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NAVCRUITDISTRICTRICH INSTRUCTION 5400.1

From: Commanding Officer, Navy Recruiting District Richmond

Subj: STANDARD OPERATING PROCEDURES

Encl: (1) Standard Operating Procedures

1. Purpose. To provide up-to-date management guidance and standard operating procedures for Navy recruiting field activities and personnel.

2. Scope. The contents of enclosure (1) standardize recruiting operations where feasible. Programs and procedures outlined in this manual are those required by COMNAVCRUITCOM or higher authority. The guidance contained herein is not intended to eliminate or duplicate directives issued by other competent authority. However, it is intended to complement and provide procedural guidance on any Navy-wide programs, regardless of controlling authority, which affect the recruiting mission.

3. Punitive Effect. This manual is a regulatory general order and applies to all personnel within the Navy Recruiting District without further implementation. A violation of these provisions is punishable under the Uniform Code of Military Justice for military personnel and is the basis for appropriate disciplinary action with respect to civilian employees.

4. Cancellation Contingency. Cancel NRDRICHNOTE 1133 dtd 21 Dec 10.

5. Action

a. SOP will be distributed to all personnel upon check-in with the command.

b. Policies or procedures contained in this instruction that contradict any other directives shall be brought to the attention of the Commanding Officer, Navy Recruiting District Richmond. Recommendations for changes may be sent to the operations officer.

Budd Bergloff
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Navy Recruiting District
RICHMOND



NAVCRUITDISTRICTRICH Instruction
5400.1

Standard Operating Procedures (SOP)

01 April 2012

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Chapter 1

Recruiting Customer Service Standards and Expectations

1. Purpose. The purpose of this instruction is to provide specific guidance and standards for customer service for all officer and enlisted prospects, applicants, Future Sailors, collegiates and shippers.
2. Discussion. Customer service is a mission-essential priority for Navy recruiting. In dealing with our external customers, each member of the recruiting team shall be courteous, friendly, attentive, responsive, knowledgeable and helpful. Each applicant, whether qualified, competitive, or neither, should walk away from an encounter with his or her Navy recruiter feeling that they understood the requirements, their responsibilities as a prospect/applicant, and would recommend their recruiter to anyone.
3. Guidance. All recruiters at NRD Richmond will adhere to the following:

- a. **There is only one standard for responsiveness at NRD Richmond.** Recruiters must respond to each and every communication from a prospect or applicant within one workday.

- (1) If a message, voicemail, or email is received on a given day, it must be replied to no later than (NLT) the following workday. Any later than this is unacceptable customer service, communicating a lack of diligence or a lack of personal investment on the part of the Navy's representative and this is incompatible with our mission.

- (2) If the recruiter's workload is such that a proper response cannot be provided to the prospect/applicant in this timeframe, or if the information requested requires research or preparation prior to responding, then a short response stating so is acceptable. In these cases, for example, "Mr. Smith, this is LT/Petty Officer John Doe from Navy Recruiting District Richmond; I received your voicemail from this morning and I'm calling to let you know that I will be unable to get back to you until Thursday, as I need to do some research in order to answer your questions. Please call me if you have any questions or if this is not suitable; Thank you."

(3) Meeting this standard requires time management and an effective personal organization system on the part of the recruiter, especially when considering the volume of calls that can be received.

b. Each recruiter has the responsibility to maintain their email and voicemail inboxes so that they are never "full" and rendered incapable of receiving messages. No one attempting to contact a recruiter should ever receive a "mailbox full" automated reply by either voicemail or email.

c. When a recruiter goes on leave, temporary duty, or is otherwise away from his or her recruiting duties for longer than one workday, an appropriate out-of-office reply should be in place on their email. The out of office reply shall state when they will return and the contact information of the NRD Richmond recruiter who can be reached in their absence to address emergent issues.

d. Email correspondence to applicants must always be professional in tone and format, commensurate with the courtesy due any Navy member. Specifically:

(1) Each email must include a proper opening, such as, "Mr. Smith," and a proper closing such as, "Sincerely," or "Regards," concluding with the recruiter's name.

(2) Each email should clearly and politely state what is required of the applicant and the date by which the recruiter expects the applicant to provide it.

~~(3) Email correspondence must be in sentence and paragraph format using appropriate diction, punctuation, and capitalization. An applicant must never receive an email that uses informal "text message speak," fragmented sentences, or one-word answers. Appropriate and professional uses of text brevity codes remain acceptable when communicating via text, but never in email.~~

e. Each applicant has only one point of contact with the Navy - his or her recruiter. All application information should be passed from the applicant directly to the recruiter. The recruiter shall then pass the information to the appropriate processor or HQ representative. Officer Processors play a key role in preparing the officer applications and providing quality assurance checks. However, an applicant must never be passed to a processor as a primary point of contact, as this risks confusion that can cause "circular communication" problems, undermining the recruiter's credibility with the applicant. Conversely, all news, information, updates, or information requirements regarding the applicant's process should be passed to the recruiter, who will then contact the applicant. Under some circumstances, the recruiter may not be available and a processor, Leading Petty Officer (LPO), Division Leading Chief Petty Officer (DLCPO) or Division Officer (DIVO) may need to contact an applicant. In these cases, the recruiter must immediately be made aware. Each applicant must know that their recruiter is their connection with the Navy.

f. Upon the initial interview, or as soon as possible following, each Applicant must be introduced to the recruiter's LPO, DLCPO and/or DIVO. The purpose of this is to make the applicant aware of whom the recruiter's immediate supervisor is to serve as primary "backup." At this meeting, the Chain of Command (COC) should make clear to the applicant that they are available any time the applicant has difficulty reaching the recruiter, or if there is a customer service complaint or issue, or any other questions or concerns.

g. Recruiters must remain reachable after working hours and on non-workdays via their issued government cellular phones. Recruiters must be available to receive phone calls at any reasonable waking hour of the day, and should not be away from their cellular phones for extended periods of time (more than 24 hours is a good standard). Voice mails should be checked frequently (once per day at a minimum).

h. A key element of customer service is expectation management. Today's officer recruiting environment requires high quality applicants. Each recruiter must make clear to applicants the realities of application requirements, selection board timelines, possibilities for board rescheduling, and the components of medical and security clearance requirements. All requirements should be passed to the applicant up front with a deadline that is mutually agreeable between the recruiter and applicant. Don't make promises you cannot keep and politely hold your applicants to the timeline.

4. Conclusion. World class customer service will continue to be the hallmark of success for Navy Recruiting District Richmond. It will make your job easier by providing the district with quality referrals and satisfied applicants. With the unique market in the Richmond area of responsibility, our customer service must always be at the highest standards. Regardless of who an applicant is, is related to, or is somehow otherwise connected to, and regardless of their qualification or competitiveness, they should receive the same customer service each of us would expect to receive ourselves, for our own family members, or for our most prized prospect.

Chapter 2

Recruiting Standards

1. Purpose. This covers general information for recruiters assigned to NRD Richmond.
2. Working Hours. NRD Richmond working hours are 0900-1800, providing the day's activity is met. Recruiters may be required to work weekends in support of diversity/recruiting events.
3. Station Appearance. Recruiting stations serve as the public's first impression of the United States Navy and as such should exhibit the pride that we have in our service. Stations are to be maintained at a high standard of cleanliness and professionalism. Ensure posters are displayed in frames and Recruitment Aid Devices (RADs) are current. If any issues arise with station upkeep it is the responsibility of the Leading Petty Officer (LPO) to notify the Supply Officer through his or her chain of command.
4. Daily Routine. To ensure continuous productivity it is necessary for a recruiter to maintain a consistent routine that guarantees all tasks are completed in a timely manner. As such, the following checklist should be accomplished daily.
 - a. Log-on to Web-RTOOLS to view working tickler.
 - (1) Contact new local effective accession delivery system (LEADS) and disposition them properly, check feedback tab for appropriate comments, then save.
 - (2) Update ongoing LEADS and applicants, complete Delayed Entry Program (DEP) comments for collegiates (contacts, declining performance comments).
 - b. Check Outlook email for any issues/programs or policy changes.
 - (1) Complete a review of taskers (view NAVCRUIT 1500/2).
 - (2) Respond to email requests (provide CC to appropriate chain of Command if required).
 - (3) Conduct email/mail-outs to IRR lists, school lists, etc as appropriate (Check OTOOLS for CTO names).

(4) Update calendar (be sure your prospecting, Center Of Influence (COI) events, interviews, phone power are color coded and shared with your Divisional Chain of Command via "Share My Calendar," option).

- c. Check voicemail and return calls.
- d. Check mailbox.
- e. Conduct scheduled prospecting and document appropriately (PPAR, AAR for all Navy Recruiting Command (NRC) events)
- f. Officer Recruiters: Log on to CIRIMS.

(1) Check activity list(s) for assigned processor(s) to assist them in identifying next action requests for your applicants. Conduct a weekly discussion with the station processor as to the status of your applicant kits at NRD or Navy Recruiting Command.

(2) Verify board results as needed

g. Conduct a Daily Production Review (DPR) with your assigned leadership (LPO/DIVO).

h. LPO/Division Leading Chief Petty Officer (DLCPO)/DIVO: Approve leave in the Navy Standard Integrated Personnel System (NSIPS) on an as-needed basis.

5. Weekly Routine

- a. Conduct school visits, COI visits, phone power as needed.
- b. Document all production (Recruiting Post-Prospecting Activity Reports [NAVCRUIT 1131/25] completed and routed).
- c. Update Outlook calendar, making notations regarding your weekly activity. Use the color-coded categories found in COMNAVCRUITCOMINST 1130.8J - Volume I.
- d. Conduct training to include Strengths and Weaknesses, Personal Qualification Standards (PQS), line items, and advancement.

e. Complete Officer Production Reviews (NAVCRUITCOM 1131/23) are to be completed by officer Recruiters (OR) twice a month with DIVO. DIVO then conducts a weekly OPR with the Officer Assistant Chief Recruiter (OACR).

f. Ensure your Defense Travel System (DTS) is up-to-date. Submit travel claims within five days of travel.

6. Monthly Routine

a. Submit Vehicle Logs to divisional vehicle representative for submission to Command Vehicle Coordinator. Report is due to Vehicle Coordinator NLT the fifth of each month for the prior month's usage.

b. Submit Out of Pocket Expense (OPE) Report NLT the fifth of each month for the prior month's receipts.

c. Prepare and submit next month's calendar of planned events and campus visits to DIVOs/D-LCPOs.

d. Check and annotate changes to individual copies of the Marketing Operations Plan (MOP) or written prospecting plan (ORs/DIVOs).

e. Request business cards, RADs, and other recruiting supplies as needed via LPO/D-LCPO/DIVO. One RADs order every month per station and a monthly IRD to Supply for standard re-supply issues.

f. Complete PATE/OPATE for the month and review with DLCPO/DIVO.

Chapter 3

General Officer Processing

1. Purpose. General Officer Candidate School (OCS) Programs processing is directed by the Application Checklist found on the NRC Quarterdeck. In addition to the use of the checklist, the following are standard processing practices for NRD Richmond.

2. Interview. In addition to the use of basic sales skills and conducting a thorough blueprinting:

a. Discuss Officer Candidate timeline, test, complete package, board, professional recommendation, medical, security clearance, final selection, enlistment, and OCS.

b. Advise prospect on materials they need to gather for processing: birth certificate, social security card, official transcripts for all college courses completed, provide reference information (minimum three and should be last three employers) and SF-86 (give password information to the Navy Accession Security Information System (NASIS) website). Full kit must be completed at least one month prior to scheduled board date.

c. Determine the program of interest. This will determine the test required and specific timelines for kit completion. If the prospect is interested in Pilot or Naval Flight Officer, he or she will be required to take the entire Aviation Selection Test Battery (ASTB). All other General Officer (GENOFF) programs require only the OAR portion. GENOFF Board dates vary according to program with some occurring only once a year and others on a more frequent basis. Explain that all board dates are tentative and subject to change pending Navy Recruiting Command (NRC) quotas.

d. Schedule ASTB. Review the NRD Richmond Applicant Testing Standard Operating Procedures (SOP). Recommend a minimum of two weeks to study, preferably at least a month. Let the prospect know this is an extremely difficult test that will determine the opportunities available to them. The ASTB is administered twice a day Monday-Thursday in Richmond. Individual NORS can administer the exam on their testing computers and/or laptops at a time arranged with the prospect.

Study materials for the test can be found at any bookstore or university library (Military Flight Aptitude Test or Officer Candidate Test books).

e. Review the application checklist to reiterate what is required. Make a photocopy of the birth certificate and social security card. Print the completed SF-86 from NASIS and have the prospect sign the three signature pages. Have the prospect complete the Military Entry Processing Station (MEPS) paperwork at this time. Advise prospect to gather all medical documentation to prepare for any necessary medread. (Review the NRD Richmond MEPS Scheduling SOP.) Have the prospect complete and sign the miscellaneous documents from the checklist at this time.

3. Kit Goes to Processor

a. The OR will ensure all basic information for the applicant is correct in RTOOLS prior to submitting package to processor.

b. Completed kit must be sent to the processor on timeline established by the Operations Officer (about three weeks prior to the board deadline). Checklist must be 100% completed. If ~~any discrepancies are noted~~ the OR must relay that information to the applicant and assist him or her in correcting the discrepancies.

4. Kit Goes to Board

a. Kit will be submitted to NRC via CIRIMS by the processor. Any discrepancies will be noted by NRC and must be fixed by the processor.

b. ~~When the Program Manager reviews the package and approves it to go to board~~ (i.e. officer application ordered to professional board), ORD-PRO status and date will be noted in CIRIMS. The OR can also review the "At Board" List in CIRIMS.

c. Professional Recommendations will be noted on Board Results Lists and in CIRIMS.

5. Professional Recommendation

a. Once an applicant is Professionally Recommended (PRO-REC Y), he/she needs to get medically cleared and a Joint Personnel Adjudication System (JPAS) must be checked to ensure a security clearance background investigation has been initiated. The processor should submit the applicant's NASIS application to JPAS and forward the e-QIP pages to the OR.

b. OR and applicant meet to sign e-QIP pages. Fingerprint the individual at this time.

c. Processor sends fingerprint cards and e-QUIP pages to Millington.

6. Physical Qualification. It is recommended that Recruiters work to medically qualify applicants prior to the board convening to expedite the process upon PRO-REC Y. Review NRD Richmond MEPS Scheduling SOP. Once the physical is completed at MEPS Richmond, Recruiters have to wait 10 business days before requesting an applicant's medical record from MEPS. When the record is received, it must be uploaded into MEDWAIVE and sent to N3M by a processor with the appropriate access. N3M will review the record and send either a Physically Qualified (PQ) or a Non Physically Qualified (NPQ) letter. In the event a waiver is required, N3M will send a letter identifying what further information is required. Once this information is obtained it needs to be submitted back into MEDWAIVE. When a final PQ or NPQ letter is received it must be uploaded into CIRIMS.

7. Security Clearance. A JPAS letter must be obtained by the processor and uploaded into CIRIMS showing that the applicant's investigation was opened.

8. Final Select

a. When an applicant is PQ, has the appropriate JPAS paperwork, and everything is updated in CIRIMS, then a Final Select letter will be issued in CIRIMS.

b. The Final Select letter will identify an OCS date.

c. Forward the Final Select letter to the applicant and arrange a time to have him/her enlist.

9. Enlistment

a. A commissioned officer must perform the enlistment (can be retired, separated or Reserve).

b. Enlistment documents must be forwarded to the Lead Processor for processing. An Enlisted Service Record will be created and sent to OCS prior to member shipping. Medical documents will also be forwarded at this time.

10. OCS

a. Recruiters are required to contact officer candidates twice a month. A face-to-face contact must be completed at least every other month. A contact report must be completed with each contact. Officer Candidates must remain PQ and pass a Physical Fitness Assessment test administered between 30 and 14 days prior to shipping to OCS.

b. OCS orders and travel will be generated by NRD Richmond Collegiate Manager. A Mode of Travel worksheet must be completed by the officer candidate at least 60 days prior to ship date.

Chapter 4

Medical Officer Processing

1. Purpose. Medical Officer Programs processing is directed by the Officer Development School (ODS) application checklist found on the NRC Quarterdeck. In addition to the use of the checklist the following are standard processing practices for NRD Richmond.

2. Interview. In addition to the use of basic sales skills and conducting a thorough blueprinting:

a. Discuss Officer Candidate timeline: complete package, board, professional recommendation, medical, security clearance, appraisal interviews, final selection, enlistment, commissioning and ODS.

b. Advise prospect on materials they need to gather for processing: birth certificate, social security card, official transcripts for all college courses completed, professional licensures, standardized test scores (GRE, GMAT, MCAT, OAT, DAT), reference information (minimum three and should be all employers over last three years) and SF-86 (give password information to NASIS website). Full kit must be completed at least one month prior to scheduled board date.

c. Determine the program: Determined by a qualifying degree that meets the requirements indicated in the program authorization for all four Medical Staff Corps programs (found on the NRC quarterdeck). Applicants interested in Medical Service Corps specialties must have resume and transcripts reviewed by the Program Manager for approval before processing. The remaining three staff corps only require a resume review.

3. Physical Qualification(PQ). All medical programs require a PQ letter before the kit can be submitted to the board. Review NRD Richmond MEPS Scheduling SOP. Once the physical is completed at MEPS, Recruiters have to wait ten business days before requesting an applicant's medical record from MEPS. When the record is received it must be uploaded into MEDWAIVE and sent to N3M by a processor with appropriate access. N3M will review the record and send either a PQ or NPQ letter.

In the event that a waiver is required, N3M will send a letter identifying what further information is required. Once this information is obtained it needs to be submitted back into MEDWAIVE. When a final PQ or NPQ letter is received it must be uploaded into CIRIMS.

4. Scroll. All applicants applying for direct accession and student scholarship programs must be scrolled prior to submitting their kit. Exceptions are Health Services Collegiate Program (HSCP) and Nurse Candidate Program (NCP). All scroll requests are submitted to Emily Buck for submission to NRC; approval generally takes 10 weeks (must be approved prior to final selection).

5. Healthcare Provider's Credentialing

a. Must be completed and submitted to Centralized Credentialing and Privileging Department in Jacksonville via CIRIMS (by processor) prior to uploading kit into CIRIMS.

b. Credentialing verification will be reported to program managers. Kit cannot be boarded before the report is released.

c. All medical programs that require a license to practice must complete a credentialing package.

6. Kit Goes to Processor

a. OR will ensure all basic information for the applicant is correct in CIRIMS prior to submitting package to processor.

b. Completed kit must be sent to the processor about two weeks prior to the board deadline date. Checklist must be 100% completed. If any discrepancies are noted the OR must relay that information to the applicant and assist him or her in correcting the discrepancies.

7. Security Clearance. A JPAS letter must be uploaded into CIRIMS by the processor showing that the applicant's investigation was opened and cleared.

8. Kit Goes to Board

a. Kit will be submitted to NRC via CIRIMS by the processor. Any discrepancies will be noted by NRC as a next action in the activity list of the processor.

The OR is responsible for monitoring these activity lists to assist the processor in tracking the process of the kit.

b. When the Program Manager reviews the package and approves it to go to the board, an ORD-PRO date will be set in CIRIMS. The OR can also review the At Board Lists in CIRIMS.

9. Professional Recommendation

a. Professional Recommendations will be noted on Board Results Lists and in CIRIMS. May also be seen in the weekly status reports generated by Program Managers for each of the medical programs.

b. Once an applicant is PRO-REC Y, for those programs requiring a letter of acceptance and academic year statements, they must be entered into CIRIMS by the processor before the applicant can be final selected.

10. Final Select

a. When an applicant is PQ, has the appropriate JPAS paperwork, and everything is updated in CIRIMS, then a Final Select letter will be issued in CIRIMS from Millington.

b. Commissioning documents will be released by NRC with the date upon which the applicant can be commissioned.

c. For all direct accessions, applicant must have orders prior to commissioning.

d. Medical programs that require an enlistment can be done right away unless otherwise noted.

11. Commissioning/Enlistment

a. A commissioned officer must perform the commissioning or enlistment (can be retired, separated or Reserve).

b. Enlistment documents for HSCP and NCP candidates must be forwarded to the Lead Processor for processing. An enlisted service record will be created and sent to the prospective NRD for HSCP candidates prior to member shipping. NCP candidate records will be maintained by NMPT&E at Bethesda. Medical documents will also be forwarded at this time.

c. Commissioning documents and medical records for HPSP candidates will be maintained by NMPT&E at Bethesda. For direct accession candidates, the records will be mailed to the candidate prior to shipping to ODS.

12. ODS

a. Be sure to keep in touch with the Officer Candidate between commissioning and shipping to ODS, as required per program. The most important thing is to make sure the Officer Candidate remains PQ'd and can pass an initial PFA immediately upon arrival at ODS.

b. Candidates that were enlisted thru HSCP must pass a PFA prior to commissioning and shipping to ODS.

Chapter 5

MEPS Scheduling

1. Purpose. This covers general information on scheduling enlisted and officer applicants for MEPS appointments.

2. Pre-screen. Pre-screening is conducted when an applicant is ready to receive a physical at MEPS.

a. Each applicant needs to complete USMEPSCOM Form 680-3A and DD Form 2807-2. Both of these forms are available for download on the Recruiting Quarterdeck www.cnrc.navy.mil/publications/form.htm. Form 680 must be typed. Ensure that all signature blocks are completed by both the applicant and recruiter.

b. If an applicant responds "Yes" to any question in blocks 2a.1-75 of DD Form 2807-2, he/she must provide medical documentation for each "yes" response (the most important documents are most current prescription info and post-operative reports/evaluations by specialists). Number every page of the Medical Documents 1 of N (where N is the total number of pages being submitted) before sending. Do not submit any documents to MEPS until you have these required medical documents (if applicable).

3. Medical Read (MEDREAD). After the recruiter has received thorough documentation for the yes responses, he/she will submit the 680, 2807-2, and medical documents with a MEDREAD cover page to MEPS via fax or scan/email for a medical read by the Chief Medical Officer. Follow up the fax or email with a call to verify receipt.

4. Monitor Activity. Verify that the applicant's name appears on the MEPS spreadsheet sent from the MEPS Scheduling Petty Officer daily. The name should appear on the spreadsheet the day after submission (for applicants that do not require a MEDREAD proceed to step five).

a. For applicants requiring a MEDREAD, check the scheduling spreadsheet daily until you see that the applicant is "OK to PHYS". This can take up to seven days.

b. If there are "errors" in the medical report submission, work with the applicant to gather the additional documentation or correct the errors on the forms. Go Back to Step 2.

5. Scheduling. Now that your applicant is "OK to PHYS", he/she must be projected through WEBRTOOLS and MEPSTRACK, and an email must be sent to the MEPS Scheduling Petty Officer at MEPS1_Richmond@CNRC.navy.mil with the applicant's full name and last four of SSN# and projected processing date.

a. MEPSTRACK. Logon to <https://mepstrack.cnrc.navy.mil> and enter his/her data as a "NEW APPLICANT" using the 680-3A information. You will provide the date for processing that was agreed upon by the applicant (at least 48 hours before the prospective date). Officer applicants should always be labeled as SDP (same day processing). In the notes section at the bottom indicate that the individual is an officer applicant.

b. Fax the USMEPCOM Form 680-3A-E and DD Form 2807-2 required to schedule an applicant to MEPS Scheduling Petty Officer at (804)765-4059 or scan and email the USMEPCOM Form 680-3A-E and DD Form 2807-2 to Meps1_Richmond@CNRC.Navy.mil. A confirmation email of scheduling will be sent out by the Scheduling PO verifying the scheduling of your applicant.

6. Brief Applicant on MEPS Procedure

a. List of items to bring to MEPS

(1) Social Security Card

(2) Driver's License

(3) Glasses (if the applicant wears contact lenses)

(4) Appropriate attire such as polo shirt and jeans or khakis with shoes and socks no tattered clothing or flip flops.

b. Enlisted applicants will travel to MEPS with the Enlisted Recruiter. Officer applicants may travel to MEPS on their own.

c. Check in time for MEPS is at the hotel 2000 the night before the processing date.

7. Day Prior to Processing Date. The recruiter should call MEPS scheduling day prior to 1100 to verify that the applicant is projected for the next. After verifying the appointment with MEPS, call the applicant to give final instructions and make sure they are fully aware of what they need to do. For officer applicants, instruct the applicant to follow the MEPS shuttle into the MEPS facility in their POV rather than taking the shuttle (officer applicants should finish processing much earlier than enlisted applicants, and therefore can leave in their POVs after their appointment finishes).

8. Processing Date. For officer applicants, remain in contact with the applicant to verify that everything went smoothly and find out if any additional steps are required.

9. Consults. If an applicant is required to have a consult, the LPO/OR must check and verify the MEPS log everyday for the applicant's medical consult date. Applicant will be scheduled for the medical consult by MEPS Liaison personnel. An updated MEPS log is emailed to the district by the MEPS Scheduling Petty Officer daily.

10. Retrieving Documentation for Officer Applicants. After ten business days have elapsed from the date of processing (as long as no consults were required), contact the MEPS Petty Officer to request he/she retrieve your applicant's paperwork. A MEPS Document Request Form must be completed. The medical documentation will be submitted by a processor to N3M via MedWaive for final approval. Once a PQ letter is received in MedWaive and uploaded to OTOOLS, the applicant has completed the medical portion of his or her application. The medical documentation must be retained for an Officer Candidate's medical record and sent to OCS prior to shipping.

Chapter 6

NASIS/JPAS

1. Purpose. To cover general information concerning NRD Richmond's policies on the use of NASIS and JPAS for recruiting.

2. NASIS. All applicants are required to complete a NASIS application (SF 86) as part of their processing.

a. Officer Applicants: Officer recruiters will use their NASIS accounts to provide applicants with a username and password. It is the responsibility of the applicant to log-in to the site and enter his or her information. When the applicant has completed the application, he/she should contact the recruiter. The recruiter will then print out the entire SF-86 for inclusion in the applicant's package. The applicant is required to sign the three signature pages prior to submission to the processor.

b. Enlisted Applicants: NASIS must be complete prior to scheduling for MEPS, either by the applicant or by the recruiter with the applicant's assistance. The SF 86 is printed by recruiter and placed in applicant's kit. The applicant will sign the appropriate pages at MEPS.

3. JPAS

a. Officer: JPAS will be submitted by the Officer Processor upon notification of a PRO REC YES status on an applicant. The processor will relay the signature (EQIP) pages to the OR, who will then arrange for the applicant to sign them. Fingerprints will also be taken at this time. The processor will forward the EQIP pages and fingerprints to the Department of the Navy Central Adjudication Facility (DoNCAF). The processor will verify a completed JPAS letter through the command Security Officer. The JPAS letter must be uploaded to CIRIMS by the processor before final select can be issued.

b. Enlisted: JPAS submitted by the MEPS Liaison Petty Officer (MILPO). The MILPO will identify via MEPSTRACK any hits to an applicant's NASIS. These hits must be cleared by the individual recruiter/Leading Petty Officer while the applicant is on deck in order for processing to proceed. Any errors that arise after an individual has entered DEP will be relayed to the field via the Shipper Hit List.

It is the responsibility of the recruiter to fix the hit either in the station or by taking the Future Sailor to MEPS. All hits must be rectified prior to shipping.

Chapter 7

Applicant Testing

1. Purpose. To provide general information concerning NRD Richmond's testing policies and processes. Tests that can be administered in recruiting stations include the Aviation Standard Test and Battery (ASTB) and the Enlisted Screening Test (EST). The Navy Advanced Placement Test (NAPT) will only be administered at Headquarters.
2. ASTB. For instructions and guidance concerning the ASTB refer to COMNAVCRUITCOMINST 1131.2E Chapter 4 Section 2. When preparing to schedule a prospect to take the ASTB, an OR must first determine the program of interest. If the prospect is interested in Pilot or Naval Flight Officer, he or she will be required to take the entire ASTB.
 - a. Scheduling. The ASTB can only be administered by an OR that possesses a test authorization letter signed by the commanding officer. The ASTB may be administered at a NORS which possesses a testing computer, anywhere with the Mobile Recruiter Initiative (MRI) or at district headquarters (HQ). ORs may schedule applicants to take the test at HQ by communicating with the officer processors in Richmond. Recommend to the prospect a minimum of two to four weeks of study. Let the individual know this is an extremely difficult test that will determine the opportunities available to them.
 - b. Preparation. Study materials for the ASTB can be found at any bookstore or university library (Military Flight Aptitude Test or Officer Candidate Test books).
 - c. Testing. Tester cannot use a calculator. The test should take approximately one and half hours. The entire test should take approximately three hours. There is a 15 minute break included in the test. It is a computer based test; the results are displayed instantly upon completion.
3. EST. Every prospect will take the EST to be considered a qualified interview.
4. Armed Services Vocational Aptitude Battery (ASVAB)
 - a. Locations. The ASVAB can be given at various Military Entrance Testing Sites (METS) throughout the District.

A regional testing schedule is promulgated by MEPS and administered to the LPOs. Depending on the testing method, the scores are either given directly to the recruiter or are passed to MEPS. The ASVAB is also administered in high schools and at MEPS. If an applicant has taken the ASVAB in high school, the recruiter can obtain the score by submitting USMEPCOM Form 680-3A to MEPS and requesting a School Pull. If an applicant has taken the test through a different service, a Form 680 is submitted to MEPS requesting a SPF. If an applicant has taken the test with the Navy at different MEPS, his/her score can be requested by submitting a Form 680 and requesting MEPS to MEPS Pull.

b. Scheduling

(1) To schedule at a MET site the recruiter must be aware of that particular site's rules and restrictions for testing. In order to test an applicant the recruiter and applicant must complete a Form 680 and the applicant must possess a valid form of photo ID. The applicant must report to the testing site in appropriate attire.

(2) The ASVAB is administered daily at MEPS. Standard procedure for distant stations is to have applicants test at MEPS only when planning to process. For stations that are testing applicants at MEPS a day prior to processing, a recruiter would use normal scheduling procedures and ensure applicant carries two original Forms 680s as one is needed to test and one is needed to physical. See MEPS Enlisted SOP for guidance on scheduling.

5. Navy Advanced Placement Test (NAPT). The NAPT is administered at District Headquarters four times per month, every Thursday, by the Test Control Officer (TCO), the Assistant TCO, or the Nuclear Force (NF) Coordinator. The NAPT is required only if an applicant does not line score qualify for the Nuclear Power Program. To schedule an applicant for the NAPT the recruiter contacts the NF Coordinator directly. Scores are obtained by contacting the TCO.

6. Defense Language Aptitude Battery (DLAB). The DLAB is only administered at MEPS once a week on Tuesdays. The DLAB is required if an applicant wants to classify into Cryptologic Technician Interpretive (CTI). To schedule an applicant for the DLAB the recruiter must be entered into MEPSTRACK and an email must be sent to the MEPS scheduler. The applicant/Future Sailor is required to spend the night at the MEPS hotel the evening prior to the exam. Scores are obtained by contacting MEPS.

Chapter 8

Production Reviews

1. Purpose. This covers general information concerning NRD Richmond's Daily and Bi-weekly Production Reviews.
2. Daily Production Review. A daily production review is used to document production and identify potential issues. It is the most important part of the day and is used to gauge the effectiveness of an individual's plan of the day as well as provide training to identify strengths and weaknesses. It is conducted between the Leading Petty Officer (LPO) and recruiters, the DLCPO and LPOs, and the Assistant Chief Recruiter and DLCPOs. Refer to COMNAVCRUITCOMINST 1130.8J, Vol. I for detailed instructions. In addition to the identified requirements, NRD Richmond also tracks number of PSTs conducted, Reserve Officer Training Corps interviews scheduled/conducted, and surveys completed during school visits.
3. Bi-Weekly Production Review. The bi-weekly production review is a tool used in Officer Recruiting to document production and identify potential issues. As the flow of Officer Recruiting differs significantly from Enlisted Recruiting, daily production reviews are not normally necessary. Individual recruiters are required to complete an Officer Production Review (OPR) Report (NAVCRUIT 1131/23) every two weeks with their DIVO. These reports will be used by the DIVO during the weekly Officer Production Review conducted with the Officer Assistant Chief Recruiter and will be maintained in the DIVO notebook. Weekly strength and weakness training will be conducted between the DIVO and the officer recruiter. Even though OPRs are not required to be documented on a daily basis, the DIVO should maintain continuous situational awareness of all officer production within his or her AOR through daily updates from recruiters.

Chapter 9

Officer and Enlisted Recruiter Production Management System

1. Purpose. Officer and Enlisted Recruiter Production Management Systems to include necessary definitions are clearly explained in the following instructions: COMNAVCRUITCOMINST 1131.2E, COMNAVCRUITCOMINST 1130.8J

2. Requirements. Every officer and enlisted recruiter at NRD Richmond is required to maintain his/her Officer Recruiter Production Management System (ORPMS)/Enlisted Recruiter Production Management System (ERPMS) in accordance with the referenced instructions. Recruiter responsibilities include, but are not limited to:

a. Planner

(1) Each recruiter is required to maintain a Microsoft Outlook calendar as your planner. That calendar is to be shared with everyone in the immediate chain of command within the division level.

(2) The recruiter's planner should reflect daily prospecting and processing plan. Guidance on how to properly fill out the planner including appropriate color codes can be found in the 1130.8J VOL 1, Chap 5, Sec 1 and the 1131.2E Chap 5, Sec 1.

b. OPATE/PATE. PATE shall be used to analyze Division, station, and recruiter prospecting and sales performance. Each recruiter (officer and enlisted), Leading Petty Officer (LPO) and Division Leading Chief Petty Officer (DLCPO) shall maintain a monthly PATE sheet based on a three month rolling period and completed using data collected from the planner and applicant log(s). Each month the PATE sheet is required to be updated with current data no later than the second working day of the month. Retain current plus previous 24 months.

c. Applicant Log. The applicant log is used by recruiting personnel to track applicants from initial appointment to final disposition and serves as a training aid. While there is no set number of applicants for a recruiter to actively prospect, the recruiter cannot consistently work prospects that do not qualify for enlistment. Ensure all fields are completely filled out.

d. Production Reviews. Enlisted Recruiters will use these tools when conducting a Daily Production Review with their LPOs. An Officer Production Review (NAVCRUITCOM 1131/23) is to be completed by ORs twice a month with their DIVO. DIVOs then conduct a weekly OPR with the Officer Assistant Chief Recruiter.

Chapter 10

Event Funding and Internal Request Document (IRD) Procedures

1. Purpose. To delineate procedures for procuring funding for a career fair, booth rental, Center of Influence (COI) event, or supplies and equipment.

2. Career Fair/Booth Rental. The Advertising Coordinator (ADCO) controls funding for career/job fairs and booth rentals. Recruiters must submit a request on the booth Rental/Event Worksheet to include a description of the event, expected Return on Investment (ROI), specific target market, anticipated number of attendees, and a detailed justification of the event must be included (expect to identify X number of qualified prospects for Y program).

a. Routing. Complete the worksheet and route through the following chain:

- (1) DLCPO/DIVO
- (2) Operations (OPS) Admin
- (3) Assistant Operations Officer (AOPS)
- (4) Advertising Director (ADCO)

If funding is available and the event is justified appropriately, the ADCO will coordinate with the requesting recruiter.

b. Follow-up. ROI information form needs to be returned within 24 hours of event. Career information questionnaires on all qualified interested prospects must be returned within 72 hours. Results will be entered into NALTS as local leads.

3. Non-COI Events

a. Complete an IRD for the event and route through the following chain:

- (1) DLCPO/DIVO (Review request and sign block #3)
- (2) OPS Admin

- (3) AOPS (Check for funds and sign block #5)
- (4) Logistics Supply Officer (LSO) (Review and approval block #12)
- (5) Budget Analyst (Funds Approval)
- (6) Purchasing Agent (Procurement Process)

b. Confirmation. The Purchasing Agent will contact the recruiter upon receipt/approval of event to finalize details.

c. Follow-up. Upon completion of the event the recruiter must forward all receipts and muster sheets to the Purchasing Agent within one working day to certify all charges.

4. COI Events

a. Routing. Complete an IRD (including specific vendor contact information) and NAVCRUIT 1155 for the event and route through the following chain:

- (1) DLCPO/DIVO (Review request and sign block #3)
- (2) OPS Admin
- (3) AOPS (Check for funds and sign block #5)
- (4) Commanding Officer (Review and approval)
- (5) LSO (Review and approval block #12)
- (6) Budget Analyst (Funds Approval)
- (7) Purchasing Agent (Procurement Process)

b. Confirmation. The Purchasing Agent will contact the recruiter upon receipt/approval of event to finalize details.

c. Follow-up. Upon completion of the event the recruiter must forward all receipts and muster sheets to the Purchasing Agent within one working day to certify all charges.

5. Supplies and Equipment

a. Routing. Complete an IRD with a detailed list of requested supplies/equipment and route through the following chain:

- (1) DLCPO/DIVO (Review request and sign block #3)
- (2) OPS Admin
- (3) AOPS (Check for funds and sign block #5)
- (4) LSO (Review and approval block #12)

b. Confirmation. Supply department personnel will contact requesting recruiting station upon fulfillment of IRD to coordinate pick-up.

Chapter 11

School Prospecting

1. Purpose. To delineate standard prospecting practices for NRD Richmond.

2. Recruiter Responsibilities

a. NRD Richmond High Schools are to be visited in accordance with the NRD Richmond prospecting plan. Area high schools are defined as Priority 1, 2, or 3 based on population/size of school. NRD Richmond prospecting plan is as follows: visit assigned schools every Monday through Thursday from 1000-1400; schedule presentations; conduct presentations; disposition at least 10 LEADS. In the course of executing this prospecting plan, recruiters will more than likely visit all of their assigned schools at least once per month, more frequently as determined by DLCPO/LPO. Visits will be recorded in School Folders, identifying: accomplishments, COIs visited, number of dispositions and surveys received, and presentations scheduled and conducted. Ensure monthly checklist items are accomplished in accordance with prescribed schedule.

b. NRD Richmond colleges and universities are to be visited in accordance with the NRD Richmond Marketing Operations Plan (MOP). The MOP defines area universities and colleges as either Priority 1, 2, or 3, based on the potential to recruit qualified applicants from the school. Recruiters are required to visit assigned Priority 1 schools once per month, Priority 2 schools once per quarter, and Priority 3 schools once per year (frequency may be increased as determined by DIVO). Visits are recorded on Officer Recruiting Post-Prospecting Activity Report Form NAVCRUIT 1131/25 and routed through DIVO to R-OPS, LPTS, XO, and CO. Signed forms will be maintained in Campus Data Notebooks.

3. School Visit Planning.

a. LPO and recruiter will establish a plan for school prospecting that will identify programs to prospect for and target markets. Tailor presentations to the needs of the students while identifying school subjects that correspond with available programs (i.e. Advanced PE - SPECWAR, Chemistry - Nuclear Field, Juniors - ROTC presentations).

Classroom presentations are always preferable to lunchroom set-ups. When planning a presentation always verify time constraints and expected level of participation with the teacher. Surveys will be provided to students that participate in presentations in order to achieve expected disposition requirements.

b. The Initial Pre-Visit Preparation List, available on the CNRC Quarterdeck forms page under "Checklists", is a useful tool to help an Officer Recruiters prepare for a visit. The checklist outlines tasks the recruiter should complete before visiting the campus, optimizing time spent.

4. Conducting Visits. Reasons for visiting a high school/college campus will vary. In general, visits will either be for giving a presentation, meeting with Centers of Influence (COIs), or attending a career fair or event. Standard procedures for each of these events are outlined below.

a. Presentations. Presentations are generally given to student organizations or student classes. In order to schedule a presentation, the recruiter should contact either the president of the desired organization, or professor/teacher of the desired class. The presentation style will vary for individual recruiters; however, Microsoft PowerPoint is an established and professional way to administer a presentation. When presenting, the recruiter should work to highlight the benefits and opportunities of employment with the US Navy. It is our goal to gain the highest quality people to fill our positions; therefore, it is our job to present why one should work for our organization rather than another.

b. Meeting with Centers of Influence. COIs are persons who are in a position to influence someone's decision to join the Navy. School faculty should be utilized to fill this role. It is the recruiter's responsibility to cultivate relationships with COI's and ensure they have up-to-date information on Navy Officer programs and opportunities. Professors, Career Advisors, Department Heads, Department Chairs, Teachers, Principals, and Guidance Counselors are a few examples of potential COIs. When either developing a new COI or meeting an old COI, the recruiter should email or call to schedule meeting time and location. The best practice has been to meet the COI in his/her office or conduct a lunch meeting. Bring Recruiting Aid Devices (RADs) to further cultivate the relationship. Meetings should leave the COI informed of programs the U.S. Navy

c. Career Fairs. Career fair schedules can be found on college websites under the employer information section. The career fair schedule for the scholastic year will usually be available, along with information for scheduling attendance. Recruiters should choose career fairs aimed at applicant's meeting Navy needs (a good example of a quality career fair is the Virginia Tech Engineering Career Fair and Exposition). The recruiter can then work with HQ to schedule attendance and pay for the event. When attending the event, bring plenty of Recruiting Aid Devices and blueprinting sheets. Attendee should be well prepared to talk on Navy Officer opportunities and benefits.

5. Coordinating Funding for Events. Refer to NRD Richmond's Event Funding SOP for guidelines on coordinating funding.

6. Diversity. When scheduling college campus events, consideration should be given to recruiting qualified diversity applicants. Student groups such as the National Society of Black Engineers (NSBE) and Society of Women Engineers (SWE) should be contacted in order to schedule presentations. Data on diversity groups/programs should be located in each school's College Data Notebook (found on the school's website). Many schools also have career fair events tailored to diverse individuals. Many of these groups also hold national conventions (often the focus of NRC-funded recruiting).

Chapter 12

LEADS

1. Purpose. To describe standard procedures for the prospecting for and disposition of LEADS.
2. Procedure. LEADS are received by the recruiting stations via RTOOLS. Enlisted leads are loaded into a recruiter's working tickler by the Leading Petty Officer (LPO). Officer leads are assigned by the DIVO according to zip code and program. The goal is to make contact with the lead within 24 hours (enlisted) or 72 hours (officer) of receipt and fully disposition the lead within 30 days.
3. Disposition (DISPO) a LEAD.
 - a. Open RTOOLS and pull up your working tickler.
 - b. Locate records with lead source as local (RL) or national (RN).
 - c. Attempt to make contact via: email, text, social networking (ex. Facebook), phone or door knock.
 - d. Document all attempts on the Sales Tab in RTOOLS with a corresponding remark under the Remarks Tab. For example: If you send one email and one phone call you have made 2 attempts on the sales tab, and the record would have 2 corresponding remarks under the Remarks Tab. "Sent email and phone attempt: NALM (No Answer Left Message)."
 - e. Continue to make attempts until final disposition by rolling the Working Tickler date out weekly. There is no maximum number of attempts, but you must show your attempts in RTOOLS to claim your feedback as unable to contact after multiple attempts.
 - f. Once disposition is obtained select the appropriate feedback on the Feedback Tab and submit (within 30 days). This will also update NALTS.
 - g. Ensure you complete the process by changing market status to inactive, processing status to previously prospected, tickler assigned to unassigned, and clear the working tickler date out.

- h. Always select male or female.
- i. Always save work prior to going to next record or exiting the system.

4. Follow-up

a. LEADS remain in working ticklers for four months or until a disposition is obtained. The maximum number of records permitted in a working tickler at any point is 50.

b. LPOs/DLCPOs/DIVOs will monitor RTOOLS to ensure procedures are followed and prevent overdue leads from arising.

Chapter 13

Campus Data Notebook (CDN)

1. Purpose. CDNs provide specific information about colleges, universities, teaching hospitals, nursing schools, medical schools, etc. to facilitate continuity in personnel turnover and enable maximum production from each entity. Unless otherwise specified, all data shall be maintained for a minimum of two years.

2. Format. CDNs shall consist of a binder of appropriate size with the school name on the cover. The CDN shall be divided into three required sections. Further guidance, including samples of the required forms for each section, is provided in COMNAVCRUITCOMINST 1131.2E, Chapter 12.

a. Section I: Contact Data

(1) COI Roster. The COI roster shall include at a minimum the following information concerning each COI: name, address, phone number and academic emphasis.

(2) The Collegiate Roster. The collegiate roster shall include at a minimum the following information concerning each collegiate (active or IRR): name, address, phone number, final program and future graduation date.

b. Section II: Officer Recruiting Post Prospecting Activity Reports (NAVCRUIT 1131/25) (PPAR). The PPAR documents each campus visit/evolution to include, but not limited to: career days, major presentations, clinical visits, college blitzes, stuffing resident boxes, posting flyers, etc. The PPAR shall be reviewed and initialed by the chain of command up through the Commanding Officer and maintained in the respective CDN. A PPAR should also be submitted any time significant social, economic or political events occur that could change the recruiting atmosphere at a particular school.

c. Section III: Additional Information. Additional data shall include, but is not limited to, the following:

(1) Initial Pre-visit Preparation List (NAVCRUIT 1131/26).

(2) Area and Campus Maps

(3) Navy Recruiting Stations (NRS) Information. The address and phone numbers of NRS's near or enroute to the college campus is required information.

(4) Clubs and Associations Lists. These lists can be located on the school's website and through the student union. Of particular note, obtain information on diversity groups.

3. Responsibilities

a. The DIVO shall:

(1) Assign each priority one and two school to a specific officer recruiter for a specific program market (e.g., Medical programs). For schools with multiple officers assigned, such as a large State University, assign one of the recruiters as the Campus Manager.

(2) Monitor all prospecting activities within the Divisional Area of Responsibility.

(3) Review and initial all CDNs quarterly at a minimum.

b. The Officer Recruiter shall:

(1) Maintain the CDN for each assigned priority one and two school.

(2) Document significant aspects of school visits with all COIs/DEP member contacts in the CDNs.

(3) Print and insert into the CDN for each assigned school an updated COI roster annually and DEP/collegiate roster semi-annually.

(4) Complete a Post Prospecting Activity Report and submit to the Division Officer within 24-48 hours upon the completion of a prospecting activity either at a College Campus, Local Hospital, or NRC sponsored venue.

4. Command Diversity Notebook. The Command Diversity Notebook will be maintained by the Command Diversity Officer in order to track NRD Richmond's efforts in recruiting for the Nation's top diverse talent. The Command Diversity Officer is responsible for interacting with the appointed Diversity staff at NRC to ensure all information flows appropriately. The Command Diversity Officer is also responsible for updating Diversity information in the MOP each fiscal year.

a. PPARs. Upon the completion of a prospecting activity either at a college campus, local hospital, or Navy Recruiting Command (NRC) sponsored venue, the attending recruiter will complete a Post Prospecting Activity Report and submit to their Division Officer within 24-48 hours. If the activity involved a diverse audience, campus diversity affinity group (i.e. SWE, SHPE, MAES, APAMSA, ANSO, NNOA, etc...), or multicultural atmosphere the PPAR will need to be sent to the Command Diversity Officer. The Command Diversity Officer will submit the documentation to the Command Diversity Notebook.

b. After Action Reports (AARs). AARs for NRC sponsored diversity events are also to be maintained in CDNs/Hospital Notebooks (if applicable) with copies delivered to the Command Diversity Officer and Public Affairs Officer for record-keeping.

Chapter 14

Delayed Entry Program (DEP)

1. Purpose. To delineate NRD Richmond's DEP procedures and common practices.
2. DEP IN. After an applicant signs a contract at MEPS, the recruiter/LPO will document in WebRTOOLS the Future Sailor's DEP IN date, height, weight, rate, ship date, advanced paygrade (if applicable), and when the 72 hour (HR) Indoctrination is scheduled. The LPO shall update the DEP Status Board in the NRS with a color photo of the Future Sailor (FS).
3. 72HR Indoctrination. The 72HR indoctrination shall be held at the Future Sailor's home within three working days of DEP IN. Recruiting personnel attending will wear a Dress Uniform. If the Future Sailor's spouse/parent's schedule does not permit them to be present within three working days, recruiters are authorized up to five working days to conduct the 72HR Indoctrination (with DLCPO permission). The 72HR Indoctrination MUST be documented in its entirety in WebRTOOLS. The following items MUST be covered at the 72HR Indoctrination:
 - a. Ensure the FS has a copy of the S.T.A.R.T Guide/PG 13.
 - b. Welcome the FS as part of the Navy team.
 - c. Review the Enlistment Contract.
 - d. Explain FS and recruiter conduct while in the Delayed Entry Program.
 - e. Explain the requirements of DEP Meeting and Monthly Mentoring Requirements.
 - f. Explain DEP PQS.
 - g. Review and sign the Hold Harmless Agreement.
 - h. Review practices and procedures for FS PT.
4. Initial Mentoring. The Initial Mentoring contact must be made within one week after the 72HR Indoctrination. The NIDT Drug Abuse Training Modules MUST be completed. LPO MUST ensure the Initial Mentoring is documented in WebRTOOLS.

5. Monthly DEP Meeting/Mentoring Sessions. No less than five FS contacts are required on a monthly basis. Two of the five contacts MUST be in-person contacts. Each NRS will conduct a monthly meeting IAW DEP Tool Kit. A formal muster will be taken and sent to the District DEP Coordinator (DEPCO). A FLEX DEP meeting will be scheduled for any FS that could not attend the formal DEP meeting. In addition to the DEP meeting no less than one mentoring session per month will be held with each FS. During each meeting and mentoring session a DEP Recertification MUST be filled out and filed in the DEP Folder. The remaining monthly contacts may be made by phone. Every FS contact WILL be documented in WebRTOOLS to ensure at least five contacts with two being face to face, are being made and documented.

6. High-Risk Shipper. A high-risk shipper is identified as a FS that is over his/her maximum weight, has a legal/family/health issue that arises during DEP, and/or is a courtesy shipper. Weekly documentation in WebRTOOLS is required to verify the current status. Divisional LCPOs and DIVOs are responsible for communicating details concerning high-risk shippers to HQ during the monthly High-Risk Shipper Briefing. Action will be taken to identify any necessary attrites as early as possible to prevent in-month and next out-month attrition issues.

7. DEP Action Request (DAR). See Chapter 18 for additional details. Anything that could potentially alter a FS ship date, alter his/her eligibility, and/or result in a change in status requires a DAR. The form is NAVCRUIT 1133/85. It is to be completed by the Recruiter and routed through the LPO, DLCPO/DIVO, NF/Advanced Programs Coordinator (if applicable), CR, R-OPS, and CO. The DEPCO receives the form after the DLCPO/DIVO signs and is responsible for routing through the chain of command and sending it to MEPS. Upon receipt, the classifier at MEPS goes into PRIDE and "buys" the job. The DEPCO runs a report every day in PRIDE to see which DARs went through to track accountability. A DAR tracker will be generated weekly by the DEPCO and sent to the field.

8. 30-Day FS EXECS/RECERTIFICATION/NIDT. No less that 30 days before a FS ships to RTC a DEP EXEC SCREENING will be conducted and documented in WebRTOOLS with the Divisional LCPO. A NIDT will be given and results will be documented in WebRTOOLS and NIDT Screening Form. A Recertification will be filled out and filed in the DEP folder.

The Shipping Clerk at MEPS will examine records to identify missing documents and send the Shipper Hit list to the field by the 15th of the month. EPDS will schedule transportation in MIRS 30 days prior to shipping. A monthly ship list will be generated by the 50 percent gate for next month shippers.

9. 7-Day Recertification. Seven days prior to shipping to Recruit Training Command (RTC) the FS will meet with the LPO and fill out a DEP recertification. The LPO will handle any and all concerns the FS has about shipping to RTC. This will be documented in WebRTOOLS and the Recertification will be filed in the DEP folder. The shipping report will be reconfirmed one week prior to shipping by EPDS or MILPO.

10. 24HR NIDT. 24 hours before shipping to RTC, the FS will meet with the LPO to conduct a NIDT drug screening and recertification. The LPO and FS will review and sign all shipping documents and answer any last minute questions from the FS and his/her family/spouse. The recertification will be filed and NIDT results documented in WebRTOOLS and on the NIDT Reporting Document. The shipping report will be reconfirmed 24 hours prior to shipping by EPDS or MILPO. Required shipping documents are:

- a. Advance Paygrade.
- b. S.T.A.R.T PG 13
- c. Abberant Behavior Screening
- d. NIDT Screening Document
- e. FS S.T.A.R.T. Personal Qualification Standards
- f. Initial Fitness Assessment (if applicable)

11. RTC Contact. One week after the FS ships to RTC, the LPO or recruiter will write a letter and send it to the FS and place a copy in the DEP Folder. This will be documented in WebRTOOLS. The address is found on the NRC Quarterdeck under Applications tab - "Write Your Recruit".

12. Follow Up. Two weeks after the FS ships to RTC the LPO or recruiter will make contact with the FS family/spouse and ensure they have the address of the FS and answer any questions or handle any concerns. This MUST be documented in WebRTOOLS.

Chapter 15

Collegiate Management

1. Scope. Collegiate management is clearly explained in COMNAVCRUITCOMINST 1131.2E Chapters 8 and 9. The following are additional standard practices for NRD Richmond.

2. Definitions. See COMNAVCRUITCOMINST 1131.2E Chapter 9, Section 1.

3. Entitlements. See COMNAVCRUITCOMINST 1131.2E Chapter 9, Section 1.

4. Requirements. Active Duty collegiates are required to participate in twice annual Physical Fitness Assessments (PFA) and random urinalysis with the Navy Recruiting District. They must also maintain an Annual Certificate of Physical Condition (NAVMED 6120/3) and comply with the academic requirements of their service agreement. All collegiates are required to maintain contact with either their recruiter or program manager in accordance with COMNAVCRUITCOMINST 1131.2E Chapter 9, Section 1.

5. Recruiter Responsibilities

a. Ensure collegiate receives a copy of COMNAVCRUITCOMINST 1131.2E Chapter 9 upon enlistment/commissioning. Provide collegiates with an Officer Candidate School (OCS) Delayed Entry Program (DEP) guide PFA Guide. This contains guidance and PQS to prepare collegiates for OCS/ODS.

b. Two contacts per month with each collegiate is mandatory.

(1) May use any means to contact: phone, email, text, social network (facebook, twitter, etc).

(2) Every other month there must be a face to face contact. It is advisable to conduct these face to face visits in conjunction with scheduled campus/hospital visits. Use your collegiates to assist you in prospecting. During these visits it is also advisable to cover OCS PQS and other training as necessary to prepare collegiates for OCS. Use a standard training syllabus to document this training. Maintain a copy for your records.

(3) Contact must be documented using Collegiate Contact Report (NAVCRUIT 1131/39).

(4) In the event of a negative report, the CCR must be routed through the appropriate chain of command.

(5) Document all collegiate contacts in RTOOLS.

c. Recruiters must send CCRs, transcripts, and all other documentation (medical, PRT scores, proof of annual PHA, promotions eligibility and documentation-referrals, Dean's list and approved promotion letters) to the Command Collegiate Manager. This individual is required to prepare Collegiate Management Reports twice a year (January and June) in accordance with COMNACRUITCOMINST 1131.2E.

d. Recruiters should hold collegiates responsible for providing referrals.

6. Graduating Collegiates

a. Ensure physical is up to date (full physical within two years) and annual PHA is complete if required. Active Duty OCS collegiates must have a PFA no earlier than 30 days and no later than 14 days prior to shipping for OCS. ODS applicants must have current semi-annual PFAs on record and a current N3M letter.

b. Collegiate orders will be generated by NRC and supplied via CIRIMS. Obtain Mode of Travel information from collegiates and provide to the Command Collegiate Manager. This individual will then make travel arrangements as needed.

c. Collegiate is required to request official graduating transcripts and submit these to recruiter/collegiate manager as soon as possible.

e. ODS candidates who will be receiving overseas orders will need to complete an overseas screening physical 90 days prior to commissioning.

f. Recruiter/ODS candidate will make an appointment at PSD 45 days prior to commissioning and a discharge packet will be turned in to the OPL 10 days prior to the PSD appointment and scheduled commissioning (assigned PSD will provide packet/list of required paperwork).

Required items include: Signed Oath of Office dates 1 day after the discharge date, original DD form 4, separation address, primary NOK address and phone number, and copy of entire DD 214 for prior service members.

g. Once an ODS candidate is discharged, you must commission the next day to avoid a break in service and pay issues.

h. Upon receipt of final transcripts, collegiates that have not been promoted yet will be promoted to the rank they will possess while at OCS/ODS.

Chapter 16

Waivers

1. Purpose. To provide guidance on submitting waivers as established in COMNAVCRUITCOMINST 1130.2E and 1130.8J.

2. Procedure. Waivers are submitted to the Waiver Coordinator via MEPS for enlisted or via a Processor for Officers and are checked for accuracy and completeness in accordance with the corresponding instruction within 48 hours of receipt. If a waiver needs additional information or documentation, the processor/MEPS will be notified. Processor/MEPS will provide contact information in the event that a phone interview may be conducted. Upon completion, commanding officer (CO) waivers will be logged and filed and a copy will be forwarded to MEPS/Processor. For waivers that require COMNAVCRUITCOM approval, a cover letter is generated on command letterhead, attached to the waiver, and forwarded to NRC, for review. When waivers are returned from NRC review, they are logged and filed while a copy is forwarded to MEPS/Processor. Waivers submitted that require additional information or documentation are retained for 30 days, after which time the waiver must be resubmitted.

3. Types
 - a. Enlisted
 - (1) Delayed Entry Program discharge
 - (2) Dependency (CO, NRC)
 - (3) Eligibility
 - (4) Program
 - (5) Positive Match
 - (6) Civil/Felony
 - (7) ECM (Enlisted Community Manager)

b. Officer

- (1) Drug/Alcohol
- (2) Misconduct/Felony
- (3) RE Code

4. Required Documents

a. Waiver Briefing Sheet (WBS). NAVCRUIT 1133/39 waivers submitted by MEPS/Processor should include the current WBS.

(1) The past employment section must be accurate and in chronological order. If the applicant has been terminated from a job, provide handwritten statements (HWS) and references (DD370).

(2) For prior service applicants, include a DD214 in the kit.

(3) For enlisted applicants the DEP history must be correct and correspond with supporting documents (DAR/Page 13).

(4) Applicants stating they have filed bankruptcy, been late on payments, or have pending liens or judgments must provide a HWS detailing the circumstances and the current status.

(5) Civil/criminal offenses must have all corresponding court documents, HWS, and police reports. Any felony offense regardless of the disposition requires an OOJ determination from CNRC legal. For applicants with ten or more criminal offenses, label charges, supporting documents and HWS accordingly.

(6) For drug use, make sure the applicant's HWS explains the type, number of times and dates the drug was used. Information on HWS must correspond with what is on the WBS. Recruiters are responsible for ensuring applicants understand the Navy's "Zero Tolerance" Drug Policy.

b. Enlistee Financial Statement (EFS) NAVCRUIT 1130/13. When filling out the employment section of the EFS, you must include all spouse employment information if applicable, and include most recent pay stub.

Net pay on the pay stub must match the amount on the EFS. In blocks 11 and 11a if housing is provided by family/friend at a partial rate or free of charge, a HWS is needed from the person providing housing stating that is the case. If any of blocks 13 a-d are checked yes, a HWS is needed explaining in detail the circumstances. Make sure the "Monthly Recurring Debt" section is accurate and that the totals add up. Food amount should equal no less than \$50 per household member, and clothing no less than \$100 per month. If the applicant is receiving food stamps or unemployment benefits, current proof of this income is required.

c. Officer Information Form. This is a local form that is to be attached to all officer applicant waiver packages.

d. Handwritten Statement (HWS). NAVCRUIT 1133/78 this form is completed by hand for each instance that requires further and detailed explanation by an applicant.

e. 00J Legal Determination Cover Sheet. NAVCRUIT 1133/108 this form accompanies all legal waiver information.

f. Waiver Checklist (NRC Waivers). This form accompanies all waivers that require NRC approval.

5. MEPS Processing.

a. Every morning the NLT will QC the kits for applicants who are on deck for processing. If CO level waivers are required the waiver will be completed on deck with all the supporting documents per ENLCRUITMAN.

b. Waiver packages will be completed as soon applicant kit has been processed regardless of whether the applicant is a QNJ for that day. The same applies to CNRC waivers as well. If there are supporting documents that are missing for the waiver package then it will be annotated on MEPSTRACK. The type of kit will be annotated with a red marker indicating what type of waiver is required for applicant. Once the waiver package has been completed with all the supporting docs, package will be turned over to MILPO for QC. Waivers will be logged into the Waiver log book for serial number to annotate on the waiver brief sheet top right corner. Waiver log will have name of the applicant, Serial number, type of waiver, date emailed to HQ and date received approved waiver from HQ.

Call the Waivers Coordinator at HQ by COB to get a copy of the approved waiver from HQ if unable to contact by COB then it will be followed up on the next morning to ensure MILPO does receive approved/disapproved waiver for retain file.

c. If then Applicant is in DEP and he/she acquired dependents, the Navy Liaison is required to have all original BEERS for new dependents in order for Navy Liaison to make copies and certify. All supporting documents will be included with the Info DAR to complete the waiver.

d. Any change in eligibility status while FS is DEP will require an info DAR with all the supporting documents turned into MEPS immediately.

01 Apr 12

Chapter 17

Warrior Challenge Programs

1. Purpose. To provide general information about Warrior Challenge Programs at Navy Recruiting District Richmond.
2. Definitions. The Warrior Challenge Program is comprised of five rates: Seal Operative (SEAL-SO), Special Warfare Combatant-craft Crewman (SWCC-SB), Explosive Ordnance Disposal (EOD), Navy Diver (ND), and Aviation Rescue Swimmer (AIRR).
3. Requirements. Applicants who desire to try out for a Naval Special Warfare (NSW) contract must take a Physical Standard Test (PST) through the NSW mentor. In order to be eligible to take a PST, applicants must be line-score qualified for their specific program. Applicants must also complete a reading aloud test, a CSORT, and a PSSQ. All of these are scheduled through the Military Entrance Processing Station using standard scheduling procedures.
4. Scheduling a Physical Screening Test (PST). All applicants must have a physical (DD Form 2808) and MEPS FORM 680-3A prescreened by the Leading Petty Officer (LPO) and Leading Chief Petty Officer (LCPO). These forms must be sent to the NSW mentor, along with a Hold Harmless Agreement (HHA). For applicants under the age of 18 the HHA must be signed by the parent. The PST schedule is available on the www.nswmentor.com website. The NSW mentor should be contacted via phone or email to schedule an applicant to take the PST. The PST can only be administered by NRD Richmond's NSW mentors. NO EXCEPTIONS.
5. Selection Process. When an applicant has a competitive PST, the NSW mentor will submit the applicant to the Advanced Programs "draft". The applicant's score will be viewed by a board that compares these scores to other applicants around the country. Applicants will continue to PST on a monthly basis while in DEP and must maintain their scores to continue to be entered into the draft until selection occurs. Selection must occur prior to shipping as no selection occurs at Initial Training.
6. Maintaining Selection Status. When an applicant is selected for a NSW contract, MEPS will send the new contract to the recruiting station to be signed by the applicant. The applicant must take a PST once a month and 14 days prior to shipping. If at any time an individual's PST score falls below standards, the NSW contract will be negated.

Chapter 18

DEP Action Request

1. Purpose. To ensure the proper use of a DEP Action Request (DAR).
2. Policy. A DAR is used to notify the Chain of Command of any changes in Future Sailor (FS) status regardless of how insignificant. For Example:
 - a. FS misses two DEP Meetings.
 - b. FS has not had face-to-face contact with recruiter in over two weeks.
 - c. Emergent medical problems (broken bone, torn ACL, etc...)
 - d. Any visit to the Emergency Room
 - e. Any dental issue or work performed by a dentist (cavity, braces, etc...)
 - f. Change in marital status (gets married) or dependency (has a child)
 - g. Pregnant female
 - h. Civil infraction (any court, tickets, etc...)
 - i. Any arrest or incarceration (jail)
 - j. Weight: Any FS within 5lbs of MAX Weight, Any FS over 22% Body Fat Males/33% Body Fat Females. Also any FS that is within five pounds of minimum weight.

This is not an inclusive list, The bottom line is "DO NOT BE THE SENIOR SAILOR WITH THE SECRET". If a F/S has any change or YOU are unsure if the Chain of Command needs to know ... FILL OUT a DAR!

The individual identifying the need for a DAR will immediately notify the LPO. The LPO will immediately submit a DAR, by fax, to the chain of command, and fax an additional copy to the DEP Coordinator. Once required supporting documents, if needed, are collected, forward the original DAR and supporting documents via the chain of command.

Each member of the chain of command will act quickly on each DAR. In cases where a disposition cannot be recommended within two working days, indicate the status and plan of action in the comments section and forward without final disposition.

3. Routing

a. Recruiter's submit DAR's to DLCPO on any changes to your FS Immediately!

b. LPO's forward up the chain of command same day.

c. LCPO's forward to DEPCO and call to verify DAR was received.

d. Feedback and direction will be provided by the chain of command.

4. Process

a. DARs received by the Navy Liaison will be immediately logged into the DAR Log by the Senior Classifier or EPDS/MLPO. Roll-in/out, Reclass, Info DARs missing supporting documentation will be identified and an email will be sent the same day to OPS, AOPS, CR, ACR, DIVO, DLCPO and DEPCO. No action will be taken until required documents are received. The Senior Classifier will contact DEPCO at 1600 each day to account for all DARs submitted to the Liaison. Every Friday, the DEPCO and Senior Classifier will compare their respective DAR logs to ensure accuracy.

b. Baltimore DARs will be faxed or emailed to the Navy Liaison in Baltimore; classifier will confirm receipt and annotate POC and date on the DAR. Richmond DARs will be filed in the residual; Baltimore DARs will be filed in EPDS office.

5. DAR Types

a. Attrite. Attrites will be taken the day of receipt unless the CR or ACR advises otherwise. The job will be cancelled in PRIDEMOD and the residual identified as a DEP Discharge kit. The residual will be passed to the DEP Discharge Clerk for MIRS attrition no later than the next working day.

b. Info. The MLPO will determine appropriate action for all info DARs. Info DARs requiring an enlistment or program waiver will be identified to HQ/field within two working days via email to OPS, AOPS, CR, ACR, DIVO, DLCPO, DEPCO and Waiver Coordinator.

c. Roll-Ins & Reclass. Reservation will be completed as soon as the requested action is available. Appropriate documentation will be faxed to the station for Future Sailor signature. Documents must be returned to the Navy Liaison by the next working day; if not received, Senior Classifier will advise EPDS/MLPO for resolution.

Chapter 19

PROCEDURES FOR SENDING COMMAND MESSAGES

1. Purpose. To outline procedures for transmitting outgoing SITREPs for Navy Recruiting District Richmond while performing duties as Command Duty Officer.

2. Discussion. The following lists the procedure for sending message traffic.

NOTE: The CO, XO, CMC or any parties involved with the SITREP assume responsibility for drafting it and will provide it to you for transmission. Log the message in both the SITREP Binder and the CDO Log. Also ensure you annotate the message serial number in the message. After receiving the SITREP, burn it onto a rewritable disk, as there are usually issues connecting to the network while logged in via the message token. This will prevent additional delays.

- a. Insert message token into keyboard. When prompted, enter required pin.
- b. Open up Microsoft Outlook.
- c. Open up new email template.
- d. Enter necessary addressees in required blocks. Include cnrc cdo@navy.mil in the addressee line. Also ensure you copy NRD Richmond and blind copy the CO, XO, CMC, and yourself.
- e. Open up CD you created which contains the SITREP draft.
- f. Open up SITREP draft.
- g. Copy and paste SITREP draft in your new email template.
- h. Proofread entire message. Check your date-time-group (DTG) to ensure it is current, as sometimes the chain of command uses old SITREP drafts. Ensure your SITREP serial number is accurate.
- i. Copy and paste DTG and subject of message. It should just read (for example): R 111709Z JAN 12 NAVY UNIT SITREP

j. Check over everything once more. If all information is accurate, send the message.

k. Log out, secure token in CDO bag. Make all appropriate log entries, and notify the Chain of Command and necessary entities regarding completion.