

RMB Message 07-03(C5)

7 May 2007

SUBJECT: Resolution Processing Procedures

1. The following areas have been combined under one category- Error Resolution.
 - a. Reset Option
 - b. EDAS/ATRRS Errors
 - c. Confirmation Assistance
 - d. Reservation Move to History
 - e. DDPSTA code changes (Submit to your MACOM Level RETAIN User)
 - f. Contract Validations/Renegotiations
 - g. Deletion/Deferment/Early Arrival requests
 - h. Waiver of Reenlistment Option
 - i. Action not covered by any other hotline category.

2. Processing guidance:

RESET OPTION: Requests to reset options will be forwarded to RMB through the Division or Installation Retention office and include Soldier history/justification. Requests will be submitted to category CUSTSERV utilizing hotform RETAIN HELP.

EDAS/ATRRS ERRORS: Utilized when an automation error has occurred between RETAIN, ATRRS and/or EDAS and the Soldier's assignment/training is not reflected in the appropriate system. Other errors may include: AEA code changes (Only U to L and L to U). Submit to Category CUSTSERV hotform RETAIN HELP.

CONFIRMATION ASSISTANCE:

1. All confirm requests will be endorsed through the MACOM. MACOM's are responsible for ensuring data accuracy contained in the hotline.
2. The confirmation screens in Retain have undergone significant changes. The purpose of this modification is to provide additional and accurate information to the Defense Finance and Accounting Service (DFAS) and the Army G-1. The following procedures are provided to assist Career Counselors and to provide clarification of data during the confirmation process. Confirmation of a reenlistment contract is done on a dual tab confirmation screen; "Confirm" and "Bonus/Finance".
3. The first screen, "Confirm", remains unchanged. Career Counselors are required to verify and update all information:

REUP Date: Date of reenlistment

Term Length: Total months of reenlistment

STAB Months: Total of months stabilization for a Current Station Stabilization contract

Grade: Grade of reenlisting soldier on the date of reenlistment

New ETS Date: Reenlisting soldier's new ETS date

ENLOP: Reenlistment option code for the reenlistment contract

Date of Rank: Soldier's date of current rank on day of reenlistment

PRMOS: Promotion MOS if soldier is in a promotable status on day of reenlistment

Indefinite Status: Indicator that this is a reenlistment in the Indefinite Reenlistment Program

4. The second screen, "Bonus/Finance" has significant updates. Finance will use a combination of the data from these fields and DJMS records to pay the SRB. Accuracy of the inputs is vital:

Bonus Type: If none leave blank or select "None".

There are four other choices if the soldier is authorized a Reenlistment Bonus.

Select SRB_BEAR if the bonus being paid is the result of a BEAR extension.

Select SRB_DEP if the bonus being paid is from a Deployment SRB MILPER Message.

Select SRB_INV if the bonus being paid is from an Inventory SRB MILPER Message.

Select SRB_LOC if the bonus being paid is from a Location SRB MILPER Message.

SRB Zone: Shows the zone, A, B or C soldier is in based on eligibility build. If incorrect, soldier was not built in Retain with an accurate BASD. Career Counselor must coordinate assistance from their MACOM.

Bonus AMT: Actual dollar amount of initial payment, rounded off to dollar amount. If the soldier has elected MGIB Transferability of Benefits Program, refer to RMB Message 07-11. (ie.. \$9500.65 would be entered as 9501. No decimals or commas)

Auth Lump Sum Pmnt: Select this check box if soldier is authorized a Lump Sum payment. Currently all SRBs are paid Lump Sum.

BEAR: Check box to indicate if reenlistment is the result of BEAR participation.

Auth Msg Nbr: Select from drop down the message or messages effecting soldier's entitlement (ie.. "05-187" or "05-239 & 05-022"). Do not add MGIB to this line.

Msg Mult: The multiplier authorized as listed in the SRB MILPER Message. If SM is electing MGIB Transferability of Benefits Program, refer to RMB Message 07-11.

MGIB: MGIB Election indicator. When checked, RETAIN will fill the Reduced SRB Code box with a multiplier that is 0.5 less than the MSG Mult. MGIB is auto checked when MGIB is added in Contract Create.

Location: This block ties in directly with Bonus Type. If the Bonus Type is SRB_LOC or SRB_DEP you must select the specific location the bonus is being paid for. Select "No Location Required" or leave blank if Bonus Type is SRB_INV or SRB_BEAR.

DML/DMSL: For future use. Leave blank.

AOS: Additional Obligated Service, for calculation use Contracted ETS (to include extensions only if commenced by date of discharge). Do not use Stop Loss ETS in figuring AOS.

Bonus Cap: *Enter the amount from the SRB Message that is the maximum a soldier can receive according to the applicable paragraph from the drop down menu.* The Bonus will not exceed a certain amount depending on the message and or paragraph within the message.

Plus: This is to provide DFAS with any additional dollar amount that is not included in the calculation of MultiplierxAOSxBasePay. An example would be when soldiers were authorized a straight \$5000 additional amount. (ie.. 5000. No decimals or commas)

Lv Days Avail: Enter the soldier's total amount of leave available on date of reenlistment, only if soldier desires to cash in leave.

Lv Days Want To Sell: Enter the amount of days the soldier desires to sell. *If this amount equals the entered "Lv Days Avail", DFAS will pay the maximum Leave days soldier has available to sell.*

Tax Free Deployment: A yes or no selection if the soldier is authorized a tax free entitlement.

Career Counselors requesting confirmation assistance will submit request to category CUSTSERV utilizing hotform CONFIRM HELP. As a reminder, field users are authorized 3 days from date of reenlistment to confirm a contract. MACOMs are authorized 14 days to execute a confirmation. *For SRB payment resolution issues, see RMB Message 07-16.*

RESERVATION MOVE TO HISTORY

Career Counselors requesting a reenlistment or extension reservation be moved to history will submit requests to category CUSTSERV utilizing hotform RETAIN HELP. Requests to move Options E2, E3, E4 or E5 to history will be fully justified.

DDPSTA CODE CHANGES:

** ALL DPPSTA Code changes will be submitted to the first retention office in your command having MACOM level access in RETAIN. **

1. Soldiers not holding the required security clearance for their PMOS, as established by their MOS proponent, are not eligible to reenlist. However, due to the lengthy processing/investigation time at the Central Clearance Facility (CCF), Department of the Army (DA) will allow Soldiers to reenlist for any option they are otherwise qualified; provided:

a. They have been granted an interim clearance appropriate for their current PMOS

b. There is an on-going security investigation with no derogatory information pending

c. Exception to a & b above: Soldiers in MOS 89D must hold a minimum clearance of Top Secret. Soldiers with a clearance below Top Secret must obtain a proponent waiver to be eligible to reenlist. Career Counselors must contact SFC Lenker christopher.lenker@us.army.mil DSN 788-6875, to obtain proponent waiver prior to changed the Soldiers DDPSTA code in RETAIN.

2. Career Counselors will verify, via memorandum or JPAS printout, through the Soldiers Security Manager that the interim clearance has been granted and the investigation is still on-going. Memorandums will be retained locally with the Soldiers reenlistment packet.
3. When verification of clearance has been obtained, Counselors must contact their first retention office in their command having MACOM level access in RETAIN to have the appropriate DDPSTA code entered into RETAIN. Each MACOM level user will establish processing procedures for DDPSTA code changes. Counselors must provide the current clearance level, the corresponding DDPSTA code, and the date the memorandum granting the specified clearance level was signed by the local Security Manager.
4. MACOM level users will change the Soldiers DDPSTA code in RETAIN and advise Counselors the action is completed. MACOM level users must ensure they enter the correct security clearance level established by the MOS proponent. (Example: Soldier's MOS requires a Secret level security clearance and Soldier has been granted an Interim Secret with no derogatory information pending. Enter a DDPSTA code of " F " (Secret) in RETAIN. If you enter a DDPSTA code of " G " (Interim Secret) the Soldier will not be eligible in RETAIN.)
5. Soldiers with DDPSTA codes L, M, or N indicate the Soldier has been identified for what are potentially serious security conflicts/violations. MACOM Level users must ensure they verify the Soldier's security clearance status with their Security Manager prior to changing these DDPSTA codes.

CONTRACT VALIDATION / RENEGOTIATIONS (VAL/RENO):

1. Submit a VAL/RENO when there are issues which change what has been guaranteed in item 8b(1) of the DD Form 4.
2. Any request to change training dates will be sent to this category.
3. The largest number of VAL/RENO cases are a result of deployment. Renegotiations for Soldiers affected by Stop Loss/Move should submit individual hotlines for redeploying Soldiers to RMB when the unit is within 60 days of redeployment.
4. All others VAL/RENO requests will be submitted to RMB through category VAL/RENO using hotform VAL/RENO. All VAL/RENO requests must be personally endorsed through the MACOM. MACOMs will submit VAL/RENO requests to RMB using the REPLY function in RETAIN.

DELETION/DEFERMENT/EARLY ARRIVAL REQUESTS:

1. DEL/DEF pertains to deferment, deletion or early arrival of assignments. Hotlines must provide complete justification for the requested action.
2. All DEL/DEF requests for changes to assignment report dates will be submitted to RMB through category DEL/DEF utilizing hotform DEL/DEF. All DEL/DEF requests will be fully substantiated and submitted through the Brigade Senior Career Counselor. Brigade Senior Counselor will verify availability date for movement (i.e.- AEA End date, Dt-Lst-Pcs, DEROS, SM End Date).

Courtesy of:
www.ArmyReenlistment.com

3. Command initiated deletions will be submitted through this category. Examples of this type of deletions are: AWOL and UCMJ action but does not include Command request for operational deletions.

NOTE 1: Requests for changes to training dates will be submitted to category VAL/RENO.

2: Changes to assignment report dates greater than four months will be submitted to category VAL/RENO.

WAIVER OF REENLISTMENT OPTION:

1. Notice of Soldiers who have waived their reenlistment commitment will be sent to RMB using category DEL/DEF utilizing hotform WAIVER.

2. Requests of this type will be endorsed through the Brigade Senior Career Counselor.

ACTIONS NOT COVERED UNDER ANY OTHER HOTLINE CATEGORY:

Any action not covered under any other hotline category will be submitted to category CUSTSERV utilizing the RETAIN HELP hotform.

3. POC for this message is MSG Caccamo, DSN 221-6930.

End RMB Message 07-03(C5)

Mr. Bragg, RMB Branch Chief