



# NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 003-24

## PROCEDURE UPDATE: AGING SALESFORCE CASES IN INITIATED STATUS

Release Date: 2/6/2024

Effective Date: 16 February 2024

**BLUF:** On Friday, 16 February 2024, Navy Pay and Personnel Center (NPPSC) will commence a new round of eCRM/Salesforce case closures for cases in an **“Initiated”** status that appear to be obsolete. Cases remaining in an **“Initiated”** status (not yet Submitted) can unintentionally and negatively affect Sailor pay when they contain valid work not submitted in a timely manner. Action required by Command Pay and Personnel Administrators (CPPA):

- Do not “pre-stage” cases in **“Initiated”** status, and only create/submit cases when required initial Key Supporting Documents (KSD) are available.
- Immediately review ALL cases in an **“Initiated”** status and submit the cases for action if the cases are still valid or close the cases if obsolete.

**DISCUSSION:** On 3 January 2024, per Ops Alert 014-23, NPPSC began an initial round of case closures that included cases in an **“Initiated”** status that were created 180 days or more ago with an effective date of 30 days or more ago.

On 16 February 2024, all cases in an **“Initiated”** status with an initiated date (case age) greater than 30 days and with an effective date older than 14 days will be closed.

### WHAT THIS MEANS TO YOU:

- ✚ CPPAs should immediately review ALL cases in an **“Initiated”** status and submit the cases for action if the case is still valid.
- ✚ CPPAs have the capability to close cases in an **“Initiated”** status themselves. Do NOT submit a case for action asking for it to be closed. CPPAs reviewing **“Initiated”** cases that are obsolete should pre-emptively close the case(s) themselves. To close a case in Salesforce, add an appropriate case comment, click on the pencil icon next to “Status”, select “Closed” on the drop down, and click on the “Save” icon.
- ✚ **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 on 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](#).

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

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### POC:

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