

RMB Message 06-16 (C7)

14 August 2006

SUBJECT: SRB Payment Process and Error Report

1. Effective 20 January 2006 DFAS will make bonus payments from the data you enter on the confirmation screen in RETAIN. Now more than ever you must ensure the data you input is accurate. RMB will send a weekly file to DFAS every Monday for SRB payments. You are no longer required to distribute a hard copy of the reenlistment contract to Finance. Reenlistments resulting from the BEAR program are now included in the RMB automated process and are not required to be submitted to the local finance office for payment.

2. **Command Career Counselors will receive a weekly report of discrepancies identified in the RETAIN SRB data each Tuesday.** All discrepancies will be omitted from the weekly file sent to DFAS. This means bonuses will not get paid until the discrepancy is resolved. **Suspense back to RMB for this report will be NLT 1200hrs the following Monday.** All data is required to be corrected and cleared for submission or substantiated with comments justifying why the data is correct. Return all discrepancy reports, consolidated by MACOM (ie FC, P1, E1), via e-mail to MSG Whitehouse (tom.whitehouse@hoffman.army.mil), **SSG Morgan (stuart.morgan@hoffman.army.mil)** and CCed to Mr. Bragg (james.bragg@hoffman.army.mil).

3. AOS is computed from the day after Contractual ETS date to New ETS date or 16 years AFS. Extended ETS date (DA Form 1695) will only be used if soldier has started serving on the extension by date of discharge. For the purpose of AOS computation, upto 24 months of an extension is forgiven only if the extension has not commenced. This does not change the soldier's ETS date on build in RETAIN, enter ETS as contracted to include enlistment, reenlistment and extension. If the soldier is Stoplossed, he/she will have the DELAY RSN code reflect "S" and the Contractual ETS date is shown on the prepare as Date Prev ETS. Date Prev ETS and Delay RSN are now open to field level users on the Reenlistment module. Counselors must ensure both fields contain the correct date/code for AOS calculation.

4. Soldiers who feel they have not been paid in a timely manner or received an incorrect amount will first report the error to the servicing Career Counselor not the local Finance Office. Career Counselors will review SRB computations and submit a HOTLINE using category SRB and the SRB Hotform. RMB will validate if a discrepancy exists and reply back to the Career Counselor. RMB will forward the data in the hotline to DFAS for correction. Once reviewed by DFAS, the submitting Career Counselor will receive a response email from DFAS detailing their findings. You can expect any action; payment, correction to taxes, or recoupment to happen within 7 days. Career Counselors will keep the Hotline for future reference in the residual packet. Inquiries regarding Reenlistments resulting from BEAR participants can now be submitted via the SRB Hotline process for resolution. Inquiries on selling leave in conjunction with a reenlistment must still be submitted with all supporting documents to the local finance office for resolution. If the response from the local finance is insufficient, recommend command involvement.

5. POC for this message is MSG Whitehouse, DSN 221-6951.

END RMB Message 06-16

SGM Carpenter, RMB SGM