

Summary of Changes

USMEPCOM Regulation 601-23, 5 January 2004
Enlistment Processing

This revision—

- Makes administrative changes, including updating USMEPCOM Form 714AE with USMEPCOM Form 680-3A-E (and USMEPCOM PCN 714ADP with USMEPCOM PCN 680-3ADP) (throughout).
- Updates enlistment packet procedures (chap. 8).
- Adds a checklist requirement for enlistment packets (chap. 8).

This revision includes the changes made in the 25 September August 2003 revision that—

- Added responsibility for the MEPS commanders to develop an applicant smoking/no smoking policy (pars. 1-4e and 3-9).
- Deleted peak capacity guidance from chapter 3.
- Added a requirement for each MEPS regarding processing after being on administrative hold or not meeting standards (par. 3-2b(4)).
- Added the National Call to Service Program (NCSP) applicant processing (par. 3-3j).
- Changed enlistee's signature on DD Form 4-series. (par. 5-22c(2)).
- Changed requirement for all original signatures on copies of DD Form 4-series (pars. 5-22d). (Effective date, 7 October 2003)
- Updated questions on DD Form 4-series processing on the management control evaluation checklist (par. B-4h(1) and (2)).
- Updated glossary entries (glossary).

This revision includes the changes made in the 18 August 2003 revision that—

- Clarified determining eligibility of an applicant for special category processing (par. 3-3f).
- Added a requirement for each MEPS to process at least one applicant per service as a special category applicant on the day authorized for special category processing (par.3-3f(7)).
- Updated references in appendix A.
- Updated file numbers (throughout and in app. A).

This revision also includes the changes made in the 6 August 2003 revision that—

- Added ink color requirements for forms (par.3-2c).
- Changed prior-service applicant processing (par. 3-3g(1)).
- Deleted peak capacity tables.
- Changed the Oath of Enlistment Statement (par. 5-20).
- Changed EFCS purge requirements (par. 6-9a (2)(d)).
- Changed technical check requirements (par. 6-17a).
- Changed automated shipping order numbering (par. 7-3).
- Updated procedures when enlistees fail to report for shipment (par. 7-11c).
- Changed processing of Air Force Officer Training School (OTS) applicants (par. 7-18b (3)).
- Added MEPS to MEPS packet transfer procedures (par. 8-6a(4)).
- Changed applicant orientation, welcome and departure procedures, and briefings (par. 9-7).
- Changed the Commander's Welcome Briefing (par. D-8).

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HEADQUARTERS, UNITED STATES MILITARY ENTRANCE PROCESSING COMMAND
2834 GREEN BAY ROAD, NORTH CHICAGO, ILLINOIS 60064-3094

USMEPCOM Regulation
No. 601-23

5 January 2004

Effective date: 2 February 2004
Personnel Procurement
ENLISTMENT PROCESSING

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Summary. This regulation encompasses current policy and regulatory guidance for operations of military entrance processing stations (MEPSs).

Applicability. This regulation applies to all personnel assigned or attached to Headquarters, United States Military Entrance Processing Command (HQ USMEPCOM) and the MEPS.

Supplementation. Supplementation of this regulation and establishment of forms other than USMEPCOM forms are prohibited without prior approval from HQ USMEPCOM, ATTN: MOP, 2834 Green Bay Road, North Chicago, IL 60064-3094.

Suggested improvements. The proponent agency of this regulation is HQ USMEPCOM. Users may send comments and suggested improvements on Department of the Army (DA) Form 2028 (Recommended Changes to Publications and Blank Forms), or by memorandum, to HQ USMEPCOM, ATTN: MOP, 2834 Green Bay Road, North Chicago, Illinois 60064-3094.

Management control process. This regulation is subject to internal control requirements established by USMEPCOM Reg 11-4 and discussed in this regulation. It contains internal management control provisions and an internal control review checklist at appendix B.

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Chapter 1 General Responsibilities

1-1. Purpose

This regulation provides policies and procedures on applicant processing; matters relating to preparing, maintaining, and distributing enlistment documents (including interviewing and fingerprinting enlistment applicants); and processing Entrance National Agency Check/National Agency Check (ENTNAC/NAC) requests. It also provides instructions for implementation of military entrance processing station (MEPS) functions required by service directives.

1-2. References

References are listed in Appendix A.

1-3. Explanation of abbreviations and terms

Abbreviations and special terms used in this regulation are explained in the glossary.

1-4. Responsibilities

a. The Commander, United States Military Entrance Processing Command (USMEPCOM), will—

(1) Develop policy and implement supporting procedures for applicant processing, peak capacity, service slice and analyze and determine disposition of alternate processing initiatives.

(2) Develop the initial criteria for MEPS capacity determination.

(3) Develop and establish policy for MEPS daily operations and operations on weekends, holidays, training days, after-duty hours and extended processing hours support schedules.

(4) Budget for funds to cover after-duty hours charges in facilities.

(5) Budget for civilian labor costs associated with MEPS weekend, holiday, and after-duty hours processing.

(6) Budget and pay for security services at the MEPS.

(7) Publish the “Generating Enhancements Through Innovative Thinking (GETIT)” schedule by 15 September each year for the coming fiscal year on the USMEPCOM Master Planning Calendar.

b. The Director, Headquarters United States Military Entrance Command (HQ USMEPCOM), Operations, will—

(1) Exercise primary staff responsibility and develop policies and procedures on applicant processing and related matters.

(2) Develop requirements, research deficiencies, and upgrade software necessary for automated processes.

(3) Manage ENTNAC processing, live-scan system and electronic communications of fingerprints to the Office of Personnel Management (OPM) and the Defense Security Service (DSS).

(4) Maintain liaison with DSS and OPM.

c. Sector commanders will—

- (1) Implement and monitor the policies and procedures of this regulation.
- (2) Determine MEPS capacities.
 - (a) Ensure MEPS capacity figures are reasonable and justifiable.
 - (b) Review MEPS capacities annually and adjust as necessary.
- (3) Analyze and determine disposition of alternate processing initiatives.
- (4) Direct and monitor MEPS weekend, holiday, and after-duty hours processing within their sector. Determine, in concert with the MEPS, the notification lead times required to support unprogrammed MEPS Saturday and extended duty hours processing support and inform the appropriate (Mid-Level Interservice Committee) MIRC.
- (5) Sectors will budget for civilian labor costs for Saturday and after-duty hours as directed by the HQ USMEPCOM. Also, report to HQ USMEPCOM any extended operations incurring unbudgeted charges.
- (6) By 1 September each year, provide HQ USMEPCOM, MOP, with a prioritized list of six MEPS selected to receive GETIT training in the coming fiscal year.

d. The sector operations officers will—

- (1) Exercise staff supervision responsibilities, relaying policy interpretation to the MEPS and assisting and monitoring MEPS implementation of these policies and procedures.
- (2) Assist MEPS in resolving ENTNAC inquiries and processing discrepancies. Ensure MEPS are in compliance with-applicable regulations.

e. MEPS commanders will—

- (1) Execute the policies and procedures in this regulation.
- (2) Maintain coordination with the Interservice Recruitment Committee (IRC) to ensure those voting and nonvoting members are aware of the policies.
- (3) Notify the IRC and sector when projections exceed peak capacity.
- (4) Analyze and determine disposition of alternate processing initiatives.
- (5) Ensure a quality preaccession and accession packet is completed for each applicant when applicable.
- (6) Designate in writing MEPS personnel authorized access to the MEPS examination files room and MEPS and service counselor/liaison personnel authorized access to the examination documents.
- (7) Plan for and coordinate required support for an average of 9 Saturday processing days per fiscal year, and for 2 extended-hours processing support mission days of each month. Plan required weekend and evening testing schedules to support Saturday processing days.

(8) Provide a private work area in the MEPS for use by the GETIT team. As requested, provide GETIT team assistance with billeting and administrative support (e.g., training area with outlets to accommodate overhead projector, laptop, flip chart paper, and markers, etc).

(9) Develop an applicant smoking/no smoking policy. (See requirements in par. 3-9.)

f. The MEPS operations officers will—

(1) Manage applicant processing activities in coordination with the services.

(2) Process ENTNAC/NAC requests in accordance with this regulation.

(3) Fingerprint all applicants processing for enlistment using the Electronic Fingerprint Capture Station (EFCS). Ensure fingerprints have been transmitted electronically by the end of the business day.

(4) Fingerprint non-applicants as requested by the sponsoring services/agency so long as it does not interfere with the MEPS Mission.

(5) Supervise orders preparation.

(6) Ensure a quality preaccession packet is done on each applicant.

(7) Ensure the quality of information and the proper sequence of forms is completed for each accession packet. Schedule regular quality checks of the packet breakdown process.

(8) Ensure a travel order daily control log is established and maintained.

Chapter 2

MEPS Operations' Schedules

2-1. Purpose

This chapter prescribes schedule policies for the operations of MEPS.

2-2. Daily operations

MEPS will operate on a five day work week, excluding federal holidays and three day holiday weekends. MEPS will also not normally open for applicant processing on Sundays or the Friday following Thanksgiving.

2-3. Annual MEPS operating schedule

a. USMEPCOM annually submits a projected MEPS operating schedule to the Joint Recruitment Commanders Committee (JRCC) for coordination and approval. The schedule will be developed and presented for formal action a minimum of 6 months in advance of its projected effective date. The long-range schedule identifies the projected Saturday opening dates, training dates, and holiday closures.

b. HQ USMEPCOM, Operations Directorate ensures coordination of the projected schedule with sector commanders and that dates of cultural events are taken into consideration. Once the schedule is approved in coordination with the services, the operations directorate will publish the schedule and distribute to the staff, sector, and MEPS.

c. After the schedule is approved and if a Saturday opening date conflicts with a holiday/special event the MEPS may request an alternate date through sector to headquarters. The MEPS commander will ensure availability of meals, lodging, and other logistical requirements before making the request. HQ USMEPCOM, MOP, will coordinate the request with the recruiting services and, if all are in agreement, formally notify all concerned agencies in writing.

2-4. Saturday openings

a. MEPS will conduct applicant processing on nine Saturdays annually. However, two mission safeguards are established:

(1) One additional opening for each MEPS (total 10) will be authorized by the local MEPS commander upon a request by an 0-6 level Recruiting Commander that the operation is required for that command to meet its monthly mission objective, provided the MEPS commander has a two-weeks notice of the Saturday opening requirement.

(2) Additional Saturday openings may be requested by written notification to the Office of the Assistant Secretary of Defense, through the Commander, USMEPCOM. The written justification should include that the service's ability to meet its annual recruiting objective is in direct jeopardy.

b. MEPS will not have more than two Saturday processing days in the same calendar month and will not normally have back-to-back Saturday processing days. Generally, when a Saturday operation is required, the MEPS selects the third Saturday of the month. If there is a Federal holiday with the third Saturday, the fourth Saturday is usually selected. The first Saturday of the month is to be avoided. Priority months for multiple Saturday openings are February, April, May, and November.

c. Sectors will approve requests for facility support in conjunction with above-normal openings in advance of the opening.

2-5. Extended-hours processing support

The MEPS will conduct this support on designated dates per the MEPS annual operating schedule. These will normally fall on mission days. However, there are occasions where the extended-hours processing support day will fall on the day before mission day due to an upcoming holiday weekend or other circumstance. Sectors will approve requests for facility support in conjunction with above-normal hours in advance of the processing support day. See paragraph 2-9 for JCC support.

2-6. Weekend and evening test schedule

MEPS should plan necessary weekend and evening testing schedules in coordination with the IRC. When the IRC disagrees with the schedule, the MEPS commander makes the final determination. Every effort should be made to find a place for night testing at no cost to the government. Sectors and MEPS will comply with paragraph 2-9(b).

2-7. Local holidays and special events

Commanders should consider local holidays and festivals when making a determination for weekend processing.

2-8. Training days

Training days will generally be scheduled on the first Friday of the month and once a quarter.

2-9. Organization day planning procedures

a. One organization day per fiscal year is authorized for each MEPS. MEPS commanders will ensure their organization day is coordinated with the local IRC, and that agreement is documented in the official IRC minutes. MEPS commanders will send the approved date to HQ USMEPCOM, MOP, and their sector.

b. The following days should not be scheduled as organization day:

- (1) In conjunction with long holiday weekends.
- (2) On any processing day that precedes a mission day/extended-hours processing day.
- (3) After the 20th of the month.

2-10. The Joint Computer Center (JCC)

a. Saturday openings. The JCC will support MEPS Saturday operations by providing host computer services. The Saturday hours for MEPS access to the host will be 0600-2000 (central time). For those MEPS whose Saturday opening date is different from all others in the Command, JCC support will not be available. In these cases, the MEPS will accomplish SSN pulls the Friday prior and submit Saturday's workload on the following Monday.

b. After-duty hours. The notification lead-time required to obtain a delay in processing transactions to the host is 3 hours before the established cutoff time of 2100 CT. Therefore, the MEPS commander will make their requirements known to accommodate for after duty hour operations.

c. Extended-hours processing support. The JCC will support extended-hours processing support days by providing computer services. The MEPS access to the host for extended-hours processing support will be 0600-2100 (central time).

2-11. The reimbursable work authorization

For MEPS located in facilities in which a charge occurs for after-duty hours and weekend openings, promptly notify the building manager to permit the scheduling of services and personnel. Failure to execute proper notification may result in the facility not being open at the requested time. To support this requirement, a signed Reimbursable Work Authorization is required to be in the hands of the building manager before performing the service.

Chapter 3

Applicant Processing

Section I

Overview

3-1. Purpose

This chapter prescribes applicant processing cycle, processing options, and alternate processing initiative policy.

3-2. Applicant processing cycle

a. Aptitude testing. Under normal processing procedures, aptitude testing will precede the medical examination.

b. Medical examinations. Under normal processing procedures, medical examinations will follow aptitude testing.

(1) MEPS personnel will not conduct medical examinations on applicants with disqualifying aptitude test scores.

(2) MEPS commanders may allow medical processing of an applicant with unverified test scores (as opposed to disqualifying) as an exception to policy under circumstances that are clearly beyond the control of the recruiter or applicant (e.g., late arrival of test scores from mobile examining team (MET) sites, an inoperative optical mark reader, or manual scoring that cannot be accomplished before the last medical examination start time). The commander, operations officer, or assistant operations officer must prepare and sign a brief memorandum for record (MFR) explaining the circumstances. The MFR will include the applicant's name, SSN, and the reason the medical examination was given outside the normal processing sequence. The MFR may include multiple applicants processed on the same date with the same reason for the exception to policy. If an applicant receives a disqualifying aptitude test score while undergoing a medical examination as an exception to policy, the commander may terminate the examination according to USMEPCOM Regulation 40-1.

(3) During heavy workload days when the number of applicants showing to test exceeds the number of available CAT-ASVAB terminals, the MEPS commander may direct that physical exams be given first to minimize the applicants(s) downtime in the MEPS.

(4) If requested by the appropriate service senior liaison/guidance counselor, applicants placed on administrative hold or declared medically disqualified may ASVAB retest or take any special test provided no mandated retest waiting period is violated. Services may also request that these applicants have fingerprints captured and submitted to OPM.

Note: Applicants with positive drug and/or alcohol results will not be permitted further processing until completion of the OSD-mandated disqualification period.

c. Color of ink on forms. All forms related to applicant processing at the MEPS will be signed in black, blue, or blue-black ink. Do not use pencil, markers or ball point pens of any other color except as stated above."

d. Operations processing. Operations processing includes briefings, background screening, fingerprinting, interviews, preenlistment packet construction, accession packet construction and distribution, oath of enlistment, and travel orders.

e. Applicant check-in/out process. Applicants on a MEPS processing floor (testing, medical, operations, services, etc.) will be checked in and checked out by each processing section as they enter and exit the processing area. At a minimum, the services will check in their applicants first thing before check-in at the MEPS control desk and will check out their applicants when released due to no further processing for that day.

3-3. Applicant processing options

a. The 6-hour applicant processing window. The recruiting services (including National Guard and Reserve) have a minimum 6-hour applicant processing window during normal MEPS operations and Saturday openings to work new contracts. This 6-hour window begins when the first scheduled full-physical applicant is released from the MEPS to the appropriate service counselor/liaison office. Therefore, the first group of applicants through the medical section will be a mix of all services.

(1) MEPS commanders will organize their MEPS' operating schedules to guarantee that medical delays will not hinder the 6-hour processing window. A steady flow of full-physical medical examinations is required to align MEPS capabilities with the needs of the recruiting services.

(2) Every MEPS will have an announced, fixed, last-processing-start-time for enlistment. Service counselors/liaisons must return applicants by the last processing start time to the MEPS operations section for operations processing. This will normally be between 1530 and 1630 for MEPS opening at 0600.

(a) The MEPS goal is to deliver applicants from the medical section within 3.5 hours after opening, but not later than 1000, to all the service counselors/liaisons; however, the quality of the medical examination/inspection will not be sacrificed to meet the constraints of the 6-hour window.

(b) Occasionally, conditions at the MEPS (e.g. unusually large workload, number of physicians on duty) may require an adjustment to the last-processing start-time to provide the guaranteed 6-hour window.

(c) Services may occasionally request an extension to the 6-hour window (e.g., lack of available service counselors/liaisons, an unusually large workload). The MEPS commander is authorized to grant or deny an extension.

b. Mission days and extended-hours processing support.

(1) Mission days are those days dedicated to each branch of service for processing applicants. For the Army this day normally falls on the last Monday of the month. The mission day for all other branches of service is normally the last duty day of the month.

(2) Extended-hours processing support is a service offered by USMEPCOM. During extended-hours processing, each MEPS will provide the maximum support possible to the recruiting services according to their operational capacity.

(a) In an effort to balance and prioritize service needs, Army applicants will be given priority on Army extended-hours processing support days, and the other services will be given priority on the other services extended-hours processing support days. Extended-hours processing support will terminate when the processing is complete for that particular service or services' specific day.

(b) Extended-hours processing support days for all services, except the Army, are normally scheduled on the last recruiting day of the month. The last recruiting day for the Army normally is the

last Monday of the month.

Note: USMEPCOM will not schedule extended-hours processing support days on any day preceding a Federal holiday or holiday weekend.

c. Same day processing (SDP). SDP is offered by the MEPS wherein the applicant undergoes enlistment aptitude testing, a full medical examination, and enlistment in one MEPS duty day. MET sites and MEPS night-before testing should preclude the need for most SDP cases.

(1) The MEPS must make every attempt to determine aptitude testing results before initiating the medical examination.

(2) SDP policy is determined by the MEPS commander and is not subject to an IRC vote.

d. Walk-in processing. Walk-in processing, including SDP walk-ins, is an option offered by the MEPS. A walk-in applicant is defined as an applicant not projected for processing before the established MEPS projection cut-off time.

(1) At a minimum, each MEPS will provide for at least one walk-in day per week for each service. The number of walk-ins permitted will be coordinated with the IRC as a percentage of individual MEPS capacity. Regardless of weekday walk-ins are normally permitted, the extended-hours processing day will always be that service's designated walk-in day during mission week.

(2) Each MEPS will develop a standing operation procedure (SOP) for this policy and this policy will be a Commander's Special Interest item.

(3) Department of Defense (DD) Form 2807-2. All applicants submit a DD Form 2807-2 (Medical Prescreen of Medical History Report) before arriving for processing at the MEPS (1 processing day in advance for applicants with no required support documentation and 2 processing days in advance if support documentation is required). While it is highly encouraged, a walk-in may or may not have submitted their DD Form 2807-2 before the day of processing.

(4) Walk-ins must have no disqualifying medical conditions noted on their DD Form 2807-2. If a walk-in applicant discloses an obvious disqualifying medical condition during the medical examination/processing (as determined by the senior officer in charge), the following action will be taken:

(a) The applicant's medical examination/processing will be terminated and the applicant will be returned to the respective service liaison/counselor. The applicant's record will be placed in a "N" status and further processing will be prohibited until the chief medical officer (CMO) has reviewed required medical documents according to established regulations/policies for applicants for medical issues (minimum of 2 processing days).

(b) The respective IRC commander will be notified for reasons(s) for termination.

(5) Walk-in policy is not subject to an IRC vote.

e. Processing holdovers. Processing holdovers is an option offered by the MEPS when an applicant is unable to complete enlistment processing in a single day. The applicant will spend a night in the MEPS contract lodging facility and return to the MEPS the following day to complete processing.

(1) The MEPS commander will establish a deadline for the service counselors/liasons to notify the MEPS (operations section) of their intent to holdover an applicant. The commander will consider transportation requirements to and from the contract lodging facility when determining the deadline.

(2) The MEPS will make arrangements for meals and lodging for the applicant.

(3) The recruiting service is responsible for transporting the applicant from the MEPS to the lodging facility if other arrangements are not available.

f. Processing special category applicants. Special category applicant processing is intended to recognize applicants who are older, more educated, and deserving of special treatment commensurate with their expected position in military service. This applies to applicants for direct commission such as healthcare professionals, chaplains, and attorneys. When in doubt as to the eligibility of an applicant for special category processing, either accept as a special category or seek guidance from HQ USMEPCOM MOP-AD. Officer candidate school (OCS)/officer training school (OTS), Reserve Officers Training Corps (ROTC), prior-service applicants, and cadets are not special category applicants but will receive head-of-line privileges. (For more information on processing prior-service applicants, see par. g). If there is space in the allocations for special category applicants, OCS/OTS can be given those appointments when projected.

(1) Special applicant processing will be offered daily except as noted below. Processing start times will be offered no earlier than 0900 and no later than 1000 hrs.

(2) There will be no special applicant processing on extended-hours processing support days, U.S. Army mission days and on any other service mission days.

(3) There will be no special applicant processing scheduled on Saturday processing days.

(4) Special applicant processing must be projected 24 hours in advance by the service liaisons. There will be no exceptions.

(5) If a special applicant appears unscheduled, they will be processed just like any other walk on.

(6) Special category applicants may elect to process with all other applicants. Liaisons must identify those applicants and it will be understood that no individualized special applicant category processing will be offered.

(7) Each MEPS will provide times for at least one applicant per service on the days authorized for special applicant processing. If projected floor counts or under utilization by other services on a given day allow, MEPS are encouraged to meet the needs of these professionals. The MEPS will manage the allocation of those slots to ensure a fair distribution to each service.

(8) Each MEPS will develop a standard operation procedure for this policy and this policy will be a Commander's Special Interest item.

(9) Each MEPS will educate their respective IRC and the recruiter liaison/service counselors on special category applicant processing.

g. Prior-service applicant processing.

(1) Prior-service documentation requirements. Upon check-in of all prior military service applicants each MEPS will obtain one of the following documents before processing; 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 368 (Request for Conditional Release), NGB Form 22 (Report of Separation and Record of Service) or the REDD (Reenlistment Eligibility Data Display) printout.

(2) The use of the Reenlistment Eligibility Data Display (REDD) printout in lieu of DD Forms 214/215 is authorized to expedite prior service (PS) applicants processing in the MEPS. The DD Forms 214/215 and the REDD are the only documents authorized to use when verifying PS.

(a) The REDD is an automated printout received from DMDC that duplicates the entries on the DD Forms 214/215. It is similar to the PS check data currently received nightly from DMDC. However, at this time, the services have not provided HQ USMEPCOM disposition instructions for the REDD printout for packet distribution to the reception centers. Therefore, return the REDD printout to the respective services when no longer needed for processing. The REDD printout will not be sent to reception centers in lieu of DD Forms 214/215, if required. Return applicant(s) to sponsoring service for further disposition.

(b) The REDD printout will verify the following information on the applicant:

1. Name, SSN, and date of birth (DOB)
2. Prior-service component(s)
3. Active-duty period(s)
4. Character of service
5. IRE, ISC, SPD, and RE-Code

h. Manual processing. Applicant processing at the MEPS is performed electronically in the United States Military Entrance Processing Command Integrated Resource System (USMIRS). As a backup, processing will continue manually. Each MEPS will maintain a 5-day stock of applicant processing forms in order to continue paper-and-pencil applicant processing in case of USUSMIRS failure, power outage, or natural disaster.

(1) If manual processing is required, the MEPS will take action to replace the forms used on a daily basis (e.g., local printing, requesting forms from adjacent MEPS).

(2) It is critical to ensure that all paperwork is maintained for easy input into USUSMIRS when it comes back online. Upon re-establishment of USUSMIRS, input data in accordance with local instruction.

i. Processing minors. The following guidance is provided to the MEPS when reviewing the DD Form 1966/5 (Section VIII - Parental/Guardian Consent For Enlistment):

(1) Parent(s) or guardian(s) signature is required to process a minor applicant for enlistment (i.e., medical examination, enlistment). If only one signature can be reasonably obtained, it must be stated on DD Form 1966/5 (Section VIII) why only one parent has signed the consent form. When two parents share custody, both parents' signatures are required for consent of minor enlistment. Medical examination is not authorized if either parent objects.

(2) Minors with divorced parents require the signature of the parent assigned custody or, if joint custody, either parent.

(3) It is the service's responsibility to complete item 40 "Verification of Single Signature Consent" statement on the DD Form 1966/5, which is necessary to explain why only one parent has signed the consent form.

(4) The applicant can file a petition in state court to be declared emancipated, which means the applicant legally becomes an adult at age 17. Attach any court document(s) to DD Form 1966/5 and process the applicant.

(5) Marriage will automatically emancipate a minor applicant in most states.

j. Processing National Call to Service Program (NCSP) applicants. The NCSP is a DOD program also called the “15-Month Plus Training Enlistment Option.” Applicants who enlist for the NCSP will begin their 15 month commitment of active duty upon graduation of all initial entry training requirements for their specific military occupational specialty. In addition, NCSP applicants will attend the same training and incur an 8-year military service obligation in the Individual Ready Reserve or Selected Reserve. MEPS personnel will process NCSP applicants using the following forms and procedures:

(1) USMEPCOM Form 727. Each service will project NCSP applicants on USMEPCOM Form 727 and annotate in the remarks section “NCSP applicant”.

(2) DD Form 1966/4. On page 4 of DD Form 1966 (remarks section), the service liaison/counselor will have indicated the total in year(s) and week(s) of the actual training added to the 15-month obligation. For example: Individual basic training (12 weeks), advanced/technical training (6 weeks), 15-month obligation (1 year, 12 weeks): total 1 year, 30 weeks.

(3) DD Form 4-Series. At the time of entry into the DEP, MEPS personnel will transfer the information, in USUSMIRS, from the DD Form 1966/4 to line 8 of the DD Form 4/1. At accession the information will be recorded on line 20 of the DD Form 4/3.

3-4. Alternate processing initiatives (APIs)

Enlistment processing systems at the MEPSs are generally effective and proven methods for providing service to applicants and recruiters; however, USMEPCOM will consider APIs that improve the quality and/or efficiency of processing.

a. If a MEPS wants to implement an API, the commander must develop a plan, coordinate the plan with its IRC, and submit the plan to the sector commander for approval. The plan must include, as a minimum, the following:

(1) The specific changes to be made and the specific aspects of MEPS workload and applicant processing that will be affected (e.g., aptitude testing, medical examinations, operations processing, system support, meals and lodging, transportation).

(2) The anticipated benefits (and problems that would be eliminated as a result) of implementation.

(3) Potential problems that could be created by implementation.

(4) Estimated costs savings or increases and any required contract changes.

(5) An implementation schedule with milestones for important events (e.g., training, contract revisions, work schedule changes).

(6) Suggested wording for any required regulatory changes.

(7) A system change proposal for each required USUSMIRS software change.

(8) The IRC assessment of the initiative.

b. The sector commander evaluates each API and classifies it according to the following scheme:

(1) Excellent.

(2) Likely - needs refinement.

- (3) Possible chance - needs improvement.
- (4) 50/50 - could go either way.
- (5) Long shot – remote.
- (6) Lacks merit.
- (7) Incomplete - missing elements.

c. The sector commander will disapprove any API classified as “lacks merit,” or “incomplete;” return any APIs classified as “likely,” or “possible chance” for refinement/improvement; disapprove or return for improvement any APIs classified as “50/50” or “long shot.”

d. Sector commanders may approve APIs meeting the following criteria. The API-

- (1) Does not involve significant process changes.
- (2) Does not require regulatory changes.
- (3) Does not require USUSMIRS or other command software changes.
- (4) Will not result in unfunded resource requirements.

(5) Will result in resource savings, improved customer service, or improved quality of life for MEPS personnel without creating the potential for significant new problems.

e. The sector commander forwards plans classified as “excellent” to HQ USMEPCOM, MOP. Final approval authority is the Commander, USMEPCOM.

f. The sector commander will forward copies of approved APIs to HQ USMEPCOM, MOP. MOP will provide copies of the approved APIs to both sectors for consideration of implementation at other MEPS.

Section II

Peak Processing

3-5. Peak processing policy

Peak processing establishes a capacity determination system for the MEPSs. Each MEPS will provide service up to the peak capacity of that MEPS to the recruiting services on a fair-share basis without adverse impact on the applicant and within the resources available to the MEPS. In order to implement this policy, MEPS will-

- a. Provide information on peak capacity and publish monthly service slice percentage quotas for each service, if warranted.
- b. Provide the last processing start time for enlistment.
- c. Mission-essential processing, beyond peak capacity, to each recruiting service at its end of month mission date.
- d. Apply service slice processing quotas only as a last resort.

3-6. Service slice

Service slice is a processing quota to ensure each service receives a fair proportion of the MEPS processing resources when demand exceeds peak capacity. Actual peak capacity may vary slightly depending on the number of medical section personnel available on a given day. When projections indicate peak capacity will be exceeded, MEPS commanders will notify the IRC and attempt to restructure the anticipated workload. Service slice situations should be avoided whenever possible by providing the IRC the opportunity to defer applicants to another processing date. Service slice may not be invoked until peak capacity is reached.

a. Service slice quotas must reflect geographical and seasonal variations in each service's workload. Therefore, they must be calculated separately for each MEPS and each month of the year. Upon request from MEPS sector will calculate and distribute recommended service slice proportions. On occasion, when sector is not available, HQ USMEPCOM, MOP, will provide service slice proportions.

(1) Sectors calculate recommended service slice proportions using Quantitative Comparison Redesign (Quic-R) and the USMEPCOM, MOP, generated service slice formula.

(2) In the event that the generated service slice formula is not available, calculate recommended service slice proportions for each month using data for the same month in previous years from the Quic-R database. Use data from at least 2 years and not more than 5 years. This method ensures seasonal trends are captured while one time aberrations are smoothed out. Calculate proportions for each service at each MEPS for each month using the following formula:

$$\frac{\text{service male exams} + (2 \times \text{service female exams}) + (0.12 \times \text{service inspects})}{\text{total male exams} + (2 \times \text{total female exams}) + (0.12 \times \text{total inspects})}$$

Modify the constants for female exams and inspects if the weighting factors in USMEPCOM Reg 40-1 are altered.

(3) Express results in terms of the percentage of the peak capacity weighted exams to be allocated to each service.

(4) MEPS may adjust the recommended service slice quotas up or down by up to two percentage points to reflect local requirements with the unanimous consent of the local IRC.

b. When service slice is invoked, each service may project its quota of weighted exams plus an additional 20 percent. This over projection will compensate for no-shows. Over projections not compensated for by no-shows may be processed on a standby basis as time permits. Services may prioritize their applicants in the order they wish them processed. Voluntary tradeoffs between services are permitted.

c. Each service should provide sufficient counselors/liaisons to process its projected applicants without the need for extensions. Counselors/liaisons who choose to continue working job reservations beyond the last processing start time will provide the MEPS a list of those applicants who require lodging. The MEPS will make necessary lodging arrangements and complete processing of those applicants on the following duty day. Extensions beyond the MEPS last processing time are costly and should be avoided. However, on rare occasions, extensions may be necessary, and MEPS commanders may grant them on a case-by-case basis.

d. MEPS will not apply service slice quotas on the last day of the recruiting month for extended hour processing support day.

Section III

Temporary Disability Retired List (TDRL)

3-7. TDRL policy

Military members are sometimes found medically unfit for duty and discharged to the TDRL. Within a five-year period, they are periodically reexamined to determine fitness. USMEPCOM Regulation 40-1 provides further guidance.

3-8. Removal from TDRL

a. The services permit enlisted members removed from the TDRL and determined physically fit for return to duty to enlist in the regular or Reserve components of their services. The governing service directives are:

(1) Army – Army Regulation (AR) 601-210 (Regular Army and Army Reserve Enlistment Program).

(2) Marine Corps – Marine Corps Order (MCO) P1100.72 (Military Personnel Procurement Manual (MPPM)), volume 2, Enlisted Procurement.

(3) Navy - Commander, Navy Recruiting Command Instructions 1130.8-series (Navy Recruiting Manual).

(4) Air Force - AFI 36-2002 (Regular Air Force Special Category Accessions).

b. TDRL individuals who are returning to duty and are only MEPS processing to ship do not require USUSMIRS data entries. MEPS personnel prepare travel orders and ship the individual per instructions provided by sponsoring service.

c. TDRL individuals that are processing for enlistment in another component will be processed in USUSMIRS. Normally, these individuals do not require aptitude and/or medical data for enlistment. MEPS personnel must code USUSMIRS accordingly and process the individual for enlistment. MEPS personnel will distribute the DD Form 4-series, DD Form 93, DD Form 1966-series, Department of the Army (DA) Form 3283-R (Statement of Member Removal Form the Temporary Disability Retired List), travel orders, and any other documents furnished by the service counselor/liaison.

Section IV

Applicant Smoking Policy

3-9. Applicant smoking policy

MEPS commanders will develop an applicant smoking/no smoking policy coordinated with supported IRC commanders. The policy will establish if, when, and where smoking is authorized.

Chapter 4 Examination and Enlistment Files

Section I General

4-1. Purpose

This chapter prescribes policies and procedures for the maintenance and disposition of files relating to medical examinations and processing of enlistment applicants. It applies to files maintained at the MEPS.

4-2. Policy

a. Service counselors/liaisons are not authorized access to the MEPS files room, but may be authorized access to the applicant's examination documents. The MEPS commander will post next to the files room entrance a list of service counselors/liaisons authorized access to examination documents. These lists will be located at the files room entrance(s).

b. The sponsoring recruiting service maintains examination and enlistment documents on delayed entry program (DEP) applicants according to respective service directives. The responsibility for transferring DEP documents for "DEP-out" enlistment processing (courtesy shipment) at other MEPS also rests with the respective recruiting service.

4-3. Safeguarding personal information

The MEPS will protect documents containing examination or processing data against unwarranted invasion of the examinee's personal privacy or disclosure of information received in confidence. For policies and procedures on the release of records, see AR 340-21 and USMEPCOM Supplement 1.

a. Establish and maintain proper safeguard measures in coordination with local recruiting services. These measures will include thoroughly indoctrinating personnel; limiting access to the MEPS and recruiting personnel having a need for the documents in the performance of their duties; and ensuring proper storage, handling, transmission, release, and destruction. Violations, including loss or misplacement of documents, will be immediately investigated, responsibly corrected, and appropriate action taken.

b. Maintain examination record files in secure rooms and limit access to the files room to authorized MEPS personnel only. Closely supervise and monitor the files room procedures to ensure maximum operating effectiveness.

c. The USMEPCOM Form 601-23-2-R-E is optional since USUSMIRS will identify all processing discrepancies related to an applicant. If a MEPS determines that the USMEPCOM Form 601-23-2-R-E will be utilized to identify applicants who are ineligible for military service, or require clearance action before further enlistment processing can proceed, it will be placed on the front of or inside as the first document of the files room/examination file. Completion of the form is self-explanatory. The responsible MEPS section will initiate, complete, and attach the form before submission of the record to the files room. Completion of the form heading in whole or in part, e.g., name only, is optional. Do not record disqualifying medical conditions or physical defects on file folders or USMEPCOM Form 601-23-2-R-E. When the USMEPCOM Form 601-23-E has been produced according to paragraphs 4-17 or 4-18, completion of the USMEPCOM Form 601-23-2-R-E is optional. After the applicant has signed the USMEPCOM Form 601-23-5-R-E file the form with the DD Form 1966/1 (ADP) retained in the MEPS.

Section II**Disposition Procedures**

Note: See AR 25-400-2, chapter 5, and table 7-1 on filing procedures and disposition standards. Files authorized for destruction will be destroyed to preclude disclosure of the contents.

4-4. Accession data files

a. Description. DD Form 1966/1 (ADP) copy.

b. Disposition. Destroy records on regular component enlistees 2 years after date of enlistment (DOE). Destroy records on Reserve and National Guard enlistees 2 years after DOE. Reserve/National Guard records may be retained by recruiting service counselor/ liaison personnel pending return of the enlistees to the MEPS for entry on active duty. The DD Form 1966/1 (ADP) will be filed daily, by month based on the date of enlistment for 2 years under file number 601-270a. Ensure the accession has been reported before filing. Most service reconciliation occurs the following fiscal year. If USMEPCOM does not maintain the DD Form 1966/1 for 2 years, it places the Command in a position of not being able to respond with factual data.

4-5. Applicant x-ray film files

a. Description. Exposed x-ray film relating to applicants medically examined for military service and DEP applicants. The applicant's name and SSN will be recorded in the space provided on the DA Form 3443 (X-ray Film, Negative Preserver).

b. Disposition.

(1) Upon enlistment in a regular or Reserve (excluding DEP) component of the Armed Forces: transfer file number 40-66z to procurement x-ray files described in paragraph 9-20.

(2) Tubercular examinee. The x-ray films of examinee with suspected tuberculosis will be disposed of as prescribed in USMEPCOM Regulation 40-1 and AR 25-400-2, file number 40-66h.

(3) All others. After 2 years (validity period of medical examination), dispose of the film according to the Silver Recovery Program procedures (USMEPCOM Reg 700-3, chapter 8). Files may be color coded to facilitate periodic screening (e.g., semiannually) for disposal purposes.

4-6. Drug and alcohol testing files

a. Description. Medical section documents on drug and alcohol testing. Included are USMEPCOM Form 40-8-4-R-E (Drug and Alcohol Testing Control Log), copies of USMEPCOM Form 40-8-3-R-E (Urine Sample Custody Document), receipts for specimens, and USMEPCOM product control number (PCN) ZHM002 (Drug and Alcohol Results Roster) (part 1).

b. Disposition. Destroy file number 601-270a after 3 years.

4-7. Examination files

a. Description. Documents relating to the examination of individuals for military service use file number 601-270a. Included are:

(1) The original copies, when available, of:

(a) DD Form 2005 (Privacy Act Statement-Health Care Records).

(b) DD Form 2807-2 (Medical Prescreen of Medical History) (including any supporting documents).

(c) DD Form 2808.

(d) Standard Form (SF) 513 (Consultation Sheet) and other supporting documents from consultants, private physicians, etc.

(e) DD Form 2807-1.

(f) USMEPCOM Form 40-1-2-R-E (Report of Medical Examination/Treatment).

(g) USMEPCOM Form 40-1-3-R-E (Report of Medical Examination/Treatment-Visual Acuity).

(h) USMEPCOM Form 40-8-R-E (Drug and Alcohol Testing Acknowledgment Form).

(i) USMEPCOM Form 40-8-1-R-E (HIV Antibody Testing Acknowledgment Form).

(j) Department of Defense (DOD) Form 1304.12-K, including forms completed under the student testing program.

(k) USMEPCOM PCN 680-3ADP.

(l) USMEPCOM Form 680-3A-E.

(m) USMEPCOM Form 601-23-E.

(n) USMEPCOM Form 601-23-2-E.

(2) Copies of consent to medical examination of minors (Parental/Guardian Consent for Enlistment Section), DD Form 1966-series (Record of Military Processing), medical disqualification and advice to seek medical treatment notices, and reports of communicable diseases.

(3) Retain copies of medical records or documents that are personal property--return originals to the applicant. Make duplicate copies of medical records when the originals are sent outside the MEPS for determination of qualifications for military service or waiver processing, (e.g., officer candidates (OTS, OCS), healthcare professionals, ROTC, Air Force Reserve, Air National Guard). Maintaining duplicate copies of medical records in these circumstances preclude the need to accomplish a new medical examination for any subsequent enlistment processing. Do not retain nonmilitary enlistment applicant (e.g., officer appointment (chaplain, lawyers, doctors), Peace Corps, Reserve quadrennial, Active Guard Reserve tour) medical records for this purpose.

b. Maintenance and control. Arrange alphabetically by last, first, and middle name, or by SSN. When using the alphabetical system and several identical names occur, records may be further arranged by SSN or DOB. Efficient measures for control of examination documents must be implemented and strictly enforced at all times. The USUSMIRS packet tracking system will be used for packet accountability. Before COB, the MEPS will ensure applicant packets are strictly accounted for. Follow up without delay to locate and determine the status of any record(s) not accounted for. For manual processing, use the DA Form 543-R, Optional Form (OF) 23, OF 24, and USMEPCOM Form 727-E (Processing List) for control of the record(s).

(1) Use the DA Form 543-R as a charge out record for suspense and follow up of a single document (e.g., medical examination). During automated system processing, attach one sheet (with

original signature) to the examination record(s) and one sheet by the suspense. During manual processing, attach the top sheet (original) to the examination record(s), file copy 2 (suspense) by the suspense date established for the record.

(2) During automated system processing, OF 23 or OF 24 is optional. During manual processing, use OF 23 or OF 24 to charge out an applicant's entire file. Complete the appropriate blocks on the form and then place the form in the file position from which the file has been removed. Follow up by reviewing the cards periodically (e.g., weekly).

(3) During automated system processing, the packet tracking system will be used to charge out and charge in applicant packets. During manual processing, a copy of the USMEPCOM Form 727-E may be used for the charge out and charge in of files pertaining to applicants scheduled for processing.

c. Disposition.

(1) The following purge criteria are in effect:

(a) **RID 1** - Examination record (aptitude data only). Purge 2 years from date of last valid Armed Services Vocational Aptitude Battery (ASVAB) test.

(b) **RID 2** - Examination record (medical data only). Purge 2 years from date of initial medical examination. Disqualified status code "E", "J", or "R" is moved to a host data base history file for 7 years, and then purged. Records with a positive HIV result are kept 7 years in the headquarters' history file.

(c) **RID 3** - Examination record (aptitude and medical data only). Purge 2 years from date of last valid ASVAB test then 2 years from the date of the last full medical examination. Medical and aptitude data may be purged independently in which case the RID code is adjusted accordingly. (If an "E", "J", or "R" status, the record is moved to a host data base history file for 7 years, then purged.) Records with a positive HIV result are kept 7 years in the headquarters' history file.

(d) **RID 4** - DEP-in record (DEP-in data). Purge 545 days after DEP DOE.

1. After 545 days, the purged DEP record is reverted back to an examination status RID "1", "2", or "3", depending on currency of the test and medical data present.

2. A host discharge code "ZZZ" is assigned and the record is placed in the 7-year history file for reference purposes.

3. If the enlisting service provides a discharge order/code at a later date that requires a status code of "R", "J", or "N", the MEPS are to put the original DEP data, if available, back on the host and process a discharge transaction ("B003"). Nondisqualifying discharge status codes require no USUSMIRS action. If the record has purged, reestablish and submit the discharge transaction. If the record is on the host, resubmit the DEP data with a "J008A" and submit the discharge transaction.

(e) **RID 5** - Accession and Reserve/Guard enlistment data record (accession data). Purge 2 years after DOE for Reserve/Guard components with an accession status code "A". The MEPS-designated split option enlistments will be purged 2 years from DOE.

(f) **RID 6** - Accession enlistment data (accession and DEP-in data). Purge 2 years after DOE for regular components with a status code of "B". Purge 2 years after DOA for Reserve/Guard components with a status code "C".

(g) **RID 7** - DEP discharge record (DEP discharge data). Purge 2 years from discharge date. If DEP discharge record is a status code "J", "N", or "R", the record is moved to a host data base history file for 7 years, then purged. Status code "D" DEP discharge records are automatically reverted by the Host to a RID "1", "2" or "3", as appropriate. The exact RID is dependent upon the validity of the aptitude and medical examination data on the date of discharge. Records with a positive HIV result are retained for 7 years at the headquarters. Upon receipt of requests (telephonic or written) for original examination and processing records from other MEPS for enlistment processing purposes:

1. The MEPS operations officer or designee will expeditiously forward requested documents, including any x-ray film, to the gaining MEPS, ATTN: Operations Processing NCOIC/Supervisor. Retain a copy of the transmittal letter or DA Form 200 and documents forwarded in the examination files. Destroy 3 months after acknowledgment of receipt has been furnished by the gaining MEPS.

2. The MEPS documents (e.g., medical records, consent for medical examination of minors, etc.) may be transmitted via facsimile to the MEPS operations processing NCOIC/supervisor if, pending receipt of the original documents, it will facilitate or expedite processing, such as in counseling applicants concerning their qualifications for enlistment programs/options.

3. DEP-in enlistments are authorized on faxed copies (including medical documents) received from the losing MEPS pending receipt of originals. Original medical documents (DD Form 2808 and DD Form 2807-1) must be on hand at accession/ship to a reception station time frame. Service representatives have the responsibility to ensure original documents are on hand before projecting an applicant for shipping.

4. Army Reserve and National Guard enlistments in the regular component for individuals that leave their units (Reserve and National Guard units do not release original documents to the MEPS) are authorized on faxed or reproduced copies. The MEPS are to enlist and ship these individuals with copies of enlistment documents (if legible), including medical documents (DD Form 2808 and DD Form 2807-1).

5. Initial Ready Reserve and National Guard accessions are authorized on faxed copies received from the losing MEPS pending receipt of originals. Original medical documents (DD Form 2808 and DD Form 2807-1) must be on hand at ship time on initial enlistments.

6. MEPS commanders or appointed designee can deviate on shipping individuals without original documents when requested by a local Interservice Recruiting Committee member. The method of request (verbal or written) is a MEPS decision.

7. Upon entry in the DEP, forward examination (defined in (l) above) and enlistment documents, including USMEPCOM PCN 680-3ADP with DEP data, to the recruiting service counselor/liaison personnel for retention pending enlistment in a regular component. Ensure copies of DD Forms 4/1 and 4/2 are furnished to the enlistees. When DEP applicants are discharged by the recruiting service, the recruiting service counselor/liaison will forward original examination records and copies of separation documents or notifications to MEPS for USUSMIRS data change and filing.

8. Upon enlistment in the Armed Forces, excluding the DEP, the MEPS will forward documents according to chapter 8. Remaining documents may, at the discretion of the sponsoring service, be retained in the recruiting service's residual files. Other documents may be destroyed.

9. Remaining files. Destroy after 2 years. Medical records on applicants found permanently medically disqualified may be retained up to 7 years.

4-8. USMEPCOM Form 727-E - page 1

a. Description. Listing of individuals scheduled for MEPS processing each duty day. The reconciled USMEPCOM Form 727-E - page 1, will be filed daily for 30 days under file number 601-270a. The testing, medical, and processing USMEPCOM Form 727-E - page 1s can be filed together to create a master USMEPCOM Form 727-E - page 1 file or the USMEPCOM Form 727-E - page 1s can be filed separately within each respective processing section.

b. Disposition. Destroy after 30 days.

4-9. Human Immunodeficiency Virus (HIV) antibody testing files

a. Description. Medical section documents on HIV antibody testing. Included are specimen control logs, shipping manifests, and laboratory screening record results logs. Use file number 601-270a.

b. Disposition. Destroy after 3 years.

4-10. HIV positive test files

a. Description. Documents relating to applicants found medically disqualified due to confirmed positive HIV antibody test results are to be forwarded to the HIV program manager at HQ USMEPCOM. Included are documents normally maintained in the examination files, including medical examination records and USMEPCOM Form 40-8-1-R-E, notification letters (including returned receipts), requests for assistance, MFR, and similar or related documents. Complete DA Form 1613-R (Cross Reference) and place in the file folder from which the record material was removed. Do not record reason for medical disqualification on the file folder or container. Do not make Copies of original documents. Copies of documents are not authorized storage at the MEPS. All documents relating to this record must be forwarded.

b. File number. Use file number 601-270a and maintain DA Form 1613-R for 7 years and destroy.

4-11. Improper recruiting practice files

a. Description. Copies of alleged improper recruiting practice cases submitted to the recruiting services. Use file number 601-270a.

b. Disposition. Destroy after 1 year.

4-12. Medical incident files

a. Description. Documents relating to examinees, DEP applicants, and new military accessions that become seriously ill or injured while at the MEPS, or were found disqualified for a condition considered dangerous to the individual's health if left untreated. Included are copies of medical examination records, letters advising applicants to seek medical attention, any reports, MFR, and related documents. Use file number 601-270a.

b. Disposition. Destroy after 7 years.

4-13. Medical prescreening error files

a. Description. Copies of DD Form 2807-2 pertaining to medically disqualified applicants whose disqualification should have been detected under recruiter medical prescreening procedures. Use file number 601-270a.

b. Disposition. Destroy after 3 months.

4-14. USUSMIRS reports

a. USMEPCOM PCN 680-3ADP (applicant/enlistee record). Before destroying the previous USMEPCOM PCN 680-3ADP (from now on referred to as only 680-3ADP), a quality check must be performed to ensure the most current data is posted. Only one copy of the 680-3ADP is produced for a DEP applicant and two copies of the 680-3ADP are produced for an accession/ship applicant to be placed in the applicant packet/folder (see par. 8-10). Only the most current (date and time) 680-3ADP reflecting all current and previous processing data will be filed in an applicant's packet/folder; however, the previous 680-3ADP may be retained if the current 680-3ADP does not contain all processing data.

b. USMEPCOM PCN ZHM001, ENTNAC status report. The report provides the current status of an automated ENTNAC, and is generated for DSS/OPM confirmation and case number assignment, error, cancellation, favorable results, or possible match results. The report will be reconciled on a daily basis. If the report is printed, distribute to the operations processing section/ENTNAC clerk. However, if MEPS determines that the USMEPCOM PCN ZHM001 will be utilized, its use must be consistent. Disposition - maintain under file number 601-270a and destroy report when no longer needed.

c. USMEPCOM PCN ZHM002, drug and alcohol results roster. The roster contains test result codes for alcohol and drugs. The alcohol result is reflected as entered into the system. The first result code for drugs will be THC and the second code for cocaine. The codes will be "C", "M", "N", "X", "Z", or "00" through "49". Eligibility and discharge dates will appear under the appropriate heading, if applicable. If a cancellation code is received, the "test not later than date" will appear immediately behind the applicant's name. The roster will be printed and reconciled on a daily basis. Distribute the roster to the medical section for posting drug test results to the original DD Form 2808. Disposition - file roster by month for 3 years under file number 601-270a.

d. USMEPCOM PCN ZHM003, report of daily ENTNAC submissions. The report reflects all applicants that had an automated ENTNAC submitted in USUSMIRS for further communication to the Host. The report will be reconciled on a daily basis. If the report is printed, distribute to the operations processing section/ENTNAC clerk. However, if MEPS determines that the USMEPCOM PCN ZHM003 will be utilized, its use must be consistent. Disposition - destroy report when no longer needed.

e. USMEPCOM PCN ZHM005, HIV results roster. The roster contains test results for HIV. The roster will be printed and reconciled on a daily basis. Distribute the roster to the medical section for verification that all results received from the Host have posted in USUSMIRS. Disposition - file roster daily by month for 3 years under file number 601-270a.

f. USMEPCOM PCN ZHM080, testing roster. The roster reflects the test data that has been scored/merged. The roster is printed automatically upon completion of the automated scoring/merge process in the Aptitude Module. If the roster does not automatically print, reprint capability of the roster exists on Scoring System (AA05) by selecting Reprint Merged Test Roster (ZHM080) option or from Forms/Reports (OU10) by selecting PCN ZHM080. The roster can only be reprinted during the date of action; once end-of-day communications have been performed, the roster cannot be printed (the data is no longer stored in the tables). Distribute the roster to the testing section for verification against the USMEPCOM Form 611-1-7-E to ensure applicant scores have merged. Disposition - file roster with the answer sheets and/or student ASVAB score sheet (DOD Form 1304.12-K) for 30 days under file number 601-270a.

g. USMEPCOM PCN ZHM082, DEP-in roster. The roster reflects the DEP-in enlistments that have been entered in USUSMIRS for the day printed. The roster is available. Disposition - If printed, destroy when no longer needed.

h. USMEPCOM PCN ZHM084, accession roster. The roster reflects the accession enlistments that have been entered in USUSMIRS for the date printed. Disposition - If printed, destroy when no longer needed.

i. USMEPCOM PCN ZHM088, ATS results roster. The roster reflects tests that have not been scored/merged. This roster will allow the MEPS personnel to identify records that have not been merged for current and previous days and reports that require additional attention (i.e., invalid tests, confirmation tests). The roster prints before test records merge to allow MEPS personnel to perform a records check, to cross check with existing test records, and to verify that USUSMIRS is creating the correct WKID. The roster is printed automatically upon completion of the automated scoring/merge process in the Aptitude Module. Reprint capability of the roster exists on Scoring System (AA05) by selecting Reprint Unmerge Test Roster (ZHM088) option or from Forms/Reports (OU10) by selecting PCN ZHM088. Unmerged tests from any date (current/previous) will continue to roll-up and display on the printed roster until merged/deleted. Distribute the roster to the testing section for verification that test data and personal data has merged. Disposition - file roster with the answer sheets and/or student ASVAB score sheet (DOD Form 1304.12-K) for 30 days under file number 601-270a.

j. USMEPCOM PCN ZHM094, host SSN pull roster. The roster contains the results of a Host SSN pull. The report is printed automatically upon termination of a successful communication session. As every Host SSN Pull is performed, screen-print the Host Database Check Results screen. Distribute the roster to the operations control desk/files room for posting. Disposition - post for 1 full business day for easy access and review by the service and MEPS personnel and then destroy.

k. USMEPCOM PCN ZHM102, projected DEP-out roster. The roster contains (by day and service) the number of applicants projected to DEP-out on the dates indicated. The roster can be used to forecast workload. Disposition - If printed, destroy when no longer needed.

l. USMEPCOM PCN ZHM103S/A, purge roster. The roster reflects the automated/electronic data that has been purged by the Host. The roster is generated automatically upon termination of a successful communication session. The roster can be reprinted under the Tracking and Utilities modules. Distribute the roster to the operations control desk/files room for purging applicant packets from the files room on a daily basis after receipt of the roster. Disposition - destroy when no longer needed.

m. USMEPCOM PCN ZHM108, communication report. The report reflects the type of communication method and the size of files. The report is printed automatically upon termination of a communication session with the Host. Distribute the report to the system administrator. Disposition - file report daily for 7 days under file number 601-270a.

n. USMEPCOM PCN ZHM122, duplicate records roster. The roster lists applicants that have the same name and DOB and assists the MEPS in researching possible duplicate records on the files room shelf. The roster will be reconciled on a monthly basis. Distribute the roster as deemed appropriate by the operations officer. Disposition - destroy when no longer needed.

o. USMEPCOM PCN ZHM126, overdue packet roster. The roster will be reconciled on a daily basis. If the roster is printed (optional), distribute the roster to the operations control desk/files room. Disposition - destroy when no longer needed.

p. USMEPCOM PCN ZHM127, no-show roster. The roster lists applicants that were projected to process but have not checked into the MEPS for the date printed. Disposition - if printed, destroy when no longer needed.

q. USMEPCOM PCN ZHM128, applicant location roster. The roster lists an applicant's location in the MEPS based on each section checking the applicant in and out in the check in/check out screen (TA01) for that section. Disposition - If printed, destroy when no longer needed.

r. USMEPCOM PCN ZHM130, back-up report. The report indicates if the back-up process was successful or not. The report is printed automatically upon completion of the USMIRS maintenance back-up process. Distribute the report to the system administrator. Disposition - file report for 7 days under file number 601-270a.

4-15. Orders (personnel-type orders) files

a. Description. All orders and amendments relating to accession and applicant travel. Use file number 600-8-105a.

b. Disposition. Cut off at end of calendar year, retain in current files area for 2 years, and then retire to the Washington National Records Center, Washington, DC. Retention period for this file is 56 years. See AR 25-400-2, chapter 9, on procedures for packing and shipping.

4-16. Procurement x-ray film files

a. Description. Exposed x-ray film relating to individuals having been enlisted in a regular or Reserve (excluding DEP personnel) component, including National Guard, of the Armed Forces. Use file number 40-66z.

b. Disposition. Forward in SSN sequence on a daily, weekly, or monthly basis (depending on the rate of accumulation) to the National Personnel Records Center (Civilian), 111 Winnebago Street, St. Louis, MO 63118.

4-17. Publishing office (orders) background files

a. Description. Documents received from the recruiting services used as a basis for preparation of orders. Use file number 25-30ff.

b. Disposition. Destroy after 1 year.

4-18. Receipt for enlistment documents files

a. Description. Copies of DA Form 200 from enlisted records maintenance custodians attesting to receipt of enlistment documents. Use file number 601-270a.

b. Disposition. Destroy after 3 months.

4-19. Red Carpet Treatment evaluation files

a. Description. Forms completed by applicants showing how they perceive MEPS processing. Use file number 601-270a.

b. Disposition. Destroy after 3 months.

Chapter 5 Operations Processing

Section I Preenlistment Interview, Preaccession Interview, and Disclosures

5-1. Purpose

A portion of operations processing of applicants includes reviewing enlistment documents, performing briefings, interviews, disclosures, and conducting the oath of enlistment. Refer to chapter 6 for background screening and fingerprinting.

5-2. Preenlistment interview, preaccession interview and disclosures

MEPS personnel conduct the preenlistment interview (PEI) and the preaccession interview (PAI) to assist the recruiting services in preventing fraudulent entry into the Armed Forces. MEPS personnel will provide the recruiting services any new information, not previously disclosed, that may be disqualifying for military service and suspend further processing pending determination of eligibility for military service.

5-3. PEI

The PEI is an important part of enlistment processing. The interviewer must ensure applicants know the importance of complete and accurate enlistments documents and disclosing information which may affect their qualifications for enlistment. During the PEI, the interviewer collects applicant information and inputs the information into USMIRS to prepare the MEPS-generated and required enlistment documents. Also, the interviewer confirms applicant information, acquires required signatures, and prepares the applicant for the oath of enlistment. It is also during this time when the applicant must be briefed on the Uniform Code of Military Justice (UCMJ), Articles 83 (Fraudulent Entry), 85 (Desertion), and 86 (Absent Without Leave).

5-4. PEI requirements

a. Interview facilities. The MEPS will ensure, as a minimum, an enclosed or partitioned 5-foot workstation area, as far away as feasibly possible from traffic flow patterns, is available to conduct the PEI interview.

b. “Front load” applicants. MEPS interviewers may process “front load” PEI applicants as selected by the sponsoring services. The “front load process” consist of two parts. Part 1 includes fingerprinting, preparation of DD Form 93, the reading of the briefing on DOD Separation Policy and PEI interview introduction items 1, 2 and 3 and questions 4.1 through 4.10 and 4.14 through 4.17 (4.16 will be asked at this time if the applicant has read the DOD Separation Policy). Part 2 includes the re-administering of the PEI interview introduction items 1, 2, and 3 and then questions 4.11 through 4.13 and 4.17 and any elements not conducted during Part 1. MEPS interviewers may complete Part 1 in any order as long as each process is complete in its entirety.

c. Recruiter orientation. Recruiting personnel during recruiter orientation may observe the PEI and PAI interview with the consent of the applicant. Sponsoring recruiters are not allowed to observe their own applicants being interviewed.

d. Enlistment documents required for the PEI. The MEPS interviewer will have, at a minimum, the following documents on each applicant to assist in the PEI, to validate answers and signatures, and to check the accuracy of data entry:

- (1) DD Form 1966-series (Record of Military Processing) - service and MEPS generated.

- (2) DD Form 2808 (Report of Medical Examination) - MEPS generated.
- (3) DD Form 2807-1 (Report of Medical History) - MEPS generated.
- (4) SF 86 (Questionnaire for National Security Positions) or Electronic Personnel Security Questionnaire (EPSQ) printout version or EPSQ worksheet - services generated.
- (5) DD Form 4-series (Enlistment/Reenlistment Document - Armed Forces of the United States) - MEPS generated.
- (6) DD Form 93 (Record of Emergency Data) - MEPS generated (Optional for DEP-in).
- (7) Fingerprint Division (FD) Form 258 (Federal Bureau of Investigation (FBI) U.S. Department of Justice Fingerprint Card (Applicant)) - service and MEPS generated (if manually processed).

5-5. Conducting the PEI

a. The interviewer will advise the applicant, when applicable, that their fingerprints will be taken and sent to the FBI. Inform the applicants that any new information they disclose will only be given to the recruiting service or MEPS physician, and not to the police, school officials, spouse, or parents. Caution applicants that if any concealed or disqualifying information is discovered after they take the oath of enlistment, they may be subject to court-martial for fraudulent enlistment (UCMJ, article 83). Also explain the punishment that can result from conviction. Ask applicants if they fully understand these potential punishments.

b. Advise the applicants that any medical information that does not appear on their DD Form 2807-1 and has not been revealed to the MEPS physician, may also lead to a fraudulent enlistment (UCMJ article 83) conviction if discovered after enlistment.

c. Ensure the applicants are told to notify their responsible recruiter and/or service counselor/liaison of all instances where they were arrested, charged, cited, or detained; any period of probation; any fines, paid or unpaid; and any court appearances for criminal offenses, even if charges were dismissed.

d. Cover the PEI questions on the script in USMIRS. Interviewers may ask the questions in their own words and ask subsequent questions as necessary to clarify situations or follow-up applicant statements. The wording is furnished as a guide and need not be followed specifically as written; however, all questions listed must be covered during the interview.

e. Brief applicants before enlistment (to include NG and/or Reserve accession) on the DOD Separation Policy covering restrictions on personal conduct in the Armed Forces. Do not deviate from the wording provided on the DOD Applicant Briefing on Separation Policy, which can be found at Figure 5-1. (see subparagraphs (1) and (2) for briefing options). Before administering the oath of enlistment, the swearing-in officer will question the applicants' understanding of the DOD Separation Policy.

(1) If using the front load process, the interviewer may brief the DOD Separation Policy in part 1 or part 2.

(2) The interviewer may present the DOD separation policy to the applicant for reading before the PEI (in either part 1 or part 2 of the interview). The interviewer will question the applicant if he or she understands the DOD separation policy concerning restrictions on personal conduct in the Armed Forces during the PEI. The interviewer will re-read and explain the DOD Separation Policy as necessary to the applicant during the PEI.

(3) The interviewer will administer the DOD applicant briefing on Separation Policy and restrictions of personal conduct during the pre-oath briefing. Include a discussion of restrictions outlined to ensure applicants understand the briefing content.

f. The script for the PEI is in USMIRS, however, if USMIRS is not operational, the interviewer conducts the interview and completes the enlistment documents (forms) manually. The script for the PEI can also be found on the MEPNET (<https://mepnet.mepcom.army.mil>).

g. The PAI is conducted for DEP applicants before their oath of enlistment. The PAI is another quality check to conduct before DEP-applicants enlist in a regular component. The PAI is also used to report any incidents by DEP members, such as civil offenses, that may disqualify them for military service.

h. Scripts for the PEI and PAI are in USMIRS, however, if USMIRS is not operational, the interviewer conducts the interview and completes the enlistment documents (forms) manually. The script for both the PEI and PAI can be found on the U.S. Military Entrance Processing Command Intranet (MEPNET) (<https://mepnet.mepcom.army.mil>).

Section II

Preaccession Interview

5-6. PAI

The PAI is another quality check to be conducted before enlistment in a regular component from the DEP. Report any incidents, such as civil offenses that may be disqualifying for military service. The PAI does not apply to Reserve or National Guard enlistees' returning to the MEPS for shipping.

5-7. PAI requirements

a. USMEPCOM Form 601-23-5-R-E. Each applicant projected to enlist and ship (same day) by the MEPS will be given a copy of USMEPCOM Form 601-23-5-R-E (Introductory Preaccession Interview) to read before receiving either an individual or group PAI. The MEPS can determine the best time and method to distribute the form and to instruct the applicant to complete section I of the form (i.e., name, sponsoring service, SSN). Allow applicants sufficient time to thoroughly read the form before the PAI. Do not enlist or ship applicants who fail to sign the USMEPCOM Form 601-23-5-R-E.

b. Enlistment documents required for the PAI.

- (1) DD Form 4-series.
- (2) DD Form 1966-series.
- (3) DD Form 2808.
- (4) DD Form 2807-1.

5-8. Conducting the PAI

Conduct the PAI for applicants that are already in the DEP and are ready to ship or for National Guard and Reserve applicants. Conduct the PAI before the Oath of Enlistment ensuring to brief on UCMJ articles 83, 85, and 86. Cover the PAI questions on the script in USMIRS. Interviewers may ask the questions in their own words and ask subsequent questions as necessary to clarify situations or follow-up applicant statements. The wording is furnished as a guide and need not be followed specifically as written; however, all questions listed must be covered during the interview.

5-9. PAI briefing options

The MEPS commander may have the PAI conducted on an individual basis or in a group session.

a. Individual PAI

(1) During the PAI the applicant will complete USMEPCOM Form 601-23-5-R-E.

(2) The interviewer will read all questions on USMEPCOM Form 601-23-5-R-E aloud in English. After each question, have the applicant respond verbally (in English) and affirm his/her answer on the form for each question. The interviewer determines if a PAI additional disclosure has to be prepared based on the applicant's responses to the questions.

(3) At the end of the interview, the applicant will sign and date USMEPCOM Form 601-23-5-R-E and return the form to the interviewer. If an applicant refuses to sign USMEPCOM Form 601-23-5-R-E, the interviewer will stop processing the applicant. The interviewer will place the applicant in a MEPS-generated "N" status in USMIRS and notify the respective service counselor/liaison. If the applicant wants to state the reasons for not signing the USMEPCOM Form 601-23-5-R-E, then report the reason as a PAI additional disclosure in USMIRS.

(4) Do not enlist or ship applicants that fail to sign the USMEPCOM Form 601-23-5-R-E. (File USMEPCOM Form 601-23-5-R-E with the DD Form 1966/1 copy retain in the MEPS residual file).

b. Group PAI. The MEPS commander has the option of conducting a group PAI with the pre-oath briefing on UCMJ articles. If this option is selected, the PAI will precede the pre-oath briefing.

(1) The operations officer will ensure that the size of the group allows for individual attention for the applicants.

(2) Ensure applicants have completed section I of USMEPCOM Form 601-23-5-R-E before the group PAI and that the form is available to be finished during the PAI.

(3) To speed up processing, questions relating to enlistment options, term of enlistment, and pay grade, may be asked at desk side to personnel preparing the DD Form 4/3, or at any convenient time during MEPS processing after DD Form 4/3 preparation. If only DD Form 4 questions are asked at desk side, the private interview facilities are not required.

(4) The interviewer will read all questions on USMEPCOM Form 601-23-5-R-E aloud in English. There are to be no requests for public responses to individual questions on the form (e.g., hand raised, verbal response). Applicants will complete USMEPCOM Form 601-23-5-R-E during the group PAI by indicating their response on the form as the interviewer asks each question. At the end of the interview, the applicant will sign and date USMEPCOM Form 601-23-5-R-E and return the form to the interviewer.

(a) If the applicant has marked any question "Let's Discuss", the interviewer will give the applicant an individual PAI for those specific questions. The interviewer determines if the PAI disclosure requires a MEPS-generated "N" status based on the applicant's statements to any questions. If unsure, process as a disclosure.

(b) If an applicant refuses to sign USMEPCOM Form 601-23-5-R-E, the interviewer will stop processing the applicant. The interviewer will place the applicant in a MEPS-generated "N" status in USMIRS and notify the respective service counselor/liaison. If the applicant wants to state the reasons for not signing the USMEPCOM Form 601-23-5-R-E, then report the reason(s) as a PAI additional disclosure in USMIRS.

(5) Do not enlist or ship applicants that fail to sign the USMEPCOM Form 601-23-5-R-E. (File USMEPCOM Form 601-23-5-R-E with the DD Form 1966/1 copy retain in the MEPS residual file).

c. Desk side Interview. If interview facilities required are available, MEPS commanders may allow personnel preparing DD Form 4/3 (or personnel with access to the completed documents) to conduct the PAI at desk side. Desk side interviews will be one-on-one and follow the same procedures as individual PAIs.

Section III

DOD Separation Policy Brief and USMEPCOM Form 601-23-4-E

5-10. DOD applicant briefing on separation policy

MEPS personnel will administer the DOD separation policy briefing to all applicants processing through the MEPS for enlistment into the Armed Forces. Do not deviate from the briefing text in figure 5-1. The brief will be administered in accordance with paragraph 5-5e before the initial oath of enlistment for those entering the DEP. If the applicant examination file indicates the DOD separation briefing was not received during PEI, then action must be taken to administer the briefing one-on-one during the PAI. Include a discussion of restrictions outlined to ensure applicants understand the briefing content.

Note: Do not ship applicants to basic training until this briefing is administered.

5-11. USMEPCOM Form 601-23-4-E

After the applicant takes the oath of enlistment and signs the DD Form 4/2 or 4/3, attach a copy of USMEPCOM Form 601-23-4-E to the applicant's copy of the DD Form 4. Attach a copy of the USMEPCOM Form 601-23-4-E to the copies of the DD Form 4-series.

Section IV

Disclosure of additional information

5-12. Disclosures

While processing through the MEPS the applicant may disclose new information-(a disclosure). There are two types of disclosures: Information that may disqualify the applicant from military service, and an allegation of an improper recruiting practice. The sponsoring service and/or MEPS physician, as appropriate, will evaluate disclosures not previously recorded on the DD Form 1966-series or DD Form 2807-1 that could make an applicant ineligible for enlistment. Inaccurate or erroneous information (e.g., education, age, number of dependents, medical history) will also be evaluated. Also, an applicant could make a disclosure of an alleged improper recruiting practice. The MEPS commander will review and process these allegations. Disclosures are recorded on USMEPCOM Form 601-23-E.

Note: (For manual processing of disclosures see MEPNET (<https://mepnet.mepcom.army.mil>))

a. A MEPS physician and the sponsoring service will evaluate new information on drug, marijuana, or alcohol use/abuse. Arrests or convictions by civil authorities for possession, sale, or transfer of drugs or alcohol, which did not involve or include use or abuse of the substance by the applicant, are considered a service-related disclosure for evaluation by the sponsoring service. However, an applicant involved in frequent or repeated encounters with civil authorities may have a personality or behavior disorder and will be evaluated by a MEPS physician.

b. The interviewer will inform their supervisor who will inform the MEPS commander if any counselor's/liaison's acceptance or rejection of an applicant appears inconsistent with service standards. If considered appropriate, the MEPS commander will advise the IRC commander of the situation.

Note: This provision does not imply that interviewers must have detailed familiarity with the services' enlistment standards or programs; it is meant only to prevent obvious errors.

DOD APPLICANT BRIEFING ON SEPARATION POLICY

(For administration of this briefing, see USMEPCOM Reg 601-23)

FOR OFFICIAL USE ONLY

As military members, you occupy a unique position in society. You represent the military establishment. This special status brings with it the responsibility to uphold and maintain the dignity and high standards of the U.S. Armed Forces at all times and in all places. The Armed Forces must also be ready at all times for Worldwide deployment. This fact carries with it the requirement for military units and their members to possess high standards of morale, good order and discipline, and cohesion. As a result, military laws, rules, customs, and traditions include restrictions on your personal behavior that may be different from civilian life. Members of the Armed Forces may be involuntarily separated before their enlistment or term of service ends for various reasons established by law and military regulations. Some unacceptable conduct may be grounds for involuntary separation, such as:

You establish a pattern of disciplinary infractions, discreditable involvement with civil or military authorities or you cause dissent, or disrupt or degrade the mission of your unit. This may also include conduct of any nature that would bring discredit on the Armed Forces in the view of the civilian community.

Because of parental responsibilities, you are unable to perform your duties satisfactorily or you are unavailable for worldwide assignment or deployment.

You fail to meet the weight control standards.

Although we have not and will not ask you whether you are a heterosexual, or a homosexual, or a bisexual, you should be aware that homosexual acts, statements that demonstrate a propensity or intent to engage in homosexual acts, and homosexual marriages or attempted marriages are grounds for discharge from the Armed Forces. This means that if you do one of the following, you could be involuntarily separated before your term of services ends:

1. Homosexual acts. You engage in, attempt to engage in, or solicit another to engage in a homosexual act or acts. A "homosexual act" means touching a person of your same sex or allowing such a person to touch you for the purpose of satisfying sexual desires. (For example, hand-holding or kissing, or other physical contact of a sexual nature.)

2. Homosexual statements. You make a statement that demonstrates a propensity or intent to engage in homosexual acts. This may include a statement by you that you are a homosexual or bisexual, or words to that effect. It also may include behavior that a reasonable person would believe was intended to convey the statement that you are a homosexual or bisexual.

3. Homosexual marriage. You marry or attempt to marry a person of your same sex.

You will not necessarily be discharged if you do or say these things solely to end your military service. You may, however, be disciplined.

The Armed Forces do not tolerate harassment or violence against any service member, for any reason.

c. If the applicant discloses new information during the interview that may disqualify him/her for military service, the MEPS interviewer will report the new information to the recruiting service and suspend further enlistment processing pending determination of eligibility for military service.

d. The USMIRS coding entries for disclosures will be made according to USMEPCOM Reg 680-3.

5-13. Processing additional information

a. MEPS must print one completed copy of disclosures generated by close of business each day and file in the applicant's packet/folder. The MEPS will require the hardcopy USMEPCOM Form 601-23-E to reconstruct the additional disclosure if the data is lost during communication session and/or reconciliation. The same reporting guidelines apply except that all input is captured within the system. USMIRS automatically place applicants in an "N" status upon completion of the disclosure.

b. If manually reporting, use USMEPCOM Form 601-23-E to record and submit applicant disclosure information. The USMEPCOM Form 601-23-E is an electronically generated form. If additional space is needed for an applicant's statement, continue the statement on another USMEPCOM Form 601-23-E. Annotate "continuation" at the top and bottom of the continuation sheet, staple the originals together, and staple the copies together. Use a ballpoint pen with black, blue or blue-black ink for all entries. Do not use the USMEPCOM Form 601-23-E to report administrative errors in paperwork; however, be sure to report these errors to the sponsoring service counselor/liaison. Each MEPS will develop a local procedure to notify the service counselors/liaisons of administrative inaccuracies. (If unclear if item is an "administrative error" or an "additional disclosure," treat as an additional disclosure and prepare a USMEPCOM Form 601-23-E).

Note: If the applicant makes a disclosure of new information to MEPS personnel other than during the PEI or PAI, refer the applicant to a PEI interviewer.

5-14. Processing medical disclosures

a. All medical disclosures that occur during MEPS processing require the completion of USMEPCOM Form 601-23-E. The sponsoring service reviews all disclosures and makes the determination whether to proceed with processing. "Front Load" processor disclosures will be dealt with in the same manner as regular processors, (i.e., any disclosure during either part 1 or part 2 will be processed).

b. If the applicant reveals new information during the PEI interview (or any time during processing examination), the interviewer enters the medically related disclosure information into USMIRS, which automatically places the applicant in an "N" status. The interviewer discontinues processing and directs the applicant (with enlistment packet) to the CMO for evaluation of the disclosure.

c. The CMO reviews the disclosure in USMIRS and enters evaluation data in response to the disclosure reflecting the applicant's medical qualification including any profile changes. The medical section then directs the applicant (with enlistment packet) to the service counselor/liaison for their evaluation of the disclosure and the medical response to the disclosure. The service counselor/liaison will elect to disqualify, suspend, or qualify the applicant based upon the medical response and service standards. The service counselor/liaison enters their response into USMIRS.

d. If the applicant is still medically disqualified and the service elects to continue processing the applicant, the service directs the applicant to the operations section. The operations section enters any applicable waiver information (if applicable) and removes the "N" status. Printing USMEPCOM Form 601-23-E is not required at this time.

e. In the absence of a MEPS physician, the commander may review the medical disclosures and interview applicants. This interview is intended to preclude unnecessary enlistment delays and holdover costs for situations when the medical disclosure is obviously considered not disqualifying.

(1) The commander and CMO will establish a list of medical history items that would not disqualify the applicant.

(2) If the commander determines that the applicant is still eligible for enlistment, he/she will annotate DD Form 2807-1 (item 30) with the additional information and sign and date it. The commander will also then complete USMEPCOM Form 601-23-E, item 3a "Qualified" and return the applicant to the interviewer to continue processing. The commander will enter the decision that the applicant is qualified to continue processing into USMIRS.

(a) If the commander determines that the applicant is not qualified for enlistment, then processing will be discontinued pending service determination.

(b) If uncertain about the disclosure, the MEPS commander will defer enlistment pending evaluation by a MEPS physician.

(3) The commander may defer the interview until the CMO is available. If deferring, the commander will-

(a) Terminate applicant processing (with or without remarks) in USMIRS.

(b) Flag the applicant's packet and discontinues processing. The service counselor/liaison is advised that the CMO must consider any additional information when provided and an interview with the applicant may be required before a determination can be made.

(4) The MEPS commander, during his/her absence, may delegate review authority to the acting commander or the next senior officer. This authority will not be further delegated.

f. When USMIRS is not operational, manual processes will be used. The MEPS will complete USMEPCOM Form 601-23-E (items 1 and 2), USMEPCOM Form 601-23-2-E (Records Flag) and post it to the hard copy record, discontinue processing of the applicant, and direct the applicant with their enlistment packet (original) to the CMO. If the CMO is not available, see paragraph 5-14. The operations section maintains a copy in the suspense file which must be reconciled (response received by both medical and service) by close of business. The CMO will evaluate the disclosure and record any applicable changes to the applicant's medical documents. The CMO then signs and dates USMEPCOM Form 601-23-E, item 3. The CMO will then direct the applicant with his or her enlistment packet (original) to their service counselor/liaison. The service counselor/liaison will elect to either disqualify, suspend, or qualify the applicant to process based upon the CMO's response and service standards. The CMO will complete USMEPCOM Form 601-23-E, item 4, to include signature and date. If the applicant is still medically disqualified and the service waives the medically disqualifying condition and elects to continue processing the applicant, the service directs the applicant to the operations section. The operations section will complete USMEPCOM Form 601-23-E, item 5, and enter any applicable waiver information and remove the USMEPCOM Form 601-23-2-E (if applicable). USMEPCOM Form 601-23-2-E is electronically generated or manually completed and reproduced on 8 ½ by 11-inch plain white bond paper. When USMIRS is back on-line/operational, ensure the applicable transactions are entered in the system and terminate the suspense files.

g. See paragraph 5-13a for additional guidance concerning copy requirements.

5-15. Processing nonmedical disclosures

When an applicant discloses information regarding moral and or administrative enlistment qualifications, not recorded on the DD Form 1966-series, complete USMEPCOM Form 601-23-E. "Front Load" processor disclosures will be dealt with in the same manner as regular processors.

a. The interviewer enters the disclosure information into USMIRS, which automatically places the applicant in an "N" status. The interviewer discontinues processing and directs the applicant (with enlistment packet) to the service counselor/liaison for evaluation of the disclosure. During manual processing, return the applicant, enlistment packet, and USMEPCOM Form 601-23-E (original) to the sponsoring service counselor/liaison. Keep a copy in the suspense file. Clear this file before close of business. Maintain a copy for data entry once system is back on-line.

b. The service counselor/liaison considers the additional information and clears or terminates applicant processing in USMIRS. During manual processing, the service counselor/liaison considers the additional information and completes and signs USMEPCOM Form 601-23-E, section 4. The form and packet (and applicant, if processing resumes) are to be returned to the interviewer before close of business.

c. The USMIRS tracks all service counselors/liaisons via user identification, therefore, signatures are not required. During manual processing, the interviewer ensures the service counselor/liaison has completed and signed USMEPCOM Form 601-23-E, section 4, and entered, if applicable, additional information on the appropriate enlistment documents. If not, return the packet to the service counselor/liaison.

d. If the disclosure was not disqualifying, or a waiver is included in the packet, the applicant will continue processing after the service clears the applicant.

e. If the disclosure was permanently or temporarily disqualifying, the service counselor/liaison returns the applicant packet to the interviewer. The data is reviewed and responded to electronically in USMIRS by the interviewer. During the manual processing, the applicant with the original of the USMEPCOM Form 601-23-E will return to the interviewer. The interviewer will ensure the service counselor/liaison completes USMEPCOM Form 601-23-E, section 4; flag the applicant's packet with USMEPCOM Form 601-23-2-E (see par. 9-3c); and stop processing the applicant.

f. If a recruiting service representative is not available during processing, the PEI/PAI interviewer will annotate on the USMEPCOM Form 601-23-E, item 4 (Remarks), "service determination required" and item 5, "BOON" – Admin Hold, and will also flag the applicant's packet. USMIRS requires no additional action since the applicant is automatically placed in an "N" status.

5-16. Processing alleged improper recruiting practice disclosures

If an applicant alleges an improper recruiting practice during the PEI or PAI or anytime during processing, the interviewer will complete USMEPCOM Form 601-23-E and ask the applicant to make a written statement under penalty of perjury.

a. While preparing USMEPCOM Form 601-23-E for an improper recruiting practice disclosure, the interviewer will-

(1) Not include any comments about the alleged improper recruiting practices on the statement under penalty of perjury. The only statement to be listed on the USMEPCOM Form 601-23-E is: "Applicant alleges improper recruiting practice(s)." By completion of the USMEPCOM Form 601-23-E, the applicant is placed in an N status, which requires the sponsoring service to respond with processing guidance.

(2) If both an additional disclosure and alleged improper recruiting practice is made, then add the following statement as the last entry to the additional disclosure statement: "Applicant alleges improper recruiting practice(s)."

b. The applicant will prepare the statement on plain bond paper. The interviewer or MEPS commander will ensure that the following acknowledgment is printed at the end of the statement exactly as shown:

"I declare under penalty of perjury that the foregoing is true and correct. (28 U.S.C. 746)
Executed on [date]."

Before signing the statement, the interviewer will advise that he or she may be prosecuted for perjury under 18 U.S.C., Section 1621, for making a false statement under penalty of perjury. If the applicant refuses to make a statement under penalty of perjury, the interviewer will make the statement under penalty of perjury, using the same procedures outlined above. The statement will describe, as completely as possible, the information revealed by the applicant, the circumstances under which the information was revealed, and any additional information deemed appropriate. Include the following information in the statement.

(1) Name and grade of recruiting personnel concerned. If unknown, include a physical description, to include race and vocal characteristics. For example, "Tall, slender, Caucasian man, black hair, black horn rim glasses, Southern accent;" or "It was a woman with blonde hair in a blue uniform, at the place where I took my physical examination, who used a keyboard like a typewriter and got the mechanic option for me."

(2) Include dates, times, and places where significant events took place. If the day of the month cannot be recalled, have the applicant try to recall a corresponding event. For example, "Tuesday morning, after my brother, Jim, was fired from his job." If an address cannot be recalled, describe the location. For example, "It was at the recruiting station on 10th Avenue next to the Unitarian Church."

(3) Describe exactly what the recruiting representative(s), and any other involved persons, did or said.

(4) Name everyone who could have seen or heard what the recruiter did or said during the alleged situation. Witnesses may include friends, probation or parole officers, girlfriends, sisters, brothers, parents, judges, defense lawyers, or another recruiter. If the applicant cannot remember names, give physical descriptions.

(5) Make no change under USMIRS at this time. Process the PEI under USMIRS and follow the above procedures for completing the statement under penalty of perjury.

c. Reporting of alleged improper recruiting practices.

(1) The interviewer will inform the MEPS commander of the alleged improper recruiting practice.

(2) The MEPS commander will verbally inform the appropriate IRC commander on the same day the allegation surfaces and prepare a MFR. Within 1 workday of documenting the allegation, the commander will mail the original statement to the IRC commander. A memorandum will be included containing the applicant's full name and SSN in the subject line and describe allegations and identify recruiter(s) involved in the body. (Sample memo on the MEPNET.) Send information copies to the appropriate recruiting investigative activity MEPNET (<https://mepnet.mepcom.army.mil>).

(3) Maintain a complete record documenting each allegation according to instructions in chapter 4.

5-17. Disposition of USMEPCOM Form 601-23-E

MEPS are required to print one completed copy of disclosures generated by close of business that day and file the form in the applicant's packet/folder.

5-18. Applicant signature review

a. The person conducting the PEI interview will review the applicant's signatures for consistency on examination and enlistment documents. Compare signatures on available forms prepared during enlistment processing (i.e., DD Form 4-series, DD Form 93, DD Form 1966-series, etc.) with signatures on examination records prepared at the MEPS (i.e., USMEPCOM Form 680-3A-E, DD Form 2807-1).

b. If the signatures appear inconsistent, the interviewer will consult the operations officer or designee and, if needed, will pass the enlistment documents to the sponsoring service counselor/liaison for review to determine the need for suspension of enlistment processing pending further investigation.

c. If a discrepancy is found, the interviewer will place the applicant in an "N" status in USMIRS. This action creates a history record for the MEPS and allows the service counselor/liaison to clear the discrepancy without creating additional paper documentation. The service counselor's/liaison's user identification will be retained as the authority that cleared or terminated the applicant's processing.

Section V**Pre-Oath Brief/Oath of Enlistment****5-19. Pre-oath briefing**

Before administering the oath of enlistment, MEPS personnel will provide a pre-oath briefing to applicants. The pre-oath briefing will be conducted in a separate room (normally next to the ceremony room). The pre-oath briefing will include:

a. UCMJ Articles 83, 85, and 86.

b. DOD Separation Policy, unless conducted during the PEI.

c. Instructions for applicant conduct during the oath of enlistment (i.e., how to stand at attention and hold their right hand up at a 90-degree angle).

5-20. Oath of enlistment

a. The oath of enlistment will take place immediately following the pre-oath briefing. The MEPS commander (or designated person) will conduct the oath of enlistment according to DOD, Title 10 U.S.C., AR 601-270, and service directives.

b. The MEPS commander (or designated person) will ask applicants just before the oath of enlistment "Have you been briefed on and do you understand the DOD Applicant Briefing on Separation Policy and restrictions on personal conduct in the Armed Forces?"

c. The MEPS commander (or designated person) will ask applicants just before the oath of enlistment "Does anyone have any questions or reservations/reluctance to enlisting at this time?" The wording is furnished as a guide and need not be followed specifically as written; however, must be covered before the ceremony.

d. Visitors will be invited to witness the actual oath of enlistment ceremony and can photograph/video a simulated ceremony. If a private ceremony has already been approved, the actual ceremony may be photographed/videotaped

Section VI

Manual Preparation of DD Forms 4/1, 4/2, 4/3 (Enlistment/Reenlistment Document-Armed Forces of the United States)

5-21. DD Form 4 series

The DD Form 4-series consists of 4/1, 4/2, 4/3 and from here on out will be referred to as DD Form 4-series. The DD Form 4-series are documents used for enlistment and reenlistment in the Armed Forces. It is, upon execution, an official legal agreement between the United States Government and the enlisted member. The DD Form 1966-series consists of 1966/1, 1966/2, 1966/3, and 1966/4 and from here on out will be referred to as DD Form 1966-series (Record of Military Processing - Armed Forces of the United States). The DD Form 1966-series is the source document for preparing the DD Form 4-series. The MEPS will prepare the DD Form 4-series, review entries with the applicant for accuracy and completeness, and ensure the applicant understands the meaning and intent of the enlistment documents. If the applicant does not understand the enlistment document, the applicant will return to the sponsoring service counselor/liaison for clarification. Special care must be taken to ensure the DD Form 4-series is prepared accurately and completely.

Note: Instructions for preparing DD Form 4-series is on the MEPNET.

5-22. Procedures

Instructions for completing the DD Form 4-series for all services are on MEPNET (<https://mepnet.mepcom.army.mil>). The instructions apply to both USMIRS and manually generated forms. However, USMIRS-generated forms may contain expanded data entries.

a. Corrections in items 5, 8, 18b, 19b, 19f, 20a, 21a, 21f, 22c, 23b, and 23f are not authorized and will necessitate recreation of the document. The enlistee must initial any changes or corrections in other items and sponsoring service representative, or print a new contract with corrections. Proper method of correction is to line through the incorrect information and type or print the correct information above or beside the error. If handwriting the information use a ballpoint pen with black, blue or blue-black ink. Do not use erasers, correction fluid, correction tape, or correction typewriter ribbons to make corrections. Proper correction measures must be taken or recreation of the document will be required. After the DD Form 4-series has been distributed, any corrections (including name changes) will be made by the sponsoring service; the MEPS will not redo any DEP contract.

b. Complete DD Form 4-series by typing (on the computer or a manual typewriter) or handwriting. If typing, use uppercase letters only; if handwriting, print legibly using a ballpoint pen with black, blue, or blue-black ink.

c. Complete one copy of DD Form 4 and print for signatures.

(1) Use a ballpoint pen with black, blue or blue-black ink for signatures.

(2) The enlistee must physically sign DD Form 4-series in the presence of the enlisting officer and the sponsoring service representative.

d. Make the required number of signed DD Form 4-series copies on the copier.

e. Following administration of the initial oath of enlistment, attach a copy of USMEPCOM Form 601-23-4-E (Restrictions on Personal Conduct in the Armed Forces) to the enlistee's copy of the DD Form 4-series and to the copies of the DD Form 4-series provided to the service personnel center and recruit training center.

5-23. Preparation instructions

The following instructions for the DD Form 4-series are standard for all services.

- a. All dates generated on USMIRS will be in YYMMDD format.
- b. All pay grades will be in alphanumeric format (i.e., E-1, O-3, W-4, O-6(Ret)).
- c. Use Arabic numbers for all entries (i.e., 1, 2, 3, etc.).
- d. Acceptable address abbreviations are listed below. Where there is a risk of confusion, do not abbreviate.
 - (1) Court = CT
 - (2) Street = ST
 - (3) Avenue = AVE
 - (4) Parkway = PKWY
 - (5) Boulevard = BLVD
 - (6) Highway = HWY

Section VII**Manual preparation of DD Form 93 (Record of Emergency Data)****5-24. DD Form 93**

The DD Form 93, when completed, is an official record of beneficiaries designated to receive the 6-month death gratuity pay and allowances. It also contains the name and address of the person(s) to be notified in the event of sickness, emergency, or death. The DD Form 93 is a mandatory document for all applicants accessing in the Armed Forces, except Coast Guard. Completion of the DD Form 93 is optional at DEP-in, however, it must be completed before enlistment.

Note: Samples and instructions are available on the MEPNET.

5-25. Procedures

- a. The DD Form 93 will be electronically produced under USMIRS. If conditions preclude the use of electronic systems, the form will be typewritten, except those specifically noted. If a typewriter is not available, hand write information in ballpoint pen with black, blue or blue-black ink and ensure all copies are legible. Entries must be typed in all capital letters. During preparation of the form, typographical errors will be corrected by lining out the error with a slash (/). The applicant will initial all corrected information. If there are two or more errors, prepare a new DD Form 93. When an address is entered, include the five-digit ZIP Code, nine digits if known. Use common abbreviations only. Do not abbreviate cities and towns. If a foreign address is used; list the complete street or house number, street name, city, province or State, country, and postal code. When space for a particular item is insufficient, enter "SEE ITEM 13" and continue the information in item 13.
- b. If an applicant cannot provide a current address, indicate "UNKNOWN" in the appropriate item. Every effort should be made to avoid an "UNKNOWN" address entry. Advise applicants of the importance of accurate addresses being shown for all persons listed on the DD Form 93. When a residential address, including a foreign address, is shown as a post office box, rural route number, general delivery, or having no house number, record in item 13 a street address or directions to reach the place of

residence. These directions should begin at a nearby landmark and proceed to the place of residence (e.g., "From the intersection of U.S. Hwy 2 and N.D. Hwy 37, go west 2 mi...").

c. The USMEPCOM Form 601-23-3-E (Record of Emergency Data Worksheet) may be completed by applicants for enlistment and used as a worksheet for preparation of the DD Form 93. Completion of the form is self-explanatory; destroy it upon completion of the DD Form 93.

d. Review the DD Form 93 for accuracy and completeness before signature by the applicant and witness. The DD Form 93 will not be reproduced on a copy machine. Signature options are:

(1) Sign all original forms with a ballpoint pen with black, blue or blue-black ink.

(2) Utilize black carbon paper in between the forms and sign the top form with a ballpoint pen with black, blue or blue-black ink. No signature stamping or blue carbonless laser paper is authorized.

e. DD Forms 93 are distributed according to service requirements (see chapter 9 for distribution instructions).

5-26. Preparation instructions

Instructions for completing the DD Form 93 for all services are located on the MEPNET. The instructions apply to both USMIRS and manually generated forms. However, USMIRS-generated forms may contain expanded data entries.

Chapter 6

Entrance National Agency Check and National Agency Check Requests

Section I

Guidelines

6-1. Purpose

This chapter prescribes policies, procedures, and responsibilities for processing ENTNAC and NAC requests at the MEPS as required by DOD 5200.2-R and according to AR 601-270.

6-2. Guidelines

USMEPCOM, in coordination with the recruiting services, DSS and OPM, accomplish ENTNAC/NACLC/NAC requests responsibilities/duties according to this regulation.

6-3. MEPS guidelines

a. The MEPS will conduct an ENTNAC on each applicant processing for the Armed Forces at the time of initial entry into military service.

b. Complete personal data must be entered in the USMIRS before ENTNAC submission.

c. The applicant requires a NAC if enlisting after a break in service of more than 24 months. At the request of the services, however, an applicant may be submitted for a manual/automated ENTNAC before enlistment.

d. Applicants who have been DEP-discharged and have ENTNAC results do not require an ENTNAC if enlisting within 24 months of separation.

e. A NAC must be conducted on prior-service enlistees who have been discharged or separated from the service for more than 24 months.

f. NACs are not required when processing for enlistment on current members of the Reserve and National Guard, including the Individual Ready Reserve (IRR). However, at the request of the service counselor/liaison and on a case-by-case basis a NAC can be submitted within the 24-month window.

6-4. Recruiting services guidelines

In order to provide a quick reference for MEPS personnel, the recruiting services will—

a. Complete the SF 86 or EPSQ printout version indicating the type of investigation required and complete all documents necessary for such investigations. In addition to the above sentence, the administrative blocks of the FD 258 (FBI U.S. Department of Justice Fingerprint Card) need to be completed if performing manual fingerprinting.

b. Submit, to MEPS, all required forms with the applicant for processing.

c. Indicate ENTNAC submission path in the upper left hand corner on the SF 86/EPSQ in accordance with current USMEPCOM guidance.

d. Transmit, fax, or mail the SF 86/EPSQ (and release forms) to either DSS or OPM.

e. Maintain ENTNAC/NACLC/NAC documents in the enlistee's DEP and/or accession packet.

- f. Distribute ENTNAC/NACLC/NAC results to the appropriate training/duty station for enlistees who ship before receipt of results.
- g. Review USMIRS daily for results pending and results received.

6-5. DSS/OPM guidelines

In order to provide a quick reference to MEPS personnel, DSS/OPM will—

- a. Process ENTNAC/NAC requests and report results to USMEPCOM.
- b. Return improperly prepared manual ENTNAC and NAC requests to the address listed in the “Return Results To” block of the SF 86 or EPSQ printout version.
- c. Compile statistics pertaining to ENTNAC requests.

Section II

Communicating Fingerprints – Electronic Fingerprint Capture Station

6-6. Procedures

- a. The MEPS will—
 - (1) Fingerprint all applicants utilizing the EFCS.
 - (2) Process recruiting service requests for fingerprints as “new” ENTNAC (Technical Check) regardless of NAC/NACLC requests.
 - (3) Conduct the PEI and review enlistment documents.
- b. The MEPS will transmit fingerprints electronically to either DSS or OPM on all applicants processing for enlistment.
- c. All references to transmitting or mailing fingerprints to DSS or OPM throughout this chapter for each service is subject to change through services’ request.
- d. In the event of extended communications failure during EFCS processing, the MEPS will (after approval from HQ USMEPCOM), print (from the EFCS) and mail FD 258 fingerprint cards to the DSS or OPM address listed in Appendix B, paragraph B-2a.
- e. After the interview, the MEPS will use current USMEPCOM submission path guidance. The MEPS will produce one copy of the USMEPCOM PCN 680-3ADP for each applicant indicating the submission path. This printout will show submission path and date.

6-7. Fingerprinting training and requirements

- a. Fingerprinting training. All MEPS fingerprinting technicians are required to view the FBI-produced videotape “Recording Fingerprints for Ten-Print Submission” on taking electronic prints.
- b. Fingerprinting requirements. Requirements for fingerprints include:
 - (1) Lighting in the fingerprint area must be sufficient to ensure proper evaluation and quality assurance of the fingerprints.

(2) If printing fingerprint cards, correct card stock (FD 258 ordered from the FBI only) must be available and used for fingerprinting. Recommend a 3 month supply be on-hand.

(3) The EFCS must be at the proper height from the floor. "Proper height" is a level that allows the applicant's forearm to assume a horizontal position when the fingers are being scanned.

(4) The applicant's hands must be clean, dry, and free from perspiration or body oils (alcohol or a nonflammable cleaning agent may be used to clean the applicant's hands).

(5) Keep the manual fingerprinting equipment readily available and the MEPS fingerprinting technicians trained for manual contingency. (See Appendix C, paragraph C-6 for equipment requirements for manual processing)

6-8. EFCS maintenance

a. Silicon pads. Silicon pads are used to both protect the glass platen surface and enhance fingerprint images on the ID 1000 fingerprint scanner. Before scanning an applicant, the operator should ensure that the silicon pad is clean and in good condition. The silicon pad may be cleaned with an alcohol pad or lint free cloth with isopropyl alcohol. It should be changed regularly, at least weekly.

b. Calibration. The fingerprint scanner will be calibrated weekly according to the maintenance manual. Before performing this procedure, ensure that the scanner platen surface is clean and free of finger oils and residue before beginning calibration. A full calibration takes between 15-20 minutes to complete.

6-9. EFCS preparation

The EFCS will automatically transmit fingerprints to the Fingerprint Interface Server (FIS) located at HQ USMEPCOM. MEPS will receive feedback from the FIS upon receipt of MEPS transmission. The FIS, in turn, will transmit fingerprints to the service designated agency. The HOST, located at USMEPCOM, will receive results from OPM/DSS, and in turn, update the MEPS USMIRS.

a. Before live scan transmission occurs, the following actions must occur:

(1) Mail Daemon. Ensure the Mail Daemon is started.

(2) Purging. The purge process permanently removes fingerprint transactions from the workstation hard drive.

(a) Navigate to the EFCS maintenance window by clicking the "Status" button from the Identify, Capture, Fingerprint Review, General Bio, or Finish tabs. Next, click the "Maintenance" button.

(b) Click the "Purge" tab. Enter the Transaction Search Criteria, example below:

Start date: In MM/DD/YYYY format

End date: In MM/DD/YYYY format

(c) Click the "Refresh" button to display the transactions that have met the selection criteria. Click "Select All" to select the qualified transactions for purge. Click "Purge" to start the purge process.

(d) MEPS will purge the EFCS 6 months from the date prints were taken.

1. When selected, only transactions in the "ConfRecvd" state are available to be purged. When "require Archive Before Purge" option is displayed, do not select it. When not selected, any

transaction in “ConfRecvd” state can be purged regardless of whether it has previously been archived. The order in which transactions appear in the Archive and Purge is based on the date the transaction was last saved. The Purge display shows a maximum of 1000 transactions. When there are more than 1000 transactions available for purge, narrow the start and end date range to display the transactions you wish to purge.

2. Administrators now have the ability to change the status of any transaction still present on the EFCS to indicate confirmation received (“ConfRecvd” state). This provides a method to purge any transaction, or indicate confirmation message failed to reach the EFCS. Right click on any transaction not in “MsgRmvd” state and from the “Transmit” menu select “ConfRecvd”. The transaction state will change to “ConfRecvd” when the display updates. Make sure you are working with the intended transaction. The transaction status cannot be changed back once it has changed to “ConRecvd”. It will not be possible to Edit, Send or Resend this transaction once the change is made.

6-10. EFCS transmissions

a. Refer to USMEPCOM’s EFCS 2100 10-Print Live Scan System User’s Manual, revision 1, for transmitting instructions (Save, Print, or Send).

b. MEPS fingerprint technician can send/transmit after each applicant’s fingerprints. Ensure data has been accurately recorded in the EFCS before transmission.

c. MEPS fingerprint technician must enter a USMIRS ENTNAC (B006_) transaction before MEPS transmits EFCS fingerprint to HQ USMEPCOM.

d. MEPS fingerprint technicians must ensure all EFCS prints have been transmitted before the MEPS close of business.

6-11. EFCS reconciliation

a. MEPS personnel will accomplish reconciliation on ENTNACs (Report of Daily ENTNAC Submissions and Transaction History Report (THR)) daily.

b. MEPS personnel will, after all processing is complete, print the REPORT OF DAILY ENTNAC SUBMISSIONS (PCN ZHM003) from USMIRS and the TRANSACTION HISTORY REPORT (THR) from the EFCS.

c. MEPS personnel will ensure the “STATE” column of the Transaction History Report indicates the status of each record upon transmission (Ready to Send, Incomplete, Confirmation Received (the record was received successfully at the FIS at HQ USMEPCOM), etc). Refer to the User’s manual page 14, Status Log.

d. MEPS personnel will ensure the “State” column indicates “Sending”, “Sent” or “Confirmation Received” at the end of the day.

e. MEPS personnel will, each morning, print the ENTNAC STATUS REPORT (PCN ZHM001) and compare it to the THR screen from the EFCS. Check to verify that the “State” status codes changed from “Sending” or “Sent” to “Confirmation Received”.

f. MEPS personnel will, if “ConfRecvd” has not been received after 72 hours, contact sector for assistance.

Section III**USMIRS ENTNAC/NACLC/NAC Data Entry and Submission/Transaction Codes****6-12. ENTNAC/NACLC/NAC source documents**

All ENTNAC/NACLC/NAC submissions will be entered into USMIRS. The SF 86/EPSQ printout version will be the source document for all ENTNAC/NACLC/NAC submissions. Upon completion of USMIRS entry, the SF 86/EPSQ printout version will be returned to the appropriate service counselor/liaison. Do not mail SF86/EPSQ printed version for automated ENTNAC submission to DSS/OPM.

6-13. Entering alias information

The SF 86/EPSQ printout version will be the source document for entering alias information into USMIRS. MEPS personnel will carefully review the information in the name and alias blocks of the SF 86/EPSQ printout version for similarity. For example, if the name is Smith John David and the alias is Smith John David Jr., do not enter the alias. When entering the alias, ensure the following guidelines are used:

a. Alias Name 1/2/3 A 27-character alphabetic field (last name, first name, middle name/initial) used to enter either the alias name or maiden name (nee). Aliases are names by which the enlistee is or has been known. They include former names, name changes, and variant spellings. A minimum of two and no more than three names will be entered for alias/maiden name.

b. Alias (A)/Nee (N) A one-character alphabetic field to indicate whether the name in alias one is an alias (A) or a maiden name (N). Data entry in this field is dependent on entry of a name in the alias name 1 field.

c. Ensure the alias/nee name field is alphabetic. Do not enter a fourth name. Only last name, first name, and middle name/initial are valid. If the applicant's alias/nee name has a middle initial, enter this letter in the middle name data field. If the applicant's alias/nee has only two names (first and last), make no entry in the middle name field.

d. If the applicant has a "nee," record the maiden name on the first line of the alias data block. Nee name must be entered in the first alias name field.

e. If an individual has two last names that are separated by a space or dash, remove the space or dash and combine into a single name within the character limitations cited in USMEPCOM Reg 25-5. For example, (last name) Rios-Rodriquez (first name) Jose (middle name) Manuel will be entered as RiosRodriquez Jose Manuel. Punctuation (periods or comas), suffixes (Jr., Sr., II, etc.), and numbers (1,2,3, etc.) will not be used in this entry.

6-14. USMIRS submission/transaction data

The ENTNAC/NACLC/NAC submission will be accomplished on the ENTNAC screen. USMIRS ENTNAC/NACLC/NAC input may be accomplished during any point of applicant processing. Place the appropriate submission path in the data field provided before transmitting fingerprints to DSS/OPM. The valid ENTNAC transaction and submission codes are listed in paragraphs a and b below.

a. The following submission codes will be used for USMIRS ENTNAC/NACLC/NAC data:

Submission Type

A Automated

M Manual

R Resubmission

No Request (leave blank when no submission is required)

- b. The following transactions codes will be used to track ENTNAC/NACLC/NAC submission data:

WKID Transactions

B006A Automated

B006M Manual

B006R Resubmission

Section IV

Automated ENTNAC requests

6-15. Automated ENTNAC eligibility criteria

Automated ENTNAC requests meeting the criteria for automated submission, listed below will be input into USMIRS.

- a. Process automated ENTNACs only for applicants upon initial entry into the Armed Forces or at the service's request and meet the following criteria:

- (1) United States citizen at birth.
- (2) No foreign residence or travel exceeding 1 year after 18th birthday.
- (3) No prior Federal employment, to include service as a member of DEP or as a member of a Reserve or National Guard Component. Does not apply to selected prior-service personnel at the service's request.
- (4) No moral waiver, except for minor traffic offenses.
- (5) No medical waiver for mental illness or emotional disorder.
- (6) No information indicating excessive use of marijuana, as indicated by the MEPS physician's award of an "S-I" on the physical profile.
- (7) No information indicating use of narcotics or dangerous drugs (not marijuana) since age 16.
- (8) No indication of sexual behavior considered incompatible with military service within the last 15 years (e.g., homosexuality, exhibitionism, voyeurism, bestiality).
- (9) No evidence of financial irresponsibility, such as application for bankruptcy or arrest for bad checks within the past 5 years, even if charges were dismissed.
- (10) "No" answers on SF 86 or EPSQ printout version, items 30a or 30b, denying membership to any organization dedicated to the violent overthrow of the United States Government.
- (11) No immediate family members (parents, spouse, brothers, sisters, or children) or close friends residing in any of the following countries:

Afghanistan
Algeria
Angola
Armenia
Azerbaijan
Belarus
Bosnia

Burundi
Central African Republic
People's Republic of China (Mainland China including Tibet)
Colombia
Cuba
Georgia
Herzegovina
Iran
Iraq
Kazakhstan
Kyrgyzstan
Laos
Lebanon
Liberia
Liyian Arab Republic (Libya)
Nigeria
North Korea
Russia
Rwanda
Somalia
Sierra Leone
Sudan
Syria
Tajikistan
Turkmenistan
Ukraine
Uzbekistan
Vietnam
Yugoslavia

b. MEPS personnel will return the automated ENTNAC request to the service pending a manual ENTNAC request for first-term enlistees not meeting all of the above criteria.

Section V
USMIRS ENTNAC/NACLC/NAC results

6-16. Results

a. WKID Result Codes.

(1) WKID Result Code

B006F Favorable
B006P Possible Match
B006C Cancellation
B006E Error
B006S Confirmation

(2) The case closing notification will continue to be a 2-character field with the first position indicating how the case closed (M or F) and the second position providing a lead indicator code as applicable.

(a) If a case closes favorably with a favorable fingerprint check, the case closing code would reflect: “FP”.

(b) If a case closes favorably but the fingerprint check was unclassifiable and there was no record by name search then the closing code would reflect: “FC”.

(c) If a case closes with a rap sheet from a fingerprint check then the closing code would reflect: “MP”

(d) If a case closes with a rap sheet from a name check then the closing code would reflect: “MI”

(3) Error Codes. When an error condition is identified at DSS, the MEPS will be identified on Processing Results screen, Defense Investigative Service (DIS)/Host ENTNAC Results screen, with an “E” for Error under the results “R” column. The error codes 1 through 9 will be listed under the “A” (agency column). Within 2 workdays after receipt, the error will be corrected and resubmitted using the B006R (Resubmission Code). Table 6-1 lists codes and definitions established for errored ENTNACs.

| ERROR CODE | DEFINITION |
|-------------------|--|
| E1 | Invalid MEPS identification (MEPS ID) code |
| E2 | SSN not numeric |
| E3 | Sex not equal to “M” or “F” |
| E4 | DOB greater than current year |
| E5 | Name field is not alphabetic or begins with a blank. This error message covers multiple errors in the alias name field. Other errors are: <ol style="list-style-type: none"> 1. First position in name field blank. 2. Name field is blank. 3. Fourth name in alias field. 4. Name field is not alphabetic. 5. Name field contains two consecutive blanks. 6. Name field contains suffixes Jr., Sr., II, etc. |
| E6 | Alias 1, 2, or 3 is a duplicate of name |
| E7 | Duplicate record—do not resubmit |
| E8 | Invalid alias, no alias, and single name alias. Do not enter “none”, “NA”, etc. Anytime there is an alias 1 listed, there must be an entry for the alias-nee that coincides with the sex of the applicant. The following examples apply: <ul style="list-style-type: none"> •Example 1. When sex = M, alias-nee must be an “A” and a valid entry made in alias 2. •Example 2. When sex = F, alias-nee can be either “A” or “N” and alias 1 must contain valid entry. •Example 3. When sex = Z (unknown), alias-nee can be either “A” or “N” as long as there is a valid entry made in alias 1. <p>Note: If there is no entry made in the alias 1 field, there should be no entry in the alias-nee field. All alias information should be listed in accordance with guidelines established above.</p> |
| E9 | Invalid entry in the State or country code field, within the place of birth (POB) entry. An E9 error code occurs when the POB State and country codes are not in agreement with USMEPCOM Reg 25-5, appendix C. The only code that may be used that is not published is 00 (zero zero). This code may be used for the State code entry when the country code is other than U.S. |

(4) Unclassifiable fingerprints. The FBI will not return unclassifiable fingerprint cards to the MEPS. MOP receives unclassifiable fingerprint rates from DSS and OPM on a monthly basis. MOP will forward rates to Sectors as they become available

b. Automated ENTNAC. Results for Automated ENTNAC will normally be received within 21 business days of submission. Under the Process Results Screen, print functions available but not recommended because results are printed on USMEPCOM PCN 680-3 ADP. Results of automated ENTNAC requests will be returned as error, confirmation, favorable, or possible match. The description of each result and procedures for disposition are explained below.

(1) ENTNAC requests with errors will be identified on Process Results screen, DIS/Host ENTNAC Results screen, with an "E" for error under the results "R" column. The error codes 1 through 9 will be listed under the "A" for agency column. Explanations of the error codes are provided in paragraph 6-16a(3).

(2) ENTNAC confirmations will be identified with a case number on Process Results, ENTNAC Results Pending screen indicating receipt by DSS/OPM. The case number is used when inquiring on the current status of an unresolved automated ENTNAC. If the case number has not been received after 5 working days, and the case has not been in error or canceled, the MEPS will contact sector headquarters for assistance. The service counselors/liaisons at the MEPS have direct access to the ENTNAC Results Pending screen and DIS/Host ENTNAC Results screen via Process Results.

(3) ENTNAC favorable results will be identified on Process Results screen, DIS/Host ENTNAC Results screen, with a "F" for favorable under the results "R" column. Favorable results indicate the individual has no derogatory information in the FBI files. The service counselor/liaison will file the USMEPCOM PCN 680-3ADP with favorable results in the enlistee's DEP/accession packet with the SF 86/EPSQ printout version.

(4) ENTNAC requests with a possible match will be identified on Process Results screen, DIS/Host ENTNAC Results screen, with a "M" for possible match under the results "R" column. A possible match result indicates insufficient information was available to confirm the individual has no record in the files. The service counselor/liaison will file the USMEPCOM PCN 680-3ADP in the enlistee's DEP/accession packet. DSS will prepare and forward with either the technical check (tech check) or the final result, a DIS Form 1 with printouts (rap sheets) if available to the MEPS. DSS will also return all pertinent attachments for possible matches based on other than arrest records. The MEPS will forward this information to the service counselor/liaison upon receipt. The services are responsible for the disposition of possible match cases, including shipment of the enlistee according to the appropriate service regulations.

(5) For automated ENTNAC requests over 21 days old, the MEPS will submit a telephone, e-mail, or fax inquiry to their sector HQ requesting status. Sector HQ will research the case and if results are not available, provide the name, SSN, and case number to HQ USMEPCOM, ATTN: MOP. MOP will notify the MEPS via sector of the latest status and provide processing guidance.

c. NACL/NAC.

(1) DSS. WKID result codes for NACL/NAC from DSS will not post in USMIRS. The case number (B006S) and opening date will post in USMIRS and is printed on USMEPCOM PCN 680-3ADP.

(2) OPM. WKID result codes for NACL/NAC from OPM will post in USMIRS. Result codes are printed on USMEPCOM PCN 680-3ADP.

6-17. Technical checks (tech checks)

a. Tech checks will be transmitted electronically within 72 hours from OPM to the MEPS or recruiting service. Contact sector for assistance when tech checks are not received within 72 hours. MEPS personnel will distribute the tech checks to the recruiting services liaisons accordingly, if printed on a MEPS printer.

b. Tech checks will be routed within 72 hours from DSS to the MEPS from HQ USMEPCOM via e-mail to the OPSO, CS, and NCOIC's. These will not be printed to a designated printer, individuals will have to physically go into the e-mail and print tech check results and distribute to the recruiting services liaisons accordingly.

c. Rap sheets. In the event a Rap Sheet is attached to the tech check, distribute to the service liaisons accordingly.

6-18. Mailing fingerprint cards (FD 258)

In the event MEPS personnel print a fingerprint card for DSS/OPM processing to mail, do not transmit fingerprints electronically (this will preclude duplicate billing to the services and duplication of effort by OPM and DSS). Initiate the same steps provided in Appendix C.

**Section VI
Reports****6-19. Reports**

a. **USMEPCOM PCN 680-3ADP.** The MEPS will prepare one copy of the USMEPCOM PCN 680-3ADP for each applicant after submission of the ENTNAC request. This printout will show submission code and date.

b. **USMEPCOM ZHM003 (Report of Daily ENTNAC Submissions)** The data can be found under the Process Results screen and ENTNAC Results Pending screen (CE05). Printing of the manual report is optional. The manual report, if printed, will be distributed to the operations processing section/ENTNAC clerk; however, the report is not required to be distributed to the services. Disposition - destroy when no longer required.

c. **USMEPCOM ZHM001 (ENTNAC Status Report).** The data can be found under the Process Results screen. Printing of the manual report is optional. The manual report, if printed, will be distributed to the operations processing section/ENTNAC clerk; however, the report is not required to be distributed to the services. Disposition - maintain under file number 601-270a and destroy when no longer required.

Chapter 7

Military travel orders

Section I

General

7-1. General

The MEPS are the centralized orders issuing activities for the recruiting services. The MEPS issue orders for assignment of regular component enlistees to training or initial duty stations, and direct entry on active duty of Reserve and National Guard enlistees. For the Reserve and National Guard, the counselor/liasion provides copies of orders to enlistees, if it is not feasible for the MEPS to provide them before they depart the MEPS for home.

Section II

Procedures

7-2. Orders preparation

a. In accordance with AR 601-270, paragraph 2-2k, the recruiting services provide data necessary for proper completion of orders (including, when appropriate, information concerning unit of assignment, movement of dependents, shipment of household goods, leave, etc.). USMEPCOM will provide a standard format for all non-PS applicants. Orders, and amendments to orders, for PS enlistees will be prepared in accordance with service directives.

b. ZIP codes are required. When continuing an order on another page(s), center the page number(s) approximately 1 to 1 ½ inches from the bottom of the page(s).

c. Order formats and samples are available on the MEPNET, Directorate Links, Operations Directorate, 601-23 Support Files. HQ USMEPCOM, MOP, will announce changes to formats or samples by e-mail directly to the sectors for dissemination to the MEPS.

7-3. Orders numbering

Number the orders consecutively for each calendar year, starting with the calendar year (i.e., 2002 is represented by 2, 2003 is represented by 3), Julian date number 001, followed by the number of the order issued the same day. For example, the 10th order issued on 1 January 2003 would be numbered 3001010 (no dash) and the first order issued on 2 January 2003 would be numbered 3002001. If no order was issued on 3 January 2003, the first order issued on 4 January 2003 would be numbered 3004001. A travel order daily control log USMEPCOM Form 601-23-1-R (Orders Consolidation Sheet/Control Log) must be maintained to ensure accurate assignment of orders.

7-4. Orders authentication

The MEPS commander or operations officer will normally authenticate orders. When delegated by the MEPS commander, other personnel (civilian or military) may also authenticate orders. Authenticate orders by: (1) mechanically “drawing” an official seal on the order, (2) signing above the signature block, or (3) another authenticator signing “for” in front of the name in the signature block. Military personnel signing “for” another must also record their rank. Omit the authority line when the order is signed by the commander. (See MEPNET (<https://mepnet.mepcom.army.mil>) for example, see USMEPCOM Reg 601-23, 4-4 for disposition).

7-5. Orders consolidation

The MEPS will maintain USMEPCOM Form 601-23-1-R of orders issued. When delegated by the MEPS commander, other personnel (civilian or military) may also complete and maintain USMEPCOM Form 601-23-1-R.

a. Attach one copy of each order issued that day to the completed USMEPCOM Form 601-23-1-R-E and identify on the form, the date of the order consolidation, number of orders included in the consolidation, and orders excluded because the number was not used (this is a consolidation set). USMEPCOM Form 601-23-1-R-E will be used as a control log for orders numbering to include the individual applicant or group leader's name. The USMEPCOM Form 601-23-1-R-E will be locally reproduced "head to foot" 8 ½ by 11 inch plain white bond paper.

Note: Part II may be modified to accommodate local procedures for controlling issuance of orders.

b. Post amendments, revocations, or rescissions by annotating the original travel order. (e.g., "rescinded by Orders 035-12, 4 Feb 97," "SSN corrected by Orders 035-13, 4 Feb 97," etc.) Include the new order with the current daily consolidation set. Do not enter the specific amendment change or correction on the current consolidation set. Do not keep orders with "white out," correction fluid, correction tape, or correcting typewriter ribbon in the orders consolidation set.

7-6. Assignment to reception/training activities, enlistment and assignment order formats

Guidance, instruction, and order formats are located at MEPNET (<https://mepnet.mepcom.army.mil>). for regular and reserve component enlistees of all services requiring basic or initial military training.

7-7. Order changes

The MEPS, as the originator of the orders, will prepare an amendment when required or requested by the services. MEPS are authorized to amend enlistment and travel orders as long as the whole order has not been executed (meaning that the member has not performed/completed final destination travel). Orders will not be amended more than once. If more than one amendment is required, the original orders will be revoked and new orders will be issued. Format when necessary to amend, resend, or revoke an order is located at MEPNET (<https://mepnet.mepcom.army.mil>).

7-8. Corrections

a. Orders may be corrected to show the true state of affairs existing at the time the original order was published. Do not change orders to reflect facts that did not exist at the time the original order was published.

(1) Issue only one corrected copy. Center the words "CORRECTED COPY" about one half inch from the top of the page. The number and date must be the same as the original order unless these items are being corrected. Distribution will be the same as the original order.

(2) Orders will not be corrected more than once. If more than one correction is needed, the original orders will be revoked and new orders reissued.

b. The MEPS will amend the original ship order to basic training and assign the enlistee to the local recruiting unit for new enlistees that refuse to go to basic training, get injured at the airport, go absent without leave (AWOL) at the airport, etc. The MEPS will retrieve the tickets and enlistment packet if available. The MEPS will ship the enlistee to the training center when requested by the service to include lodging and meals, if necessary.

7-9. Group orders

a. A group order can be used when more than one enlistee is being shipped to the same or multiple locations with identical reporting instructions. Unlike orders for individual enlistees, group orders cannot contain the full nine-digit SSN and home of record addresses as it violates the Privacy Act of 1974. In preparing group orders, use only the last four digits of the group leader SSN and last four digits of each enlistee's SSN for verification purposes. Group orders are not authorized for ARNG enlistees going to other than basic training.

b. In cases of enlistees who are missing or AWOL, the group leader will be instructed to call the MEPS. The MEPS will notify the service immediately and instruct the group leader that the rest of the group proceeds to the destination. The next duty day, the MEPS will place a form letter in an enclosed envelope and forward it to the missing or AWOL enlistee's training center stating:

Subject: Failed to Ship

Purpose: For Your Information

“[Name—last, first, middle initial; SSN; rank; branch of service] failed to report for transportation to [name of training center]. [Name of MEPS] was notified by group leader [name, SSN, rank], who arrived at your location on [date].”

7-10. Shipping applicants – mission days/non-mission days

This policy is intended to guide the MEPS in making the best business decision. It does not limit the MEPS commander's prerogative in dealing with this issue.

a. Mission days. MEPS should enlist applicants on respective service mission days even when applicants are not able to ship the same day due to poor weather, unavailability or airline seats, or other exceptional conditions that make good business sense. Questionable conditions may be elevated through the chain of command.

b. Non-mission days. MEPS should only enlist applicants on non-mission days if they are not able to ship under the most extenuating circumstances. MEPS should not normally enlist an applicant if they cannot ship the same day.

7-11. Holdovers and extenuating conditions

a. Should inclement weather conditions and/or requests from the services cause holdovers through the weekend (no Saturday opening, etc.), the MEPS commander must determine the feasibility of meals, lodging, and responsibility for enlistee's behavior for that weekend and determine whether these applicants should be sworn in or not. Once determined, IRC members will be notified of the decision and incumbent responsibilities.

b. When it is determined that enlistment of applicants projected to access and ship is warranted, the MEPS will provide meals and lodging for the new enlistees. Applicants will be shipped on original travel orders when the situation is clear. Since the new enlistees have accessed, advise the appropriate IRC member that conduct of the enlistees is now the services responsibility and falls under the UCMJ. Responsibility for the shippers will rest with the sponsoring service and not the MEPS. The MEPS will provide transportation, meals, and lodging, but monitoring behavior during a holdover situation and ensuring the enlistees return to the MEPS for shipping when weather conditions permit, is a service responsibility. When large numbers of a specific service are sworn in and held over in the hotel, services may be asked to provide a telephonic point of contact to the applicant hotel in case of unruly behavior of the new active duty personnel awaiting shipment.

c. When enlistees fail to report for shipment and are considered AWOL and the service determines that discharge action is appropriate, MEPS personnel will amend the original order to include the following statement, if requested:

“In accordance with original shipping orders, enlistee did not report as directed, therefore considered AWOL from (insert to/from dates as directed by service). Enlistee shipped to (insert organizational address as directed by the service) for discharge processing.”

7-12. Passenger standing route order (PSRO) for holdovers

The services have to request (verbal or written) from the MEPS operations officer to swear in shippers after the PSRO deadline. The MEPS will consider each case on its merits. First, determine if meals and lodging can be provided, if requested by the services. Under no circumstances will this action obstruct normal applicant processing; eg., meals and lodging accommodations, etc. When it is warranted to enlist and delay shipping of applicants projected to access and ship, then approve accession enlistment and ship the next day. Since the new enlistees have accessed, advise the appropriate IRC member that conduct of the enlistees is now a service responsibility and falls under the UCMJ. Responsibility for those shippers now rests with the sponsoring service and not the MEPS. The MEPS will provide transportation, meals and lodging, but monitoring behavior and ensuring the enlistees return to the MEPS for shipping is a service responsibility.

7-13. Regular Army enlistment and assignment orders

Use the formats at MEPNET (<https://mepnet.mepcom.army.mil>) for:

- a. Assignment of Regular Army enlistees to stations for permanent duty, advanced individual training (AIT) processing for overseas movement, etc., when temporary duty (TDY) en route is required.
- b. Assignment of Regular Army enlistees to stations for permanent duty, AIT, processing for overseas movement, etc., when TDY en route is required.
- c. Army Special Forces PS program.

7-14. Army Warrant Officer Training (AWOT)

AR 611-85 prescribes policies and procedures for processing applicants under the Army AWOT program.

a. Enlisted members of the active components (Army, Navy, Air Force, Marine Corps, and Coast Guard), the Army National Guard, and the U.S. Army Reserve may apply for the AWOT program with the Army recruiter. HQDA (USA Personnel Command (PERSCOM)) is responsible for selection of applicants meeting prerequisites established for the program, including testing (Flight Aptitude Selection Test) and medical (class 1 flight physical) qualifications. The Chief, National Guard Bureau (CNGB) is responsible for the processing, final selection, extension of Federal recognition, and issuance of orders for ARNG applicants. Area commanders are responsible for processing, final selection, and issuance of orders for USAR applicants.

b. The AWOT selectees are discharged from their respective services for the purpose of enlistment in the Regular Army the following day. Enlistment in the Regular Army is normally accomplished at MEPS. The MEPS enlistment processing requirements are limited to preparation of the DD Form 4-series, administering the oath of enlistment, issuance of orders, distribution of enlistment documents and, if requested, making travel arrangements. Medical examination/inspection or related screening by MEPS is not required and will not be performed.

c. Use the format at MEPNET (<https://mepnet.mepcom.army.mil>) for assignment of personnel under the Army AWOT program.

d. Use the format at MEPNET (<https://mepnet.mepcom.army.mil>) for assignment of personnel under the Army AWOT when TDY en route is required.

7-15. Army Reserve (USAR) and Army National Guard (ARNG) orders

a. USAR/ARNG Standard Training Program - basic and advanced individual training. New ARNG and USAR members are trained under either the standard or alternate (split) training programs. The standard training program consists of basic and AIT conducted during a single initial active duty for training (IADT) period. The split training program accommodates enlistees having school or seasonal employment commitments. They are released after basic training and later (within 1 year of release) return on IADT to complete AIT. The order formats may be modified to reflect additional special training schedules (e.g., airborne and Special Forces training). Upon request from ARNG Service counselor/liaison, rescind orders when enlistee is awaiting IADT and interstate transfer has been accomplished. The gaining MEPS, from the interstate transfer, issue new IADT orders.

(1) USAR/ARNG Alternate (Split) Training Program - Basic (Initial) Training. Use the format at MEPNET (<https://mepnet.mepcom.army.mil>) when enlistees are scheduled for basic/initial training under the Alternate (Split) Training Program.

(2) Use the format at MEPNET (<https://mepnet.mepcom.army.mil>) when enlistees are scheduled under the standard training program for:

- (a) Basic and AIT at the same installation.
- (b) Basic training followed by AIT at a different installation.
- (c) Civilian Acquired Skills Program training.

(3) Reserve component soldiers who incur or aggravate an injury, illness, or disease while on IADT orders may elect to extend on active duty until treatment is completed or, when applicable, to permit physical disability processing. Medical treatment facilities (MTF) process the requests for retention on active duty. Upon receipt of a MTF request, amend the orders to extend the active duty period to the date provided by the MTF. Cite the MTF request as authority for the amendment. Send the amendment and a copy of the original orders to the MTF. Also make distribution the same as the original order.

(4) Under certain circumstances, an ARNG or USAR member may process for enlistment at one MEPS and use another MEPS to ship to IADT. The MEPS, which does the enlistment processing, will also prepare the IADT orders. Using the format at MEPNET (<https://mepnet.mepcom.army.mil>) the MEPS will replace the words "this station" in the statement. "Proceed from your current home address and report to..." with the name and street address of the MEPS shipping the individual for training. Include the gaining MEPS in the distribution. A courtesy ship order is not required. It is the responsibility of the sponsoring service to ensure the service member reports to the correct facility and the record packet gets to the gaining MEPS before the shipping date.

b. USAR/ARNG Alternate (Split) Training Program - Advanced Individual Training (Second Phase). Use the format at MEPNET (<https://mepnet.mepcom.army.mil>) when enlistees are scheduled for AIT under the Alternate (Split) Training Program (Second Phase). If an enlistee moves outside the MEPS area of responsibility after basic/initial training, the gaining MEPS may issue the IADT order for this phase.

c. USAR group IADT orders. The format at MEPNET (<https://mepnet.mepcom.army.mil>) may be used when two or more enlistees are scheduled for IADT, if most of the variable information is the same, paragraph 9-9 applies. ARNG enlistees are not authorized group IADT orders.

c. USAR group IADT orders. The format at MEPNET (<https://mepnet.mepcom.army.mil>) may be used when two or more enlistees are scheduled for IADT, if most of the variable information is the same, paragraph 9-9 applies. ARNG enlistees are not authorized group IADT orders.

d. USAR PS Training Program. Under this program, applicants with previous service may enlist/reenlist, enter on active duty for military occupational specialty (MOS) training and fill a USAR troop program unit (TPU) vacancy. Army Individual Ready Reserve (IRR) members may also transfer to a TPU, without reenlistment, or without executing a DD Form 4-series. Army service counselors/liaisons are to project IRR soldiers for processing as required; e.g., ASVAB, medical examination, etc., after which the MEPS can prepare travel orders using an initial entry training fund site. This applies regardless of whether the enlistee has completed MOS training. Use the format at MEPNET (<https://mepnet.mepcom.army.mil>) when the enlistee has previously completed MOS training. For enlistees who have not completed MOS training, use format at MEPNET (<https://mepnet.mepcom.army.mil>) minus paragraph 2.

e. USAR/ARNG English as a Second Language Program and Initial Entry Training. Use the format at MEPNET (<https://mepnet.mepcom.army.mil>) when USAR or ARNG enlistees are participants in the English as a Second Language Program, with basic training following schooling at the Defense Language Institute, Lackland AFB, TX.

f. USAR Officer Candidate School (OCS) Program. Use the format at MEPNET (<https://mepnet.mepcom.army.mil>) to direct USAR OCS Program enlistees on active duty for training.

g. USAR Reserve Officers' Training Corps (ROTC) Simultaneous Membership Program (SMP). Use the format at MEPNET to direct Reserve Officers' Training Corps/Simultaneous Membership Program enlistees on IADT who require basic training only. Use format at MEPNET (see note 2) if the enlistee require both basic and AIT. Use format at MEPNET (see note 2) if the enlistee requires AIT only.

h. USAR Specialized Training for Army Readiness (STAR). Use the format at MEPNET to direct STAR Program enlistees on IADT for basic training only.

7-16. Marine Corps orders

Selected Marine Corps Reserve IADT orders. New Marine Corps Reserve enlistees are trained under either the standard or incremental (split) training programs. The incremental training program accommodates enlistees having school or seasonal employment commitments. They are released after basic recruit training and later (within 1 year of release) return on IADT to complete school skills qualifications training.

a. Use the format at MEPNET for enlistees scheduled to take the standard training program. Use the format at MEPNET for enlistees scheduled for recruit training only under the incremental (first phase) training program.

b. Marine Corps recruiting stations or Reserve activities, as appropriate, publish IADT orders for enlistees participating in the Marine Corps Category P (paid drills) Reserve Program and for enlistees scheduled to take school skills qualifications under the incremental (second phase) training program.

c. Marine Corps PS enlistees. Orders for Marine Corps enlistees who do not require recruit training are prepared by the Marine Corps recruiting station.

7-17. Navy orders

a. Assignment of Navy PS enlistees. Use the format at MEPNET for assignment of Navy PS enlistees who are not required to undergo basic recruit training. When it is not practical to issue the orders on the day of enlistment, revise the orders format to show the actual day of enlistment. Use formats at MEPNET (<https://mepnet.mepcom.army.mil>) as appropriate for assignment of prior-service enlistees who require recruit training.

b. Naval Reserve active duty orders. Use the format at MEPNET for personnel enlisted under the 2-year active-duty enlistment program, the Active Mariner (3X8) Program, and the Training and Administration of the Reserves (TAR) Enlisted Program (also referred to as the TAR Enlisted Program (TEP)). The IADT orders for Sea and Air Mariner enlistees are issued by the Chief of Naval Reserve.

c. Broadened opportunity for officer selection and training (BOOST) track II entrants. Use the order format at MEPNET (<https://mepnet.mepcom.army.mil>) for assignment of personnel to the BOOST program; regular Navy fund cite as listed in the MEPNET applies.

7-18. Air Force orders

a. Assignment of Air Force prior-service enlistees. Use the formats at MEPNET.

- (1) Assignment of enlistees to or from overseas locations.
- (2) Assignment of enlistees who are first going TDY to technical training and then to traveling by permanent change of station (PCS) to their base (use this order for applicants who were in the Air Force, Air Force Reserves, or Air Guard and now have to cross train).
- (3) Assignment of enlistees going to technical training right after attending the PSSSE Course.
- (4) Assignment of enlistees going to technical school for more than 20 weeks.
- (5) Assignment of enlistees going to a direct duty assignment (DDA) with no TDY.
- (6) Assignment of enlistees going to a DDA with TDY to the PSSSE (Prior Service Orientation Course).
- (7) Assignment of enlistees going to the PSSSE Course, PCSing to a new duty station, then TDY to technical training.

b. Assignment of Air Force Officer Training School (OTS). Upon request from the Air Force liaison, OTS applicants/enlistees can be processed as follows:

(1) Enlist OTS applicants in the DEP. When the DEP enlistees return for shipment enlist them into the Regular Air Force. Discharge from the DEP and enlistment in a Reserve status before shipment is not required. Preparation of the enlistment contract, DD Form 4-series, will be accomplished the same as all Regular Air Force applicants. Normal MEPS processing to include issuance of orders and distribution of enlistment documents applies.

(2) Enlist OTS applicants in the Air Force Reserve. Do not complete DD Form 4/1, item 8a (for enlistment in the DEP). Normal MEPS processing is accomplished including issuance of Reserve active duty orders MEPNET and distribution of enlistment documents according to instructions in chapter 10 this regulation.

(3) Physical qualifications for enlistment under this program are made through either the Air Force Surgeon channels or through USMEPCOM channels; but not a combination of both organizations. If the MEPS administers the physical exam then it will be done according to USMEPCOM Regulations 40-1 and 40-8. Upon class assignment original physical examination documents are sent to the recruiting squadron for enlistment purposes. In cases of short notice class assignment, the squadron will receive telephone authorization for enlistment. In these cases, distribute copies of facsimile documents provided by the Air Force liaison NCO.

(4) The MEPS may make travel arrangements to Maxwell AFB, AL for Reserve enlistees entering on active duty for OTS (i.e., the orders were issued by an Air Force activity). No other processing by MEPS is required.

7-19. Coast Guard orders

Use the formats at MEPNET for:

a. Coast Guard PS enlistees. The MEPS issue unit assignment orders for PS regular component enlistees (who do not require training) if requested by the Coast Guard recruiting office.

b. Assignment of Coast Guard OCS candidates.

c. Assignment of Coast Guard Reserve (GPV) enlistees.

7-20. National Guard or Reserve courtesy shipment

Use the format at MEPNET when a National Guard or Reserve enlistee who has been issued active-duty orders reports to an alternate MEPS for shipment (this is a courtesy ship). If the original order has incorrect data (e.g., SSN, name, or training station) the issuing MEPS will be requested to amend the order. Distribution will be made according to the original order. The orders consolidation set will be posted according to guidance in paragraph 7-5. The courtesy ship order is issued to document shipment at the alternate MEPS.

7-21. Assignment for separation processing

MEPS designated personnel will report individuals who, before departure from the MEPS, are detected to have enlisted erroneously (i.e., the enlistment would not have occurred had the relevant facts been known by the Government or had appropriate directives been followed) to the sponsoring recruiting service for disposition.

a. Use the format at MEPNET for assignment of enlistees for separation purposes.

b. MEPS designated personnel will revoke any assignment orders pertaining to the individual by request of the sponsoring service. Also, if requested, MEPS will issue an order assigning the enlistee to an activity designated by the sponsoring service for the purpose of separation.

c. The sponsoring recruiting service has responsibility for providing any meals, lodging, and local return home transportation to enlistees undergoing separation rests.

d. MEPS will distribute enlistment documents according to guidance in chapter 8. However, give the training/first-duty station documents (packet 2) to the sponsoring recruiting service.

e. The MEPS will take corrective action, if appropriate, to preclude recurrence of an erroneous enlistment.

Chapter 8 Assembly and Distribution of Enlistment Documents

Section I General

8-1. Procedures

MEPS distribute enlistment documents according to personnel procurement directives issued by the sponsoring service. HQ USMEPCOM provides a summary of the individual service-required distribution for packet breakdown in tables on the MEPNET (Directorate Links, Operations Directorate, USMEPCOM Regulation 601-23 Support Files). These MEPNET tables also provide a uniform document sequence for distribution purposes and serve as a quality control checklist. HQ USMEPCOM, MOP-AD, will announce updates to the MEPNET tables by the Command Message System.

a. MEPS personnel will use the “Left Side/Accession Packet USMEPCOM Verification” sections of the distribution tables (MEPNET) for the appropriate service to perform a quality review of every shipper packet that leaves the MEPS. MEPS personnel will print the checklist on light purple paper and check, in the blocks provided, every form in the left side of the packet. The MEPS must ensure required forms are in the packet before the applicant ships. MEPS personnel will print and sign the bottom of the checklist as verification that the required forms are included.

b. MEPS personnel will provide the service side checklist (MEPNET) to the service liaisons. The services will be using the following options to distinguish the service side of the packet from the USMEPCOM side (left side) of the packet:

(1) Army, Army Reserve, and Army National Guard – two-pocket folders. The Army will provide a two-pocket folder—the right side for service documents and the left side for DOD/USMEPCOM documents. The Army will provide a completed checklist (on white paper) on top of the service documents (right side). MEPS personnel will place the DOD/USMEPCOM checklist (on light purple paper) on top of the documents on the left side of the folder.

(2) Navy – light gray paper. The Navy liaison will provide the Navy checklist (on light gray paper) on top of the service documents. MEPS personnel will place the DOD/USMEPCOM checklist (on light purple paper) on top of the DOD/USMEPCOM documents and place it on top of the service (light gray paper checklist) documents.

(3) Marine Corps – khaki paper. The Marine Corps will provide a completed checklist (on khaki paper) on top of the service documents. MEPS personnel will place the DOD/USMEPCOM checklist (on light purple paper) on top of the DOD/USMEPCOM documents and place that portion on top of the service (khaki paper checklist) documents.

(4) Air Force – blue paper. The Air Force will provide a completed checklist (on blue paper) on top of the service side documents. MEPS personnel will place the DOD/USMEPCOM checklist (on light purple paper) on top of the DOD/USMEPCOM documents and place that portion on top of the service (blue paper checklist) documents.

(5) US Coast Guard – two-pronged folder. The US Coast Guard will provide a two-pronged folder. Service documents will go on the bottom and the DOD/USMEPCOM documents will go on top. The US Coast Guard will provide a completed checklist (on white paper) on top of the service documents. MEPS personnel will place the DOD/USMEPCOM checklist (on light purple paper) on top of the DOD/USMEPCOM documents and place that portion on top of the service (white paper checklist) documents.

c. Applicants bring their packets from the recruiting service to the MEPS with the copies needed for their enlistment documents (completed and partially completed documents). During processing at the MEPS, the service-initiated enlistment documents are completed and some MEPS-initiated documents are added. MEPS personnel will separate the enlistment documents into service-directed subpackets (subpackets are enlistment documents for mailing to service designated addressees) and perform a quality check of all enlistment documents using the checklist (par. 8-1b).

d. Service counselors/liasons provide the correct number of copies and sequence of forms by subpacket for the service-directed documents and sign the packet breakdown checklist for their part of the packet. Services may include other documents required according to personnel procurement directives at the end of the service documentation portion of the accession packet.

e. MEPS personnel break down the prepared packets provided by the services, combine the service documentation with the DOD/USMEPCOM documentation as directed in paragraph b above, and initiate and finalize the subpackets for each applicant as prescribed in the distribution tables on the MEPNET. Each accession subpacket will include the checklists and be placed in its own addressed envelope (USMEPCOM provides) after completing the breakdown process.

Note: Do not staple, clip, clamshell, or otherwise fasten the packet or any portion of the packet.

f. MEPS personnel perform quality-control checks on accession packets and on DEP packets. DEP packets are held by the services until the applicant returns to the MEPS to ship. (See quality control guidelines for maintenance of electronic files maintained by MEPS on DEP packets in USMEPCOM Reg 680-3.)

g. Service counselors/liasons have different requirements regarding packet quality checks. MEPS will present completed packets to the service counselors/liasons to allow time for a service check of the applicant's packet before shipping.

h. Neither the quality control check nor the non-receipt of service-unique forms or documents will delay MEPS packet breakdown or shipment of applicants.

8-2. Maintenance of DEP enlistment documents

DEP enlistment documents are maintained by the sponsoring recruiting service according to the appropriate service directives until the applicant returns to the MEPS for enlistment in a regular component.

a. Through USMIRS, MEPS personnel will print DD Forms 4/1 and 4/2 (not to be used as an original at subsequent applicant accession) and give it to the applicant.

b. The sponsoring service sends the original MEPS examination records, copies of separation documents, or notification documents to the MEPS when applicants are discharged or released from the DEP by the sponsoring recruiting service. Disposition: Maintain on file number 601-270a and destroy after 2 years.

8-3. Notification of enlistment – Active Reserve, regular component

Recruiting services provide notification of enlistment to the enlistee's Reserve or National Guard unit of assignment or other Reserve component activity prescribed in the respective service directives upon enlistment. This includes completion of the DD Form 368 (Request for Conditional Release), section III, Notice of Enlistment, and/or forwarding copies of the DD Form 4-series and orders to Reserve activities for discharge action. DD Form 368 is provided by the services for inclusion in the accession packet, service documents (right-side).

Section II Preparation

8-4. Preparation of enlistment documents

a. MEPS personnel will ship subpackets in the proper sequence with the prescribed number of forms in each packet and subpacket (see distribution tables on the MEPNET for detailed guidance). When completed, each subpacket is placed individually in an addressed shipping envelope.

b. Packets will be shipped together as a bulk shipment whenever possible.

(1) Prepare one DA Form 200 (Transmittal Record) indicating the contents of the entire shipment; do not use a separate DA Form 200 for each packet in the bulk shipment.

(2) Packets may be held up to 3 working days to allow for a bulk shipment.

8-5. Content and distribution of enlistment packets

The distribution tables on the MEPNET show composition, document sequence, and destination of enlistment subpackets.

Note: USMIRS-produced forms will be printed on plain white paper.

a. Ensure documents (including carbon interleaved sets used during periods of manual input) in the subpackets are not torn or mutilated and are legible in their entirety. When copying several small documents to one page, ensure all documents are facing the same direction.

b. When originals are not available from the recruiting service residual files or Reserve and National Guard units, legible copies of MEPS medical records may be used for distribution in lieu of originals. The copies need not be “certified” or designated “true copies” for this purpose. If there is doubt concerning authenticity or legibility of records, conduct a new physical.

c. The service counselor/liaison is responsible for monitoring cases requiring waivers and will provide copies of waiver documentations to the MEPS. MEPS personnel include any waiver documentation in the training center packet (see packet numbering on MEPNET tables).

8-6. Distribution of enlistment documents by mail

a. MEPS personnel will mail enlistment subpackets by the most cost-effective method available (i.e., Federal Express, United Parcel Service, First Class/Priority Mail) ensuring delivery to central enlisted records maintenance activities within a 3-day window. (See bulk shipment guidance in par. 8-4b(2).) MEPS personnel will—

(1) For Marine Corps Selected Reserve enlistees, mail subpackets not later than 5 workdays following enlistment in Regular components or entry on active duty for training.

(2) For Army Reserve/National Guard, mail subpackets not later than 5 workdays following receipt of Human Immunodeficiency Virus (HIV) antibody and drug testing results.

(3) Authorized distribution of subpackets by other means (e.g., base routing, hand delivery) provided the 3-workday time line is not exceeded.

b. MEPS personnel will complete a DA Form 200, in triplicate, for each bulk shipment of subpackets and—

(1) Send two copies of the completed DA Form 200 and a return self-addressed envelope with each shipment.

(2) Retain the third copy pending receipt of the signed DA Form 200.

c. MEPS personnel will place subpackets in an addressed and sealed container and use—

(1) Additional envelopes or cardboard boxes for larger shipments.

(2) Pressure-sensitive tape over envelope seal.

8-7. Distribution of hand-carried enlistment documents

MEPS personnel will place enlistment packets for distribution to initial receiving stations in a sealed envelope, addressed to the receiving station, and give the envelope to group leaders (if applicable). MEPS personnel will also give group leaders an additional copy of orders for all enlistees traveling in their groups.

8-8. Non-availability of forms at shipping time

a. If a USMEPCOM PCN 680-3ADP with accession data is not available for distribution due to USMIRS failure, distribute the most recent USMEPCOM PCN 680-3ADP reflecting ASVAB scores used for the enlistment. This may be a reproduced copy. If no USMEPCOM PCN 680-3ADP is available, distribute a manual or approved automated DOD Form 1304.12-K (ASVAB Scoring Worksheet) showing the ASVAB scores used for enlistment.

b. If a USMEPCOM PCN 680-3ADP with ENTNAC data is not available for distribution due to USMIRS failure, distribute the most recent USMEPCOM PCN 680-3ADP reflecting ENTNAC results. This may be a reproduced copy. If no USMEPCOM PCN 680-3ADP is available, distribute a copy of the USMEPCOM PCN ZHM001 (ENTNAC Status Report) if available.

c. When service-unique forms or documents are not available at ship time, MEPS personnel will ensure the documents are sent (using DA Form 200) to the appropriate receiving station/locations when they become available. MEPS may send the documents with the next shippers or by mail without delay.

d. When the USMEPCOM PCN 680-3ADP is subsequently produced, send it with a DA Form 200 to the appropriate receiving station with the next shippers or by mail without delay. Maintain a copy of the USMEPCOM PCN 680-3ADP under file number 601-270a.

Chapter 9

Red Carpet Treatment

9-1. Purpose

This chapter outlines the USMEPCOM policy concerning the essential elements of Red Carpet Treatment in USMEPCOM.

9-2. MEPS impression

a. The success of this policy depends upon the spirit in which it is implemented. The impression your MEPS creates will be long lasting in the minds of the men and women who seek to join our Armed Forces. This first impression will ultimately influence the decision an applicant will make regarding enlistment. While there is stress from processing 120 vice 20 applicants in a day, the focus must be on the importance of personal contact with the applicants. The larger the applicant flow, the more important the personal focus becomes.

b. Many young applicants arriving at your MEPS are away from their homes for the first time. Most of these young men and women are contemplating the first major decision in their lives. Because of their age and inexperience, these applicants bring with them many doubts and insecurities common to teenagers and young adults. They may be anxious, nervous, and apprehensive. Professional and courteous treatment from the MEPS staff can help reduce many of these emotions. This chapter provides the policy for creating a quality-focused environment.

9-3. Items of concern

- a. Overview and the commander's role in creating a quality, service-oriented environment.
- b. Treatment of applicants (minimum essential requirements).
- c. Activities available during waiting time.
- d. Recommended applicant orientation, welcome, enlistment, departure procedures, and ceremonies briefings. (See app. D for sample of a Pre-Arrival Orientation Outline, Pre-Arrival Fact Sheet, First Visit Schedule, Shipping to Basic Schedule, and the Commander's Welcome Brief)
- e. Handling visitors (see app. D).
- f. Assessment/feedback on Red Carpet Treatment and "How do we rate" form (see app. D).
- g. Handling of an uncooperative/disruptive applicant (see app. D).
- h. Customer relations checklist (see app. D).

9-4. Essential elements

a. **Quality attitude.** The manner in which applicants are treated at your MEPS reflects the individual pride and professionalism of each MEPS member. Every member of the MEPS must understand this policy and embrace the procedures and intent outlined in this policy. While the MEPS may be processing 80 applicants for the third consecutive day, for most of the applicants on the floor, today is their first experience with the military. Pleasant, upbeat, and positive exchanges between staff and applicants will not only create a pleasant work environment for the staff, but will also show the applicants that the military is a good career choice, staffed by caring professionals.

b. Welcome procedures. Make every effort to inform the applicants of our processing procedure before their arrival at the MEPS. This requires excellent liaison with recruiting. The recruiter will be the key to ensuring applicants know what to expect. As a minimum, the recruiter should describe what a MEPS is, describe the processing day; advise of dress code, noon meal, lodging; expected behavior; and ideas to prepare them for “down time.” Your Future Begins Now brochure and/or a commander’s welcome information sheet distributed by recruiters make excellent tools to accomplish this objective. Present upbeat and positive information and avoid a rigid, negative tone. A positive applicant may increase the number of contracts written.

c. Commander’s briefing. Either the commander, one of the officers, the 1st sergeant, or an E-7 or above will conduct the commander’s briefing. Applicants must be aware of your presence during the day and that you are available to them to resolve problems. You and your leadership staff should greet applicants enthusiastically and check with them throughout the processing day.

d. Ceremony standards. Ceremonies will be special, dignified occasions, prefaced and followed by motivational remarks. Make every effort to explain and emphasize the significance of taking the oath within their personal lives, and the contributions they will make to the common defense of our country. Above all, stress military values, and the pride and appreciation of our Nation in their commitment to join the defense team.

9-5. Overview and commander’s role

a. Overview. MEPS are in the service business and applicants are our most important customers. Many applicants are still unsure of their commitment to joining the military when they arrive at the MEPS. Consequently, the quality of their treatment by MEPS personnel can influence whether some applicants access into the service and how they will remember their day(s) at the MEPS. Providing quality service to applicants is a major portion of MEPS’ mission.

b. Commander’s role. MEPS commanders are responsible implementing the Red Carpet Treatment in their MEPS. Each commander must develop a policy that recognizes the potential anxieties of the applicants, puts them at ease, motivates and encourages them, and instills pride in their decision to serve the Nation. It also must demonstrate a caring and efficient organization. The commander’s vision for a successful policy coupled with personal spirit and enthusiasm is key to success or failure. At a minimum commanders must—

- (1) Articulate a vision of quality service to leaders and staff. Model this through daily leadership.
- (2) Integrate this vision, through training and communication, into the MEPS’ corporate culture.
- (3) Market this vision to everyone associated with the MEPS, including hotel personnel, food contractors, consulting physicians, OPM TAs, transportation officials, etc.
- (4) Personally monitor and improve the policy. Be proactive. Walk through your MEPS and observe it as if you were the applicant.
- (5) Reinforce the caring attitude by treating MEPS personnel in the same red-carpet manner.

9-6. Treatment of applicants

Applicants should always be treated with courtesy, dignity, and genuine interest. This first impression remains etched in their memory forever and is often shared with others both in and out of the military. Our goal is to ensure these first impressions and memories of the military are extremely positive. The following will help you achieve this goal:

a. Treat applicants as individuals. Despite the repetitive nature of our duties, heavy workloads, and pressure to meet processing deadlines, remain aware that we are dealing with individuals, each with unique concerns, problems, and questions. By avoiding an assembly line mentality, even though we often must provide assembly line processing, we will ensure our staff is providing applicants with individualized and personalized attention on this important and memorable day in their lives. Our consideration of others treatment applies to applicants as well.

b. Address applicants in a polite and respectful tone in all communications. All communications with applicants, whether verbal, nonverbal or written, should be in a polite and respectful tone. This will go a long way toward bolstering the applicant's attitude and opinion of the organization they are about to join.

(1) Verbal. Address applicants in a friendly and polite tone of voice. Use their full names, or Mr/Ms "last name" and use "ladies" and "gentlemen" when speaking to a group. "Hey you!" is not acceptable under any circumstances. Using a "military tone" in briefings or announcements, issuing instructions as military orders, or "herding" applicants will only increase an applicant's apprehensions about the decisions they are making.

(2) Nonverbal. MEPS personnel should be cognizant of their nonverbal actions and communications and how the applicants could receive it. When in doubt about how you are coming across, try a simple smile.

(3) Written. All written communications, welcome letters, signs, instructions, etc., should be polite, positive, and upbeat. They should be written at a level that is easily understood by all applicants. Avoid "negatives" such as; don't, can't, won't, etc.

c. Explain each step in the process. Explain each process, procedure, and examination to the applicants as much as possible and as time allows. An awareness of "what is happening" and "why" may alleviate much of the applicant's anxiety and uncertainty. Suggestions for keeping the applicants informed as they process include:

(1) Briefing/individual updates. In addition to required briefings, supplementary briefings are very effective; e.g., explanations to female applicants before their physical examination on what to expect, briefing the ortho-neuro examinees on the purpose of the maneuvers, etc., or perhaps why the applicant's processing has been unexpectedly delayed.

(2) A simple document or diagram carried by each applicant or posted throughout the MEPS describing the various stages of processing and estimated completion time may reduce confusion and stress. Ensure that this document and/or diagram states the fact that Reserve and National Guard shippers do not swear in a second time.

d. Smooth, efficient, and prompt processing. Establish a smooth, efficient applicant flow to help reduce long lines, bottlenecks, and overall idle time. Processing efficiency considerations and requirements include:

(1) Start processing immediately upon applicants' arrival at the MEPS. At a minimum, applicants must begin processing within 10 minutes after arrival at the MEPS. Establish a smooth, efficient applicant flow using modular processing. Modular processing helps reduce long lines, bottlenecks, and overall idle time. It also contributes to the most efficient use of your MEPS staff.

(2) Consider using front-loaded processing. Some MEPS reduce idle time by completing certain subsequent processing steps while waiting on earlier steps (e.g., fingerprint applicants while awaiting the

medical briefing, conduct ENTNAC interview, and/or complete the DD Form 93 while awaiting liaison processing).

(3) Conduct frequent enlistment ceremonies. Ceremonies should be held throughout the day at set intervals to allow DEP-ins to promptly finish their processing and depart the MEPS.

(4) Review availability times and, if earlier availability is possible, a PSRO change should be requested from MTMC.

(5) Coordinate with your service liaisons and IRC to ensure they are conducting their applicant classifying functions as efficiently as possible. Advise sector of recruiting service problems.

e. Respect the applicant's privacy and dignity. Afford as much privacy as possible. Conduct interviews or discussions involving personal information in private, where other applicants are unlikely to overhear. If an applicant attempts to volunteer personal information during a group session, discuss the information privately with the applicant at the conclusion of the group session. If problems arise in discussions between staff or with liaisons, move to a private area to conduct the conversation so applicants cannot overhear.

f. Provide activities while waiting. After the applicants are informed of the reason for the delay, let them know about the activities available in your MEPS, i.e., video games, magazines, pay telephones, card/board games, studying, reading, pool table(s), air hockey/fuseball, and/or ping pong table(s).

9-7. Applicant orientation, welcome and departure procedures, and briefings

Both MEPS and recruiting service personnel must remember that for many applicants, processing at a MEPS is not only a unique experience, but often their first overnight trip away from home on their own. In addition, contemplation of joining the Armed Forces is often the first major job or career decision many of these young men and women will make. With these facts in mind, it is only natural that many of these young folks may be anxious, nervous, and apprehensive; not exactly a psychological state conducive to a positive MEPS experience. With information, we can overcome this potentially negative situation. Generally, the more detailed information an individual has about what to expect in the future, the more opportunity he or she has to prepare. In this respect, the pre-arrival orientation (app. D), commander's welcome briefing (app. D), and departure/transportation briefing (USMEPCOM Reg 55-2) are essential elements of your Red Carpet Treatment.

a. Pre-arrival orientation. The pre-arrival orientation is the most important step in preparing an applicant for the MEPS experience. Unfortunately, the MEPS have the least control over this step. At this stage of processing, the applicant must depend on the recruiting service for all information. You must coordinate the pre-arrival orientation with the IRC, and include it as part of the recruiter orientation training. In addition, you should provide feedback to your IRC on the quality and effectiveness of the pre-arrival orientation. Your goal is to ensure applicants have a clear understanding of the MEPS process, transportation, and lodging. You may choose the medium to most effectively conduct this pre-arrival orientation (i.e., videotape, brochure, checklist, or letter). The sample pre-arrival orientation outline (appendix D) is provided to you get started with, or fine tune, your orientation process. The Pre-Arrival Fact Sheet at appendix D will be provided to recruiters to use as a briefing guide and to give to the applicants before they arrive at the MEPS. The contract facilities will be instructed that they are not to enforce any recommendations to the applicants outlined in the fact sheet. The contract facilities are to enforce their own hotel/lodging facility rules. The pre-arrival orientation will be used as printed from appendix D and will not be locally changed. Any recommended changes to that fact sheet must be submitted to HQ USMEPCOM, ATTN: MOP.

b. Commander's welcome brief. This briefing gives applicants a thorough understanding of the MEPS process and initially tries to put them at ease. The content of the briefing is as important as the

manner of presentation. This is where you set the tone of the day for the applicants. You want to establish an environment that is supportive and friendly. The cautions previously discussed apply: Applicants are not recruits; therefore, speaking in a loud “military tone” and issuing instructions as military orders, and herding applicants about are not appropriate. For maximum value, the briefing should precede as much of the MEPS processing day as possible. The briefing must be presented by officers, or senior enlisted personnel E-7 and above. A sample of the commander’s welcome briefing outline is at appendix D.

c. Pre-oath briefing and ceremony. During the pre-oath briefing, MEPS personnel conducting the briefing will instruct applicants how to respond properly and respectfully to the enlisting officer. Applicants will be briefed and practice conducted on the position of attention. Ensure that the ceremony room is properly decorated and used for dignified events only. The enlisting officer should ensure that they give positive pre-enlistment and post-enlistment remarks tailored differently for shippers and DEP-ins and that the signing of contracts is individualized.

d. Departure/transportation briefing. For some applicants their travel to basic training may be the first time they’ve traveled on public transportation (bus, train or plane). The same fears, anxieties, nervousness, and apprehension that many applicants experienced on their first visit to the MEPS are present again as they depart the comfort of the MEPS for their journey to basic training. Again as with the MEPS pre-arrival orientations, preparation and information are key. The better we prepare them for their trip, the more comfortable they will be. Their departure from the MEPS should be a proud moment for them. Good luck wishes are in order. Ensure the provisions in USMEPCOM Reg 55-2 are covered in the travel briefing. Remember that most shippers have been involved in processing since early morning hours and are embarking upon a major change in their lives. The travel specialists are therefore challenged to provide a brief that captures and keeps recruits attention. Travel information is extremely important - if recruits miss part of the message they may find themselves stranded.

Chapter 10

GETIT Training

10-1. GETIT Program – objective

Determining future processing objectives is best accomplished through an on-site MEPS senior managers training program. The objective of this program is to create a knowledgeable workforce by identifying and training personnel with potential for innovation, creativity, and success in applicant processing.

10-2. GETIT team membership

The GETIT team will normally consist of three individuals from HQ USMEPCOM, MOP. The team can be supplemented from sector and/or HQ staff, as necessary. At the discretion of the team leader a representative from another MEPS may accompany the team.

10-3. Scheduling

Sample schedule on the MEPNET.

a. MOP will schedule approximately 10 GETIT visits each fiscal year, funding and operations tempo permitting. Visit duration is normally Monday through Friday.

b. The schedule will be coordinated to ensure no conflict exists with other events on the USMEPCOM Master Planning Calendar (e.g. sector assistance visit (SAV), TAV, IG, Manpower). MOP will not schedule a GETIT within 30 days before or after a SAV or IG or for the week of service mission days of any month or the last 2 weeks of September.

c. After reviewing the sector input and considering the USMEPCOM commander's priorities, MOP will publish the GETIT schedule on the USMEPCOM Master Planning Calendar.

10-4. Procedure

a. Approximately 2 weeks before the scheduled GETIT visit, the team leader will meet with the team members to work out details for the visit. Sector and other MEPS personnel approved to accompany the team will be included in the planning process.

b. On arrival at the MEPS, the GETIT team will tour the MEPS facility.

c. Team Leaders responsibilities include:

(1) In-briefing the MEPS commander on arrival.

(2) Conducting two, 2-hour training classes each day (morning and afternoon), Tuesday through Thursday, with MEPS commander and staff.

(3) Preparing a summary of the MEPS innovative ideas, objectives, and processing goals to meet future MEPS requirements.

(4) Conducting and documenting, for training purposes, a "Production Stream" analysis on one of the following areas: MEPS check-in/out, special testing, inspections, DEP process, fingerprinting.

(5) Out-briefing the MEPS commander and provide a copy of the summary report.

d. For a sample schedule with classes, see the MEPNET.

10-5. Evaluation

During the commander's out-brief, the team and MEPS staff will identify, based on content and value to the Command, process improvement initiatives to be presented to HQ USMEPCOM staff for evaluation.

Appendix A

References

Except where otherwise indicated below, the following publications and forms are available on their service or agency Web sites:

Department of Defense (<http://www.defenselink.mil/index.html>)

Army (<http://www.apd.army.mil>)

Marine Corps (<http://www.usmc.mil/marinelink/ind.nsf/publications>)

Navy (<http://www.neds.nebt.daps.mil>)

Air Force (<http://afpubs.hq.af.mil>)

Coast Guard (<http://www.uscg.mil/ccs/cit/cim/directives>)

USMEPCOM (MEPNET (<https://mepnet.mepcom.army.mil>) or Web (<http://www.mepcom.army.mil>))

GSA and Standard Forms

http://www.gsa.gov/Portal/content/offerings_content.jsp?contentOID=116369&contentType=1004

Section I (The publications needed to comply with this publication.)

Required Publications

AR 25-400-2

The Army Records Information Management System (ARIMS). Cited in paragraphs 4-5, 4-7, 4-15, 9-4, 9-6, 9-8b, and 9-18.

AR 340-21

The Army Privacy Program. Cited in paragraph 4-3.

AR 601-270

Military Entrance Processing Station (MEPS). Cited in paragraphs 5-20, 6-1 and 7-2.

AR 611-85

Aviation Warrant Officer Training. Cited in paragraph 7-14.

USMEPCOM Reg 25-5

United States Military Entrance Processing Command Data Element Dictionary. Cited in paragraphs 5-13e, 5-14, 6-13, and 6-16.

USMEPCOM Reg 40-1

Medical Processing and Examinations. Cited in paragraphs 3-2, 3-8, and 4-5.

USMEPCOM Reg 680-1

Military Entrance Processing Reporting System (MEPRS). Cited in paragraphs 5-12 and 8-1.

USMEPCOM Reg 700-3

Materiel Management and Supply Operations. Cited in paragraph 4-5.

USMEPCOM Suppl 1 to AR 340-21

The Army Privacy Program. Cited in paragraph 4-3.

Section II (These publications are merely a source of additional information. The users may read them to better understand the subject, but does not have to comply with this publication.)

Related Publications

AETCI 36-2002

Recruiting Procedures for the Air Force

AFI 32-6001

Family Housing Management

AFI 36-2002

Regular Air Force and Special Category Accessions

AFI 36-2101

Classifying Military Personnel (Officers and Enlisted)

AFI 36-2110

Assignments

AR 601-210

Regular Army and Army Reserve Enlistment Program

COMDTINST M1100.2D (series)

Coast Guard Recruiting Manual

DOD 5200.2-R

Department of Defense Physical Security Program

MCO P1100.72

Military Personnel Procurement Manual, Volume 2, Enlisted Procurement

Section III

(The forms needed to comply with this publication.)

Required Forms

DA Form 200

Transmittal Record. Cited in paragraph 8-4.

DA Form 543

Request for Records. Cited in paragraph 4-7.

DA Form 1613

Records Cross-Reference. Cited in paragraph 4-10.

DA Form 3443 (Available only to account holders on Army Web site.)

X-ray Film, Negative Preserver. Cited in paragraph 4-5.

DD Form 4-series

Enlistment/Reenlistment Document - Armed Forces of the United States. Cited in paragraphs 2-1, 3-9, 5-4, 5-7, 5-9, 5-11, 5-18, 5-21, 5-22, and 5-23.

DD Form 93

Record of Emergency Data. Cited in paragraphs 3-1, 3-2, 3-3, 3-9, 4-7, 5-4, 5-18, 5-24, 5-25, and 5-26.

DD 2808

Report of Medical Examination. Cited in paragraphs 4-7, 4-11, 4-14, and 5-7.

DD 2807-1

Report of Medical History. Cited in paragraphs 4-7, 4-8, 4-16, 5-5, 5-7, 5-12, 5-14, 5-18, and 9-8.

DD Form 2807-2

Medical Prescreen of Medical History Report. Cited in paragraphs 3-3d(3) and (4), 4-7a(1)(b), and 4-13a.

DIS Form 1 (Filled in form sent to MEPS; MEPS does not initiate this form.)

Report of National Agency Check. Cited in paragraph 6-16.

DOD Form 1304.12-K (Available only to account holders on the Army Web site)

ASVAB Scoring Worksheet. Cited in paragraphs 4-14 and 8-8.

FD 258 (Use as backup only)

FBI U.S. Department of Justice Fingerprint Card. Cited in paragraphs 5-2d(2), 5-4, 5-5, 5-6, 5-16, 5-17, 5-18, 6-4, 6-6, 6-7, 6-18, B-4d(2), B-4e, B-4e(7), and Appendix C.

OF 23

Chargeout Record. Cited in paragraph 4-7.

OF 24

Shelf File Chargeout Record. Cited in paragraph 4-7.

SF 513

Medical Record Consultation Sheet. Cited in paragraph 4-7.

USMEPCOM Form 40-1-2-R-E

Report of Medical Examination/Treatment. Cited in paragraphs 4-7 and 9-8a(1)(f).

USMEPCOM Form 40-1-3-R

Report of Medical Examination/Treatment-Visual Acuity. Cited in paragraph 4-7.

USMEPCOM Form 40-8-R-E

Drug and Alcohol Testing Acknowledgment Form. Cited in paragraph 4-7.

USMEPCOM Form 40-8-1-R-E

HIV Antibody Testing Acknowledgment Form. Cited in paragraphs 4-7, 4-10, 9-8a(1)(i), and 9-12.

USMEPCOM Form 40-8-3-R-E

Urine Sample Custody Document. Cited in paragraph 4-6.

USMEPCOM Form 40-8-4-R-E

Drug and Alcohol Testing Control Log. Cited in paragraph 4-6.

USMEPCOM Form 680-3A-E

Request for Examination. Cited in paragraphs 4-7 and 5-18.

USMEPCOM Form 727-E

Processing List (PL). Cited in paragraphs 4-7, 4-8, and 9-8b.

**Section IV
Prescribed Forms**

(The forms prescribed by this regulation. Users must use the forms to comply with this regulation.)

USMEPCOM Form 601-23-E

Report of Additional Information. Cited in paragraphs 4-3, 4-7, 5-12, 5-13, 5-14, 5-15, 5-16, and 5-17.

USMEPCOM Form 601-23-1-R-E

Orders Consolidation Sheet/Control Log. Cited in paragraphs 7-5 and 7-5a.

USMEPCOM Form 601-23-2-E

Records Flag. Cited in paragraphs 4-3, 4-7, and 4-18.

USMEPCOM Form 601-23-3-E

Record of Emergency Data Worksheet. Cited in paragraph 5-25.

USMEPCOM Form 601-23-4-E

Restrictions on Personal Conduct in the Armed Forces. Cited in paragraphs 2-2d, 4-25, 5-10, 5-11, and 5-22.

USMEPCOM Form 601-23-5-R-E

Introductory Preaccession Interview. Cited in paragraphs 4-3, 4-10a, 4-11d, 4-11e, 4-12a, 4-12f, 5-7, and 5-9.

Section IV (The file numbers this regulation prescribes the user to file specific documents under.)
Prescribed File Numbers

25-30ff

Publishing office (orders) background files. Cited in paragraphs 4-17 and 9-19.

40-66aa2

Tubercular applicant and registrant x-rays. Cited in paragraph 4-5.

40-66z

Procurement x-rays. Cited in paragraph 4-16.
Applicant x-ray film files. Cited in paragraph 4-5

600-8-105a

Orders (personnel-type) files. Cited in paragraphs 4-15 and 9-17a.

601-270a

- a. Accession data files. Cited in paragraph 4-4.
- b. Drug and alcohol testing files. Cited in paragraph 4-6.
- c. Examination files. Cited in paragraph 4-7.
- d. Group processing files. Cited in paragraph 4-8.
- e. Human Immunodeficiency Virus (HIV) antibody testing files. Cited in paragraph 4-9.
- f. Improper recruiting practice files. Cited in paragraph 4-11.
- g. Medical incident files. Cited in paragraph 4-12.
- h. Medical prescreening error files. Cited in paragraph 4-13.
- i. USMEPCOM PCN ZHM088, ATS Results Roster. Cited in paragraph 4-14.

Appendix B

Management Control Evaluation Checklist - Enlistment Processing

B-1. Function

The function covered by this checklist is enlistment processing at the MEPS.

B-2. Purpose

The purpose of this checklist is to assist all MEPS commanders in evaluating the key management controls listed below. It is not intended to cover all controls.

B-3. Instructions

Answers must be based on the actual testing of key management controls (e.g., document analysis, direct observation, sampling, simulation, other). Answers which indicate deficiencies must be explained and corrective action indicated in supporting documentation. These management controls must be evaluated at least once every 5 years. Certification that this evaluation has been conducted must be accomplished on DA Form 11-2-R(Management Control Evaluation Certification Statement).

Note: Statements in bolded italic are considered mission-essential.

B-4. Test questions

a. MEPS operations. The objective is to review the previous inspection report, as necessary, to prevent repeated findings. Ensure the services are projecting applicants before MEPS processing to ensure MEPS are staffed to provide requested services.

(1) Is a complete copy of the last Inspector General Inspection (with a copy of all MEPS responses to identified discrepancies) maintained on file in headquarters under file number 1c? (AR 25-400 2)

(2) Is the MEPS using applicant projections to facilitate work loads, and ensure necessary hire of fee-basis physicians, meals, lodging, and transportation arrangements? (AR 601-270,par. 6-1)

b. Applicant reception and orientation (control desk functions). The objective is to ensure all applicants processing in the MEPS are listed on the USMEPCOM Form 727-E, checked-in/out, treated with courtesy and dignity, shown genuine interest, and they are qualified to process.

(1) Upon arrival, is the MEPS welcoming and explaining to the applicants what a MEPS is, describe the processing day, dress code, meal times, transportation, location of bathrooms, fire exits, expectations of their behavior, ideas to prepare them for "waiting time, " etc.? (USMEPCOM Reg 601-23, par. 9-3)

(2) Are MEPS personnel aware of policy requiring suspension of enlistment procedures when applicant has become liable to a contract facility for service rendered or due to property damage or loss? (AR 601-270, par. 3-9)

(3) Are MEPS personnel verifying and reviewing applicant signatures for discrepancies at various processing points each day? (USMEPCOM Reg 680-1, appendix L)

(4) Is the MEPS ensuring all applicants are able to comprehend the English language well enough to complete MEPS processing? (AR 601-270, par. 3-15)

(5) Is the MEPS personnel prohibiting applicants in an intoxicated or impaired condition (alcohol or drugs) from testing or processing? (USMEPCOM Reg 40-1, pars. 7-4 and 8-8)

(6) Are MEPS personnel monitoring applicants, keeping them informed, and providing them up-to-date processing instructions to ensure the applicant understands the importance of being timely while in the MEPS? (USMEPCOM Reg 601-23, par. 9-6)

c. MEPS PEI, PAI, and alleged improper recruiting practice disclosures (AIRPDs). The objective is to conduct an interview following a predetermined process to assist the recruiting services in preventing fraudulent entry into the Armed Forces, Reserves, and U.S. Coast Guard. To record any additional information obtained from applicants that may have a bearing on their qualification for military service. The disclosed information will be furnished to the appropriate MEPS examining officer and/or sponsoring recruiting service for resolution. When an applicant alleges only improper recruiting practice(s) during the PEI/PAI, or anytime during processing, a sworn statement has to be taken and the appropriate Interservice Recruitment Committee (IRC) commander notified.

(1) Is the MEPS conducting a PEI to everyone scheduled to enlist before the Oath of Enlistment being administered? (AR 601-270, par. 6-5)

(2) Is the PEI conducted in an area free as possible from outside distractions and noise? If not, have steps been taken to conduct the interview free as possible from outside distractions and noise? (USMEPCOM Reg 601-23, par. 5-4)

(3) Does the MEPS interviewer have available all necessary enlistment processing forms when conducting the PEI? (USMEPCOM Reg 601-23, par. 5-4)

(4) Is the MEPS conducting the interview entirely in English? (AR 601-270, par. 3-15)

(5) Is the MEPS covering all the interview items listed in the PEI Script? (Script found on MEPNET (<https://mepnet.mepcom.army.mil>))

(6) Does the MEPS interviewer know they can ask as many questions as necessary to clarify situations or follow up applicant statements? (USMEPCOM Reg 601-23, par. 5-5d)

(7) Is the MEPS ensuring that service representatives properly respond to disclosures 01-23-E)? (USMEPCOM Reg 601-23, par. 5-15e and f)

(8) Does the MEPS interviewer refer all medical disclosures (including drug and alcohol abuse and physical and mental condition) to the MEPS physician? (USMEPCOM Reg 601-23, par. 5-12a)

(9) In the absence of a MEPS physician, were the medical disclosures presented to the MEPS commander or representative? (USMEPCOM Reg 601-23, par. 5-14e)

(10) Is the MEPS briefing the applicants, or allowing the applicant to read, the DOD separation policy covering restrictions on personal conduct in the Armed Forces? (USMEPCOM Reg 601-23, par. 5-5e)

(11) Does the MEPS interviewer know not to deviate from the text when briefing the DOD Applicant Briefing on Separation Policy to the applicant? (USMEPCOM Reg 601-23, par. 5-10)

(12) Is the MEPS ensuring applicants respond to whether they do or do not understand the DOD Applicant Briefing on Separation Policy? (USMEPCOM Reg 601-23, par. 5-5e(2))

(13) Is the MEPS denying applicant enlistments until they understand the DOD Applicant Briefing on Separation Policy? (USMEPCOM Reg 601-23, par. 5-5e(2))

(14) Is the MEPS ensuring that active reservists processing for enlistment in a regular component provide a completed DD Form 368 (Request for Discharge or Clearance From Reserve Component) before enlistment? (see MEPNET, PEI script, par. 4-8)

(15) Is the MEPS aware that the PAI can be conducted in a group setting? (USMEPCOM Reg 601-23, par. 5-9b)

(16) Is the MEPS covering all interview items listed in PAI Script and USMEPCOM Form 601-23-5-R-E being completed by each applicant in its entirety? (See MEPNET, PAI script)

(17) Does the MEPS interviewer explain the purpose of the PAI, including the effects of disclosing additional information after enlistment? (USMEPCOM Reg 601-23, par. 5-9)

(18) Is the MEPS ensuring applicants receive an individual PAI for questions marked "Let's Discuss" on USMEPCOM Form 601-23-5-R-E? (USMEPCOM Reg 601-23, par. 5-9)

(19) Is the MEPS informing the applicant who indicates an alleged improper recruiting practice disclosure to make a statement under penalty of perjury on plain bond paper? Is the following sentence verbatim at the end of the Reg statement "I declare under penalty of perjury that the foregoing is true and correct. (28 U.S.C. 1746) Executed on [date]."? (USMEPCOM Reg 601-23, par. 5-16)

(20) Is the MEPS advising the applicant before signing the alleged improper recruiting practice disclosure statement of the possibility of being prosecuted under penalty of perjury for making a false statement? (USMEPCOM Reg 601-23, par. 5-16b)

(21) Did the MEPS notify the appropriate IRC commander, verbally, of an improper recruiting practice(s) and complete a memorandum for record to record the conversation? (USMEPCOM Reg 601-23, par. 5-16c(2))

(22) Did the MEPS submit the memorandum and the original sworn statement to the appropriate IRC commander concerning the improper recruiting practice(s)? Were they submitted by the close of business on the first workday after completion of the sworn statement? (USMEPCOM Reg 601-23, par. 5-16c(2))

(23) Is the MEPS forwarding an information copy of all of the paperwork concerning the improper recruiting practice(s) to the appropriate recruiting investigative activity and retaining a file copy? (USMEPCOM Reg 601-23, par. 5-16c(2))

d. Automated Entrance National Agency Check (ENTNAC) requests. An ENTNAC is conducted on each enlisted member of the Armed Forces at the time of initial entry into military service. A National Agency Check (NAC) is conducted if enlisting after a break in service of more than 24 months. Automated ENTNACs are submitted on all applicants meeting the eligibility requirements regardless of service request unless specified differently in the regulation. A manual ENTNAC is conducted on enlistees who do not meet the automated eligibility criteria.

(1) Is the MEPS reviewing the ENTNAC eligibility criteria and path recommendations made by the liaisons or counselors before making final path determination? (USMEPCOM Reg 601-23, par. 6-15a)

(2) Is the MEPS checking for completion of the SF 86 (Questionnaire for National Security Positions) or EPSQ printout version, "Part 1, " and the administrative blocks on the FD 258 (Fingerprint Card)? (USMEPCOM Reg 601-23, par. c-1a)

(3) Is the MEPS providing the original SF 86 or EPSQ printout version to the service liaisons or counselors once an automated ENTNAC had been submitted? (USMEPCOM Reg 601-23, par. 6-12)

(4) When the MEPS is notified by the sponsoring service that a manual ENTNAC or NAC result had not been received after 90 days, did the MEPS document the request and notify sector headquarters? (USMEPCOM Reg 601-23, par. c-3b)

(5) Is the MEPS contacting sector headquarters for assistance if confirmation has not been received after 5 working days on an automated ENTNAC result? (USMEPCOM Reg 601-23, par. 6-16(2))

(6) Is the MEPS conducting a telephonic status request to sector headquarters and documenting if results of automated ENTNAC requests are not received after 21 days? (USMEPCOM Reg 601-23, par. 6-16b(5))

(7) Is the MEPS correcting and resubmitting errored ENTNAC records using the B006R WKID and submission code "R" within 2 workdays of received error? (USMEPCOM Reg 601-23, par. 6-16(3))

e. Fingerprinting program (manual process). Fingerprinting is accomplished on enlistment applicants for ENTNAC and NAC processing. The sponsoring service initiates FD 258 (FBI U.S. Department of Justice Fingerprint Card). The sponsoring service will type, or print in black, blue or blue-black ink, the personal data section of the cards; MEPS complete the remaining items.

(1) Have all the MEPS fingerprinting technicians reviewed the FBI produced video "Inked Fingerprinting?"

Note: This video is distributed by HQ USMEPCOM, MOP-AD. (USMEPCOM Reg 601-23, app. c-6)

(2) Are fingerprint tables and cardholders at a level to allow applicant's forearm to assume a horizontal position when fingers are being inked and rolled? (USMEPCOM Reg 601-23, app. c-6c)

(3) If the MEPS fingerprint method being used is other than inkless, is printer ink being used? (USMEPCOM Reg 601-23, app. c-6d)

(3) Is the MEPS ensuring the applicants clean their hands immediately before taking fingerprints? (USMEPCOM Reg 601-23, par. 6-7(4))

(4) Are the service liaisons or counselors completing the administrative portions of the fingerprint card? (USMEPCOM Reg 601-23, par. c-7(1-18))

(5) Are applicants and the MEPS fingerprinters signing the fingerprint card? (USMEPCOM Reg 601-23, par. c-7(1)(4))

(6) Is the MEPS completing items "Residence of Person Fingerprinted" and "Employer and Address" on the FD 258? (USMEPCOM Reg 601-23, par. c-7(2))

(7) Is another qualified fingerprinter, trained in fingerprinting by the FBI, performing a quality control check of the completed fingerprint cards? (USMEPCOM Reg 601-23, par. c-8)

f. MEPS examination and enlistment files. The objective is to ensure the MEPS protect documents containing examination or processing data against unwarranted invasion of the examinee's personal privacy or disclosure of information received in confidence.

(1) Is the MEPS files room designated as a limited access area? (USMEPCOM Reg 601-23, par. 4-2)

(2) Is the MEPS posting a list of MEPS personnel authorized access to the files room? (AR 601-270, par. 3-13 and USMEPCOM Reg 601-23, par.4-2)

(3) Is the MEPS posting at the entrance of the files room a list of recruiting service personnel authorized access to examination documents, as determined by the MEPS commander? (USMEPCOM Reg 601-23, par. 4-2)

(4) Is the MEPS using the USMIRS Packet Tracking Charge In/Out automated process to track files/documents removed from the files room? (USMEPCOM Reg 601-23, par. 4-7b)

(5) Is the MEPS reconciling the USMIRS Overdue Packet Roster screen on a daily basis? (USMEPCOM Reg 601-23, par. 4-14o)

(6) Is the MEPS purging the files/packets on a daily basis after receipt of the USMEPCOM PCN ZHM103S/A, Purge Roster? (USMEPCOM Reg 601-23, par. 4-14l)

(7) Is the MEPS forwarding copies of examination documents to other MEPS that requested them? (USMEPCOM Reg 601-23, par. 4-7(g)2.)

(8) Is the MEPS forwarding original documents by transmittal letter or DA Form 200 (Transmittal Records)? (USMEPCOM Reg 601-23, par.4-7c(1) and 4-18)

(9) Is the MEPS being provided original enlistment documents on applicants that were enlisted on faxed copies, if required at accession/ship time? (USMEPCOM Reg 601 -23, par. 4-7(g)3)

(10) Is the MEPS establishing for maintenance "medical incident files" of documents relating to applicants becoming seriously ill or injured at the MEPS, or found disqualified for conditions considered dangerous if left untreated? (USMEPCOM Reg 601-23, par. 4-12)

g. Oath of Enlistment and pre-oath briefing. The objective is to ensure the Oath of Enlistment remains an auspicious dignified ceremony conducted only in the English language by the enlisting officer. Also, that the applicant fully understands their eminent commitment, and should feel a sense of pride and achievement in their decision.

(1) Is the MEPS conducting a pre-oath briefing before the actual enlistment ceremony to all applicants scheduled to enlist? (USMEPCOM Reg 601-23, par. 5-19)

(2) Is the MEPS explaining during the preenlistment oath briefing the provisions for administrative discharge due to fraudulent entry and the general meaning of Articles 83, 85, and 86 (Uniform Code of Military Justice)? (AR 601-270, par. 6-6 and USMEPCOM Reg 601-23, par. 5-19)

(3) Is the MEPS advising the applicants during the preenlistment oath briefing to stand at attention and hold their right hand up at a 90-degree angle? (USMEPCOM Reg 601-23, par. 5-19)

(4) Is the MEPS advising the applicants during the preenlistment oath briefing that he or she has the option to swear or affirm and that the words "so help me God" may be omitted from the Oath of Enlistment? (AR 601-270, par. 6-6a)

(5) Is the MEPS briefing the applicants or allowing them to read the DOD Applicant Briefing on Separation Policy covering restrictions on personal conduct in the Armed Forces before the Oath of Enlistment, if necessary? (USMEPCOM Reg 601-23, par. 5-19)

(6) Is the enlisting officer asking applicants just before the oath of enlistment (DEP- accession) "Have you been briefed on and do you understand the DOD Applicant Briefing on Separation Policy and restrictions on personal conduct in the Armed Forces?" (USMEPCOM Reg 601-23, par. 4-5e and section VI) Is the enlisting officer ensuring the applicant gets briefed and understands the DOD Applicant Briefing on Separation Policy? (USMEPCOM Reg 601-23, par. 5-5e)

h. Preparation and distribution of enlistment documents. The objective is to ensure the required processing documents are prepared correctly and distributed in accordance with USMEPCOM instructions to provide a uniform document sequence for distribution purposes.

(1) Is the MEPS properly preparing the DD Forms 4-series? (USMEPCOM Reg 601-23, par. 5-22c)

(2) Is the MEPS ensuring DD Form 4-series is signed in a black, blue or blue-black ballpoint pen? (USMEPCOM Reg 601-23, pars. 5-22c(1))

(3) Is the MEPS ensuring DD Form 4-series is signed only by authorized personnel? (See MEPNET, Table Instructions for Completing DD Form 4 – Series, 8c, 13b, 14e, 18a, 19e, and 20b)

(4) Is the MEPS ensuring authorized changes and corrections on the DD Form 4-series are initialed by the enlistee and service representative? (USMEPCOM Reg 601-23, par. 5-22a)

(5) Are MEPS personnel reviewing the DD Form 4-series with the applicant to ensure they fully understand their commitment and obligation? (USMEPCOM Reg 601-23, par. 5-21)

(6) Is the MEPS properly preparing the USMEPCOM Forms 601-23-4-E (Restrictions on Personal Conduct in the Armed Forces) and attaching it to the applicant's copy of the DD Form 4 and the copies for the service personnel centers and the reception stations? (USMEPCOM Reg 601-23, par. 5-22e)

(7) Is the MEPS properly preparing travel orders? (AR 601-270, par. 6-7 and USMEPCOM Reg 601-23)

(8) Is the MEPS using only the last four digits of the applicant's social security number for group orders? (USMEPCOM Reg 601-23, par. 7-9)

(9) Are two fiscal year designations shown in initial active duty for training orders when the enlistee's period of active duty is scheduled to occur within 2 fiscal years? (see MEPNET, IADT orders example)

(10) Is the MEPS mailing enlistment documents by First-Class mail to central enlistment records maintenance activities not later than 5 workdays? (USMEPCOM Reg 601-23, par. 8-6a)

(11) Is the MEPS mailing Army Reserve and Army National Guard enlistment documents not later than 5 workdays following receipt of Human Immunodeficiency Virus (HIV) antibody and drug test (DAT) results? (USMEPCOM Reg 601-23, par. 8-6(2))

(12) Is the MEPS properly placing enlistment packets in an addressed and sealed container to protect against loss or damage? (USMEPCOM Reg 601-23, par. 8-6c)

(13) Is the MEPS completing a DA Form 200 (Transmittal Record), in triplicate, for each mailing shipment of enlistment documents? (USMEPCOM Reg 601-23, par. 8-6b)

(14) Is the MEPS properly preparing DD Forms 93 (Record of Emergency Data)? (USMEPCOM Reg 601-23, par. 5-24)

(15) Is the MEPS ensuring the USMEPCOM 680-3ADP printed reflects the applicant's latest processing actions and qualification data and is checked for accuracy before distribution? (HQ USMEPCOM Policy Memorandum 2-1, par. D-5)

B-5. Comments. Help make this a better tool for evaluating management controls. Submit comments to HQ USMEPCOM, ATTN: MOP, 2834 Green Bay Road, North Chicago, IL 60064-3094.

B-6. Use of DA Form 11-2-R

DA Form 11-2-R (Management Control Evaluation Certification Statement) is designed to document any management control evaluation. Evaluations at the MEPS must be documented on this form. To use the form, just fill in the appropriate blocks. The assessment unit is the MEPS section or topic reviewed (e.g., processing, medical, preenlistment interview, drug and alcohol testing, Human Immunodeficiency Virus, temporary duty, etc.). The methodology used to conduct the evaluation(s) could be the management control evaluation checklist(s) (located in an appendix of the prescribing regulation) or whatever method used to review the area listed in block 3. The next block lists who completed the evaluation and when it was conducted. The completion of the remarks block is self explanatory. The certification is made by the person in charge of the area evaluated. For sample of a completed form see USMEPCOM Reg 601-23, figure B-1.

| MANAGEMENT CONTROL EVALUATION CERTIFICATION STATEMENT | | 1. REGULATION NUMBER USMEPCOM Reg 20-1 |
|--|--------------|--|
| For use of this form, see AR 11-2; the proponent agency is ASA(FM). | | 2. DATE OF REGULATION ddmmyy |
| 3. ASSESSABLE UNIT Area being reviewed or evaluated | | |
| 4. FUNCTION The specific item(s) being reviewed or evaluated | | |
| 5. METHOD OF EVALUATION (<i>Check one</i>) | | |
| <input checked="" type="checkbox"/> | a. CHECKLIST | b. ALTERNATIVE METHOD (<i>Indicate method</i>) |
| APPENDIX (<i>Enter appropriate letter</i>) | | |
| 6. EVALUATION CONDUCTED BY | | |
| a. NAME (<i>Last, First, MI</i>) Doe, Cooper D. | | b. DATE OF EVALUATION ddmmyy |
| 7. REMARKS (<i>Continue on reverse or use additional sheets of plain paper</i>) | | |
| <p>a. All evaluations must be supported by specific documentation. At a minimum, supporting documents must clearly indicate:</p> <ul style="list-style-type: none"> - Who conducted the evaluation. - The date of the evaluation. - The methods used to test key management controls (management evaluation control checklists, spot checks, paperwork reviews, etc.). - What management control material weakness, if any, were detected (discrepancies). - What corrective actions were taken. <p>b. Reporting organizations (MEPS, sector, directorate) must maintain copies of their annual statements, along with complete supporting documentation.</p> <p>c. Organizations tracking material weaknesses must maintain documentation on:</p> <ul style="list-style-type: none"> - Status. - Effectiveness of corrective actions. - Validation of corrective actions. <p>d. Retention of documentation must be in accordance with the modern army recordkeeping system:</p> <ul style="list-style-type: none"> - Assemble units (MEPS, sector, directorate) retain most recent management control evaluation. - Reporting organizations (MEPS, sector, directorate) retain annual statements and supporting documents for 2 years. - Reporting organizations (MEPS, sector, directorate) retain material weaknesses for 2 years. | | |
| 8. CERTIFICATION | | |
| I certify that the key management controls in this function have been evaluated in accordance with provisions of AR 11-2, Army Management Control Process. I also certify that corrective action has been initiated to resolve any deficiencies detected. These deficiencies and corrective actions (<i>if any</i>) are described below or in attached documentation. This certification statement and any supporting documentation will be retained on file subject to audit/inspection until superseded by a subsequent management control evaluation. | | |
| a. ASSESSABLE UNIT MANAGER | | b. DATE CERTIFIED |
| (1) Typed Name and Title John A. Doe, Commander | | |
| (2) Signature John A. Doe | | ddmmyy |

DA FORM 11-2-R, JUL 94

EDITION OF JAN 94 IS OBSOLETE

USAPPC V2.00

Figure B-1. Sample of a completed DA Form 11-2-R

Appendix C**ENTNAC/NACLC/NAC Manual Processing Procedures (contingent upon EFCS failure to operate)****Section 1****ENTNAC/NACLC/NAC Manual Processing Procedures**

C-1. Procedures. The following procedures are for MEPS to perform manual ENTNAC and NACLC/NAC processing, contingent upon EFCS failure.

a. Review the SF 86/EP SQ printout version for completeness, ensuring all “yes” answers have been fully explained and the administrative blocks of the FD 258 have been completed (see par. C-7 for detailed instructions). Make data corrections, if possible, otherwise direct the applicant to the service counselor/liaison for correction. Corrections to the FD 258 are made by lining through the incorrect entry and entering the correct information above the lined-through error. Do not use correction fluid or tape to make corrections on the forms.

b. Conduct the PEI and review enlistment documents (list of documents in paragraph 4-6). Service counselors/ liaisons will provide a copy of the SF 86 or EP SQ printout version to the MEPS to conduct the PEI interview.

c. Ensure the submission path has been annotated in the upper left-hand corner of the SF 86/EP SQ printout version. Ensure the “Request Date,” “Submission Codes” (MEPS ID Code) and the “Return Results To” blocks (part 1) have been completed.

d. Fingerprint the applicant using the FD 258 according to guidance in section III and ensure the “Signature of Person Fingerprinted,” “Signature of Official Taking Fingerprints,” date blocks, “Place of Enlistment” and “Organization of Official Taking Fingerprints” are completed.

e. After MEPS personnel inputs information into USMIRS from the SF 86/EP SQ printout version and return the form to the service counselor/liaison.

Section II**ENTNAC and NAC Submission Procedures and Results****C-2. Manual ENTNAC and NAC submissions**

a. The MEPS receive manual ENTNACs/NACLC/NACs from the recruiting services and submit them to DSS or OPM. The services will mail the signed release forms within 1 workday of completion to the address below. The MEPS will mail the FD258 using the MEPS Federal Express (next day service) as the mail carrier to the address below.

National Agency Records Processing Group (NARP)
Defense Security Service
10th Street Suite 125
Fort George G. Meade, MD 20755-

-OR-

U.S. Office of Personnel Management
Federal Investigations Processing Center
1137 Branchton Road
Boyers, PA 16018-0700

b. Do not mail manual ENTNAC or NAC requests to the FBI (reference par. 5-21).

- c. USMIRS will be updated according to submission type as indicated in paragraph 5-20.

C-3. Manual ENTNAC/NACLC/NAC results

a. Results for manual ENTNAC and NAC requests will normally be returned within 90 days of submission via DIS Form 1 (Report of National Agency Check). This report will list either favorable or unfavorable results. Procedures for requesting results not received after 90 days are provided in paragraph b below.

(1) If the DIS Form 1 reports favorable results, the service counselor/liaison will file the DIS Form 1 and the SF 86/EPSC printout version in the enlistee's DEP/accession packet or if the enlistee has shipped, send the results to the enlistee's follow-on station or unit of assignment. No MEPS action is required.

(2) If the DIS Form 1 reports unfavorable results, the service counselor/liaison will file the DIS Form 1 and the SF 86/EPSC printout version in the enlistee's DEP/accession packet. Disposition of individuals with unfavorable ENTNAC or NAC results will be determined by the sponsoring service. No MEPS action is required.

b. If results for manual ENTNAC or NAC requests are not received after 90 days, the MEPS will, upon request of the sponsoring service, telephone or fax the request to sector headquarters. If Sector cannot retrieve the information required, the request is forwarded to HQ USMEPCOM, MOP. MOP will contact DSS/OPM for current status and telephonically notify the MEPS through sector headquarters. The MEPS will provide the current status to the service counselor/liaison in writing. The information required to make inquiries at DSS/OPM is last name, first name, middle name/initial, SSN, date of submission, and submission type.

C-4. Automated ENTNAC results.

For automated manual processing see chapter 6, paragraph 6-16.

Section III Manual Fingerprinting

C-5. Fingerprinting. The MEPS accomplish fingerprinting of enlistment applicants for ENTNAC/NACLC/NAC processing. The sponsoring recruiting services initiate the FD 258 for requests. The services complete (type or print in black, blue or blue-black ink) the personal data section of the cards. The MEPS complete the remaining items.

C-6. Fingerprint training and requirements. All MEPS fingerprinting technicians are required to view the FBI-produced tape "Inked Fingerprinting" (tape available through sector operations. The MEPS fingerprinting technicians should be trained by FBI personnel, if possible. The MEPS can arrange for this training by contacting the nearest FBI field office police training coordinator. Requirements for fingerprinting include:

a. Lighting in the fingerprinting and fingerprint card examination area must be sufficient to ensure proper evaluation and quality assurance of fingerprints taken.

b. Correct card stock (FD 258) must be available and used for fingerprinting.

c. The fingerprint table and cardholder must be at the proper height from the floor. "Proper height" is a level, which allows a subject's forearm to assume a horizontal position when the fingers are being inked and rolled.

d. Correct ink (printer’s ink) must be used.

e. The applicant’s hands must be clean, dry, and free from perspiration or body oils (alcohol or a nonflammable cleaning agent may be used).

C-7. Completion of fingerprint cards

a. Review fingerprint cards (FDs 258) to ensure the sponsoring service completed items (1) through (18) below:

(1) Last name.

(2) First name.

(3) Middle name.

(4) Aliases, if any. (Leave blank if not applicable.)

(5) ORI. Defense Security Service’s originating identification number (USDIS000Z). This should already be preprinted on the FD 258.

(6) Date of birth. Enter applicant’s date of birth.

(7) Sex. Enter applicant’s sex (F or M).

(8) Race. Enter race of individual being fingerprinted

| If Applicant Is | Enter Code |
|--|-------------------|
| Chinese, Japanese, Filipino, Korean, Polynesian Indian, Indonesian, Asian Indian, Samoan, or any other Pacific Islander | A |
| A person having origins in any of the black racial Groups of Africa | B |
| American Indian, Eskimo, or Alaskan native, or a person having origins in any of the 48 continuous states of the United States or Alaska who maintains cultural identification through tribal affiliation or community recognition | I |
| Of indeterminable race | U |
| Caucasian, Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race | W |

(9) Height. Enter height of individual being fingerprinted in inches.

(10) Weight. Enter weight of individual being fingerprinted.

(11) Eyes. Enter eye color of individual being fingerprinted (can use first 3 letters of eyes, i.e., BLA, BRO, GRE)

- Black Blue
- Brown Gray
- Green Hazel

Maroon Pink
Unknown

(12) Hair. Enter hair color of individual being fingerprinted

| | |
|------------------------|---------------------|
| Bald | Black |
| Brown | Blond or strawberry |
| Sandy | White |
| Gray of partially gray | Red or auburn |
| Unknown | |

(13) Place of birth/POB. Enter place of birth of individual being fingerprinted. Indicate the state, territorial possession, provide or country of birth.

(14) Citizenship CTZ. **Not applicable (leave blank).**

(15) OCA. Enter military recruit's branch of service as follows:

| SERVICE | ENTER |
|----------------|--------------|
| AIR FORCE | AIR FORCE |
| ARMY | ARMY |
| COAST GUARD | CST-GUARD |
| MARINES | MARINES |
| NAVY | NAVY |

(16) Armed Forces No. MNU. Enter the proper military prefix followed by a hyphen and the military recruit's social security number

| SERVICE | ENTER |
|----------------|---------------|
| AIR FORCE | AF-XXXXXXXXXX |
| ARMY | AS-XXXXXXXXXX |
| COAST GUARD | CG-XXXXXXXXXX |
| MARINES | MC-XXXXXXXXXX |
| NAVY | NS-XXXXXXXXXX |

(17) SSN: Enter military recruit's social security number.

(18) Miscellaneous No. MNU: Enter the proper military prefix and the military recruit's social security number. The information in this block will appear as your tracking number on the front page of any criminal history responses your agency may receive on a particular military recruit.

| SERVICE | ENTER |
|----------------|--------------|
| AIR FORCE | FXXXXXXXXXX |
| ARMY | AXXXXXXXXXX |
| COAST GUARD | GXXXXXXXXXX |
| MARINES | MXXXXXXXXXX |
| NAVY | NXXXXXXXXXX |

b. Review the FD 258 to ensure MEPS responsible items, (1) through (6) below, have been completed:

- (1) Signature of person fingerprinted. Applicant's signature.
- (2) Residence of person fingerprinted. Applicant's current residence.
- (3) Date. Current date.
- (4) Signature of official taking fingerprints. Signature of the MEPS person taking the fingerprint.
- (5) Employer and address. SON: , SOI: , and ALC:
- (6) Reason fingerprinted. There are two reasons: Enlistment or Candidate.

c. During the MEPS quality review of the administrative portions of the FD 258 and discrepancies are noted; e.g., erred and/or missing information, etc. MEPS can correct the card on the spot or return for services correction. The goal is to eliminate returned fingerprint cards from the FBI due to administrative errors.

C-8. Quality review of fingerprints. The MEPS will make every effort to obtain fingerprints classifiable by the FBI. Before the applicant leaves the MEPS, check the fingerprint portion of the card to ensure it does not contain any of the common rejection errors. A second MEPS person trained in fingerprinting will check the card before mailing to DSS/OPM.

a. If more than two questionable fingerprints are discovered on a card, the fingerprint technician must obtain fingerprints on a new card. If there are no more than two questionable fingerprints, the fingerprint technician may make corrections to the card in the following manner:

(1) "RETABS" can be used to cover and retake an individual fingerprint. Follow dispenser directions carefully.

(2) A maximum of two RETABS may be used on each card.

(3) A RETAB will not be used to cover a previously used "RETAB" (i.e., third attempt for fingerprints of the same finger).

b. The MEPS may acquire "RETABS" by either submitting a DD Form 1348-6 (DOD Single Line Item Requisition System Document) to their supply support activity or by submitting DA Form 3953 (Purchase Request and Commitment) to their supporting contracting office. Instructions for preparing these documents are contained in USMEPCOM Reg 700-3. Requisitioning data follows:

(1) Catalog Number - LE-42.

(2) Description - Pressure Sensitive Reprint Label RETABS.

(3) Unit of Issue - Box (650 per roll).

(4) Unit Price - '26.

(5) Acquisition Authority - CTA 50-970, appendix A.

(6) Source - Identicator Corporation, 851 Traser Ave, Suite 310, San Bruno, California 94066; telephone number (415) 873-8650.

c. DSS/OPM accept fingerprint cards and scan them and forward to the FBI.

Appendix D
Operations Guides and Samples

D-1. Interview guide

The purpose of this appendix is to provide:

- a. A general guideline for good interviewing.
- b. Some “do nots” during the interview.

D-2. Guideline for good interviewing

a. How to begin.

- (1) Give the individual your full attention.
- (2) Do not jump to conclusions.
- (3) When you do not understand, ask for clarification.

b. Elements of interviewing.

- (1) Explain the purpose or reason for the interview.
- (2) Start with easy questions the applicant should enjoy answering.
- (3) Ask questions to arouse interest. (Do not start with age, occupation, or marital status).
- (4) Go from general to specific and from easy to difficult.
- (5) Be familiar with questions or information. (If possible, study any available information about the applicant). Such preparation ensures the interviewer focuses on the most important information.
- (6) Decide whether one of several questions will best obtain the information for a given objective.
- (7) Questions should be simple enough so that the applicant can remember what is being asked. When questions become long, they often become ambiguous and confusing.
- (8) Keep language pitched to the level of the applicant. Use words that have the same meaning for everyone.
- (9) Decide whether a personal or impersonal question will obtain the better response.
- (10) Watch for nonverbal clues or reactions (i.e., gestures, facial expressions, head and hand movement, voice changes, and obvious hesitation) and relate these clues to the topic being discussed.
- (11) Maintain eye contact as much as possible.
- (12) Encourage the applicant to ask questions.
- (13) Wish the applicant "good luck" at the close of the interview.

D-3. Things “not to do”

a. General. Interviewers are likely to get into bad habits. For the most part, they are trivial faults that can be easily corrected. If they are not corrected, they will interfere with the efficiency of the interview.

b. “Do Nots.” The following “Do Nots” are typical instances of objectionable practices common to many beginners and some experienced interviewers. The list is not exhaustive. It will suggest to the reader other deficiencies which may, with some attention, be eliminated to his or her advantage.

(1) Do not sit on the edge of the chair. This gives an impression that you are impatient with the interviewee and anxious to be rid of them. The interviewee is likely to withhold information in order to terminate the interview as soon as possible.

(2) Do not fidget. Pronounced and unnecessary body movements, or frequent handling of desk material limit the ability of the interviewee to concentrate on the interview. Fidgeting indicates uncertainty or lack of assurance.

(3) Do not waste time. For satisfactory results, it is essential that the interview proceed with dispatch once it is started. The interviewer who wastes time runs the risk of letting the interview lose direction. In order to prevent this, it is good practice for the interviewer to keep their thinking a little in advance of the respondent.

(4) Do not hurry the interviewee. It is unwise to hurry the interviewee. He or she requires some time to get accustomed to the situation, to learn to feel at ease, to get ready to talk. The perfunctory, hasty interview in which the interviewee feels the pressure of time is worse than no interview at all.

(5) Do not imply answers to your questions. Experienced interviewers avoid leading questions. Often the interviewee recognizes what the interviewer wants and slants his or her responses in the desired direction. As a result, the information thus elicited may or may not be of any value.

(6) Do not carry a patronizing attitude. The PEI interviewer comes in contact with people from all socio-economic levels. In an effort to be helpful, the interviewer must maintain a climate of mutual respect. It is not necessary for the interviewer to look down on the interviewee, or expect the interviewee to look up to them.

c. Good ideas

(1) Eat in your contract facility. Periodically eat the noon meal in your lunch facility. If possible, invite your IRC members to join you there for a working lunch.

(2) Periodically travel with the applicants to consults, the airport, and to/from the contract lodging facility.

**Section II
Pre-Arrival Orientation****D-4. Outline**

Pre-arrival orientation briefing outline is in figure D-1.

I. Introduction

- a. Recognize the important decision they are considering and congratulate them on their decision.
- b. Explain the MEPS mission in terms an applicant can understand.
- c. Explain the relationship between MEPS and the recruiting services.
- d. Describe who works at a MEPS (i.e., joint service military, civilians).
- e. Explain what you hope the MEPS will accomplish with the applicant.
- f. Discuss the wear of appropriate attire at the MEPS and when reporting to basic training.

II. Items to bring

- a. Clothing appropriate for MEPS processing.
- b. Luggage (also, address MEPS storage capability).
- c. Reading material.
- d. Small bills or change for use in vending machines.

III. Transportation

Discuss time and method(s) of transportation from home to the lodging facility or to the MEPS and transportation back home as applicable. Explain to the applicants the rules governing the use of their privately owned vehicle to and from the MEPS and to basic training, who may and may not transport applicants to the airport. Further emphasize that there are no authorized stops between the MEPS and the airport.

IV. Lodging facility

- a. Location and telephone number.
- b. Rules and expected behavior.

V. Typical day

Describe a typical processing day at the MEPS for a DEPer and a Shipper.

VI. Additional information

- a. Smoking policy.
- b. Invite family and friends, suggest they bring cameras, welcome eligible relatives or friends who may want to perform ceremony.
- c. Liaison telephone numbers.
- d. The importance of a good night's rest (there is a relationship between rest and blood pressure).
- e. Army and Air Force applicants will receive an alcohol breath test.

Section III Pre-Arrival Fact Sheet

D-5. Fact sheet format

The following fact sheet (fig. D-2) will be used as printed and will not be locally changed. Any recommended changes to this pre-arrival fact sheet must be submitted to HQ USMEPCOM, ATTN: MOP.

{MEPS letterhead or USMEPCOM logo}

U.S. MILITARY ENTRANCE PROCESSING COMMAND

PRE-ARRIVAL FACT SHEET

Welcome to the _____ Military Entrance Processing Station (MEPS). Though not a part of the recruiting service, we play an important role in their mission – that of providing young men and women with the opportunity to serve their country as members of the Armed Forces. Our specific mission is to determine your qualifications in relation to the physical, aptitude, and moral standards set down by each branch of military service. With this understanding in mind, let me take a few moments to explain what you can expect, and what is expected of you, during your stay with us.

1. ITEMS TO BRING. Please keep the amount of luggage you bring to a bare minimum. Whether you are coming to the MEPS for the first time, or to ship to basic training, all you should need is one change of clothing and an overnight kit to meet basic hygiene requirements. In addition, you should be aware of the following appearance standards while you are at the MEPS:

- a. Shoes are required – shower shoes/sandals are not allowed.
- b. Clean undergarments are mandatory. You will not be allowed to take a physical without them.
- c. You should wear seasonal attire of suitable appearance. Hats, headbands, sleeveless shirts, net shirts, tank tops, midriff or halter-tops, and clothing with objectionable or obscene words or graphics are prohibited.
- d. Although we have a variety of magazines, you may wish to bring reading material of your own.

2. ITEMS YOU SHOULD NOT BRING. The MEPS does not have a locked storage area for personal belongings. MEPS personnel are not responsible for loss or damage to your personal property. **Therefore, you are highly encouraged not to bring the following items with you to the MEPS:**

- a. Large amounts of cash -- The MEPS will provide you with meals, lodging, and transportation. Therefore, you do not need to bring a lot of money with you to the MEPS. We do have a variety of vending machines and video games for your entertainment, so you may wish to bring a small amount of change or dollar bills with you for that purpose.
- b. Valuable items, such as personal stereos, jewelry, expensive sunglasses, or hand held video games.
- c. Weapons or contraband of any kind (including pocketknives). Individuals entering a federal facility may be searched for contraband. You will not be permitted to enter the MEPS if you have a weapon (even if you have a license or permit to carry the weapon) or any other illegal item with you.

Figure D-2. Pre-arrival fact sheet format

3. TRANSPORTATION. Your recruiter will be happy to provide you with transportation to and from the MEPS. Depending on your location and schedule, your recruiter may either offer to drive you, schedule you to be transported by one of the shuttle services, or provide you with a bus ticket. Your transportation home will generally be the same as that on which you arrived. You may wish to note that the shuttles generally do not depart the MEPS until around ____ PM. Thus, if you complete your processing early, you may have to wait for transportation home.

4. LODGING FACILITY. Many of you will spend the night at our lodging facility. The following are a few things you should know about this facility:

a. Name: _____

b. Location: _____

c. Phone number: _____

d. Two applicants of the same gender are assigned to each room. You may not have overnight guests of either gender in your room. For security reasons, we suggest that you not allow other individuals, including other applicants, to come in your room.

e. Dinner is served from _____ to _____. There is no charge for this meal.

f. You will be better able to successfully complete your military processing if you are well rested and alert. Therefore, we suggest that you get a full and good night's sleep.

g. The lodging facility has either a 24-hour security surveillance system or a security guard is on duty from _____ to _____.

h. You will receive a wake-up call at approximately _____ AM.

i. Breakfast is served from _____ to _____. Again, there is no charge for this meal.

j. The vehicle taking you to the MEPS will depart the lodging facility at approximately _____ AM. If you miss the vehicle it will be your responsibility to find transportation to the MEPS.

k. Although the room, meals, and transportation are free, you are responsible for paying any additional charges you might incur (TV pay channel, damage to your room, telephone calls, etc.) before you leave the lodging facility.

Note: Your processing at the MEPS could be delayed if you fail to clear all charges at the lodging facility.

l. While at the lodging facility, you will be treated like any other guest. You are responsible for your behavior at all times and are expected to abide by all state laws and local ordinances. You are also expected to treat all lodging facility employees and guests with respect and courtesy during your stay. If you are disruptive or unruly, the lodging facility manager has the right to evict you from the premises or call local police for assistance. If you damage hotel property, or property belonging to other hotel guests, you may also face civil or criminal penalties. These legal actions may delay or prevent you from entering military service.

m. You are encouraged to refrain from drinking alcoholic beverages during your stay. As part of your physical examination you will be administered an alcohol Breathalyzer test. If you fail the test, you will not be allowed to process and may be disqualified from military service. Legal drinking age is 21. It is against the law for individuals under the age of 21 to drink or possess alcohol. Individuals who are of legal drinking age may face penalties for providing alcohol to an individual who is under 21.

n. You should refrain from engaging in any other activity at the lodging facility that might lead to injury, which may disqualify you for military service. Use common sense and good judgment in using the swimming pool, exercise room, or other amenities provided by the lodging facility.

o. You may contact the front desk if you have any questions or concerns while at the lodging facility.

5. ARMED SERVICES VOCATIONAL APTITUDE BATTERY (ASVAB). ASVAB is the most widely used vocational aptitude battery in the country. It consists of a battery of ten tests. The complete battery contains a total of 334 items and requires three hours to complete. It is important that you do as well as you can on this test, as the results will be used not only to determine your eligibility to join the service, but also to determine what jobs you are best suited for. The test is given at a variety of locations, and in some cases, it may be given the night or morning before your processing at the MEPS. You should work with your recruiter to find a test location and time that best suits your needs.

Note: You cannot receive a physical examination at the MEPS until after you have received a qualifying ASVAB score.

6. PROCESSING AT THE MEPS. Processing at the MEPS is generally oriented along one of two schedules, depending on whether this is your first visit or if you are returning to ship to basic training.

7. ADDITIONAL FACTS.

a. Smoking is not allowed in the MEPS. A smoking area is located at _____.

b. Headphones may not be worn in the MEPS.

c. Glasses: Applicants who require corrective lenses should report with glasses rather than contact lenses when possible.

Note: Colored lenses are not acceptable for the color vision test. If you do bring contact lenses, ensure you bring the case and solution.

d. A change machine is located in the vending area for your convenience. However, that machine will not provide change for any bill larger than \$ [\$1.00] [\$5.00].

e. Telephone numbers:

(1) Army Counselor: _____

(2) Navy Counselor: _____

(3) Air Force Counselor: _____

(4) Marine Corps Liaison: _____

(5) National Guard Liaison: _____

(6) Coast Guard Liaison: _____

Section IV
Sample of First Visit Schedule at MEPS

D-6. Schedule

Sample first visit schedule at the MEPS is in figure D-3.

FIRST VISIT

| TIME | ACTIVITY |
|-------------|-----------------|
|-------------|-----------------|

_____ Arrive at the MEPS. You will be given a short briefing on the days' events.

_____ Check-in with MEPS control desk upon arrival for instructions.

_____ Medical briefing. At this time you will be asked to fill-out several forms dealing with your medical history. You may find it helpful to talk with your parents about any childhood diseases or medical problems before arriving at the MEPS. Honest/accurate answers will expedite your physical exam process.

_____ Physical examination. The actual time required will vary depending on the needs of the individual applicant, and the number of applicants at the MEPS. You should plan to spend at least three hours in this section. Your physical exam will consist of height and weight checks, hearing and vision examinations, urine and blood tests (including HIV), blood pressure and pulse checks, drug and alcohol test (Army and Air Force applicants only), and specialized consults if required.

Note: Male and female examinations are performed in separate areas. For both men and women, your visit with the physician will be in a private room. A female technician will also be in attendance when women are being examined

_____ Job interview. This is the time when you and your service liaison will work to find a specific job that hopefully meets your desires and the needs of the military. This process could take from a matter of minutes to several hours; it all depends on what you are qualified for, desire, and what is available.

_____ Lunch. There is no charge.

_____ Enlistment. This is the final step in your processing provided that you are physically qualified, and begins as soon as you and your service liaison decide on a job and basic training date, which could be as early as _____ AM or as late as _____ PM. The enlistment portion of your processing encompasses a final interview, fingerprinting (FBI check), and a preenlistment briefing. Once these steps have been completed, your enlistment contract will be prepared. You and your service liaison will then be asked to review and sign the contract, after which you will be administered the Oath of Enlistment. The enlistment portion of your processing generally takes less than one hour.

Figure D-3. Sample first-visit schedule

Section V
Sample of Shipping to Basic Training Schedule at MEPS

D-7. Schedule

Sample shipping to basic training schedule is at figure D-4.

SHIPPING TO BASIC TRAINING

| TIME | ACTIVITY |
|-------------|-----------------|
|-------------|-----------------|

_____ Arrive at the MEPS: You will be given a short briefing on the day's events.

_____ Check-in with your service counselor and the control desk.

_____ Physical Inspections: This is an abbreviated physical examination. Your height and weight will be checked again. Females will be administered a pregnancy test. All applicants will be asked to disrobe, and will be given a visual inspection by a physician. Again, men and women are examined in separate areas.

_____ Contract review: This time is set aside for you and your service liaison to review your enlistment documents.

_____ Enlistment Ceremony: You will repeat the Oath of Enlistment. Members of your family are welcome to participate in this ceremony and to take photographs.

_____ Travel Briefing: Your travel arrangements to basic training will be explained.

_____ Lunch: This meal is provided at no cost to you.

_____ Transportation to Basic Training: Depending on what time your plane or bus departs will determine what the time you depart the MEPS. Most departures occur between _____ AM and _____ PM.

Figure D-4. Sample of shipping to basic training schedule

Section VI
Commander's Welcome Briefing Outline

D-8.

Outline for the commander's welcome briefing is at figure D-5.

D-9. Good ideas

- a. National Anthem tape shown before start of commander's brief.
 - b. Slides can be used to describe the processing stages, possibly showing pictures of current staff conducting various processing steps.
-

I. Welcome

- a. MEPS mission.
 - b. Who works in the MEPS.
 - c. Rules of Conduct
 - d. Rules on leaving the MEPS.
 - e. Paging System.
 - f. Describing avenue for resolving a problem or asking a question
 - g. Guidance counselor/classifier interview
 - h. Building orientation
 - i. Emergency evacuation procedures
 - j. Safety
 - k. Security precautions when elevated threat conditions exist
- Note:** See MEPNET and app. D for the new layout.

II. Processing Overview

- a. General sequence of events.
 - b. Testing (same-day processors).
 - (1) Brief overview.
 - (2) Scores provided to service liaisons shortly after the test is completed.
 - c. Medical
 - (1) Brief overview.
-

Figure D-5. Commander's welcome briefing outline

(2) Importance of truthfulness, completeness, and accuracy, and why these values are important (i.e., not only fraudulent enlistment but also to protect the applicant from recurrence of a medical problem during rigors of basic training).

d. Guidance counselor/classifier interview

- (1) Work for recruiting service.
- (2) Negotiate job or category of jobs.
- (3) Establish date for entering active duty.
- (4) Ensure promises are put in writing.

e. Lunch

f. Preenlistment interview.

- (1) Truthfulness-fraudulent enlistment and potential penalties.
- (2) ENTNAC.
- (3) Fingerprinting.

g. Enlistment ceremony

- (1) Families and friends are welcome.
- (2) Rules on photographs.

III. Transportation

- a. Departure times and modes of transportation for applicants returning home.
- b. For those shipping, details will be provided during your transportation briefing.

IV. Building orientation

- a. Key processing locations.
- b. Baggage storage area.
- c. Rest rooms.
- d. Miscellaneous areas (game room, family lounge, etc.).

V. Emergency evacuation procedures

VI. Conclusion

Section VII Handling Visitors

D-10. Visitors

Relatives and friends of applicants are invited and encouraged to accompany applicants to the MEPS. You should strive to create a favorable image of the military for the visitors because first impressions are lasting impressions. Visitors intending to observe or administer the Oath of Enlistment often arrive several hours ahead of schedule. Coordinate with the service liaisons to provide more accurate suggested arrival times. The following guidelines will assist you.

a. Identify. The control desk personnel will normally be first to identify a visitor. They should warmly greet, and provide a tag or other means for identifying the visitor. MEPS staff members should be able to quickly discern applicants from family members and visitors. If space and resources permit, establish an attractive visitor lounge. Include magazines with a focus on service literature, MEPS pamphlets, Messengers, etc.

b. Brief. The MEPS commander (operations officer or senior enlisted advisor when commander is not available) should make every effort to personally greet and brief visitors. While a formal briefing is probably not appropriate, a few words from the commander about the mission of the MEPS, and the step their friend or family member is taking that day, are appropriate. Ensure they are aware of local eating establishments, and other nearby facilities. Determine the approximate waiting time they can expect until their friend or family member enlists. Answer all their questions and concerns. They usually have plenty.

c. Invite. Ensure the visitors are invited to attend the enlistment ceremony. In cases where the visitor is an officer, determine if he/she desires to administer the Oath of Enlistment. Review the sequence of events, and prepare them as needed to conduct a ceremony.

Section VIII Assessment/Feedback on “Red Carpet” Treatment

D-11. Feedback from the applicants is an essential element in evaluating the effectiveness of your Red Carpet Treatment. The MEPS leadership should take advantage of every possible opportunity to speak to applicants, either individually or in groups, and question them about the quality of their processing. A formal “How do we rate” questionnaire will be developed and used at each MEPS. At a minimum, applicants will be required to complete the questionnaire 2 days each week and additionally on mission day. Feedback to your IRC is essential for areas they control such as liaisons or prearrival information. Included is a sample of a generic applicant questionnaire which can be modified as appropriate for your needs. You may, however, in addition to using the “How do we rate” questionnaire, adopt additional methods of evaluating the effectiveness of your policy. If any questions pertain to recruiting, ensure you provide your IRC copies of feedback.

D-12. Good ideas

Suggestion Box. Some MEPS effectively use a suggestion box to obtain applicant comments and evaluations.

Section IX Sample of a “How Do We Rate” Form

D-13. Applicant rates MEPS

MEPSs will ask applicants to rate their MEPS experience. Sample format and questions are in figure D6.

HOW DO WE RATE**Military Entrance Processing Station**

Instructions: Our goal is to provide the best possible service to those young men and women seeking entry into the Armed Forces. Your completion of this survey will help us in that endeavor; hopefully by telling us what we are doing right, and how we can fix what we are doing wrong. Please answer all questions that pertain to you and your processing experience at the MEPS.

Part A: General (circle all answers that apply)

| Sex | Service | Type of Processing | Meals Eaten | Lodging |
|--------|----------------|---------------------|-------------|---|
| Male | Army | Delayed entry | Breakfast | Did you stay at the lodging facility? Yes/No Room # _____ |
| Female | Marine Corps | Active duty/shipper | Lunch | |
| | Navy | ASVAB test | Dinner | |
| | Air Force | Physical exam | | |
| | Coast Guard | Job interview | | |
| | Reserve | Other _____ | | |
| | National Guard | | | |

Part B: Check one block for each question that applies to your processing

| | Very Good | Good | Poor |
|--|-----------|------|------|
| How was the cleanliness of the MEPS? | | | |
| How were the MEPS recreational facilities (seating, TV, video machines, etc.)? | | | |
| How was the helpfulness and attitude of MEPS personnel? | | | |
| How was the overall comfort of the MEPS? | | | |
| Was the morning welcome brief helpful? | | | |
| If you stayed overnight, how was your lodging facility room? | | | |
| How was the transportation from the lodging facility to the MEPS? | | | |
| Did your recruiter adequately brief you? | | | |
| How were the conditions (noise, cleanliness) of the room where you took the ASVAB? | | | |
| How were the instructions provided for taking the ASVAB? | | | |
| How were the instructions provided for taking the medical examination? | | | |

Part C: Answer the following questions to the best of your ability

1. What do you wish your recruiter had told you that would have made your stay at the lodging facility, and your processing at the MEPS more pleasant?
2. Which meals did you have at the lodging facility: breakfast/lunch/dinner? Were they satisfactory? Please explain.
3. Was the meal you had at the MEPS satisfactory?
4. Were the waiters/waitresses and lodging facility staff courteous and helpful?

Figure D-6. Sample "How Do We Rate" format

-
5. What is your recruiter's name?
 6. What did your recruiter tell you to expect about your stay at the lodging facility?
 7. What did your recruiter tell you to expect about your day at the MEPS, and the length of time you would be there?
 8. What caused the greatest delay in your processing? Was it the MEPS or your service counselor?
 9. Describe your feelings about the medical examination. Was the staff polite and helpful? What caused the greatest delay?
 10. Was the staff at the control desk courteous and helpful? If not, please explain.
 11. Was the MEPS staff courteous and helpful during fingerprinting, interviews, and form preparation? If not, please explain.
 12. General comments: Anything we could do better?
 13. Is there anyone, MEPS staff or service counselor, you would like to recognize for either doing a good job, or a poor one? Please explain.

Figure D-6. Sample How Do We Rate format (continued)

Section X
Handling of an Uncooperative/Disruptive Applicant

D-14. Uncooperative/disruptive applicants

Providing quality customer service to applicants is principal to the USMEPCOM mission. The goal is to see that each applicant is treated with courtesy, dignity, respect, and genuine interest, thus affording the applicant a positive first impression of the military. The efforts to achieve this goal; however, should not be construed to mean that MEPS personnel must accept abuse from applicants, or allow an applicant to disrupt MEPS operations. Any disruptive applicant affects all other applicants and disturbs the positive atmosphere our Red Carpet Treatment seeks to create. If an applicant is observed being uncooperative or disruptive, MEPS personnel should be proactive in their response. Do not wait for another applicant to complain. Applicants should be briefed on the MEPS rules of conduct as part of the pre-arrival orientation and again during the commander's briefing. When dealing with an uncooperative or disruptive applicant, consider the following actions:

- a. Remove the applicant from the processing area.
- b. Counseling by NCOIC. The section NCOIC should counsel the applicant concerning the unacceptable behavior and the ramifications of continuing such behavior.

c. Refer to operations officer. If the unacceptable behavior continues, refer the applicant to the MEPS operations officer who will consider further counseling, or possible referral to the liaison office for counseling.

d. Terminate processing. If all attempts by MEPS and liaison personnel to correct the applicant's inappropriate behavior fail, the commander may terminate the applicant's processing for the remainder of that day. A memorandum for record must be placed in the applicant's file describing the incident/behavior and the actions taken to correct the situation. The applicant's service must also be notified in writing and the applicant will be placed in an N status.

D-15. Handling problem applicants

a. Procedures for handling problem applicants must be included in the MEPS annual training plan.

b. Further guidance concerning handling problem applicants can be found in various regulations, i.e., in the lodging facility (AR 601-270), in the MEPS medical section (USMEPCOM Reg 40-1).

Section XI

Customer Relations Checklist for MEPS Leadership

D-16. Customer relations checklist

A customer relations checklist for MEPS leadership is in figure D-7.

(Officers/NCOICs/Civilians)

Seek additional guidance/clarification from your supervisor.

General

- Give staff guidance concerning their checklist standards.
- Always speak and act professionally.
- Show a positive attitude, no matter what.
- Answer questions positively and completely.
- Provide explanations of technical terms.
- Never use profanity, or "put-downs."
- Reason with an uncooperative applicant. Refer to the NCOIC, and the service liaison if still uncooperative.
- Prevent unorganized lines or groups of applicants.
- Briefly explain why process is delayed, if so.
- Inspect the lodging facility and cafeteria regularly.
- Administer an applicant survey at least two times a week and on mission days.

Morning Welcome Brief Guide (Officers/NCOIC's)

- Perform brief as early as possible.
- Show an upbeat positive attitude.
 - Introduce yourself.
 - Ask about lodging facility/food.
 - MEPS' mission/staff.
 - Rules of conduct.
 - Building orientation.
 - Bathrooms, paging, amusement.
 - Lunch time and place.

Figure D-7. Customer relations checklist

-
- Emergency evacuation procedures.
 - Length of processing steps.
 - Truthful, complete, accurate information.
 - Fraudulent enlistments.
 - Job counselors' role, promises in writing.
 - Transportation home.
 - Explain complaint/concern procedures.
 - Give a positive inspiring conclusion.
 - Appearance.
 - Wear flawless uniforms, professional civilian attire.
 - Show positive expressions and body language.

Recruiters/Service Liaisons

- When mission allows, spend a day with a recruiter and schedule your staff to do the same.
- Hold new recruiter orientation training briefings and other educational seminars for recruiting officials.
- Present facts to liaisons to support your decisions.
- Give sufficient notice before making policy changes.
- Expect professionalism from the service liaisons.
- Invite recruiters and liaisons to speak to the unit.
- Design a guide for applicants covering important pre-arrival information and ensure recruiters pass it on.
- Develop a rapport with the liaisons.

Internal

- Make cross training mandatory for all military members.
- Encourage civilian employees to cross train.
- Evenly distribute duties among staff.
- Greet newcomers positively, introduce to the staff and leadership.
- Set up a meeting with the commander.
- Do not let problems or great performance go unnoticed.
- Prepare evaluations and awards on-time.
- Manage staff leave effectively.
- Develop a rapport with the MEPS' doctors.
- Inform, use and be loyal to the chain of command.
- Do not make operational policy changes without operations officer's approval.
- Effectively route information through staff.

Testing

- Ensure testers begin the CAT-ASVAB as soon as a terminal is available.
- Ensure testing conditions meet regulatory standards.
- Give clear testing directions and prompt results.

Processing

- Ensure the first impression of the MEPS is a positive one.
- Ensure processing is organized.
- Give special consideration to applicants/liaisons on a case-by-case basis while still maintaining some consistency.
- Deal with problems quickly and effectively.

Figure D-7. Customer relations checklist (continued)

Medical

- Organize the flow of applicants; reduce idle time.
- Ensure staff works as a team with the medical briefer to effectively assist applicants with the required paperwork.
- Explain procedures and technical terms to the applicants.
- Ensure health professional (HP) and very important person (VIP) candidates are escorted through on days pre-reserved for special processors. Allow them to check-in after regular check-in times.
- Allow recruiting personnel to transport HP/VIP to consults.
- Ensure doctors treat applicants respectfully.

Background Screening

- Provide privacy during interviews.

Preenlistment Briefing and Ceremony

- Brief applicants how to respond properly and respectfully to the enlisting officer. Brief applicants and practice the position of attention.
- Use the ceremony room for dignified events only.
- Ensure the ceremony room is properly decorated.
- Prepare non-MEPS officers to administer the oath properly.
- Visitors will be invited to witness the actual oath of enlistment ceremony and can only photograph/video a simulated ceremony. If a private ceremony has been approved then the actual ceremony may be photographed/video taped.
- Wear the proper uniform.
- Introduce yourself to visitors of the ceremony.
- Give positive pre-enlistment and post-enlistment remarks tailored differently for shippers and DEPPers.
- Individualize the signing of the contracts.

Transportation

- Ensure visitors and shippers are notified of flight times.
- Introduce yourself to visitors
- Ensure relatives and friends of applicants are given convenient arrival times to observe or administer the Oath of Enlistment.
- Politely ask parents and/or friends of applicants to wear "Visitor badges."
- Show visitors to the visitors' lounge.
- Maintain a visitors lounge containing military service magazines, literature, and MEPS information.
- Introduce VIP visitors to the MEPS leadership.

Figure D-7. Customer relations checklist (continued)

Glossary

Section I
Abbreviations

AETC
Air Education Training Command

AFB
Air Force Base

AIT
advanced individual training

API
alternative processing initiatives

AR
Army regulation

ASVAB
Armed Services Vocational Aptitude Battery

AWOT
Aviation Warrant Officer Training

CMO
chief medical officer

DA
Department of the Army

DD, DOD
Department of Defense

DDA
direct duty assignment

DEP
Delayed Entry Program; Delayed Enlistment Program

DIS
Defense Investigative Service

DOB
date of birth

DOE
date of enlistment

ENTNAC
Entrance National Agency Check

FBI

Federal Bureau of Investigation

FD

Fingerprint Division

GETIT

Generating Enhancements Through Innovative Thinking [Program]

HIV

human immunodeficiency virus

HQ USMEPCOM

Headquarters, United States Military Entrance Processing Command

IADT

initial active duty for training

IRC

Interservice Recruitment Committee

MCO

Marine Corps Order

MEPS

military entrance processing station

MET

mobile examining team

MFR

memorandum for record

MOS

military occupational specialty

NAC

National Agency Check

OCS

officer candidate school

OF

optional form

OTS

officer training school

PAI

preaccession interview

PCN

product control number

PCS

permanent change of station

PEI

preenlistment interview

PS

prior service

SAV

sector assistance visit

SDP

same day processing

SF

standard form

SSN

social security number

STAR

Specialized Training for Army Readiness

TAR

Training and Administration of the Reserves

TDRL

temporary disability retired list

TDY

temporary duty

TEP

TAR Enlisted Program

TPU (Army)

troop program unit

UCMJ

Uniform Code of Military Justice

USMEPCOM

United States Military Entrance Processing Command

USMIRS

United States Military Entrance Processing Command Integrated Resource System

VIP

very important person

Section II
Terms

6-hour window

A 6 hour period of time guaranteed to recruiting services within which they may work new delayed entry program (DEP) contracts and Reserve/national guard accession contracts.

additional information

Previously undisclosed or concealed information obtained from an applicant during MEPS processing that may have a bearing on the enlistment qualifications of the applicant.

advanced individual training

Training/schooling to qualify a soldier for the award of an MOS upon successful completion of the training course.

alternate processing initiative

Significant changes to established or traditional applicant processing procedures.

authentication

Evidence by proper signature or seal that a document is genuine and official.

initial entry training

Training conducted for personnel upon entry into military service. It provides an orderly transition from civilian to military life and motivation to become a dedicated, highly disciplined individual capable of performing the basic skills required by military members.

classifiable fingerprints

Clear and distinct fingerprints which enable the FBI to identify and interpret all characteristics necessary for classification.

death gratuity

A sum paid to beneficiaries of military personnel who die while in the service or within 120 days after separation.

discharge

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

enlistment

The voluntary enrollment in the Armed Forces as contrasted with induction. Entrance National Agency Check (ENTNAC). A personnel security investigation scoped and conducted in the same number as a National Agency Check (NAC) except that a technical fingerprint search of the files of the Federal Bureau of Investigation (FBI) is not conducted.

Entrance National Agency Check (ENTNAC)

A personnel security investigation scoped and conducted in the same number as a National Agency Check (NAC) except that a technical fingerprint search of the files of the Federal Bureau of Investigation (FBI) is not conducted.

extended-hours processing

Applicant processing above that of normal processing capability provided by the MEPS and rendered in direct response to a recruiting service request, which will enable the service to attain its periodic recruiting mission on the last recruiting day of the month.

facsimile

A system of telecommunication for the transmission of fixed images with a view to their reception in a permanent form.

fee-basis physician

A non-Government service civilian medical doctor utilized by the MEPS, in addition to, or in lieu of, the CMO, to conduct medical exams in the station.

fraudulent entry

Fraudulent entry is the procurement of an enlistment or reenlistment through any deliberate material misrepresentation, omission, or concealment of information which, if known and considered might have resulted in rejection for military service. This includes disqualifying information requiring a waiver.

improper recruiting practice

Any intentional action(s) or omission(s) or negligence into the performance of duty by a recruiter, which occurs during the processing of a prospect or applicant for enlistment and which result(s) in the attempted enlistment of a person who does not meet all established enlistment prerequisites.

initial active duty for training

The initial duty for training period of a non-PS enlistee which is performed during a period of not less than 12 weeks and produces a trained member in a military speciality.

initial entry into military service

Entry for the first time in military status by induction or enlistment in any service of the Armed Forces of the United States.

mobile examining team (MET) site

A location outside the MEPS used for the administration of the production ASVAB. It may be operated by either military or Office of Personnel Management Personnel.

National Agency Check

A personnel security investigation consisting of, as a minimum, a check of the Defense Control Index of Investigations and FBI HQ files including a technical fingerprint search.

normal processing

The extension of service to the applicant and the recruiter which permits the full implementation of the Red Carpet program and is provided within the standard workday/week.

peak capacity

The maximum number of weighted exams a MEPS can perform in the standard workday given its medical staffing and facilities.

preaccession interview (PAI)

An additional interview given by MEPS personnel (before the administration of the active duty oath of enlistment) to enlistees being discharged from the DEP to access. This is an additional aid to the services in preventing fraudulent entry into the Armed Forces, detecting paperwork errors, and detecting improper recruiting activities.

preenlistment interview (PEI)

An interview given by MEPS personnel before enlistment in the DEP regular components (except DEP-outs, the Reserves, or National Guard) to the applicant for the purposes of assisting the recruiting services in prevention of fraudulent entry into the Armed Forces and improper recruiting activities. This interview is also used to verify the accuracy of the information contained in the enlistment paperwork.

Report of Additional Information (USMEPCOM Form 601-23-E)

A form used by MEPS to report additional information that may have a bearing on an individual's enlistment qualifications.

RETABS

“RETABS” is a trade name of an adhesive paper product manufactured by Identicator Corporation that is used to cover a questionable fingerprint before submission to the FBI. RETABS give the MEPS a second chance to obtain classifiable fingerprints.

Reserve components

Reserve components of the Armed Forces of the United States are: (1) the Army National Guard of the United States; (2) the Army Reserve; (3) the Navy Reserve; (4) the Marine Corps Reserve; (5) the Air National Guard of the United States; (6) the Air Force Reserve; and (7) the Coast Guard Reserve. In each Reserve component there are three reserve categories, namely; a Ready Reserve, a Standby Reserve, and a Retired Reserve. Each reservist shall be placed in one of these categories. (10 United States Code 261 and 267).

separation

An all-inclusive term 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, or death.

service slice

The number of applicants per service per day that can be processed at the MEPS when peak capacity is reached.

staff supervision

The processing of advising other staff officers and individuals subordinate to the commander of the commander's plans and policies, interpreting those plans and policies, assisting such subordinates in carrying them out, determining the extent to which they are being followed, and advising the commander thereof.

Sworn Statement (DA Form 2823)

A form used for taking sworn statements from applicants alleging improper recruiting practices, or from the preenlistment interviewer if an applicant refuses to make a sworn statement.

unclassifiable fingerprints

One or more fingerprints on a card found to be unclassifiable by the FBI, causing return of the fingerprint card to the MEPS.

weighted exams

A method of calculating Medical Section workload in terms of male and female physical examinations. Weighted exams are calculated using the formula at figure 3-1 of USMEPCOM Reg 40-1.