

Human Resources Services Branch
(NGGA-PES-SVC)

**Retirement Points
Accounting
Management
(RPAM)**

Joint Force Headquarters
Georgia Army National Guard
Marietta, GA
1 October 2023

SUMMARY of CHANGE

SOP 3-9

Retirement Points Accounting Management (RPAM)

Revision dated 1 October 2023

- o Changed – 2-2a: LESs 1993 to present: Units may request MMPAs through their pay clerk via IPPS-A to USPFO.
- o Added – 4-1d: National Security Special Events (NSSEs) Full-time National Guard Duty Qualifying for a Reduced Eligibility Age for Receipt of Non-Regular Retired Pay in Calendar Year 2022
- o Added – 5-3: Guidance regarding the implementation of ARNG-HRH Policy Memo PPOM# 22-046 (Army National Guard (ARNG) Maternity Leave Program).
- o Added – 5-4: Guidance regarding service dates computations.

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Glossary

Chapter 1 Overview

1-1. Purpose

To provide procedural guidance for units/Soldiers to update and/or correct their Retirement Points History Statement (NGB Form 23).

1-2. References

See Appendix A

1-3. Point of Contact

RPAM Manager, ng.ga.gaarnng.list.ngga-g1-rpam@army.mil, (678)569-5296.

Chapter 2 RPAM Supporting Documents

2-1. RPAM Review

Units will conduct annual birth month review with each Soldier. During the review, Soldiers identify any missing or incorrect time on the NGB Form 23 downloaded from RCAS. See figure 2-1 for how to read an RPAM. Retirement Points Accounting Management (RPAM) and Reporting Codes are referenced in National Guard Regulation 680-2 (Automated Retirement Points Accounting Management). Key areas to review to identify issues are the following:

a. Begin/End Date: Does the Begin Date reflect the Soldier's start of Military Service (all branches)?

b. Total Points for Retired Pay: Retirement Points vary per Service Member (SM). A minimum of 50 points must be obtained in each full anniversary year, prior to the Soldier's Anniversary Year End (AYE) date to have that year creditable for qualifying service toward non-regular retirement.

c. Creditable Service for Retirement Pay: This column determines 20-year eligibility.

2-2 Obtaining Supporting Documents for Record Update

Soldiers may provide the documents below to assist the unit in updating the NGB Form 23 (RPAM). Note: W-2's, orders, bank statements, photos, handwritten correspondence, and tax forms are not acceptable source documents.

a. MMPA. Master Military Pay Account reports can be retrieved from USPFO.

b. LES. Leave and Earnings Statements for previous 12 months: Soldier can log on to MyPay, <https://mypay.dfas.mil>.

(1) LESs 1993 to present: Units may request MMPAs through their pay clerk via IPPS-A to USPFO and expect a 3-5 business day turnaround.

(2) LESs prior to 1993: DFAS requires the request come from the Soldier using the following links based upon branch of service:

(a) Army and Air Force (Active/Reserve/National Guard):
<https://www.dfas.mil/customerservice/lesrequest/>.

(b) Navy (Active/Reserve):
<https://corpweb1.dfas.mil/askDFAS/ticketnput.action?subCategoryID=18084>.

(c) Marines (Active/Reserve): <https://www.dfas.mil/MilitaryMembers/USMC-Request/>.

c. Other Components Retirement Point Equivalency Statements:

(1) United States Army Reserves (USAR):

(a) DA Form 5016: SM can send email to usarmy.knox.hrc.mbx.eprnd-pab-irr-ima-ret@army.mil.

(b) ARPC Form 249-E: SM can obtain thru HRC portal
<https://www.hrcapps.army.mil/portal/default.aspx>.

(2) AF Form 526 (Air Force Reserve Points Statement): <https://www.afpc.af.mil> or <https://www.my.af.mil/gcss-af/USAF/ep/home.do>.

(3) Naval/Marines Corps Reserve: SM can send email to ccl-mc-record-services@dfas.mil.

(4) Coast Guard PPC-4973 (Coast Guard Computation of Retirement Point Credit): SM can send email to ppg-dg-customer-care@uscg.mil, or visit <http://www.dcms.uscg.mil/ppc/adv/points/>.

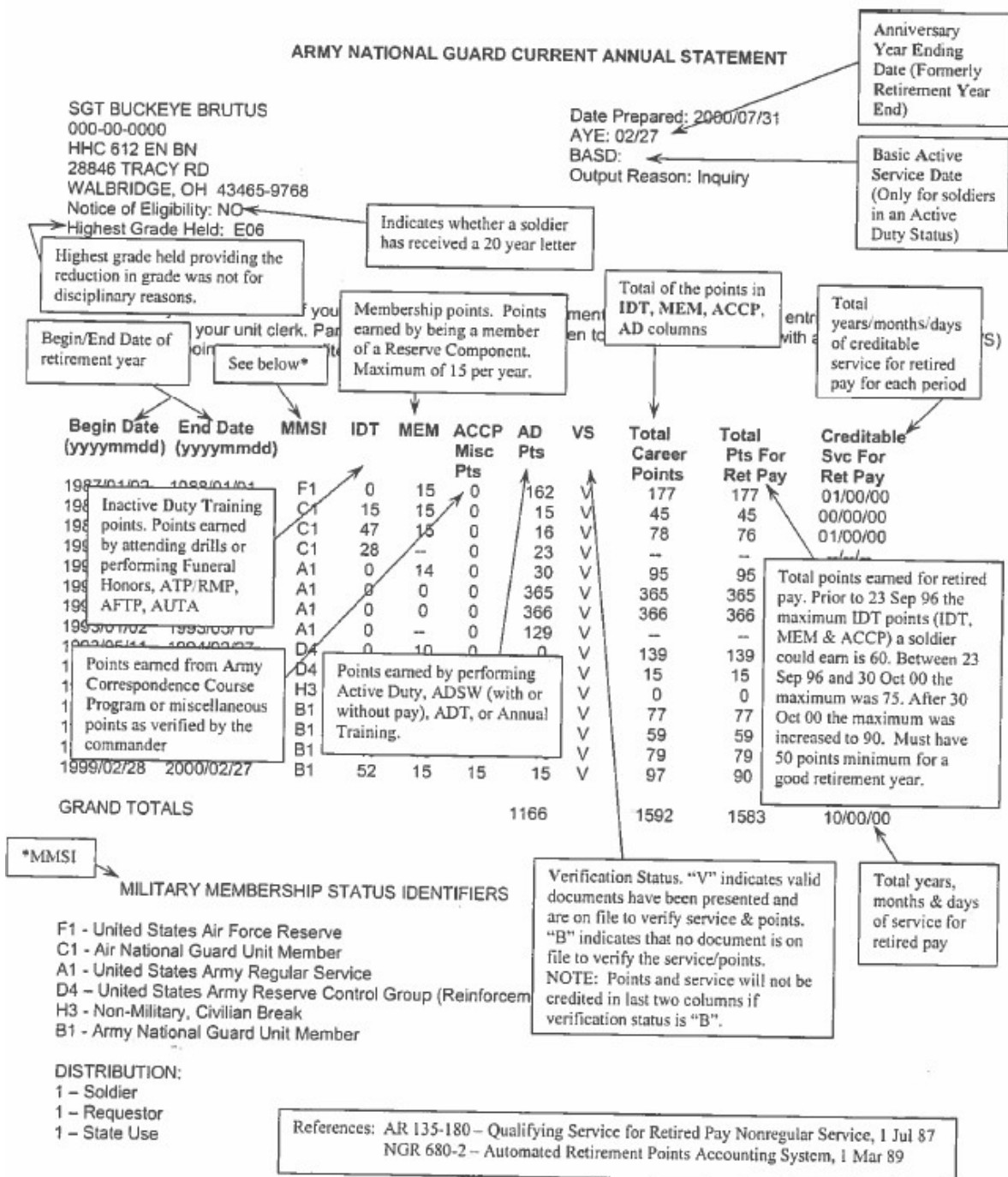


Figure 2-1. How to Read an RPAM

Chapter 3

Steps for Requesting RPAM Correction

3-1. RPAM Checklist:

- a. To access, go to <https://ga.ng.mil/Portals/49/G1/index.html>, then click SOPS>Retirement Points (RPAM)>Additional Transition Files>RPAM Corrections Request Checklist.
- b. The unit will create a Customer Relationship Management (CRM) case and route through command channels to the NGGA G-1 RPAM Section (see chapter 6 for process steps). HR personnel will attach all supporting documentation with packet via IPPS-A, and route through command channels to their Major Subordinate Command (MSC) S-1. Incomplete packets will be disapproved without action and returned to the requesting MSC with comments.
- c. Once requests are completed, an updated RPAM will be uploaded to the CRM Case in IPPS-A and approved. A copy will also be uploaded in the Service Member's iPERMS record.



RPAM Corrections Request Checklist

Soldier's Name: _____ Last Four _____

MSC/ UNIT _____

Type of Request(s): (Check all that apply)

- Missing ADT time
- Missing IDT Time
- Reduced Retirement Age
- IST Request (State : _____)
- Missing Prior Service
- Other _____

Submit the following documents that are applicable from the list below, through the chain of command to NGGA G-1 RPAM Section via IPPS-A

- Current RPAM (required) highlight time period in question
- DD 214 (if applicable)
- MMPA (requested through your unit pay clerk) (only if requesting a correction after 1993)
- RPAM from other military service component (if applicable must be placed in iPERMs)
- Leaves and Earnings Statements (Soldier can request LESs from 1993 and prior via link <https://www.dfas.mil/customerservice/lesrequest/>)
- DA 1379 and signed memorandum by the commander (for Soldiers drilling for points only)
- Any source documents not already in iPERMs will be placed in iPERMs before submitting CRM to NGGA G-1 RPAM SECTION

Ensure the following information is inputted in the CRM Case Details Tab:
 Provider Group: NGGA G-1 RPAM SECTION
 Type: Update
 Detail: Retirement Point Update
 Problem Summary/Description Example: Missing IDT/ADT, Missing Prior Service, Reduced Retirement, Rank, or UPC Update.
 Ensure supporting documents are uploaded in Notes Tab

*Packet must be reviewed and validated at all levels prior to routing the request to G-1

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Figure 3-1 RPAM Corrections Request Checklist

Chapter 4 Reduced Retirement Age

4-1. Reduced Retirement Age Eligibility

a. The standard age for eligibility of receipt for retired pay for non-regular service is 60, IAW AR 135-180.

b. Reduced Eligibility Age is authorized for Soldiers of the Ready Reserve who, after 28 January 2008, serve on active duty in support of contingency operations under 10 USC 688, 10 USC 12301(a) and (d), 10 USC 12302, 10 USC 12304, 10 USC 12305, 10 USC 12406, 10 USC chapter 15, or active service authorized by the President or the Secretary of Defense under 32 USC 502(f) for purposes of responding to a national emergency declared by the President or supported by Federal funds (SW Border Mission, on or after 15 February 2019; COVID-19 Support, on or after 1 March 2020 to 1 April 2022). The eligibility age for reduced retirement age for receipt of retired pay for non-regular service may not be reduced below age 50.

c. Qualifying periods will be calculated as follows:

(1) Periods of service after 29 January 2008 but before 1 October 2014 will be credited in 90-day increments, only when they occur in the same fiscal year.

(2) Periods of service beginning 1 October 2014 and thereafter will be credited in 90-day increments in one or more consecutive fiscal years.

d. The Office of the Secretary of Defense has authorized the following NSSEs (National Special Security Events) for reduced retirement age eligibility (applicable policy memorandums and updates can be found at: <https://www.milsuite.mil/book/groups/arng-hrp-t-retirement-services/content?filterID=contentstatus%5Bpublished%5D~category%5BReduced-retirement-age%5D>):

- (1) 2022 State of the Union
- (2) 2022 77th United Nations General Assembly
- (3) 2022 U.S.-Africa Leaders Summit
- (4) 2021 Presidential Address to Congress
- (5) 2021 76th United Nations General Assembly
- (6) 2021 Presidential Inauguration (non-ceremonial duties)
- (7) 2020 State of the Union Address
- (8) 2020 75th United Nations General Assembly
- (9) 2020 Republican National Convention
- (10) 2020 Democratic National Convention
- (11) 2019 State of the Union Address
- (12) 2019 74th United Nations General Assembly
- (13) 2018 State of the Union Address
- (14) 2018 73^d United Nations General Assembly
- (15) 2018 State Funeral for President George H.W. Bush
- (16) 2017 Presidential Inauguration
- (17) 2017 Presidential Address before a Joint Session of Congress
- (18) 2016 Nuclear Security Summit (Washington, D.C.)
- (19) 2016 State of the Union Address
- (20) 2016 Democratic National Convention (Philadelphia)
- (21) 2016 Republican National Convention (Cleveland)
- (22) 2015 State of the Union Address
- (23) 2015 Papal Visit (New York City, Philadelphia, and Washington, D.C.)
- (24) 2014 State of the Union Address
- (25) 2014 U.S. - Africa Leaders Summit
- (26) 2013 Presidential Inauguration

- (27) 2012 North Atlantic Treaty Organization Summit
- (28) 2012 Republican National Convention
- (29) 2012 Democratic National Convention
- (30) 2011 Asia Pacific Economic Cooperation Summit
- (31) 2009 G-20 Economic Summit
- (32) 2009 Presidential Inauguration
- (33) 2008 State of the Union Address
- (34) 2008 Democratic National Convention
- (35) 2008 Republican National Convention

4-2. Supporting Documents for Reduced Retirement Age

a. The unit will create a CRM Case and route through command channels to NGGA G-1 RPAM Section (See chapter 6 for process steps). Requests should be made after completion of a qualifying event or during annual birth month review. The following documentation must be provided with request:

- (1) DD Form 214.
- (2) DD Form 215.
- (3) DD Form 220 (if issued).
- (4) Active-duty orders.

Chapter 5 Miscellaneous

5-1. Soldier Drilling for Points

This is a manual process. HR automated systems do not currently receive a transmission of data reflecting when a Soldier drills for retirement points (i.e., without receiving pay). Units must submit documentation for each member drilling for points within 5 business days follow the unit training assembly. Documentation will be routed through proper channels to the G-1.

a. The unit will submit DA Form 1379 based on the checklist for the Soldier. The unit will create a CRM Case and route through command channels to the NGGA G-1 RPAM Section (See chapter 6 for process steps).

b. Once RPAM receives request, the NGB Form 23 will be verified and updated. Incomplete packets will be disapproved without action and returned to the requesting MSC with comments.

5-2. Constructive Attendance for Drill

a. IAW NGR 350-1 (Army National Guard Training), training that cannot be conducted due to an unforeseen occurrence, a civil disturbance, State Active Duty (SAD), or other extenuating and compelling reason must be rescheduled within 60 days of the date of the original assembly. The rescheduled training assembly must be performed in the same fiscal year as the original assembly. If rescheduling the assembly is not possible, the Soldiers affected may be given Constructive Attendance for the drill.

b. Units may contact the G-1 RPAM Section via email (ng.ga.gaarnng.list.ngga-g1-rpam@army.mil) for coordinating instructions and supporting documentation requirements before submitting a request for Soldiers who meet eligibility requirements for Constructive Attendance.

Note: Soldiers who are in receipt of VA Disability Compensation should be advised they may be losing money.

5-3. Reserve Component Maternity Leave (RCML)

a. IAW PPOM #22-046 (Army National Guard Maternity Leave Program Implementing Guidance), effective 9 June 2022, a birthparent is granted 12 paid IDT periods within 12 months following a qualifying birth event.

b. Soldiers may take the RCML IDT periods consecutively or non-consecutively within a 12-month period following the qualifying birth event.

c. Soldiers can accumulate a maximum of 12 retirement points for paid RCML periods, receiving one retirement point for each paid IDT within 12 months following a qualifying birth.

(1) PPOM #22-046 defines a qualifying birth event as any live birth of a child(ren) to an ARNG covered member who gives birth.

(2) If a Soldier uses a surrogate and becomes the legal parent or guardian of the child, the event will be treated as an adoption and is not eligible for RCML entitlements.

d. Commanders will place eligible Soldiers in an excused status during IDT periods. Soldiers will receive compensation and retirement points only for regularly scheduled IDTs that fall within the authorized RCML period.

e. Units may contact the G-1 RPAM section via email (ng.ga.gaarnng.list.ngga-g1-rpam@army.mil) for additional guidance regarding this policy.

5-4. Service Dates Computations and Corrections

a. In accordance with AR 135-180 (Retirement for Non-Regular Service), when the Soldier's records do not conclusively establish creditable service and the completion of 20 years qualifying service, or mandatory removal from active status, commanders will request NGB Form 23B for ARNG and former ARNG Soldiers from the State AG (MPMO/G1) in accordance with NGR 680-2 (Automated Retirement Points Accounting Management).

b. If corrections to the Soldier's Pay Entry Based Date (PEBD), Basic Active Service Date, or Anniversary Year End Date (AYE) are required, refer to Chapter 3 (Steps for Requesting RPAM Correction) and Chapter 6 (Creating a CRM Case).

c. Once requests are completed, an updated RPAM will be uploaded to the CRM Case in IPPS-A and approved. A copy will also be uploaded in the Service Member's iPERMS record, and all service dates will be updated in IPPS-A.

Chapter 6

IPPS-A Process Steps

6-1. IPPS-A Creating a CRM Case – Provider Group NGGA G-1 RPAM Section

a. The MSC will review the packets for accuracy prior to creating the CRM case (see Figures 6-1 through 6-5).

b. To create the CRM Case:

(1) The MSC will go under the HR Professional tab, select Case Management tile.

(2) From the Member 360 View/Create Case tab, search the Soldier you're creating the case on.

(3) Scroll to the far right for Actions. Click the drop down to select Add IPPS-A Help Center Case, then click go.

(4) See figure 6-1 for case detail instructions.

(5) Click the Notes Tab.

(a) Click "Add Note", scroll down the page, and type "Documents" in the subject line.

(b) Add attachment and verify upload at top of page in "Notes Summary".

(c) Save case.

(d) The CRM is now submitted and routed for further action.

Case Details | Solution (0) | Case Summary | Notes (0) | Tasks (0) | Case History | Related Cases (0) | Related Actions (0) | Interested Parties (0)

Member Information

Member: **SSG NIRA MORENO**

Department: Army Element Joint Force Headq

Location: W8AMAA MARIETTA GA

Contact Method: 878/555-555

Reported By: SSG MARQUITA STCYR

Show Details | Search Again

Case Information

*Business Unit: HR Help Center

Quick Code: []

*Case Visibility: Member Visible

*Case Status: Open - New

Suggest a Provider Group

*Provider Group: NGGA G-1 RPAM SECTION

Assigned To: Leave Blank

Target Close Date: []

*Category: Records Management

*Type: Update

*Detail: Retirement Point Update

*Priority: 3 - Standard

*Source: Email

Survey Score: []

Problem Information

*Problem Summary: RPAM CORRECTION

Description: Missing IDTs

Add a Note

[Rich Text Editor]

Interested Parties

Name	Reason
JUSTIN ELLIS	Agent Access

See "Naming Convention" Spread Sheet, "CRM" Tab

Do not assign to anyone.

Figure 6-1 Creating a CRM Case

Case Details | Solution (0) | Case Summary | **Notes (1)** | Tasks (0) | Case History | Related Cases (0) | Related Actions (0) | Interested Parties (1)

Filter by Note Type: All

Notes Summary

Select	Subject and Details	Note Type	Origin	To or From	Date Added	Added By
<input type="checkbox"/>	RPAM correction needed This is an automated message. Please do not reply. Case #200430 for SSG Demetrius Brown has been assigned to the NGG G-1 LID	Email	Automated	DEMETRIUS.J.BROWN.MIL@MAIL.MIL SPENCER.T.JONES4.MIL@MAIL.MIL MIL-REACTD	08/27/2021 3:38PM GMT	MARQUITA STCYR

Check All / Clear All | Email | View | Add Note | Save Case | Find Solutions

Audit History

Created	By	Modified	By
08/27/2021 3:38PM GMT	0002800956 01 MARQUITA STCYR	08/27/2021 3:38PM GMT	0002800956 01 MARQUITA STCYR

Save | Switch BU | Print | Spell | 360 View | 360 Search | Email | Search | Top of Page

Figure 6-2 Creating a CRM Case

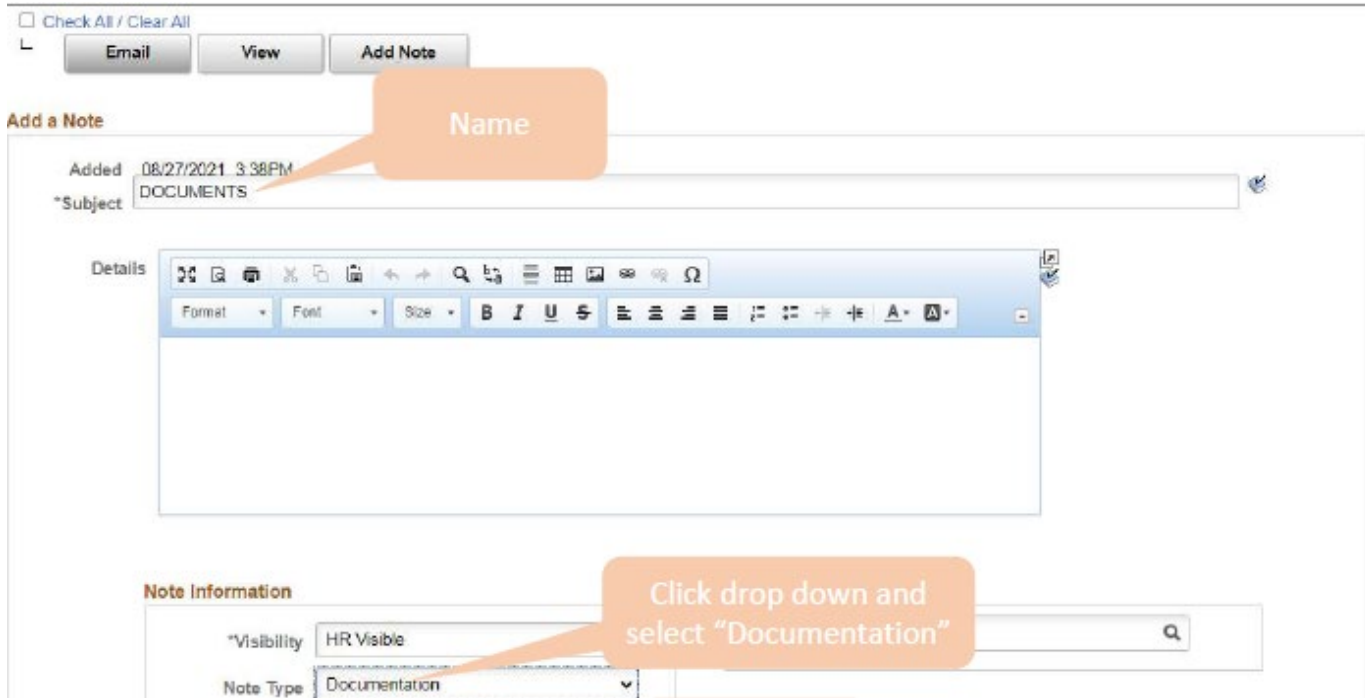


Figure 6-3 Creating a CRM Case

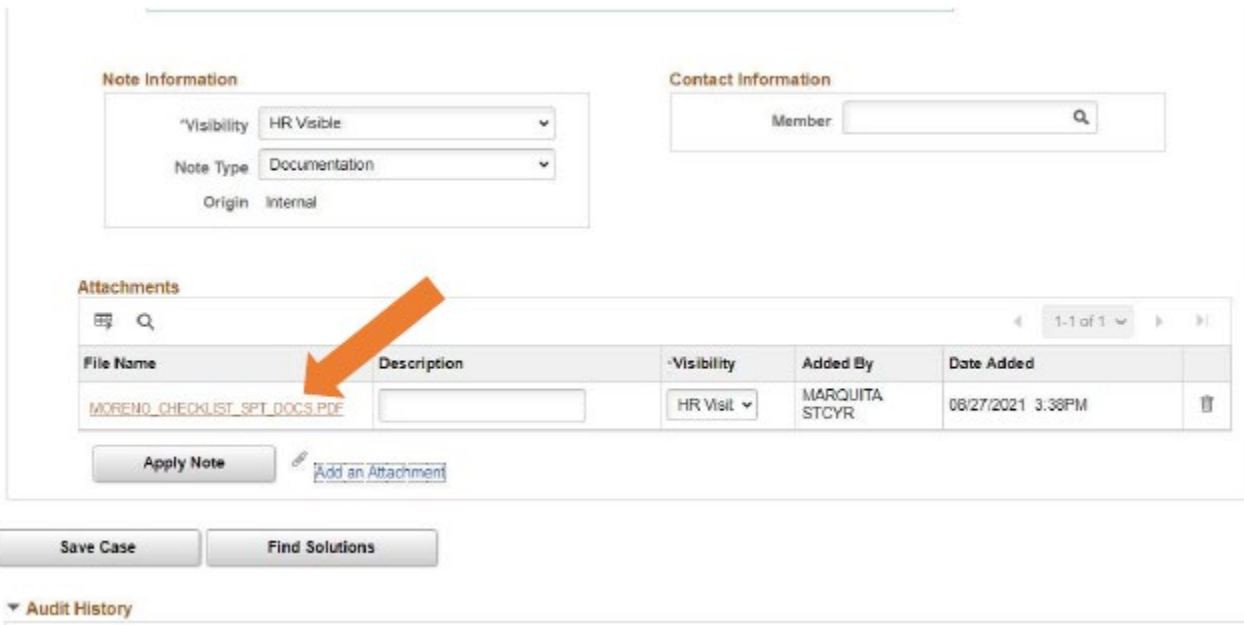


Figure 6-4 Creating a CRM Case

Save | Switch BU | Print | Spell | 360 View | 360 Search | Email | Search

Case ID 200430 | Case Status C
 Employee ID 0001234567 | Member S
 Problem Summary RPAM Correction | Contact Method 4

Case Details | Solution (0) | Case Summary | **Notes (2)** | Tasks (0) | Case History | Related Cases (0) | Related Ac

*Filter by Note Type *All*

Notes Summary

Select	Subject and Details	Note Type	Origin	To or F
<input type="checkbox"/>	DOCUMENTS (Internal Only)	Documentation	Internal	
<input type="checkbox"/>	RPAM correction needed.	Email	Automated	DEMET MIL_SP .MIL.DE

Check All / Clear All

Email | View | Add Note

Do not add documents to the initial email. You will not be able to delete documents if you need to make corrections.

Figure 6-5 Creating a CRM Case

Appendix A References

Section I Publications

AR 135-180

Retirement for Non-Regular Service, dated 28 April 2015

AR 140-185

Training and Retirement Points Credits and Unit-Level Strength Accounting Records, dated 3 August 2018

AR 600-8-7

Retirement Services Program, dated 18 January 2017

AR 637-1

Army Compensation and Entitlement Policy, dated 26 July 2021

DODI 1215.07

Service Credit for Non-Regular Retirement, dated 17 May 2021

DOD 7000.14-R

Financial Management Regulation Volume 7A, dated April 2023

NGR 350-1

Army National Guard Training, dated 23 June 2021

NGR 680-2

Automated Retirement Points Accounting Management, dated 19 August 2011

NGB Policy Memorandum 13-029

Implementation Guidance for Reduced Retirement Age for Army National Guard Soldiers, dated 5 August 2013

PPOM #22-046

Army National Guard Maternity Leave Program Implementing Guidance, dated 2 December 2022

Section II Forms

DA Form 1379 (generated through My Unit Pay System)
US Army Reserve Component Unit Record of Reserve Training

DD Form 214
Certificate of Release or Discharge from Active Duty

DD Form 215
Correction to DD Form 214, Certificate of Release or Discharge from Active Duty

DD Form 220
Active-Duty Report

NGB Form 23 (generated through RPAMNext)
Retirement Credit Points

NGB Form 23A (generated through RPAMNext)
Army National Guard Current Annual Statement

NGB Form 23A1 (generated through RPAMNext)
Army National Guard Retirement Points Statement Supplemental Detailed Report

NGB Form 23B (generated through RPAMNext)
Army National Guard Retirement Points History Statement

NGB Form 23C (generated through RPAMNext)
Army National Guard Retirement Points Statement Application for Retired Pay

NGB Form 23D (generated through RPAMNext)
Notification of Eligibility for Retired Pay for Non-Regular Service (20 Years)

NGB Form 23E (generated through RPAMNext)
Notification of Eligibility for Retired Pay for Non-Regular Service (15 Years)

NGB Form 23F (generated through RPAMNext)
Example, Memorandum for Reserve Component Survivor Benefit Plan (RCSBP) Automatic Election

Appendix B
Figure List

Figure 2-1
How to Read an RPAM

Figure 3-1
RPAM Corrections Request Checklist

Figures 6-1 through 6-5
Creating a CRM Case

Glossary

Section I Abbreviations

AMHRR

Army Military Human Resource Record

CRM

Customer Relationship Management

GKO

Guard Knowledge Online

HSB

G-1 HR Services Branch

LES

Leave and Earnings Statement

MMPA

Master Military Pay Account

MSC

Major Subordinate Command

NSSE

Nation Special Security Events

RPAM

Retirement Points Accounting Management

SOP

Standard Operating Procedure

Section II

Terms

G1

Deputy Chief of Staff, Personnel (DCSPER); the senior military personnel officer (MILPO) at division and above.

G-1

The office and staff of the G1.

HR Automated Systems

Computer programs and websites utilized by HR professionals to manage or update personnel records. These include, but are not limited to: IPPS-A, iPERMS, GIMS, and RCAS.

IPPS-A

IPPS-A is a Web-based HR system that provides integrated personnel and pay capabilities and a comprehensive HR record for all Soldiers in each Component. Once IPPS-A is fully deployed, the system will enable HR transactions to automatically trigger Soldier pay. In addition, Soldiers will have CAC access to their own personal information 24 hours a day via the IPPS-A Self-Service Web Portal.

Unit

The lowest level of military organization authorized a Unit Identification Code (UIC), such as a company, troop, battery, flight, or detachment.