

SUBJECT: Processing Guidance & Information

1. Career Counselors are responsible for processing all reclassification actions and must become familiar with the functions and procedures when requesting reclassification actions. A Hotline does not have to be submitted along with processing an action utilizing the Request List. Hotlines will only be submitted when needed to resolve an issue, to notify the case worker of additional information, and anything covered under RECLASS Message 10-01.

2. ALL HOTLINES MUST BE SENT TO LOCID CRCRMD1 to ensure someone from the RECLASS Processing Team receives the Hotline. The following RETAIN Hotline categories have been created for Career Counselor use. All actions will be processed using the Request List and Hotlines will be used to communicate without having to reprocess or return the requests. A brief description of each category is provided. Please refer to RECLASS Message 10-01 for a list of appropriate hotforms to use with each category.

RCLS/CS - (RECLASS Customer Service) This category includes any EDAS/ATRRS errors where an automation error has occurred, the assignment/training does not reflect in the appropriate system, moving reservations to history, or requesting cancellation of training. Cancellations will only be requested for Voluntary reclass actions; all others must be sent to reprocess/reschedule with justification.

RCLS/RP - (Reprocess/Reschedule) The reprocessing or rescheduling category will be used to request new training dates when the Soldier is not able to attend scheduled training. Requests will only be considered if Soldier cannot attend training due to deployment, medical, compassionate, or other compelling reasons. All requests will be documented and forwarded through the Division/Installation Retention Office.

RCLS/CVB - (Conversion Bonus) This category will be used to process conversion bonus requests. A Hotline must be sent to this category to process requests along with all required supporting documents. Supporting documents include MOS orders and a completed MOS Conversion Bonus / Agreement request form. The request form is located with the hotforms. All documents must be scanned and emailed to epr@conus.army.mil, Subject: Conversion Bonus, for processing.

RECLASS - Any issues concerning RETAIN reclassification hierarchy.

RCLS/FO - (Training Follow-On Assignments) This category will be used to request a follow-on assignment when an assignment cannot be verified in EDAS within 120 days of training start date.

3. Reclassification actions are submitted based on the strengths of the Soldier's current MOS and the requested MOS. Use the current IN/OUT Call message, AR 614-200, DA Pam 611-21, MOS Smartbook (<https://smartbook.armyg1.pentagon.mil/default.aspx>), and ATRRS to determine eligibility and qualifications.

4. POC for this message is SFC Koval at DSN 221-6932.