



NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser: 024-24

INFORMATIONAL: LEGAL RESTRICTED CASE SUBMISSION BEST PRACTICES

Release Date: 10/24/2024

Effective Date: Immediately

BLUF: This Ops Alert highlights actions, best practices, and resources for Command Pay and Personnel Administrators (CPPA) and administrative professionals when managing and submitting Legal Restricted cases.

DISCUSSION: A review of legal restricted cases in enterprise Customer Relationship Management (eCRM)/Salesforce revealed several instances in which Sailors incurred significant overpayments and debts to the U.S. government due to delays or incomplete submissions of required legal case Key Supporting Documents (KSD) to the servicing Transaction Service Centers (TSC).

CPPAs and admin professionals must ensure prompt submission of legal case documents to prevent further financial indebtedness for our Service members. The [PersPay Legal Restricted Case Routing Guidance \(CRG\)](#) was updated on October 2024 and contains established timelines, procedures, and additional best practices for legal restricted case submissions.

SAMPLES OF RECENTLY MISMANAGED CASES:

1. East Coast command failed to submit KSDs for non-judicial punishment (NJP) over a period of two years. By the time the KSDs were submitted, 12 Service members had already been discharged, resulting in out-of-service debts to the U.S. government, and an additional 10 Sailors in debt totaling \$113K.
2. West Coast command failed to submit KSDs in a timely manner for NJP leading to a Service member being erroneously advanced in rank, requiring action from PERS-832 to process a reduction in rate. As a result, the Service member incurred an overpayment of \$5.2K.

BEST PRACTICES FOR LEGAL RESTRICTED CASES: Timely submission of legal restricted cases is critical to avoid processing delays and reduces the risk of debt for Sailors. Follow the best practices below:

UNAUTHORIZED ABSENCES (UA):

- **Preferred method of submission:** Submit memorandum on command letterhead that includes all the necessary details about the absence, to include the date(s) and time(s). Refer to [MILPERSMAN 1600-040](#) for details. Enclosure (1) is provided as a preferred template for the memorandum.

NON-JUDICIAL PUNISHMENT (NJP):

- Verify and ensure the correct amount of pay if forfeiture of pay is awarded. If reduced in rank, the forfeiture amount is based on the lower pay grade.
- Verify that both the commanding officer's signature and the accused's signature are on the second page of the NAVPERS 1626/7 Report and Disposition of Offense(s).

DESERTERS: Follow guidelines below when completing the DD Form 553 Deserter/Absentee Wanted by the Armed Forces.

- Fill out all relevant blocks correctly, especially block 10 "Administrative date of Desertion."
- Provide enough detail in block 19 "Remarks."
- If there are any questions, call Navy Absentee Collection and Information Center (NACIC) at phone (901) 874-2522 / DSN 882 or e-mail NACIC-OPS@navy.mil for guidance before you submit the DD 553.
- Include a screenshot from MMPA showing "0.00" for all pay entitlements when you submit the DD 553 to validate stoppage of all pay entitlements.

ADDITIONAL LEGAL CASE RESOURCES:

- Refer to [Ops Alert 002-24](#) *TIMELY SUBMISSION OF MISCONDUCT REPORT AND DOCUMENTS* for:
 - References and guidance on proper disposition of misconduct cases
 - PERS-83 reporting templates
 - PERS-3 Legal Documents Submission Guide
- Refer to the [PersPay Legal Restricted CRG](#) for the established timelines and procedures for case submissions.
- Refer to [Ops Alert 005-23](#) *ECRM LEGAL, ESO, AND MEDICAL RESTRICTED ACCESS REQUEST AND NSIPS COMMAND LEVEL ACCESS REQUESTS* for procedures to obtain Legal Restricted access in eCRM/Salesforce.

WHAT THIS MEANS TO YOU:

- ✚ **CPPAs:** Follow the best practices in this Ops Alert to ensure timely and accurate processing of Legal Restricted cases. Ensure you have access in eCRM/Salesforce for submission of Legal Restricted cases.
- ✚ **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](#).**

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POC:

Refer to your Regional Support Center (RSC) for questions.
Find your RSC contact information on the [MyNavy HR CPPA Resources Page > RSC Contacts](#).

PREFERRED FORMAT FOR UNAUTHORIZED ABSENCE MEMORANDUM

1620
Code/Ser 000
Date

From: Commanding Officer, USS NEVERSAIL
To: Commanding Officer, Transaction Service Center _____

Subj: REPORT OF UNAUTHORIZED ABSENCE (UA) / IN HANDS OF CIVILIAN AUTHORITY (IHCA) ICO RATE/RANK LAST, FIRST, MI (LAST 4 SSN)

Encl: (1) Muster Report dtd YY MMM DD

Ref: (a) MILPERSMAN 1600-040

1. Rate/Rank Full Name is currently UA/IHCA while assigned onboard Command Name.

UA/IHCA begin **date/time**: _____ IHCA: Location, city, state

UA/IHCA return **date/time**: _____ Apprehended: _____ Surrendered: _____

2. Remarks: (include only as necessary)

Notes:

- If confinement, state: Civilian, put the begin date, location, and whether the member was granted leave or has been convicted of charges in remarks.
- If unauthorized absence, provide muster reports daily until the UA status changes.

3. My point of contact in this matter is PSC I. A. SAILOR, e-mail: _____, phone: (000) 000-0000 / DSN _____.

I. M. CO
(CO or individual designated to sign "By direction")