

Incentives
(NGGA-PEI-INC)

Incentive Management

Joint Force Headquarters
Georgia Army National Guard
Marietta, GA
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SUMMARY of CHANGE

Georgia Army National Guard (GAARNG) G-1 Standard Operating Procedures (SOP) Incentive Management

This revision, dated 1 October 2025—

- Updates the office, office symbol, and title (cover page).
- Renames chapters (throughout).
- Incorporates continuation pay under the Blended Retirement System (BRS-CP) (throughout).
- Incorporates Kickers (throughout).
- Moves responsibilities to overview (chapter 1, section II).
- Adds responsibilities for Commander, Recruiting and Retention Battalion (para 1-9), and for the Recruiting, Retention, and Attrition Management (RRAM) team (para 1-10).
- Removes the Focus Week events for major subordinate commands (MSCs) (chapter 2).
- Updates information on human resources (HR) automation systems (chapter 3).
- Incorporates the phases of incentive management (*Issue, Establish, Monitor, Pay, Terminate*) used by National Guard Bureau (NGB) (chapter 4).
- Removes procedures associated with legacy Guard Incentive Management System (GIMS) due to the fielding of GIMS 2.0 (chapter 4).
- Updates exception to policy (ETP) request procedures and incorporates these and the Army Board for Correction of Military Records (ABCMR) under the *Terminate* phase (chapter 4).
- Adds a new chapter with procedures for requesting a refund of taxes deducted from incentive disbursements received in a combat zone (chapter 5).

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Glossary

Chapter 1 Overview

Section I General

1-1. Purpose

This SOP outlines responsibilities and standing procedures to assist commanders and full-time support (FTS) staff in the management of incentives. It is a supplement to *and does not replace* training on related HR automation systems, particularly in-person training in GIMS (see chapter 2). This SOP is a ready reference for actions performed at echelons state/installation/division and below. Pay problems have a direct, negative impact on unit morale and the commander's strength management program; successful incentive management greatly reduces these problems and has a direct, positive impact.

1-2. Applicability

Actions related to incentives apply to all members of the GAARNG, of all military personnel categories (MPCs), officers, warrant officers, and enlisted personnel; in all duty statuses, to include M-days, Active Guard/Reserve (AGR), permanent or indefinite Title 32 dual-status military technicians (MilTechs), and temporary technicians (Temp Techs); and individuals on active duty orders, whether for mobilization, Presidential call-up, or for routine operational support. For additional insight about the impact the variety of duty statuses can have on incentives, see the GAARNG G-1 SOP on Education Services, appendix C.

1-3. References, forms, and explanation of abbreviations

Required, referenced, and related publications and forms are listed in appendix A. All abbreviations, brevity codes, and acronyms (ABCAs) for the Army, the Army National Guard, and related agencies are listed in the ABCA Directory, <https://armypubs.army.mil/abca/SearchABCA.aspx>. Exceptions are listed in the glossary.

1-4. Fraud and forgery

a. Fraud and forgery involve any intentional act to deceive, falsify, or alter official records, signatures, or data to gain unauthorized benefit or cause an improper action. This includes manipulating information in personnel systems, creating false documents, or misrepresenting facts to influence official decisions.

b. Fraud and forgery occur at all levels by Soldiers of all ranks. They degrade the integrity of Army systems and negate the Army Values. They should be taken seriously by all HR automation systems users and leaders, as well as individual Soldiers. Report fraud and forgery immediately to the State Incentives Administrator and the Incentive Manager via the appropriate email distribution list (para 1-6).

1-5. Microsoft Teams

a. The state incentives team will keep the most up-to-date information, regulations, and trackers on the GA G1 Ed & Incentives channel in Microsoft (MS) Teams. To request access to the channel, search for the following Team, or click on the link: [GA G1 Ed & Incentives](#)

b. MSCs will use Teams to coordinate with the G-1 HR Systems Branch for access to the GA LAB, GA CONTACTS, and GA SAAR MANAGER apps.

1-6. Points of contact

The following are primarily for the use of FTS staff; individual Soldiers will communicate through their unit FTS staff, unless otherwise directed.

- a. Bonuses: ng.ga.gaarnng.list.ngga-g1-pei-bonuses@army.mil
- b. Loan repayment programs (LRP): ng.ga.gaarnng.list.ngga-g1-pei-loans@army.mil
- c. Continuation pay (BRS-CP): ng.ga.gaarnng.list.ngga-g1-pei-brs-cp@army.mil
- d. Kickers: ng.ga.gaarnng.list.ngga-g1-eso@army.mil

Section II Responsibilities

1-7. Deputy Chief of Staff, Personnel

The DCSPER (G1) will—

- a. Advise the Commanding General, GAARNG, on the CG's strength management program, to include the status of incentive management down to the battalion/squadron level.
- b. Develop and maintain incentive management policy.
- c. Designate a State Incentives Administrator to conduct daily management of incentives processing.
- d. Ensure that MSC commanders are aware of incentives offered to retain Soldiers.

1-8. Deputy G1

The Deputy G1 will—

- a. Direct the G-1 staff in publication of SOPs, approving all changes prior to publication.
- b. Ensure all programs and policies are adhered to.
- c. Respond to official inquiries, such as those from the office of the Adjutant General, the Governor of Georgia, legislators of the State of Georgia, members of the United States Congress, the office of the Inspector General, and the ABCMR.

1-9. Commander, Recruiting and Retention Battalion

The RRB Commander will—

- a. Advise the DCSPER on retention and strength management, to include incentive management concerns down to the battalion/squadron level.
- b. Coordinate with the DCSPER to advise the Commanding General, GAARNG on input to NGB for MOSs authorized for incentives in Georgia, including low-density and critical skill MOS lists.
- c. Make the RRAM team available to the Incentive Manager and to MSC staffs for training and assistance with retention and strength management, and with related HR automation systems.

1-10. Recruiting, Retention, and Attrition Management team

The RRAM team will—

- a. Advise the RRB Commander on retention and strength management, to include the status of incentive management down to the unit level.
- b. Assist the Incentive Manager and MSC staffs with training on and assistance with retention and strength management, and with related HR automation systems.
- c. Be the subject matter experts (SMEs) on Retention Management Software (RMS) for the G-1, RRB, MSC Career Counselors (MCCs), and Battalion Career Counselors (BCCs) statewide.
- d. Administer RMS, to include approving all access requests.
- e. Conduct quality control on enlisted extension documents produced in RMS, to include addenda.
- f. Be responsible for state-level work bins in RMS.

1-11. State Incentives Administrator

The State Incentives Administrator will—

- a. Develop and maintain this SOP.
- b. Designate an Incentive Manager(s) to conduct primary, daily processing of incentive management tasks in HR automation systems.
- c. Conduct research for official inquiries, such as those from the office of the Adjutant General, the Governor of Georgia, legislators of the State of Georgia, members of the United States Congress, the office of the Inspector General, and the ABCMR.
- d. Manage the workflow of personnel assigned to ensure timely processing of incentives.
- e. Maintain a training program to ensure all users of GIMS statewide are proficient, with particular focus on newly assigned FTS staff at MSC level.

1-12. Incentive Manager

The IM(s) will—

- a. Ensure Soldier eligibility for incentives contracts prior to forwarding to United States Property and Fiscal Office (USPFO) for payment processing.
- b. Ensure all required incentives documentation is uploaded into the Interactive Personnel Electronic Record Management System (iPERMS) (see para 3-4).
- c. Manage access to GIMS for HR professionals at subordinate echelons.
- d. Provide personnel support to all Soldier readiness processing (SRP) events.
- e. Complete administrative correction requests (ACRs) to update contract statuses in GIMS.
- f. Coordinate with USPFO about bonus rejections, case management system (CMS) entries, military master pay account (MMPA) actions, closed year actions, and audits.
- g. Function as second reviewer (2R) as needed, such as for Student Loan Repayment Program (SLRP) processing.
- h. Track and assist units with Kickers (GI Bill Manager), including follow-thru on GI Bill coding.
- i. Track and assist units with BRS-CP (BRS-CP Manager), including follow-thru on active duty service obligation (ADSO).
- j. Be familiar with and follow through on actions required during all phases of incentive management (chapter 4).

1-13. Commander

Commanders at all levels are responsible for pay activities in their unit, to include incentives payments. Commanders will—

- a. Inform higher echelon of issues related to incentive management, particularly as it pertains to retention and strength management.
- b. Ensure FTS staff, particularly career counselors, are aware of current incentives for retention.
- c. Delegate authority for pay actions to representatives they authorize (e.g., Readiness NCO, BCC, MCC). See attachment 1 for a template; this can be downloaded as a separate .docx file at the G-1 SOPs repository.

1-14. S1

The MSC or Battalion/Squadron S1 is the primary staff officer responsible for implementing the commander's strength management program. S1s will—

- a. Ensure the integrity of documentation and data entry used to update Soldier records.
- b. Ensure a career counselor is appointed in writing for each unit, at least one of whom (MCC/BCC) is FTS staff. Appointing an alternate (particularly an alternate MCC) to ensure continuity is recommended.
- c. Ensure all appointed positions and roles are updated in the GA CONTACTS application (para 1-5).
- d. Advise the commander on implementation of their strength management program, to include the status of incentive management.
- e. Work in partnership with unit leadership, the appointed career counselors, the Incentive Manager, and the RRAM team to ensure efficient incentive management.
- f. Restrict arbitrary personnel moves to the IRR/ING, which negatively impacts incentives.

1-15. Career Counselor

The MSC or Battalion/Squadron career counselor serves as the lead agent on behalf of the S1 in support of the commander's strength management program. MCCs/BCCs will—

- a. Serve as the primary point of contact on behalf of the MSC/Bn/Sqdn with higher echelon on incentive management.
- b. Coordinate with the S1 to ensure proper slotting on the unit manning report (UMR) for those Soldiers with an incentive.
- c. Attend quarterly calls via Microsoft Teams with the Incentive Manager.
- d. Collaborate with higher echelon for training aids and to request training workshops.
- e. Conduct case research prior to submitting requests for information (RFIs) to higher echelon.
- f. Serve as the SME and primary trainer on RMS and GIMS for subordinate echelons, ensuring all users are trained.
- g. Generate the contract and supporting incentives documents for qualified Soldiers.
- h. Contact Soldiers directly to provide National Student Loan Data System (NSLDS) paperwork.

- i. Review ETP requests submitted by Soldiers, prior to submission to the MCC.
- j. Ensure all signed contract and supporting incentive documents are uploaded into HR automation systems within 30 days of contract creation.
- k. Be familiar with and follow through on actions required during all phases of incentive management (chapter 4).

1-16. Readiness NCO

RDNCOs will—

- a. Generate the contract and supporting incentives documents for qualified Soldiers.
- b. Contact Soldiers directly to provide NSLDS paperwork.
- c. Assist Soldiers in obtaining a command concurrence memo for ETPs.
- d. Be familiar with and follow through on actions required during all phases of incentive management (chapter 4).

Chapter 2 Training

2-1. Incentives training

Upon request, with priority first for newly appointed MCCs, the Incentive Manager will provide incentive management and GIMS familiarization training, including BRS-CP, within 30 days. MCCs will coordinate with the RRAM team for training in RMS on issuance of incentives, to include Kickers.

2-2. Incentives workshops

Upon request, the Incentive Manager will provide training workshops for MSCs with at least ten individuals who require initial or refresher training in GIMS, and on procedures for BRS-CP. The team will normally conduct the workshop via Microsoft Teams.

- a. For in-person training conducted at Clay National Guard Center in Marietta, Georgia, funding for travel is the responsibility of the requesting unit for all personnel in attendance.
- b. For in-person training conducted remotely, such as at an MSC headquarters, the State Incentives Administrator will coordinate with the G-1 Budget Officer for travel funding.

2-3. Quarterly incentives call

The Incentive Manager will host a quarterly sync via Microsoft Teams with all appointed MCCs (BCCs and RDNCOs are also welcome to attend) to provide clarity on new guidance or policies, and to address any outstanding concerns from MSC representatives. In the event the MCC cannot attend, the MSC S1 will provide a member of the FTS staff to attend. Upon request, a recording of the call can also be made available for later use.

2-4. ARNG Unit Retention NCO Course

Soldiers appointed as Unit Career Counselors (UCCs), BCCs, or MCCs, as well as Readiness NCOs, are encouraged to attend the ARNG Unit Retention NCO Course held at the Army National Guard Professional Education Center (NGPEC) at Camp Robinson, Arkansas. This course strongly supports the successful implementation of the commander's strength management program. MSC commanders are highly encouraged to require this training for any Soldier who will manage incentives or generate incentives contracts for their Soldiers.

2-5. ARNG Basic Incentive Manager Course

This course is only for those personnel at state/installation/division level holding the *Incentive Manager* role, as well as for USPFO personnel processing incentives. It is held at NGPEC.

Chapter 3

HR automation systems

3-1. Retention Management Software

- a. RMS is the only authorized system for issuing extensions, with or without an incentive. It is managed by the RRAM team. See the GAARNG RRB RRAM team SOP for further information.
- b. RMS does not automatically upload completed documents directly to GIMS or iPERMS; users are responsible to upload the required and completed documents (see para 3-4).
- c. If RMS is unavailable, the RRAM team or the Incentive Manager will disseminate guidance to MSCs on how to proceed, based on NGB guidelines (see para 4-2).
- d. System access: MCCs will coordinate access to RMS thru the RRAM team.

3-2. Guard Incentive Management System

- a. GIMS is the system of record for incentive management.
- b. Roles in GIMS for users at echelons MSC and below:
 - (1) *Unit Commander*. This is the appropriate role for most users.
 - (2) *Unit Career Counselor*. This is the appropriate role for any user that is not authorized to operate as a commander's representative but still requires GIMS access for research and reporting.
- c. System access. MSC users will log in to GIMS, <https://arnng1.ngb.army.mil/v4/GIMS/>, and upload both a DD Form 2875 (SAAR) (see para 1-5) and a commander's delegation memo (see para 1-13). If a manual SAAR is utilized, see figure 3-1 on wording for block 13.

13. JUSTIFICATION FOR ACCESS (Enter narrative justification, e.g., "To conduct incentive management actions," or "To conduct research and reporting on behalf of unit commander," or "To conduct audit on behalf of US Army Audit Agency") Current position: (enter duty position, e.g, MCC, Commander, Readiness NCO) UPC(s) requested: (enter list of UPCs, e.g., "PDAT0, PDAA0, PDAB0, PDAC0, VBME0") Role requested: (enter GIMS role, e.g., Unit Commander, Unit Career Counselor)
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Figure 3-1. Block 13 on DD Form 2875 (SAAR)

3-3. Defense Joint Military Pay System

- a. DJMS is the pay system of record for all Soldiers until it is subsumed into the Integrated Personnel and Pay System – Army (IPPS-A).
- b. The Incentive Manager will coordinate with USPFO for any problems with incentive pay records, to include any AC or RC pay accounts to be opened or closed.
- c. System access: only the Incentive Manager requires access to DJMS, acquired thru USPFO.

3-4. Interactive Personnel Electronic Record Management System

- a. Effective with the FY25 Selected Reserve Incentive Program (SRIP) policy, change 1, and the fielding of GIMS 2.0, iPERMS became the sole repository of record for all base contract documentation for incentives, to include DD forms, DA forms, and NGB forms (such as the incentive addendum). These documents are no longer uploaded to GIMS. Supporting documentation, such as NSLDS and annual DD Form 2475s (LRP), or leave and earnings statements (LESS) and training certificates (BRS-CP), are not authorized in the Army Military Human Resource Record (AMHRR).
- b. All incentives-related forms authorized in the AMHRR must be uploaded immediately following signature by the Soldier and certifying official to be considered a valid contract; failure to upload these signed documents into iPERMS within 30 days will result in contract invalidation.
- c. System access: MSC users will coordinate access to iPERMS thru the G-1 HR Systems Branch.

Chapter 4

Phases of incentive management

4-1. The phases of incentive management (*Issue, Establish, Monitor, Pay, Terminate*) help to separate roles and responsibilities, providing a bulwark against fraud (see para 1-4). The first two, *Issue* and *Establish*, are closely linked, with a requested incentive often moving between them during incentive creation. Note: Incentives updates related to SRIP (bonuses, LRP) and VolEd (Kickers) policies are tied to the fiscal year (FY), while BRS-CP is tied to the calendar year (CY).

4-2. Issue phase

During this phase, the applicant for an incentive is identified and a request is submitted through the appropriate HR automation system. Once initial checks are made and passed, including any manual overrides, if necessary, the addendum or agreement is issued, making it available for signature. Otherwise, the incentive request is returned without action or denied.

a. The *Issue* phase is conducted thru the following:

(1) *Military Entrance Processing Station (MEPS)*. For non-prior service applicants and for those prior service applicants with a break in service. Note: Effective with the FY24 SRIP policy, the Guidance Counselor (GC) at the MEPS were no longer required to obtain an LRP pre-approval memo from the Incentive Manager.

(2) *Reserve Component Career Counselor (RCCC)*. For current service members assigned to the Active Component (AC) who wish to move to the Reserve Component (RC) with an incentive.

(3) *RRAM team, MCC, BCC, or Readiness NCO*. For current GA Guardsmen who are either (a) enlisted members and wish to extend their current enlistment contract with an incentive, or (b) members of any MPC and wish to sign up for BRS-CP.

b. Manual procedures. If GIMS is unavailable, manual processing will be used only at the direction of the Incentive Manager, who will publish directions to MSCs per NGB guidelines. See figure 4-1 for the minimum required documents of the most common, currently available incentives.

**NPSEB (non-prior svc. enlist. bonus);
NPP (non-prior svc. enlist. bonus pilot);
OP (off-peak bonus)**

- DD Form 4
- DD Form 1966
- NGB Form 21 (Guard Annex A)
- NGB Form 600-/900-series (Addendum)

REB (reenlist./ext. bonus)

- DA Form 4836
- NGB Form 600-/900-series (Addendum)

REA (79T AGR reenlist./ext. bonus)

- DA Form 4836
- DA Form 5016 (Retirement Accounting Statement, formerly NGB Form 23B RPAM)
- NGB Form 600-/900-series (Addendum)
- AGR orders
- POSTA (Posn. of Signif. Trust and Auth.)

**PSEB (prior svc. enlist. bonus);
EAB (enlisted affiliation bonus)**

- DD Form 4
- DD Form 214
- NGB Form 600-/900-series (Addendum)

BRS-CP (continuation pay under BRS)

- DA Form 4836 (if applicable)
- DA Form 4856 (BRS-CP counseling)
- Control nr. request and agreement form
- LES
- Certificate of online financial training

Kickers

- DD Form 4 (enlisted)
or DA Form 4836 (enlisted)
- DA Form 5435 (SOU, MGIB-SR)
- DA Form 5447 (officers, if applicable)
- NGB Form 5435 (Addendum)
or NGB Form 5435-1 (Supplemental)

Figure 4-1. Minimum required documents during manual processing

4-3. Unit actions during the *Issue* phase

a. Verify basic eligibility requirements before promising or initiating an incentive. The RRAM team can help with engagement strategies when talking with Soldiers. Below are some things to consider.

(1) *Example: BRS-CP*. As discussed in training (see chapter 2), ensure the Soldier is in the eligibility window, and has first provided the required LES and certificate of online financial training; and be sure to update Army Training Management System (ATMS/DTMS); before moving forward with the required counseling form, the extension (enlisted personnel), and the request in GIMS.

(2) *Example: bonus*. Some questions to ask: Is the Soldier in the legacy retirement system or BRS? What is the window of eligibility and the allowable rank to receive a bonus? Is it tied to their signature date (as with some Kickers) or to the new contract period start date (as with most bonuses)?

(3) *Example: Kicker*. Some questions to ask: Have they already established eligibility for the Montgomery GI Bill®? Do they have any months of education benefit remaining? Do they have a score of 50 or higher on the Armed Forces Qualification Test (AFQT) percentile of the Armed Services Vocational Aptitude Battery (ASVAB)? Are they in the eligible window and have the allowable rank?

b. Verify LRP documents. NSLDS documents must be dated not earlier than 30 days before the date of extension for current ARNG members and must show at least one eligible loan in good standing. Note: the representative that generates the LRP contract will be responsible for the manual input of the Soldier's loans into GIMS.

c. Be patient with the system when requesting an incentive. If you've just moved a Soldier into a primary slot, or you've just entered their passing AFT score in ATMS/DTMS, wait until those data updates show in RMS before creating the extension and/or incentive. Overrides are not normally granted by the Incentive Manager unless an enlisted Soldier is within seventy-two hours of their expiration term of service (ETS) date.

d. Manage work bins in RMS. If each level involved in the process does not complete the required steps, then GIMS will automatically send the requested incentive to *Verification Failed*, which requires manual processing and NGB approval to correct.

e. Manage work bins in GIMS.

(1) *Contract Approvals* (for bonuses and BRS-CP). Watch for documents approved for signature.

(2) *Contract Requests Return w/o Action* (for bonuses). Watch for requests that need correction.

(3) *MCN Returned w/o Action* (for BRS-CP). Watch for requests that need correction.

(4) *Awaiting Document(s) Upload* (for LRP). A crucial follow-up step, once an incentive is issued for signatures, is to check that required documents are uploaded into GIMS. Any incentive listed in this bin is missing a key document, which the unit must upload under that Soldier, in panel 4 and mark it as uploaded (typically by selecting the document type when uploading).

f. CAC signatures. *All source documents must be CAC signed, and signature dates must match.* Digital signatures other than CAC (such as digital pens or digital faux signature fonts) are not authorized. Wet signature authority from NGB is rare and must be secured before signing. Note: the "printed" and "signed" dates do not need to match for the O-5 certifying official (only) on the BRS-CP agreement.

g. Communicate with the Incentive Manager via BRS-CP distro list (see para 1-6) regarding completed documentation for BRS-CP, so they can follow-thru on ADSO in IPPS-A.

4-4. *Establish* phase

During this phase, the requested incentive is checked thoroughly to ensure it meets all eligibility criteria and was completed correctly. For most incentives, this is a combination of automation and of action by the Incentive Manager; for BRS-CP, this is accomplished by NGB. Depending on the incentive, the *Establish* phase may be completed concurrently with the *Issue* phase, as mentioned above. Once the quality control steps are passed for bonuses, GIMS communicates with DJMS to establish the incentive in DJMS; the USPFO will coordinate with the Incentive Manager to correct any problems with contract establishment. For Kickers, the Incentive Manager (GI Bill Manager) will update coding thru NGB to the VA to show the Soldier is eligible.

4-5. *Monitor* phase

During this phase, automation systems conduct daily surveys of incentives data as part of automated checks running in the background, comparing open incentives to service members' personnel data, such as current MOS, status of suspension of favorable personnel actions (flagging actions), and MPC (such as when an E-graded Soldier converts to a W-grade or O-grade). Systems also compare

closed/completed incentives against any follow-on incentives, so those can be opened to allow for payment. GIMS automatically forwards to DJMS those contract establishments and payment installments with no violations or contractual problems.

4-6. Unit actions during the *Monitor* phase

a. Manage the unit manning report (UMR). *A clean UMR pays dividends* for the command team and the FTS staff, and not just in the area of incentive management. To conduct UMR management, units must conduct periodic quality control checks on their Soldiers' data. The GAARNG RRB RRAM team SOP includes helpful information on managing UMRs.

(1) *DMOS vs. PMOS*. Avoid mismatches, except for reclassification. Schedule schools ASAP.

(2) *MOSQ*. As soon as a Soldier completes schooling, enter the new MOS into IPPS-A, and place the orders into iPERMS. If the Soldier is attached to the Recruit Sustainment Program (RSP), check in with the RSP NCOIC if a Soldier has completed schooling but the MOS has not been awarded.

(3) *Position excess code*. Avoid code 9993 (standard excess) and 999E.

b. Manage suspension of favorable personnel actions (SFPA, or Flags) and bars to reenlistment. Commanders must impose and remove Flags and update relevant automation systems (to include ATMS/DTMS, which feeds directly to GIMS) in a timely manner. Educate Soldiers about the need to have a current AFT and weigh-in; *failing to take the AFT is the same Flag as failing to pass the AFT*. See the GAARNG G-1 SOP on Flag management for further information.

c. Educate Soldiers about the impact of unsatisfactory participation/performance; failing to show up in the proper uniform garners the same "no pay" code (code U in the unit pay system) as failing to show up at all. Nine U codes in a rolling twelve-month window in the *Unsat* tab in panel 3 of GIMS, or one day of absence without leave during an annual culminating training exercise (CTE, formerly annual training), will terminate a bonus, LRP, or Kicker incentive.

d. Manage split drills. The pay system automatically converts code K to code U after 30 days, if the unit has not updated code K to code P for pay. This causes pay problems and extra work at all levels.

e. Educate Soldiers about the impact of technician status. Bonus and LRP incentives are terminated if a Soldier becomes a MilTech, or if they are a Temp Tech for over 179 cumulative days, during a contract period.

f. Manage work bins in GIMS.

(1) *Awaiting Extension Upload* (for LRP). A crucial follow-up bin displaying Soldiers approaching the end of the contract period. Any Soldier listed here, who has not extended their LRP contract before, may be eligible to extend their existing LRP contract once, which the unit must confirm and follow-thru on. Units must educate their Soldiers; many don't realize they can extend LRP for six more payments.

(2) *Contracts Suspended* (for bonuses). Although there's no action button at unit level, units can periodically check this bin to make sure the reasons for suspension are still valid (for example, if a Flag was imposed or lifted).

g. Dispute incorrect information displayed in GIMS. To clear errors, such as unit training assemblies (UTAs) no longer coded U, units will submit screenshots from the system of record (e.g., IPPS-A, ATMS/DTMS, unit pay system) and supporting documents to the relevant email distribution list (para 1-6). The Incentive Manager will conduct an internal investigation, then clear any discrepancies as needed.

4-7. Pay phase

During this phase, USPFO processes bonus payments, forwarding them to Defense Finance and Accounting Service (DFAS) for disbursement, and NGB forwards LRP and BRS-CP payments to DFAS. Assuming no problems arise, Soldiers can typically expect bonus and BRS-CP payments within 30 days after DOE, and for LRP payments to reflect on their loan balance within 90 days after DOE. These timeframes are only possible because of unit focus on actions during *Monitor* phase (see above).

a. Forfeiture of payment. Effective with the FY25 SRIP policy, NGB began to enforce forfeiture of annual payments. This is related to fiscal year constraints (Barring Act) and budget planning between NGB and Congress.

(1) *U code*. An annual payment will be forfeited if the Soldier has one to eight periods of unexcused absences within the twelve months preceding DOE.

(2) *AFT and ABCP*. Soldiers receiving annual payments will forfeit the annual payment if they have received two consecutive AFT failures or have not passed ABCP standards within twelve months of the initial failure and have not met all the following requirements prior to DOE:

- (a) *SFPA*. Must have the Flag resolved as “Favorable” or “Specified.”
- (b) *Remain qualified*. Continue to remain qualified in accordance with the incentive agreement.
- (3) *LRP*. Payments will be forfeited if a Soldier does submit all required documents for processing within 365 days after DOE.
- b. ETPs for forfeiture. If the unit or Soldier believes there was an error that led to the forfeiture, see para 4-9.

4-8. Unit actions during the *Pay* phase

- a. Manage work bins in GIMS.
 - (1) *Generate DD Form 2475* (for LRP). Unit representatives and MCCs/BCCs will use this to create the automated DD2475 to sign and give to the Soldier to sign. This bin helps trigger the unit to tell the Soldier it is time to submit their annual NSLDS paperwork, as described in the contract addendum.
 - (2) *Pending DD Form 2475 Return* (for LRP). This bin works as a reminder to the unit to follow-up with the Soldier about their NSLDS paperwork. Once the DD2475 and NSLDS are secured, the action can be taken in this bin. Note: the representative submitting the LRP paperwork for payment must ensure the Soldier's loan data have been manually entered into GIMS, and to correct it if they have not.
- b. LRP documentation.
 - (1) *DD Form 2475*. The unit representative will ensure Soldiers sign a DD Form 2475 within 45 days of DOE. Only blocks 1 and 2 need to be completed (see figure 4-2). The NSLDS printouts replace block 3. As in the *Issue* phase, the only authorized signatures on the DD Form 2475 are CAC signatures or wet signatures; digitally drawn signatures are unauthorized.
 - (2) *NSLDS*. This documentation will be pulled from the US Department of Education (ED)'s Federal Student Aid website, <https://studentaid.gov>, not earlier than 30 days ahead of the scheduled date of entitlement (DOE). Soldiers will provide the unit representative with their NSLDS paperwork in .pdf format, combined into a single file (see appendix B).

1. PERSONNEL OFFICE VERIFICATION <i>(To be completed by the designated personnel officer)</i>			
a. FORWARD COMPLETED FORM TO THIS ADDRESS <i>(Include ZIP Code)</i> Georgia Army National Guard ATTN: G-1 / Education & Incentives 1000 Halsey Ave SE, Bldg 447 Marietta, GA 30060 [THIS CAN BE UNIT ADDRESS; DOES NOT HAVE TO BE JFHQ/G-1]		b. VERIFYING OFFICIAL. I certify that this servicemember has performed satisfactorily.	
		(1) NAME <i>(Last, First, Middle Initial)</i> Smith, JoeBob J. [THIS CAN BE MCC, RDNCO, ETC.]	
		(2) SIGNATURE [CAC OR WET SIGNATURE ONLY]	(3) DATE SIGNED <i>(YYYYMMDD)</i> 20251001
2. SERVICEMEMBER DATA <i>(To be completed by Servicemember or Borrower (if parent loan incurred for Servicemember's education - see instructions))</i>			
a. NAME <i>(Last, First, Middle Initial)</i> James, LeBron R.		b. ADDRESS <i>(Street, City, State, and ZIP Code)</i> 2018 Lakers4Life Road Los Angeles, CA 90909	
c. SOCIAL SECURITY NO. 123-45-6789	d. TELEPHONE NO. <i>(Include Area Code)</i> (555) 123-4567	I authorize the release of my financial data by lender/holder to complete entries in Section 3.	
e. E-MAIL ADDRESS lebron.r.james@email.com		f. SIGNATURE [CAC OR WET SIGNATURE ONLY]	g. DATE SIGNED <i>(YYYYMMDD)</i> 20251001

Figure 4-2. Blocks 1 and 2 on DD Form 2475 (LRP)

4-9. *Terminate* phase

During this phase, any violations incurred during the *Monitor* phase (see above), will move the incentive into terminations processing, whether by the Incentive Manager or by NGB, who *will send notification to the Soldier's email they listed in IPPS-A*. The Soldier will be afforded the opportunity to request an ETP.

- a. Requests for ETP.
 - (1) *Definition*. An ETP request is submitted to waive the requirements of a set policy, to be paid the proceedings of an incentive, or to prevent a debt to the government that are deemed legal according to such policy and other applicable laws and regulations.
 - (2) *Soldier actions*. Soldiers are entitled to file an ETP request whenever a discrepancy is found that may terminate their contracted incentive. Soldiers wishing to file an ETP must submit a signed memorandum explaining the reasoning for the exception, including supporting details, and must enclose any supporting documentation. If the ETP request is in response to a termination notification, the

memorandum must be submitted within 45 days of the postmarked date of receipt of the termination notification. The memorandum will be forwarded through channels to the Incentive Manager for further processing. See attachment 2 for a template; this can be downloaded as a separate .docx file at the G-1 SOPs repository.

(3) *Commander actions.* Commanders may opt to provide a command concurrence memorandum to support the Soldier's case. This supporting document is highly recommended. See attachment 3 for a template; this can be downloaded as a separate .docx file at the G-1 SOPs repository.

(4) *Processing.* ETPs typically take 90-120 days from submission to G-1 to receive a determination. Effective 2 May 2025 (EIOM #25-11, now incorporated into the FY26 SRIP policy), NGB began sending the determination directly to the Soldier's iPERMS, with no notice to the Incentive Manager.

b. ABCMR. Soldiers who wish to appeal the decision of the ETP determination, or who failed to submit an ETP within the allotted time, may file a case with the ABCMR, <https://actsonline.army.mil/gui/Login.aspx?ReturnUrl=%2f>, a process which can take up to two years to receive a determination, and requires TAG concurrence before the Incentive Manager or NGB can move forward.

c. Closed fiscal years. If the related payment of an approved ETP or ABCMR request is part of a closed FY, the Incentive Manager must request closed year funding from NGB (who must request it from Congress) before moving forward.

Chapter 5

Refund of taxes deducted from payments while under combat zone tax exclusion

All compensation of an enlisted member or warrant officer received for a month in which they performed active duty in a combat zone or qualified hazardous duty area (QHDA) qualifies for combat zone tax exclusion (CZTE). Soldiers that reenlist/extend and sign an incentive agreement in an authorized country outside the contiguous United States (OCONUS) may request to have taxes refunded. Standard procedures to initiate this are notated below:

- a. Create a Customer Relationship Management (CRM) case in IPPS-A.
- b. Soldier will upload the DD Form 214, mobilization orders, and LES showing the incentive payment into the CRM case documents.
- c. The case will be routed to the *NGGA PAY OFFICE*; *USPFO* provider group. Soldiers are encouraged to add the unit Readiness NCO as an *Interested Party*, for tracking purposes.

Appendix A

Section I References

National Defense Authorization Act, title VI, subtitle B
Bonuses and Incentive Pays

10 USC § 992
Financial Literacy Training

10 USC § 16301, subtitle E, part IV, chapter 1609
Education Loan Repayment Program

31 U.S.C. § 3702(b)(1)
Barring Act

37 USC, chapter 5
Special and Incentive Pays

37 USC § 356
Continuation pay: full TSP members with 7 to 12 years of service

DoD FMR 7000.14-R, volume 5
Disbursing Policy

DoD FMR 7000.14-R, volume 7A, chapter 2
Repayment of Unearned Portion of Bonuses and Other Benefits

DoD FMR 7000.14-R, volume 7A, chapter 66
Continuation Pay

DODI 1322.34
Financial Readiness of Service Members

Deputy Secretary of Defense Memorandum
Implementation of the Blended Retirement System

AR 600-8-7
Retirement Services Program

AR 601-210
Regular Army and Reserve Components Enlistment Program

AR 621-202
Army Educational Incentives and Entitlements

AR 637-1
Army Compensation and Entitlements Policy

FM 4-1
Human Resources Support

AMHRR Document Matrix

NGR 600-200 (Enlisted Personnel Management), table 8-1

Basic eligibility standards, authorized periods of extension, and waiver authority

ARNG-HRH PPOM #25-043

FY26 Army National Guard Voluntary Education Policy

ARNG-HRZ Policy #26-01

FY26 Army National Guard Selected Reserve Incentive Program Policy

ARNG-HRZ Memorandum

Army National Guard Blended Retirement System – Continuation Pay, Calendar Year 2025
Implementation Guidance

**Section II
Forms**

DD Form 4

Enlistment/Reenlistment Document Armed Forces of the United States

DD Form 214

Certificate of Uniformed Service

DD Form 1966

Record of Military Processing – Armed Forces of the United States

DD Form 2475

DoD Education Loan Repayment Program Annual Application

DD Form 2875

System Authorization Access Request

DA Form 4836

Oath of Extension of Enlistment or Reenlistment

DA Form 4856

Developmental Counseling Form

DA Form 5016

Retirement Accounting Statement

DA Form 5435

Statement of Understanding, Montgomery GI Bill® – Selected Reserve

DA Form 5447

Officer Service Agreement

NGB Form 21

ARNG Enlistment/Reenlistment Agreement (Annex A – DD Form 4)

NGB Form 600- or 900-series

Bonus Addendum (ARNG)

NGB Form 5435

Montgomery GI Bill® Kicker Incentive Addendum (ARNG)

NGB Form 5435-1

Montgomery GI Bill® Kicker Incentive Addendum Supplemental (ARNG)

NGB BRS-CP Control Number Request Form**POSTA**

Memorandum for record certifying a 79T for a position of significant trust and authority

Appendix B

NSLDS printouts

DIRECT STAFFORD UNSUBSIDIZED

Loan Status History

Loan Status ⓘ	Date Effective
• Forbearance (FB)	04/01/2019
• In Repayment (RP)	10/01/2017
• Forbearance (FB)	
• In Repayment (RP)	
• Forbearance (FB)	
• In Repayment (RP)	
• Forbearance (FB)	
• In Repayment (RP)	
• Grace Period (IG)	
• In School (IA)	

Loan Details | Federal Student Aid Page 1 of 2

Dashboard • Aid Summary • **Loan Details**

LOAN TYPE

Direct Unsubsidized

Loans

\$5,250

Principal \$5,250
Interest \$0

LOAN PERIOD 05/11/2020 - 08/14/2020
SCHEDULED START OF REPAYMENT 01/01/2022

Disbursements

Disbursement Date	Amount
06/08/2020	\$5,250
TOTAL AMOUNT DISBURSED	\$5,250
	Out of \$5,250

Loan Information as of 07/06/2020

Aid Summary | Loans | Federal Student Aid Page 1 of 3

Dashboard • Aid Summary

My Aid

LOANS GRANTS [Download My Aid Data](#)

STUDENT AID TIP
Making payments while you are in a deferment or forbearance can save you money in interest.

13 Loans [View Breakdown](#)
1 Servicer, Total Original Amount Awarded: \$52,500

Loans

\$53,466

Principal \$52,908
Interest \$558

Loan Information as of 07/06/2020

HELPFUL LINKS

- [Review Repayment Options](#)
- [Try Loan Simulator](#)
- [Learn About Public Service Loan Forgiveness \(PSLF\)](#)
- [Review Income-Driven Repayment Options](#)
- [Learn About Loan Consolidation](#)

Loan Types

6 Subsidized Loans:	\$23,196
7 Unsubsidized Loans:	\$30,270
TOTAL BALANCE	\$53,466

[View Subsidized Loans](#)

Loans

\$53,466

Total Balance

Loan Breakdown

LOANS SERVICED BY

Attachment 1

Commander delegation for pay actions



GEORGIA ARMY NATIONAL GUARD
HEADQUARTERS, 2D BATTALION, 121ST INFANTRY REGIMENT
123 ANY STREET, BUILDING 2
SMALL TOWN GA 30060-4277

NGGA-ZZZ

1 October 2025

MEMORANDUM FOR RECORD

SUBJECT: Delegation of Authority for Payment Processing

1. The following individuals assigned to this headquarters are delegated authority to submit payments in the Guard Incentive Management System (GIMS) on behalf of unit commanders.

- a. SFC Jill Smith, Senior HRNCO, DODID 1231231231.
- b. SSG John Smith, Battalion Career Counselor, DODID 1231231232.
- c. SGT Jane Smith, Admin NCO, DODID 1231231233.

2. The unit processing codes (UPCs) for each unit under this headquarters are: PDBT0, PDBT1 (HHC); PDBA0 (Co A); PDBB0, PDBB1 (Co B); PDBC0 (Co C); PDBD0 (Co D); VBMF0 (Spt Co).

3. POC is CPT Jack Smith, Battalion S1, COMM (555) 555-1234, or email@army.mil.

JOE SMITH
MAJ(P), IN, GAARNG
Commanding

Attachment 2

ETP request memo



GEORGIA ARMY NATIONAL GUARD
COMPANY A, 2D BATTALION, 121ST INFANTRY REGIMENT
123 ANY STREET, BLDG 2
MARIETTA GA 30060-4277

1 October 2025

MEMORANDUM FOR RECORD

SUBJECT: Request for Exception to Policy (ETP) for Bonus, Reenlistment/Extension (REB)

1. Reason for request: To retain my incentive and receive all payments.
2. Justification: I signed the incentive contract in 2019. Due to no fault of my own, the contract was never properly uploaded to the system, so no actions were taken to get it paid. Now, there are overdue payments, some of which are more than a year old.
3. I can be reached at COMM (555) 555-1234 or email@gmail.com.

JOE SNUFFY
PFC, GAARNG
Combat Medic

Attachment 3

ETP command support memo



GEORGIA ARMY NATIONAL GUARD
COMPANY A, 2D BATTALION, 121ST INFANTRY REGIMENT
123 ANY STREET, BLDG 2
MARIETTA GA 30060-4277

NGGA-ZZZ-C

1 October 2025

MEMORANDUM FOR RECORD

SUBJECT: Unit Commander's Recommendation for Exception to Policy (ETP) Request for
PV2 Joe Snuffy

1. Background: During the annual culminating training exercise (CTE) in 2025, we were required to take an AFT. PV2 Snuffy mentioned feeling under the weather, but agreed to complete the test as required. I decided he would take a "For Record" AFT later during the CTE, but that both scores would be recorded. Due to no fault of the Soldier, his first score was erroneously marked as a "For Record" AFT. I directed the Training NCO to correct this error.

2. Recommendation: Due to these circumstances, I concur with the Soldier's ETP request to retain the incentive.

3. I can be reached at COMM (555) 555-1234 or email@gmail.com.

SUE HARDCHARGER
1LT(P), IN, GAARNG
Commanding

Glossary

Section I Abbreviations

All abbreviations, brevity codes, and acronyms (ABCAs) for the Army, the Army National Guard, and related agencies are listed in the ABCA Directory, <https://armypubs.army.mil/abca/SearchABCA.aspx>. Exceptions are listed below.

2R

second reviewer in GIMS

ACR

administrative correction request

AI

academic institution

Sometimes educational institution (EI)

AIED

Army IgnitED

Formerly GoArmyEd.

BCN

bonus control number

CA

credentialing assistance

DoW

US Department of War

Formerly the US Department of Defense (DoD).

G1

The senior military personnel officer (MILPO) at echelons state/installation/division and above.

The Deputy Chief of Staff, Personnel (DCSPER).

G-1

The office and staff of the G1.

GA DOD

Georgia Department of Defense

GA NG

Georgia National Guard

GAANG

Georgia Air National Guard

GAARNG

Georgia Army National Guard

GADODR

Georgia Department of Defense Regulation

GASDF

Georgia State Defense Force

IM

Incentive Manager

IST

interstate transfer

MCN

manual control number

NPSEB

non-prior service enlistment bonus

OP

non-prior service off-peak bonus

OTAG

Office of The Adjutant General

R&R

Recruiting and Retention

REA

79T Active Guard/Reserve reenlistment/extension bonus

REB

reenlistment/extension bonus

RRB

recruiting and retention battalion

S1

The military personnel officer at echelons below state/installation/division.

S-1

The office and staff of the S1.

SFPA

suspension of favorable personnel actions
Flag.

SOK

standard officer kicker

TRICARE

Tri-Service Catchment Area

VoEd

Voluntary Education
Sometimes VOLED.

Section II

Terms

Armed Forces Qualification Test

AFQT is a percentile derived from elements of the Armed Services Vocational Aptitude Battery (ASVAB).

continuation pay

BRS-CP is the mid-career incentive under the Blended Retirement System.

contiguous United States

CONUS refers to the forty-eight states and the District of Columbia that together form a single, unbroken geographic area. Sometimes “continental United States.” As opposed to those territories outside the contiguous United States (OCONUS).

date of entitlement

DOE (sometimes DoE) is the date an incentive pay installment is due for processing.

fiscal year

FY is a continuous, twelve-month period tied to the budget, such as that of the DoW, organized from October thru September. As opposed to calendar year (CY), organized from January thru December.

HR automation systems

Computer programs and websites utilized by HR professionals to manage or update personnel records, including RMS, GIMS, iPERMS, and IPPS-A.

initial entry training

IET is that period at the start of military service composed of any combination of initial active duty training (IADT), including Basic Combat Training (BCT), Advanced Individual Training (AIT), One Station Unit Training (OSUT), Officer / Warrant Officer Candidate School (OCS / WOCS), Basic Officer Leader Course (BOLC), or Warrant Officer Basic Course (WOBC).

loan repayment program(s)

LRP includes enlisted Student Loan Repayment Program for non-prior service (NP SLRP), prior service (PS SLRP), reenlistment/extension (RE SLRP, sometimes current member CM SLRP), and enlisted affiliation (EA SLRP); officer candidate Student Loan Repayment Program (09S SLRP); Chaplain Loan Repayment Program (CLRP); and Health Professions Loan Repayment Program (HPLRP) (formerly Health Professional Loan Repayment Program).

military processing code

MPC refers to which pay scale a service member belongs: officer (O-grades), warrant officer (W-grades), or enlisted (E-grades).

mobilization day

M-day is that date in the future when a traditional drilling Guardsman is expected to mobilize.

Title 32 dual-status military technician

MilTech (sometimes MILTECH) refers to permanent or indefinite, but not temporary, employment status.

major subordinate command

MSCs are commands headquartered under and reporting to echelons corps level and below. As opposed to major Army command (MACOM), those commands headquartered at echelons above corps level, such as US Army Forces Command (FORSCOM), or US Army Transformation & Training Command (T2COM, formerly US Army Training & Doctrine Command TRADOC), or US Army Recruiting Command (USAREC).

Reserve Component

The RC contains the non-regular, non-Active Component (AC) categories of the US Armed Forces, including the Ready Reserve, the Standby Reserve, and the Retired Reserve.

The Ready Reserve includes the Selected Reserve, the Individual Ready Reserve, and the Inactive National Guard.

- The Selected Reserve (SELRES) includes the actively drilling military members of the US Army Reserve (USAR), Army National Guard (ARNG) / Army National Guard of the United States (ARNGUS), US Naval Reserve (USNR), US Marine Corps Reserve (USMCR), US Coast Guard Reserve (USCGR), US Air Force Reserve (USAFR), and Air National Guard (ANG).
- The Individual Ready Reserve (IRR) and Inactive National Guard (ING) include US Armed Forces personnel in an inactive, non-drilling status, attached to a headquarters for accountability but not participating in training activities.

unit

The lowest level of military organization authorized a unit identification code (UIC), such as a company, troop, battery, flight, or detachment.

unit identification code

UIC is the 6-character code representing a unit. Composed of a 1-character Service designator, such as W for Army; a 3-character parent organization designator (POD) corresponding to the battalion- or squadron-level unit of organization; a 1-character designator of the subordinate company, battery, or troop; and a 1-character designator of any further subordinate detachment. When combined, the final 5 characters form a unit processing code (UPC).

