



# NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 006-24

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

Release Date: 2/20/2024      Effective Date: Immediately

**BLUF:** 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:** OPS ALERT 012-23 and 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. Lessons learned since September 2023 are provided below to reiterate policy and procedures in line with OPS ALERT 012-23 and NAVADMIN 226/23.

- **ENROLLMENTS:** DD2366 being submitted before member's 180th day of active duty. Member's election window to enroll or disenroll in MGIB is between days 180 and 270 of active duty. When submitted prior, this tends to suggest members are not being properly counseled and goes against why the change was implemented to allow Sailors ample time in uniform before making a decision.
- **DISENROLLMENTS:** DD2366 being submitted after member's 270th day of active duty. HRSC will process according to member's desires (provided a DD2366 has not yet been filed in member's OMPF) and disenroll member, it does not stop the automatic payroll deductions in time. Corrective action via DWOWS has to be submitted to stop deduction and request refunds. Late submissions after member's counseling window causes undue financial impact to Sailor.
- **NOT ELIG:** Still receiving many request for Sailors whose Active Duty Service Date (ADSD) is prior to 5 JAN 2023. Members gained to Active Duty before 5 JAN 2023 are not eligible under new MGIB Program change.
- **SUBMISSIONS while in transit:** Have received submissions after a member detaches (MBR IN ACC 400 status). NSIPS does not allow MGIB processing for members in ACC 400 status. This could lead to financial impact to Sailor.
- **ADMIN ERRORS:** (These require unnecessary back and forth w/CPPAs, further delaying processing of case)
  - DD2366 NOT attached
  - DD 2366 Section 2 should not be filled out. This section is for Sailors who are not eligible for MGIB
  - DD 2366 incorrectly filled out. Section 1 - Must provide SSN vice DODID
  - DD 2366 missing SOU (Section 3, blocks 3a-3c) acknowledgement and signature
  - DD 2366 missing Certifying Official signature (Section 6, blocks 6a-6d)
  - Case Sailor Record must be updated to reflect member's profile information
- eCRMSalesforce case UPDATE. Submit case using selections below.

Request Type:	MGIB
Problem Code:	ENROLL or DISENROLL
Routed To:	HRSC

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

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

- ✚ **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](#).

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

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