



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 012-23

PROCEDURE UPDATE: MONTGOMERY G.I. BILL DISENROLLMENT ECRM/SALESFORCE CASE SUBMISSION GUIDANCE ISO NAVADMIN 226/23

Release Date: 9/22/2023 Effective Date: Immediately

BLUE: In support of [NAVADMIN 226/23 MONTGOMERY GI BILL PROGRAM UPDATE](#), commands serviced by Transaction Service Centers (TSC) will submit Montgomery G.I. Bill (MGIB) disenrollment cases to the MyNavy Career Center (MNCC) Human Resources Service Center (HRSC) via enterprise Customer Relationship Management (eCRM)/Salesforce, utilizing the guidance in this Ops Alert. Commands not serviced by TSCs (ex. CVN, AS, etc.) should follow the direction provided in NAVADMIN 226/23 and locally established guidance.

DISCUSSION: NAVADMIN 226/23 announced changes to the MGIB and outlined timelines for commands to counsel first term Sailors on their eligibility for the MGIB as well as deadlines for Sailors to make an election on whether to enroll or disenroll from MGIB benefits. In line with NAVADMIN 226/23, commands will execute the following in the timelines below:

- **Days 180-240** from initial entry into active service: Counsel eligible Sailors on program eligibility and choices.
- **No later than day 240:** Sailors will make an election of enrollment or disenrollment using DD Form 2366 (rev. Sep 2022), MGIB Act of 1984 Basic Enrollment, as a key supporting document.
 - **Sailor elects MGIB.** Follow procedures outlined in NAVADMIN 226/23 and [New Accession Counseling Guide v. 2.0 \(Sep 2023\)](#). When a Sailor elects the MGIB, commands will submit enrollment forms to Navy Personnel command via eSubmission (for commands with access) or by mail to:
 - Commander
Navy Personnel Command (PERS 313)
5720 Integrity Drive
Millington, TN 38055-3130
 - **Sailor declines MGIB:** In the case of disenrollment, commands will make the appropriate entry in NSIPS and submit a certified/witnessed DD Form 2366 to the MNCC HRSC via eCRM/Salesforce using the guidance provided below. Commands are advised to ensure all blocks of DD Form 2366 are filled out (to include command-designee certification) to prevent delays in processing disenrollment transactions.
 - **Note: The DD 2366 form may be digitally or wet signed.**
 - **NSIPS entry.** See [What's New For You – NSIPS Release 1.4.27.4](#) guidance for NSIPS transaction completion procedures (for access to What's New For You, follow hyperlink above then click "accept" in the NSIPS splash page).
When saving the NSIPS transaction, mark the transaction as "INCOMPLETE." HRSC Tier II Auditors will retrieve the transaction upon receipt of eCRM/Salesforce case.
 - **eCRM/Salesforce case.** Submit case using selections below.

Request Type:	MGIB
Problem Code:	Montgomery GI Bill
Routed To:	HRSC

Delays in submitting Sailors' disenrollment forms may lead to erroneous pay deductions.

- **No later than day 270:** HRSC will verify the DD Form 2366 entries are accurate and an NSIPS Pay Supervisor will approved the NSIPS MGIB disenrollment transaction. Upon completion, the HRSC will submit the completed DD Form 2366 to OMPF via eSubmission.

WHAT THIS MEANS TO YOU:

- ✚ Commands must follow guidelines outlined in NAVADMIN 226/23 and this Ops Alert to ensure Sailors are counseled and make a MGIB election within specific deadlines to ensure Sailor's election is accurate and prevent erroneous pay reductions.
- ✚ OPS ALERTS and CPPA RESOURCES can be found on:
 - https://flankspeed.sharepoint-mil.us/sites/MyNavyHR_MNCC/NPPSC/NPPSC%20OPS%20ALERTS/Forms/AllItems.aspx
 - <https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPA-Resources/OPS-Alerts/>

***** REGIONAL SUPPORT CENTERS: DISSEMINATE TO COMMANDS AND CPPAS IN YOUR AOR *****

***** PASS THE WORD *****

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