



PLAIN TALK

User's guide to Accurate Personnel / Pay Transactions and Sailors' Personnel Records

Accurate Navy personnel records result from standardized processes that include the Sailor, his or her command, and the command's designated personnel support organization. Effective JAN 2014, Navy Personnel Command (NPC) directed every Personnel Support Detachment (PSD), PSD Afloat, and Customer Service Desk (CSD) to use online Standard Operating Procedures (SOPs) to perform Sailor pay and personnel transactions. Every Navy command should use them, too!

The partnership of Sailor, command, and PSD/CSD ensures that accurate personnel records are available when reviewed for advancement determination, selection for retention or special programs, and/or assignment to Navy jobs. Sailors must take necessary actions to verify their records are current, accurate and complete. Command leaders, in coordination with the supporting PSD/CSD, should use resources identified in this user aid to assist Sailors in their effort.

Step 1: Use Pay/Personnel Standard Operating Procedures (SOPs)

A common (standardized) process for successful completion of transactions – Navy-wide!

- SOPs begin and end with the Sailor, linking users – including command leadership, CPC, CCC, Clerk, Supervisor, etc. – to references, forms, online resources, user aids and help.
- Detailed steps, supported by a process flow diagram, provide all participants complete transparency into required actions for each user role.
- Every SOP can be “filtered” by user role, facilitating efficient performance of tasks.

Illustration 1: MPTE Portal Standard Operating Procedures website

The screenshot shows the MPTE Portal interface. At the top, there is a navigation bar with 'HOME', 'INTRANET', 'COMMUNITIES & ORGANIZATIONS', 'PROJECTS', 'SOLUTIONS', and 'SUPPORT'. Below this is a breadcrumb trail: 'PERS-2 > Standard Operating Procedures'. The main content area has several tabs: 'PERS-2', 'Divisions', 'NPPSC', 'PAY/PERS Professionals', 'Pay Processes', and 'Personnel Processes'. The 'Personnel Processes' tab is highlighted with a red box. Below the tabs, there is a table of SOPs. The first row is 'SOPs ACCESS ISSUE' with a 'Modified' date of '12/19/2014 12:56 PM'. Below this is a list of SOPs with their titles and descriptions. A red box highlights a 'Login Error - Expand for more information +' message in the bottom right corner of the screenshot.

If you see this red error message, don't worry... you can still use the SOPs.

Login Error - Expand for more information +

Access SOPs via the Manpower, Personnel, Training and Education (MPTE) Portal:
<https://mpte.portal.navy.mil/sites/NPC/pers2/Lists/Standard%20Operating%20Procedures/AllItems.aspx>

IMPORTANT: Users who have not established a MPTE Portal account will see a red "Login Error" box in the top right corner of the screen. This error does NOT prevent anyone from accessing the SOP, as the user will be logged in under a generic DOD user ID.

Access issues? Notify your TYCOM N1 POC (cc: Director, N1 Fleet Introduction Team: alexander.watt@navy.mil).

Step 2: Use resources on the Navy Personnel Command (NPC) website

NPC offers two website communities with extensive resources helping Sailors administer and manage their personnel records. Both are accessed via quicklinks on the NPC homepage. Go to the NPC homepage at <http://www.public.navy.mil/bupers-npc/Pages/default.aspx>. On the left, find **Career Links** and then select the desired community.

- **NPC > Career Toolbox.** This community provides resources for Sailors, Career Counselors, and Command Leaders. Of particular importance are two user aids that enable a thorough review of the Official Military Personnel File (OMPF) and Electronic Service Record (ESR):
 1. **Personnel Records Review** – MS Word document leading users through a step-by-step inventory of OMPF and ESR, an activity critical to every Sailor's career.
 2. **Review Your OMPF and ESR** – MS Powerpoint brief supports command training programs.

Illustration 2: NPC Career Toolbox website

The screenshot shows the 'Career Toolbox' page on the Navy Personnel Command website. The page title is 'Navy Personnel Command > Career Info > Career Toolbox'. The main heading is 'Career Toolbox'. Below the heading, there is a section titled 'Get the most from your Navy Career ...' with the text: 'It is important that you be thoroughly familiar with and use your Navy Career Tools. If you do not use them you will miss the opportunities and advantages provided for you.' Below this is a 'Get started -' section with three numbered steps: 1. Download and review the **Sailor Career Toolbox** user aid (click hyperlink on the right). 2. Establish your online accounts. 3. Use Career Tools to manage your Navy career. An **IMPORTANT:** note follows: 'You must be proactive and take all necessary actions to verify your personnel records are current, accurate and complete. Doing so will ensure your career achievements are available when reviewed for advancement, selection for retention or special programs, and/or assignment to desired jobs.' A red box highlights a list of resources:

- **Personnel Records Review** – a step-by-step inventory of your OMPF and ESR for completeness and accuracy. (Interactive MS Word document)
- **"Review Your OMPF and ESR"** – an illustrated guide that supports the "Personnel Records Review" user aid. (MS Powerpoint brief)
- **Officer Record Management** (pdf document)
- **Accurate Personnel Records** - 3 steps to ensure accuracy of personnel records – for Sailors, Commands, and Personnel Support Detachments (pdf document)
- **Pay/Personnel Standard Operating Procedures** – detailed guidance on who should do what and when (including your own responsibilities when initiating and verifying transactions). (Online system; CAC required.)

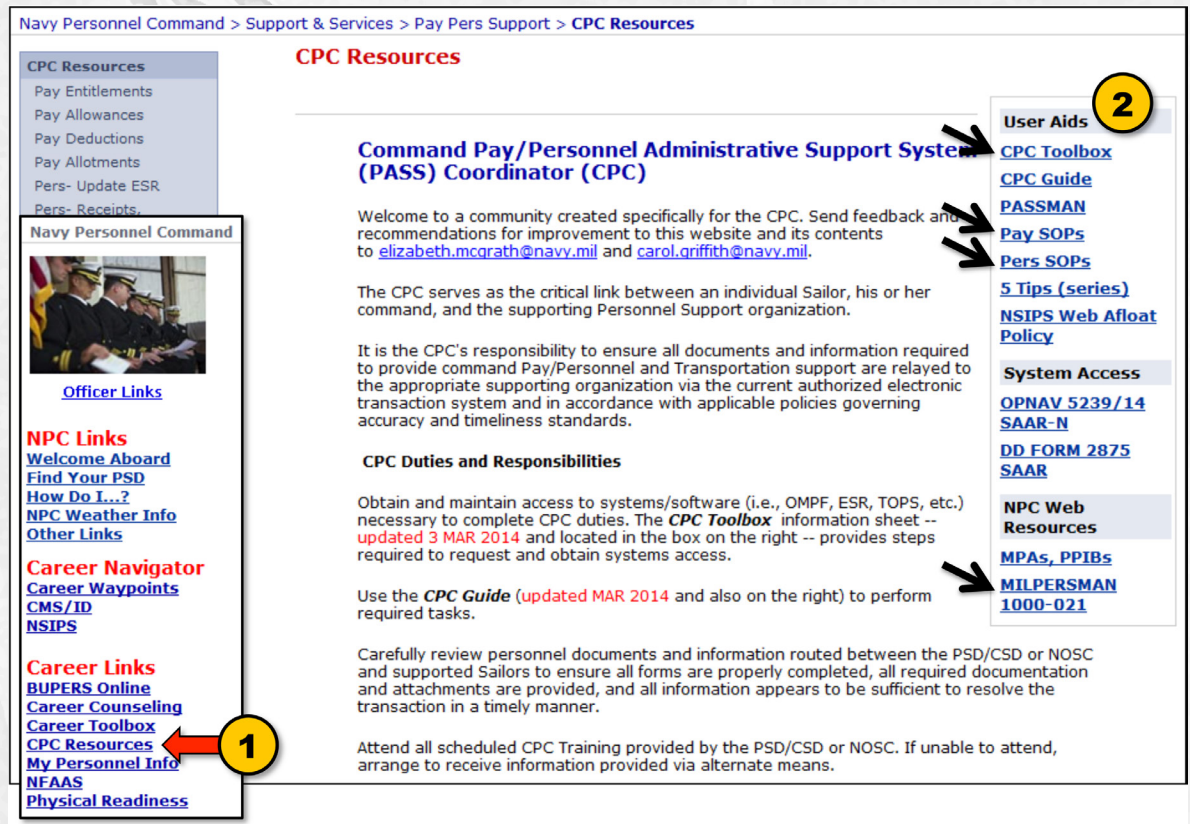
Annotations include a red circle with the number '1' pointing to the 'Career Toolbox' link in the left sidebar, and a red circle with the number '2' pointing to the 'Personnel Records Review' link in the main content area.

Access the Career Toolbox website directly: <http://www.public.navy.mil/bupers-npc/career/toolbox/Pages/default2.aspx>

- **NPC > CPC Resources.** This community provides extensive policy information and resources organized to help the Command PASS Coordinator (CPC) initiate, execute and/or support Pay and Personnel transactions on behalf of command personnel. Look for the following:
 1. **Standard Operating Procedures (SOPs)** – online, interactive resource providing step-by-step direction, starting with the Sailor and including the CPC, CCC, PSD Clerk, and other stakeholders, as appropriate. SOPs provide transparency into common Pay/Pers transactions for all stakeholders and are an important reference and resource for command leaders.
 2. **MILPERSMAN 1000-021** – defines minimum requirements for the appointment of a CPC and basic responsibilities of supported commands, supporting PSD/CSD and CPCs.

3. **CPC Toolbox** – Adobe document that can be downloaded and used by the CPC to obtain user account and access to systems required to perform designated tasks.





Navy Personnel Command > Support & Services > Pay Pers Support > **CPC Resources**

CPC Resources

- Pay Entitlements
- Pay Allowances
- Pay Deductions
- Pay Allotments
- Pers- Update ESR
- Pers- Receipts

Navy Personnel Command

Officer Links

NPC Links

- [Welcome Aboard](#)
- [Find Your PSD](#)
- [How Do I...?](#)
- [NPC Weather Info](#)
- [Other Links](#)

Career Navigator

- [Career Waypoints](#)
- [CMS/ID](#)
- [NSIPS](#)

Career Links

- [BUPERS Online](#)
- [Career Counseling](#)
- [Career Toolbox](#)
- [CPC Resources](#)
- [My Personnel Info](#)
- [NFAAS](#)
- [Physical Readiness](#)

CPC Resources

Command Pay/Personnel Administrative Support System (PASS) Coordinator (CPC)

Welcome to a community created specifically for the CPC. Send feedback and recommendations for improvement to this website and its contents to elizabeth.mcgrath@navy.mil and carol.griffith@navy.mil.

The CPC serves as the critical link between an individual Sailor, his or her command, and the supporting Personnel Support organization.

It is the CPC's responsibility to ensure all documents and information required to provide command Pay/Personnel and Transportation support are relayed to the appropriate supporting organization via the current authorized electronic transaction system and in accordance with applicable policies governing accuracy and timeliness standards.

CPC Duties and Responsibilities

Obtain and maintain access to systems/software (i.e., OMPF, ESR, TOPS, etc.) necessary to complete CPC duties. The **CPC Toolbox** information sheet -- updated 3 MAR 2014 and located in the box on the right -- provides steps required to request and obtain systems access.

Use the **CPC Guide** (updated MAR 2014 and also on the right) to perform required tasks.

Carefully review personnel documents and information routed between the PSD/CSD or NOSC and supported Sailors to ensure all forms are properly completed, all required documentation and attachments are provided, and all information appears to be sufficient to resolve the transaction in a timely manner.

Attend all scheduled CPC Training provided by the PSD/CSD or NOSC. If unable to attend, arrange to receive information provided via alternate means.

User Aids

- [CPC Toolbox](#)
- [CPC Guide](#)
- [PASSMAN](#)
- [Pay SOPs](#)
- [Pers SOPs](#)
- [5 Tips \(series\)](#)
- [NSIPS Web Afloat Policy](#)

System Access

- [OPNAV 5239/14 SAAR-N](#)
- [DD FORM 2875 SAAR](#)

NPC Web Resources

- [MPAs, PPIBs](#)
- [MILPERSMAN 1000-021](#)

Access the CPC Resources website directly:

<http://www.public.navy.mil/BUPERS-NPC/SUPPORT/PAYPERS/CPCRESOURCES/Pages/default2.aspx>

Step 3: Sailors view and verify Navy Personnel Records

Sailors must closely monitor their records and routinely verify that their career achievements are documented properly (see Step 2). When necessary, Sailors coordinate with their CPC and Personnel Office or personnel support organization to update missing or inaccurate information.

- **Electronic Service Record (ESR)** – displays personnel and career data entered into the Navy Standard Integrated Personnel System (NSIPS). At reenlistment and separation, personnel information is printed and submitted for permanent retention in OMPF. Access ESR via NSIPS: <https://nsips.nmci.navy.mil/>.
- **Official Military Personnel File (OMPF)** – specific OMPF documents are reviewed by Enlisted Selection Boards when making advancement determinations. Access OMPF via BUPERS Online: <https://www.bol.navy.mil>.
- **Joint Service Transcript (JST)** – displays military education, training and experience for personnel who entered the service after 1981. Access JST here: <https://jst.doded.mil/smart/>.
- Officers also should verify documentation in their **Officer Summary Report (OSR)**. Access OSR via BUPERS Online: <https://www.bol.navy.mil>.

IMPORTANT: *Until further notice, be advised that training, certification and qualification information documented in RADM and ASM is NOT recorded in the ESR and is NOT printed on documents submitted to OMPF. When preparing for Selection Board Review, print RADM, ASM and ETJ documents, highlight significant achievements with a black star or arrow and enclose with the Letter to the Board.*

References: OPNAVINST 1000.23 (series), Pay and Personnel Administrative Support System (PASS) Management Manual; and MILPERSMAN 1001-021, Command PASS Coordinator (CPC).