



# NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 046-20

## Procedure Update: NAVY STANDARD INTEGRATED PERSONNEL SYSTEM (NSIPS) GUIDE FOR REQUESTING EMAIL SUPPORT

Release Date: 08/20/2020

Effective Date: IMMEDIATELY

**BLUF:** Navy Pay and Personnel Support Center (NPPSC) is providing guidance to standardized trouble ticket submissions when requesting email assistance from the Navy Standard Integrated Personnel System (NSIPS) Helpdesk.

**DISCUSSION:** Due to COVID-19 concerns, the NSIPS Helpdesk representatives are teleworking, but they do not have the capability to answer calls from their service number remotely. Their responses are limited to answering voice messages left on their automated telephone system or respond to incoming emails and web submission tickets. One of the main challenges they are experiencing is the information left on voice messages and email/web tickets isn't sufficient to provide timely, accurate support. To rectify this concern, the NSIPS team developed the attached information sheet detailing the data fields required for the NSIPS Helpdesk to resolve a trouble ticket. This information sheet will help standardize requests from the field, allow for quicker NSIPS support, and will ultimately better serve the Fleet.

### **WHAT THIS MEANS TO YOU:**

- Effective immediately, all NSIPS Helpdesk requests, other than voice messages, should be accompanied with the attached information sheet: "GUIDE FOR REQUESTING EMAIL NSIPS SUPPORT"
- When leaving a voice message, ensure that the information listed on the information sheet is included.
- Attached GUIDE FOR REQUESTING EMAIL NSIPS SUPPORT

**\*\*\*Disseminate to all tenant commands and CPPAs under your AOR\*\*\***

### **POC:**

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