

CLASSIFICATION: UNCLASSIFIED//

-----OFFICIAL INFORMATION DISPATCH FOLLOWS-----

RTTUZYUW RHOIAAA0009 0281726-UUUU--RHSSUU.

ZNR UUUUU

R 281619Z JAN 22 MID200001419500U

FM COMNAVRESFOR NORFOLK VA

TO NAVRESFOR

INFO ASSTSECNAV MRA WASHINGTON DC

CNO WASHINGTON DC

COMNAVPERSCOM MILLINGTON TN

COMNAVRESFORCOM NORFOLK VA

COMNAVAIRFORES SAN DIEGO CA

COMNAVIFORES FORT WORTH TX

COMNAVRESFOR NORFOLK VA

BT

UNCLAS

ALNAVRESFOR 006/22

MSGID/GENADMIN/COMNAVRESFOR NORFOLK VA/N1/JAN//

SUBJ/UPDATED RESERVE PAY RESOLUTION PROCESS//

REF/A/NAVADMIN/21SEP18//

REF/B/ALNAVRESFOR/17OCT19//

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 RESERVE SAILORS AND ESTABLISHED THE ECHELON THREE COMMANDER NAVY RESERVE FORCES COMMAND RESERVE PAY ASSISTANCE TEAM.

POC/RPAT/E-MAIL: CNRFC_N1_RPAT.FCT(AT)NAVY.MIL//

RMKS/1. In order to improve advocacy and visibility, and to expedite resolution of pay issues affecting Reserve Sailors, the Navy Reserve Force is further integrating with Navy Personnel Command's My Navy Career Center (MNCC) through a multi phased plan. This integration will include Commander, Navy Reserve Forces Command (CNRFC) Reserve Pay Assistance Team (RPAT) transferring all open tickets tracked on the RPAT SharePoint-based log to MNCC NLT 31 January 2022. RPAT will remain a key player in Sailor advocacy for all pay issues. Submit all new reserve pay trouble tickets to MNCC via the process described in paragraphs 4 through 7.

2. Definitions. For the purposes of this ALNAVRESFOR, the following terms are defined.

a. Command Pay and Personnel Administrator (CPPA). CPPAs support Sailors with matters beyond self-service capabilities. CPPAs are customer service-oriented professionals trained in basic pay, personnel, passenger transportation, and travel voucher functions associated with Sailor career and life events. Traditionally, CPPAs are located with the Manpower or Command Services Departments at Navy Reserve Activities (NRA) and with the

Administration Department at active duty commands.

b. MNCC. MNCC is the 24/7 MyNavy HR resource center for all Human Resource support for Sailors and their families. MNCC consists of a three-tier service delivery model. Tier 0 is self-service online resources via MyNavy Portal. Tier 1 is the MNCC Contact Center where Sailors or CPPAs can contact agents for service beyond online resources. For complex questions/cases, an MNCC Contact Center agent will escalate to a Tier 2 subject matter expert trained in specific HR processes, transactions, and/or policies that enable resolution.

c. Navy Pay and Personnel Support Center (NPPSC). NPPSC commands such as Personnel Support Detachments (PSD), Transaction Service Centers (TSC), and Reserve Services Branch (RSB) (a department within TSC Norfolk) provide pay, personnel, and passenger transportation services to Sailors and their families.

d. RPAT. Advocates and engages with responsible external stakeholders on behalf of Reserve members impacted by pay issues.

e. NRA. Navy Reserve Activity (echelon 5) includes Navy Reserve Centers (NRC), squadrons, Seal Teams, etc. and maintain independent access to pay and personnel systems. NRA CPPA/Pay Clerks are the primary points of contact supporting Reserve members.

f. Reserve echelon 4 commands. Provide administrative oversight and support to NRAs and their Reserve members. Examples include Reserve Region Readiness and Mobilization Commands (REDCOM) and Wings.

3. Reserve Force integration with MNCC.

a. January 2022. Phase One of the MNCC integration plan included the establishment of a Tier 2 role that allows for MNCC Tier 1 Agents to route applicable reserve pay trouble tickets for RPAT review/assessment and forwarding to the responsible resolution stakeholder(s). RPAT will continue to work closely with other Reserve Force echelon 3 organizations. RPAT will not close MNCC tickets in the RPAT queue until fully resolved, and will closely monitor reserve pay-related tickets in other MNCC Tier 2/3 stakeholder bins or external stakeholder trouble ticket systems.

b. NLT May 2022. Phase Two includes an MNCC system role for echelon 4 commands to provide visibility in all echelon 5 NRAs in their purview, and ensure all echelons are engaged in the advocacy and resolution process. Additional details will be released SEPCOR NLT April 2022.

c. September 2022. Phase Three includes the establishment of an MNCC Reserve CPPA Pro-to-Pro Cell comprised of experienced Training and Administration of the Reserves (TAR) Personnel Specialists (PS). This team will be located at MNCC in Millington, TN and will act as the lead Tier 2 support team. They will work closely with RPAT, NRAs, CPPAs, and all stakeholders to aggressively resolve issues from within the MNCC/NPPSC organization. Additional details will be released SEPCOR NLT August 2022.

4. Updated pay resolution process. Due to the complex nature of reserve pay issues and the reliance on external systems and organizations (Defense Finance and Accounting Service (DFAS), NPPSC, and Navy Standard Integrated Personnel System (NSIPS)) to achieve resolution, it is imperative that all chains of command, and every TAR and Reserve Sailor are fully aware of the current resolution process and shared responsibilities.

5. Reserve Sailors in an active-duty status.

a. The active-duty command's administrative department and CPPA are the primary pay points of contact who will work to resolve pay issues and engage MNCC, as needed.

b. When the active duty command is the Sailor's Unit Mobilization Unit Identification Code (UMUIC) gaining command, the UMUIC leadership shall also be engaged for assistance.

c. If a pay issue remains unresolved at the conclusion of the active duty orders, Reserve Sailors, working with the CPPA, need to facilitate procedural handoff of the issue from the active command to the NRA. Sailors should request that the active duty command send a detailed email to the NRA CPPA/Pay Clerk (carbon copy to Sailor) with a summary of the actions taken to date and the applicable MNCC ticket numbers.

6. Reserve Sailors in a reserve status.

a. Reserve Sailors:

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

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

(3) If the NRA is unable to resolve locally, confirm that the NRA submitted an NSIPS or MNCC email trouble ticket (whichever is applicable).

(4) Engage the NRA for status updates.

b. Unit (TRUIC) chain of command (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. Navy Reserve Activity (echelon 5):

(1) NRA CO and staff CPPAs/pay clerks will ensure immediate attention is given to reported pay issues.

(2) NRA will make every effort to resolve pay issues locally utilizing available systems/processes (ex. NSIPS help desk trouble ticket, echelon 4 assistance, MNCC Reserve CPPA Pro-to-Pro Cell beginning in September 2022, etc.) prior to submitting an MNCC email trouble ticket.

(3) If it is determined that an issue cannot be resolved at the NRA-level, or an NSIPS trouble ticket is taking longer than 30-days to resolve, escalate the issue by submitting a trouble ticket to MNCC per paragraph 7.

(4) Provide updates (recommend via email) to the impacted Sailor frequently, and as needed, but no less than every scheduled drill weekend.

d. Echelon 4:

(1) Assist NRAs with pay issue troubleshooting prior to NRA submitting MNCC email trouble ticket.

(2) Assign a point of contact for each pay issue submitted to the MNCC and track until resolution.

e. CNRFC RPAT (echelon 3):

(1) Directly resolve pay issues related to enlisted and officer bonuses.

(2) For all other pay issues (not related to bonuses), RPAT will closely monitor unresolved trouble tickets, continue to review received cases, validate supporting documents, and forward the submitted MNCC trouble ticket(s) to responsible resolution stakeholders in order to achieve accurate final pay resolution.

(3) The mission of the RPAT is to advocate for 100% resolution of all pay-related reserve inquiries. If RPAT support and advocacy is unable to achieve resolution with external stakeholders in a timely manner, RPAT will advise the echelon 4 command, NRA, and member on appropriate escalation options.

(4) RPAT will coordinate advocacy efforts with other Reserve Force echelon 3 organizations, as needed.

(5) RPAT can be reached at cnrfc_n1_rpat.fct@navy.mil.

7. MNCC trouble tickets should be sent via email to askmncc@navy.mil, with the following information.

a. Reserve Sailor's name.

b. Current status: reserve status or active-duty status.

c. Detailed description of the issue.

d. Summary of actions taken to resolve.

e. Additional pertinent information (NSIPS trouble ticket number(s), echelon 4 actions and communications, etc.).

f. Affected member's official navy email address (personal email addresses are not authorized).

g. NRA command name.

h. NRA point of contact information (email distribution lists are highly encouraged).

i. Echelon 4 command name.

j. Echelon 4 point of contact information (email distribution lists are highly encouraged).

8. Early and frequent leadership involvement and direct engagement at every echelon remain essential in taking care of Sailors. We must act with a sense of urgency and be tireless in our efforts to help shipmates address pay issues so that they can remain focused on mission and warfighting readiness. Timely, accurate submissions are critical in minimizing/resolving these issues and communicating with compassion and empathy is paramount. While system improvement efforts are underway to prevent many pay issues from originating,

'all hands on deck' are expected, and needed, to aggressively get after today's pay challenges.

9. Released by RADM J. A. Schommer, Deputy Commander, Navy Reserve Force.//

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