

UNCLASSIFIED//

THIS MESSAGE HAS BEEN SENT BY THE PENTAGON TELECOMMUNICATIONS CENTER ON BEHALF OF DA WASHINGTON DC//CDRHRC//

SUBJECT: ARMY HUMAN RESOURCES COMMAND (HRC), RESERVE PAY SUPPORT TEAM TRANSITION TO FORT KNOX, KY AND NEW DRILL PAY INQUIRY POLICY FOR IMA SOLDIERS

1. REFERENCE AR 140-145, 22 MAR 07, INDIVIDUAL MOBILIZATION AUGMENTATION (IMA) PROGRAM.

2. THE PURPOSE OF THIS MESSAGE IS TO INFORM THE IMA AGENCIES/ COORDINATORS OF THE STATUS OF THE ARMY HUMAN RESOURCES COMMAND, DEPUTY CHIEF OF STAFF, G-8 RESERVE PAY SUPPORT TEAM AS WE TRANSITION FROM SAINT LOUIS, MO TO FORT KNOX, KY AND TO ANNOUNCE A NEW OFFICE POLICY FOR IMA DRILL PAY INQUIRES.

3. EFFECTIVE 19 JULY 2010 THE HRC RESERVE PAY SUPPORT TEAM, WHICH SUPPORTS THE INDIVIDUAL MOBILIZATION AUGMENTEE/INDIVIDUAL READY RESERVE (IMA/IRR) POPULATION OF SOLDIERS, WILL BE MOVING TO FORT KNOX, KY. DURING THIS TRANSITION PHASE, PAY PROCESSING WILL NOT STOP; HOWEVER, IT WILL SLOW DOWN. PLEASE EXPECT PAY PROCESSING TO TAKE AN ADDITIONAL 20 WORKING DAYS UNTIL WE COMPLETE THE TRANSITION TO FORT KNOX. MOBILIZING IMA/IRR SOLDIERS' PAY INITIATION SHOULD NOT BE AFFECTED BY THE MOVE AS THESE SOLDIERS' PAY SHOULD BE INITIATED WHILE THEY ARE AT THE MOBILIZATION SITE.

4. RESERVE PAY SUPPORT TEAM CONTACT INFORMATION AT FORT KNOX, KY IS AS FOLLOWS:

A. ADDRESS:

U.S. ARMY HUMAN RESOURCES COMMAND
ATTN: DCS, G-8, RESERVE PAY SUPPORT, AHRC-RMF-P
1600 SPEARHEAD AVE, DEPT #130
FORT KNOX, KY 40121-5103

B. OFFICE NUMBERS:

COMMERCIAL: 502-613-4405
DSN: 983-4405
OFFICE FAX: 502-613-4547

5. TO ENSURE TIMELY PAY PROCESSING OF INQUIRIES AND RESOLUTION AT THE LOWEST LEVEL POSSIBLE, EFFECTIVE THE DATE OF THIS MESSAGE, THE RESERVE PAY BRANCH WILL NO LONGER ACCEPT DRILL PAY INQUIRIES FROM THE INDIVIDUAL IMA SOLDIER. ALL IMAS WITH DRILL PAY ISSUES MUST FIRST CONTACT THEIR IMA COORDINATOR FOR RESOLUTION AND THEN THEIR IMA COORDINATOR WILL CONTACT RESERVE PAY ON BEHALF OF THE SOLDIER.

THIS POLICY WILL ENSURE IMA COORDINATORS ARE INVOLVED IN THE PAY PROCESS, UNDERSTAND WHICH DUTIES ARE PAYABLE VERSUS NON-PAYABLE, AND WILL ALLOW US TO PROVIDE BETTER OVERALL CUSTOMER SERVICE TO THE IMA/IRR POPULATION. IMA COORDINATORS WILL NOW HAVE A VESTED INTEREST TO ENSURE THAT AN IMA SOLDIER'S DA 1380 IS APPROPRIATELY COMPLETED FOR PAY PROCESSING.

6. POINT OF CONTACT FOR THIS MESSAGE IS MRS. DIANA SAIGO, 502-613-4405 DSN 983-4405, DIANA.SAIGO@CONUS.ARMY.MIL.

7. EXPIRATION DATE CANNOT BE DETERMINED.