**DEPARTMENT OF THE NAVY**

[ COMMAND LETTERHEAD ]

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 DD Mmm YY

From: Commanding Officer (OIC, XO, or equivalent – cannot be subdelagted)

To: Commander, MyNavy Career Center

Subj: EXCEPTION TO POLICY REQUEST FOR TEMPORARY NON-USE OF ENHANCED CUSTOMER RELATIONSHIP MANAGEMENT/SALESFORCE

Ref: (a) Navy Pay and Personnel Support Center Ops Alert 006-22

1. In accordance with reference (a), request an Exception to Policy (ETP) for temporary use of the Transaction Processing Online System (TOPS) for submission of pay, personnel, and transportation transactions. The following information is provided:

 a. Command Name / UIC / Sea or Shore / Location or Homeport

b. Command Triad (or equivalent) contact info:

 CO: Grade FName LName email phone

 XO: Grade FName LName email phone

 SEL: Rate FName LName email phone

 c. Command Pay and Personnel Administrators

 **Grade/Rate LName CRM Account**  **Email Phone**

 **(Y / N)**

 PS1 FName LName Y @us.navy.mil 555-555-5555

 PS2 FName LName N @us.navy.mil 555-555-5555

 PS2 FName LName Y @us.navy.mil 555-555-5555

 d. Justification for ETP. Be thorough and specific. Is the reason for non-use of eCRM technical in nature (if so, please add technical POCs and contact information for those who can assist with troubleshooting [e.g. IT representative]). If request is due to lack of eCRM access, provide reason and/or issues that have prevented the CPPA from getting eCRM access.

 e. Requested ETP end date (if applicable/issue is temporary in nature). XX MMM YYYY

 f. ISIC N1 POC and contact info

 g. TYCOM POC and contact info

 h. Amplifying information as needed, or additional POCs who will be helpful in troubleshooting issues.

 CO NAME

Copy to:

ISIC

TYCOM