



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 007-24

PROCEDURE UPDATE: **PRE-STAGED SEPARATION PACKAGE PROCESSING BY CPPA**

Release Date: 2/22/2024

Effective Date: Immediately

BLUE: The MNCC HRSC will create cases on behalf of Command Pay and Personnel Administrators (CPPA) for members who are pending Physical Evaluation Board (PEB) outcomes for Retirement. The intent is to help the service member complete and pre-stage the retirement package in coordination with the CPPA prior to release of the PEB message. If the determination is made to retain the service member, the prestaged transaction will be annotated appropriately in eCRM, the case will be closed and there will be no impact to the member.

DISCUSSION: The MNCC HRSC will create eCRM cases on behalf of Command CPPAs ahead of the final determination of the PEB. This change in the separation process serves two purposes. First, completion of all retirement requirements/checklists will allow for a timely and accurate transition for the member while awaiting the authorization message release from COMNAVPERSCOM. Second, this effort will assist in meeting the DoD standard of 26 days for separation from the service. Unit and member engagement in this new process will provide MNCC and its Transaction Service Centers (TSC), Regional Support Centers (RSC), and supporting pay and personnel professionals the needed information while enabling better and faster communication to support the member during their transition from service.

UPDATING eCRM CASE INFORMATION: Once the CPPA receives the case in eCRM, they must coordinate with the member to complete and submit the following to the case:

- NPPSC Form 1900/1 (Separation Questionnaire)
- DD-2586 (Verification of Military Experience and Training (VMET))
- DD-2656 (Data for Payment of Retired Personnel), as required for PDRL/TDRL
- Any prior DD-214s
- The most recent DD Form 4 (Enlistment/Reenlistment Document)
- Review their Electronic Service Record (ESR) for accuracy
- Update and verify their RED/DA (in NSIPS)
- Update SGLI (in the SGLI Online Enrollment System) as accurate

CPPAs should be prepared to:

- Submit NPPSC Form 1800/1 (NPPSC Fleet Reserve/Retirement Checklist) for PDRL/TDRL or NPPSC Form 1900/2 (Separations Questionnaire) for SEPSEV and the remaining requirements of NPPSC Form 1900/1 within 5 days of receipt of the subject Sailor's authorization to retire or separate.
- Execute any authorized PTDY (see MILPERSMAN 1320-220) and terminal leave NO LATER THAN 26 days following the date of authorization for retirement.
- If determination is made to retain the service member, then annotate appropriately in eCRM and close the case.

WHAT THIS MEANS TO YOU:

- ✚ **CPPAs** - Eliminates requirement per authorization message for CPPAs to create eCRM case within 5 days.
- ✚ **CPPAs** - Ensure case remains in "CPPA Action Required" until all required documents are completed, reviewed for accuracy, and attached to case. Commands are required to complete the separation package in eCRM no later than 14 days from case creation.
- ✚ **CPPAs** - Once all documents are completed and reviewed, update case status to "Submitted".
- ✚ **CPPAs** - Ensure command triad, CPPA, and key POC contact information is up to date in the NSIPS Unit Administration module.
- ✚ **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:

For questions and assistance in regards to this Ops Alert, please reach out to your supporting RSC.