



# NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 001-24

**Procedure Update: STUDENT REENLISTMENT & EXTENSION PROCESSING SHIFT FROM TSC GREAT LAKES TO TSC NAPLES**

Release Date: 9 January 2024 Effective Date: 15 January 2024

**BLUF:** Student reenlistment and extension processing will shift from TSC Great Lakes to TSC Naples on 15 January 2024.

**Discussion:** During PERSPAY transformation, student reenlistment and student extension processing was aligned under TSC Great Lakes along with all other student processing, whereas TSC Naples was selected to be the Center of Excellence (COE) for all non-student reenlistment and extension processing.

To further streamline reenlistment and extension processing, all student reenlistments and extensions transactions will be shifted to TSC Naples for processing effective 15 January 2024. Any pending reenlistment or extension requests sent to TSC Great Lakes after this date will be re-routed to TSC Naples for processing.

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

- ✚ **CPPAs:** When submitting a new student reenlistment or extension via Salesforce, select TSC Naples in the Routed To field so the TSC Naples team can process the requested action. There are no other changes to the request type, problem code, or required KSDs.
- ✚ **CPPAs:** Find your Regional Support Center (RSC) contact information on the [MyNavy HR CPPA Resources Page > RSC Contacts](#). Find RSC Training Schedules and additional info the [RSC SharePoint Pages](#).
- ✚ OPS ALERTS, PERSPAY SOPs, eCRM Case Routing Guidance (eCRM Library) and CPPA Resources can be found on the [MyNavy HR CPPA Resources Page](#).

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## **POC:**

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