

OIX GATEWAY NORFOLK VA SUCCESSFUL PROCESSING REPORT: RESERVE FORCE PAY
RESOLUTION PROCESS//
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SUBJ/RESERVE FORCE PAY RESOLUTION PROCESS//

REF/A/NAVADMIN/21SEP18//

REF/B/ALNAVRESFOR/17OCT19//

REF/C/ALNAVRESFOR/28JAN22//

REF/D/RESPERSMAN/29AUG22//

NARR/REF A IS NAVADMIN 232/18, WHICH ESTABLISHED THE MYNAVY CAREER CENTER AS THE TIERED SERVICE HR DELIVERY MODEL FOR ALL SAILORS.

REF B IS ALNAVRESFOR 017/19, WHICH DELINEATED THE PAY AND TRAVEL CLAIM RESOLUTION PROCESS FOR SAILORS AND ESTABLISHED THE ECHELON THREE COMMANDER NAVY RESERVE FORCES COMMAND RESERVE PAY ASSISTANCE TEAM. REF C IS ALNAVRESFOR 006/22, WHICH INTEGRATED THE NAVY RESERVE FORCE WITH MYNAVY CAREER CENTER THROUGH A MULTI PHASED PLAN AND DELINEATED THE UPDATED RESERVE PAY RESOLUTION PROCESS FOR RESERVE SAILORS IN BOTH THE ACTIVE AND RESERVE COMPONENTS. INCLUDES DEFINITIONS FOR TERMS RELATED TO THIS MESSAGE.

REF D IS RESPERSMAN 7220-010, RESERVE PAY, WHICH ESTABLISHED POLICY AND PROCEDURES IN THE PROPER ADMINISTRATION AND EXECUTION OF RESERVE PAY FOR RESERVE SAILORS WHILE IN A DRILL STATUS.//

RMKS/1. This message updates the current Reserve Sailor pay resolution process by introducing a worksheet to increase resolution efficiency. To best support Reserve Sailors experiencing pay issues the Navy Reserve Force has fully integrated with Navy Personnel Command's My Navy Career Center (MNCC). This integration established Tier 2 role users to reserve echelon 4 commands, ensuring full engagement of the Chain of Command (CoC). This integration with MNCC has helped identify system issues, administrative barriers, and process alignment issues, enabling improved responsiveness and resolution for reserve Sailors. Additionally, Navy Reserve

established the Reserve Command Pay and Personnel Administrator (CPPA) Pro-to-Pro Cell within MNCC to address reserve CPPA questions with NRA CPPAs.

2. As always, pay issues should be addressed and resolved at the lowest level possible following the process described in paragraphs 6 and 7. When resolution is not successful at the lowest level, initial robust and accurate MNCC trouble tickets enable expedited reviews and resolutions. Close teamwork between reserve Sailors, reserve unit leadership, and the Naval Reserve Activity (NRA) staff is critical to optimize ticket submission and resolution.

NRA CPPA/Reserve Pay (RESPAY) clerks will submit trouble tickets on behalf of Sailors with all required supporting documents and background information to ensure cases are actionable upon receipt.

3. Effective immediately, all RESPAY trouble tickets will be submitted to MNCC via the process described in paragraphs 4 through 7 to ensure proper echelon 3 and 4 engagement and that data metrics are captured to identify trends and issues.

4. Reserve Force MNCC Case Submission Worksheet. All CPPA/RESPAY clerks will use the Reserve Force MNCC Case Submission Worksheet to email pay issues to MNCC. This will ensure reserve cases are sent to respective echelon 4 queues for oversight and action with the correct stakeholder.

5. CPPA/RESPAY clerks will submit MNCC trouble tickets via email to askmncc.fct(AT)navy.mil utilizing the 'Reserve Force MNCC Case Submission Worksheet' and supporting applicable Key Supporting Documentation (KSD).

6. For reserve Sailors in an Active Duty (AD) status, the AD command's administrative department and CPPA are the primary pay Points of Contact (POCs) who will work to resolve pay issues and engage MNCC as needed. When the AD command is the Sailor's Unit Mobilization Unit Identification Code (UMUIC) gaining command, the UMUIC leadership shall also be engaged for assistance.

7. For reserve Sailors in a reserve status, the reserve CoC has primary responsibilities.

a. Reserve Sailor:

(1) Inform the Unit/Training Reserve UIC (TRUIC) CoC of the pay issue (IDT, bonus, delayed AD pay issue, travel claim, etc.) immediately upon discovery.

(2) Engage the NRA CPPA/RESPAY clerk or responsible office.

(3) If the NRA is unable to resolve locally, confirm that the NRA submitted an MNCC emailed or a Navy Standard Integrated Personnel System (NSIPS) trouble ticket on your behalf.

(4) Engage the NRA for status updates.

Note: Sailors will receive periodic automated updates on case status when reserve cases are submitted to MNCC.

b. Unit (TRUIC) CoC (Echelon 6):

(1) Engage with the impacted reserve Sailor regarding the case status until fully resolved.

(2) Engage NRA leadership to ensure awareness and that the issue has been logged/submitted.

c. NRA (Echelon 5):

(1) NRA CPPAs/RESPAY clerks will initiate immediate corrective action within five business days, per ref (d).

(2) NRA will, as able, resolve pay issues locally using available systems/processes (e.g. NSIPS help desk trouble ticket, MNCC Reserve CPPA Pro-to-Pro Cell).

(3) If an issue cannot be resolved at the NRA-level or an NSIPS trouble ticket is taking longer than 14-days to resolve, escalate the issue by submitting a trouble ticket to MNCC per paragraph 5.

d. Echelon 4:

(1) Ensure immediate corrective action is taken on all regional MNCC Trouble Tickets in queue.

(2) Validate supporting documents and forward submitted MNCC trouble tickets to responsible resolution stakeholders for action.

(3) Provide weekly case updates within MNCC Tier II, ensuring the Sailor and NRA POCs are updated with case status.

e. CNRFC RPAT (Echelon 3):

(1) The mission of the RPAT is to advocate for 100% resolution of all pay-related reserve inquires.

(2) Review trends to identify system and process issues to improve pay efficiencies across the force.

(3) Ensure timely corrective action is taken on all MNCC trouble tickets forwarded from Echelon 4 queues.

8. Point of contact for Ech 3 and 4 Manpower representatives is CNRFC RESPAY via "CNRFC N11 and Ech 3/4 Team" in Microsoft Teams.

9. Point of contact for Ech 5 clerks is Ech 4 RESPAY representative.

10. Released by RADM M. J. Steffen, Deputy Commander, Navy Reserve Force.//

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