

OIX GATEWAY NORFOLK VA SUCCESSFUL PROCESSING REPORT: UPDATED RESERVE CENTER OF EXCELLENCE (RCOE) PAY AND PERSONNEL

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SUBJ/UPDATED RESERVE CENTER OF EXCELLENCE (RCOE) PAY AND PERSONNEL

TRANSACTION TRAINING FOR NAVY RESERVE CENTERS (NRC)//

POC/ANTILLER/PSCS/RCOE SEL/TSC NORFOLK/LOC: NORFOLK VA/

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RMKS/1. The Command Pay and Personnel Administrator (CPPA) links the individual Sailor, the Sailor's command, and the supporting pay, personnel, and passenger transportation organizations. CPPAs are customer service-oriented professionals trained in basic pay, personnel, passenger transportation, and travel voucher functions associated with Sailor career and life events.

2. Continued focus and improvement on timeliness and accuracy of pay and personnel transactions are the cornerstones of providing world-class Sailor support and improving Fleet readiness and warfighting effectiveness.

3. In an effort to ensure CPPAs at NRCs are providing the best customer support possible, TSC in coordination with CNFRC N1 and RCOE will be providing monthly training with a focus on pay and personnel processes that directly affect Selected Reserve Sailors.

4. Training plan schedule:

27 August 2024 - End of Fiscal Year ADOS Separations

24 September 2024 - RC2AC and ADOS Activations Refresher

29 October 2024 - Annual Training and eMuster

26 November 2024 - Mobilizations

31 December 2024 - "Dark Month" - Holidays and DFAS End of Year Shut Down

28 January 2025 - ADT and OCONUS CZTE

25 February 2025 - ADOS Separations (mid-year refresher)

25 March 2025 - Activations (mid-year refresher)

29 April 2025 - Pay Package and Page 2 Procedures

27 May 2025 - AT/ADT (summer surge refresher)

24 June 2025 - Sales Force Quality Assurance and Key Supporting Documents

5. Training will be provided, via MSTeams, each day from 1300-1500 EST. The training link will be provided to REDCOMs for distribution. CPPAs at the NRC level are required to attend these trainings.

6. RELEASED BY RADM M. J. STEFFEN, COMMANDER NAVY RESERVE FORCES COMMAND.//

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