# 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!*
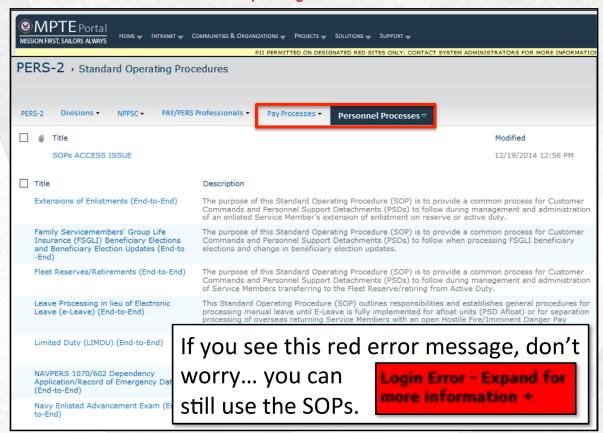
*The partnership of Sailor, command, and PSD/CSD ensures that accurate personnel records are available when reviewed for advancement determination, selection for retention or special programs, and/or assignment to Navy jobs. Sailors must take necessary actions to verify their records are current, accurate 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



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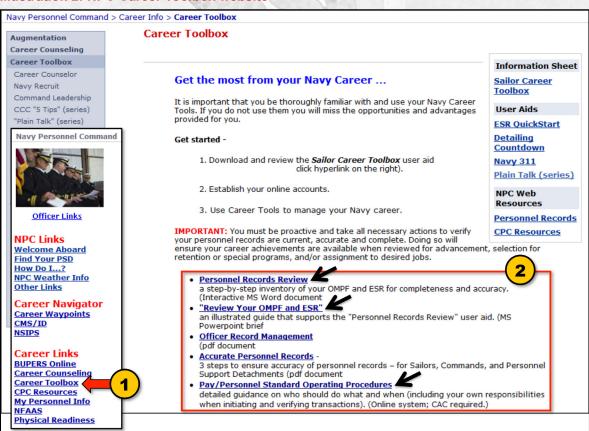
*Access issues? Notify your TYCOM N1 POC (cc: Director, N1 Fleet Introduction Team: alexander.watt@navy.mil).*

## 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.
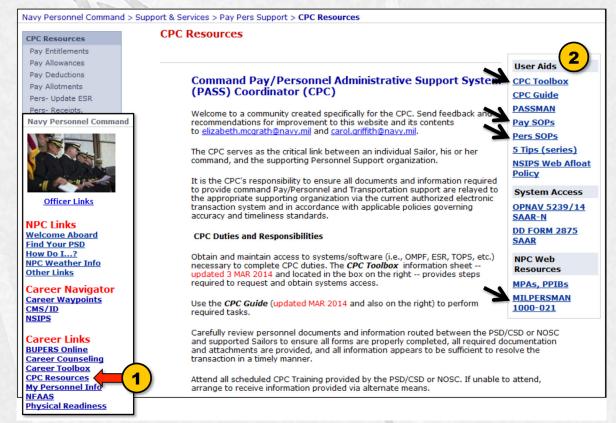
**Illustration 2: NPC Career Toolbox website**



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.

⚓ **Illustration 3: NPC CPC Resources website**



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).*

*This user aid is a product of the OPNAV N1 Fleet Introduction Team in coordination with PERS 21.*
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