



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser N3: 011-24

PROCEDURE UPDATE: AGING SALESFORCE CASES IN INITIATED STATUS

Release Date: 3/15/2024

Effective Date: 1 April 2024

BLUF: On Monday, 18 March 2024, Navy Pay and Personnel Center (NPPSC) will commence a new round of eCRM/Salesforce closures of cases lingering in an “**Initiated**” status. Cases remaining in an **Initiated** status (not yet Submitted) can unintentionally and negatively affect Sailor pay when they contain valid work that is 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:

- **Initiated Cases.** On 3 January, 2024, in accordance with Ops Alert 014-23, NPPSC began an initial round of case closures of cases in an Initiated status created 180 days or more earlier with an effective date of 30 days or more earlier. On Friday, 16 February 2024, in accordance with Ops Alert 003-24, a second round of closures began for cases with an Initiated date (Case Age) greater than 30 days and with an effective date older than 14 days.

Beginning 18 March 2024, any cases in an Initiated status with a case age of more than 7 days, regardless of effective date, will be closed. Following 18 March 2024, cases in an Initiated status that surpass 7 days in case age will be closed each business day.

CPPAs should 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.

CPPAs should not “pre-stage” cases within Salesforce. When a CPPA creates a case but determines a KSD must still be acquired, the CPPA should close the case and create a new case once all initial KSDs are acquired.

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 only asking for it to be closed. CPPAs reviewing cases currently in Initiated status 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 should immediately discontinue pre-staging cases in Salesforce.
- ✚ OPS ALERTS, PERSPAY SOPs, eCRM Case Routing Guidance and CPPA Resources can be found on the [MyNavy Career Center CPPA Resources Page](#).

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

*** **PASS THE WORD - APPROVED FOR PUBLIC RELEASE** ***

POC:

NPPSC N3 GLOBAL OPERATIONS

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