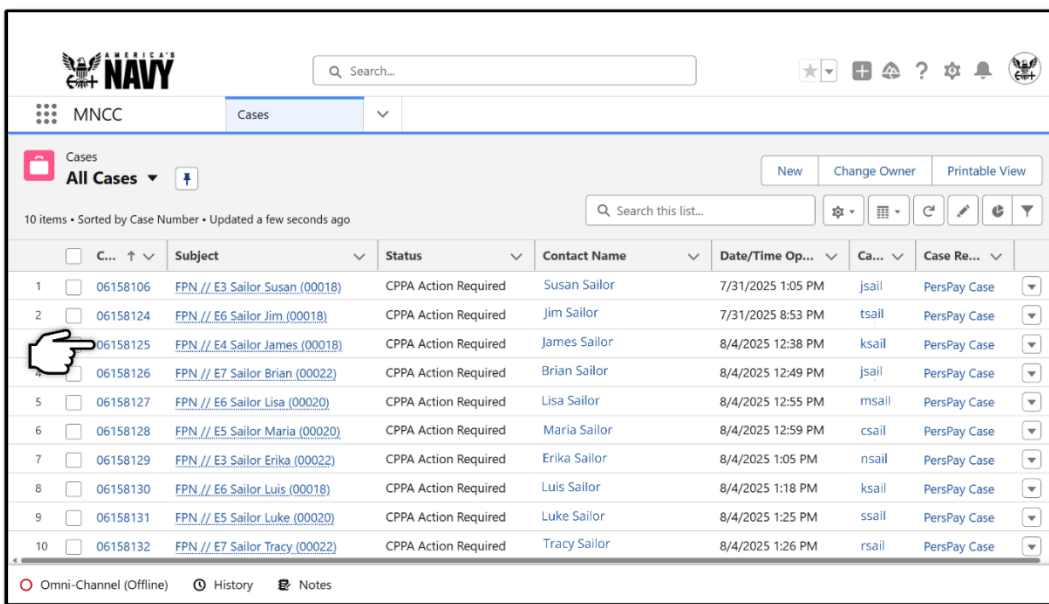


## Convert a Retention Case to a Reenlistment (Naples) Case

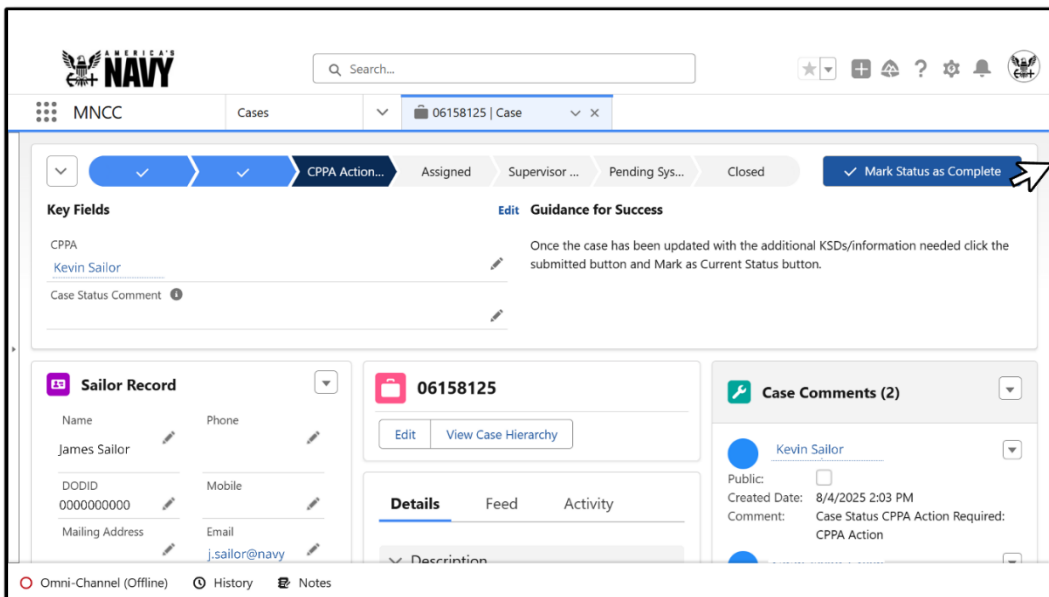
Changing the Request Type on a case is uncommon practice among CPPAs, as cases typically do not transition between multiple Request Types. *The following steps must be followed in the correct order to prevent the case from being inadvertently "locked" before the KSDs are uploaded.*

### Select a Case

**Step 1:** From the Cases tab, click the **Case Number** of an FPN case.



**Step 2:** Scroll down to the Files tile.



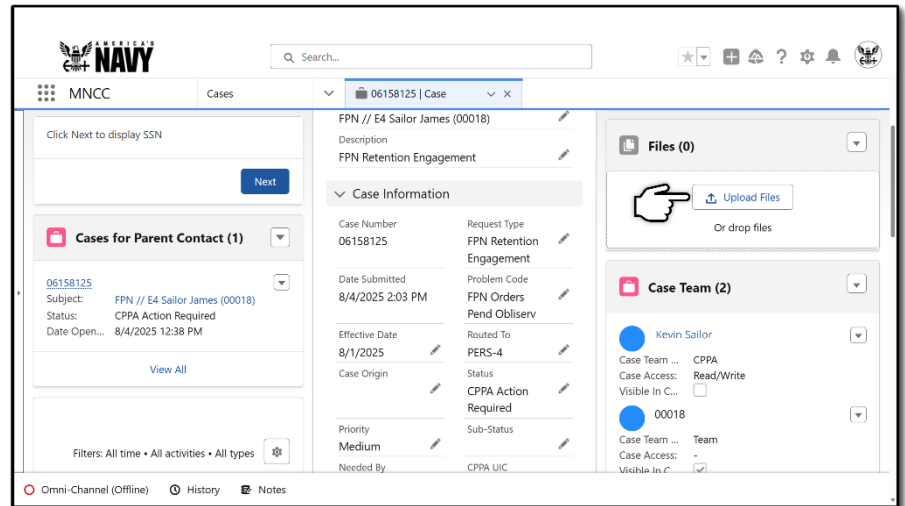
## Convert a Retention Case to a Reenlistment (Naples) Case

### Upload KSD(s) and Edit Request Type

#### Step 3:

In the Files tile, click **Upload Files**.

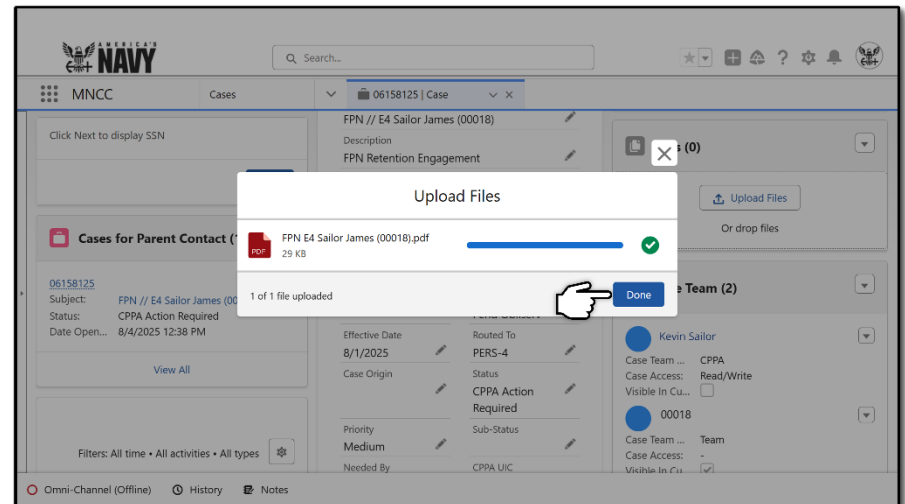
Select the applicable file(s) from your PC and upload.



#### Step 4:

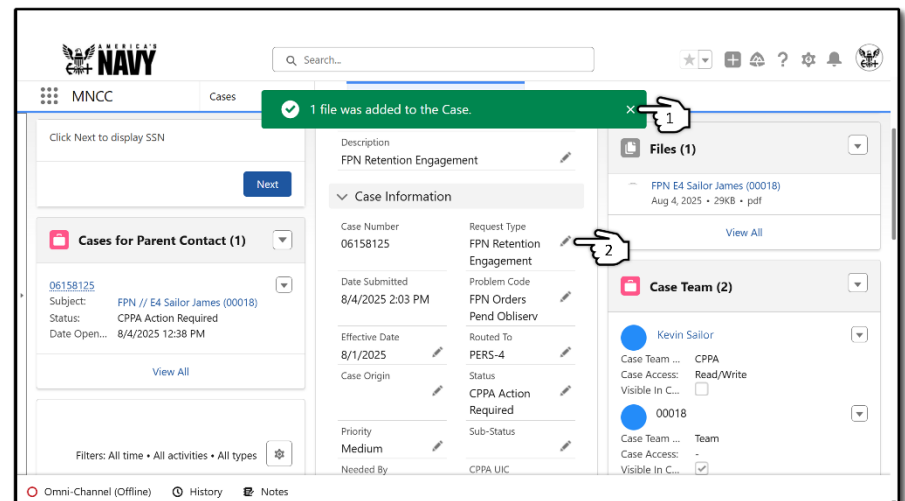
Click **Done**.

*Note: Repeat steps 3 and 4 for each KSD, as applicable.*



#### Step 5:

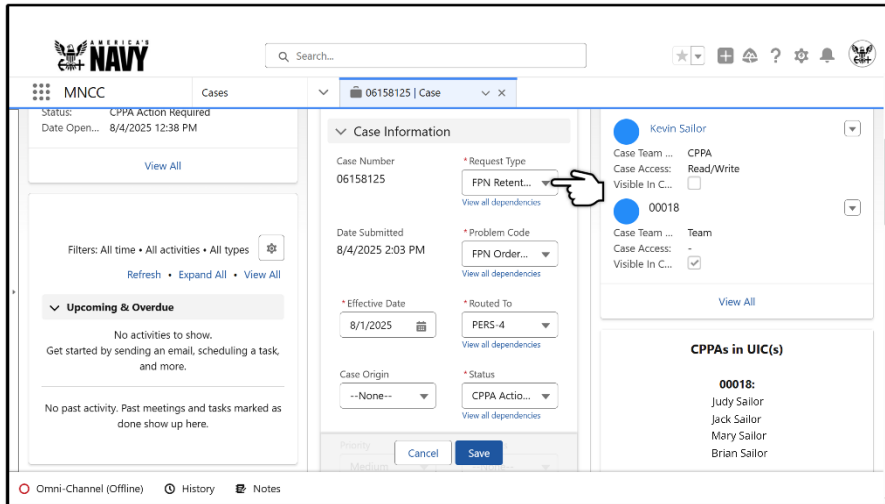
A green banner displays confirming the file upload. Click the **X** to close the banner. When finished uploading KSD(s), click the pencil icon in the Request Type field.



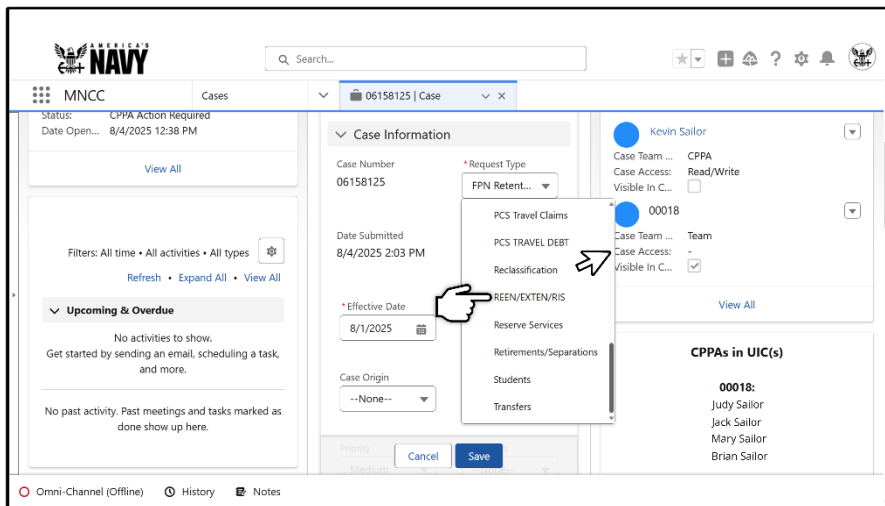
## Convert a Retention Case to a Reenlistment (Naples) Case

### Edit Request Type and Problem Code

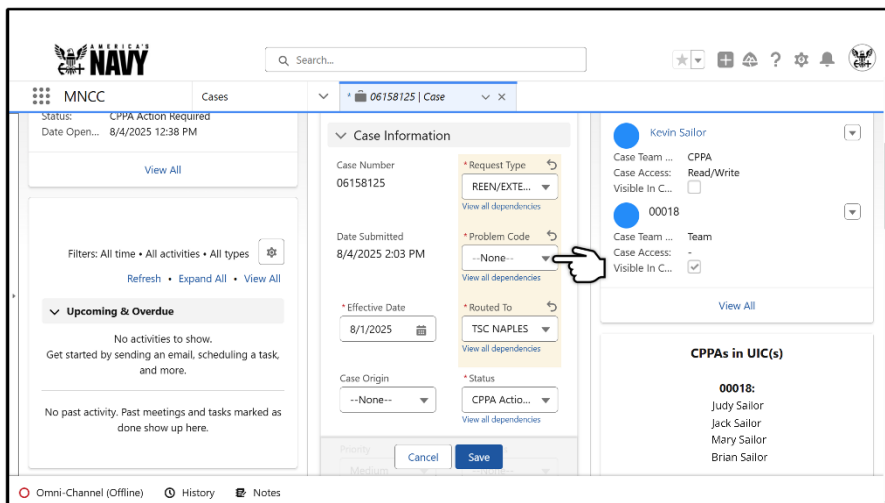
**Step 6:**  
Click the **Arrow** in the request type field.



**Step 7:**  
Scroll through the list of options and select **REEN/EXTEN/RIS**.



**Step 8:**  
Next, click the **Arrow** in the Problem Code field.



## Convert a Retention Case to a Reenlistment (Naples) Case

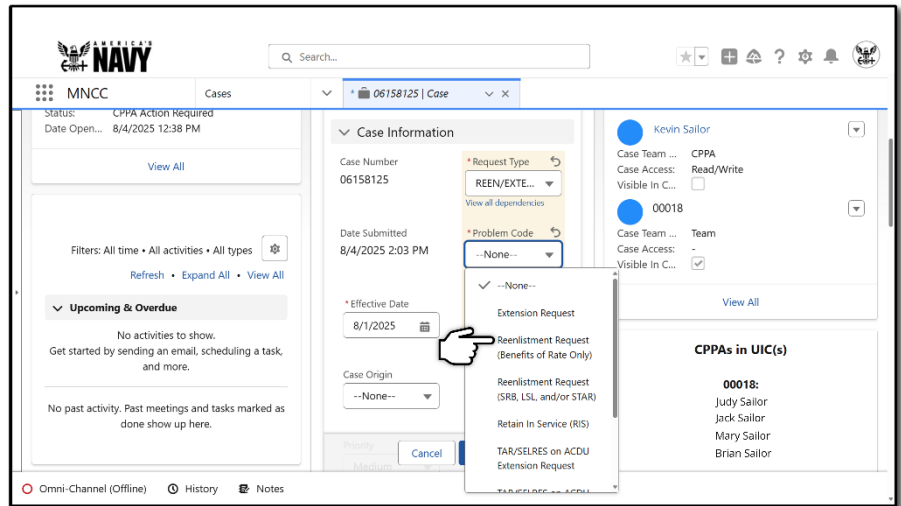
### Select Problem Code and Save Changes

#### Step 9:

Scroll through the list of options and select an applicable **Problem Code**.

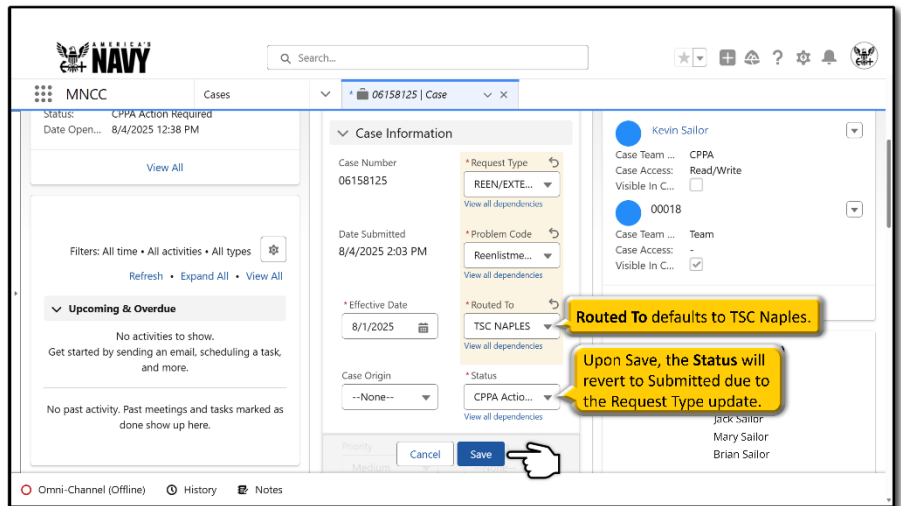
#### Applicable Problem Codes:

- Reenlistment Request (Benefits of Rate Only)
- Reenlistment Request (SRB, LSL, and/or STAR)
- TAR/SELRES on ACDU Reenlistment Request (Benefits of Rate Only)
- TAR/SELRES Reenlistment Request (SRB, LSL, and/or STAR)



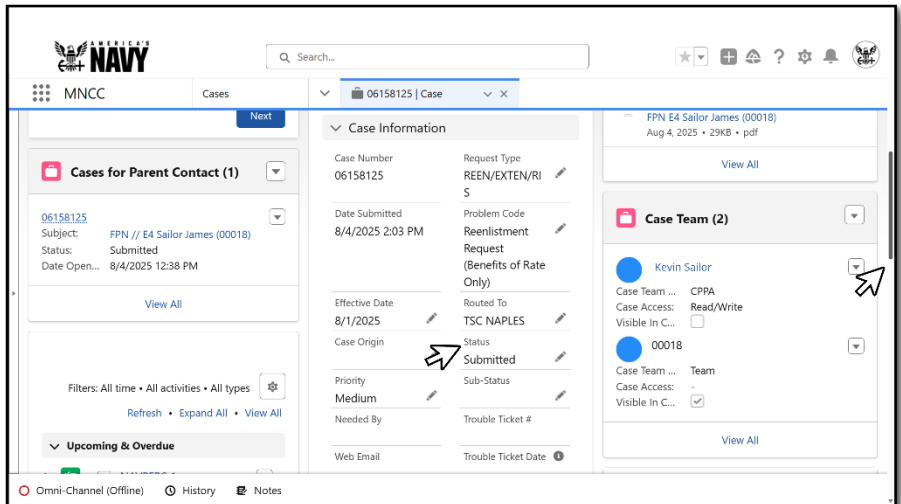
#### Step 10:

Click **Save**.



#### Step 11:

Confirm the case Status reverted to Submitted. Then, **Scroll** down to review the Retention Engagement tile.



## Convert a Retention Case to a Reenlistment (Naples) Case

### Retention Engagement Fields

The **Retention Engagement** fields capture and assist PERS-4 in the tracking and management of Sailors pending a career decision to remain in the Navy or separate.

- There are 11 fields but only the **Decision Drivers** field should be modified by the CPPA during the case conversion process.
- The **Command Triad Recommendation** field should not be modified.
- The remaining fields, outlined in red below, are used by NPC for Case Management. *These fields will only be visible by FPN ROC in a future update.*
- **Decision Drivers** are helpful for understanding why Sailors are continuing to serve. At least one should be selected.
- Proceed to page 6 to learn about adding **Decision Drivers**.

If you cannot view these fields, contact [fpn\\_helpdesk@us.navy.mil](mailto:fpn_helpdesk@us.navy.mil).

The screenshot shows the 'Retention Engagement' section of the MyNAVYHR interface. The 'Command Triad Recommendation Engagement' field is highlighted in blue and contains the text 'Not Required'. Other fields are outlined in red, including 'Retention Agent Engagement', 'Projected Rotation Date', 'Estimated Date of Departure', 'DCAT', 'MNA Cycle', 'Exception to Policy Required', 'Retention Disposition Date', 'Decision Drivers', 'Months Obligated', and 'Follow-on Tour Type'. A yellow callout box on the left states: 'The **Command Triad Recommendation** field and any field outlined in red should not be modified as part of the case conversion process.' A yellow callout box on the right states: 'At least one **Decision Driver** should be selected.'

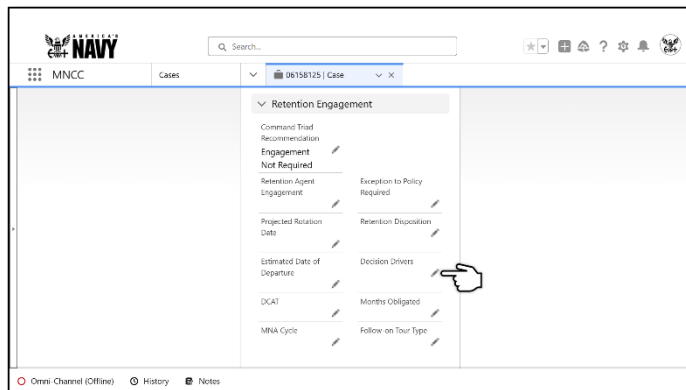
## Convert a Retention Case to a Reenlistment (Naples) Case

### Retention Engagement: Add Decision Drivers

#### Step 1:

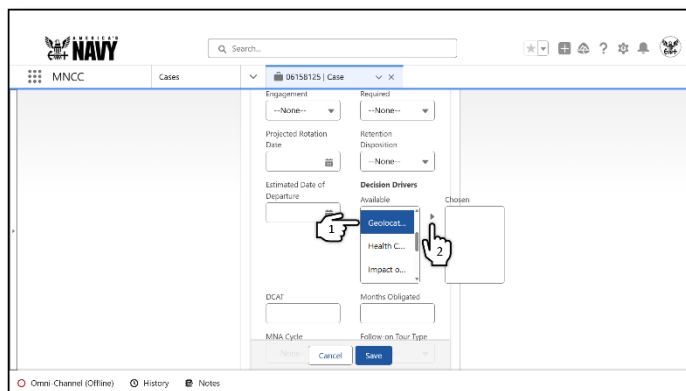
Click the Pencil **Icon** in the **Decision Drivers** field.

*Note: At least one Decision Driver should be added.*



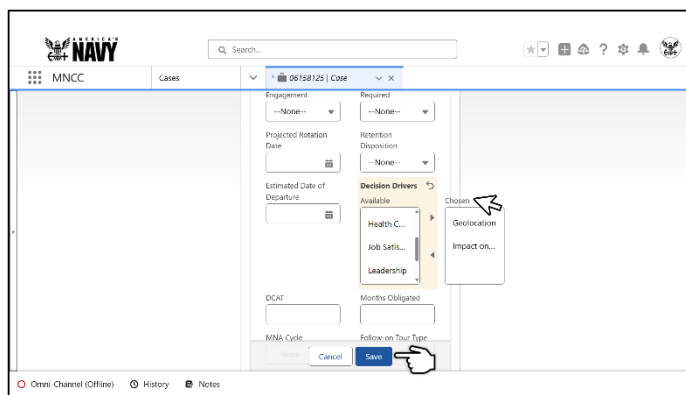
#### Step 2:

Select a **Decision Driver** from the Available column, then click the right **Arrow** to move it to the Chosen column. Repeat this step to add additional Decision Drivers to the Chosen column.



#### Step 3:

When finished adding Decision Drivers, click **Save**.



The **Decision Drivers** are logged in the Retention Engagement tile, providing valuable feedback that can be reported to leadership for consideration when making policy changes or improvements.

