

NPPSC SOP: Retain in Service (RIS)

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Chief of Naval Personnel

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Retain in Service (RIS) SOP

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Purpose

The purpose of this Standard Operating Procedure (SOP) is to provide a standardized Retain-in-Service (RIS) process for Customer Commands and Transaction Service Centers (TSCs) to follow to ensure timely and accurate administration and processing of RIS cases. This SOP outlines the roles, responsibilities, and procedures for Customer Commands and Transaction Service Centers (TSCs).

Roles and Responsibilities

CPPA

The Command Pay and Personnel Administrators (CPPAs) serves as the primary customer service link between command members and the supporting Transaction Service Center (TSC). 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.

TSC Clerk

The role of 'CLERK' as used in this SOP refers to a civilian Clerk, a contractor, or a Command Pay and Personnel Administrator (CPPA) authorized to *create* NSIPS transactions.

TSC Supervisor

The 'Supervisor' is a civilian MILPERS or MILPAY Supervisor/Lead/Auditor or a senior Personnel Specialist authorized to release NSIPS transactions. If the designated supervisor is not a MILPAY lead/auditor, an authorized TSC Deputy Disbursing Officer (DDO) or senior pay/personnel service representative must audit NSIPS transactions and supporting documentation affecting military pay before release to ensure accuracy, as well as ensure accurate and correct DJMS information is transmitted for inclusion into the Master Military Pay Account (MMPA).

Retain in Service (RIS) SOP

I. CPPA Actions and Command Responsibilities

1. Compile Key Supporting Documents (KSDs)

- a. Obtain and review, as applicable, the following documents prior to submission:

Required KSDs	Notes	☐
NAVPERS 1306/7	Electronic Personnel Action Request (approved by BUPERS-312)	☐
NAVPERS 1070/613	Administrative Remarks, completely signed and verified in NSIPS Note*	☐
Note* When creating Page 13 in NSIPS: Choose the correct template as appropriate		

Subject ID*	Subject	☐
14645	Center of Excellence –Retain in Service, Medical	☐
14646	Center of Excellence –Retain in Service, Legal Hold	☐
Note* Subject ID is subject to change since any NSIPS clerk can change it.		

- b. Obtain and review, as applicable, from BUPERS-312 via CCC:

1) BUPERS-312 Approval Memorandum

- a) Note: BUPERS 312 Approval Memorandum is required for:

- i. Legal-Hold Status
- ii. Limited Duty Status (LIMDU), ACC 105
- iii. TEMDU Disciplinary, ACC 390 - On-Hold to a Transient Command (TPU) but Not Confined. ACC 390 is authorized RIS if they have pending criminal proceedings. If not, send to BUPERS-312 for approval (key words “Pending Criminal Proceedings”).
- iv. TEMDU Disciplinary, ACC 392 - Confined by Civilian or Foreign Authorities and Confined by Civilian Authorities requires BUPERS-312 approval (MPM 1160-050 par. 15). If pending criminal proceedings by foreign jurisdiction, RIS is authorized (MPM 1160-050 par. 13).

- b) Note: The following RIS does not require BUPERS-312 approval:

- i. ACC 355 - Voluntary Physical Evaluation Board (PEB/MEDBOARD) ACC 391 - TEMDU Disciplinary. Confined on a military facility,
- ii. ACC 393 TEMDU Disciplinary. Member is on appellate leave. Also authorized if member is under appellate review per MILPERSMAN 1050-310.

- c. Additional/Optional KSDs to be submitted as a separate eCRM Case

Additional/Optional KSD*	Notes	☐
BUPERS 312 Approval Memo	As applicable (e.g., Legal-Hold, LIMDU)	☐
Note* Submit as a Separate eCRM Case		

2. Command Responsibilities (Complete as required)

- a. Obtain BUPERS-312 approval for specific RIS cases (Legal-Hold, LIMDU, etc.).
- b. Ensure NAVPERS 1070/613 is created using the correct template in NSIPS.
- c. Initiate the RIS transaction in NSIPS for a period not to exceed 6 months at a time

3. Create Retain in Service (RIS) transaction in NSIPS, if qualified

- a. “CPPA Supervisors (Phase II) qualified personnel may submit RIS transactions for personnel in their Unit Identification Code (UIC) directly to their local Transaction Service Center (TSC)/Regional Support Center (RSC) auditors for review and release.”

Retain in Service (RIS) SOP

I. CPPA Actions and Command Responsibilities

- b. Refer to [NPPSC Desk Guide Retain-in-Service \(RIS\) - Step II.4 Create and Process Retain-in-Service \(RIS\) in NSIPS \(TSC Clerk\)](#)
- c. Initiate RIS transaction in NSIPS, utilizing the following path using NSIPS CPPA account: Main Menu, Retain in Service, Use, Retained Loss – Create
 - 1) Date of action is the current day of RIS input if this is an initial/first RIS (for subsequent RIS, i.e. second, third RIS transaction, etc, - the date of action should be the hard EAOS).
 - 2) Utilize Reason Code
 - a) 0 - Essential Service
 - b) 1 - Medical Treatment (commonly used)
 - c) 3 - Military Confinement
 - d) 5 - Disciplinary Action Pending (commonly used)
 - e) 6 - Officer Retired but Retained
 - f) 7 - Stop Loss (Enlisted)
 - g) 8 - Others
 - h) 9 - Civilian Confinement
 - 3) Enter number of months as needed, not to exceed 6 months. NSIPS will only allow retain in service for 6 months at a time for both medical and legal Retains in Service.
- d. Create RIS Administrative Remarks (Page 13) and ensure that they are completely signed and verified in NSIPS.

4. Timeline for submission of completed RIS package.

- a. Submit complete RIS package TSC as soon as BUPERS-328 approval is received/

5. RIS Package Submission

- a. Gather supporting documentation for submission to Transaction Service Center (TSC) Naples via enterprise Customer Relationship Management (eCRM/Salesforce).
- b. Submit the completed RIS request via [eCRM](#) using the following information.

Case Details	RIS eCRM Case Submission
Effective Date	Date of Retain in Service
Subject	Rate/Rank Last Name, First Name, (Retain in Service)
Description	Describe actions required, to include special pays or allowances adjustments, as applicable.
Request Type	REEN/EXTEN/RIS
Problem Code	Retain in Service
Routed To	TSC Naples
Contact Name	Utilize your Sailor's SSN or DoD ID to find correct record and prevent a case being opened on the wrong Sailor. This is the Sailor's information, NOT the CPPA's.

II. TSC Clerk – Receive, Review, and Process Loss

1. Case Assignment and Initial Review

- a. Upon eCRM case assignment, clerk will review the Service Member's Retain in Service request to ensure required KSDs were submitted.

Required KSDs	Notes	☐
NAVPERS 1306/7	Electronic Personnel Action Request (approved by BUPERS-312)	☐
NAVPERS 1070/613	Administrative Remarks, completely signed and verified in NSIPS Note*	☐
Note* When creating Page 13 in NSIPS: Choose the correct template as appropriate		

- b. Additional/Optional KSDs to be submitted as a separate eCRM Case

Additional/Optional KSD*	Notes	☐
BUPERS 312 Approval Memo	As applicable (e.g., Legal-Hold, LIMDU)	☐
Note* Submit as a Separate eCRM Case		

- c. Refer to [Figure 1: eCRM Case Workflow – Retain in Service](#) for additional eCRM case workflow guidance.

2. Obtain Missing Documents, if applicable

- a. The clerk shall work with Command Pay and Personnel Administrator (CPPA) and/or Command Career Counselor (CCC) via Salesforce to obtain missing KSDs/documents.

- 1) Place the case in CPPA Action Required status with case comments to the CPPA outlining specific issues with the document(s).

Example case comment: IAW the Center of Excellence guidance for required Key Supporting Documents you are missing the following: (NAVPERS 1070/613, member signature on NAVPERS 1070/613, BUPERS-312 approval memo, illegible documents, etc.). Thank you!

- 2) Determine the need to submit a TU04-CHANGE DOS/ETS transaction via NSIPS. This will prevent a zero-pay status situation upon the expiration of EAOS. To submit a TU04 in NSIPS: Pay Maintenance > Change DOS/ETS > Use > DOS/ETS Create

Note: This transaction ensures pay, allowances, and allotments are continued for a maximum of 60 days from the Date of Separation (DOS). TU04 can only be released within 20 days of the Sailor's current EAOS, otherwise, it will reject and will need to be resubmitted when the Sailor is within 20 days of the EAOS.

- 3) CPPAs must take action on cases in CPPA Action Required status within four business days. Once documents are obtained, continue with verifications.

3. Complete Required Verifications

- a. The clerk shall verify the following prior to processing:

- 1) Verify the Sailor's updated EAOS/SEAOS in NSIPS Member Data Summary.
- 2) Check MMPA JJAA to verify the Soft EAOS and that the FID TU reflects the new RIS date.

4. Verify, review and release RIS transaction

- a. Refer to [NPPSC Desk Guide Retain-in-Service \(RIS\) - Step II.4 Create and Process Retain-in-Service \(RIS\) in NSIPS \(TSC Clerk\)](#).

- b. Verify RIS eligibility, then review and release RIS in NSIPS accordingly.

- 1) If EAOS is not expired, (pay account status "A"), release RIS, place the following case comment and change status to Pending System.
 - i. "DWT #0123456 submitted. Case will remain OPEN in 'PENDING SYSTEM' until DWOWS case is resolved."

II. TSC Clerk – Receive, Review, and Process Loss

5. Make Pay Account Active

- a. If EAOS is expired (pay account status “T” or “V”), release RIS, submit a DWOWS ticket, place the following case comment, and change status to Pending System (Trouble Ticket DWOWS).
- b. “DWT #1234567 submitted. RIS released and posted on personnel side. Allow DFAS 1-10 business days for TU line to post on pay side and monitor pay status of the service member in MMPA. Reach out to us if there are any questions or concerns at rsc_naples@us.navy.mil.”
- c. If NSIPS (PERS) correction is needed, submit NSIPS trouble ticket via NESD and place in Pending System - Trouble Ticket NSIPS.

6. Verify RIS posting on PERS and PAY side

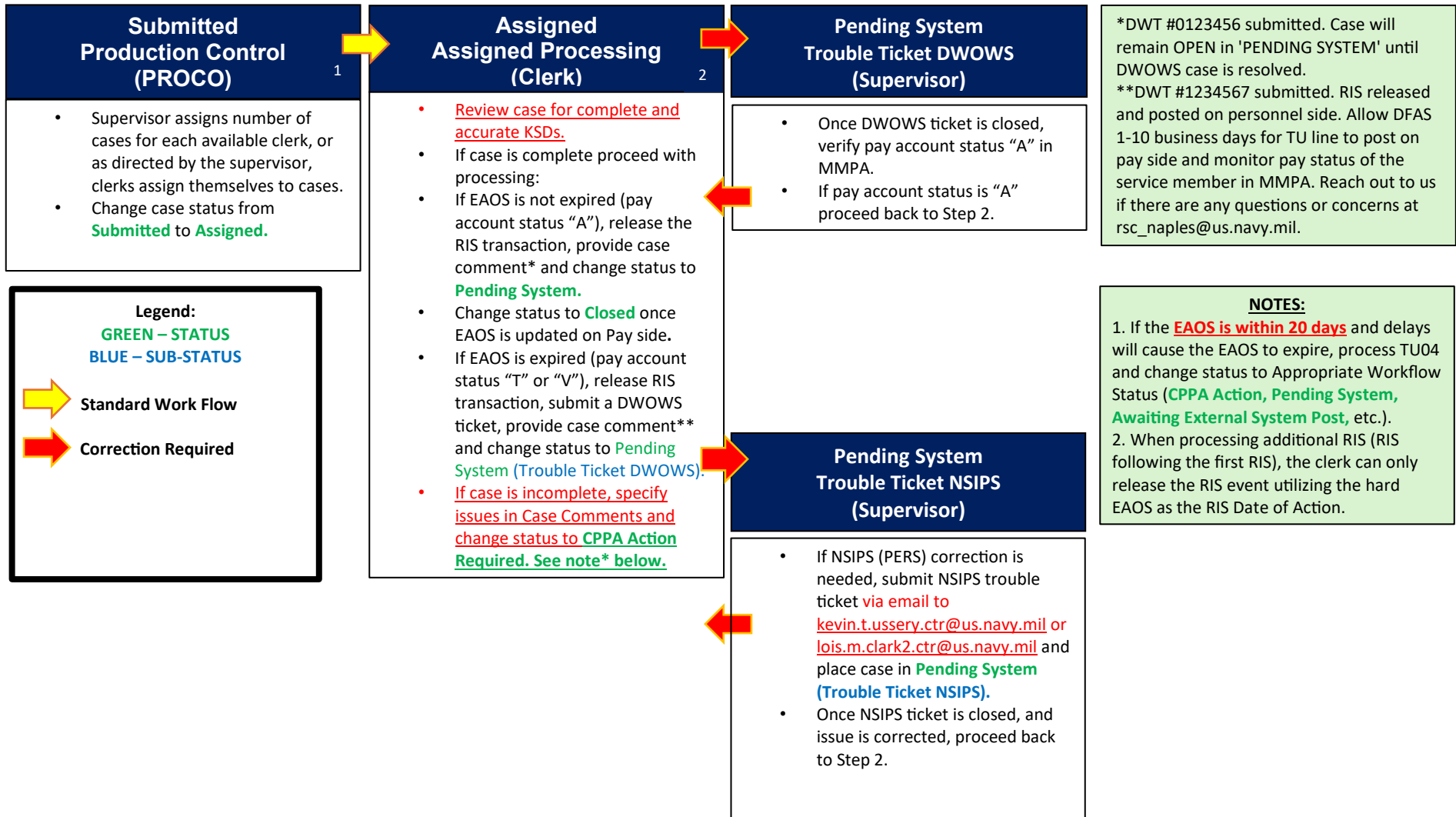
- a. Verify the Sailor’s updated EAOS/SEAOS in NSIPS Member Data Summary upon release of RIS transaction.
- b. LOPG Page 3 will reflect the new S-EAOS for both USN and USNR Sailors (mobilized status)
- c. Check MMPA JJAA to verify Soft EAOS and FID TU (Date of Separation). The updated FID TU should update to reflect the RIS. This step verifies the RIS is updated in MMPA.

7. eCRM Case Routing.

- a. Once all actions have been processed in NSIPS, update the eCRM case status to “Supervisor Review.”

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Figure 1: eCRM Case Workflow Retain in Service



III. TSC Supervisor – Process and Audit Loss

1. Case Assignment and Review.

- a. Upon eCRM case assignment, Supervisor will review RIS eCRM case to ensure required KSD were submitted.

Required KSDs	Notes	☐
NAVPERS 1306/7	Electronic Personnel Action Request (approved by BUPERS-312)	☐
NAVPERS 1070/613	Administrative Remarks, completely signed and verified in NSIPS Note*	☐
Note* When creating Page 13 in NSIPS: Choose the correct template as appropriate		

Additional/Optional KSDs to be submitted as a separate eCRM Case

Additional/Optional KSD*	Notes	☐
BUPERS 312 Approval Memo	As applicable (e.g., Legal-Hold, LIMDU)	☐
Note* Submit as a Separate eCRM Case		

- b. Refer to [Figure 1: eCRM Case Workflow – Retain in Service](#) for additional eCRM case workflow guidance.

2. Supervisor releases Entitlements and Deductions

3. Supervisor Conducts Verification of Processed Transactions

- a. Verify processed transactions, as applicable
- b. Check MMPA for FIDs TU/TH

4. Determine reason for posting delay, if applicable

- a. Determine reason for posting delay.
- 1) Submit NSIPS help desk ticket if the message status inquiry in NSIPS reflects an error code.
 - 2) Submit a DWOWS ticket if TU/TH and SA update has rejected in NSIPS.
- b. Note 1: Refer to [DJMS PTG Part 9, Chapter 10, Submitting Documentation via DWOWS](#), when directed to submit a DWOWS case to DFAS.
- c. Note 2: [Refer to MPA 05/23, Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes](#), only as required, when posting entitlement requests that cross over calendar year (CY) and/or fiscal year (FY).
- d. Note 3: Refer to [MPA 26/23 Defense Workload Operations Web System \(DWOWS\) Replacement of Case Type Reenl/Extns.](#), as required.

5. eCRM Case Review.

- a. Upon completion of all reviews and verifications, update the eCRM case status to “Closed-Completed (Closed).”

IV. References

1. [OPNAVINST 6110.1 \(Series\) Physical Readiness Program](#)
 2. [SECNAVINST 6120.3 \(Series\) Periodic Health Assessment for Individual Medical Readiness](#)
 3. [NAVMED P-117, Chapter 18 Manual of the Medical Department \(MANMED\), Chapter 18 Medical Evaluation Boards](#)
 4. [DoD FMR Vol. 7A, Ch. 35, Paragraph 2.0 Department of Defense \(DoD\) Financial Management Regulation \(FMR\) – Separation Payments - Accrued Leave Pay](#)
 5. [BUPERSINST 1610.10 \(Series\) Navy Performance Evaluation System](#)
 6. [MILPERSMAN 1070-111 Submission of Navy Standard Integrated Personnel System \(NSIPS\) and Electronic Service Record \(ESR\) Documents to the Official Military Personnel File \(OMPF\).](#)
 7. [MILPERSMAN 1070-250 NAVPERS 1070/621, Agreement to Extend Enlistment](#)
 8. [MILPERSMAN 1070-260 NAVPERS 1070/622, Agreement to Recall or Extend Active Duty](#)
 9. [MILPERSMAN 1070-320 Administrative Remarks](#)
 10. [MILPERSMAN 1160-040 Extension of Enlistments](#)
 11. [MILPERSMAN 1160-050 Voluntary or Involuntary Extension of Enlisted Personnel Beyond Expiration of Enlistment, Fulfillment of Service Obligation or Expiration of Tour of Active Service](#)
 12. [MILPERSMAN 1160-120 Active Component and Training and Administration of the Reserve High Year Tenure Program](#)
 13. [MILPERSMAN 1160-140 Career Waypoints](#)
 14. [MILPERSMAN 1306-104 Projected Rotation Date \(PRD\)](#)
 15. [MILPERSMAN 1306-106 Time On Station \(TOS\) and Retainability/Obligated Service \(OBLISERV\)](#)
 16. [MILPERSMAN 1306-141 Voluntary Sea Duty Program \(VSDP\)](#)
 17. [MILPERSMAN 1306-611 Professional Apprenticeship Career Track \(PACT\) Program](#)
 18. [MILPERSMAN 1440-010 Conversion Authorization](#)
 19. [MILPERSMAN 1440-011 Forced Conversion](#)
 20. [MILPERSMAN 7220-340 Lump Sum Payment for Accrued Leave](#)
 21. [NPPSCINST 5213.1 \(Series\) Forms Management](#)
 22. [NPPSCINST 5220.2 \(Series\) Standard Management Reports](#)
 23. [NAVADMIN 307/17 Alignment of Enlisted Contracts With Duty Station Tour Lengths](#)
 24. [NAVADMIN 118/18 Professional Apprenticeship Career Track Program Changes](#)
 25. [NAVADMIN 274/19 Sea Shore Flow Enlisted Career Paths Update](#)
 26. [NAVADMIN 275/19 Professional Apprenticeship Career Track Program Changes – II](#)
 27. [NAVADMIN 108/20 Selective Reenlistment Bonus Program Update April 2020](#)
 28. [NAVADMIN 258/25 BUPERSINST 1610.10H CH-1, Navy Performance Evaluation System Fact Sheet](#)
 29. [NAVADMIN 288/22 High Year Tenure Plus Pilot](#)
 30. [NAVADMIN 277/23 High Year Tenure Plus Pilot Indefinite Extension](#)
 31. [NPPSC Ops Alert 012/24 High Year Tenure \(HYT\) Plus Program Extension and Verification of Estimated Date Loss from the Navy \(EDLN\) Prior to Contract Submission](#)
 32. [NPPSC Ops Alert 013-24 OBLISERV Authorization Changes - MyNavy Assignment Release 4.9A2](#)
 33. [NPPSC Ops Alert 022-25 eCRM Workflow: Streamlining PCS and PERSPAY Support](#)
 34. [NPPSC Ops Alert 011-26 Full Power Navy Retention \(FPN\) Engagement 2.0](#)
 35. [MPA 18-20 Selective Reenlistment Bonus \(SRB\) TD Range Changes for DWOWS Case Submission](#)
 36. [MPA 26-23 Defense Workload Operations Web System \(DWOWS\) Replacement of Case Type Reenl/](#)
 - Extns 37. [PIIB 14-08 Career Waypoints \(C-WAY\) Requirements](#)
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V. Online Resources

1. MyNavy HR - [CPPA Resources](#)
 2. MyNavy HR - [Electronic Service Record \(ESR\)](#)
 3. MyNavy HR - [Official Military Personnel File – My Record](#)
 4. MyNavy HR - [OMPF Document Correction](#)
 5. MyNavy HR - [OMPF Document Submission](#)
 6. MyNavy HR - [Pay & Benefits](#)
 7. MyNavy HR - [N130D Bonus Programs, Special and Incentive Pays](#)
 8. MyNavy HR - [Electronic Submission](#)
 9. MyNavy HR - [Career Counseling](#)
 10. MyNavy HR - [Career Counseling Career Waypoints \(C-WAY\)](#)
 11. MyNavy HR - [Reenlistments/Extensions](#)
 12. MyNavy HR - [Enlisted Community Management](#)
 13. MyNavy HR - [SRB SDAP Enlisted Bonus](#)
 14. MyNavy HR - [Enlisted Supervisor Retention Pay \(ESRP\)](#)
 15. NSIPS - [NSIPS Portal](#)
 16. NPPSC - [Ops Alerts](#)
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VI. Command Aids and User Guides Available Online

1. [Defense Joint Military Pay System \(DJMS\) Master Military Pay Account \(MMPA\) Guide](#)
 2. [Defense Joint Military Pay System \(DJMS\) Procedures Training Guide](#)
 3. [NSIPS Quick Guide](#)
 4. [NPPSC Forms](#)
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VII. Help Desks

1. NSIPS ESR
 - NSIPS Help Desk: 1-833-637-3669 | nesd@nesd-mail.onbmc.mil
2. MyNavy Career Center (MNCC):
 - 1-833-330-6622 | askmncc@us.navy.mil