



# NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser: 023-25

## PROCEDURE UPDATE: FULL POWER NAVY RETENTION (FPN) ENGAGEMENT UPDATE

Release Date: 7/30/2025

Effective Date: Immediately

**BLUF:** Sailors in proximity of their Soft Expiration of Active Obligated Service (SEAOS), Estimated Date of Loss to the Navy (EDLN) (if applicable), or Projected Rotation Date (PRD) will be assigned Salesforce enterprise Customer Relationship Management (eCRM) cases. These cases support command and NAVPERSCOM (NPC) Retention Engagement efforts. The primary goal is to accelerate the completion of administrative actions (Obliserv) for Sailors intending to continue their careers, while also providing a way to request NPC-targeted retention engagements for exceptional Sailors who remain undecided. A secondary goal is to enhance the orders generation process and facilitate earlier issuance of PCS orders for those willing to extend their service.

This message cancels Ops Alert 004-25 dated 3 March 2025, reflecting a major update in case handling and processing.

**BACKGROUND:** The eCRM Workflow was developed to enhance the PCS and PersPay processes by automating key administrative tasks within the eCRM system. This automation aims to reduce manual workload, improve accuracy and timeliness, and enhance the overall Sailor experience. By integrating digital questionnaires, automated case creation, and secure DocuSign routing, the workflow streamlines coordination between Sailors, CPPAs, PCS AOs, and Regional Support Centers (RSC).

Sailors selected for the eCRM Workflow by MyNavy Career Center (MNCC) will be notified by their RSC through their CPPA. The initial deployment targets a limited group of Sailors and staff, with plans for broader expansion as the system matures.

**PersPay Upgrade:** Eleven fields were added to the PersPay layout, enabling more efficient review and management of each eCRM case. A new "Command Triad Recommendation" field allows for discrete selections aligned with the Retention Engagement workflow. This improvement provides better insight into Sailor feedback and intent, resulting in faster responses from the FPN Retention Operations Center (ROC) and promoting more focused efforts on those who are genuinely undecided.

**Expanded Scope:** New cases will now include Sailors with a SEAOS in the next 20 months and a PRD in the next 16 months. This expanded scope ensures that all Sailors nearing a career decision are accounted for, even those with a SEAOS and PRD that are misaligned.

**Launch the Alert Detailer:** Sailors who have completed and are beyond the MyNavy Assignment (MNA) cycle are eligible for "Launch the Alert Detailer" engagements, as outlined in the [FPN Case Routing Guidance](#). FPN Retention Agents will consider a Sailor's participation and application history within MNA, rating health, career timing, and other relevant factors. It is important to note that FPN is not intended to replace participation in the MNA process for selecting follow-on assignments.

**Command Engagement and Mentorship:** Now more than ever, we rely on direct engagement from naval leaders. Command Triads and Command Career Counselors will continue to receive emails highlighting those Sailors approaching a career decision. Feedback from the Triad is critical for identifying exceptional Sailors who are undecided and may require an NPC-targeted retention engagement.

**Evolution of FPN Cases:** All FPN cases will culminate in separation, retirement, or reenlistment and will be closed upon completion of one of these actions. A detailed workflow is included in the revised [FPN Case Routing Guidance](#) and must be reviewed prior to processing further eCRM cases.

### WHAT THIS MEANS TO YOU:

- 🚩 **CPPA:** Ensure information in the NSIPS Unit Administration module is accurate and maintained.
- 🚩 **CPPA:** Update Case Comments for FPN cases when received in a "CPPA Action Required" Status. Follow the CPPA Workflow for Retention Cases attachment, provided in the [FPN Case Routing Guidance](#).
- 🚩 **CPPA:** Visit the [MyNavy HR Retention Engagement page](#) for additional resources on the Retention Engagement process.

### Points of Contact:

For Command Triads, CCCs, and CPPAs with program-specific inquiries, Full Power Navy: [fullpowernavy@us.navy.mil](mailto:fullpowernavy@us.navy.mil)  
For case management or Status inquiries, Full Power Navy Help Desk: [fpn\\_helpdesk@us.navy.mil](mailto:fpn_helpdesk@us.navy.mil)