



# ARMY NATIONAL GUARD

## Incentives Oversight Branch Newsletter



Volume 1, Issue 4

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### **Branch Chief: LTC Zara Walters**

I had a very productive and insightful meeting with key State and Territory leadership during the 2014 G1 Workshop at Camp Shelby, MS. I truly do appreciate the passion of many of the participants, and was glad to get a first hand opportunity to discuss initiatives, dispel rumors, and address concerns. Below are the more common issues that came up at the conference:

#### **Exception to Policy (ETP)**

**Authority** - The Army National Guard (ARNG) operates within federal law (37 USC 303a) and Army regulatory authority, which does not delegate authority to give exceptions to policy or waiver authority regarding bonuses, loan repayment and MGIB kicker cases below the Army National Guard office most directly responsible for recruiting and retention and incentives policy. For the ARNG, the authority rests within the ARNG G-1. Delegation of authority for ETP approval to any O-6 below that office is not authorized per AR 601-210. Furthermore, the States are not ultimately responsible for the resources, which must be taken into account when granting exceptions to the policies that manage those resources. Every ETP decision must be able to be reported to higher elements than the ARNG (i.e. Department of the Army, Department of Defense and the U.S. Congress).

#### **ETP Processing Time** - I

received many questions concerning processing times of ETPs. On average, over 62% of the processing

time for ETPs was consumed at the State level prior to it going to the Incentive Support Team for review. At the ARNG Directorate level, we are looking into how to streamline processing time, but encourage States to minimize the occurrences of ETPs in the first place through quality completion of packets and quality review.

When the movement of personnel results in exceptions being required, it would be beneficial if the State proactively pursued steps to identify and mitigate the possible negative impact on continued eligibility for incentives before the movement happens, rather than waiting for the date of payment eligibility to find out there is a problem.

I encourage States to look at violations of law and policy which cause incentives to be terminated, such as acceptance of an AGR or MILTECH position. These Soldiers who are in violation of the law or DoD policy should be counseled that they will lose their bonus and no ETP should be requested as it is not within the ARNG's authority to grant. To assist with reducing ETP processing times, the ARNG is pursuing policy changes, which will enable the States to make certain administrative corrections and to allow States to direct Soldiers requesting exception to law and DoD policy, for which no recoupment is involved, to go directly to the Army Board for Correction of Military Records (ABCMR). This is currently at NGB senior leadership level for review. Additionally, the ARNG is revising the addendum to eliminate

the need for initials, which is a common error requiring an ETP.

**Incentive/ETP Status** - The Guard Incentive Management System (GIMS) provides users the ability to track the current status of a packet. When States contact the ARNG to check on the status of an incentive or ETP that they are capable of checking on themselves, they take time away from the processing of incentives and ETPs. We will remain customer-service oriented but after my staff has taught those inquiring how to perform this action at their level, I have to request that States and Territories manage actions within their capability and not slow down the overall processing time.

**Repeat Incentives for Health Professionals** - Repeat incentives are not authorized for Reserve Component Health Professionals in accordance with Department of Defense Policy. Our office works closely with the Office of the Chief, Surgeon General for the ARNG to request exceptions to policy through the Assistant Secretary of the Army, Manpower & Reserve Affairs, Health Affairs (ASA, M&RA (HA) to the Office of the Secretary of Defense, Reserve Affairs to get an exception to this policy. At present time, the ASA M&RA HA requires tangible data as to why health professionals require repeat incentives. The Office of the Chief, Surgeon General, ARNG is working on that project at present and we stand by to

assist. It is not within our authority to provide repeat incentives for health professionals at present. We would appreciate any effort the States can provide to the Office

of the Chief, Surgeon General relative to why health professionals need a repeat incentive.

**Reports** - There are reports within GIMS to enable G1 leadership to view the workloads for their State relative to incentives. To do so, please go to <https://smms.army.pentagon.mil/SMMS/Default2.aspx>, request an account and view the reports available under Reports - GIMS G1 MILPO Reports. This enables command oversight to the unit and individual level. We will continue to improve these and are looking into ways to incorporate reports into Director's Personnel Readiness Overview (DPRO).

### **Student Loan Repayment Program (SLRP) DD Form 2475**

- A lot of discussion was concerning the recent change to the DD Form 2475, and I must point out that this is a Department of Defense form, used across all components when processing SLRP payments. It is not within the ARNG's prerogative at this time to stop using the form. We are making efforts to encourage the Department of Defense to seek out a direct link with the Department of Education,

National Student Loan Database System to possibly negate using the DD Form 2475 in lieu of electronic transferring of SLRP data. This is not an easy task and not within my power to directly affect. However, we are pursuing it. In the interim, States need to understand that over 89% of the processing time for SLRP, after the Soldier is eligible,

is consumed at the State level waiting for the DD Form 2475 to be printed and completed by the Soldier/unit and then awaiting for it to be returned by the lender(s) before the payment is actually submitted to the Incentive Support Team (IST) for review. I encourage States to analyze the reason(s) for this delay along with a complete review of all SLRP payment submissions to aid in reducing the denial rates, and processing times.

The G1 will be posting the slides as well as digital versions of the newsletter to the G1 Gateway. I encourage each of you to review these. Please contact the subject matter expert for each area, and feel free to elevate issues to my level as necessary.



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## **Enlisted Program Manager: MAJ Bradley Chaney**

This month I feel we have moved the incentive program further down the line toward better processes and policies.

Currently we are in the process, with the assistance of State personnel, of improving how REBs are processed for payment as well as working toward making changes in the Student Loan Repayment Program to make this process more efficient. Please bear with us as this is not something that will happen overnight and will require a great deal of assistance from the States at times.

Another issue that has been brought up a great deal this month is Exceptions to Policy (ETP). We are in the process of changing some of our business rules to limit the number of ETPs being returned to the States. We are also working toward finalizing the staffing for the NGR 600-7 that will authorize the States some ability to make certain administrative corrections. Additionally, once the new addendums are loaded into GIMS and start being utilized, you will notice that we have removed all of the areas on the addendum to initial. The only thing that will be required of the Soldier is to sign the end of the contract, which will establish they have agreed to all of the terms of the contract.

The challenge I would present to each of the States is to be proactive with your contracts. If you get a contract that you know is going to require an ETP, don't wait until the date of entitlement to submit the Soldier for an ETP. ETPs are special cases that generally require some degree of investigation to ensure they have the correct determination. Because of this, these actions are not always cut and dry and they may

require some additional time.

Additionally, determining what issues a contract has well before the date of entitlement may also give you the opportunity to fix those issues before an ETP has to be submitted. An example of this would be orders moving a Soldier. In a lot of cases orders generally say "Individual's request", which is the default choice and which is also a reason for an incentive generally to be terminated. If this was not the case and the orders should have read "**Unit Transition**" for example, get with your orders section and make the correction and prevent any ETP from being necessary.

This is a team endeavor and we continue to look to you for your input. We are quickly making some changes that will hopefully increase productivity and will limit the number of errors being committed on contracts.

Thank you for continuing to work with us and pushing the information out to your Soldiers in the field.



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## **Officer Program Manager: CPT Kevin Burkman**

**In an effort to speed up payment processing, we would like to call attention to some common discrepancies we are finding among Health Professional Incentives Officer (HPIO/AMEDD) packets submitted to NGB as of late:**

**MDSSP and STRAP:** Dates are not being filled out on the contract or input into GIMS before being pushed forward to NGB. **Note: NGB will be returning these packets to the State to do an MFR and input the dates into GIMS.** Please consult the checklists, sample packets and applicable HPIO Policy on the GKO webpage ([https://gkoportal.ng.mil/arnng/G1/D03/HRM-I/SitePages/1\)%20Health%20Professional%20Incentives,%20Officer%20\(HPIO\).aspx](https://gkoportal.ng.mil/arnng/G1/D03/HRM-I/SitePages/1)%20Health%20Professional%20Incentives,%20Officer%20(HPIO).aspx)) for guidance on how to fill these items out if you have questions.

**NGB 810's:** If these are received at NGB (by email or post) at Enrollment Verification times (January and June), they will be Returned to Sender without action. The NGB 810 is required to be sent to the State to be uploaded into GIMS. It should be labeled as "NGB 810 JAN 14 or NGB 810 JUN 14." It must be the current NGB 810 Form (can be found on GKO HPIO/AMEDD webpage) and it must have a visible school seal (this can be accomplished by shading with a pencil before uploading, if necessary). If the school does not have an official school seal, there must be a Memo (signed by a School Official) stating that fact also uploaded into GIMS. **Note: MDSSP and STRAP payments will potentially be delayed and/or suspended if these previously published requirements are not followed.**

Questions regarding dual incentives (namely Special Pay and HPLR): If a Soldier has contracted for both

Special Pay and HPLR, there must be a USAREC Form 1252 filled out and uploaded into GIMS. This form designates in what order the Soldier wishes to receive his/her incentives.

**Note: The HPLR contract is complete when the loans are paid in full or the Soldier has reached the lifetime cap. Proof will need to be uploaded into GIMS that all loans have a zero balance in order for the HPLR to be closed out by NGB.** After one incentive has been closed out, the other can start being paid upon, provided there are no other outstanding obligations to fulfill. It is prohibited by DoD policy to receive multiple concurrent incentives. Before emailing NGB about a delay, please make sure the required documentation has been uploaded.

**We would also like to point out the numerous tools that have been provided to the States to utilize when determining eligibility, answering questions, filling out contracts and other required paperwork and making sure everything is triple-checked BEFORE being sent to NGB for review:**

1. Checklists of all required documents for all HPIO Incentives can be found on the GKO AMEDD/HPIO webpage.
2. Sample packets for all HPIO Incentives can be found on the GKO AMEDD/HPIO webpage.
3. User Guides for GIMS navigation, GIMS processing and GIMS uploading can be found in GIMS for every GIMS User Level.

4. Current HPIO/AMEDD Policies and applicable MEDSOMs can be found on the GKO AMEDD/HPIO webpage.

5. An AMEDD/HPIO Cheat Sheet that breaks down the basics of AMEDD/HPIO basics can be found on the GKO AMEDD/HPIO webpage.

**Due to new subscribers to the Newsletter and requests received from the recent G-1/ MILPO Workshop, we have included last month's article because it continues to be helpful and useful information to aid in improving processing efficiency at all levels:**

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 the packet is returned to the State because we need an 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 in 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 it needs to be changed, please make sure that it is changed and reflected in SIDPERS before submitting to NGB 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 NGB is under 30 days. After we have processed it, there will be a comment in GIMS saying "Memo sent to DFAS on (a 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.



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## Payment Team Manager: CPT Lauren Gibbs

### **USPF&O and Check Traces**

For clarification on February's Newsletter regarding check traces. The information was incorrect. States will NOT go directly to the State USPF&O to conduct a check trace. State IMs will contact their GST Representative to initiate a check trace. We apologize for any confusion this might have caused.

addressing the previous fiscal year payment, PEC will hold the current year payment request in the PEC bin and send

a request to the State IM to clarify why those payments were not submitted on time.

### **Outstanding FY09**

Fiscal Year 09 payments need to be submitted to PEC/NGB before September 15, 2014 to ensure that the payment will be processed. We are requesting that IMs go through Service Members' records to ensure that all outstanding payments are submitted prior to the cut-off date.

### **Multi-year payments**

NGB is requesting that State IMs submit multi-year payments at the same time. We have been seeing a common trend where the IMs submit a current year (FY13) payment, and the FY 10, 11, and 12 payments have not been submitted.

- State IMs must submit current and back year payments at one time utilizing the current year 2475.
- If the trend continues of submitting payment requests of the current year only and not



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## Enlisted ETP Team Manager: 1LT Lisa Langel

As you read in last month's newsletter, I am replacing CW2 Garrett as the Enlisted ETP Team Manager. I have been in the Education/Incentive department since 2008 and the State Incentive Manager since 2010. What I have learned and experienced in the field will definitely help, as I have some big shoes to fill here at NGB. I am finding myself at the fire hose yet again.

ETPs for SLRP and SRIP continue to come in at a fast rate and we continue to try to improve a speedier resolution and completion.

I understand this is a concern for you, your leadership and your Soldier. Just like at the State level, anytime there is a change in staffing, things will slow down until we get through the learning curve. Your patience is very much appreciated as I get up to speed with my team.

Communication is going to be the key to processing ETPs successfully. I will keep you updated as much as I can on any changes here that will affect timelines

I also need your help in the field to ensure all information is available for the PEC/NGB teams to review the ETPs.

Here are some helpful hints to assist with the process of ETPs not getting sent back to the State, being delayed due to research or even denied for not having all the information:

- Ask yourself: is an ETP needed

for this incentive? Reference EIOM 12-005 Enc. 1

- G1 Memo justification is a requirement. It needs to state reasons of why something did or did not happen specifically relating to the Soldier- (ie: why did he/she not ship on time, why he/she is not MOSQd, why he/she is not serving in contracted MOS, why he/she did not complete BOLC, etc)
- Documentation: paper trail to support the ETP (orders: (MOS, transfer, mob), ROTC contracts, NSLDS and data sheets)

**G1 Memos:** Please ensure that all G1 Memos have updated Point of Contacts (POCs), email addresses and phone numbers. We have seen a lot of G1 memos that have outdated personnel info in them.

Thank you for all that you are doing for your Soldiers!



## Payments

Several issues are still being seen that are causing **payments** to be **returned** to the States for correction/Exceptions to Policy. These include:

- Required documentation not being uploaded to GIMS or IPERMS
- Outdated documentation being uploaded to GIMS.
- Documents not clearly named or are misnamed when uploaded to both GIMS and to IPERMS.
- Incorrect payment processing addresses.

The **FY09** appropriation will be closing on 30 September 2014.

## Incentive Support Team at PEC

Start now scrubbing both SRIP and SLRP contracts to find any that have not been paid that were eligible for payment in FY09. That way, if there are issues that need to be addressed, such as missing documentation or an ETP, it can be completed and not wait until the last minute.

**SRIP payments** are currently being processed with the oldest entitlement date as well as the oldest transaction date.

**SLRP payments** are being processed with the oldest transactions dates first.

### ETPs

One of the biggest problems with the ETP process is that in several cases, all of the issues (reasons) for an ETP are not addressed by the State. All reasons need to be stated in the G1 memo. If there are several concerns with a contract (i.e. missing signature and MOS change), then the G1

memo needs to address all these issues.

Some good advice is to look at the ETP request from the perspective of the processor. The ETP request is telling the story of a particular Soldier and his/her incentive in relationship to the regulatory guidance of the policy, regulation, DoDI, and law. Where did the soldier separate from the regulatory guidance? Why did it happen? Are there special circumstances involved? Is the story told in a clear and concise manner? Are all the questions answered? Does the processor have all the information necessary to make a fair and informed decision without having to ask for more clarification or more documentation?

If all the questions are answered and all the documents are provided, the ETP process will be much smoother.



## GIMS Team

As of 1 March 2014, **iMARC** was completely turned off to all users. We want to clarify that, while access to iMARC has been removed, the content and information still exists and can be accessed in GIMS.

GIMS now contains all of the management tools for SRIP, SLRP, MGIB/Kicker, and AMEDD. These tools will result in a greater accuracy and a reduction of process time for incentives.

Please contact your GST Representative for concerns arising from information that may have been in iMARC but is not displaying in GIMS. While the

majority of iMARC has been moved into GIMS, there are still some items that need to be migrate over. This final migration of information will happen at the beginning of April.

The historical data from iMARC that can be viewed in GIMS are:

- Completed ETPs
- Legacy Counseling Information
- Legacy Testing Information
- Library Files
- Search for Soldiers in other States

Please note that these items do not affect incentive assignment in GIMS but will simply be used to understand historical information. Contact your GST Representative for any serious GIMS issues.

Greetings from the GIMS Team! First and foremost, we would like to introduce our **new addition to the GIMS team**: Mr. James Ryan. Mr. Ryan, who is also a member of the AZARNG has previously worked as part of the RCMS team and Manpower Studies while on ADOS tour with NGB. He will be replacing the position held by MSG Cunningham. Welcome to the Incentive Team Mr. Ryan.

## GIMS Support Team (GST)

This month, we want to cover a few notes that we have taken over the last month:

Payment status “**Awaiting Reconciliation and Rejects Report**” - This is a payment status in GIMS shown after a payment has been certified. It means that the system is waiting for the pay tape file to reconcile payment and the Reject Report to reconcile rejects. It does not mean that the payment has rejected. You should only click on the Re-queue TL button, after you have confirmed that the payment actually did reject. You can see the reject report for B03 payments at the bottom of the DFAS pay tab in panel 3.

Look at the run date and make sure that the date of the reject report is at least one day after the date the file was certified by NGB. Do NOT requeue a payment without looking for a reject. If there is no reject due to the age of the payment or because it is a D02, ensure you wait at least 10 days after the last certification to requeue and double check that it was not already paid.

**CMS cases** - All CMS cases should be referred from the State to the ARNG-HRM CMS inbox, ARNG-GSE (SRIP Inctives). When a CMS case bypasses the ARNG-HRM inbox and is sent directly to RC Processing, it adds an extra week or two to the processing time. As soon as RC Processing realizes that it is an incentives issue, they will send it back to ARNG-HRM for review. Once it has been reviewed at

ARNG-HRM, it will be forwarded to RC Processing or Returned to State.

Recently, there have been several requests to terminate incentives or “Z” them out as ‘paid in full’ when they are not paid in full. If a CMS case is done to terminate an incentive, that incentive should already be terminated in GIMS. If a request is done to Z out a bonus, that bonus must actually be paid in full. Any request to terminate or Z out an incentive that is not supported by GIMS data, must be coordinated with Ms. Neifert prior to the CMS case submission.

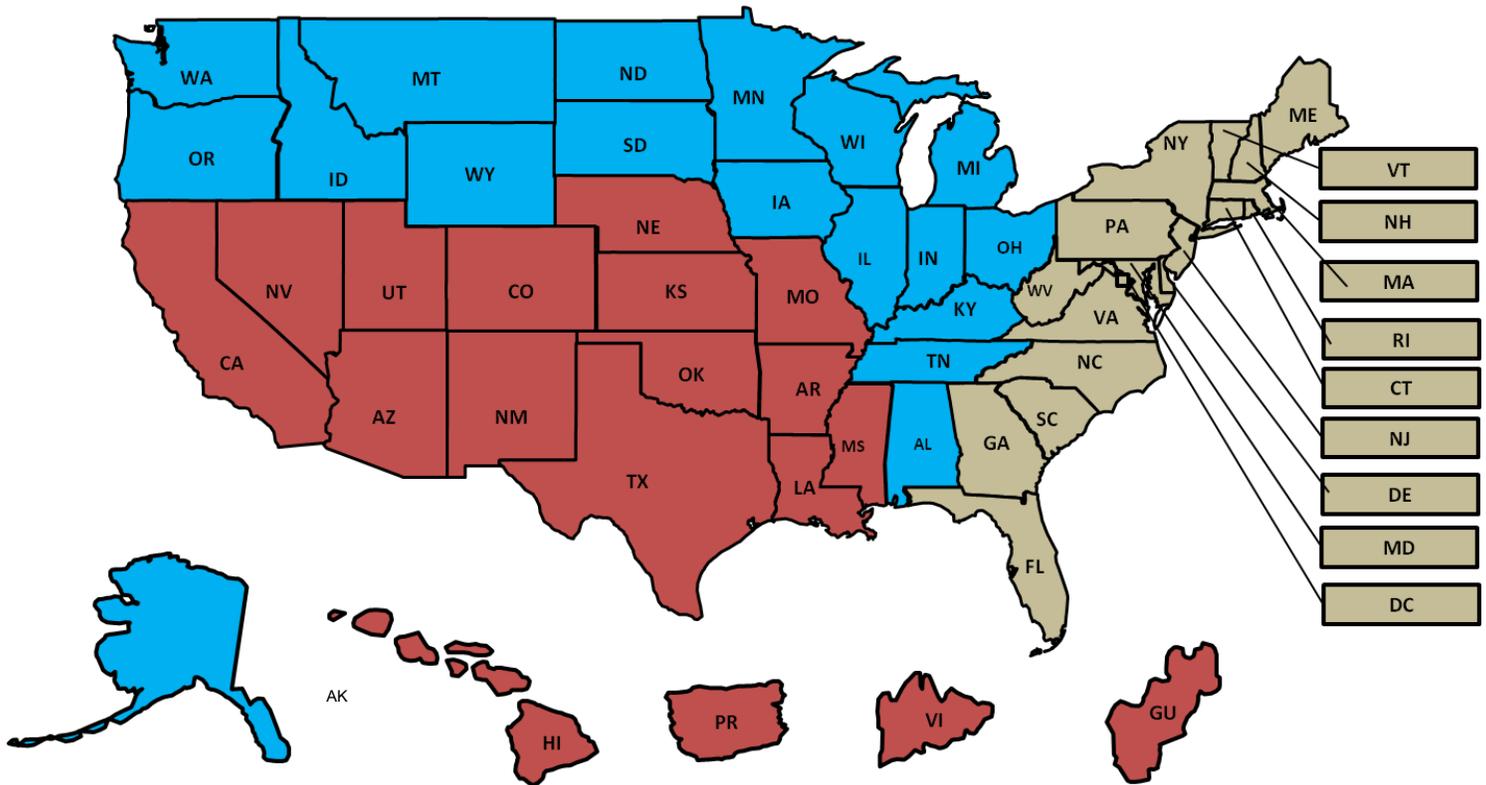
Several months ago, GIMS established 3 year REBs as Bonus Type 06 rather than Bonus Type 05 in DJMS due to a table error. The error has been corrected but the REBs are already established as Type 06 and the payments are showing on the TL as type 05. This does not require a CMS case as the bonus type can be changed on the TL at the PEC level. When submitting these payments to PEC, please include a comment that the bonus type needs to be changed to type 06. Also, send an email to your GST Representative or to Ms. Neifert requesting that they update the bonus type. CMS cases for this issue will be returned without action.

USAR MCNs will not leave the ‘Awaiting Verification’ bin without an ACR. If you have an MCN for an USAR incentive, please submit an ACR to have the

information updated to correct the contract amount and payment schedule. If you have old USAR MCNs that have a \$0 contract amount, you can submit an ACR for those to update the incentive type to the correct amount. The last GIMS update added the USAR incentive information to the tables so these records can be updated.

If you need GIMS training assistance or have questions about various processes within GIMS, contact your GST Representative for assistance.

(Figure 1)



<b>Mr. Robert Lego</b>	<b>Mr. Jon Faller</b>	<b>Mr. Mitch Flemming</b>
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**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 GIMS. In addition he shares responsibility with Mr. Flemming for providing “Lost & Corrected Copy” of addenda as annotated on approved ETPs.

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

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**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.

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**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.

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## 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 this Newsletter and again in the June Newsletter 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

Objective: Remove contracts from the SRIP 'Suspended Payments' bin that do not require suspension. This map has not been colored coded as we are uncertain which of your contracts are required to be in this bin and which are not.

This secondary mission will run through the remainder of FY 14 with the final results evaluation on 10 September 2014. It consists of two focal points:

- FY 09 or older contracts to be eliminated out of this bin by 10 June 2014
- FY 10 or newer contracts to be eliminated out of this bin by 10 September 2014,

if the contracts were suspended for any other reason other than the authorized suspension justification.

Justified suspension reasons are:

- Soldier is in the Inactive National Guard (ING)
- Soldier has adverse action flag other than APFT or Height/Weight failure flags (J and K flags)
- Awaiting ETP
- Pending Termination

Any contract that was suspended for any other reason other than one of the four above, needs to be removed from this bin by removing the 'on-hold' status and action it accordingly.

The IM is required to review all contracts in this bin and action them. The map on page 13 (Figure 2) reflects the current status for every State and Territory as of March 2014. No

color coding will be assigned to this task. Results are posted as amount of contracts in the bin. This bin will always have justified contracts in it.

## Secondary Mission II

Objective: Decrease average days in the SRIP 'Returned NGB/PEC Payments' bin to 90 days or below.

Start: 17 March 2014  
End: 10 April 2014.

The map on page 13 (figure 3) reflects the current status for every State and Territory as of 10 March 2014. The numbers reflect the average number of days the contracts have been in the bin.

Some State might not have any contracts in this bin (marked as zero on the map) and the goal is to maintain that status. Ultimately, we would like to decrease the days in the bin for this mission to 30 days or below.

We have noticed that a majority of contracts in this bin are there unactioned and no remarks left in the record as to why this contract is still in this bin. Proper actions for returned payments are: initiate ETP, resubmit payment, terminate contract.

We have seen contracts in this bin that have been there for more than one year.

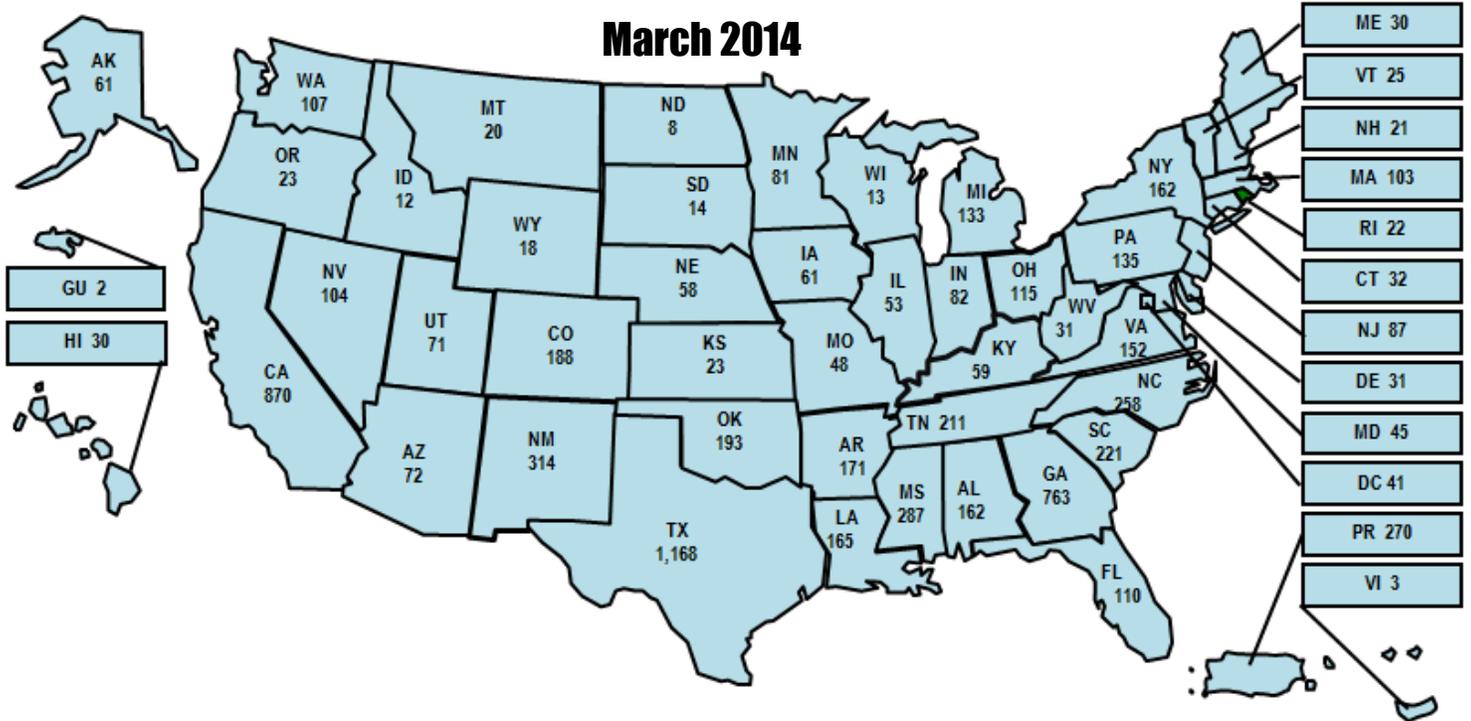
In order for a State to be coded green, amber or red, the following criteria apply:

- Green:** 90 days or below
- Amber:** 91 through 180 days
- Red:** 181 days or more

## Secondary Mission I —

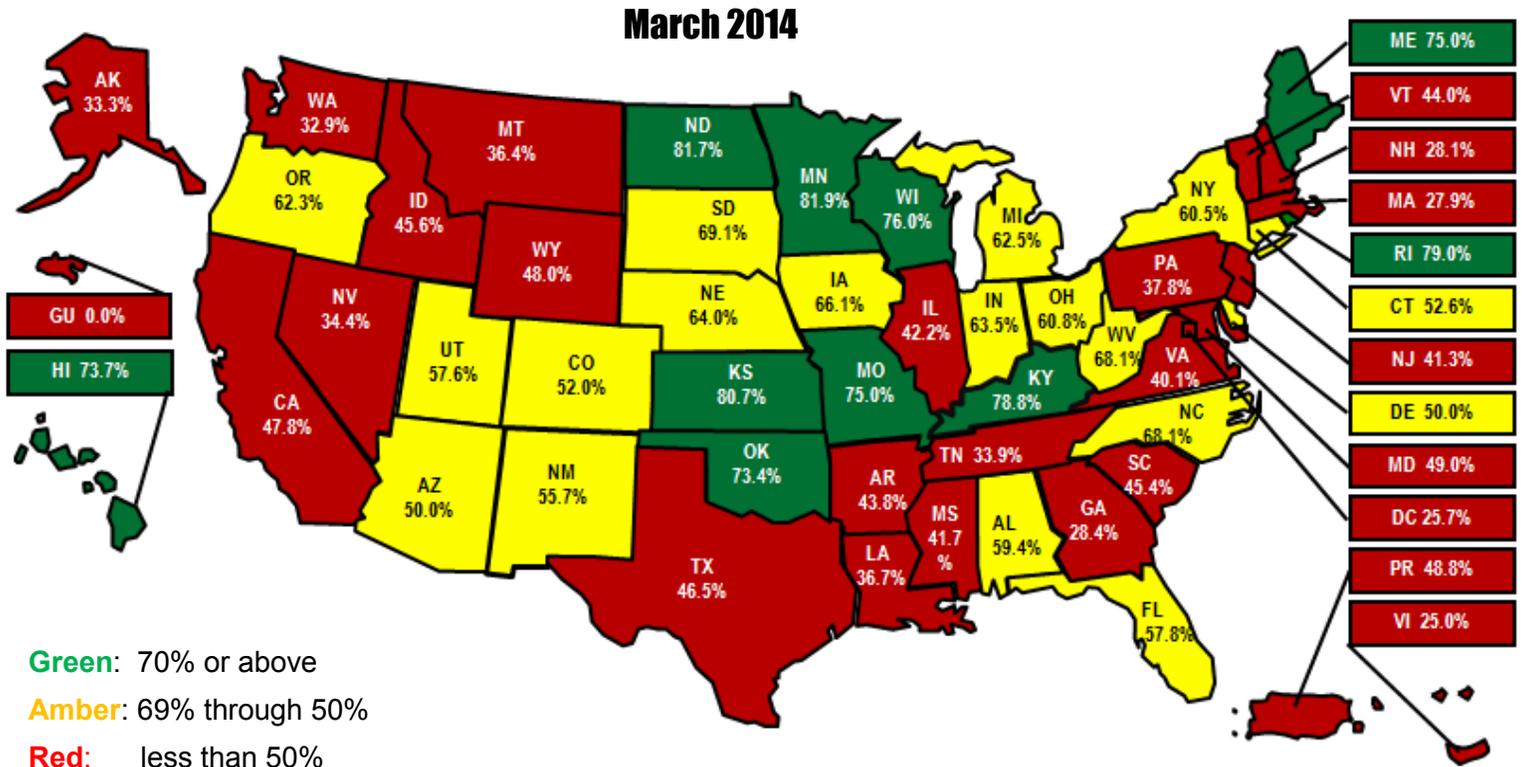
Remove contracts from SRIP 'Suspended Payments' bin that do not require suspension

(Figure 2)



## Quarterly Evaluation for December Primary Mission — Improve Accuracy Rate of SLRP Payments submitted to PEC to an accuracy rate of 70%

(Figure 4)



The overall goal of this mission is to ‘train’ the States over the course of the fiscal year, to submit quality payment requests to PEC/ NGB and to improve the approval rating. Our goal is to steer the States to an approval rate of a minimum of 70%.

In our calculation of the accuracy rate, we do not include payments that are submitted to PEC and are still awaiting approval. A payment is considered complete when it has been returned to the State (inaccurate) or certified for payment (accurate).

Currently, we have 26 States still below an accuracy rate of 50%. We also have 18 States in amber, which translates into an accuracy rate of 50% through 69%. Only 10 States are successful in

demonstrating an accuracy rate of 70% or higher. North Dakota, Minnesota and Kansas are the leader of the pack with the highest approval rates. Congratulations to them on a job well done. Hawaii, Wisconsin, Oklahoma, Missouri, Kentucky, Maine and Rhode Island also have proven very successful in getting their payment requests approved in a timely manner without returns to the States.

We are concerned over all the red coded States that have an approval rate below 30%. Please be assured that we are always willing to guide and train and to answer any questions you should have. We have introduced our week long Advanced Incentive Manager Course held at NGB, we have weekly DCO meetings, PEC

representatives that are willing to take any questions (please refer to page 20 for the respective POCs) and you also have the GIMS Support Team Representatives standing by (please refer to page 11). These are tools that are available to you to improve your accuracy. Please utilize them!

If you feel that you do not receive adequate support and guidance from the Personnel above, please contact the Incentives Oversight Branch at NGB immediately and our personnel will address any issues or concerns. The POCs for that are listed on page 21.

We would like to address some issues we have noted from the field, certain errors and mistakes that prevent the PEC and NGB

## Quarterly Evaluation for December Primary Mission — Improve Accuracy Rate of SLRP Payments submitted to PEC to an accuracy rate of 70%

team from approving payment requests, that might assist you in your continued quest to improve your approval rating.

- Loans built into payment schedule that **do not qualify** (i.e. add-on rule or are only partially eligible)

- Payment schedules built with only **one loan** because the lender verified all loans on one 2475. In this case, all loans need to be built off the NSDS, all loans need to be visible in payment schedule.

- Payment requests still submitted with **missing** or incorrect **documents** uploaded.

- Payments submitted with an approved ETP requiring a **"Corrected Copy" addendum** and no corrected copy has been completed or uploaded into GIMS and IPERMS. Often times, this corrected copy was completed incorrectly because Mr. Flemming or Mr. Lego were not involved in this process. Remember: if an ETP is approved with instruction to execute a 'Corrected Copy' addendum, you need to contact these two GST Reps.

- **Incorrect lender address** in payment schedule. Remember: the correct lender address is ALWAYS taken off the 2475 not the NSLDS. You can find the correct address on the 2475 in block 4e (on old 2475s) or block 4p (on new 2475) NOTE: the old 2475 will no longer be authorized after 1 April 2014 except the ones currently still in transit. Sallie Mae spreadsheets accompanying the signed and dated 2475s, will have the correct lender address in

either the lower left or lower right corner.

Some States claim they have made corrections to the lender addresses upon return but it did not show at PEC level. Due to a system glitch in GIMS, only one lender address or payment amount at a time can be corrected. If you make changes to a lender address, hit 'Recalculate Payment' and 'Save'. Close out the payment schedule, re-open it and make changes to the next loan address and repeat steps. This also applies for any changes to the 'Current Balance' or 'Interest Amount'. We are working on a fix with Tiber creek to eliminate this.

Additionally, as previously pointed out, the lender address in the payment schedule under the 'Address 1' line CANNOT exceed 15 characters or the information will be cut off on the check. This means, that no unnecessary information should be put onto 'Address 1' line such as: 'Attention' or 'Department...'.

- **MOS changes** are not addressed in remarks and appropriate documents have not been uploaded

Some States submit multi-year payments for a Soldier one year at a time, when they have the documentation to submit all outstanding/overdue payments for a Soldier at the same time.

- **FY08 payments** are still being submitted. The only ones that should be submitted to the PEC bin are those that NGB had previously certified at the end of FY13, but were not submitted to DFAS due to the funding year being closed.

All other FY 08 payments have to be held at the State until NGB publishes guidance on how to request authorization for those payments and approval is received from NGB on a case by case basis.

- States do not leave comments for **loans** that the Soldiers does **not** wish to **have added** to the payment schedule. If certain loans are not being built that appear eligible and no remarks are left in panel 3, a payment will be returned.

- **Personnel transfer** documentation not uploaded.  
- MOS changes or transfer orders are uploaded that state **"Individuals Request."** Individual request is NOT a verifying reason to retain an incentive. MOS changes or transfer orders potentially can be accepted if the change was due to mobilization, command directed or due to unit reorganization.

- **ACR's** are not being requested to correct the MOS for which the Soldier actually enlisted (sometimes this may cause the need for an ETP).

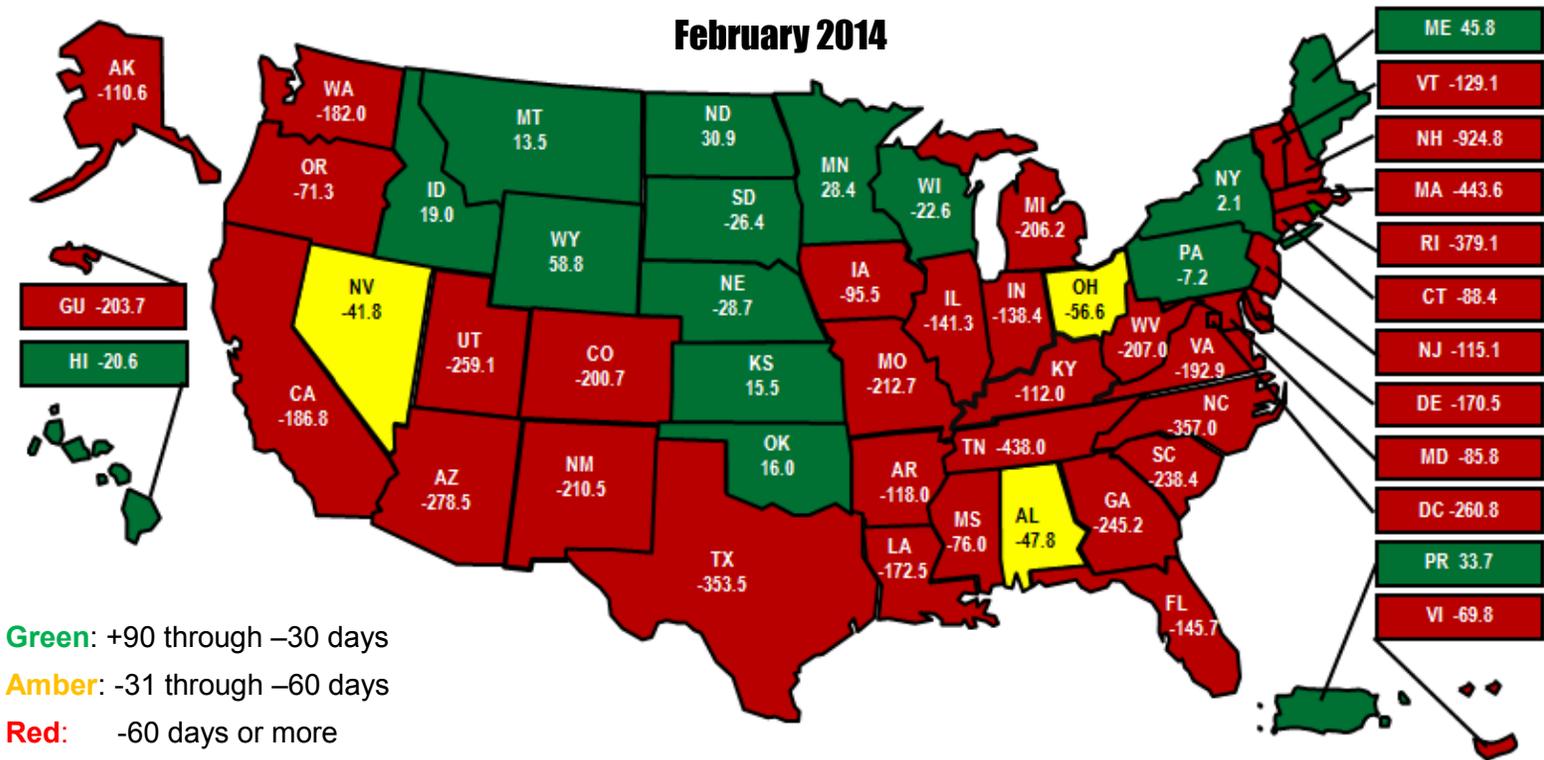
- Incorrect **contract start dates** being used.

- Using **amounts** other than 2475 or NSLDS amounts. They cannot be verified and will be returned.

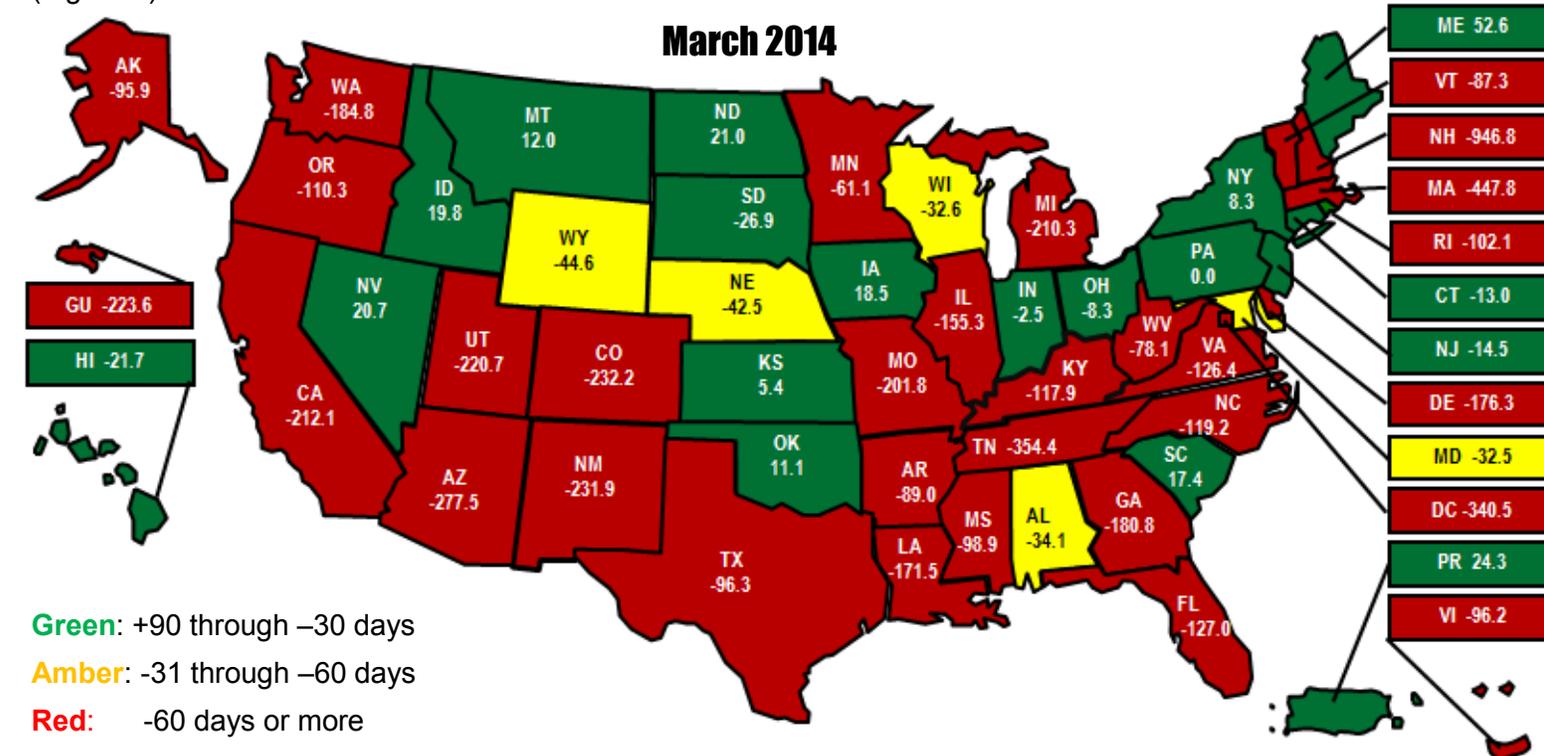
- **TDA issues** are not being addressed with supporting documentation.

## Evaluating February Secondary Mission I — Decrease average days in SRIP 'Unit Bonus Eligibility Report' bin to -30 days or below

(Figure 5)



(Figure 6)



**Evaluating February Secondary Mission I—  
Decrease average days in SRIP ‘Unit Bonus Eligibility Report’ bin to –30 days or below**

This bin contains contracts that have been validated and verified and the payment entitlement date is within 90 days of entitlement date.

We deem this mission in overall a success because the majority of the States and Territories have demonstrated an improvement to February’s numbers, regardless which color category they ended in for March. We had 15 States that were green in February and increased that number to 18 for March. Of those 15 States in February, 11 remained in green status. The biggest improvement was noted with South Carolina, the most improved State, that moved from the red to the green category. Indiana and New Jersey are close behind it, also moving from red to green, as well as Iowa and Connecticut. We are very pleased with their results. Although the red category includes the majority of the States, we have noted great improvements within this category. Texas, West Virginia

and Rhode Island have made huge improvements and although it has not moved them into amber or green, their progress is remarkable and we are confident that they will, with continued effort, change their category. Great work!

We also had several States move up to the next color category such as Maryland that improved to Amber and Nevada and Ohio that improved from amber to green. Well done!

Unfortunately, we had four States slipping into a lower category. Wyoming, Nebraska and Wisconsin decreased from green to amber. The biggest drop came from Minnesota slipping from green to red.

We understand that keeping track of the missions among all your other duties is challenging and time consuming. Remember though, the missions are set to facilitate a systematic approach as how you should address and monitor your bins

on a regular basis. The missions are a guide and in some instances, a wake up call but they also provide, if not a motivational tool at least a necessity to regulate your time and effort on a daily basis and to continue to be vigilant and assertive.

(Figure 7)

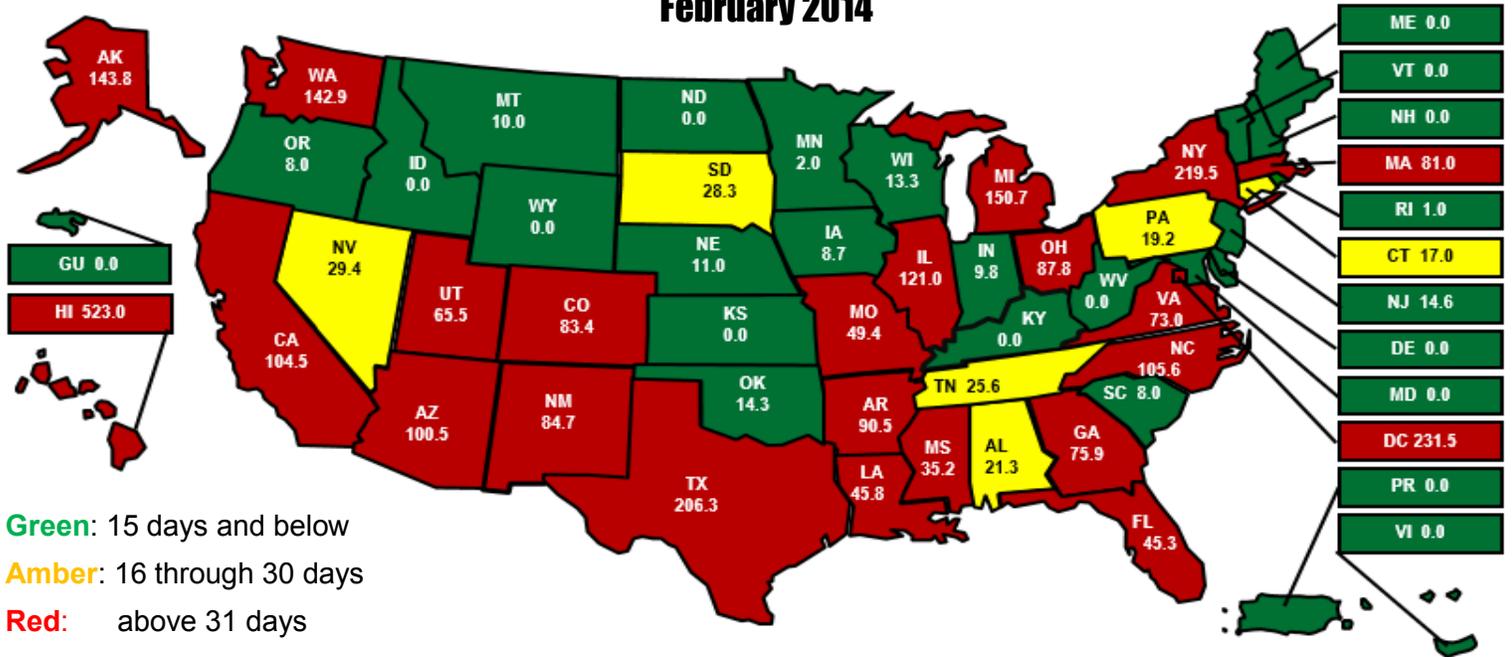
Color Category	February 2014	March 2014
Green	15	18
Amber	3	5
Red	36	31

## Evaluating February Secondary Mission II—

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

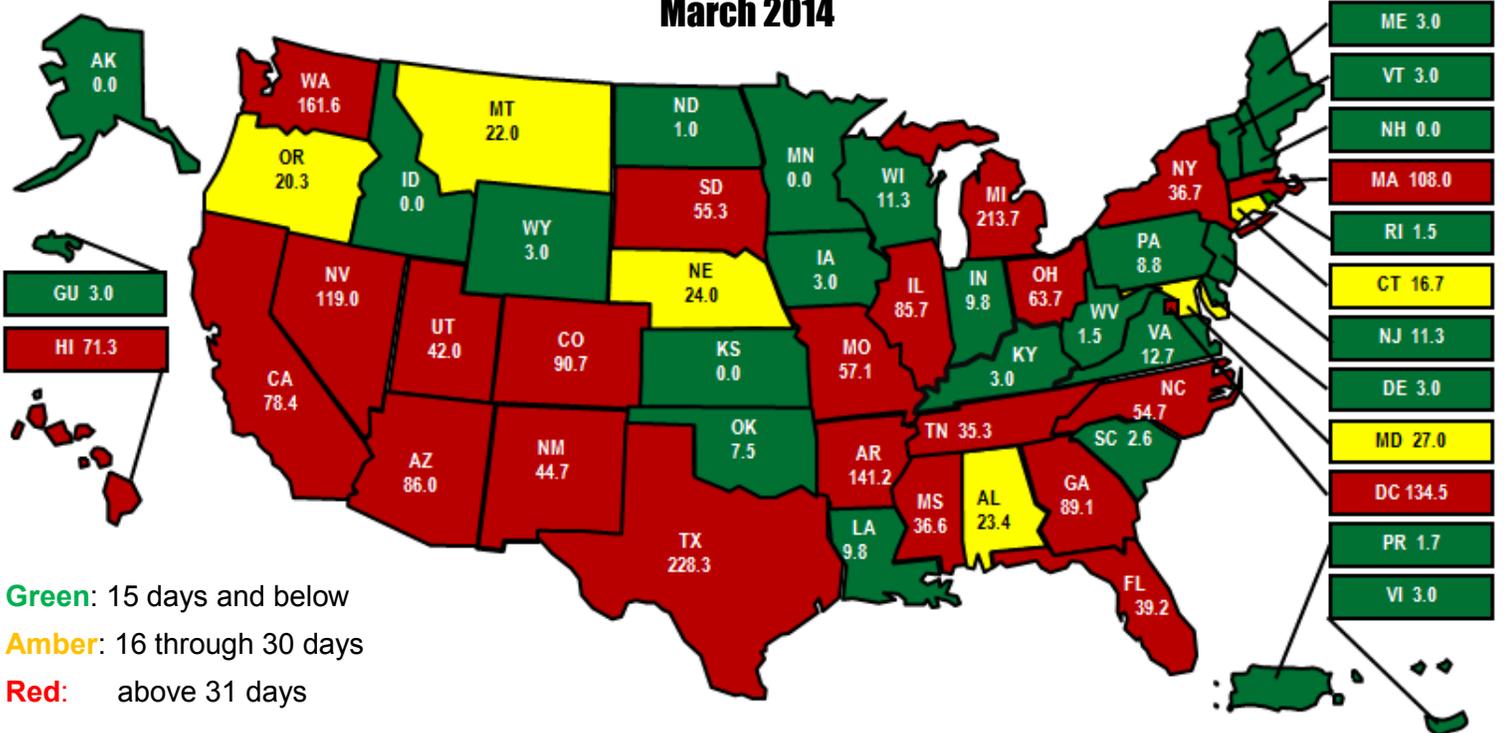
(Figure 8)

February 2014



(Figure 9)

March 2014



**Evaluating February Secondary Mission II—  
Eliminate the number of records by decreasing the average days in SRIP “Verification Failed” bin**

This mission was originally assigned in our January Newsletter but because of a faulty map being published, we extended the mission in February to end this month.

Although we have the same amount of red, amber and green numbers in February as we finished with in March, the overall outcome was not as satisfying as hoped. When we re-issued the mission in February, we published the map with February numbers (not January numbers). Overall, there was an increase of days in the bin which was contrary to the mission purpose. The majority of States has failed to improve in this bin.

There were however a few States that stood out: Alaska, Louisiana and Virginia were able to move from the red to the green category. Excellent job! Pennsylvania was also able to move up in the color category and ended up in green.

Seven States unfortunately decreased in their color category. (Oregon, Montana, Nebraska, Maryland, Nevada, South Dakota and Tennessee)

We had 21 States that remained in the green category which is actually a good trend considering 25 were green in overall. However, many of them have increased their average days in the bin, coming very close to slipping into amber. Continued vigilance is they key.

Although we have 23 States in the red category, we saw five States that made huge improvements. It might not have been enough to move out of the red category yet, but the numbers are very promising and indicate that great strides and effort were made last month. Hawaii was the most improved State by decreasing the average days in the bin by over 450 days. New Mexico, North Carolina, New York and D.C. also decreased their average days in the bin significantly. We

applaud their efforts!

We are concerned about Washington, Texas, Arkansas, and Michigan. Remember, the goal is to have the bin at or below 30 days. Having contracts there that are over 100 or 200 days with an increase in days over a period of less than a month is troublesome.

You do have Subject Matter Experts at your disposal by contacting the GST Representatives. Remember to contact them if you are struggling or if you need assistance in removing difficult cases from this bin.

(Figure 10)

Color Category	February 2014	March 2014
Green	25	25
Amber	6	6
Red	23	23

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# Glossary

ABCMR = Army Board for Correction of Military Records

ACR = Administrative Correction Report (ACR)

AGR = Active Guard and Reserve

AMEDD = Army Medical Department

AOC = Area of Concentration

ARNG = Army National Guard

ASA = Assistant Secretary of the Army

CMS = Case Management System

DD Form = Department of Defense Form

DFAS = Defense Finance and Accounting Service

DMOS = Duty Military Occupational Specialty

DoD = Department of Defense

DoDI = Department of Defense Instruction

DPRO = Director's Personnel Readiness Overview

EIOM= Educational Incentive Operational Message

ETP = Exception to Policy

FY = Fiscal Year

GIMS = Guard Incentive Management System

GKO = Guard Knowledge Online

GST = GIMS Support Team

G1 = Human Resources Directorate

HA = Health Affairs

HPIO = Health Professional Incentive Officer

HRM-I = Personnel, Programs, Resources and Manpower Division, Incentive Oversight Branch

IM = Incentive Manager

iPERMS = Interactive Personnel Electronic Records Management System

IST = Incentive Support Team

MCN = Manual Control Number

MDSSP = Medical Dental Student Stipend Program

MGIB = Montgomery GI Bill

MFR = Memo for Record

MILPO = Military Personnel Office

MILTECH = Military Technician

MOS = Military Occupational Specialty

M&RA = Manpower & Reserve Affairs

NSLDS = National Student Loan Data System

PEC = Professional Education Center

PMOS = Primary Military Occupational Specialty

REB = Reenlistment Bonus

ROTC = Reserve Officers' Training Corps

SIDPERS = Standard Installation and Division Personnel Reporting System

SLRP = Student Loan Repayment Program

SRIP = Selective Reserve Incentive Policy

STRAP = Specialized Training Assistance Program

# Glossary

TL = Transmittal Letter

UMT = User Management Tool

USAR = United States Army Reserve

USAREC = United States Army Recruiting  
Command

USPF&O = United States Property and Fiscal  
Office