How to maintain accurate Personnel Records

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 document to assist Sailors in their effort.

Step 1: View and verify Navy Personnel Records

Sailors must closely monitor their records and routinely verify that their career achievements are documented properly. When necessary, Sailors coordinate with their Command Pay and Personnel Administrator (CPPA), Personnel Office, personnel support organization, and/or MyNavy Career Center (MNCC) 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://nsipsprod-sdni.nmci.navy.mil/NSIPsLogin.jsp

- **Official Military Personnel File (OMPF)** – displays official documents in your permanent record that are reviewed by Selection Boards when making advancement and promotion determinations. Access OMPF via BUPERS Online: https://www.bol.navy.mil

- **Performance Summary Report (PSR)** – displays performance evaluation and fitness report data, along with the reporting senior’s cumulative average. Access PSR via BUPERS Online: https://www.bol.navy.mil

- Officers also should verify data in their **Officer Summary Report (OSR)**. Access OSR via BUPERS Online: https://www.bol.navy.mil

Sailors are encouraged to conduct a step-by-step inventory of their ESR and OMPF via a user aid that contains detailed guidance for what information should be displayed and what steps must be taken if information is missing or in error.

- A hard copy of the “Personnel Records Review” user aid may be downloaded from the NPC Career Toolbox page (see next page for more information).

- An online version (also exportable as a PDF document) is available via MyNavy Portal (MNP) at https://my.navy.mil. Login and then navigation to MyRecord > Record Review.

Step 2: Use Personnel Standard Operating Procedures (SOPs)

Personnel SOPs provide a common (standardized) process for successful completion of transactions Navy-wide. 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 23 FEB 2015, all Navy commands are directed to use online Standard Operating Procedures (SOPs) to perform Sailor personnel transactions. See NAVADMIN 043/15 (http://www.public.navy.mil/bupers-npc/reference/messages/Documents/NAVADMINS/NAV2015/NAV15043.txt).

SOPs provide transparency into common personnel transactions for all stakeholders and are an important reference and resource for command leaders and personnel support specialists.

- SOPs begin and end with the Sailor, linking users – including command leadership, CPPA, 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.

Every SOP can be printed in its entirety, by individual page, or by individual user role.

Use the revision date located at the top of every online SOP version to ensure the SOP is current. A monthly report of SOP changes and updates is available at:

Access the SOP Library at:

**Step 3: Use Navy Personnel Command (NPC) resources**

NPC offers extensive resources helping Sailors manage their personnel records. Go to the NPC website at http://www.public.navy.mil/bupers-npc/Pages/default.aspx. On the left, find Career Links and then select from a list that includes:

- **Career Toolbox** provides resources for Sailors, Career Counselors, and Command Leaders. Two user aids enable a thorough review of OMPF and ESR:
  2. **Review Your OMPF and ESR** – illustrated overview

  Access NPC Career Toolbox pages directly at:
  http://www.public.navy.mil/bupers-npc/career/toolbox/Pages/default2.aspx

- **CPPA Resources** provides extensive policy information and resources organized to help the Command Pay and Personnel Administrator initiate, execute and/or support personnel transactions on behalf of command personnel. Look for the following:
  1. **Standard Operating Procedures (SOPs)** – step-by-step policy direction, starting with the Sailor and including the CPPA, CCC, PSD Clerk, and other stakeholders, as appropriate.
  2. **MILPERSMAN 1000-021** – minimum requirements for the appointment of a CPPA and basic responsibilities of supported commands, supporting PSD/CSD and CPPAs.
  3. **CPPA Toolbox** – document used by the CPPA to obtain user account and access to systems required to perform designated tasks.

  Access CPPA Resources pages directly:
  https://www.public.navy.mil/bupers-npc/support/paypers/cpcresources/Pages/default2.aspx

**IMPORTANT Notes**

- PQS completion documented in RADM and ASM may not be recorded in the NSIPS ESR and may not be included in documents submitted to OMPF. When preparing for Selection Board Review, be certain to print RADM, ASM and ETJ documents, mark your significant achievements with a black star or arrow, and enclose with your Letter to the Board.

- Policy guidance and references include: OPNAVINST 1000.23 (series) and MILPERSMAN 1000-021.

- Resources for updating personnel records include the CPPA and MyNavy Career Center:
  - 1-833-330-MNCC (1-833-330-6622)
  - 901-874-MNCC (1-901-874-6622)
  - askmncc@navy.mil