

SUBJECT: Processing Guidance & Information

1. Career Counselors are responsible for processing all reclassification actions and must become familiar with the functions and procedures when requesting reclassification actions.
2. ALL HOTLINES MUST BE SENT TO LOCID **CRCRM~~D~~1** to ensure that someone from the RECLASS team receives the hotline. The following RETAIN hotline categories have been created for Career Counselor use. All actions will be processed through the request list and hotlines will be used to communicate without having to reprocess or to return requests. A brief description of each category is provided. Please refer to RECLASS Message 07-01 for a list of appropriate hotforms to be used with each category.
3. Reclassification actions are submitted based on the current strengths of the Soldiers current MOS and the requested MOS. Use the current IN/OUT Call message, AR 614-200, DA Pam 611-21, MOS Smartbook (<http://perscomnd04.army.mil/MOSMARTBK.nsf>) and ATRRS to determine eligibility and qualifications.

RCLS/CS - (RECLASS Customer Service) This category includes any EDAS/ATRRS errors where an automation error has occurred or the assignment/training does not reflect in the appropriate system, moving reservations to history or requests for cancellations of training. Cancellations will only be requested for Voluntary reclasses, all others must be sent to reprocess/reschedule with justification.

RCLS/RP - (Reprocess/Reschedule) The reprocessing or rescheduling category will be used to request new training dates when the Soldier is not able to attend scheduled training. Requests will only be considered if Soldier cannot attend training due to deployment, medical, a compassionate or compelling reason that will be documented by the Division/Installation retention chain.

RCLS/DAD - (DA Direct Reclassification) This category will be used to correspond with the case worker for all DA Direct reclassification actions. DA Direct reclasses are initiated by HRC and not processed through the Request List.

RCLS/VOL - (Voluntary Reclassification) This category will be used to correspond with the case worker without having to send text back and forth through the Request List.

RCLS/APP - (Application MOS) This category will be used to correspond with the case worker for all Application MOS requests.

RCLS/CVB - (Conversion Bonus) This category will be used to process conversion bonus requests. A hotline must be sent to this category to process all requests along with the supporting documents attached to an email as follows:
To: epfr@conus.army.mil Subject: Conversion Bonus

Courtesy of:
www.ArmyReenlistment.com

RECLASS - Any issues concerning RETAIN hierarchy.

RCLS/MND - (Mandatory Reclassification) This category will be used to correspond the case worker for all Mandatory reclass actions.

RCLS/MRB - (Medical Reclassification/MMRB) This category will be used to correspond with the case worker for all Medical reclass actions.

RCLS/FO - (Training Follow On Assignments) This category will be used to request a follow on assignment when an assignment cannot be verified in EDAS within 120 days of training start date. Submit hotline requesting a follow on, understanding that there is no guarantee of a specific assignment.

4. POC for this message is MSG Nagle, DSN 221-6924

End RECLASS Message 07-02

Mr. Bragg, RMB Branch Chief