

MILPER Message 17-308 --- Proponent AHRC-EPF-M

**Title - Procedures for the FY18 Qualitative Management Program (QMP)
...Issued:[27-Sep-2017]...**

- A. Army Directive 2014-06 (Qualitative Management Program), 10 Apr 14.
- B. Army Directive 2016-19 (Retaining a Quality Noncommissioned Officer Corps), 26 May 16.
- C. Title 10 U.S. Code 1142, Pre-separation Counseling.
- D. Title 10 U.S. Code 1176, Enlisted Members: Retention after Completion of 18 or More, but Less than 20, Years of Service.
- E. Title 10 U.S. Code 1552, Correction of Military Records.
- F. Title 10 U.S. Code 12732, Entitlement to Retired Pay: Computation of Service.
- G. AR 15-185 (Army Board for Correction of Military Records), 31 Mar 06.
- H. AR 40-400 (Patient Administration), 8 Jul 14.
- I. AR 40-501 (Standards of Medical Fitness), 14 Jun 17.
- J. AR 600-8-19 (Enlisted Promotions and Reductions), 25 Apr 17.
- K. AR 600-8-104 (Army Military Human Resource Records Management), 7 Apr 14.
- L. AR 600-37 (Unfavorable Information), 19 Dec 86.
- M. AR 635-40 (Disability Evaluation for Retention, Retirement, or Separation), 19 Jan 17.
- N. AR 635-200 (Active Duty Enlisted Administrative Separations), 19 Dec 16.
- O. AR 640-30 (Official Army Photographs), 29 Mar 17.
- P. MILPER Message 17-193, AHRC-PDR, 19 Jun 17, subject: Transcript Requirements for Updating Army Personnel Records.
- Q. ALARACT 059/2017, 7 Jul 17, subject: Enlisted Administrative Separation Processing Guidance – Final Medical Disposition.

1. This message will expire NLT one year from date of issue.
2. The purpose of this message is to provide guidance and procedures in support of the QMP. The senior NCO selection boards and QMP boards, currently scheduled for the 2d, 3d, and 4th quarters of Fiscal Year (FY) 18, will consider Regular Army (RA) and United States Army Reserve Active Guard Reserve (USAR AGR) Soldiers in the rank of SSG thru CSM for possible involuntary separation. These NCOs will be considered for denial of continued service when:
 - a. U.S. Army Human Resources Command (HRC) receives material from one of the following categories for permanent filing in the Performance or Restricted folder of the NCO's Army Military Human Resource Record (AMHRR) (this material must be based on performance or conduct in the Soldier's current grade):
 - (1) General Officer Memorandum of Reprimand (GOMOR). This includes memorandums of reprimand issued by a general officer and those directed for filing on the AMHRR by a general officer.
 - (2) Conviction by court-martial or punishment under Article 15, Uniform Code of Military Justice (UCMJ).
 - (3) DA Form 2166-8, NCO Evaluation Report (NCOER), with any of the following:
 - (a) Relief for Cause NCOER.
 - (b) Annotation of "NO" in Part IV, block a (Army Values) on an NCOER.
 - (c) Senior Rater rating of 4 (Fair) or 5 (Poor) in the Overall Performance or Potential blocks of an NCOER.
 - (4) DA Form 2166-9-2, NCO Evaluation Report (SSG-1SG/MSG), with any of the following:
 - (a) Relief for Cause NCOER.
 - (b) Annotation of "Did Not Meet Standard" in Part IV (Performance Evaluation, Professionalism, Attributes, and Competencies), block c (Character).
 - (c) Annotation of "Not Qualified" in Part V (Senior Rater Overall Potential), block a (Rated NCO's Potential).
 - (5) DA Form 2166-9-3, NCO Evaluation Report (CSM/SGM), with any of the following:

(a) Relief for Cause NCOER.

(b) Annotation of "Did Not Meet Standard" in Part IV (Performance Evaluation, Professionalism, Attributes, and Competencies), block c (Character).

(c) Annotation of "Not Qualified" in Part V (Senior Rater Overall Potential), block a (Rated NCO's Potential).

(6) Academic Evaluation Report (DA Form 1059) indicating Noncommissioned Officer Education System (NCOES) course failure.

b. The Deputy Chief of Staff, G-1, or designee, approves a request from commanders with general court-martial convening authority, or their designees, or the Commander HRC, or designee, for referral of an NCO to a QMP screening board.

c. Noncommissioned Officers who fail to qualify themselves for promotion consideration to the next grade because they have not completed the appropriate level of NCOES training as follows:

(1) Staff Sergeants who, upon attainment of 48 months time in grade, have not graduated from the Advanced Leader Course.

(2) Sergeants First Class who, upon attainment of 48 months time in grade, have not graduated from the Senior Leader Course.

3. The QMP does not apply to Soldiers who:

a. Have an approved retirement.

b. Were previously retained on active duty by a QMP board (provided no new basis for QMP consideration is documented since the earlier retention determination).

c. Hold the rank of CSM/SGM and are within two years of the retention control point for their rank.

d. Are promotable to the next higher grade, or have been selected to attend the Sergeants Major Course for the purpose of promotion to SGM. This is only applicable when the basis for QMP consideration was filed in the Soldier's AMHRR and was included in the official file seen by the promotion/training selection board.

4. In support of the QMP, HRC will identify RA and USAR AGR Soldiers meeting the criteria in paragraph 2 above for QMP consideration. A review of the

Performance and Restricted folders of the AMHRR will be conducted for all Soldiers who meet the eligibility criteria. The QMP process stems from a presumption of administrative finality in that adverse documents (unfavorable information) filed within a Soldier's AMHRR are properly filed, administratively correct, and filed pursuant to an objective decision by competent authority. Because of this underlying premise, Soldiers are reminded about existing Army policies/programs that provide avenues to address the content of their individual records below. A pending appeal to the Department of the Army Suitability Evaluation Board (DASEB), or any Army Review Board, will not stop or delay QMP consideration, selection, or processing for denial of continued service, to include separation if otherwise denied continued service. Soldiers are advised to take action to correct any problems with their record prior to QMP selection.

a. Army Regulation 600-37 (Ref L) sets forth policies and procedures to authorize placement of unfavorable information about Soldiers within individual official personnel records.

(1) The intent of AR 600-37 is to ensure that only information that is substantiated, relevant, timely, and complete is filed in a Soldier's record and to ensure that the best interests of both the Army and the Soldier are served by authorizing unfavorable information to be placed in and, when appropriate, removed from official personnel records.

(2) The objectives of AR 600-37 are to apply fair and just standards to all Soldiers; protect the rights of individual Soldiers and, at the same time, permit the Army to consider all available relevant information when choosing Soldiers for positions of leadership, trust, and responsibility; prevent adverse personnel action based on unsubstantiated derogatory information or mistaken identity; provide a means of correcting injustices if they occur; and ensure that Soldiers of poor moral character are not continued in service or advanced to positions of leadership, trust, and responsibility.

(3) Soldiers seeking removal of unfavorable information from their record may petition to do so by applying to the DASEB in accordance with existing procedures outlined in AR 600-37, chapter 7.

b. Army Regulation 15-185 (Ref G) establishes the Army Board for Correction of Military Records (ABCMR), the highest level of administrative review within the Department of the Army to correct errors in or remove injustices from Army military records. All Soldiers have the right (10 U.S.C. § 1552 (Ref E)) to apply for a correction of error or injustice in their AMHRR. Soldiers may apply to the ABCMR by submitting a DD Form 149, Application for Correction of Military Record. Applications are available online on the Army Review Board Agency's website at <http://arba.army.pentagon.mil/>.

5. Once identified by HRC as subject to potential denial of continued service by the QMP, an immediate reenlistment prohibition code of 13, identifying Soldiers under consideration by the QMP, will be top loaded by HRC. Eligible Soldiers will be informed through their chains of command, by separate memorandum, that they are subject to consideration of denial of continued service by one of the upcoming RA/USAR AGR FY18 senior NCO promotion selection and QMP boards. HRC will electronically send a notification memorandum that will identify the specific board and allow sufficient time to afford the affected Soldiers a reasonable opportunity to submit mitigating matters to the president of the board. Suspense dates will be announced in the notification memorandum. Upon receipt, commanders (LTC level or higher) must:

a. Acknowledge and confirm notification of the affected RA or USAR AGR Soldier no later than the identified suspense date. The acknowledgement memorandum must be scanned and forwarded via email to the following e-mail account: usarmy.knox.hrc.mbx.epmd-transition-branch@mail.mil.

b. Counsel the Soldier, in writing, that the Soldier is stabilized in the current assignment and ensure that the Soldier understands the options available as outlined in reference A. Soldiers on assignment instructions (AI) will be deferred or deleted and stabilized pending board results. Soldiers stationed OCONUS and on AI should contact their HRC enlisted career branch to discuss their assignment options. Soldiers scheduled in the Army Training Requirements and Resources System (ATRRS) for training, who are slated to graduate NLT 30 days after the opening of the board, will remain in the course. Soldiers scheduled in ATRRS for training, who are not slated to graduate NLT 30 days after the opening of the board, will have their class reservation canceled.

c. Commanders with General Court-Martial Convening Authority (GCMCA) may request initiation of a QMP for any SSG thru CSM assigned to their command. Requests for QMP initiated by commanders for RA or USAR AGR Soldiers should be sent to Commander, U.S. Army Human Resources Command, ATTN: AHRC-EPF-M, 1600 Spearhead Division Avenue, Department 364, Fort Knox, KY 40122-5306, for consideration based on facts as they are presented. Commanders may scan and submit these requests via email to usarmy.knox.hrc.mbx.epmd-transition-branch@mail.mil. The specific board to which a Soldier may be referred is dependent on the date the request is received at HRC. All Soldiers will be afforded a minimum processing time to respond to the notification.

d. A Soldier under QMP consideration or approved for QMP separation remains eligible for referral to the Disability Evaluation System (DES).

(1) The DES consists of a Medical Evaluation Board (MEB); Physical Evaluation Board (PEB) (when the MEB does not return the Soldier to duty); any required appellate review by the U.S. Army Physical Disability Agency (USAPDA) or

higher; and approval of findings for the Secretary of the Army (SA).

(2) In accordance with AR 635-40 (Ref M), paragraph 2-4d(5) and 4-1e, a Soldier is in the DES as of the approval authority signature date on the DA Form 3349 (Physical Profile) referring the Soldier to the MEB. The revised DA Form 3349 has an approval date for each referred condition. In this situation, the earliest approval date is the date the Soldier entered the DES. For cases referred to the Integrated DES process (IDES), the date of referral is tracked in the IDES Veterans Tracking Application, which feeds the IDES Commander's Dashboard.

(3) Profiles of USAR AGR Soldiers for referral to the DES are issued by the applicable Medical Treatment Facility.

(4) In accordance with AR 635-40, para 4-1f, the DES concludes the date the:

(a) The MEB approval authority signs the DA Form 3947, Medical Evaluation Board Proceedings, returning the Soldier to duty.

(b) The date USAPDA approves the applicable DA Form 199, Informal Physical Evaluation Board Proceedings, unfit findings for the SA.

(c) The date of USAPDA's memorandum approving a finding of fit.

(5) In accordance with AR 635-200 (Ref N), paragraph 1-33a and ALARACT 059/2017 (Ref Q), approval of retention past the current or QMP-imposed expiration term of service (ETS) date by the Soldier's GCMCA is not required for Soldiers with an approved recommendation for QMP separation. The commander (LTC level or higher) must inform HRC that the Soldier is in the DES and consents to retention to complete DES processing.

e. The procedures below apply.

(1) When the Medical Treatment Facility (MTF) notifies the commander of a Soldier's referral to the MEB, the unit commander is required to complete DA Form 7652, Disability Evaluation System (DES) Commanders Performance and Functional Statement. The commander should ensure that block 2 of Section II is checked and explained in the Remarks Section and/or clarified in Section III. Specifically, the commander must state whether a recommendation for QMP separation has been approved.

(2) If the Soldier is identified for QMP referral after the commander's performance statement was submitted to the MTF, the commander must submit a memorandum of record of this information to the MTF. The MTF must forward the memorandum of record to the PEB.

(3) When the Soldier has been approved for QMP separation either before, concurrent with, or after referral to the MEB, the Soldier's unit commander must immediately notify the MTF commander. The MTF commander must provide a statement to the Soldier's commander (LTC level or higher) identifying the date the Soldier was referred to the MEB and the current stage of DES evaluation the Soldier is in. The Soldier's commander (LTC level or higher) must inform HRC via e-mail to usarmy.knox.hrc.mbx.epmd-transition-branch@mail.mil of this information and attach a DA Form 4187, Personnel Action, documenting the Soldier's consent to be retained in order to complete the DES evaluation. Upon receiving this information, HRC will defer the Soldiers QMP separation date.

f. The DES outcomes and subsequent QMP actions are provided below:

(1) The MEB returns the Soldier to duty. The MTF DES Chief must immediately notify HRC and the Soldier's command. The QMP action will resume.

(2) The USAPDA approves a PEB determination that the Soldier is fit. The MTF DES Chief must forward to HRC and the Soldier's command USAPDA's memorandum approving the finding. The QMP action will resume.

(3) The USAPDA approves a PEB determination of unfit. The MTF DES Chief must immediately notify HRC and the Soldier's command via e-mail when the Soldier has been entered into the Transition Processing (TRANSPROC) system. The QMP action will be abated and the Soldier will be retired or separated for disability, as applicable.

(4) Soldiers found unfit and selected for QMP are ineligible to apply for continuation on active duty (COAD) unless they have at least 15 but less than 20 years of active service, or for continuation on active reserve status (COAR) unless they have at least 15 years but less than 20 years of qualifying service for non-regular retirement, they are qualified in a critical skill or shortage military occupational specialty (MOS), or the unfitting medical condition resulted from combat or terrorism. Such COAD/COAR requests will be adjudicated according to the decision criteria in para 6-5 of AR 635-40.

6. Pre-QMP board options: Soldiers notified of potential denial of continued service may submit a request for voluntary retirement under any provision of law for which the Soldier is otherwise eligible in lieu of QMP consideration or submit mitigating matters to the board president for consideration.

a. To preclude potential denial of continued service, retirement eligible Soldiers who will have 19 years active federal service on the board convene date may submit a request for voluntary retirement through the installation Retirement Services Office (RSO) (or Regional Support Command for USAR AGR) to be received by Commander, U.S. Army Human Resources Command, ATTN: AHRC-EPF-M, 1600 Spearhead Division Avenue, Department 364, Fort Knox, KY 40122-5306, no later than the established suspense date in the notification

memorandum. Soldiers with service obligations stemming from Transferability of Education Benefits (TEB) under the Post 911 G.I. Bill may apply for voluntary retirement, but will be subject to recoupment of the used portion of their transferred benefit by the Department of Veterans Affairs. Requests for voluntary retirement must be approved prior to the date the Director of Military Personnel Management (DMPM) approves the selection board results and must not be for a date later than the effective date established by the notification memorandum. If a Soldier is unsure whether the retirement request will be approved prior to the DMPM approving the board results, matters of mitigation or extenuation may also be submitted, see paragraph 6b below. Soldiers with approved voluntary retirements will not be identified on a selection list for denial of continued service. Soldiers serving OCONUS may submit requests for voluntary retirement without regard to tour completion or Date Eligible to Return from Overseas (DEROS). Soldiers being considered under the QMP are not eligible for retirement under the Temporary Early Retirement Authority (TERA).

b. To ensure due process, Soldiers may elect to submit matters of mitigation or extenuation to the president of the board. The notification memorandum will identify a suspense date for RA and USAR AGR Soldiers for submission of matters to the board president. Matters of mitigation or extenuation must be submitted as one document (to include enclosures) and organized in the manner to be presented to the board. Since the board will be provided with the Soldier's AMHRR Performance folder and any documents in the Restricted folder which formed the basis for referral to the QMP selection board, documents already filed in the AMHRR should not be included. Mailing address for RA and AGR Soldiers is Commander, U.S. Army Human Resources Command, ATTN: AHRC-PDV-S, 1600 Spearhead Division Avenue Department 471, Fort Knox, KY 40122-5407. Correspondence may be scanned in Adobe PDF format and sent via email to usarmy.knox.hrc.mbx.tagd-board-qmp@mail.mil.

c. Updating the AMHRR.

(1) Noncommissioned officers eligible for consideration by a QMP board must make every effort to ensure their records are updated and not missing information that may be looked at unfavorably by the board. Therefore, all NCOs eligible for QMP consideration are directed to review their personnel records online at <https://iperms.hrc.army.mil> to verify completeness and accuracy. Failure to do so may not be used as a basis for reconsideration at a later date.

(2) Noncommissioned officers are reminded that their servicing S1/Directorate of Human Resources (DHR)/Military Personnel Division (MPD)/Unit Administrator (UA)/Military Human Resources (MHR) office must assist them by updating their Enlisted Record Brief (ERB) and submitting authorized AMHRR documents in accordance with AR 600-8-104 (Ref K) to <https://www.hrc.army.mil/Default.aspx?ID=14900>. All documents must include the NCO's full name and complete nine digit social security number (SSN).

S1/DHR/MPD/UA/MHR offices must ensure they type the word "BOARD" in the container field of batch for priority processing and write down the batch number for future reference. Ensure documents are submitted to the interactive Personnel Electronic Records Management System (iPERMS) 10 days prior to the board convene date.

(3) For additional information on updating board documents in iPERMS, refer to the following link: <https://www.hrc.army.mil/tagd/updating%20board%20documents> or on Facebook at <https://www.facebook.com/iPERMS>.

(4) For resolution of duplicate, inverted, misfiled, masking documents or request for corrections, submit [Board Correction Form](#) to usarmy.knox.hrc.mbx.iperms-board-support@mail.mil. Correctly filed authorized documents will not be removed.

(5) Transcripts submitted to iPERMS must be in compliance with MILPER Message 17-193 (Ref P).

(6) For resolution of duplicate, inverted, or misfiled evaluation reports or DA Form 1059, submit email request to usarmy.knox.hrc.mbx.tagd-eval-appeals@mail.mil.

d. The boards will review the official photograph in digital format stored in Department of the Army Photograph Management Information System (DAPMIS). For those Soldiers needing to update their official photograph, go to <http://www.vios.army.mil> to find the nearest DAPMIS photographic facility location. Soldiers who are unable to see their photo in DAPMIS within three duty days after the photo was taken, should contact the installation photographic facility for assistance. Photographs must be accepted in DAPMIS no later than five duty days prior to the board convene date to allow for required processing time. The Army Service Uniform (ASU) is the only authorized uniform to wear in accordance with AR 640-30 (Ref O). Hardcopy photographs are no longer accepted.

7. Post QMP board actions. Soldiers will be informed of board results by individually addressed memorandums routed through their chains of command to the first LTC or higher commander in the chain of command.

a. The results of the board are presumed final. However, Soldiers may elect to appeal a decision to deny their continued service (refer to paragraph 8).

b. Upon receipt of the board results, the first commander (LTC level or higher) in the chain of command shall expeditiously present the notification to the Soldier and counsel him/her of the board's decision. If the determination is made that the Soldier is denied continued service, counseling must be accomplished, in

writing, and stipulate that the Soldier has been informed that he/she is in a non-promotable status, is stabilized in current assignment, and understands the options available per paragraph 8 below. Soldiers denied continued service who are assigned to a deployed unit will be returned to home station within 30 days of notification for the purpose of transition planning and, if applicable, retirement preparation actions.

c. All separating and retiring NCOs are required to contact their supporting Soldier-for-Life Transition Assistance Program (SFL-TAP) office to register and receive the congressionally mandated pre-separation briefing and complete all required career readiness standards. This counseling is recorded on a DD Form 2648 (Pre-separation

- B. Counseling Checklist for Active Component (AC), Active Guard Reserve (AGR), Active Reserve, Full Time Support, and Reserve Program Administrator (service members) or DD Form 2648-1 (Transition Assistance Program (TAP)) checklist for deactivating/ demobilizing National Guard and Army Reserve service members) as appropriate. Completion of career readiness standards must be recorded on DD Form 2958 (Service Member's Individual Transition Plan Checklist). These forms must be completed a minimum of 90 days prior to the separation or retirement date. NCOs and their Family members are eligible and encouraged to participate in all available SFL-TAP services. For more information about the location of SFL-TAP centers and available services, log-on to the SFL-TAP website at <https://www.acap.army.mil>.

8. Post QMP board decision and Soldier options. Soldiers selected for denial of continued service will be honorably discharged without entitlement to a local separation board for the convenience of the government effective the first day of the seventh calendar month following the date the board results are approved. In lieu of involuntary discharge, Soldiers may, within seven days of receipt of the QMP notification memorandum, and in accordance with administrative instructions furnished by commander, HRC, elect to:

a. Request voluntary retirement under any provision of law for which the Soldier is otherwise eligible in lieu of involuntary separation as a result of QMP. Voluntary retirement will be approved for the date requested by the Soldier, but will not be later than the first day of the seventh calendar month following the date the board results are approved. Soldiers who are selected for denial of continued service and who, on the date on which the Soldier is to be discharged, is within two years of qualifying for retirement shall be retained on active duty until the Soldier is qualified for retirement unless the Soldier is sooner retired or discharged under any other provision of law (10 U.S.C. 1176 (Ref D)). In all cases, voluntary retirement must occur no earlier than 90 days from the date the Soldier elects this option.

b. Appeal and request retention on active duty on the basis of newly discovered evidence, the subsequent removal of documents from the Soldier's AMHRR, or

material error in the Soldier's record that was reviewed by the QMP screening board. Letters of support/accolades do not constitute newly discovered evidence.

(1) Material errors are established by the rules outlined within AR 600-8-19 (Ref J).

(2) Soldiers meeting the above appeal criteria must submit notice of their intent to appeal to AHRC-EPF-M within seven days of their receipt of the notification memorandum, and they must submit the actual appeal to AHRC-EPF-M within 30 days of receipt of the notification memorandum. Soldiers have the responsibility to ensure their requests are received in a timely manner. If an appeal of unfavorable information in the AMHRR has been submitted to the Army Review Boards Agency (ARBA), the case number, date submitted and anticipated completion date should be provided when submitting the QMP appeal to HRC.

(3) Mailing address for RA and USAR AGR Soldiers is Commander, U.S. Army Human Resources Command, ATTN: AHRC-EPF-M, 1600 Spearhead Division Avenue Department 364, Fort Knox, KY 40122-5306. Soldiers may scan and forward appeals via email to usarmy.knox.hrc.mbx.epmd-transition-branch@mail.mil.

(4) Soldiers who elect to appeal must continue processing for separation/discharge. Appeals that are submitted outside the time prescribed above, without compelling justification, will not be accepted.

(5) HRC will return without action requests for appeal that do not meet the above appeal criteria. Appeals that do not meet the criteria will not be used as a reason to delay separation under the QMP. In those instances where HRC determines an appeal meets the criteria for reconsideration, the Soldier's separation date will be deferred pending a decision regarding the appeal. The Director of Military Personnel Management, Army G-1, is the final authority for disposition of boarded QMP appeals.

c. Soldiers may request early discharge. Such discharge is considered involuntary and will occur no earlier than 90 days after the Soldier receives notification from HRC that the Soldier was identified for separation under the QMP process. Pre-separation counseling must be scheduled as soon as the Soldier is notified of the involuntary separation and counseling should be completed within the remaining period of service as required by law (10 U.S.C 1142 (Ref C)). Requests for discharge, once submitted, may not be withdrawn.

d. RA and AGR Soldiers with 20 or more years of qualifying service for a non-regular retirement as of the established discharge date may submit a request for discharge (RA) or a request for release from active duty (REFRAD) (AGR) with concurrent transfer to the Retired Reserves.

e. RA and AGR Soldiers with 18 or more, but less than 20 years of qualifying service for a non-regular retirement as of the established discharge date are entitled to extend their enlistment a sufficient period to attain non-regular retirement eligibility. RA Soldiers will be eligible to request a discharge and AGR Soldiers request a release from active duty (REFRAD) with concurrent transfer to the Army Reserve, Troop Program Unit (TPU), to qualify for a non-regular retirement as prescribed by 10 USC 1176(b). RA and AGR Soldiers will subsequently request release from the Army Reserve with concurrent transfer to the Retired Reserve no later than 90 days prior to attaining 20 years of qualifying service for a non-regular retirement.

f. Appropriate entries for DD Form 214:

(1) Voluntary retirements: Soldiers who elect voluntary retirement, regardless of whether it is in lieu of QMP consideration or in lieu of involuntary separation as a result of QMP, will have their DD Form 214 coded with separation program designator (SPD) code "RBD" and reenlistment eligibility code of "RE-4R".

(2) Voluntary discharge: Soldiers who elect voluntary discharge rather than retirement will have their DD Form 214 coded with SPD code "KGH" and reenlistment eligibility code "RE-3".

(3) Involuntary discharge: Soldiers who are not eligible for retirement and are involuntarily discharged will have their DD Form 214 coded with SPD code "JGH" and reenlistment eligibility code "RE-3". These Soldiers may be eligible for separation pay and should contact their Reserve Component Career Counselor (in-service recruiter) to determine eligibility.

(4) Voluntary REFRAD: AGR Soldiers with 20 years or more of qualifying service for non-regular retired pay who elect voluntary REFRAD will have their DD Form 214 coded with SPD code "MGH" and reenlistment eligibility code "RE-3".

(5) Character of service will be honorable whether the Soldier chooses to retire or voluntarily or involuntarily separate from the Army.

9. Requests for exception to policy must be processed through the Special Court-Martial Convening Authority (SPCMCA) or first Colonel/O6 commander in the chain of command and submitted to Commander, U.S. Army Human Resources Command, ATTN: AHRC-EPF-M, 1600 Spearhead Division Avenue Department 364, Fort Knox, KY 40122-5306, for processing. Commanders may scan and submit requests for exception to policy via email to usarmy.knox.hrc.mbx.epmd-transition-branch@mail.mil. The approval authority for all exceptions to policy is the Deputy Chief of Staff, G-1 DMPM.

10. Points of contact:

a. For QMP: Mr. Ron Simons, Enlisted Retirements and Separations (AHRC-EPF-M),

(502) 613-5454, DSN: 983-5454, email: ronald.a.simons.civ@mail.mil.

b. For DES: Ms. Frances Dennis (USAPDA), functional proponent for AR 635-40, (703) 695-5616, email: frances.a.dennis.civ@mail.mil.

c. DA Secretariat (AHRC-PDV-S), (memos to the board) at email: usarmy.knox.hrc.mbx.tagd-board-qmp@mail.mil.

d. AMHRR-iPERMS inquiries (AHRC-PDR): usarmy.knox.hrc.mbx.ipperms-board-support@mail.mil, (502) 613-9990, press 2, DSN 983. Do not send AMHRR update documents to this email address, see paragraph 6C above.