ARMY NATIONAL GUARD
Incentives Oversight Branch Newsletter

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Branch Chief: LTC Zara Walters

We hope that all is well with all of our subscribers and are glad to see improvements from the States. However, we are noticing that there are some States which do not seem to be making improvement. We strongly encourage each of you to continue to work through your actions and to contact your support team when you have questions. As previously stated, we are all one team. The care of Soldiers and the stewardship of resources is a joint endeavor. We cannot do it without your effort.

Please continue to work with the Education and Incentives Services Officer Council (EISOC). The EISOC represents the 54 State and Territory ESOs concerning all education and incentive program-related matters. They have demonstrated interest and concern relative to the timely and effective processing of contracts. Use them as your voice for overall concerns.

Continue to ensure that your State primary Incentive Managers (IMs) are taking all necessary training, to include fiscal law and recertification. While I am sure that each of you in the States have had to deal with Congressional and Inspector General inquiries, I can assure you that we get our fair share at our level. We always ensure that we respond to these in a timely and effective manner, and hope that you are doing the same. The trend that I am noticing is that there are a lot of frustrated Soldiers (Enlisted and Officer) out there. Often their bonuses are significantly overdue and they needed an Exception to Policy to rectify their issue.

We ask that you make every effort to keep personnel informed of issues, to try to resolve these in as timely a manner as possible, and to reach out to us for assistance as necessary.

Please be aware that our website is still under development but you can visit it at https://gkoportal.ng.mil/arng/G1/D03/HRM-I/SitePages/5)%20Incentives%20Oversight%20Home%20Page.aspx.

Our policies are advancing. The NGR 600-7 and SRIP Policy are both with senior editors at NGB, and the Health Professional Incentive Officer (HPIO) Policy (formerly AMEDD incentives) is being staffed within the Office of the Surgeon General and the Assistant Secretary of the Army (Health Affairs).

As always, I expect all of my staff to provide you with timely feedback to your concerns. However, please understand that some issues may be complex and they will need additional time. They will at least provide you a timely initial response to let you know they are working the issue. If you find that you are not being provided the best customer service, please advise MAJ Chaney or me directly.

Once again, thank you for your efforts in improving the processing of incentives. I encourage you to share this newsletter with your leaders, IG, units, etc.

MAJ CHANEY
Enlisted Program Manager
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(703) 601-8138

Enlisted Program Manager: MAJ Bradley Chaney

Team Incentives, another month down and progress continues. So far it seems as though the Newsletter has been a great tool in order to generate discussion. As we continue this, please feel free to share with us what concerns you have both with our processes and our policies. We depend on this feedback in order to insure we are taking care of Soldiers.

This past month, we had another excellent Advanced Incentive Manager Course held here at Arlington Hall Station in which we were able to hear and work with 8 different States. Each time we host one of the Advanced IM courses, we hear great ideas on how to better our efficiency and ensure we are conducting good business practices to support the Soldier.

The monthly missions appear to be helping us all focus our energy on certain areas of concern that we feel are quick wins for us. As we continue to conduct these missions, we are also conducting efficiency initiatives and pulling the data to determine where we need to make changes in our processes to more expeditiously pay Soldiers. As we determine where some of these problem areas are located, look for process changes to be made within GIMS. As always, these changes will appear on the training site first and then later moved to the live site. When we anticipate these changes to go to the training site, we will make certain that everyone is being made aware, so that they can be used and tested. During the time of testing, we have the opportunity to ascertain whether we want something to be moved to the live site. This is where we depend on feedback from the field.

One concern I have heard at our Advanced IM course and in discussion with other IMs is, that the IMs are losing their voice. As many of the ESOs have become much more involved in the Incentive world, the IMs feel that their concerns are not always heard. The EISOC has become a great tool for us to share information with and to bounce ideas off of. However, I have discovered on a couple of occasions where suggested changes to GIMS were considered potentially detrimental by the ESO and the IM didn't feel it would cause a huge issue. I share this with everyone to ensure we keep our IMs full engaged in the discussions. They are the troops on the front lines in our States and who we depend on to tell us when something is working or when it does not.

Let's all continue to press forward with bettering the incentives world and taking care of Soldiers.

CPT BURKMAN
Officer Program Manager
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Officer Program Manager: CPT Kevin Burkman

Pursuant to our partnership with the States in making sure the Soldiers are paid their incentives in a timely manner, we have been documenting some trends and have some suggestions that will help speed up processing:

1. When uploading documents in GIMS, please make sure they are labeled accordingly with form numbers, the initial NSLDS is labeled and what FY the subsequent NSLDSs go with.

2. When a packet is returned to the State because we need an Area of Concentration (AOC) verifying document, the following will be accepted:

- DA Form 5074 with AOC annotated
- NGB 122 with AOC annotated
- USAREC Board Results with AOC annotated
- Memo from the Surgeon General's Office awarding AOC
- State Orders awarding AOC with civilian certifying documents (diploma and transcripts)

3. When there is a discrepancy discovered on the contract or addendum and a Memo for Record (MFR) is requested to correct it, please draft the MFR and have it signed by your G-1. Then, upload the MFR into the Soldier's record in GIMS. Please do not write in the corrections on the contract or addendum. We have seen some States writing the word "None" and uploading the altered original contract document. This will NOT be accepted.

4. When uploading the contract into GIMS, please pay meticulous attention to the details. Make sure the information on the contract matches what information is showing in GIMS. When amounts are loaded incorrectly, this type of correction creates a significant delay in processing because it requires coordination with and evaluation by our GIMS team.

5. Please ensure you have checked the Soldier's PMOS/AOC/DMOS in SIDPERS prior to executing a contract. If corrections are necessary, ensure that it is changed and reflected in SIDPERS BEFORE submitting it to HRM-I for processing.

6. Before emailing the AMEDD Inbox about the status of a Soldier's Special Pay payment, please do the following:

- Look in GIMS. What bin is the Soldier's record in?
- For Special Pay, the processing timeline goal here at HRM-I is under 30 days. After we have processed it, there will be a comment in GIMS saying "Memo sent to DFAS on (date)." DFAS takes up to 30 days to process that payment. If your Soldier has not received payment in that timeframe, please let us know. There may be a migration issue or a glitch we are not aware of.
- We have found that many inquiries can be answered by simply looking in GIMS. We see what you see. If you do not know how to search GIMS, what actions take place in which bins or need help deciphering comments, please let us know. We strive to answer all inquiries within 72 hours.

Thank you for your continued patience with our new NGB AMEDD Team as we work through the payment backlog and glitches in the GIMS system. We appreciate all that you do!

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Payment Team Manager: CPT Lauren Gibbs

Cut-off date for DD 2475

The GIMS team is diligently working with Tibercreek to have the new 2475 (introduced January 2014) incorporated into GIMS. HRM-I will accept the current 2475s that are presently still GIMS generated and forwarded to the respective financial institutions until 1 April 2014 and every 2475 in circulation after the new form is in GIMS will be accepted until then. Obsolete versions of the 2475 will NOT be recognized after that date and the IM will have to re-create the 2475 in GIMS.

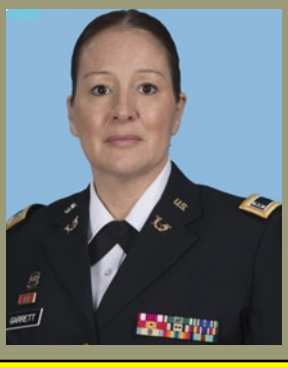
'Payment Submitted in Error' Return Reasons

HRM-I has received several inquiries from the States regarding payments being sent back to the State with the return reason code 63: Payment submitted in error. Please be aware that this is a default return reason because the GIMS system cannot accommodate a lot of reasons for actual returns. Especially payment schedule errors cannot be selected as a return reason. PEC and NGB staff has chosen reason number 63 as the most common return reason. However, every returned payment is accommodated by a remark and every staff member is required to leave adequate remarks. These remarks can ONLY be found in **panel 3.** If the State looks for remarks in the 'History' tab or panel 4, they will not be able to view any remarks.

FY 08 Payments:
We have addressed this issue in our previous Newsletter but continue to receive inquiries regarding this issue. Some FY 08 payments were submitted prior to the Sept 2013 cut off date but were inadvertently sent back to the States. We are requesting those States, who sent payments prior the aforementioned cut-off date, to resubmit those FY 08 payments to PEC for processing.

Check Traces

Check Traces are the State IM's responsibility to research with their USPF&O.



CW2 GARRETT
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Enlisted ETP Team Manager: CW2 Sandra Garrett

Upcoming:
The ETP section is preparing to provide guidance on the handling of payments for funds associated with closed fiscal year availability.

New ETP Team Manager:
The ETP section welcomes 1LT Lisa L. Langel, from the Iowa Army National Guard. 1LT Langel will provide her State Incentive Manager experience from the field to the ARNG-Incentives team and backfill CW2 Sandra Garrett. CW2 Garrett is transitioning to run a special project with the JAG Corps. Questions regarding ETPs may be addressed to 1LT Langel at email: lisa.l.langel.mil@mail.mil or telephone (703) 607-3004.

(1LT Lisa Langel)

Incentive Support Team at PEC

ETPs

ETPs have been sent back to the States due to insufficient documentation or lack of information (i.e. did not ship on time, not MOSQD within 24 months). The States are not explaining why the Soldier failed to comply, they're just stating they failed to ship or become DMOSQ but no actual reason is explained.
We cannot action the ETP unless we have the necessary information to determine what happened.

REBs:

The requestor is inputting the incorrect MOS within the REB Bonus Control Number (BCN) request. That is causing major issues upon REFRAD, i.e. ETPs...

In other words, a Soldier may hold 2 MOSs (13D, 13M). His PMOS before deployment is 13D but is deployed as a 13M. He extends while deployed, and the requestor uses the MOS he is serving in while deployed as the contracted MOS. Upon REFRAD, the Soldier goes back to his 13D slot creating a MOS mismatch.

Bottom Line - The Soldier should be contacting in the MOS they will serve in upon REFRAD.

Correction to addendums:

No authority exists to make correction to an addendum outside of an approved NGB ETP. The only exception is NPS/ PS addendums executed at MEPS when a system issue with GCRc failed to print the witnessing signature line on the addendum thus preventing the Witnessing Official from signing the addendum.

Recruiting Command recognized the issue, and issued SMOM 11-097. NGB Incentives leadership made the decision to allow the correction of addendums to be made IAW the SMOM versus doing an ETP for every one of the addendums affected by this issue.

Any other addendums, that were executed after 1 October 2011, have to be addressed with an ETP. No one has authority to execute a "corrected copy" addendum without an NGB approved ETP if it is not covered under the aforementioned SMOM.

ARH 09-026 grants authority to make corrections to a DA 4836 and DD 4, but
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If there are corrected copy addendums in iPERMS that are not covered by an

Incentive Support Team at PEC (cont)

If there are corrected copy addendums in iPERMS that are not covered by an approved ETP or the SMOM, they cannot be honored as is. In those instances, an ETP is required.

GIMS Team

'Trash Folder' in Documents

To remove a document that was incorrectly uploaded to a record in GIMS, the following steps will have to be executed.

1. From within panel 4, choose the "new folder" button. Once the new sub folder pop-up appears, name the folder "Trash" and then select "Save".
2. The new folder created will now appear on the left-hand side and within the virtual share drive as well.
3. The incorrect document will now be moved to the "Trash" folder by left clicking the document with the mouse, dragging it to the "Trash" folder in the upper left corner (do NOT drag it to the folder that is within the virtual share drive area as it will not work) and it will then be dropped right on top of the "Trash" folder.
4. When the left mouse button is released after the document has been dragged to the "Trash" folder, a 'Copy or Move' pop-up will appear. Choose the "Move" button.

5. The document will disappear from the virtual shared drive main folder. The correct document can now be uploaded into this area.
6. The moved document will be in the created "Trash" sub folder.
7. This document will also appear in the "Trash" folder available under the respective incentive within panel 3.

A walkthrough with screenshots will be uploaded onto our website once it is fully operational.

GIMS Support Team (GST)

Uploaded the wrong document in GIMS? Why not create a "Trash" folder. You have the ability to add folders in panel 3 and 4 under the "Documents" tab. Folders can be created under the Social Security Number Identification Number (SSNID) or sub folders under the Case ID number. (see also step-by step walkthrough in the GIMS Team section on page 6)

Get organized by creating folders for bonus or Student Loan Repayment Program (SLRP) payments. Create a sub folder under the Case ID number and name it as the Fiscal Year (FY) or payment number. Creating an organization of documents under the Soldier's record will help NGB, IST, and GST personnel identifying what documents need to be reviewed to process the Soldier's payments.

Admin Correct Request (ACR)
When an ACR is submitted to PEC/NGB, there are three paths it can take:

- Path 1: the ACR is approved and the record will move to "Approved ACR."
- Path 2: the ACR is denied, and the record will move to "Denied ACR."
- Path 3: the ACR is returned to State with no action, and the record will move to "Returned without Action."

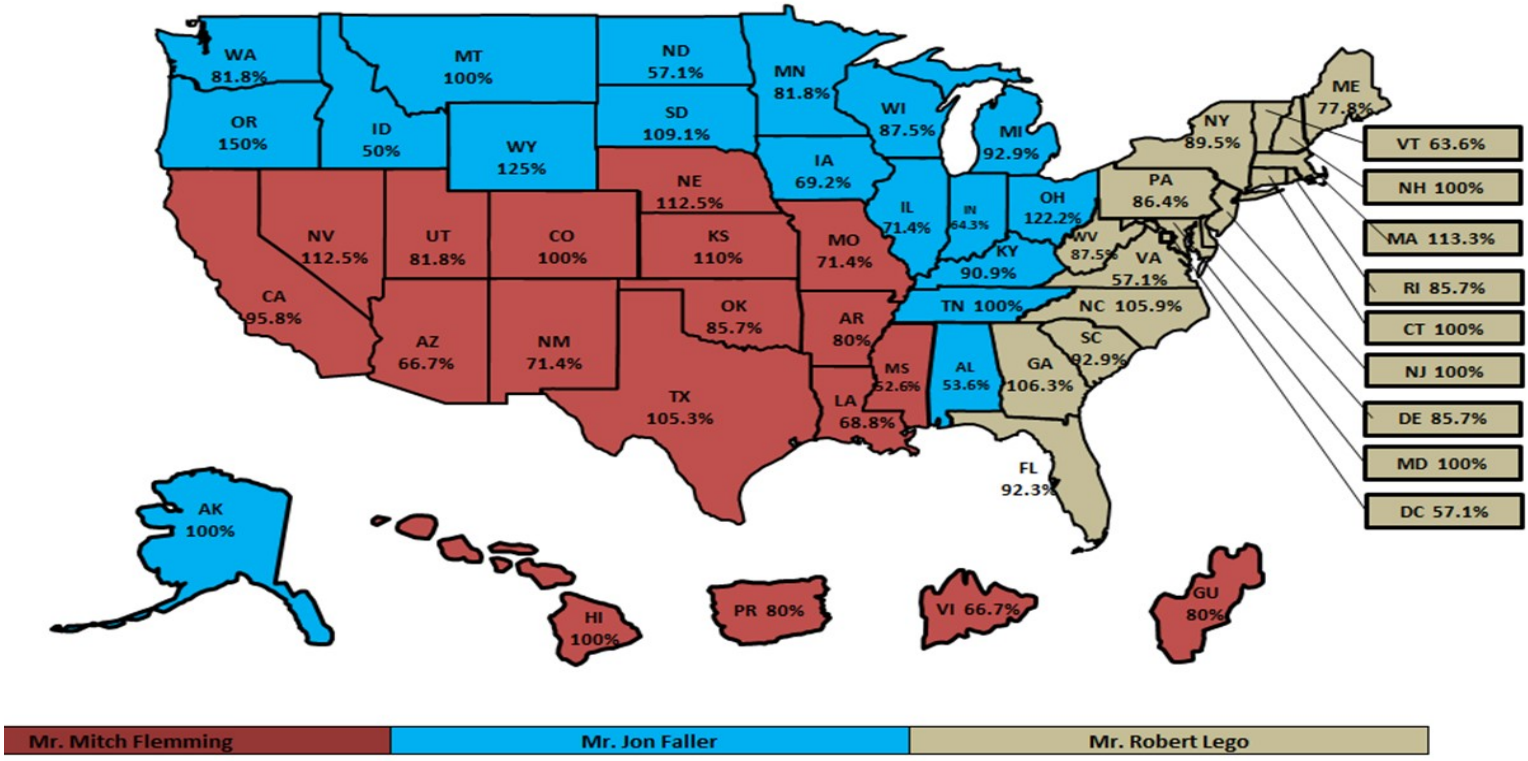
All three bins are work buckets at the State level. The "Approved ACR" and "Denied ACR" bin can easily be cleaned out by selecting "Remove from Work Bucket." By selecting this button, you acknowledge the reason for approval or denial. Records that move to the "Returned without Action" are those they need further action. These ACR can be returned for multiple reasons such as incomplete information, incorrect information or missing supporting documents. Simply correct the ACR based off the comments provided in panel 4 under the "History" tab.

Student Loan Contracts still in Issue Phase after addendum was printed

If you have identified a contract that was issued out of GIMS but is still in the issue phase, then the requestor did not complete the request properly. An issue was identified that if the requestor prints the addendum and selects the red "X" at the top of the panel, the contract reverts back to the issue phase. During your training with State personnel, please ensure that the requestor knows that they must select "Upload Agreement/ Addendum" or "Upload at a later time" in order for the system to recognize that the contract was issued. If the requestor failed to take this action, the system will mark the contract "Deleted" after 90 days. If identified that the requestor did not selecting the correct action buttons, upload the addendum and DA 4836 into GIMS and submit an ACR request putting the contract status in "Waiting Addendum Upload." The ACR request will be reviewed and further action will be taken on that contract if deemed approved.

As a reminder, the GST has the mission to identify system issues which inhibit users' ability to process incentives within GIMS. Issues of this nature should be submitted through the RCMS Help Desk (ng.ncr.arng.mbx.rcms-q@mail.mil) so that the issue can be officially tracked by NGB. If the issue is causing an immediate problem or work stoppage (i.e. a payment cannot be processed or a bonus cannot be issued until the issue is corrected), then you should also notify your GST Representative so that they can highlight the issue to NGB. GST Representatives are responsible for supporting the States and Territories within their areas in addition to the assigned general support responsibilities noted below.

(Figure 1)



Mr. Mitch Flemming is the lead for the User Management Tool (UMT) and the ETP module. In addition, he shares responsibility with Mr. Lego for providing "Lost & Corrected Copy" addenda when required by an approved ETP.

mflemming@finsol1.com

Mr. Jon Faller is the lead for the GIMS SLRP module and processing SLRP ACR's.

jfaller@finsol1.com

Ms. Judi Neifert is the lead for Payment, Termination, ACR and Reporting Center modules. She processes all bonus ACRs & CMS cases in addition to being our SME for finance and DFAS related aspects of incentive management.

jneifert@finsol1.com

Mr. Robert Lego is the lead for all Override Requests and the Contract module. He is also a Subject Matter Expert in the REQUEST and GCRc systems and one of the principle designers of the GIMS. In addition he shares responsibility with Mr. Flemming for providing "Lost & Corrected Copy" of addenda as annotated on approved ETPs.

rlego@finsol1.com

Primary Mission

Objective: Improve Accuracy Rate of SLRP Payments submitted to PEC to an accuracy rate of 70%.

Start: 16 December 2013
End: 10 September 2014

Quarterly #1: 10 March 2014
Quarterly #2: 10 June 2014

This primary mission is still ongoing and the data remains the same as published in the December 2013 Newsletter. A quarterly evaluation of the data will be published in our March and June Newsletters and the map will entail new data at that time. If you have any questions about the Primary Mission, please consult your Newsletter and contact your GST Representative (as listed on this page).

Secondary Mission I

Decrease average days in SRIP 'Unit Bonus Eligibility Report' bin to -30 days or below.

Start: 15 February 2014
End: 10 March 2014

The map on page 11 (figure 2) reflects the current status for every State and territory as of 10 February 2014.
There are several States and territories with payments in this bin that are way above the 30-day benchmark. However, there are also States that have already reached green status.
Please keep in mind that not all payments in this bin are eligible for payment. The State IM should be working to appropriately action any overdue payment in this bin. This may require an ACR to delete a payment on a terminated record, putting the payment on hold pending completion of a termination or ETP or even a Soldier attending BOLC.

Of course the IM must also monitor the 'Suspended Payments' bin to ensure that those payments put on hold are actioned properly at the appropriate time and not forgotten.

Note: This bin is ONE of the reasons for a delay in payment processing as some payments spend way too long in this bin. The ultimate goal is to have every State push properly validated payments to PEC within 15 days of the payment entitlement date and properly monitor those payments that cannot currently be paid.

In order for a State to be coded green, amber or red, the following criteria apply:

Green: +90 days through -30 days
Amber: -31 days through -60 days
Red: -61 days or more

Payments populate in this bin once a contract has been validated and verified, The Soldier is duty position qualified, and the payment is within 90 days of date of entitlement.
We understand that extraneous circumstances can prolong why a payment is staying in this bin, such as pending ACRs or ETPs at PEC/NGB.

However, the goal is for the IM to know why the payment is overdue and take the appropriate steps to action the payment properly.
We are also aware that some States do not have the G1-Authorization memo to push payments out of this bin. Contact your GST Representative if you would like a G1 example memo to allow you to push payments from this bin.

Secondary Mission II

This was originally the January Newsletter 'SECONDARY MISSION II" mission.

However, due to an error in the map creation, incorrect data was shown on page 10 of the January newsletter map for Secondary Mission II: Eliminate the number of records by decreasing the average days in SRIP 'Verification Failed' bin to 15 days or below.

We apologize for the inconvenience but the error did give HRM-I additional insight.

Although the data shown was incorrect, HRM-I had accurate data and was able to evaluate the mission and noticed that the States indeed worked the 'Verification Failed' bin.

There was an overall improvement for most States and many contracts were moved out of the 'Verification Failed' bin. However, the average days in bin increased for some States causing them to move down to an Amber or Red status.
The main reason for this occurrence is that the more complicated problem cases remained in the bin and have been there for a long time, some more than a year. Fewer contracts in the bin with more days caused the average number of days in bin to increase and the State moved to Amber or Red. Unfortunately, a lack of remarks in GIMS makes it very difficult to determine why individual records are not moved out of the bin. While some contracts may require an administrative fix such as an ETP or ACR, we don't know if there is a system issue or training issue also contributing to the contracts in the bin and we are unable to evaluate the reasons behind the increased days in the bin.

Due to the error in the January Newsletter and increase in average days in the bin for many States, we have decided to continue this Secondary Mission into March with a slight twist. We want the States to continue to work the records in the bin. For those cases that can't be moved out of the bin, the State IM is required to research each remaining contract and annotate in GIMS remarks why this record failed verification and why it cannot currently be moved out of the 'Verification Failed' bin. The GST and IST stand by to assist the IMs as needed to complete this mission. This is a corroborative effort to clean the bin and provide NGB information on system or training changes they should make, to assist the IMs in this mission!

Objective II: Eliminate the number of records by decreasing the average days in SRIP 'Verification Failed' bin to 15 days or below.

Start: 15 February 2014
End: 10 March 2014

The map on page 11 (figure 3) reflects the current status for every State and territory as of 10 February 2014. The numbers reflect the average number of days records have been in this bin. There are several States and territories that have contracts in this bin that are way above the 30 day benchmark and those were addressed above. However, there are also States that have already reached the green status. Please keep in mind that this bin should be as close to zero as possible. The ultimate goal is to have every State within 10-15 days or less. In order for a State to be coded green, amber or red, the following criteria apply:

Green: 15 days or below
Amber: 16 through 30 days
Red: Above 31 days

Note: This report does not account for records that have been identified by the States for having failed 'Verification" erroneously and were already submitted to the PEC IST for removal. However, given the inability to determine this, the intent is to ensure that this bin is not being overlooked for records that are truly failing 'Verification'. NGB is working on updating the 'Verification Fail' rules in an effort to decrease the number of erroneous verification fails.
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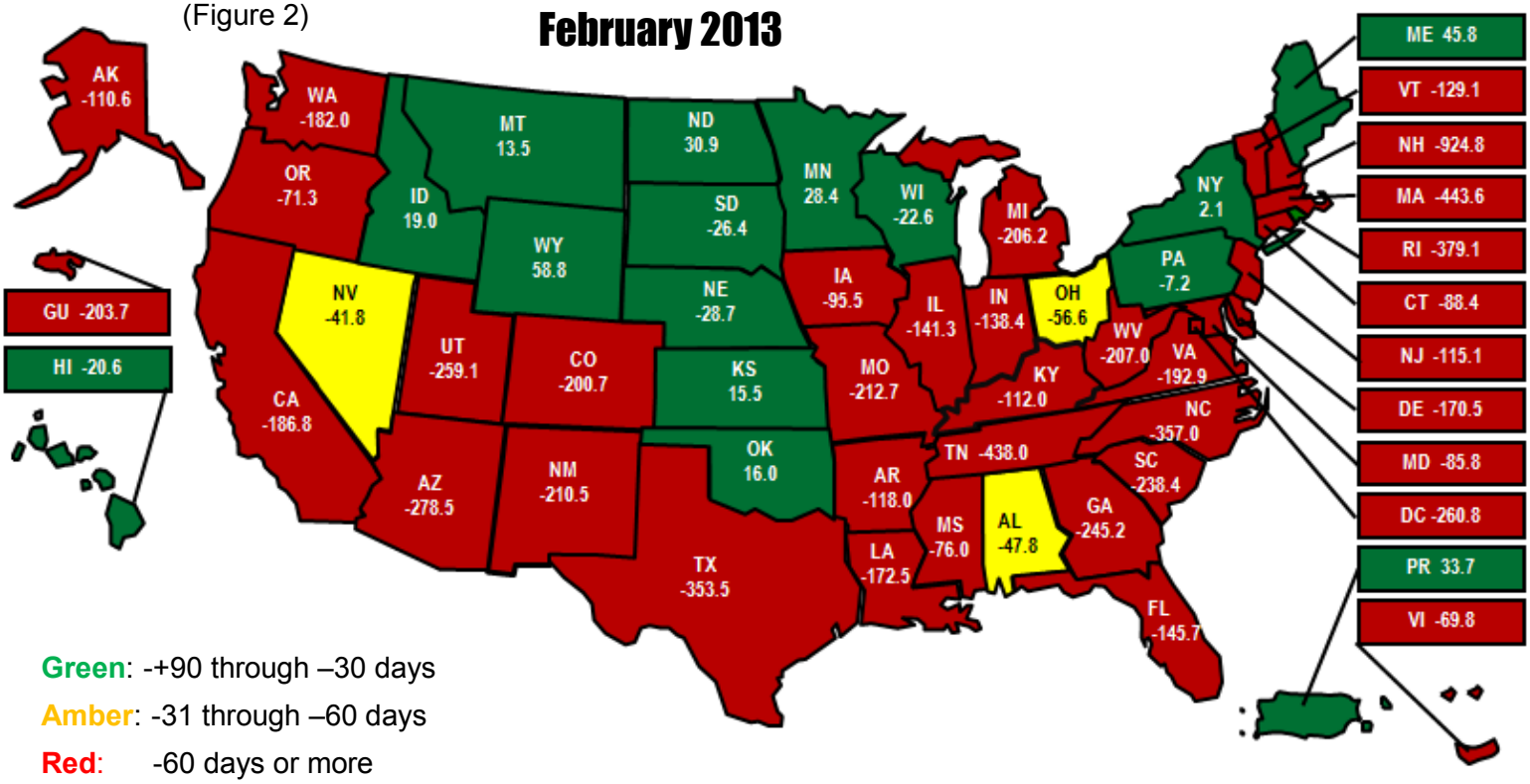
Secondary Mission I —

Decrease average days in SRIP 'Unit Bonus Eligibility Report' bin to -30 days or below.

(Figure 2)

February 2013



Green: -+90 through –30 days

Amber: -31 through –60 days

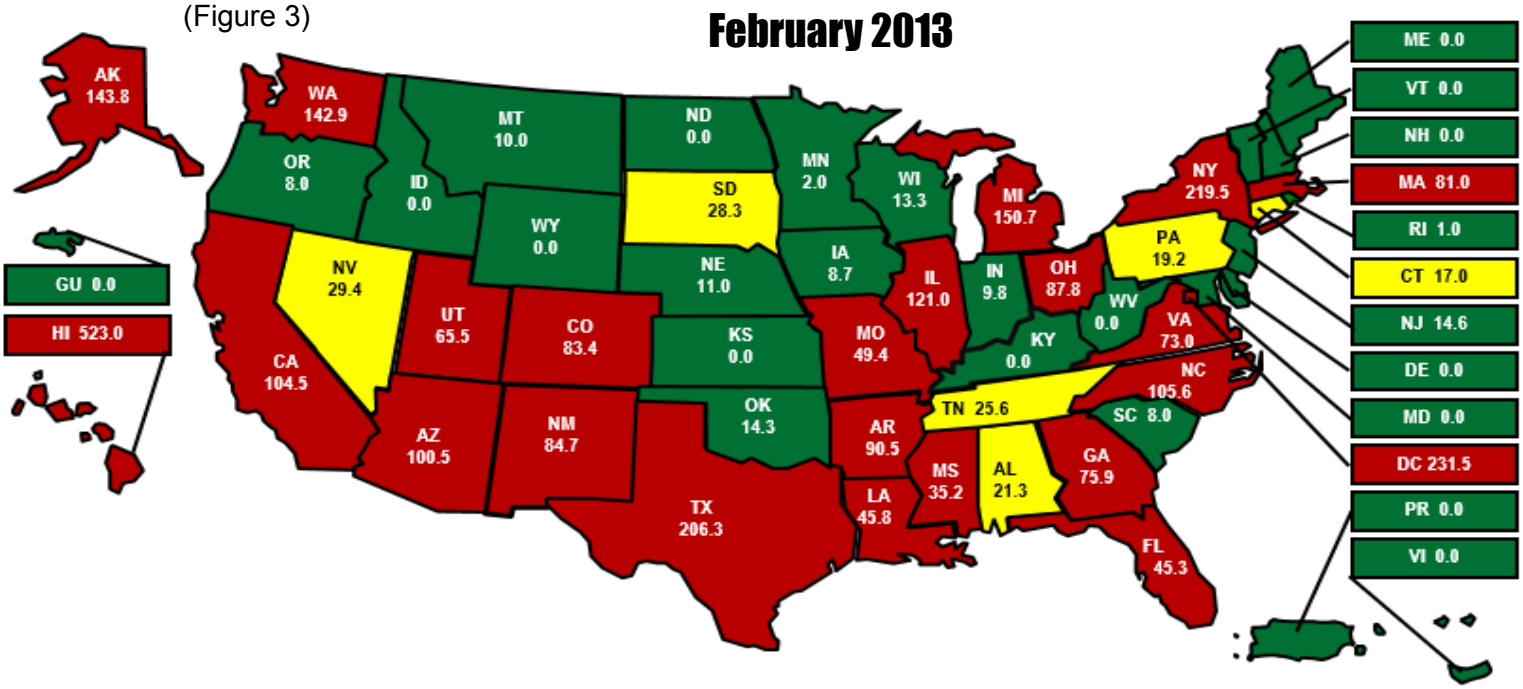
Red: -60 days or more

Secondary Mission II—

Eliminate the number or records by decreasing the average days in SRIP "Verification Failed" bin to 15 days or below

(Figure 3)

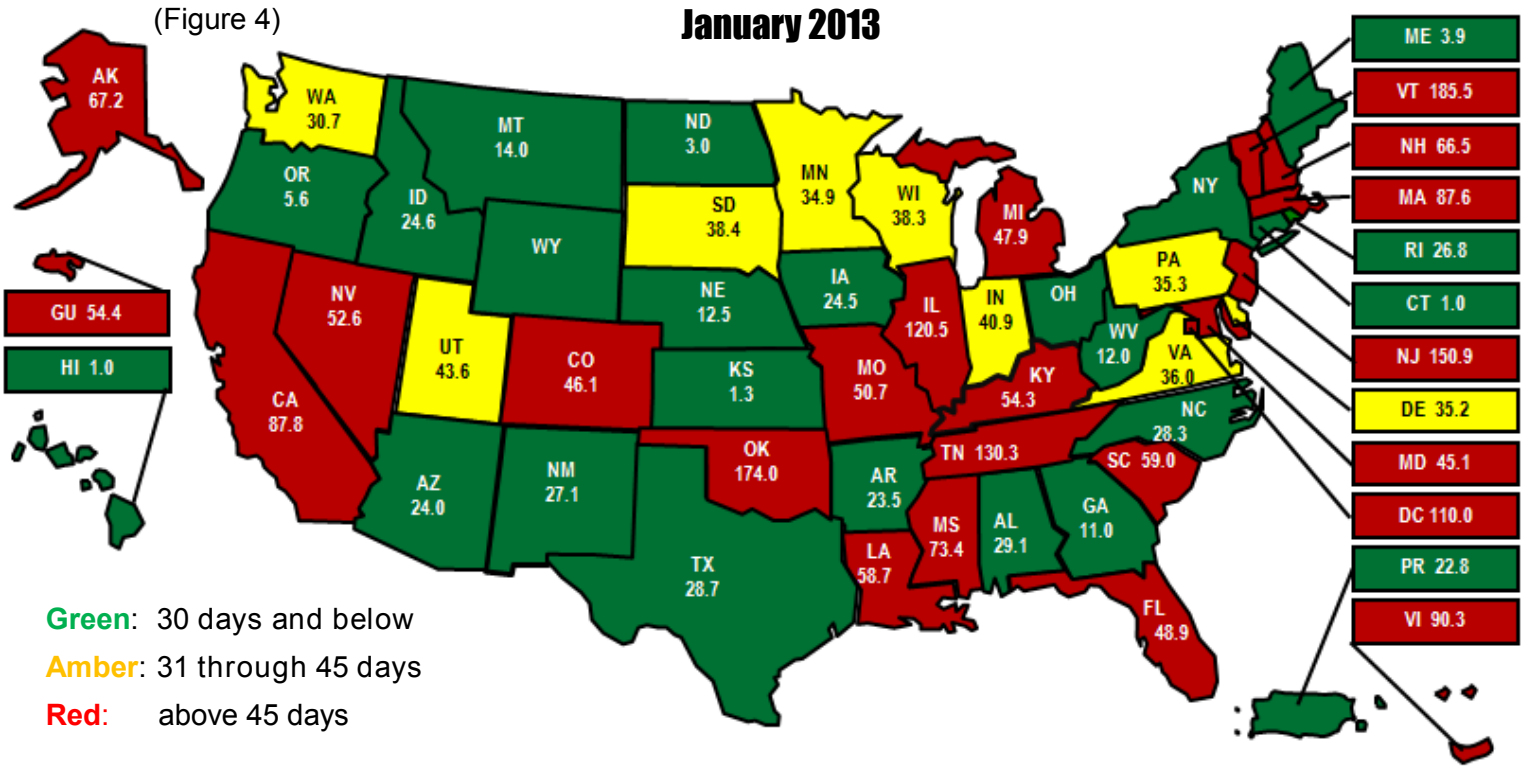
February 2013



Evaluating January Secondary Mission I —

Decrease average days in SRIP 'Pending Validation' bin to 30 days or below.

(Figure 4)

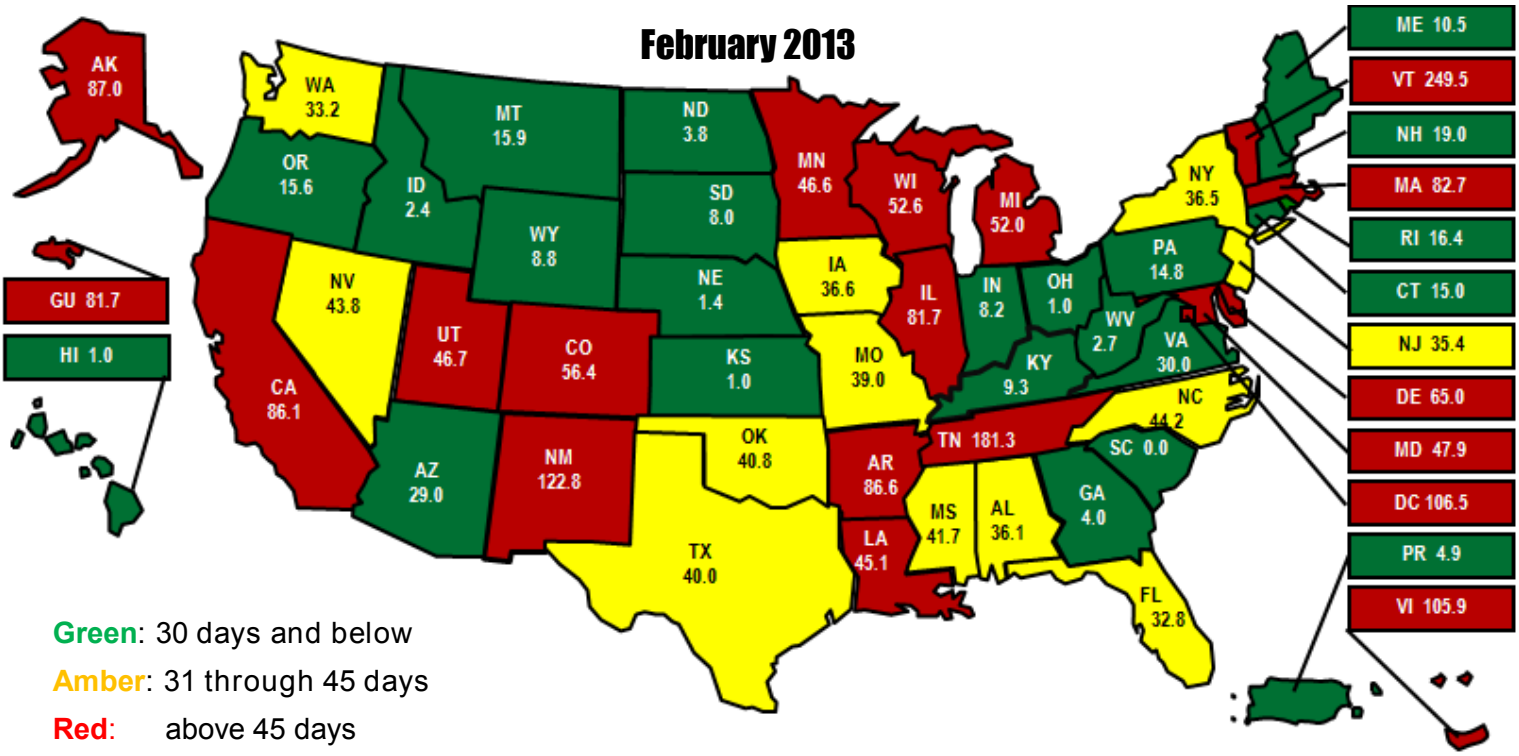


Green: 30 days and below

Amber: 31 through 45 days

Red: above 45 days

(Figure 5)



Green: 30 days and below

Amber: 31 through 45 days

Red: above 45 days

Evaluating January Secondary Mission —
Decrease average days in SRIP 'Pending Validation' bin to

For this mission, we had moderate success. In January, we had 22 States in the Red and improved to 19 States in the Red for January. We had 9 States in the Amber while 12 of them were Amber in February. The number of States in Green remained the same at 23. (please see also figure 6 below)

We noted great success for three States that changed from Red to Green: Congratulations to Kentucky, New Hampshire and South Carolina!

A significant improvement was also realized by States that went from Red to Amber. Good job Florida, Missouri, Mississippi, New Jersey, Nevada and Oklahoma!

We also had four States that improved from Amber to Green. Well done Indiana, Pennsylvania, South Dakota and Virginia.

The majority of States however remained in the color code they fell in January. For the green category (bravo for remaining in green), the majority were able to improve their numbers even further. West Virginia, Georgia and Puerto Rico are good examples.

We only had one State that was amber and remained there with a slight decrease in average days.

Interestingly, the red States that remained red showed an overall decrease in their numbers, making us conclude that no action was taken in this bin. Some experienced a significant increase that went past the 30-day mission which eludes to the possibility of long-term contracts not being removed from this bin. Guam, Tennessee and Vermont are examples of this drastic decrease. Please contact your GST Representative (see page 8) if you require assistance in accomplishing this mission.

Some States also dropped from their respective color code to a lower one. Utah, Delaware, Minnesota, and Wisconsin dropped from Amber to Red. Further decline was noticed for Iowa, New York, Alabama, Texas and North Carolina who went from Green to Amber. Unfortunately, we also had two States that dropped from Green to Red: New Mexico and Arkansas. Please contact your GST Representative Mr. Mitch Flemming to address any concerns and/or request assistance.

(Figure 6)

Color Category	January 2014	February 2014
Green	22	19
Amber	9	12
Red	23	23

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Glossary

ACR = Administrative Correction Report (ACR)

AMEDD = Army Medical Department

AOC = Area of Concentration

BCN = Bonus Control Number

DA = Department of the Army

DD = Department of Defense

DFAS = Defense Finance and Accounting Service

DMOS = Duty Military Occupational Specialty

EISOC = Education and Incentives Services Officer Council (EISOC).

ETP = Exception to Policy

FY = Fiscal Year

GCRC = Guidance Counselor Resource Center

GIMS = Guard Incentive Management System

GST = GIMS Support Team

G1 = Human Resources Directorate

HPIO = Health Professional Incentive Officer

HRM-I = Personnel, Programs, Resources and Manpower Division

IM = Incentive Manager

IST = Incentive Support Team

JAG = Judge Advocate General

MEPS = Military Entrance Processing Station

MFR = Memo for Record

MOS = Military Occupational Specialty

NGB = National Guard Bureau

NPS = Non-Prior Service

NSLDS = National Student Loan Data System

PEC = Professional Education Center

PMOS = Primary Military Occupational Specialty

PS = Prior Service

RCMS = Reserve Component Management System

REB = Reenlistment Bonus

REFRAD = Release from Active Duty

SIDPERS = Standard Installation and Division Personnel Reporting System

SLRP = Student Loan Repayment Program

SRIP = Selective Reserve Incentive Policy

SSNID = Social Security Number Identification Number

UMT = User Management Tool

USAREC = United States Army Recruiting Command

USPF&O = United States Property and Fiscal Office