Requesting Reserve And National Guard Service Treatment Records (STRs)

Trainee Handout

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Objectives

* Differentiate the types of separation from National Guard and Reserves.
* Identify the development steps required to obtain Reserve and National Guard records.
* Select the development procedure as it relates to the separation type

References

* M21-1, Part III, Subpart iii, Chapter 2, Section B - Migration of Service Records and the Procedures for Obtaining Them

Topic 1: Types Of Reserve And National Guard Separations

**Types of Separation from NG/Res**

Knowing whether a Veteran left active duty with an obligation for further service in the Reserve components (which includes the National Guard) is critical in locating his/her service records.

Use the table provided within M21-1, Part III, Subpart iii, Section 2.B.1.b. *Determining Whether a Veteran Has an Additional Service Obligation* to help with this determination.

It explains how RO employees may use the Veterans Information Solution (VIS) and a Veteran’s DD Form 214, Certificate of Release or Discharge From Active Duty, to determine whether a Veteran has an additional service obligation and, if so, the type of service he/she is currently performing.

|  |  |
| --- | --- |
| **If …** | **Then the Veteran …** |
| the type of separation shown on the Veteran’s *DD* *Form 214* is *Release From Active Duty* | left active duty with an obligation for further service in the Reserve components. |
| the type of separation shown on the Veteran’s *DD Form 214* is *Discharge* | left active duty with ***no*** further service obligation. |
| the code in the RESERVE COMPONENT CATEGORY (RCC) field in VIS (under the heading *National Guard and Reserve Service Period*) is *SA* | is currently an active member of the Reserve or National Guard. |
| the code in the RCC field in VIS is *RE* | is currently in the Inactive Ready Reserve (IRR) or Inactive National Guard (ING). |

**Alternative Sources for Service Treatment Records**

Sometimes, service records are not available at the locations from which ROs normally obtain them. This is often due to delays in transferring service records from one site to another. Under these circumstances, ROs should attempt to obtain the records from alternate sources.

***Example***: Service records might

* never have left the separation center or treating facility
* be in the Veteran's possession, or
* still be at a Reserve or National Guard unit, even though the Veteran’s service obligation has ended.

For listings of service record custodians, their contact information, and the address codes for requesting records from them through PIES, see M21-1, Part III, Subpart iii, 2.D, and E.

Topic 2: Requesting Reserve and National Guard Records and Tracking the Request

**Variables for Requests**

Recognize the variables that direct development actions as related to:

* Service Obligations
* STR Received already
* Release from active duty (RAD) date
* Automated HAIMS procedure
* Complete Separation from Active Duty
* Pies Request

**Obtaining STRs for Members of the Reserves or National Guard**

Follow the steps in the table provided in M21-1, Part III, Subpart iii.2.B.3.c. to obtain STRs for members of the Reserves or National Guard.

This is an 8 step process that will walk you through the entire process of requiting the STRs from the appropriate location using the appropriate system.

Please note that only an MRS should submit an email to RMC following up on HAIMS requests.

|  |  |
| --- | --- |
| **Step** | **Action** |
| 1 | Does the Veteran currently have a service obligation as outlined in [M21-1, Part III, Subpart iii, 2.B.1.b](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/#1b)?   * If *yes*, go to Step 4. * If *no*, go to Step 2. |
| 2 | Request STRs from the appropriate custodian according to the migration of STRs after service ends as outlined in [M21-1, Part III, Subpart iii, 2.B.2.e](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/#2e). |
| 3 | Have all the required Reserve or National Guard STRs been obtained after completing the necessary development actions?   * If *yes*, no further action is necessary. * If *no*, go to Step 7. |
| 4 | Was the Veteran’s latest release from active duty (RAD) prior to the date in the table below?   |  |  | | --- | --- | | **Branch of Service** | **RAD Prior to** | | Coast Guard | September 1, 2014 | | All others | January 1, 2014 |  * If *yes*, go to Step 6. * If *no*, go to Step 5. |
| 5 | VBMS will automatically generate a request for STRs from HAIMS when the Veteran’s claim is established. Use the table below to determine if additional action is needed.   |  |  | | --- | --- | | **If ...** | **Then ...** | | the STRs have not been received from HAIMS within 45 days from the date that the request was submitted | * the MRS must send a follow-up email to [VAVBASTL/RMC/NG&RESERVES](mailto:NG&RESERVES.VBARMC@va.gov) containing   + the subject *45 day follow-up on HAIMS STRs*,   + the Veteran’s full name, SSN, and branch of service   + the requestor’s name and contact information (phone and e-mail), and * create a custom tracked item with a 30-day suspense. | | * the STRs are not found in HAIMS, or * there is no break between the Veteran’s latest period of active duty service and current Reserve or National Guard service. | go to Step 7. | | the STRs have been received. | no further action is necessary. | |
| 6 | Was there a complete separation from active duty service prior to the Veteran’s Reserve or National Guard service?   * If *yes*, go to Step 2 to obtain STRs from the Veteran’s active duty period. * If *no*, go to Step 7. |
| 7 | Submit a PIES request to address code 7 using request code   * *RV1* for a Reserve member, or * *NG1* for a National Guard member.   Complete the information requested in the pop-up dialogue box.  ***Important***: PIES must contain a period of service with a *RSV* (**R**e**s**er**v**e) or *NG* (**N**ational **G**uard) duty status. If necessary, add or modify the period(s) of service in PIES. |
| 8 | Create a custom tracked item with a 30-day suspense, and the corresponding label   * *RV1 – Reserve Records Request,* or * *NG1 – National Guard Records Request*. |

**Pies Requests RV1 and NG1**

Once you have selected the proper Pies code and selected the proper Address Code 7 you will then be prompted for the following information:

Complete the information requested in the pop-up dialogue box. Then select “OK”.

Note:“Last Organizational Assignment”

Verify with the Veteran or personnel documents (DPRIS) the last National Guard or Reserve unit serving in or served.

This information enables the personnel responding to go to the last unit to obtain the latest information

Especially important for the National Guard and the Marine Corps

Important: PIES must contain a period of service with a RSV (Reserve) or NG (National Guard) duty status. If necessary, add or modify the period(s) of service in PIES.

**Pies Requests RV1 and NG1 Reminders**

Do not submit two different Address Codes under the same PIES ID number. (one to Address Code 13 and one to Address Code 7)

If all STRs for Veteran’s periods of service are uploaded into VBMS do not submit an RV1 or NG1 request for a specific STR. Example: Discharge physical, LOD, MEB, PEB, etc.

**VBMS Tracked Item**

Create a custom tracked item with a 30-day suspense, and the corresponding label:

* RV1 – Reserve Records Request, or
* NG1 – National Guard Records Request.

**Joint Legacy Viewer (JLV)**

The Joint Legacy Viewer (JLV) is a web-based viewer that delivers real time access of Department of Defense (DoD) and VA electronic health information to a limited number of RO personnel. The records located in the JLV are intended only to supplement the STRs certified by DoD as complete.

Additional information on the JLV is available in:

* [M21-1, Part III, Subpart iii, Section 2.B.3.l. Obtaining Supplemental STRs Located in the JLV](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/#agent/portal/554400000001034/article/554400000014155/M21-1-Part-III-Subpart-iii-Chapter-2)
* TMS: Joint Legacy Viewer (JLV) Version 2.3.1 Introductory Training TMS 27975, and
* [JLV Network](https://www.vapulse.net/groups/jlv-network) in VA Pulse

Attachement: Definitions and Other Information

**Ready Reserve**

The Ready Reserve of the Army is comprised of military members of the ARNGUS and USAR, organized in units or as individuals, and liable for order to active duty in time of war or national emergency. The Ready Reserve consists of three subcategories: the Selected Reserve, the IRR, and the Inactive National Guard.

**Individual ready reserve**

Soldiers who are assigned to the following USAR Ready Reserve control groups: AT, reinforcement, officer active duty obligor, Delayed Entry Program, dual component, and ROTC.

**Discharge**

Complete severance from all military status gained by the enlistment concerned.

**Separation**

An all-inclusive term which is applied to personnel actions resulting from release from active duty, discharge, retirement, dropped from the rolls, release from military control of personnel without a military status, death, or discharge from the ARNGUS with concurrent transfer to the Individual Ready, Standby, or Retired Reserve. Reassignments between the various categories of the USAR (Selected, Ready, Standby, or Retired) are not considered as separations.

**Entry level status**

*a.* Upon enlistment, a Soldier qualifies for entry level status during—

(1) The first 180 days of continuous active military service; or

(2) The first 180 days of continuous active service after a service break of more than 92 days of active service.

*b.* A member of a Reserve component who is not on active duty or who is serving under a call or order to active duty for 180 days or less begins entry level status upon enlistment in a Reserve component. Entry level status for such a member of a Reserve component terminates as follows:

(1) 180 days after beginning training if the Soldier is ordered to ADT for one continuous period of 180 days or more; or

(2) 90 days after the beginning of the second period of ADT if the Soldier is ordered to ADT under a program that splits the training into two or more separate periods of active duty.

*c.* For the purposes of characterization of service, the Soldier’s status is determined by the date of notification as to the initiation of separation proceedings.

**Administrative separation**

Discharge or release from expiration of enlistment or required period of service, or before, as prescribed by the Department of the Army (DA) or by law. Separation by sentence of a general or special court-martial is not an administrative separation.

**Reserve components of the Army**

The ARNGUS and the USAR

**Release from active duty**

Termination of active duty status and transfer or reversion to a reserve component not on active duty, including transfer to the IRR.

**Acronyms**

* AD: active duty
* ADT: active duty for training
* AGR: Active Guard Reserve
* AIT: advanced individual training
* ARNG: Army National Guard
* ARNGUS: Army National Guard of the United States
* AT: annual training
* BT: basic training
* DEP: Delayed Entry Program
* FTNGD: full-time national guard duty
* IADT: initial active duty for training
* IET: initial entry training
* IRR: individual ready reserve - An individual assigned to the IRR typically receives no pay and is not obligated to drill, conduct annual training, or participate in any military activities (except for periodic Muster activities) until activated by Presidential Reserve Callup Authority or until electing to drill, train, or serve in a "Drill without Pay" or an "Active Duty" role.
* MOS: military occupational specialty
* MSO: military service obligation
* REFRAD: Release from Active Duty
* USAR: U.S. Army Reserve

The following information is copied from Military manuals and regulations. It is placed here for informational purposes only.

**Referenced Forms**

The following forms are referenced within this regulation. Department of Defense Forms (DD) can be located at http://www.dtic.mil/whs/directives/infomgt/forms/formsprogram.htm ; U.S. Army Forms (AR) can be located on the web at http://www.army.mil/usapa/ ; National Guard Bureau (NGB) Forms may be located on line at http://www.ngbpdc.ngb.army.mil/forms.htm ; U.S. Office of Personnel management Standard Forms (SF) may be found at http://www.opm.gov/forms/html/SF.asp .

This regulation is the prescribing directive for the following forms, which may be located on line at <http://www.ngbpdc.ngb.army.mil/forms.htm>.

6-8**. Characterization of service**

The following are characterizations of service authorized by this regulation. Uncharacterized separation is in paragraph 6-10.

a**. Honorable**. An honorable characterization is appropriate when the quality of the Soldier’s service generally has met the standards of acceptable conduct and performance of duty for Army personnel, or is otherwise so meritorious that any other characterization would be clearly inappropriate.

(1) An honorable characterization may only be awarded a Soldier upon completion of his or her service obligation, or where required under specific reasons for separation, unless an uncharacterized description is warranted.

(2) When a Soldier is discharged before expiration of the service obligation for a reason for which an honorable characterization is discretionary, the following considerations apply:

(a) Where there have been infractions of discipline, the extent thereof should be considered, as well as the seriousness of the offense(s).

(b) A Soldier will not necessarily be denied an honorable characterization solely by reason of a specific number of convictions by court-martial or actions under the UCMJ Article 15.

(c) Conviction by a general court-martial or by more than one special court-martial does not automatically rule out the possibility of awarding an honorable characterization of service.

(d) An honorable characterization may be awarded when disqualifying entries in the Soldier’s military record are outweighed by subsequent honorable and faithful service over a greater period of time during the current term of service.

(e) It is a pattern of behavior and not an isolated instance that should be considered the governing factor in determining the character of service.

(f) Unless otherwise ineligible, a Soldier may receive an honorable characterization of service if he or she has, during his or her current enlistment, or any extension thereof, received a personal decoration.

b. **General (under honorable conditions)**. If a Soldier’s service has been honest and faithful, it is appropriate to characterize that service as under honorable conditions. Characterization of service as general (under honorable conditions) is warranted when significant negative aspect of the Soldier’s conduct or performance of duty outweighs

positive aspects of the Soldier’s military record.

(1) When authorized, a characterization of under honorable conditions is awarded to a Soldier whose military record is satisfactory but not sufficiently meritorious to warrant an honorable discharge.

(2) A characterization of under honorable conditions may be issued only when the reason for the Soldier’s separation specifically allows such characterization. It will not be issued to Soldiers upon separation for expiration of their service obligation.

c. **Under other than honorable conditions**. Service may, but is not required to be characterized as under other than honorable conditions only when discharge is for misconduct, fraudulent entry, homosexual conduct, unsatisfactory participation, or security reasons, and the following circumstances. The AG will direct reduction in grade to PV1 per AR 600-8-19, paragraph 10-15 when the Soldier is discharged under other than honorable

conditions.

(1) When the reason for discharge is based upon a pattern of behavior, or one or more acts or omissions

that constitutes a significant departure from the conduct expected of Soldiers. Examples of factors that may be considered include the following:

(a) Use of force or violence to produce serious bodily injury or death.

(b) Abuse of position of trust.

(c) Disregard by a superior of customary superior-subordinate relationships.

(d) Acts or omissions that endanger the security of the United States or the health and welfare of other Soldiers.

(e) Deliberate acts or omissions that seriously endanger the health and safety of other persons.

(2) A discharge where service is characterized as under other than honorable conditions will be directed only by the State Adjutants General per AR 135-178, paragraph 1-10(a).

(3) No Soldier will be discharged with service characterized as under other than honorable conditions unless he or she is afforded the right to present his or her case before an administrative separation board. The Soldier will be afforded the advice and assistance of counsel. Approved board findings, and an approved board recommendation for discharge under other than honorable conditions must support such discharge.

(4) As an exception to subparagraph (3) above, a discharge with service characterized as under other than honorable conditions may be issued without board action if the Soldier waives his or her right to board action. Soldiers within two years of qualifying for retired pay cannot waive the board action.

d. **Bad conduct discharge** is issued to Soldiers who are concurrently discharged from the ARNG and as a Reserve of the Army when the character of discharge and service is Bad Conduct. Authority is an approved sentence of a special or general court-martial per applicable State laws and Title 32, USC (Title 10, USC for Soldiers in AS). Appellate review must be completed prior to discharge. Assign RE code 4.

e. **Dishonorable discharge** is issued to Soldiers who are concurrently discharged from the ARNG and as a Reserve of the Army when the character of discharge and service are Dishonorable. Authority is an approved sentence of a general court-martial per applicable State laws and Title 32, USC (Title 10 USC for Soldiers in AS). Appellate review must be completed prior to discharge of the Soldier. Assign RE code 4.

**6-7. Types of characterization or description**

*a.* At separation, the following types of characterization of service or description of separation are authorized:

*(1)* Separation with characterization of service as **Honorable, General (under honorable conditions), or** **Under Other Than Honorable Conditions**.

*(2)* Separation with an uncharacterized description of service when separated:

*(a)* In an entry level status; or

*(b)* Fraudulent entry, erroneous enlistment, reenlistment, void enlistment; or

*(c)* By being dropped from the rolls (DFR) of the Army.

*b.* Any of the types of characterization or description of service listed in a above may be used in appropriate circumstances unless a limitation is set forth in section III of this chapter.

*c.* Characterization of service as a result of administrative action is governed by this regulation and the service of Soldiers is either characterized or uncharacterized when they are separated from the ARNG. However, discharge certificates are issued only to those Soldiers whose service is characterized as honorable or under honorable conditions per paragraph 6-14.

Reenlistment Code (RE-CODE) Chart Blocks 24, 26, and 27 of the "Certificate of Release or Discharge from Active Duty" (DD Form 214) provides the characterization of service (type of discharge), separation code, and reenlistment code. Normally awarded for misconduct, an Other Than Honorable (OTH), Bad Conduct (BCD), or Dishonorable Discharge would render one ineligible for reenlistment. An Entry Level Separation would normally be given to an individual who failed to complete an initial period of 180 days of active service; some members may receive an "N/A" where the re-code would normally reside. An "N/A" re-code would require waiver consideration by the Commander, Navy Recruiting Command for reenlistment.

Read more at: <https://www.navycs.com/military-re-codes.html>

|  |  |
| --- | --- |
| Military Re-Code Reenlistment Eligibility Chart | |
| **ELIGIBLE TO REENLIST** | |
| **NAVY & USCG** | RE-1, RE-R1, RE-1E, RE-1J, RE-5, RE-7 |
| **AIR FORCE** | RE-1, 1J, 1M, 1P, 1Q, 1T, 3A, 3B, 3C, 3D, 3E, 3I, 3K, 6B, RE-12, 13, 14 |
| **ARMY** | RE-1, RE-1C, RE-1A, RE-1B, RE-1J, RE-2, RE-2A, RE-2B, RE-2C, RE-3A |
| **MARINE CORPS** | RE-1, RE-1A, RE-1B, RE-1C, RE-1J, RE-2A |
| **INELIGIBLE TO REENLIST WITHOUT A COMNAVCRUITCOM WAIVER** | |
| **NAVY & USCG** | RE-2\*, RE-3, RE-3B, RE-3E, RE-3F, RE-3G, RE-3H, RE-3J, RE-3K, RE-3M, RE-3P, RE-3Q, RE-3R, RE-3S, RE-3U, RE-3X, RE-3Y, RE-3Z, RE-6, RE-8 |
| **AIR FORCE** | RE-1A, 4A, 4B, 4C, 4D, 4E, 4F, 4G, 4H,4I, 4J, 4K, 4L, 4M, 4N |
| **ARMY** | RE-3, RE-3B |
| **MARINE CORPS** | RE-3B, RE-3C, RE-3D, RE-3E, RE-3F, RE-3G, RE-3H, RE-3J, RE-3M, RE-3N, RE-3P, RE-3R, RE-3S, RE-3U, RE-3W |
| **INELIGIBLE TO REENLIST WAIVERS NOT AUTHORIZED AND WILL NOT BE CONSIDERED** | |
| **NAVY & USCG** | RE-2, RE-3A, RE-3C, RE-4 (Note 1) |
| **AIR FORCE** | RE-2A, 2B, 2C, 2D, 2E, 2F, 2G, 2H, 2I, 2J, 2K, 2L, 2M, 2N, 2P, 2Q, 2R, 2S, 2T, 2U, 2V, 2W, 2X, 3S, 3V RE-4(Note 1) |
| **ARMY** | RE-3C, RE-4(Note 1), RE-4A, RE-4R |
| **MARINE CORPS** | RE-2, RE-2B, RE-2C, RE-3A, RE-3S, RE-4(Note 1), RE-4B |

**DD-214 Block 23: Type of Separation (Navy)**

* Discharged
* Transferred to USN/USA/MARCORPS/USAF/USCG
* Released from Active Duty
* Released from Active Duty and transferred to \_\_\_\_\_\_ Reserve
* Released from Active Duty for Special Work (AWSW)
* Released from Active Duty for Training (ADT)
* Resigned
* Commission Revoked
* Dismissed
* Discharged and Offered Reappointment
* Discharged and Reappointed in \_\_\_\_\_ Reserve
* Temporary Disability Retired List
* Retired
* Discharged from <branch> military academy
* Void (Uncharacterized)
* Dropped from Rolls

**DD-214 Block 24: Character of Service (all services)**

HONORABLE

UNDER HONORABLE CONDITIONS (GENERAL)

UNDER OTHER THAN HONORABLE CONDITIONS

BAD CONDUCT

DISHONORABLE





