

# NSIPS R&S Processing Functionality SOP



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**Process Name: NSIPS R&S Processing Functionality SOP**

**Document ID: End to End**

**Document Owner:**

MNCC HRSC, Navy Personnel Command

**Approval:**

Navy Pay and Personnel Support Center (NPPSC)

**Revision Date:**

13-Mar-23

**PURPOSE:**

The purpose of this Standard Operating Procedure (SOP) is to supplement the Active Duty and FTS Separations, Fleet Reserve/Retirement and RC Demobilization SOPs with NSIPS R&S component processing functionality. RnS is the first end to end process that integrates and streamlines the retirement and separation business process for officers, enlisted, active, and reserve personnel into the NSIPS environment. This functionality allows members to electronically initiate retirement or separation requests via NSIPS self-service, route them through their chain of command for review and recommendation and then electronically forward the request to Navy Personnel Command for a decision. This improvement provides transparency for Navy service members as to the status of their request, provides an integrated waiver process when needed, and provides an electronic notification of the final disposition of the request for both the member and the command. In addition, the process encompasses the generation of PCSR Officer Separation orders and proper routing and processing of the Separation Checklist, DD214 Worksheet/DD214, and Strength Loss transaction within NSIPS.

**Roles / Responsibilities:**

**TSC/Personnel Office 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/Personnel Office Supervisor:** The role of 'SUPERVISOR' refers to a civilian MILPERS or MILPAY Supervisor/Lead/Auditor or a senior Personnel Specialist who is normally designated as a person authorized to \*release\* NSIPS transactions.

**Note:** "If the designated supervisor is not a MILPAY lead/auditor, then a TSC Deputy Disbursing Officer (DDO) or other senior designated pay/personnel service representative properly authorized will be required to audit NSIPS transactions and supporting documentation impacting military pay PRIOR to releasing them, so as to ensure accurate and correct DJMS information is transmitted for inclusion into the Master Military Pay Account (MMPA)."

**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 Admin representatives who liaise directly with the ship's Personnel Office/TSC.

**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/RSC authorization.

**Service Member:** A person serving in the Armed Forces who may be eligible for the entitlements listed in this SOP

**Command Level Access Manager (CLAM)** - New role developed for the purpose of completing the Command Profile Set-up in NSIPS. Each Command must appoint at least one CLAM in order to be able to process the Retirements and Separations requests in NSIPS. Each CLAM must initiate and update the command's profile and set up designated users who will be responsible for routing RnS requests at the command level. **Reserve or Active NSIPS Access**

**Manager (NAM)** - Existing role for a person in a Personnel Office or Naval Reserve Activity Unit Identification Code (UIC) with additional responsibilities to include Command Set up for HR Command's and the assignment of new roles needed at the Command level to implement Retirements and Separations. In addition, the HR Profile must be completed in NSIPS to assign new HR Command roles for the proper processing of the Separation checklist and the DD 214.

**Naval Personnel Command (NPC) System Administrator** - New role developed for the purpose of approving and assigning NPC or CNRFC Command reviewers and approvers for the NSIPS Retirements and Separations process. Role is by PERS 2 appointment only.

### Command Roles (Assigned in the Command Profile Tab) in NSIPS:

- **Service Member** – Responsible for initiating retirement/Separation request via NSIPS Self-Service, performing an eligibility check, and submitting the request electronically within the Chain of Command (CoC). Note: All NSIPS self-service users will automatically have access to complete the new R&S requests for retirement and/or separation for him/herself.
- **Command Separation Specialist** - Responsible for initiating and submitting R&S requests on behalf of the member (if required), initiating separation checklists, and reviewing and routing requests via the CoC.
- **Command Reviewer** - Responsible for reviewing R&S requests, making recommendations, providing comments if necessary, and routing requests via the CoC.
- **Command Reporting Senior** - Responsible for reviewing R&S requests, making recommendations or adjudicating requests, providing comments if necessary, and routing requests via the CoC (ISIC) or to NPC for approval.
- **Immediate Superior in Command (ISIC)** - Responsible for viewing, reviewing, making recommendations and approving/adjudicating R&S requests routed from the subordinate command in cases where the request is for the Reporting Senior of the subordinate command or when special programs require ISIC endorsement.

### Naval Reserve Activity Commands will have:

- **Reservist** – Reserve Role with Service Member responsibilities same as above
- **NRA Reporting Senior** - Reserve Role with responsibilities same as above.
- **NRA Separation Specialist** - Reserve Role with responsibilities same as above.
- **NRA Command Reviewer** - Reserve Role with responsibilities same as above.
- **TSC/Transaction Support Center Roles (Assigned in the HR Profile Tab) in NSIPS:**
- **Separations Clerk** - Personnel Clerk at the TSC/Personnel Office or Reserve Personnel Clerk at the Navy Operational Support Center (NRA) responsible for processing Enlisted and/or Officer Separations.
- **Separations Supervisor** - Personnel Supervisor at the TSC/Personnel Office or Reserve Personnel Supervisor at the NRA responsible for reviewing/approving Enlisted and/or Officer Separations. The Separation Supervisor is assigned the role of Authorizing Official to sign the electronic DD 214.



## BEST PRACTICES

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- Per NAVADMIN 273/17, all users to begin using NSIPS for Retirements and Separations beginning 01 Jan 2018
- Commands have been directed to set up their command hierarchy for full Fleet utilization by 01 Jan 2018
- All officers submitting their voluntary resignation or retirement and all enlisted personnel submitting their request for early separation, retirement or transfer to the Fleet reserve must use NSIPS for requests initiated on or after 01 Jan 2018
- Important Internal Control Action: MMPA verification steps within this SOP reflect important internal control actions that cannot be over-emphasized. This applies to the entire transaction process from its initiation and authorization through the final verification of the proper processing of the transaction in summary records. These particular SOP process steps are built-in management design control activities to ensure that all transactions are properly completed and accurately recorded.
- Separation transactions are to be initiated and actionable not later than 60 days before a member is scheduled to depart the command on leave/ PTDY. Failure to do so will result in "Signature Unattainable" on the DD-214 and will possibly lead to delays in retirement pay.
- Important Document Retention Action: IAW Department of the Navy Memo dated 30 June 2020 "Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits" financial record retention requirements are now ten years.
- Refer to MPM 1070-111, as required, to ensure NSIPS/ESR data is accurate and up to date when generating documents for submission to OMPF. Information should be verified by commands and/or activities responsible for service record entries before Service Members separate from Active Duty or Reserve Service Members deactivate/demobilize. When NSIPS/ESR data is missing or in error, commands and servicing personnel support offices shall assist the individual Service Member's effort to resolve the issue as soon as possible.
- Distribution of DD 214: The distribution of all copies of DD 214 shall be made without delay. The original and copy number 4 are to be given to the Service Member in conjunction with their release from Active-Duty service and prior to final departure from their command on permissive temporary additional duty, terminal leave, and associated travel. Other copies are to be distributed no later than the day following the effective date of separation (EAOS). Expedient distribution of the DD 214 will assist the ex-Service Member in obtaining benefits and will also preclude invalid unemployment compensation payments. For distribution of all copies of DD214, refer to BUPERSINST 1900.8 series: <https://www.mynavyhr.navy.mil/References/BUPERS-Instructions/>
- Run Projected Loss Reports in Navy Standard Integrated Personnel System (NSIPS) weekly to identify Service Members within 6-8 months of Expiration of Active Obligated Service (EAOS); Expiration Term of Service (ETS).
- Run the Fleet Reserve (FLTRES) Authorization Report and the Expiration Term of Service (ETS) Report under the Expired Loss section in Navy Standard Integrated Personnel System (NSIPS).
- Forward Service Member a complete copy of the Separation package at least six months prior to separation. Maintain contact with the Service Member's Command, as needed, throughout the separation process.
- Verify all math computations on previously issued DD214s prior to using the information on current DD214, as prior computations are not always correct.
- Navy Personnel Records (paper and electronic) contain PII, which is protected by federal regulation. If a loss or compromise (i.e., breach) of PII should occur, consult the breach reporting resources available on the DON CIO website: <http://www.doncio.navy.mil/ContentView.aspx?ID=610>.

#	System	Description
1.	OMPF	<ul style="list-style-type: none"> <li>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.</li> <li>OMPF- My Record View provides the ability to view, download, and print OMPF documents.</li> <li>Login to OMPF via BUPERS Online (BOL) at <a href="https://www.bol.navy.mil">https://www.bol.navy.mil</a> using CAC-enabled computer.</li> <li>When asked to verify PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul>
2.	Electronic-Submission (E-Sub)	<ul style="list-style-type: none"> <li>The Electronic-Submission (E-Sub) application is the system used to submit designated Officer and Enlisted record documents for inclusion into their OMPF.</li> <li>The E-Sub of record documents for inclusion into the OMPF will be fully implemented through BOL and must be E-Sub compliant.</li> <li>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.</li> </ul>
3.	DJMS MMPA	<ul style="list-style-type: none"> <li>The Defense Joint Military Pay System (DJMS) Master Military Pay Account (MMPA) is a data base 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/CSD for processing.</li> <li>MMPA Read Only View enables authorized users to verify the status of requested pay and personnel actions submitted to the TSC for processing.</li> <li>Login to MMPA via the Multi-Host Internet Access Portal (MIAP) at <a href="https://miap.csd.disa.mil/portal.html">https://miap.csd.disa.mil/portal.html</a> using CAC-enabled computer.</li> </ul>
4.	NSIPS/ESR	<ul style="list-style-type: none"> <li>Navy Standard Integrated Personnel System (NSIPS) enables authorized personnel to submit pay and personnel transactions for Officer and Enlisted, Active and Reserve.</li> <li>The NSIPS Electronic Service Record (ESR) provides a display of an individual's pay and personnel information.</li> <li>Login to NSIPS and ESR at <a href="https://www.nsips.navy.mil/">https://www.nsips.navy.mil/</a> using CAC-enabled computer.</li> <li>When asked to verify your PKI, choose the DoD CA-XX authentication certificate, not the email certificate.</li> </ul>
5.	CIMS	<ul style="list-style-type: none"> <li>Career Information Management System (CIMS) automates Career Counselor office procedures and simplifies processes supporting the command's career information program.</li> <li>Using CIMS, the CCC creates and maintains Command Career Counselor records, prepares for Career Development Boards (CDBs), views Armed Services Vocational Aptitude Battery (ASVAB) scores, accesses SRB, ESRP, and retirement calculators, obtains a variety of lists and reports, and prints certificates for reenlistment and retirement.</li> <li>Login to CIMS at: <a href="https://www.nsips.navy.mil/nsipsclo_landing/index.html">https://www.nsips.navy.mil/nsipsclo_landing/index.html</a> using CAC-enabled computer.</li> </ul>
6.	DWOWS	<ul style="list-style-type: none"> <li>Defense Workload Operations Web System (DWOWS) is a web-based tracking system used by military pay operations (MILPAYOPS) to track workload for Navy Active Duty and Reserve Service Members.</li> </ul>
7.	Enterprise Customer Relations Management(eCRM)	<ul style="list-style-type: none"> <li>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.</li> <li>eCRM Console uses secure network protocol to protect Service Members' Personally Identifiable Information (PII) when transferring personnel documents used to update corporate systems.</li> <li>Login to eCRM at <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a> using CAC and CAC-enabled computer.</li> </ul>

## References:

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#	Doc ID	Title
1	<a href="#">DoD FMR, Vol. 7A Chapter 35</a>	Separation Payments
	<a href="#">DoD FMR, Vol. 9</a>	Department of Defense Financial Management Regulation
2	<a href="#">DoN Memo dtd 30 June 2020</a>	Revised Record Retention Requirements to Support DoN Financial Statement Audits
3	<a href="#">OPNAVINST 1750.5 (Series)</a>	Survivor Benefit Plan (SBP) Program
	<a href="#">OPNAVINST 1900.2 (Series)</a>	Transition Assistance Program (TAP)
	<a href="#">OPNAVINST 1900.4 (Series)</a>	Separation Pay for Involuntary Separation from Active Duty
4	<a href="#">DoD Instruction 1327.06 w/ CH-3</a>	Leave and Liberty Policy and Procedures
	<a href="#">DoD Instruction 1332.35</a>	Transition Assistance Program (TAP) for Military Personnel
5	<a href="#">BUPERSINST 1900.8 (Series)</a>	Certificate of Release or Discharge from Active Duty (DD 214)
6	<a href="#">MILPERSMAN 1050-400</a>	Accrued Leave Creditable Upon Retirement
	<a href="#">MILPERSMAN 1050-120</a>	Separation Leave
	<a href="#">MILPERSMAN 1070-270</a>	Dependency Application
	<a href="#">MILPERSMAN 1133-062</a>	Active Component and Full Time Support (FTS) To Selected Reserve (SELRES) Delayed Affiliation Program (DAP)
	<a href="#">MILPERSMAN 1133-090</a>	New Accession Training (NAT) Program
	<a href="#">MILPERSMAN 1320-220</a>	Permissive Temporary Duty (PTDY) Authorization for Job/House Hunting
	<a href="#">MILPERSMAN 1800</a>	Retirements - General
	<a href="#">MILPERSMAN 1810</a>	Regular Nondisability Retirement
	<a href="#">MILPERSMAN 1811</a>	Regular Non-Disability Retirement - Officer
	<a href="#">MILPERSMAN 1830</a>	Fleet Reserve
	<a href="#">MILPERSMAN 1900</a>	Separations – General (multiple articles within section)
	<a href="#">MILPERSMAN 1910</a>	Enlisted Separations (multiple articles within section)
	<a href="#">MILPERSMAN 1910-702</a>	General Guidance for Separation Authorities (SA)
	<a href="#">MILPERSMAN 1910-812</a>	Place of Separation
	<a href="#">MILPERSMAN 1916</a>	Release from Active Duty, Reserve
	<a href="#">MILPERSMAN 1920</a>	Officer Separations
7	<a href="#">NAVADMIN 300/11</a>	Use of Pre-Separation Counseling Checklist (DD Form 2648 and 2648-1)
	<a href="#">NAVADMIN 163/12</a>	Implementation of DoD Policy Allowing Reserve Component Leave Carryover
	<a href="#">NAVADMIN 066/16</a>	Navy Audit Document Retention Guidance
	<a href="#">NAVADMIN 085/17</a>	Servicemember's Group Life Insurance Online Enrollment System (SOES)
	<a href="#">NAVADMIN 273/17</a>	Implementation of Retirements and Separations Functionality Within Navy Standard Integrated Personnel System
	<a href="#">NAVADMIN 192/18</a>	Increased High Year Tenure Waiver Opportunities for E7-E9
	<a href="#">NAVADMIN 223/18</a>	Modifications to High Year Tenure Length of Service Gates for Active, Full Time Support, and Selected Reserve Command Master Chiefs
<a href="#">NAVADMIN 288/22</a>	High Year Tenure Plus Pilot	
8	<a href="#">MPA 49/15</a>	New ADS Access Request Procedures and Recert Requirements for Personnel Assigned to Pay UICs
	<a href="#">MPA 19/19</a>	Elimination of Travel Advances for Separation and Retirement
	<a href="#">MPA 08/22</a>	Updated Separation Payment Procedures
	<a href="#">MPA 05/23</a>	Update to Requirement to Submit Calculations With All Central Site Pay Entitlement Changes
	<a href="#">PPIB 13-14</a>	131402: Distribution of Copy Number 5 of DD-214
		131403: Scanning Requirements for E-Submission of Documents
	<a href="#">PPIB 19-15</a>	Travel Advances for Separation and Retirement

## Online Resources:

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#	Website Sponsor	Title and Link
1.	MyNavy HR	BUPERS Online (BOL) <ul style="list-style-type: none"> <li>· LiveCycle (NPC Document Services)</li> <li>· OMPF</li> </ul> <a href="https://www.bol.navy.mil/">https://www.bol.navy.mil/</a>
2.	NSIPS	NSIPS <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a>
3.	CNIC	Commander Navy Installations Command (CNIC) Transition Assistance Program <a href="https://ffr.cnic.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/Work-andFamily-Life/Transition-Assistance/">https://ffr.cnic.navy.mil/Family-Readiness/Fleet-And-Family-Support-Program/Work-andFamily-Life/Transition-Assistance/</a>
4.	MyNavy HR	CPPA Resources <a href="https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/">https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/</a>
5.	MyNavy HR	Enlisted Separations <a href="https://www.mynavyhr.navy.mil/Career-Management/Personnel-Conduct-Sep/Enlisted-Separations/">https://www.mynavyhr.navy.mil/Career-Management/Personnel-Conduct-Sep/Enlisted-Separations/</a>
6.	MyNavy HR	Personnel Conduct & Separations <a href="https://www.mynavyhr.navy.mil/Career-Management/Personnel-Conduct-Sep/">https://www.mynavyhr.navy.mil/Career-Management/Personnel-Conduct-Sep/</a>
7.	MyNavy HR	Enlisted Favorable Separations <a href="https://www.mynavyhr.navy.mil/Career-Management/Retirement/Enlisted-Favorable-Separations/">https://www.mynavyhr.navy.mil/Career-Management/Retirement/Enlisted-Favorable-Separations/</a>
8.	MyNavy HR	Retirement <a href="https://www.mynavyhr.navy.mil/Career-Management/Retirement/">https://www.mynavyhr.navy.mil/Career-Management/Retirement/</a>
9.	MyNavy HR	Transition <a href="https://www.mynavyhr.navy.mil/Career-Management/Transition/">https://www.mynavyhr.navy.mil/Career-Management/Transition/</a>
10.	MyNavy HR	Transition TAP <a href="https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/">https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/</a>
11.	MyNavy HR	PLAIN TALK FOR SAILORS Transition Assistance Program (TAP) <a href="https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/">https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/</a>

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#	Website Sponsor	Title and Link
12.	MyNavy HR	Separation and Retirement Resources <a href="https://www.mynavyhr.navy.mil/Career-Management/Career-Counseling/Resources/">https://www.mynavyhr.navy.mil/Career-Management/Career-Counseling/Resources/</a>
13.	MyNavy HR	Career Counseling <a href="https://www.mynavyhr.navy.mil/Career-Management/Career-Counseling/">https://www.mynavyhr.navy.mil/Career-Management/Career-Counseling/</a>
14.	MyNavy HR	Career Counseling Career Waypoints (C-WAY) <a href="https://www.mynavyhr.navy.mil/Career-Management/Career-Counseling/C-WAY/">https://www.mynavyhr.navy.mil/Career-Management/Career-Counseling/C-WAY/</a>
15.	U.S. Department of Labor, Employment & Training Administration	My Next Move O*NET Interest Profiler <a href="http://www.mynextmove.org/explore/ip">http://www.mynextmove.org/explore/ip</a>
16.	Veterans Affairs and Department of Defense	eBenefits <a href="https://www.ebenefits.va.gov/ebenefits-portal">https://www.ebenefits.va.gov/ebenefits-portal</a>
17.	Veterans Affairs	Veterans' Group Life Insurance (VGLI) <a href="http://benefits.va.gov/insurance/vgli.asp">http://benefits.va.gov/insurance/vgli.asp</a>
18.	Naval Education and Training Professional Development and Technology Center (NETPDTC)	Joint Services Transcript (JST) (formerly SMART Transcript) <a href="https://jst.doded.mil/smart/signIn.do">https://jst.doded.mil/smart/signIn.do</a>
19.	OPNAV	U.S. Navy Awards (formerly Navy Department Awards Web Services (NDAWS)) <a href="https://awards.navy.mil">https://awards.navy.mil</a>
20.	Department of Defense	DoD TAP Transition Assistance Program Resources/FAQ <a href="https://www.dodtap.mil/resources.html">https://www.dodtap.mil/resources.html</a>
21.	Defense Finance and Accounting Service (DFAS)	My Pay <a href="https://mypay.dfas.mil/mypay.aspx">https://mypay.dfas.mil/mypay.aspx</a>
22.	Defense Manpower Data Center (DMDC)	Transition Assistance Program <a href="https://www.dmdc.osd.mil/tacl">https://www.dmdc.osd.mil/tacl</a>
23.	Defense Manpower Data Center (DMDC)	Transition GPS: Verification of Military Experience & Training (VMET) <a href="https://www.dmdc.osd.mil/tgps/">https://www.dmdc.osd.mil/tgps/</a>

**Command Aids and User Guides Available Online:**

#	Sponsor	Document Title and Link
1.	DJMS MMPA Guide	Defense Joint Military Pay System (DJMS) Master of Military Pay Account (MMPA) Guide <a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a>
2.	SPAWARSSYSCEN-ATLANTIC (PMW 240-T)	NSIPS Pers/Pay Job Performance Aids (JPA) Separations <a href="https://www.nsips.cloud.navy.mil/nsipsclo_landing/documents/NSIPSTrainingTutorial/content/nsips_roles/getting_started/nsipstutorials.htm">https://www.nsips.cloud.navy.mil/nsipsclo_landing/documents/NSIPSTrainingTutorial/content/nsips_roles/getting_started/nsipstutorials.htm</a>
3.	SPAWARSSYSCEN-ATLANTIC (PMW 240-T)	NSIPS RnS User Productivity Kits (UPK) <a href="https://www.nsips.cloud.navy.mil/upk/rns/train/full/data/toc.html">https://www.nsips.cloud.navy.mil/upk/rns/train/full/data/toc.html</a>
4.	DJMS PTG	Defense Joint Military Pay System (DJMS) Procedures Training Guide <a href="https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide">https://www.milsuite.mil/book/groups/navy-djms-procedures-training-guide</a>



## Help Desks:

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#	Contact Source	Contact Details
1.	NSIPS ESR	<ul style="list-style-type: none"> <li>· NSIPS HELP DESK 1-833-NESDNOW (1-833-637-3669) <a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a></li> <li>· MyNavy Career Center (MNCC) 1-833-330-6622 (MNCC) <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> </ul>
2.	OMPF	<ul style="list-style-type: none"> <li>· PERS-313 <a href="https://www.mynavyhr.navy.mil/Career-Management/Records-Management/">https://www.mynavyhr.navy.mil/Career-Management/Records-Management/</a></li> </ul>
3.	Career Waypoints (C-WAY)	<ul style="list-style-type: none"> <li>· Career Waypoints Help Desk 901-874-2102; DSN 882 <a href="mailto:career_waypoints@navy.mil">career_waypoints@navy.mil</a></li> <li>· MyNavy Career Center (MNCC) 1-833-330-MNCC</li> <li>· <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> </ul>
4.	CIMS	<ul style="list-style-type: none"> <li>· NSIPS HELP DESK Phone: 1-833-NESDNOW (1-833-637-3669) Email: <a href="mailto:nesd@nesd-mail.onbmc.mil">nesd@nesd-mail.onbmc.mil</a></li> </ul>
5.	BOL	<ul style="list-style-type: none"> <li>· BOL Help Desk - <a href="mailto:BUPERS07_IT_EOC.FCT@navy.mil">BUPERS07_IT_EOC.FCT@navy.mil</a> or 1-800-951-6289/DSN 882-4714</li> </ul> <p>***Note that a valid SAAR-N Form (OPNAV 5239/14-9/2011), in accordance with ALCOM 170-11 signed by your command IAM is required. All civilian, contractor or other non-Navy personnel accounts have an expiration date. As long as there is activity in the account on a regular basis, the expiration date will continue to re-tabulate. If an account has no activity during a 90-day cycle, it will become inactive. Once an account is inactivated, a new SAAR-N will have to be submitted to have the account reactivated.</p>
6.	DFAS	<ul style="list-style-type: none"> <li>· Survivor Benefit Plan Contact Telephone Number: 800-321-108</li> </ul>
7.	Joint Services Transcript Technical Issues	<ul style="list-style-type: none"> <li>· NETPDTC ATTN: JST Operations Center N615 6490 Saufley Field Road Pensacola, FL 32509 <a href="mailto:jst@doded.mil">jst@doded.mil</a></li> </ul>
8.	Career Transition Office (Reserves)	<ul style="list-style-type: none"> <li>· Career Transition Office (PERS-97) CTO Officer: 1-901-874-4192; DSN 882-4192 CTO Enlisted: 1-901-874-4108; DSN 882-4108 CTO Fax: 1-901-874-2186 Email: <a href="mailto:cto.officer@navy.mil">cto.officer@navy.mil</a> OR <a href="mailto:cto.enlisted@navy.mil">cto.enlisted@navy.mil</a></li> <li>· MyNavy Career Center (MNCC) 1-833-330-MNCC <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a></li> </ul>
9.	eCRM	<ul style="list-style-type: none"> <li>· eCRM Help Desk <a href="https://navynpc.my.salesforce.mil/">https://navynpc.my.salesforce.mil/</a> eCRM Exception to Policy Help Desk <a href="mailto:ecrmetp@us.navy.mil">ecrmetp@us.navy.mil</a></li> </ul>

## Forms:



#	Form #	Title
1.	OPNAV 5239/14	System Authorization Access Request Navy (SAAR-N) <a href="https://www.cnatra.navy.mil/local/docs/forms/5239.14.pdf">https://www.cnatra.navy.mil/local/docs/forms/5239.14.pdf</a>
2.	OPNAV 5511/14	Security Termination Statement <a href="https://www.secnav.navy.mil/dusnp/forms/forms/allitems.aspx">https://www.secnav.navy.mil/dusnp/forms/forms/allitems.aspx</a>
3.	DD214	Certificate of Release or Discharge from Active Duty (Controlled) <a href="http://www.esd.whs.mil/Directives/forms/dd0001_0499/">http://www.esd.whs.mil/Directives/forms/dd0001_0499/</a>
4.	DD214-1	Certificate of Uniformed Service, Reserve Component Addendum <a href="http://www.esd.whs.mil/Directives/forms/dd0001_0499/">http://www.esd.whs.mil/Directives/forms/dd0001_0499/</a>
5.	DD215	Correction to DD Form 214/214-1, Certificate of Uniformed Service <a href="https://www.esd.whs.mil/Directives/forms/dd0001_0499/">https://www.esd.whs.mil/Directives/forms/dd0001_0499/</a>
6.	DD2656	Data for Payment of Retired Personnel <a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2656.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2656.pdf</a>
7.	DD2586	Verification of Military Experience and Training <a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2586.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2586.pdf</a>
8.	DD2963	Service Treatment Record (STR) Certification <a href="https://www.esd.whs.mil/Directives/forms/dd2500_2999/">https://www.esd.whs.mil/Directives/forms/dd2500_2999/</a>
9.	DD1351-2	Travel Voucher or Sub voucher <a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1351-2.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd1351-2.pdf</a>
10.	DD1351-2C	Travel Voucher or Sub voucher (Continuation Sheet) <a href="http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd13512c.pdf">http://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd13512c.pdf</a>
11.	NAVPERS 1306/97	Reserve Affiliation Screening Checklist and Contact Information Sheet <a href="https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/">https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/</a>
12.	NPPSC 1800/1	Fleet Reserve/Retirement Checklist <a href="https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/">https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</a>
13.	NPPSC 1900/1	Separation Questionnaire <a href="https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/">https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</a>
14.	NPPSC 1900/2	NPPSC Separations Checklist <a href="https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/">https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</a>
15.	NPPSC 4650/1	Passenger Reservation Request <a href="https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/">https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</a>
16.	DD884	Application For Transportation of Dependents <a href="https://www.esd.whs.mil/Directives/forms/dd0500_0999/">https://www.esd.whs.mil/Directives/forms/dd0500_0999/</a>
17.	SECNAV 7000.8T	Leave Request/Authorization <a href="https://www.secnav.navy.mil/doni/NFOL/SECNAV/SECNAV%20Forms/SECNAV%207000_8T.pdf">https://www.secnav.navy.mil/doni/NFOL/SECNAV/SECNAV%20Forms/SECNAV%207000_8T.pdf</a>
18.	NAVPERS 1070/613	Administrative Remarks <a href="https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/">https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/</a>
19.	NAVPERS 1070/621	Agreement to Extend Enlistment <a href="https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/">https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/</a>
20.	NAVPERS 1070/622	Agreement to Recall or Extend Active Duty <a href="https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/">https://www.mynavyhr.navy.mil/References/Forms/NAVPERS/</a>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
COMMAND LEADERSHIP	1	Establish, update and maintain command profile in NSIPS	<p>Establish, update and maintain command profile in NSIPS</p> <p>Summary: <a href="#">NAVADMIN 273/17</a> released November 2017 announced the implementation of Retirements and Separations (R&amp;S) functionality within the Navy Standard Integrated Personnel System (NSIPS). R&amp;S is the first end to end process that will integrate and streamline the retirement and separation business process for officers, enlisted, active, and reserve personnel into the NSIPS environment.</p> <p>There are multiple Command roles which must be assigned in the R&amp;S functionality before the service member will be allowed to process retirement or separation requests in NSIPS.</p>
	1.1	Designate a Command NSIPS NAM or CLAM	<p>Command Leadership designates a NSIPS NAM or CLAM, as appropriate</p> <p>Reserve or Active NSIPS Access Manager (NAM) - Existing role for a person in a Personnel Office or Naval Reserve Activity Unit Identification Code (UIC) with additional responsibilities to include Command Set up for HR Command's and the assignment of new roles needed at the Command level to implement Retirements and Separations. In addition, the HR Profile must be completed in NSIPS to assign new HR Command roles for the proper processing of the Separation checklist and the DD 214.</p> <p>Command Level Access Manager (CLAM) - New role developed for the purpose of completing the Command Profile Set-up in NSIPS. Each Command must appoint at least one CLAM in order to be able to process the Retirements and Separations requests in NSIPS. (This includes military personnel commands attached to NPC). Each CLAM must initiate and update the command's profile and set up designated users who will be responsible for routing RnS requests at the command level.</p>
	1.2	Is Network Access Manager designee a CLAM for command or NAM for the TSC/Personnel Office	<p>Is Network Access Manager designee a CLAM for command or NAM for the TSC/ Personnel Office?</p> <p>CLAM <a href="#">Go to 1.3</a> TSC NAM <a href="#">Go to 1.5</a></p>
	2	Review, update, and correct ESR, as required	<p>Review, update, and correct Electronic Service Record (ESR), as required.</p> <p>Command shall ensure Service Member has access to resources required to make reenlistment decisions, including the following:</p> <ul style="list-style-type: none"> <li>· Career counseling and guidance from the chain of command/CCC;</li> <li>· Access to CAC-enabled computer and the Electronic Service Record (ESR) for personnel record review.</li> <li>· Access to personnel support services required to update personnel records, including support provided by the servicing TSC via the CPPA, etc.</li> </ul> <p>Important Note: Pages from the ESR are printed and submitted to the OMPF following Service Member's separation. The Service Member must ensure all pending transactions are verified by the servicing Personnel Office/TSC because only verified transactions post to printed documents.</p>
	2.5	Determine Service Member's career intentions	<p>Determine Service Member's career intentions.</p> <p>Information to assist Career Counselors administering the Military Life Cycle (MLC) portion of the CDB, in addition to a guide for officers conducting mid-term counseling is located at: <a href="https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/">https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/</a></p>

**NAM START**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>NAM</b>	1	Establish, update and maintain command profile in NSIPS	<p>Establish, update and maintain command profile in NSIPS</p> <p>Summary: <a href="#">NAVADMIN 273/17</a> released November 2017 announced the implementation of Retirements and Separations (R&amp;S) functionality within the Navy Standard Integrated Personnel System (NSIPS). R&amp;S is the first end to end process that will integrate and streamline the retirement and separation business process for officers, enlisted, active, and reserve personnel into the NSIPS environment.</p> <p>There are multiple Command roles which must be assigned in the R&amp;S functionality before the service member will be allowed to process retirement or separation requests in NSIPS.</p>
	1.2	Is Network Access Manager designee a CLAM for command or NAM for the TSC/Personnel Office	<p>Is Network Access Manager designee a CLAM for command or NAM for the TSC/ Personnel Office?</p> <p>CLAM <a href="#">Go to 1.3</a>                      TSC NAM <a href="#">Go to 1.5</a></p>

**STOP**



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CLAM	1	Establish, update and maintain command profile in NSIPS	<p>Establish, update and maintain command profile in NSIPS</p> <p>Summary: <a href="#">NAVADMIN 273/17</a> released November 2017 announced the implementation of Retirements and Separations (R&amp;S) functionality within the Navy Standard Integrated Personnel System (NSIPS). R&amp;S is the first end to end process that will integrate and streamline the retirement and separation business process for officers, enlisted, active, and reserve personnel into the NSIPS environment.</p> <p>There are multiple Command roles which must be assigned in the R&amp;S functionality before the service member will be allowed to process retirement or separation requests in NSIPS.</p>
	1.2	Is Network Access Manager designee a CLAM for command or NAM for the TSC/Personnel Office	<p>Is Network Access Manager designee a CLAM for command or NAM for the TSC/ Personnel Office?</p> <p>CLAM Go to 1.3 TSC NAM <a href="#">Go to 1.5</a></p>
	1.3	Submit SAAR Request, if required	<p>CLAM submits SAAR for NSIPS system access, if required</p> <p>As with all new NSIPS system access requests, the user requesting access to NSIPS must complete the SAAR-N OPNAV Form 5239/14 and also be able to provide proof of current IA training. In addition, each user must complete the on-line NSIPS SAAR to gain access for specific roles assigned to them. Before access is granted to ANY of the NSIPS RnS Roles, the SAAR process must be completed.</p> <p>Note: All NSIPS self-service users will automatically have access to complete the new R&amp;S requests for retirement and/or separation for him/herself.</p> <p>Additional Notes:</p> <ul style="list-style-type: none"> <li>· Active UIC access is limited to only those UIC's under the TSC/Personnel Office and Reserve UIC access is limited to only those UIC's under the NRA.</li> <li>· Individuals who are required to perform the duties as a Command Local Access Manager who are responsible for a command outside of their TSC/Personnel Office/NRA must submit a SAAR for a separate account using that Command UIC on the SAAR Initiate Page.</li> <li>· Upon verification of the <a href="#">OPNAV 5239/14</a> and request approval. The requestor (CLAM) will receive an e-mail that the application has been approved</li> <li>· If there are errors with the OPNAV 5239/14 and they are not resolved by the 30th calendar day following request submission, the application will be denied.</li> </ul> <p>Once access to NSIPS is granted via the SAAR-N form, the user must complete the NSIPS On-line Access Process.</p>
	1.4	Establish command hierarchy/manage role permissions to support RnS processing in NSIPS	<p>CLAM establishes command hierarchy/manages role permissions to User accounts as needed within the Command to support Retirements and Separations processing in NSIPS.</p> <p>Command RnS role assignments include:</p> <ol style="list-style-type: none"> <li>a. Command Separation Specialist.</li> <li>b. Command Reviewer.</li> <li>c. Reporting Senior.</li> <li>d. ISIC role(s). <ul style="list-style-type: none"> <li>· ISIC Command Reviewer list item.</li> <li>· ISIC Command Approver list item.</li> </ul> </li> </ol> <p>Go to 2.</p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
TSC NAM	1	Establish, update, and maintain command profile in NSIPS	<p>Establish, update, and maintain command profile in NSIPS.</p> <p>Summary: <a href="#">NAVADMIN 273/17</a> released November 2017 announced the implementation of Retirements and Separations (R&amp;S) functionality within the Navy Standard Integrated Personnel System (NSIPS). R&amp;S is the first end to end process that will integrate and streamline the retirement and separation business process for officers, enlisted, active, and reserve personnel into the NSIPS environment.</p> <p>There are multiple Command roles which must be assigned in the R&amp;S functionality before the service member will be allowed to process retirement or separation requests in NSIPS.</p>
	1.2	Is Network Access Manager designee a CLAM for command or NAM for the TSC/Personnel Office	<p>Is Network Access Manager designee a CLAM for command or NAM for the TSC/ Personnel Office?</p> <p>CLAM <a href="#">Go to 1.3</a> TSC NAM Go to 1.5</p>
	1.5	Manage role permissions to User accounts as needed within the HR Command to support RnS processing in NSIPS	<p>TSC NAM manages role permissions to User accounts as needed within the HR Command to support Retirements and Separations processing in NSIPS.</p> <p>The NAM will be responsible for setting up and updating the HR profile for the TSC or Personnel Office that supports each command. It is imperative that each TSC and Personnel Office have their roles properly set up in the HR Profile Manager in NSIPS. The proper routing and processing of the Separation Checklist and the DD 214 are dependent upon this Set up to include identifying individuals at the TSC/Personnel Office/NRA (roles of Separation Clerk and Separation Supervisor) who are to be notified of the status of a Separation Request, access to the Separation Checklist, DD214 Work Sheet/DD214, and Strength Loss transaction.</p> <p>The HR Commands will leverage existing accounts to support the additional Retirements and Separations functionality. The functionality to assign roles to users is the same as the Command Profile (above). The difference is the users eligible to be selected are users who are in NSIPS with approved Personnel Clerk or Personnel Supervisor accounts at an HR Command.</p> <p>HR Command RnS role assignments include:</p> <ul style="list-style-type: none"> <li>· Separation Clerk</li> <li>· Separation Supervisor</li> </ul>

## SEPARATION SUPERVISOR START

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SEPARATION SUPERVISOR</b>	1	Establish, update, and maintain command profile in NSIPS	<p>Establish, update, and maintain command profile in NSIPS.</p> <p>Summary: <a href="#">NAVADMIN 273/17</a> released November 2017 announced the implementation of Retirements and Separations (R&amp;S) functionality within the Navy Standard Integrated Personnel System (NSIPS). R&amp;S is the first end to end process that will integrate and streamline the retirement and separation business process for officers, enlisted, active, and reserve personnel into the NSIPS environment.</p> <p>There are multiple Command roles which must be assigned in the R&amp;S functionality before the service member will be allowed to process retirement or separation requests in NSIPS.</p>

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**SEPARATION SUPERVISOR CONTINUED**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p align="center"><b>SEPARATION SUPERVISOR</b></p>	<p align="center">1.6</p>	<p align="center">Verify/establish BUPERS On-Line (BOL) LiveCycle Role Set-up, as required.</p>	<p>Separation Supervisor verifies/established BUPERS On-Line (BOL) LiveCycle Role Set-up, as required.</p> <p>As part of the DD214 automated process, NSIPS interfaces with BOL LiveCycle (NPC Document Services) to digitally sign and auto-distribute the DD214 including distribution to the Official Military Personnel File (OMPF). Therefore, user role set-up is also required for BOL LiveCycle. The Supervisor assigned to the NSIPS role of Separation Supervisor within the HR Profile Manager tab needs to ensure they have access to BOL and to the Navy Personnel Command Document Services. In most cases, the Supervisor (military and civilian) already has access. Access may be verified by logging into the BOL menu page at: <a href="https://www.bol.navy.mil">https://www.bol.navy.mil</a>. If able to log onto the menu page, make sure you also have access to “Navy Personnel Command Document Services.” As with all new system access requests, the user unable to log into the BOL menu page must request access to BOL by completing the SAAR-N OPNAV Form 5239/14 and indicating Annual Information Awareness (IA) training and the date of completion.</p> <p>When completing Part I of the SAAR-N, the following information specific to BOL should be entered:                  System Name: BOL (NPC Document Services)                  Location (System): Millington, TN                  Justification for Access: DD214 Separation Supervisor                  Check “Authorized” in Block 12                  Check “Need to Know Verification” in Block 14                  After completion of Part I, Digitally sign in Block 24</p> <p>The form is then released to the requestor’s supervisor to complete and sign Part II - Supervisor Information. After approval, the Supervisor submits to the <a href="mailto:BUPERS07_IT_EOC.FCT@navy.mil">BUPERS07_IT_EOC.FCT@navy.mil</a> for processing.</p>

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>SEPARATION SUPERVISOR</b>	6	Create eDD214 in NSIPS	Create eDD214 in NSIPS and review, approve, and forward DD214 Worksheet to NPC LiveCycle
	6.5	Review, correct, if necessary, and approve DD214 in NPC LiveCycle	Service Member/Separation Supervisor review, correct, if necessary, and approve DD214 in NPC LiveCycle  If either the service member or the Separation Supervisor/Authorizing Official (AO) do not sign the DD214 and select 'Disapprove' in LiveCycle, the status will be updated to 'XXXXXX' and the DD214WS will be updated to make the required correction and resubmit to LiveCycle for creation of the DD214. If the Service Member and the Separation Supervisor/Authorizing Official (AO) sign the DD214, the status will be updated to 'XXXXXX'. The DD214 will be sent to EMPRS, and the data will be sent to DMDC the day following the date of separation. Is DD214 correct? If Yes, go to Step 6.6 If No, go to Step 7
	6.6	Conduct final review of DD 214 Worksheet and forward to NPC LiveCycle	Separation Supervisor conducts final review of DD 214 Worksheet and forwards to NPC LiveCycle
	6.7	Set the NSIPS Separation Checklist to completed status	Separation Supervisor sets the NSIPS Separation Checklist to completed status
	7	Review DD214 in BOL Document Services	Review and (correct if needed) DD214 in BOL Document Services and sign DD214 electronically

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SEPARATION SUPERVISOR</b>	7.6	Review DD214 in NPC LiveCycle	<p>Separation Supervisor/Authorizing Official (AO) reviews DD214 in NPC LiveCycle</p> <p>Once the DD214 data has been applied to LiveCycle, the status will be updated to reflect 'XXXXXX'. The Separation Supervisor/Authorizing Official (AO) can either follow the link provided in the email notification or the link provided with the DD214WS to log into Navy Personnel Command Document Services Workspace and review/sign the DD214.</p> <ul style="list-style-type: none"> <li>· AO reviews</li> <li>· AO identifies discrepancy(ies) requiring correction</li> <li>· AO review completed and DD214 Valid for Signature</li> </ul>
	7.7	Does Separation Supervisor identify discrepancies requiring correction	<p>Does Separation Supervisor/Authorizing Official (AO) identify discrepancies requiring correction?</p> <p>If Yes, go to 7.8 If No, go to 7.9</p>
	7.8	Correct DD214	<p>Separation Supervisor/Authorizing Official (AO) corrects DD214</p> <p>If either the service member or the Separation Supervisor/Authorizing Official (AO) do not sign the DD214 and select 'Disapprove' in LiveCycle, the status will be updated to 'XXXXXX' and the DD214WS will be updated to make the required correction and resubmit to LiveCycle for creation of the DD214</p>
	7.9	Digitally sign and complete DD214	<p>Separation Supervisor/Authorizing Official (AO) digitally signs and completes DD214</p>
	8	Process Strength Loss in NSIPS R&S component	<p>Process Strength Loss in NSIPS</p> <p>Active-Duty Strength Loss is automatically placed into the worklist of the Personnel Supervisor(s) designated by the CLAM as Separation Supervisor. This is done for Active-Duty Strength Losses 120 days from the approved Separation Date. The Strength Loss is auto populated with data from the approved Retirement or Separation Request.</p> <p>Note: Ensure Strength loss date and DD214 separation date match.</p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SEPARATION SUPERVISOR</b>	8.4	Review, approve and release Strength Loss	Separation Supervisor reviews, approves and releases Strength Loss
	8.6	Determine reason for posting delay	Separation Clerk/ Separation Supervisor determine reason for posting delay.  1. Check message status inquiry in NSIPS for error code 2. Research reason for error in NSIPS • If error is correctable, correct and resubmit • If error is not correctable, submit NSIPS trouble ticket or open DWOWS transaction to DFAS
	8.7	Verify Strength Loss posted in MMPA five days after separation	Separation Supervisor verifies Strength Loss posted five days after separation. Verify Strength Loss posted in MMPA LOPG/LOOG. If Strength Loss did not post, supervisor contacts NSIPS for resolution.  Verify "T" Status on SA screen in MMPA JJAA. If "T" status did not post, supervisor contacts DFAS for resolution. If TSC was required to process separation leave as regular leave, due to leave reject or open FID 23, then verification of Strength Loss posting will be one day after Strength Loss is released. Check MMPA LOPG/LOOG and MMPA JJAA after one update cycle but wait two update cycles before taking corrective action.
	8.8	Did Service Member's account go to "V" status in MMPA/JJAA?	Did Service Member's account go to "V" status in MMPA/JJAA?  20 days after Separation date, enter verb JJAA and verify Service Member's "V" status reflects in SA. If No, go to 8.9. If Yes, go to 8.10
	8.9	Submit DWOWS ticket for resolution	Separation Supervisor submits DWOWS ticket for resolution.  Refer to <a href="#">MPA 03/15</a> , Navy Field Separation Requests to DFAS Offices, for additional documentation and submission requirements regarding closed "V" status DJMS-AC accounts
	8.10	Complete final verification and close eCRM case	Separation Supervisor completes final verification and closes eCRM case.  Supervisor marks eCRM case as "Completed".

**STOP**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	2	Review, update, and correct ESR, as required	<p>Review, update, and correct Electronic Service Record (ESR), as required.</p> <p>Command shall ensure Service Member has access to resources required to make reenlistment decisions, including the following:</p> <ul style="list-style-type: none"> <li>· Career counseling and guidance from the chain of command/CCC.</li> <li>· Access to CAC-enabled computer and the Electronic Service Record (ESR) for personnel record review.</li> <li>· Access to personnel support services required to update personnel records, including support provided by the servicing TSC via the CPPA, etc.</li> </ul> <p>Important Note: Pages from the ESR are printed and submitted to the OMPF following Service Member's separation. The Service Member must ensure all pending transactions are verified by the servicing Personnel Office/TSC because only verified transactions post to printed documents.</p>
	2.3	Submit corrections to the ESR	<p>CPPA submits corrections to the ESR, if required.</p> <p>CPPA works with Personnel Office or servicing TSC to make all necessary corrections, when required.</p>
	3	Receive and verify Separation Authority	Receive and verify Separation Authority
	3.2	Did Eligibility Check result in a Hard Stop	<p>Did Eligibility Check result in a Hard Stop?</p> <p>When Eligibility Check results in a hard STOP based upon failure to meet minimum service dates (e.g., Total Time in Service, 20 Years, 0 Months, 0 Days) the system will not allow the Service Member to select the Begin Request button.</p> <p>If Yes, go to Stop</p> <p>If No, <a href="#">go to 3.3</a></p>



ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	3.3	Receive and verify Separation authority	<p>CCC/CPPA receives and verifies Separation authority from the Member, if applicable.</p> <p>Separation authority can be based on various sources depending on the circumstances and nature of the separation.</p> <p>For Officers Only, the separation authority is provided via a set of orders issued by NPC received through NSIPS; downloaded from BUPERS BOL; via Naval message.</p> <p>For Enlisted personnel, separation authority can be received in the form of Naval message or letter from Commanding Officer or higher authority, as in the case of Administrative Separations (ADSEPS), or be based on local/broad authority such as separation at the EAOS per the Military Personnel Manual (MILPERSMAN).</p> <p>Current force shaping initiatives, such as C-WAY or new HYT limits, will also result in separation processing and supporting documentation (e.g., C-WAY Reenlistment/Rate Conversion Disapproval notification).</p> <p>For the purpose of this SOP, the term “separation authority” will apply to any of the situations described above. NSIPS separation travel orders are prepared by local TSC in the NSIPS order writing module.</p> <p>Note 1: Refer to <a href="#">MPM 1133-090</a> when processing Release from Active Duty (RAD) for Service Members under the New Accession Training (NAT) Programs.</p> <p>Note 2: Refer to <a href="#">MPM 1133-062</a> when processing Active Component (AC) and Training and Administration of the Reserves (TAR) to Selected Reserve (SELRES) Delayed Affiliation Program (DAP).</p>
	3.5	Is Service Member being involuntarily separated?	<p>Is Service Member being involuntarily separated?</p> <p>Refer to <a href="#">OPNAVINST 1900.4</a>, <a href="#">MILPERSMAN 1920-040</a>, and <a href="#">1133-062</a> as required.</p> <p>Refer also to <a href="#">NAVADMIN 288/22</a> for modifications to enlisted high year tenure Length of Service (LOS) gates, eligibility guidelines, and Involuntary Separation Pay for active duty and full-time support personnel.</p> <p>Service Members who are being involuntarily separated from Active Duty to include Officer Failure of Selection, C-WAY Reenlistment/Rate Conversion Disapproval, High Year Tenure (HYT), Reduction in Force (RIF), etc., may be eligible for Involuntary Separation Pay (ISP) contingent upon agreement to serve in the Ready Reserve. The Ready Reserve consists of both the Selected Reserves (SELRES) and the Individual Ready Reserve (IRR).</p> <p>If Yes, <a href="#">go to 3.6</a></p> <p>If No, <a href="#">go to 4.</a></p> <p>Service Members who are involuntarily separated from Active Duty and subsequently approved for DAP must comply with the requirements set forth in <a href="#">MILPERSMAN 1910-050</a> as a condition of eligibility for Involuntary Separation Pay (ISP). Refer to <a href="#">MPM 1133-062, para 8.</a></p>

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	3.6	Comply with ISP Requirements set forth in reference documents	Comply with ISP Requirements set forth in reference documents.  Refer to <a href="#">OPNAVINST 1900.4 (Series)</a> , <a href="#">MILPERSMAN 1910-050</a> , <a href="#">1920-040</a> , and <a href="#">1133-062</a> as required. Refer also to <a href="#">NAVADMIN 288/22</a> for recent policy changes.
	4	Process separation request for NPC approval	Process separation request for NPC approval
	4.11	Check Status of Separation Request	Service Member checks status of their Separation Request, if required  Procedure for a Service Member to Check Status of a Request in NSIPS: 1. Go to the NSIPS web page: <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a> 2. Click [OK] to acknowledge DOD NOTICE AND CONSENT BANNER 3. Select Self Service Account and click the [LOGON] button. 4. Click [Accept] button on the PRIVACY ACT STATEMENT  5. Navigate as follows: Main Menu>Employee Self Service>Retirements and Separations>Request Home  6. If one or more requests exist on the Service Member there will be a Requests box with the Approval Instance Number, Request Process Type (Original, Modification or Cancellation), Request Type (i.e., Regular Officer Retirement), an Approval Status (Pending, Approved or Disapproved), a Requested Date, a Creation Date, and a button to [View Request]. 7. Click on [View Request] button.  8. The Request will open, and a warning message will pop up stating that the user does not have access to modify the request (if the request is not currently routed to them for action). Click [OK].  9. Click on the History hyper-link that exists in the top left below the 'Retirements and Separations - Request' page heading and above the Service Member's Name.  10. A Request History pop-up will appear showing details of all routing steps the request has gone through so far including, Action Date/Time, Username, Users Role, Resulting Status, Routed To and Role Routed To.
	5	Compile and submit eCRM case for separation/retirement request	Compile all supporting documents and submit eCRM case for separation/retirement request.
	5.1	Compile all documents for case submission	Service Member compiles all KSDs listed in accordance with checklist (NPPSC 1800/1 OR NPPSC 1900/2) and reviews documents with CPPA.  Obtain required forms from: <a href="https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/">https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</a>
	5.2	Verify all supporting documents	CPPA verifies checklist items and submits case to TSC via eCRM.

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CPPA	5.3	Submit all forms	<p>CPPA submits all forms to TSC via eCRM 5-9 months prior to separation/ retirement leave or Permissive Temporary Duty (PTDY).</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><a href="https://flankspeed.sharepoint-mil.us.mcas.gov/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx">https://flankspeed.sharepoint-mil.us.mcas.gov/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx</a></p> <p>In an initiative to reduce the use of SSN, all DoD personnel shall reduce or eliminate the use of SSN wherever possible. This includes the use of the SSN in any form, including, but not limited to, truncated, masked, partially masked, encrypted, or disguised SSN.</p> <p>Effective 01 Dec 2021, all personnel and pay documents that trigger pay entitlements must comply with the new file naming convention. The new file naming structure is:</p> <ul style="list-style-type: none"> <li>· Last Name, then space</li> <li>· First Name, then space</li> <li>· Name of Entitlement</li> <li>· Example: LAST, FIRST SSN FLTRES</li> </ul> <p>Refer to <a href="#">NPPSC 1800/1</a> or <a href="#">NPPSC 1900/2</a> for list of KSDs required 5-9 months prior to separation/ retirement leave or Permissive Temporary Duty (PTDY).</p>
	5.4	Submit additional documentation (Secondary Checklist items) to TSC via eCRM.	<p>CPPA submits additional documentation (Secondary Checklist items) to TSC via eCRM.</p> <p>Refer to above step for TOPS ETP and eCRM case file naming convention.</p> <p>Refer to NPPSC 1800/1 or NPPSC 1900/2 for list of KSDs required any time prior to Separation date or Fleet Reserve/Retirement date.</p>
	6	Create eDD214 in NSIPS	Create eDD214 in NSIPS and review, approve, and forward DD214 Worksheet to NPC LiveCycle
	6.3	Receive notification DD214 is ready for review in NSIPS	Service Member receives notification DD214 is ready for review

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p><b>SERVICE MEMBER</b></p>	<p>2</p>	<p>Review, update, and correct ESR, as required</p>	<p>Review, update, and correct Electronic Service Record (ESR), as required.</p> <p>Command shall ensure Service Member has access to resources required to make reenlistment decisions, including the following:</p> <ul style="list-style-type: none"> <li>· Career counseling and guidance from the chain of command/CCC.</li> <li>· Access to CAC-enabled computer and the Electronic Service Record (ESR) for personnel record review.</li> <li>· Access to personnel support services required to update personnel records, including support provided by the servicing TSC via the CPPA, etc.</li> </ul> <p>Important Note: Pages from the ESR are printed and submitted to the OMPF following Service Member's separation. The Service Member must ensure all pending transactions are verified by the servicing Personnel Office/TSC because only verified transactions post to printed documents.</p>
	<p>2.1</p>	<p>Review ESR and OMPF</p>	<p>Service Member reviews ESR and OMPF approximately twelve months before separation.</p> <p>Note: Service Member should re-review ESR and OMPF approximately six months before separation while completing <a href="#">NPPSC 1900/1</a> Separation Questionnaire to ensure ESR is accurate to support TSC preparation of the Service Member's DD214.</p> <p>Refer to ESR webpage on MyNavy HR website as required. The "ESR Quick Start for all Sailors" assists the Service Member with navigating to the various links, sections, and pages within the ESR. It provides an overview of the contents as it relates to the OMPF.</p> <p><a href="https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/">https://www.mynavyhr.navy.mil/Career-Management/Records-Management/Electronic-Service-Record-ESR/</a></p> <p>Perform the following: Using CAC-enabled computer with Internet access, login to ESR at: Login to CIMS at: <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a>.</p> <p>The ESR View function allows the Service Member to verify information contained within the Navy Standard Integrated Personnel System.</p> <p>The ESR Tasks function allows the Service Member to update ESR self-service items. It is the responsibility of the Service Member to keep this information current.</p> <p>At a minimum, the Service Member should verify the following ESR data for accuracy and currency (click hyperlinks on the ESR left navigation bar):</p> <ul style="list-style-type: none"> <li>· Dependency Data (submitted to OMPF as form <a href="#">NAVPERS 1070/602</a>)</li> <li>· Member Data Summary (submitted to OMPF as form <a href="#">NAVPERS 1070/886</a>)</li> <li>· Training Summary (submitted to OMPF as form <a href="#">NAVPERS 1070/881</a>)</li> <li>· Honors and Awards (submitted to OMPF as form <a href="#">NAVPERS 1070/880</a>)</li> </ul> <p>Important Note: To protect Service Member's PII when exiting ESR, click "Sign out" in the top right-hand corner and close the browser window.</p>

**SERVICE MEMBER CONTINUED**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SERVICE MEMBER</b>	2.2	Update ESR, if required	<p>Service Member updates ESR, if required.</p> <p>Service Member contacts CPPA or CCC to obtain information and assistance regarding how to update personnel records.</p> <p>CPPA or CCC works with Personnel Office or servicing TSC to make all necessary updates, when required.</p> <p>Update <a href="#">NAVPERS 1070/602</a> (Dependency Application), as applicable.</p> <p>Refer to Legacy Page 2 SOP for proper processing of any status changes if RED/DA has not been implemented, as applicable.</p> <p>Access Legacy Page 2 or RED/DA SOP, as applicable, at:  <a href="https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx">https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/Lists/SOP%20PDFs/AllItems.aspx</a></p>
	2.4	Verify ESR update/correction occurred	Service Member verifies ESR update/correction occurred, if required.
	2.5	Determine Service Member's career intentions	<p>Command Leadership (CDB) and Service Member determine Service Member's career intentions.</p> <p>Information to assist Career Counselors administering the Military Life Cycle (MLC) portion of the CDB, in addition to a guide for officers conducting mid-term counseling is located at:  <a href="https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/">https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/</a></p>
	3	Receive and verify Separation Authority	Receive and verify Separation Authority
	3.1	Perform Eligibility Check	<p>Service Member/Command Separation Specialist perform Eligibility Check</p> <p>Regular (Active Duty) - Enlisted                      Regular (Active Duty) – Officer                      Non-Regular (Reserves) - Enlisted                      Non-Regular (Reserves) – Officer</p> <p>R&amp;S Calculation of Minimum Tour for Separation (MTS) - The systematic calculation of MTS for service members serving on CONUS Sea and Shore duty has changed as follows:</p> <ul style="list-style-type: none"> <li>• CONUS Sea Duty: Twelve (12) months from the data reported on board.</li> <li>• CONUS Shore Duty: 24 months from the date reported onboard.</li> </ul> <p>If during the R&amp;S system generated eligibility check the service member does not meet these gates as of the Requested Retirement or Fleet Reserve Date, then the system shall require the user to submit a waiver with the request.</p>

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**SERVICE MEMBER CONTINUED**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SERVICE MEMBER</b>	3.2	Did Eligibility Check result in a Hard Stop	<p>Did Eligibility Check result in a Hard Stop?                      When Eligibility Check results in a hard STOP based upon failure to meet minimum service dates (e.g., Total Time in Service, 20 Years, 0 Months, 0 Days) the system will not allow the Service Member to select the Begin Request button.</p> <p>If Yes, go to Stop                      If No, <a href="#">go to 3.3</a></p>
	3.4	Review Separation authority with Service Member	<p>CCC reviews Separation authority with Service Member, if applicable.</p> <p>CCC counsels Service Member to obtain a separation identification card for himself/herself or family members after date of separation for Transitional Assistance Management Program (TAMP) benefits, if applicable.</p> <p>Note: TAMP provides 180 days of transitional healthcare benefits to help eligible uniformed Service Members and their families transition to civilian life. Defense Enrollment Eligibility Reporting System (DEERS) is the official system of record for benefits eligibility. Additional transitional healthcare benefits information can be found at <a href="https://www.tricare.mil/tamp">https://www.tricare.mil/tamp</a></p>
	3.5	Is Service Member being involuntarily separated?	<p>Is Service Member being involuntarily separated?</p> <p>Refer to <a href="#">OPNAVINST 1900.4</a>, <a href="#">MILPERSMAN 1920-040</a>, and <a href="#">1133-062</a> as required.</p> <p>Refer also to <a href="#">NAVADMIN 288/22</a> for modifications to enlisted high year tenure Length of Service (LOS) gates, eligibility guidelines, and Involuntary Separation Pay for active duty and full-time support personnel.</p> <p>Service Members who are being involuntarily separated from Active Duty to include Officer Failure of Selection, C-WAY Reenlistment/Rate Conversion Disapproval, High Year Tenure (HYT), Reduction in Force (RIF), etc., may be eligible for Involuntary Separation Pay (ISP) contingent upon agreement to serve in the Ready Reserve. The Ready Reserve consists of both the Selected Reserves (SELRES) and the Individual Ready Reserve (IRR).</p> <p>If Yes, go to 3.6                      If No, <a href="#">go to 4</a>.</p> <p>Service Members who are involuntarily separated from Active Duty and subsequently approved for DAP must comply with the requirements set forth in <a href="#">MILPERSMAN 1910-050</a> as a condition of eligibility for Involuntary Separation Pay (ISP). Refer to <a href="#">MPM 1133-062, para 8</a>.</p>
	3.6	Comply with ISP Requirements set forth in reference documents	<p>Comply with ISP Requirements set forth in reference documents.</p> <p>Refer to <a href="#">OPNAVINST 1900.4 (Series)</a>, <a href="#">MILPERSMAN 1910-050</a>, <a href="#">1920-040</a>, and <a href="#">1133-062</a> as required.</p> <p>Refer also to <a href="#">NAVADMIN 288/22</a> for recent policy changes.</p>

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**SERVICE MEMBER CONTINUED**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SERVICE MEMBER</b>	4	Process separation request for NPC approval	Process separation request for NPC approval
	4.1	Initiate Separation/ Retirement request using the RnS Component.	<p>Service Member (or Command Separation Specialist on Member's behalf) initiates the Separation/Retirement request using the RnS Component.</p> <p>After Service Member performs successful eligibility check, Service Member initiates Retirement/Separation request via NSIPS Self-Service and submits the request electronically within the Chain of Command (CoC).</p> <p>Once the Service Member has completed the process of filling out the request it is then routed for approval.</p> <ul style="list-style-type: none"> <li>· Click the Route for Approval link.</li> <li>· Select the Command Separation Specialist.</li> <li>· Click the Route Request button.</li> </ul> <p>Next level Reviewer is notified via e-mail.</p>
	4.2	Initiate/Create Active-Duty NSIPS Separation Checklist	Service Member (or Command Separation Specialist on Member's behalf) initiates/creates Active-Duty NSIPS Separation Checklist
	4.11	Check Status of Separation Request	<p>Service Member checks status of their Separation Request, if required</p> <p>Procedure for a Service Member to Check Status of a Request in NSIPS:</p> <ol style="list-style-type: none"> <li>1. Go to the NSIPS web page: <a href="https://www.nsips.cloud.navy.mil/my.policy">https://www.nsips.cloud.navy.mil/my.policy</a></li> <li>2. Click [OK] to acknowledge DOD NOTICE AND CONSENT BANNER</li> <li>3. Select Self Service Account and click the [LOGON] button.</li> <li>4. Click [Accept] button on the PRIVACY ACT STATEMENT</li> <li>5. Navigate as follows: Main Menu&gt;Employee Self Service&gt;Retirements and Separations&gt;Request Home</li> <li>6. If one or more requests exist on the Service Member there will be a Requests box with the Approval Instance Number, Request Process Type (Original, Modification or Cancellation), Request Type (i.e., Regular Officer Retirement), an Approval Status (Pending, Approved or Disapproved), a Requested Date, a Creation Date, and a button to [View Request].</li> <li>7. Click on [View Request] button.</li> <li>8. The Request will open, and a warning message will pop up stating that the user does not have access to modify the request (if the request is not currently routed to them for action). Click [OK].</li> <li>9. Click on the History hyper-link that exists in the top left below the 'Retirements and Separations - Request' page heading and above the Service Member's Name.</li> <li>10. A Request History pop-up will appear showing details of all routing steps the request has gone through so far including, Action Date/Time, Username, Users Role, Resulting Status, Routed To and Role Routed To.</li> </ol>

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>SERVICE MEMBER</b>	5	Compile and submit eCRM case for separation/retirement request	Compile all supporting documents and submit eCRM case for separation/retirement request.
	5.1	Compile all documents for case submission	Service Member compiles all KSDs listed in accordance with checklist (NPPSC 1800/1 OR NPPSC 1900/2) and reviews documents with CPPA.  Obtain required forms from: <a href="https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/">https://www.mynavyhr.navy.mil/References/Forms/NPPSC-Forms/</a>
	6	Create eDD214 in NSIPS	Create eDD214 in NSIPS and review, approve, and forward DD214 Worksheet to NPC LiveCycle
	6.3	Receive notification DD214 is ready for review in NSIPS	Service Member receives notification DD214 is ready for review
	6.4	Review DD214 Worksheet	Service Member reviews DD214 Worksheet
	6.5	Review, correct, if necessary, and approve DD214 in NPC LiveCycle	Service Member/Separation Supervisor review, correct, if necessary, and approve DD214 in NPC LiveCycle  If either the service member or the Separation Supervisor/Authorizing Official (AO) do not sign the DD214 and select 'Disapprove' in LiveCycle, the status will be updated to 'XXXXXX' and the DD214WS will be updated to make the required correction and resubmit to LiveCycle for creation of the DD214.  If the Service Member and the Separation Supervisor/Authorizing Official (AO) sign the DD214, the status will be updated to 'XXXXXX'. The DD214 will be sent to EMPRS, and the data will be sent to DMDC the day following the date of separation.  Is DD214 correct?  If Yes, <a href="#">go to Step 6.6</a> If No, go to Step 7
	7	Review DD214 in BOL Document Services	Review and (correct if needed) DD214 in BOL Document Services and sign DD214 electronically
	7.1	Receive notification DD214 is ready for review	Service Member receives notification DD214 is ready for review.  Once the data is processed and accepted by LiveCycle, an auto-generated e-mail will be sent by LiveCycle to the Service Member indicating the DD214 is available for review/signature in the Navy Personnel Command Document Services Workspace.

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SERVICE MEMBER</b>	7.2	Review DD214 in NPC LiveCycle	Service Member reviews DD214 in NPC LiveCycle  Once the DD214 data has been applied to LiveCycle, the status will be updated to reflect 'XXXXXX'. The member can either follow the link provided in the email notification or the link provided with the DD214WS to log into Navy Personnel Command BUPERS Online (BOL) Document Services workspace and review/sign the DD214. <ul style="list-style-type: none"> <li>· Member reviews</li> <li>· Member identifies discrepancy requiring correction, if required</li> <li>· Member review completed and DD214 Valid for Signature</li> <li>· Member submits to Separation Supervisor/Authorizing Official (AO)</li> </ul>
	7.3	Does Service Member identify discrepancies requiring correction	Does Service Member identify discrepancies requiring correction?  If Yes, go to 7.4 If No, go to 7.5
	7.4	Correct DD214	Service Member corrects DD214.  If either the service member or the Separation Supervisor/Authorizing Official (AO) do not sign the DD214 and select 'Disapprove' in LiveCycle, the status will be updated to 'XXXXXX' and the DD214WS will be updated to make the required correction and resubmit to LiveCycle for creation of the DD214.  <a href="#">Go to 7.1</a>
	7.5	Digitally sign and submit DD214 to Authorizing Official	Service Member digitally signs and submits DD214 to Authorizing Official  An auto-generated email will be sent by LiveCycle to the Separation Supervisor/Authorizing Official (AO) indicating the DD214 is available for review/signature in the Navy Personnel Command Document Services Workspace.

**STOP**

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
CCC	2	Review, update, and correct ESR, as required	<p>Review, update, and correct Electronic Service Record (ESR), as required.</p> <p>Command shall ensure Service Member has access to resources required to make reenlistment decisions, including the following:</p> <ul style="list-style-type: none"> <li>· Career counseling and guidance from the chain of command/CCC.</li> <li>· Access to CAC-enabled computer and the Electronic Service Record (ESR) for personnel record review.</li> <li>· Access to personnel support services required to update personnel records, including support provided by the servicing TSC via the CPPA, etc.</li> </ul> <p>Important Note: Pages from the ESR are printed and submitted to the OMPF following Service Member's separation. The Service Member must ensure all pending transactions are verified by the servicing Personnel Office/TSC because only verified transactions post to printed documents.</p>
	2.5	Determine Service Member's career intentions	<p>Command Leadership (CDB) and Service Member determine Service Member's career intentions.</p> <p>Information to assist Career Counselors administering the Military Life Cycle (MLC) portion of the CDB, in addition to a guide for officers conducting mid-term counseling is located at:</p> <p><a href="https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/">https://www.mynavyhr.navy.mil/Career-Management/Transition/Transition-TAP/</a></p>
	2.6	Update Career Decisions section of CIMS	<p>CCC updates Career Decisions section of Career Information Management System (CIMS).</p> <p>Command transition/career counselors utilize the web version of the Career Information Management System, career decision section, available at: <a href="https://www.nsips.cloud.navy.mil/nsipsclo_landing/index.html">https://www.nsips.cloud.navy.mil/nsipsclo_landing/index.html</a> to enter and track Transition GPS completion data.</p> <p>Note: CCC will continue to update CIMS as Service Member achieves additional transition milestones.</p>
	3	Receive and verify Separation Authority	Receive and verify Separation Authority

ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p>CCC</p>	<p>3.3</p>	<p>Receive and verify Separation authority</p>	<p>CCC/CPA receives and verifies Separation authority from the Member, if applicable.</p> <p>Separation authority can be based on various sources depending on the circumstances and nature of the separation.</p> <p>For Officers Only, the separation authority is provided via a set of orders issued by NPC received through NSIPS; downloaded from BUPERS BOL; via Naval message.</p> <p>For Enlisted personnel, separation authority can be received in the form of Naval message or letter from Commanding Officer or higher authority, as in the case of Administrative Separations (ADSEPS), or be based on local/broad authority such as separation at the EAOS per the Military Personnel Manual (MILPERSMAN).</p> <p>Current force shaping initiatives, such as C-WAY or new HYT limits, will also result in separation processing and supporting documentation (e.g., C-WAY Reenlistment/Rate Conversion Disapproval notification).</p> <p>For the purpose of this SOP, the term “separation authority” will apply to any of the situations described above. NSIPS separation travel orders are prepared by local TSC in the NSIPS order writing module.</p> <p>Note 1: Refer to <a href="#">MPM 1133-090</a> when processing Release from Active Duty (RAD) for Service Members under the New Accession Training (NAT) Programs.</p> <p>Note 2: Refer to <a href="#">MPM 1133-062</a> when processing Active Component (AC) and Training and Administration of the Reserves (TAR) to Selected Reserve (SELRES) Delayed Affiliation Program (DAP).</p>
	<p>3.4</p>	<p>Review Separation authority with Service Member</p>	<p>CCC reviews Separation authority with Service Member, if applicable.</p> <p>CCC counsels Service Member to obtain a separation identification card for himself/herself or family members after date of separation for Transitional Assistance Management Program (TAMP) benefits, if applicable.</p> <p>Note: TAMP provides 180 days of transitional healthcare benefits to help eligible uniformed Service Members and their families transition to civilian life. Defense Enrollment Eligibility Reporting System (DEERS) is the official system of record for benefits eligibility. Additional transitional healthcare benefits information can be found at <a href="https://www.tricare.mil/tamp">https://www.tricare.mil/tamp</a></p>

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<p><b>CCC</b></p>	<p>3.5</p>	<p>Is Service Member being involuntarily separated?</p>	<p>Is Service Member being involuntarily separated?</p> <p>Refer to <a href="#">OPNAVINST 1900.4</a>, <a href="#">MILPERSMAN 1920-040</a>, and <a href="#">1133-062</a> as required.</p> <p>Refer also to <a href="#">NAVADMIN 288/22</a> for modifications to enlisted high year tenure Length of Service (LOS) gates, eligibility guidelines, and Involuntary Separation Pay for active duty and full-time support personnel.</p> <p>Service Members who are being involuntarily separated from Active Duty to include Officer Failure of Selection, C-WAY Reenlistment/Rate Conversion Disapproval, High Year Tenure (HYT), Reduction in Force (RIF), etc., may be eligible for Involuntary Separation Pay (ISP) contingent upon agreement to serve in the Ready Reserve. The Ready Reserve consists of both the Selected Reserves (SELRES) and the Individual Ready Reserve (IRR).</p> <p>If Yes, go to 3.6 If No, <a href="#">go to 4.</a></p> <p>Service Members who are involuntarily separated from Active Duty and subsequently approved for DAP must comply with the requirements set forth in <a href="#">MILPERSMAN 1910-050</a> as a condition of eligibility for Involuntary Separation Pay (ISP). Refer to <a href="#">MPM 1133-062, para 8.</a></p>
	<p>3.6</p>	<p>Comply with ISP Requirements set forth in reference documents</p>	<p>Comply with ISP Requirements set forth in reference documents.</p> <p>Refer to <a href="#">OPNAVINST 1900.4 (Series)</a>, <a href="#">MILPERSMAN 1910-050</a>, <a href="#">1920-040</a>, and <a href="#">1133-062</a> as required.</p> <p>Refer also to <a href="#">NAVADMIN 288/22</a> for recent policy changes.</p>

**STOP**



**COMMAND SEPARATION SPECIALIST START**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>COMMAND SEPARATION SPECIALIST</b>	3	Receive and verify Separation Authority	Receive and verify Separation Authority
	3.1	Perform Eligibility Check	<p>Service Member/Command Separation Specialist perform Eligibility Check</p> <p>Regular (Active Duty) - Enlisted                      Regular (Active Duty) – Officer                      Non-Regular (Reserves) - Enlisted                      Non-Regular (Reserves) – Officer</p> <p>R&amp;S Calculation of Minimum Tour for Separation (MTS) - The systematic calculation of MTS for service members serving on CONUS Sea and Shore duty has changed as follows:</p> <ul style="list-style-type: none"> <li>• CONUS Sea Duty: Twelve (12) months from the data reported on board.</li> <li>• CONUS Shore Duty: 24 months from the date reported onboard.</li> </ul> <p>If during the R&amp;S system generated eligibility check the service member does not meet these gates as of the Requested Retirement or Fleet Reserve Date, then the system shall require the user to submit a waiver with the request.</p>
	4	Process separation request for NPC approval	Process separation request for NPC approval
	4.1	Initiate Separation/ Retirement request using the RnS Component.	<p>Service Member (or Command Separation Specialist on Member’s behalf) initiates the Separation/Retirement request using the RnS Component.</p> <p>After Service Member performs successful eligibility check, Service Member initiates Retirement/Separation request via NSIPS Self-Service and submits the request electronically within the Chain of Command (CoC).</p> <p>Once the Service Member has completed the process of filling out the request it is then routed for approval.</p> <ul style="list-style-type: none"> <li>· Click the Route for Approval link.</li> <li>· Select the Command Separation Specialist.</li> <li>· Click the Route Request button.</li> </ul> <p>Next level Reviewer is notified via e-mail.</p>

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**COMMAND SEPARATION SPECIALIST CONTINUED**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>COMMAND SEPARATION SPECIALIST</b>	4.2	Initiate/Create Active-Duty NSIPS Separation Checklist	Service Member (or Command Separation Specialist on Member's behalf) initiates/creates Active-Duty NSIPS Separation Checklist
	4.3	Verify and route Separation/Retirement request using the RnS Component.	<p>Command Separation Specialist verifies and routes Separation/Retirement request using the RnS Component.</p> <p>Command Separation Specialist - Responsible for initiating and submitting R&amp;S requests on behalf of the member (if required), initiating separation checklists, and reviewing and routing requests via the chain of command.</p> <p>The Command Separation Specialist receives notification by email of action to be taken on a Separation/Retirement Request submitted by a Service Member.</p> <p>The Command Separation Specialist will review the request, provide comments where appropriate and route accordingly.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>· Command Contact information can be filled out at any point during the life cycle of the request prior to leaving the command.</li> <li>· These are edits precluding the Reporting Senior from routing the request without this information populated.</li> <li>· Normally the Command Separation Specialist or the Command Reviewer would ensure this data is populated prior to getting to the Reporting Senior.</li> </ul> <p>Once the Command Separation Specialist has completed verification of the request and provided all comments and recommendations. The request will be routed to the Command Reviewer.</p>
	4.4	Populate applicable checklist items on the NSIPS Separation Checklist.	Command Separation Specialist populates applicable checklist items on the NSIPS Separation Checklist.
	4.12	Check Status of Separation Request for a User within Command	<p>Command Separation Specialist checks status of Separation Request for a User within Command</p> <p>Procedure for Command Separation Specialist to Check the Status of a Request for a user in their command:</p>

**STOP**

**COMMAND REVIEWER START**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>COMMAND REVIEWER</b>	4	Process separation request for NPC approval	Process separation request for NPC approval
	4.5	Verify and submit Separation/Retirement request using the RnS Component.	<p>Command Reviewer verifies and submits Separation/Retirement request using the Retirements/ Separations Component.</p> <p>Command Reviewer - Responsible for reviewing R&amp;S requests, making recommendations, providing comments if necessary, and routing requests via the chain of command.</p> <p>Command Reviewer receives notification by email of action to be taken on a Separation/Retirement Request submitted by a Service Member.</p> <p>The Command Reviewer will review the request, provide comments where appropriate and route accordingly.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>· Command Contact information can be filled out at any point during the life cycle of the request prior to leaving the command.</li> <li>· These are edits precluding the Reporting Senior from routing the request without this information populated.</li> <li>· Normally the Command Separation Specialist or the Command Reviewer would ensure this data is populated prior to getting to the Reporting Senior.</li> </ul> <p>Once the Command Reviewer has completed verification of the request and provided all comments and recommendations. The request will be routed to the Reporting Senior</p>

**STOP**

**REPORTING SENIOR START**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>REPORTING SENIOR</b>	4	Process separation request for NPC approval	Process separation request for NPC approval
	4.6	Review, endorse and submit Separation/ Retirement request using the RnS Component.	<p>Reporting Senior reviews, endorses, and submits Separation/Retirement request using the RnS Component.</p> <p>Command Reporting Senior - Responsible for reviewing R&amp;S requests, making recommendations or adjudicating requests, providing comments if necessary, and routing requests via the CoC (ISIC) or to NPC for approval.</p> <p>Reporting Senior receives notification by email of action to be taken on a Separation/Retirement Request submitted by a Service Member.</p> <p>The Reporting Senior will review the request, provide comments where appropriate, and route accordingly to NPC.</p> <p>The Reporting Senior will be required to annotate the number of months of acceptable gap they are willing to accept between this member departing and the replacement member reporting.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>· Command Contact information can be filled out at any point during the life cycle of the request prior to leaving the command.</li> <li>· These are edits precluding the Reporting Senior from routing the request without this information populated.</li> <li>· Normally the Command Separation Specialist or the Command Reviewer would ensure this data is populated prior to getting to the Reporting Senior, but if not, the information will need to be populated.</li> </ul>
	4.7	Add applicable comments to the NSIPS Separation Checklist.	Reporting Senior adds applicable comments to the NSIPS Separation Checklist.
	4.8	Does Separation/ Retirement request need to be submitted to ISIC	<p>Does Separation/ Retirement request need to be submitted to ISIC?</p> <p>If Yes, <a href="#">go to 4.9</a>                      If No, <a href="#">go to 4.10</a></p> <p>Once the Reporting Senior has completed verification of the request and provided all comments and recommendations. The request will be routed to the ISIC or NPC HR Specialist as appropriate.</p>

**STOP**

**ISIC START**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>ISIC</b>	4	Process separation request for NPC approval	Process separation request for NPC approval
	4.9	Review, approve and return request electronically to the Reporting Senior	ISIC reviews, approves, and returns request electronically to the Reporting Senior  Immediate Superior in Command (ISIC) - Responsible for viewing, reviewing, making recommendations and approving/adjudicating R&S requests routed from the subordinate command in cases where the request is for the Reporting Senior of the subordinate command or when special programs require ISIC endorsement.

**STOP**

**NPC START****BACK**

<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<b>NPC</b>	4	Process separation request for NPC approval	Process separation request for NPC approval
	4.10	Review Separation/Retirement request, as appropriate	<p>NPC reviews Separation/Retirement request, as appropriate</p> <p>The NPC HR Specialist will be notified by email that there is a request pending action in their account.</p> <p>Once the request has been finalized and approved; all user roles will receive an email notification of the final adjudication.</p>
	4.13	Process orders request for a Regular Officer Resignation/Retirement	<p>NPC processes orders request for a Regular Officer Resignation/Retirement.</p> <p>Take note that this is where NPC differentiates between "Officer Retirement" or "Officer Separation" for "Order Request Type".</p>

**STOP**



**SEPARATION CLERK START**

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
<b>SEPARATION CLERK</b>	6	Create eDD214 in NSIPS	Create eDD214 in NSIPS and review, approve, and forward DD214 Worksheet to NPC LiveCycle
	6.1	Initiate DD214 Worksheet	Separation Clerk initiates DD214 Worksheet  Note: Ensure all contingency operations are included in block 18, as applicable.
	6.2	Populate applicable checklist items on the NSIPS Separation Checklist.	Separation Clerk populates applicable checklist items on the NSIPS Separation Checklist.
	7	Review DD214 in BOL Document Services	Review and (correct if needed) DD214 in BOL Document Services and sign DD214 electronically
	7.10	Distribute remaining DD214 copies	Separation Clerk distributes remaining DD214 copies to appropriate agencies IAW <a href="#">BUPERSINST 1900.8 (Series)</a> .  Important Note: When processing legacy DD 214's, DO NOT MAIL Copy 3 to the VA anymore. Discard Copy 3 IAW Personal Identifiable Information (PII) regulations. If DD 214 data is required by the VA Office, they can access the member's Official Military Personnel File (OMPF) via Defense Personnel Records Information Retrieval System (DIPRIS) to retrieve the data they require.
	8	Process Strength Loss in NSIPS R&S component	Process Strength Loss in NSIPS  Active-Duty Strength Loss is automatically placed into the worklist of the Personnel Supervisor(s) designated by the CLAM as Separation Supervisor. This is done for Active-Duty Strength Losses 120 days from the approved Separation Date. The Strength Loss is auto populated with data from the approved Retirement or Separation Request.  Note: Ensure Strength loss date and DD214 separation date match.
	8.1	Create Strength Loss in NSIPS	Separation Clerk creates Strength Loss in NSIPS
	8.2	Complete final verification and mark eCRM case "Supervisor Review"	Separation Clerk completes final verification and marks eCRM case "Supervisor Review".

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ROLE	STEP #	FLOW TEXT	ADDITIONAL TEXT
SEPARATION CLERK	8.3	Compile Retain File	<p>Separation Clerk compiles Retain File.</p> <p>Important Document Retention Action: IAW <a href="#">Department of the Navy Memo dated 30 June 2020</a> "Revised Record Retention Requirements to Support Department of the Navy Financial Statement Audits" financial record retention requirements are now ten years.</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> <p>Separations Retain File may contain the following, as applicable:</p> <ul style="list-style-type: none"> <li>· Copy of Completed Command/Installation Checkout Sheet</li> <li>· Completed <a href="#">NPPSC 1900/2</a> Separations Checklist</li> <li>· Copy 8 of DD214 (Certificate of Release or Discharge from Active Duty)</li> <li>· Copy of Original Separation Orders with email confirming receipt of orders from NavyPCSOOrders</li> <li>· * Copy of signed ADSEP letter (if applicable)</li> <li>· * Copy of Approved NAVCOMPT 3065 (E-Leave Request/Authorization) for Separation Leave</li> <li>· * Copy of Approved Permissive Temporary Duty (PTDY) Authorization for Job/House Hunting Orders</li> <li>· Separation Evaluation</li> <li>· Copies of all <a href="#">NAVPERS 1070/613s</a> (Administrative Remarks)</li> <li>· Signed DD 2648 eForm</li> <li>· Completed <a href="#">NPPSC 1900/1</a> Separation Questionnaire</li> <li>· Separation Pay Worksheet</li> <li>· Copy of NSIPS Strength Loss (E503)</li> <li>· * Reserve Contract (ISP recipients only), including Administrative Remarks</li> </ul> <p>FLTRES/Retirement Retain File may contain the following, as applicable:</p> <ul style="list-style-type: none"> <li>· Copy of completed Command/Installation Checkout Sheet</li> <li>· Completed <a href="#">NPPSC 1800/1</a> Fleet Reserve/Retirement Checklist</li> <li>· Copy 8 of DD214 (Certificate of Release or Discharge from Active Duty)</li> <li>· FLTRES/Retirement Orders with email confirming receipt of orders from NavyPCSOOrders</li> <li>· Signed DD 2648 eForm</li> <li>· Copy of FLTRES/Retirement Authorization</li> <li>· Copy of NSIPS Strength Loss (E503)</li> <li>· * Copy of approved NAVCOMPT 3065 (E-Leave Request/Authorization) for Separation Leave</li> <li>· * Copy of approved Permissive Temporary Duty (PTDY) Authorization for Job/House Hunting Orders</li> <li>· Copy of <a href="#">DD2656</a> (Data for Payment of Retired Personnel) 'SBP Election' with e-mail confirmation</li> <li>· Completed <a href="#">NPPSC 1900/1</a> Separation Questionnaire</li> <li>· Copy of <a href="#">NAVPERS 1070/602</a> (Dependency Application)</li> <li>· Separation Pay Worksheet</li> </ul>

**SEPARATION CLERK CONTINUED**

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<b>ROLE</b>	<b>STEP #</b>	<b>FLOW TEXT</b>	<b>ADDITIONAL TEXT</b>
<p align="center"><b>SEPARATION CLERK</b></p>	<p align="center">8.5</p>	<p align="center">Did Strength Loss (E503) post in MMPA?</p>	<p>Did Strength Loss (E503) post in MMPA?</p> <p>Verify NT and N7 to check for rejects or recycles. If it is more than 10 days before the Loss date, only N7 will post to MMPA.</p> <p>An E503 transaction readies the pay account for the approaching separation date and triggers separation related management notices to the separation activity. Input transactions continue to process against the pay account after an E503 transaction is submitted.</p> <p>A rejected E503 transaction causes an NN entry to be created on the Service Member's MMPA. The NN entry reflects the exact original E5 input. The reject must be resolved in a timely manner to complete the separation process. Processing an E506-CANCEL FINAL SEPARATION transaction will remove the NN entry.</p> <p>The E503 transaction triggers a pending separation on the MMPA which provides notices to the field giving projected bonus recoupment and excess leave recoupment information. It re-computes existing debt amounts for collection prior to date of separation and gives projected separation debt information.</p>
	<p align="center">8.6</p>	<p align="center">Determine reason for posting delay</p>	<p>Separation Clerk/ Separation Supervisor determine reason for posting delay.</p> <ol style="list-style-type: none"> <li>1. Check message status inquiry in NSIPS for error code</li> <li>2. Research reason for error in NSIPS                             <ul style="list-style-type: none"> <li>· If error is correctable, correct and resubmit</li> <li>· If error is not correctable, submit NSIPS trouble ticket or open DWOWS transaction to DFAS</li> </ul> </li> </ol>

**STOP**