



# NAVY PAY AND PERSONNEL SUPPORT CENTER OPS ALERT

Ser: 004-26

## UPDATE: DEACTIVATION OF ESO REQUEST TYPE AND ACTIVATION OF ADVANCEMENTS AND AVAILS REQUEST TYPES

Release Date: 02/9/2026      Effective Date: Immediately

**BLUF:** The “Educational Services Officer (ESO)” request type in eCRM has been replaced with two new request types: “Advancements” and “Avails.” This change is effective immediately and aligns with the latest Advancement Manual (BUPERSINST 1430.16H).

**DISCUSSION:** To improve and streamline processing, the single "ESO" request type has been deactivated. It is now replaced by the following two categories, which include more specific problem codes.

New Request Types and Corresponding Problem Codes:

<u>Request Type</u>	<u>Problem Code</u>
<b>Advancements</b>	Billet Based Advancement – CA2P Accelerated Advancement – AEF/ATF Accelerated Advancement – Nuclear Accelerated Advancement – Star Accelerated Advancement – Other Reinstatement/Restoration Rate Change/Correction
<b>Avails</b>	Avails

**NOTE:** Any eCRM case already in progress with ESO request type will be processed as is.

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

- ✦ **CPPAs:** Immediately begin using the new “Advancements” and “Avails” request types for all relevant transactions.
- ✦ Ensure you follow the *Advancements Case Routing Guidance* to prevent delays in processing for your Sailors.
- ✦ Find RSC Training Schedules and additional info on the [RSC SharePoint Pages](#).
- ✦ OPS Alerts and CPPA Resources can be found on:  
<https://www.mynavyhr.navy.mil/Support-Services/MyNavy-Career-Center/Pers-Pay-Support/CPPA-Resources/PPIBS-MPAS/>

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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](#).