Match names on the AEL with the Exam worksheets from NSIPS. If missing or excess worksheets are identified, investigate, and resolve disparity. Note: Naval Education and Training Professional Development and Technology Center (NETPDTC) updated the worksheet in June 2013 and the updated worksheet has not been programmed in NSIPS, so the NSIPS worksheet does not exactly match the answer sheets verbatim.
- Remind customer commands to annotate the AEL with prospective losses/gains and TDY/TEMADD Service Members so the exams may be ordered and shipped appropriately. This also applies to those commands with Service Members who are geographically separated from their parent commands such as recruiters.

BEST PRACTICES CONTINUED

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- After each cycle, recommend update NSIPS “Worksheet Data” award points, schools, and exam rate. Recommend update NSIPS “Personal Data” – “Rate change” tab with recommendation info and evaluation date. In so doing, the next AEL report will have more accurate information regarding the Service Member and fewer corrections that NEAS representatives/CPPAs will annotate on the AEL when returned to TSC. The same errors will appear on the worksheets if not corrected.
- Overall - Protect Personally Identifiable Information (PII). All personnel are required to comply with all PII/CUI policy guidance per required annual GMT. For further information, refer to the DON CIO website: <https://www.doncio.navy.mil/>

Systems:

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#	System	Description
1.	OMPF	<ul style="list-style-type: none"> · Official Military Personnel File (OMPF) contains electronic images of documents generated throughout the career of every officer and enlisted Service Member, Active and Reserve, from time of entry until final separation. · OMPF- My Record View provides the ability to view, download, and print OMPF documents. · Login to OMPF via BUPERS Online (BOL) at https://www.bol.navy.mil using CAC and CAC-enabled computer. · When asked to verify PKI, choose the DoD CA-XX certificate, not the email certificate.
2.	Electronic-Submission (E-Sub)	<ul style="list-style-type: none"> · The Electronic-Submission (E-Sub) application is the system used to submit designated Officer and Enlisted record documents for inclusion into their OMPF. · The e-Submission of record documents for inclusion into the OMPF will be fully implemented through BOL and must be e-Submission compliant. · All active duty and reserve personnel (less IRR) with a BOL account and a CAC-enabled computer will be able to view online the status of all documents electronically submitted or (closed out) by viewing "Official Military Personnel File (OMPF) - My Record", which is accessed via the BOL Application Menu.
3.	NSIPS/ESR	<ul style="list-style-type: none"> · Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for officer and enlisted, Active and Reserve. · The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information. · Login to NSIPS and ESR at: https://www.nsips.cloud.navy.mil/my.policy using CAC and CAC-enabled computer. · When asked to verify your PKI, choose the DoD CA-XX certificate, not the email certificate.
4.	DJMS MMPA	<ul style="list-style-type: none"> · The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a database file that contains current and historical data pertaining to a Service Member's pay. All leave and pay activity for active duty Service Members is recorded in this file. The individual accounts contain current entitlements, deductions (including allotments), payments, leave balances, collections, status information, and 11 months' history. MMPA enables authorized users to monitor and verify the status of requested pay and personnel actions submitted by the TSC for processing. · MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing. · Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at https://miap.csd.disa.mil/portal.html using CAC and CAC-enabled computer.
5.	Navy Enlisted Advancement System (NEAS)	<ul style="list-style-type: none"> · Navy Enlisted Advancement System (NEAS) is a multifaceted approach to evaluate a Service Member performance. It is a standardized metric to notify superiors of a Service Member's performance compared to their colleagues. Through each measure, Service Members earn a score that is totaled and compared to others in consideration for promotion. The NEAS takes into account knowledge, performance, and experience. The measures of the system are standardized to remove any subjectivity and highlight only objective qualities of a Service Member's record. · Access NEAS at: https://neas.ncdc.navy.mil/Login
6.	Enterprise Customer Relations Management (eCRM)	<ul style="list-style-type: none"> · The eCRM console enables designated command personnel to communicate safely and efficiently with the supporting TSC or TPC via the Internet. Customer commands submit, track, and receive feedback on pay, personnel, and travel related transactions. · The eCRM console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems. · Login to eCRM at: https://navynpc.my.salesforce.mil/ using CAC and CAC-enabled computer.

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#	Doc ID	Title
1	SECNAVINST 5510.36 (Series)	Department of the Navy (DON) Information Security Program (ISP) Instruction
2	BUPERSINST 1430.16 (Series)	Advancement Manual for Enlisted Personnel of U.S. Navy and U.S. Naval Reserve
3	Ops Alert 007/21	PMK-EE Requirements for New E3 Accessions
4	Ops Alert 011/21	PMK-EE Requirements for New E4 Accessions
5	Ops Alert 019/19	EAW Frequently Asked Questions
6	Ops Alert 001-22	Enlisted Advancement Exception to Policy Guidance
7	NAVADMIN 118/18	Professional Apprenticeship Career Track Program Changes
8	NAVADMIN 312/18	Advancement Policy Update
9	NAVADMIN 316/18	Enlisted Advancement Worksheet
10	NAVADMIN 275/19	Professional Apprenticeship Career Track Program Changes II
11	NAVADMIN 201/20	Professional Military Knowledge Eligibility Exam Revised Business Rules
12	NAVADMIN 272/21	Publication of BUPERSINST 1610.10F (EVALMAN)
13	NAVADMIN 272/21	Publication of BUPERSINST 1610.10F (EVALMAN)
14	NAVADMIN 004/22	eNavFit Availability for Active Component as Alternative to NAVFIT98A
15	NAVADMIN 172/22	Active Duty Enlisted Advance-to-Position Program Update
16	NAVADMIN 178/22	Senior Enlisted Advancement-to-Position Pilot Program
17	NAVADMIN 250/22	eNAVFIT Implementation Update
18	NAVADMIN 259/22	Publication of BUPERSINST 1610.10F (EVALMAN) CH 1 (Corrected Copy)
19	NAVADMIN 274/22	March 2023 (Cycle 259) Active-Duty and Training and Administration of the Reserve (TAR) E-4 through E-6 Advancement
20	NAVADMIN 023/23	2023 Meritorious Advancement Program Season One
21	NAVADMIN 044/23	FY-24 Seaman to Admiral-21 Program Announcement
22	NAVADMIN (current)	Navy-Wide Advancement Examinations
23	PPIB 13-31	133101: Navy-wide Advancement Exam Answer Sheets
24	PPIB 19-10	Meritorious Advancement Program (MAP) User Roles in NSIPS

Online Resources:

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#	Website Sponsor	Title and Link
1.	MyNavy HR	Electronic Service Record (ESR) https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/
2.	MyNavy HR	Official Military Personnel File (OMPF) My Record https://www.mynavyhr.navy.mil/Career-Management/Records-Management/OMPF-My-Record/
3.	MyNavy HR	CPPA Resources https://www.mynavyhr.navy.mil/Support-Services/Pay-Pers-Support/CPA-Resources/
4.	MyNavy HR	Advancement https://www.mynavyhr.navy.mil/Career-Management/Community-Management/Enlisted-Career-Admin/Advancement/
5.	MyNavy HR	Enlisted Advancement Worksheet (EAW) https://www.mynavyhr.navy.mil/Career-Management/Community-Management/Enlisted-Career-Admin/Advancement/EAW/
6.	MyNavy HR	Meritorious Advancement Program (MAP) https://www.mynavyhr.navy.mil/Career-Management/Community-Management/Enlisted-Career-Admin/Advancement/MAP/
7.	NSIPS	NSIPS https://www.nsips.cloud.navy.mil/my.policy
8.	SPAWARSCEN-ATLANTIC (PMW 240-T)	NSIPS Job Performance Aid (JPA) ESO - Advancement Worksheets https://www.nsips.cloud.navy.mil/nsipsclo_landing/index.html
9.	NSIPS Smart Sheets and What's New For You User Communications	Enlisted Advancement Worksheet (EAW) <ul style="list-style-type: none"> · WNFY EAW Sailor Self-Service Capability · WNFY EAW ESO Capability · WNFY EAW Command ESO · WNFY EAW Command Reviewer · EAW User Roles https://www.nsips.cloud.navy.mil/my.policy
10.	NSIPS Smart Sheets and What's New For You User Communications	Meritorious Advancement Program (MAP) Smart Sheet May 2019 https://www.nsips.cloud.navy.mil/my.policy
11.	Defense Finance and Accounting Service (DFAS)	My Pay https://mypay.dfas.mil/mypay.aspx
12.	NETPDTC	Navy Enlisted Advancement System (NEAS) https://neas.ncdc.navy.mil/Login

Command Aids and User Guides Available Online:

#	Sponsor	Document Title and Link
1.	NETPDTC	RSCA PMA (V2) Calculator https://neas.ncdc.navy.mil/login

Help Desks

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#	Contact Source	Contact Details
1.	NSIPS ESR	<ul style="list-style-type: none"> · NSIPS Help Desk 1-833-NESDNOW (1-833-637-3669) https://nesd-dwp.onbmc.mil · MyNavy Career Center (MNCC) 1-833-330-MNCC askmncc@navy.mil
2.	OMPF	<ul style="list-style-type: none"> · MyNavy Career Center (MNCC) 1-833-330-MNCC askmncc@navy.mil
3.	NETPDTC	<ul style="list-style-type: none"> · Naval Education and Training Professional Development and Technology Center (NETPDTC) 850-452-1252; DSN 922.
4.	eCRM	<ul style="list-style-type: none"> · eCRM Help Desk https://navynpc.my.salesforce.mil/ · eCRM Exception to Policy Help Desk ecrmetp@us.navy.mil

Forms:

#	Form #	Title
1.	NAVPERS 1070/613	Administrative Remarks https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
2.	NAVPERS 1430/7	Certificate of Appointment (E4-E6) USN https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
3.	NAVPERS 1430/8	Certificate of Appointment (E4-E6) USNR https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
4.	NAVPERS 1430/32	Certificate of Appointment (E7-E9) USN https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/
5.	NAVPERS 1430/33	Certificate of Appointment (E7-E9) USNR https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	1	Prepare for advancement examination cycle	<p>Prepare for advancement examination cycle once results from previous exam have been published.</p> <p>Per NAVADMIN 274/22 effective immediately, the requirement for all AD and TAR E-4 candidates to take the NWAEE to compete for advancement to E-4 is permanently eliminated. The Navy learned many lessons from the COVID-19 pandemic and use of Alternative Final Multiple Score (A-FMS) to determine E-4 advancements has proven to be an effective metric of overall Sailor quality which places increased emphasis on performance. Moving forward, we will continue to look at other methods of advancing Sailors to E-4 that do not involve an exam and support Marketplace-based advancement initiatives.</p> <p>Advancement candidates E5 through E7 take competitive Advancement-in-rate examinations that are used as part of a Final Multiple Score (FMS) computation. The FMS system is based on knowledge, performance, and experience factors, and considers the "whole person" in its selection criteria. For E7, the FMS is comprised of the examination score and performance evaluations. For E5 through E6, the factors consider a candidate's advancement-in-rate examination score, performance evaluations, service in pay grade, awards, and previous examination performances. Refer to NAVADMIN 216/13 and NAVADMIN 312/18 for Navy Performance Evaluation Changes</p> <p>Note 1: For candidates taking E-6 exams, calculate reporting senior cumulative average PMA, as outlined in NAVADMIN 312/18, using all evaluations in the current paygrade of the candidate with the ending date that falls within 1 March 2016 to 28 February 2019</p> <p>Note 2: E-1 to E-2 and E-2 to E-3 advancements are automatic unless the Command states otherwise in writing.</p> <p>Note 3: Although examination results make an E-7 eligible for advancement, final advancement to E7 (as with E8/9) is determined by selection board action.</p> <p>Note 4: Non-examination advancement programs include Accelerated Advancement Program (AAP), Advanced Electronics/Advanced Technical/Nuclear Field (AEF/ATF/NF) Programs, Selective Training and Reenlistment (STAR) Program, Meritorious Advancement Program (MAP), the Recruiter Excellence Incentive Program, etc. A complete listing of non-examination advancement programs is contained in BUPERSINST 1430.16 (Series). Refer also to</p> <ul style="list-style-type: none"> · NAVADMIN 312/18 Advancement Policy Update · Seaman to Admiral-21 Program Announcement (most current FY NAVADMIN) · Meritorious Advancement Program (most current FY NAVADMIN) · NAVADMIN 172/22 Active Duty Enlisted Advance-to-Position Program Update · NAVADMIN 178/22 Senior Enlisted Advancement-to-Position Pilot Program <p>Note 5: Refer also to NAVADMIN 118/18 and NAVADMIN 279/19, Professional Apprenticeship Career Track (PACT) Program Changes. PACT Sailors willing to obligate service to complete the sea tour for their new rating, or a minimum 24 months of additional sea time, whichever is greater, may be authorized immediate advancement to E4 with Commanding Officer approval.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	1.1	Coordinate with host activity to secure adequate testing site	TSC ESO coordinates with host activity to secure an adequate testing site, as appropriate. Coordination can occur annually for all known examinations. Otherwise, efforts should be formally initiated 3-6 months in advance of the test date. Requests should identify items required for site set-up (e.g., public announcement system, tables, chairs, etc.).
	1.2	Publish notice announcing forthcoming Navy-wide advancement examinations	TSC ESO publishes notice announcing forthcoming Navy-wide advancement examinations. Ensure examinations are widely publicized, e.g., Plan of the Day (POD); Plan of the Week (POW); Installation publications; and group emails to CPPAs, Commanding Officers (COs), Executive Officers (XOs), and Command Master Chiefs (CMCs).
	1.3	Forward exam notification and eligibility listing to customer commands	<p>ESO forwards exam notification and eligibility listing to customer commands.</p> <p>Effective 19 August 2022 only Commands (excluding surface ships, DESRON and PHIBRON staffs) with an approved Exception to Policy (ETP) will be authorized to utilize Transaction Online Processing System (TOPS) for temporary submission of pay, personnel, and transportation transactions. TOPS transactions submitted without an approved ETP will be marked as “completed” without action and CPPAs will be directed to submit the transaction via enterprise Customer Relations Management (eCRM) or alternatively, request an ETP for temporary use of TOPS. Heretofore, the primary means for submitting pay, personnel, and transportation transactions is via Salesforce/eCRM. Refer to Ops Alert 006/22 for procedures to request an ETP and use TOPS with an approved ETP. All of the NPPSC e-mail Ops Alerts are archived at:</p> <p>https://flankspeed.sharepoint-mil.us.mcas.gov.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</p> <p>Notice should be electronic and should cite all references, TIR, test dates, evaluations for PMA. The NSIPS Advancement Eligibility Listing (AEL) should be included as an enclosure to the TSC notice. Forward to Command Admin/ESOs, as applicable.</p> <p>Remind customer commands to annotate the AEL with prospective losses/gains and TDY/TEMADD Service Members so the exams may be ordered and shipped appropriately. This also applies to those commands with Service Members who are geographically separated from their parent commands, such as recruiters.</p> <p>Note 1: For candidates taking E-6 exams, calculate reporting senior cumulative average PMA, as outlined in NAVADMIN 312/18, using all evaluations in the current paygrade of the candidate.</p> <p>Note 2: An updated RSCA PMA Calculator has been posted to MyNavy Portal, the NPC Advancement Page and NEAS Web, replacing the first version to correct a potential calculation problem. Ensure you are using the "V2" version when calculating E6 Reporting Senior Cumulative Average/ Performance Mark Averages (RSCA/PMAs) for the upcoming spring advancement cycle.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	1.4	Create Retain File	<p>TSC ESO creates Retain File.</p> <p>Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in enterprise Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.</p>
	2	Verify Service Member eligibility/order exams	Verify Service Member eligibility and order exams.
	2.6	Receive NSIPS AEL corrected report listing from command	TSC ESO receives NSIPS AEL corrected report from command, after command has reviewed and annotated corrections.
	3	Order exams and prepare worksheets	TSC/Command Admin/ESO orders exams and prepares NETPDTC 1430/3s (Advancement-In-Rate or Change-of-Rating Worksheets).
	3.1	Review the NEAS TIR eligibility report against the corrected NSIPS AEL	<p>TSC ESO reviews the on-line NEAS Time-in-Rate (TIR) eligibility report against the corrected NSIPS Advancement Eligibility Listing (AEL).</p> <p>Contact Command Admin/ESO for clarifications, if required.</p> <p>For E-6 and E-7 examinations, request that the command review requirements for Early Promote and Limited Duty Officer (LDO) (E-7 only) candidates, if required.</p> <p>Request commands notify ESO of E7 Candidates who are SBE waived.</p>
	3.2	Order examinations and update NEAS TIR eligibility listing	<p>TSC/Command Admin/ESO orders examinations and updates NEAS TIR eligibility listing online through the NEAS, as required.</p> <ul style="list-style-type: none"> · Forward examinations for PCS personnel, transient personnel, and those in Temporary Duty (TDY)/Temporary Additional Duty (TEMADD) status, as necessary. · Delete examinations for those who have separated or are separating, selectees from the previous examination cycle, Selection Board Eligible (SBE) waived personnel, or early exam participants, etc. · Order examinations for newly reported or missing personnel due to recent advancement. <p>Inform command that exam order has been placed.</p>

TSC ESO CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	3.3	Verify examination order status on the NEAS website	<p>TSC/Command Admin/ESO verifies examination order status on the NEAS website within 14 days of TSC ESO placing examination orders.</p> <p>Note: Commands must verify examination order status on the NEAS website within 14 days of placing examination orders. If discrepancies are noted, contact TSC ESO.</p>
	3.4	Inform TSC ESO of discrepancies	TSC/Command Admin/ESO inform TSC ESO of discrepancies
	3.5	Contact NETPDTC to resolve/correct discrepancies	TSC/Command Admin/ESO contacts Naval Education and Training Professional Development and Technology Center (NETPDTC) to resolve/correct discrepancies
	3.6	Identify outstanding exam prerequisites	TSC/Command Admin/ESO identifies outstanding exam prerequisites.
	3.6.4	Track completion of exam prerequisite requirements	<p>TSC ESO tracks completion of exam prerequisite requirements.</p> <p>Update requirements completed/missing list.</p> <p>Note: This is an ongoing activity during a given exam cycle.</p>
	3.7	Prepare NETPDTC 1430/3s	<p>TSC ESO prepares NETPDTC 1430/3s (Advancement-In-Rate or Change-of-Rating Worksheets).</p> <p>Important Note: The worksheet currently generated in NSIPS are sometimes outdated. Refresh the EAW by clicking the "Refresh EAW" box. TSC ESO downloads and prepares NETPDTC 1430/3s by downloading from https://prod.neas.netc.navy.mil/ConsentBanner.htm, when necessary</p>
	4	Prepare for examinations	<p>Prepare for examinations.</p> <p>Most common, recurring exam issues include:</p> <ul style="list-style-type: none"> · EAWs remain in SVCMBR's QUE, with no immediate action taken. Recommend CYCLE NAVADMINs HAVE A DROP-DEAD DATE FOR EAWs to be processed for finalization. · TIR listings were not submitted to TSC ESO on time by the Command ESO. · Only the front page or back pages of evaluation were forwarded. · List of TAD personnel left behind (requiring test), was not provided to servicing TSC. · For underway ships (during exam day): Notify TSC of TAD personnel who will be in-port to take the test. Forward examination and worksheet to servicing TSC and direct Service Member to report to servicing TSC. <p>Note: Missing evaluation is the most significant concern/issue preventing completion of worksheets on time. If not addressed appropriately, it will continue to be an issue for future advancement examination cycles.</p>

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TSC ESO CONTINUED



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	4.1	Receive, inventory, and maintain custody of examinations	<p>TSC ESO receives, inventories, and maintains custody of examinations.</p> <ul style="list-style-type: none"> · Verify contents match the examination packing list · Verify that all examinations ordered were received · Sign and date examination packing list and signature list and maintain original in the retain file
	4.3	Forward examinations for identified PCS transfer and TDY/TEMADD status personnel	<p>TSC ESO forwards examinations for identified PCS transfer and TDY/TEMADD status personnel via Fed Ex or courier or registered mail in accordance with BUPERSINST 1430.16 (Series), as necessary.</p> <p>Include Letter of Transmittal for Forwarding of Examinations (place copy in Retain File).</p> <p>Do not transfer examinations to non-Navy activities/other Services without prior approval from NAVPERSCOM (PERS 811/812).</p>
	4.4	Forward completed worksheets to CPPA/ESO for candidate review	<p>TSC ESO forwards completed worksheets to Command Pass Coordinator (CPPA)/ESO for candidate review.</p> <p>Prepare weekly worksheet signing status report as a management tool.</p>
	4.4.3	Update weekly worksheet signing status report	<p>TSC ESO updates weekly worksheet signing status report and forward to command ESO via secure means.</p> <p>Note: This is an ongoing activity during a given exam cycle.</p>
	4.5	Submit request for proctors	<p>TSC ESO submits letter request for proctors.</p> <p>Include on the request the requirements and responsibilities of a proctor. Request commands identify the genders of the proctors.</p>
	4.6	Prepare seating chart	<p>TSC ESO prepares seating chart using examinations and NETPDTC 1430/3 (Advancement-In-Rate or Change-of-Rating Worksheets).</p> <p>10 days prior to examination date, accomplish the following:</p> <ul style="list-style-type: none"> · Ensure examinations are available for each candidate · Ensure examinations are in order by seating chart
	4.7	Prepare examination materials and supplies	<p>TSC ESO prepares examination materials and supplies (sharpen pencils, gather scrap paper, obtain any additional needed items, etc.).</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	4.8	Prepare examination site	TSC ESO prepares examination site (post signs and seating chart, ensure PA system is operational, set up tables and chairs, etc.).
	4.9	Brief proctors	TSC ESO briefs proctors on responsibilities. Set aside specific time the day before exam day. Have proctors sign-in sheet. Conduct Proctor briefing, discuss exam day agenda, the morning of the exam prior to examinees' arrival, to include safety brief (i.e., in case of fire, or other safety emergency).
	5	Administer examinations	Administer examinations as outlined in Enlisted Advancement Manual, BUPERS 1430.16 (Series) . Common exam discrepancies include: <ul style="list-style-type: none"> · Insufficient TIR: Candidate was not identified in the transmittal letter for "TIR waiver for Early Promote (EP) candidate" or Service Member does not have sufficient TIR. Servicing Personnel Office/TSC must submit proper documentation to NETPDTC to clear discrepancy. · Performance Mark Average Error: PMA block was not filled out or improperly filled out. Servicing Personnel Office/TSC must submit proper documentation to NETPDTC to clear discrepancy. · Wrong path of advancement example PRATE IS2/ERATE DC1. Conversion must be approved and completed in NSIPS prior to exam participation.
	6	Process completed examinations	Process completed examinations.
	6.1	Inventory all examinations	TSC ESO inventories all examinations (used and unused).
	6.2	Review NETPDTC 1430/2 answer sheets against worksheet information	TSC ESO reviews NETPDTC 1430/2s (Navy Wide Advancement Exam Answer Sheets) against worksheet information. Check for accuracy and completeness. <ul style="list-style-type: none"> · Verify award points are properly annotated · Verify responses are well blackened · Ensure erasures are clean · Verify no stray marks · Verify information candidate may have circled on the worksheet Correct and/or complete, as necessary.
	6.3	Prepare Letter of Transmittal for Return of Examinations and forward to NETPDTC	TSC ESO prepares Letter of Transmittal for Return of Examinations and forwards with completed NETPDTC 1430/2s (Navy Wide Advancement Exam Answer Sheets) to NETPDTC.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	6.4	Destroy examination booklets, scratch paper used for the examination, and prepare examination destruction letter	<p>TSC ESO properly destroys examination booklets and scratch paper used for the examination and prepares examination destruction letter.</p> <p>Prepare report of examination destruction letter in accordance with BUPERSINST1430.16 (Series) and SECNAVINST 5510.36 (Series).</p> <p>File report in Retain File. Do not send to NETPDTC in compliance with governing instructions.</p> <p>Destroy all unused exams, file report in retain file (in house).</p>
	6.5	Provide a 'no show' list to Command Admin/ESO or CPPA	TSC ESO provides a 'no show' list to Command Admin/ESO or CPPA via email with instructions regarding submission of justification for substitute exam requests.
	6.7	Did the TSC receive a request for substitute examinations?	<p>Did the Transaction Service Center (TSC) receive a request for substitute examinations?</p> <p>If Yes, go to 7. If No, go to 8.</p>
	7	Process request for substitute examinations	<p>TSC ESO processes request for substitute examinations in accordance with current NAVADMIN and BUPERS 1430.16 (Series).</p> <p>Note: Commands must verify examination order status on the NEAS website within 14 days of placing examination orders. If discrepancies are noted, TSC ESO contacts NETPDTC to resolve/correct discrepancies.</p>
	7.1	Prepare for substitute examinations	<p>TSC ESO prepares for substitute examinations.</p> <p>Ensure examinations are thoroughly publicized, i.e., POD; POW; Installation publications; group emails to CPPAs, COs, XOs, and CMCs.</p>
	7.1.1	Coordinate with host activity to secure testing site and proctors	TSC ESO coordinates with host activity to secure testing site and proctors for substitute examination.
	7.1.2	Notify Command Admin/ESO or CPPA(s) via email or message	<p>TSC ESO notifies affected NEAS representative(s) or CPPA(s) via email or message.</p> <p>Email or message should include date, time, and location of exam.</p>
	7.1.3	Prepare NETPDTC 1430/3s	TSC ESO prepares NETPDTC 1430/3s (Advancement-In-Rate or Change-of-Rating Worksheets) if Service Member does not already have a worksheet.
	7.1.4	Receive and inventory substitute examinations	TSC ESO receives and inventories substitute examinations.

TSC ESO CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	7.1.5	Ensure candidates review and sign NETPDTC 1430/3	TSC ESO ensures candidates review and certify NETPDTC 1430/3 (Advancement-In-Rate or Change-of-Rating Worksheet) prior to the examination date.
	7.1.6	Prepare seating chart	TSC ESO prepares seating chart using examinations and NETPDTC 1430/3s (Advancement-In-Rate or Change-of-Rating Worksheets). Approximately 10 days prior to examination date, do the following: <ul style="list-style-type: none"> · Ensure examinations are available for each candidate · Ensure examinations are in order by seating chart
	7.1.7	Prepare examination materials	TSC ESO prepares examination materials (sharpen pencils, gather scrap paper, obtain any additional needed items, etc.).
	7.1.8	Prepare examination site	TSC ESO prepares examination site (post signs and seating chart, ensures PA system is operational, sets up tables and chairs, etc.).
	7.1.9	Brief proctors	TSC ESO briefs proctors on responsibilities.
	7.2	Administer substitute examination	TSC ESO administers substitute examination within 7 days of receipt, but not later than the date specified in the most current NAVADMIN.
	7.3	Process completed substitute examinations	TSC ESO processes completed substitute examinations.
	7.3.1	Inventory all substitute examinations	TSC ESO inventories all substitute examinations (used and unused).
	7.3.2	Review NETPDTC 1430/2 answer sheets	TSC ESO reviews NETPDTC 1430/2s (Navy Wide Advancement Exam Answer Sheets) for accuracy and completeness.
	7.3.3	Prepare Letter of Transmittal for Examinations and forward to NETPDTC	TSC ESO prepares Letter of Transmittal for Return of Examinations and forwards with completed NETPDTC 1430/2s (Navy Wide Advancement Exam Answer Sheets) to NETPDTC.
	7.3.4	Properly destroy all substitute examination booklets	TSC ESO properly destroys all substitute examination booklets. Prepare report of examination destruction letter, and properly destroy all examination booklets and scratch paper used for the examination in accordance with BUPERSINST1430.16 (Series) and SECNAVINST 5510.36 (Series) .

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TSC ESO CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	8	Monitor exam results and discrepancies	Monitor exam results and discrepancies.
	8.1		TSC ESO monitors NEAS online discrepancies list. If required, research and submit corrections to NEAS via email or fax.
	8.2	Review ESVR and RCA on NEAS website	TSC ESO reviews ESVR and RCA on NEAS website. Monitor posting of Examination Status Verification Report (ESVR) and Rate Change Authorization (RCA) on NEAS website and review when posted.
	8.3	Are there examination discrepancies?	Are there examination discrepancies? If Yes, go to 8.4. If No, go to 8.5.
	8.4	Resolve individual examination discrepancies	TSC ESO resolves individual examination discrepancies by verifying worksheet, verifying ESR, contacting Service Member and/or command and communicating with NETPDTC, as applicable. CPPA should submit Post Exam Administrative Comments (PEAC) for member. ESO will need to route to NETPDTC.
	8.9	Prepare and distribute required Special EVAL and NAVPERS 1070/613 per Enlisted Advancement Manual	Command Admin/ESO prepares and distributes required Special EVAL and NAVPERS 1070/613 per Enlisted Advancement Manual.
	8.9.2	Notify NETPDTC to invalidate exam/prevent advancement	TSC ESO notifies NETPDTC to invalidate exam/prevent advancement in accordance with Enlisted Advancement Manual. · If notified advancement recommendation has been withdrawn, take action to invalidate exam and make required service record entries. · If notified advancement is to be withheld, take action to prevent automatic advancement.

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TSC ESO CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC ESO	8.10	Complete Retain file	<p>TSC ESO completes Retain File.</p> <p>Important Update: Transaction Service Centers (TSCs) are no longer required to archive KSDs in DON TRACKER RM. Retain documents shall be archived in electronic Customer Relations Management (eCRM) System and NP2, as an interim solution, until approval of a MyNavy HR solution for permanent archiving of KSDs is determined. In short for Retain File KSDs, eCRM is an approved document storage (archive) application for cases submitted within that application and DON TRACKER RM for cases submitted via TOPS.</p> <p>The Retain File should contain:</p> <ul style="list-style-type: none"> · TIR eligibility list · Commanding Officer's letter of early candidate approval for E-6 and E-7 · NAVADMIN Public notice · Original examination packing list · Seating chart · Copy of Letter of Transmittal for Forwarding Examinations · Copy of Letter of Transmittal for Return of Examinations/Substitute Examinations · Original/signed report of examination destruction · Documents pertaining to requesting, approval, or denial of substitute examinations, if applicable · TSC Notice · Request chits for LDO exam purposes, 'EP' TIR WAIVERS, and SBE Waivers. · Other correspondence from/to commands, NETPDTC, etc.

STOP

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
COMMAND ADMIN ESO	2	Verify Service Member eligibility/order exams	Verify Service Member eligibility and order exams.
	2.1	Review current NAVADMIN and TSC Notice for Navy-wide examinations	Command Admin/ESO reviews current NAVADMIN and TSC Notice for Navy-wide examinations.
	2.2	Obtain on-line NEAS Time-in-Rate (TIR) eligibility report	<p>Command Admin/ESO obtains on-line Navy Enlisted Advancement System (NEAS) Time-in-Rate (TIR) eligibility report for exam eligible Service Members.</p> <p>Obtain NEAS TIR from NEAS website: https://neas.ncdc.navy.mil/Login</p>
	2.3	Verify NEAS TIR against NSIPS AEL	<p>Command Admin/ESOs verifies the on-line NEAS Time-in-Rate (TIR) eligibility report against the NSIPS Advancement Eligibility Listing (AEL) provided by the TSC ESO.</p> <p>Compare NSIPS AEL and NEAS TIR listing.</p> <p>Refer to Advancement Eligibility Requirements Checklist in BUPERSINST 1430.16 (Series), as required.</p> <p>For all candidates, eligibility is determined by Navy Advancement Policy, which is provided by BUPERS 1430.16 (Series) (Enlisted Advancement Manual) and applicable NAVADMINS.</p> <ul style="list-style-type: none"> · Service Member must meet all eligibility requirements for the next higher rate per BUPERS 1430.16 (Series) (Enlisted Advancement Manual) and applicable NAVADMINS. · Service Member must meet your service in pay grade (SIPG) requirement and be recommended for promotion by your Commanding Officer (CO). · If Service Member's rating requires a security clearance, status must be current or Service Member is not eligible for the exam.
	2.4	Update NEAS Time-in-Rate listing	<p>Command Admin/ESO updates NEAS Time-in-Rate listing, which is obtained through the Navy Enlisted Advancement System website.</p> <p>Ensure NEAS Exam Rate is correct, especially for ratings with subspecialties</p>
	2.5	Correct, sign, and forward a copy of the corrected listing to TSC ESO	Command Admin/ESO corrects, signs, and forwards a copy of the NSIPS AEL corrected report listing to TSC ESO.

COMMAND ADMIN ESO CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
COMMAND ADMIN ESO	3	Order exams and prepare worksheets	TSC/Command Admin/ESO orders exams and prepares NETPDTC 1430/3s (Advancement-In-Rate or Change-of-Rating Worksheets).
	3.1	Review the NEAS TIR eligibility report against the corrected NSIPS AEL	TSC ESO reviews the on-line NEAS Time-in-Rate (TIR) eligibility report against the corrected NSIPS Advancement Eligibility Listing (AEL). Contact Command Admin/ESO for clarifications, if required. For E-6 and E-7 examinations, request that the command review requirements for Early Promote and Limited Duty Officer (LDO) (E-7 only) candidates, if required. Request commands notify ESO of E7 Candidates who are SBE waived.
	3.3	Verify examination order status on the NEAS website	TSC/Command Admin/ESO verifies examination order status on the NEAS website within 14 days of TSC ESO placing examination orders. Note: Commands must verify examination order status on the NEAS website within 14 days of placing examination orders. If discrepancies are noted, contact TSC ESO.
	3.4	Inform TSC ESO of discrepancies	TSC/Command Admin/ESO inform TSC ESO of discrepancies
	3.5	Contact NETPDTC to resolve/correct discrepancies	TSC/Command Admin/ESO contacts Naval Education and Training Professional Development and Technology Center (NETPDTC) to resolve/correct discrepancies
	3.6	Identify outstanding exam prerequisites	TSC/Command Admin/ESO identifies outstanding exam prerequisites.
	3.6.1	Maintain list identifying personnel recommended for advancement and their eligibility status	Command Admin/ ESO maintains list identifying personnel recommended for advancement and their eligibility status (requirements completed/ missing list).
	3.6.2	Counsel Service Members to ensure missing eligibility requirements are completed	Command Admin/ESO counsels Service Members to ensure missing eligibility requirements, to include performance reports, are completed prior to established cut-off date.
	3.6.3	Notify TSC ESO of completed exam prerequisites	Command Admin/ESO notifies TSC ESO of completed exam prerequisites. Command Admin/ESO provides supporting documentation, as required.

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COMMAND ADMIN ESO CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
COMMAND ADMIN ESO	4	Prepare for examinations	<p>Prepare for examinations.</p> <p>Most common, recurring exam issues include:</p> <ul style="list-style-type: none"> · EAWs remain in SVCMBR's QUE, with no immediate action taken. Recommend CYCLE NAVADMINs HAVE A DROP-DEAD DATE FOR EAWs to be processed for finalization. · TIR listings were not submitted to TSC ESO on time by the Command ESO. · Only the front page or back pages of evaluation were forwarded. · List of TAD personnel left behind (requiring test), was not provided to servicing TSC. · For underway ships (during exam day): Notify TSC of TAD personnel who will be in-port to take the test. Forward examination and worksheet to servicing TSC and direct Service Member to report to servicing TSC. <p>Note: Missing evaluation is the most significant concern/issue preventing completion of worksheets on time. If not addressed appropriately, it will continue to be an issue for future advancement examination cycles.</p>
	4.2	Identify/update list of personnel TAD (to be left behind) on day of exam	<p>Command Admin/ESO identifies/updates list of personnel TAD (to be left behind) on day of exam.</p> <ul style="list-style-type: none"> · Provide list of TAD personnel left behind (requiring test) to servicing TSC. · For underway ships (during exam day), notify TSC of TAD personnel who will be in-port to take the test. Forward examination and worksheet to servicing TSC and direct Service Member to report to servicing TSC, as required.
	8	Monitor exam results and discrepancies	Monitor exam results and discrepancies.
	8.5	Obtain copy of ESVR and RCA	Command Admin/ESO obtains copy of ESVR and RCA.
	8.6	Verify advancement recommendations for all personnel are still valid	Command Admin/ESO verifies advancement recommendations for all personnel are still valid.

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COMMAND ADMIN ESO CONTINUED

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
COMMAND ADMIN ESO	8.7	Has advancement recommendation been withdrawn/withheld?	Has advancement recommendation been withdrawn/withheld? If No, go to 8.8. If Yes, go to 8.9.
	8.8	Complete Advancement documentation	Complete Advancement documentation.
	8.8.1	Prepare frocking letters	Command Admin/ESO prepares frocking letters.
	8.8.2	Prepare NAVPERS 1070/613 for personnel being frocked	Command Admin/ESO prepares NAVPERS 1070/613 for personnel being frocked.
	8.8.3	Prepare advancement certificates	Command Admin/ESO prepares advancement certificates. Go to 8.10.
	8.9	Prepare and distribute required Special EVAL and NAVPERS 1070/613 per Enlisted Advancement Manual	Command Admin/ESO prepares and distributes required Special EVAL and NAVPERS 1070/613 per Enlisted Advancement Manual.
	8.9.1	Notify TSC ESO	Command Admin/ESO notifies TSC ESO that advancement recommendation has been withdrawn/withheld. Provide TSC ESO with copy of Special EVAL and NAVPERS 1070/613 .

STOP

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
	4	Prepare for examinations	<p>Prepare for examinations.</p> <p>Most common, recurring exam issues include:</p> <ul style="list-style-type: none"> · EAWs remain in SVCMBR's QUE, with no immediate action taken. Recommend CYCLE NAVADMINs HAVE A DROP-DEAD DATE FOR EAWs to be processed for finalization. · TIR listings were not submitted to TSC ESO on time by the Command ESO. · Only the front page or back pages of evaluation were forwarded. · List of TAD personnel left behind (requiring test), was not provided to servicing TSC. · For underway ships (during exam day): Notify TSC of TAD personnel who will be in-port to take the test. Forward examination and worksheet to servicing TSC and direct Service Member to report to servicing TSC. <p>Note: Missing evaluation is the most significant concern/issue preventing completion of worksheets on time. If not addressed appropriately, it will continue to be an issue for future advancement examination cycles.</p>
CPPA	4.4	Forward completed worksheets to CPPA/ESO for candidate review	<p>TSC ESO forwards completed worksheets to Command Pass Coordinator (CPPA)/ESO for candidate review.</p> <p>Prepare weekly worksheet signing status report as a management tool.</p>
	4.4.2	Forward reviewed and signed worksheet to TSC ESO	<p>CPPA forwards reviewed and signed worksheet NETPDTTC 1430/3 (Advancement-In-Rate or Change-of-Rating Worksheet) to TSC ESO prior to the examination date.</p>
	6	Process completed examinations	<p>Process completed examinations.</p>
	6.6	Submit consolidated substitute exam request to TSC ESO	<p>CPPA submits consolidated substitute exam request to TSC ESO.</p> <p>Upon receipt of substitute exam request deadline date, customer command submits consolidated substitute exam request to TSC with listing of personnel recommended for substitute exam. Listing must be marked For Official Use Only (FOUO) and include:</p> <ul style="list-style-type: none"> · Present rate · Exam rate · Name · SSN · Appropriate justification for substitute exam <p>Note: All other procedures for regular exam administration apply.</p>

SERVICE MEMBER START

 **BACK**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SERVICE MEMBER	4	Prepare for examinations	<p>Prepare for examinations.</p> <p>Most common, recurring exam issues include:</p> <ul style="list-style-type: none"> · EAWs remain in SVCMBR's QUE, with no immediate action taken. Recommend CYCLE NAVADMINs HAVE A DROP-DEAD DATE FOR EAWs to be processed for finalization. · TIR listings were not submitted to TSC ESO on time by the Command ESO. · Only the front page or back pages of evaluation were forwarded. · List of TAD personnel left behind (requiring test), was not provided to servicing TSC. · For underway ships (during exam day): Notify TSC of TAD personnel who will be in-port to take the test. Forward examination and worksheet to servicing TSC and direct Service Member to report to servicing TSC. <p>Note: Missing evaluation is the most significant concern/issue preventing completion of worksheets on time. If not addressed appropriately, it will continue to be an issue for future advancement examination cycles.</p>
	4.4	Forward completed worksheets to CPPA/ESO for candidate review	<p>TSC ESO forwards completed worksheets to Command Pass Coordinator (CPPA)/ESO for candidate review.</p> <p>Prepare weekly worksheet signing status report as a management tool.</p>
	4.4.1	Review and sign NETPDTC 1430/3	<p>Service Member reviews and certifies NETPDTC 1430/3 (Advancement-In-Rate or Change-of-Rating Worksheet) prior to the examination date.</p> <p>If changes are made to worksheet, have CPPA/ESO MUST include supporting documentation.</p>

STOP