Personnel-General

Remission or Cancellation of Indebtedness

Headquarters
Department of the Army
Washington, DC
14 July 2016

UNCLASSIFIED
SUMMARY of CHANGE

AR 600-4
Remission or Cancellation of Indebtedness

This major revision, dated 14 July 2016-

- Adds authority to remit or cancel debts to the Assistant Secretary of the Army (Manpower and Reserve Affairs) on behalf of the Secretary of the Army (para 1-4b(3)).

- Updates enclosures to DA Form 3508 (Application for Remission or Cancellation of Indebtedness) (para 2-4a).

- Adds requirement that the defense military pay officer, finance and accounting officer, or U.S. Property and Fiscal Office must include a report of investigation under AR 15-6, if applicable, to the U.S. Army Human Resources Command (para 3-3d(7)).

- Updates information for submission instructions and assistance for Soldiers who are separated from active duty, to include Army National Guard and U.S. Army Reserve (para 3-5).

- Replaces defense accounting office with defense military pay office and defense accounting officer with defense military pay office director (throughout).

- Updates point of contact for U.S. Army Reserves (throughout).

- Updates U.S. Army Human Resources Command’s address to 1600 Spearhead Division Avenue, Department 334, Fort Knox, KY 40122-5303 (throughout).
Remission or Cancellation of Indebtedness

This regulation outlines the policies and guidance for remission or cancellation of indebtedness to the U.S. Army. It implements the provisions of Section 4837, Title 10, United States Code and DOD 7000.14–R, Volume 16, Chapter 4, Paragraphs 0401 and 0405. It allows all Active Army Soldiers and those in the Active Guard/Reserve program to submit an application for remission or cancellation of indebtedness to the U.S. Army. Guidance is included on the submission and processing of applications for remission or cancellation of indebtedness to the U.S. Army. It also provides guidance for Soldiers who have been released from active status, to include Army National Guard and Reserve Components Soldiers that have incurred a debt to the U.S. Army. This revision includes provisions for commanders to request remission or cancellation of indebtedness on behalf of two or more active duty Soldiers for similar circumstances based solely on injustice. It also eliminates the requirement for a General Court-Martial Convening Authority to act on cases when the Soldier’s immediate commander has not resolved suspension of debt, pending the U.S. Army Human Resources Command’s decision, or when the defense military pay office director and/or finance and accounting office officer or U.S. Property and Fiscal Office officer (as applicable) determines that the interests of the U.S. Government could not be adequately protected if the debt was suspended.

Applicability. This regulation applies to the Active Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserve, unless otherwise stated. Also, it applies to the Army National Guard/Army National Guard of the United States members on inactive duty training or in an active status who are liable, as a result of a financial liability investigation of property loss, for property issued by the United States to the Army National Guard/Army National Guard of the United States that is lost, damaged, or destroyed as of 30 September 1980. The debt must be under the control of the Department of the Army and have occurred while the member served on active duty, except the Army National Guard/Army National Guard of the United States, as noted above.

Proponent and exception authority. The proponent of this regulation is the Deputy Chief of Staff, G–1. The proponent has the authority to approve exceptions or waivers to this regulation that are consistent with controlling law and regulations. The proponent may delegate the approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit or field operating agency, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this regulation by providing justification that includes a full analysis of the expected benefits and must include formal review by the activity’s senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25–30 for specific guidance.

Army internal control process. This regulation contains internal control provisions in accordance with AR 11–2 and identifies key internal controls that must be evaluated (see appendix B).

Supplementation. Supplementation of this regulation and establishment of command and local forms are prohibited without prior approval from the Deputy Chief of Staff, G–1 (DAPE-PR), 300 Army Pentagon, Washington, DC 20310–0300.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Commander, U.S. Army Human Resources Command (AHRC-EPO-P), 1600 Spearhead Division Avenue, Fort Knox, KY 40122–5303.

Distribution. This regulation is available in electronic media only and is intended for command levels A, B, C, D, and E for the Active Army, the Army National Guard/Army National Guard of the United States, and D for the U.S. Army Reserve.
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Chapter 1
Introduction

1–1. Purpose
This regulation provides policy and instructions for submitting and processing packets for remission or cancellation of indebtedness to the U.S. Army. Requests for remission or cancellation of indebtedness must be based on injustice, hardship, or both. This includes debts caused by erroneous payments to or on behalf of a Soldier if a waiver has been requested and denied in accordance with AR 37–104–4, chapter 32 and DOD 7000.14–R, Volume 16, Chapter 4, Paragraph 040407.

1–2. References
See appendix A.

1–3. Explanation of abbreviations and terms
See the glossary.

1–4. Responsibilities
a. Secretary of the Army. The SECARMY—
   (1) In accordance with the authority of Section 4837, Title 10, United States Code (10 USC 4837), may remit or cancel a Soldier’s debt(s) to the U.S. Army or its instrumentalities, (including nonappropriated fund instrumentalities) if such action is in the best interests of the United States, the debt was incurred while on active duty or in an active status, and Soldier received an honorable discharge (if separated from active duty).
   (2) In accordance with the authority of 32 USC 710(c), may remit or cancel for good cause an Army National Guard (ARNG) member’s liability when property issued by the United States to the ARNG is lost, damaged, or destroyed. This authority applies to liability determined as a result of losses which occurred after 30 September 1980. The loss must be subject to a determination of liability under AR 735–5 (see liability limits).

b. Assistant Secretary of the Army (Manpower and Reserve Affairs). The ASA (M&RA) will—
   (1) Consider applications that are not within the authority of the Deputy Chief of Staff (DCS), G–1 or the Commanding General (CG), U.S. Army Human Resources Command (HRC). The application packets must show unusual circumstances within the scope of the authority of the SECARMY (10 USC 4837 and 32 USC 710(c)) or concern a debt amount greater than or equal to over $100,000.
   (2) Provide strategic oversight for the DCS, G–1 in the development of Army policy for the remission or cancellation of indebtedness.
   (3) Remit or cancel debts on behalf of the SECARMY.

c. Deputy Chief of Staff, G–1. The DCS, G–1 will—
   (1) Under the strategic oversight of the ASA (M&RA), develop Army policy for the remission or cancellation of indebtedness.
   (2) Oversee the efforts of the CG, HRC to develop and provide guidance to ensure that Army organizations are properly implementing and executing Army policy for the remission or cancellation of indebtedness.
   (3) Adjudicate debt amounts between $50,000 to $99,999.99 and forward packets to ASA (M&RA) when the debt amount is above that amount greater than or equal to $100,000.
   (4) Ensure the CG, HRC will—
      (a) In accordance with this regulation, act for the SECARMY in processing application packets.
      (b) Develop procedures for processing application packets for remission or cancellation of debts to the U.S. Army.
      (c) Process application packets for remission or cancellation of debts to the U.S. Army. Adjudicate requests up to $49,999 and forward packets to the DCS, G–1 above that amount. When appropriate, send the application for exception to policy with a recommendation to the ASA (M&RA) for final decision (see para 1–4b).
      (d) Maintain reports on the processed application packets.
      (e) Carry out the objectives of this regulation in all cases to protect the rights of the Soldier and the interests of the Army.
      (f) Advise and assist the directors of Headquarters, Department of the Army agencies, commanders of Army commands, Army service component commands, direct reporting units, and the State Adjutants general on matters pertaining to remission or cancellation of debts to the U.S. Army.

d. Additional responsibilities for the defense military pay office director, finance and accounting office officer, U.S. property and fiscal office officer, or U.S. Army Reserve Pay Management Division are in paragraph 3–3.

1–5. Objectives
The objectives of remission or cancellation of debt are to remit or cancel debts to the U.S. Army that are considered to be unjust and in the best interest of the United States.
1–6. Indebtedness to the U.S. Army that may be remitted or canceled under 10 USC 4837
A Soldier’s debts to the U.S. Army may be remitted or canceled on the basis of this regulation in cases arising from:
a. Payments made in error to a Soldier.
b. Payments made in excess of an allowance on behalf of a Soldier.
c. Debts incurred while serving on active duty or in an active status as a Soldier.
d. Debts acknowledged as valid.
e. Debts for which an appeal has been denied (DOD 7000.14–R, Volume 16, Chapter 4, paragraph 0404; AR 37–104–4; or 10 USC 2774).
f. Debts for which a waiver has been denied (DOD 7000.14–R, Volume 16, Chapter 4, paragraph 0404; AR 37–104–4; or 10 USC 2774).
g. Debts established as a result of financial liability of investigation of property loss (AR 735–5) (also, see paras 1–7 and 1–11d).

1–7. Indebtedness to the U.S. Army that may be remitted or canceled under 32 USC 710(c)
On the basis of the standards of this regulation, a debt incurred to the U.S. Army by an ARNG Soldier may be remitted or canceled under certain conditions. The debt must be established in a financial liability investigation of property loss (AR 735–5) for lost, damaged, or destroyed Government property issued to the ARNG. The remission or cancellation may only be requested for losses, damage, or destruction occurring after 30 September 1980 (see para 1–11d).

1–8. Indebtedness to the U.S. Army that may not be remitted or canceled under 10 USC 4837
Indebtedness to the U.S. Army will not be remitted or canceled under the following conditions:
a. When a Soldier’s pay is not reduced promptly in connection with forfeiture of pay imposed by a court-martial sentence or under Uniform Code of Military Justice, Article 15 (UCMJ, Art. 15).
b. When debt is incurred while not on active duty or in an active status.
c. If a Soldier will receive less than an honorable discharge at time of separation.
d. When a Soldier is held liable for loss, damage, or destruction of property to another branch of Service.
e. When debts are due to loss of public funds obtained or converted to own use through fraud, larceny, embezzlement, or other unlawful means.
f. When debts are due to fines imposed by a court-martial sentence.
g. The amount is $150 or less and based on hardship only.

1–9. Indebtedness to the U.S. Army that may not be remitted or canceled under 32 USC 710(c)
Debts to the U.S. Army will not be remitted or canceled—
a. When a Soldier’s pay is not reduced promptly in connection with forfeiture of pay imposed by a court-martial sentence or under the UCMJ, Art. 15.
b. When debt is incurred while not on active duty or in an active status.
c. If a Soldier will receive less than an honorable discharge at time of separation.
d. When a Soldier is held liable for loss, damage, or destruction of property belonging to another branch of Service.
e. When debts are due to loss of public funds obtained or converted to own use through fraud, larceny, embezzlement, or other unlawful means.
f. When debts are due to fines imposed by court-martial sentence.
g. If the amount is $150 or less and based on hardship only.

1–10. Reducing problems of indebtedness to the U.S. Army
a. Commanders are responsible for helping Soldiers resolve personal debts, including errors in pay. The monthly review of the unit commander’s finance report will highlight possible erroneous payments. The battalion (BN) adjutant (S1), brigade combat team (BCT), and/or brigade (BDE) S1, and the defense military pay office (DMPO) director and/or finance and accounting office (FAO) officer will help commanders resolve indebtedness caused by administrative actions. It is incumbent upon commanders, BN S1s, BCT or BDE S1s, and DMPO director and/or FAO officers involved in identifying indebtedness and processing requests for remission to expedite the process to minimize possible out-of-service debt.
b. Soldiers must make sure that their financial accounts are correct. They must review their monthly DFAS Form 702 (Defense Finance and Accounting Service Military Leave and Earnings Statement) (also, known as LES) and report errors or discrepancies to the commander and the DMPO director and/or FAO officer. The most common areas for errors on the DFAS Form 702 (LES) are as follows:
   (1) Leave balance.
   (2) Receipt of basic allowance for housing or the cost of living allowance at the “with dependents” rate when it should be at the “without dependents” rate.
(3) Family separation allowance when the Soldier is divorced and does not have legal custody of the child or children.
(4) Overseas housing allowance based on incorrect station code or rent amount.
(5) Entitlements not stopped at the proper time (that is, combat zone tax exclusion, hardship duty pay – location, imminent danger or hostile fire pay, combat-related injury rehabilitation pay, and so forth).

1–11. Conditions governing debt remission or cancellation

a. General. A Soldier indebted to the U.S. Government may request that the debt be remitted or canceled on the basis of hardship, injustice, or both. The debt must be within the scope of paragraphs 1–4, 1–6, 1–7, 3–5, and 3–6.

b. Limiting criteria. The CG, HRC will not consider the request if the conditions listed in paragraphs 1–8 or 1–9 apply.

c. Army Board for Correction of Military Records. In Accordance with AR 15–185, a Soldier may apply to the Army Board for Correction of Military Records (ABCMR) if circumstances prevented consideration of all or portion of the debt for remission or cancellation of indebtedness. (For example, a Soldier is indebted for travel or transportation allowances and the debt was collected before the application was signed by the commander or the Soldier separated from active duty before a final decision was made.) If the ABCMR approves the DA Form 3508 (Application for Remission or Cancellation of Indebtedness) and enclosures, any payments due will be processed under AR 37–104–4. Any application packet for remission or cancellation of indebtedness improperly sent directly to the ABCMR will be forwarded to HRC for consideration.

d. Financial liability of investigation of property loss. Application packets for remission or cancellation of debts to the U.S. Army as a result of a financial liability of investigation of property loss are considered, if based on hardship only. See paragraphs 1–8 and 1–9, above, for limiting criteria. A copy of the financial liability investigation of property loss must be submitted with the DA Form 3508 and enclosures. Requests based on injustice are not proper for consideration of remission or cancellation. If the Soldier believes the financial liability investigation of property loss is erroneous or unjust, an appeal may be made under AR 735–5. Final action on the application packet may be taken before a decision on the appeal, when such action is in the best interests of the United States.

e. Determining collection or proration. Determination concerning collection or proration of debt to the U.S. Army pending final action on a DA Form 3508 and enclosures is made by DFAS. DFAS will contact the individual with how the debt will or may be paid.

f. Final action. Approval, partial approval, or disapproval of an application packet for remission or cancellation of indebtedness to the U.S. Army has no bearing on a Soldier’s entitlements.

1–12. Determining injustice or hardship

The ASA (M&RA) or the CG, HRC following the standards in this regulation, determines injustice or hardship on the basis of the information received. The following factors will be considered:

a. The Army’s policy in the area of indebtedness to the U.S. Army (for example, excess leave or basic allowance for housing while living in Government housing).

b. The Soldier’s awareness of policy and procedures. Past or present military occupational specialty, rank, years of service, and prior experience are taken into consideration.

c. The Soldier’s monthly income and expenses.

d. The Soldier’s contribution to the indebtedness to the U.S. Army by not having the situation corrected.

e. Additional income or assets (for example, spouse’s salary, savings account, and bonds).

1–13. Additional factors for consideration in determining injustice

The application packet must contain evidence that either—

a. The applicant did not know, and could not have known, of the error; or

b. The applicant inquired of a proper authority and was told that the payment was correct.

1–14. Additional factors for consideration in determining hardship

a. Repayment will cause hardship because of excessive monthly expenses due to the following:

(1) Living in a high cost area.

(2) Living apart from Family members because of military orders.

(3) Number and age of Family members.

(4) Medical and dental bills that cannot be reimbursed.

(5) Other unusual expenses.

(6) Reduction of income due to the loss of spouse’s job.
b. Expenses caused by living standards that are too high or by mishandling of funds are not a basis for a hardship case.

Chapter 2
The Soldier’s Role in the Preparation of Applications Packets

2–1. How to apply
   a. Soldiers, with the help of their immediate commanders (see para 3–1), will complete DA Form 3508.
   b. Soldiers who are no longer in the Service and who have been honorably discharged should refer to paragraph 3–5 for submission instructions.

2–2. Examples of indebtedness to the U.S. Army
Any debt to the U.S. Army may be considered for remission or cancellation unless precluded by paragraphs 1–8, 1–9, and 1–11b. Examples of debts (DA Form 3508, item 13) that may be considered for remission or cancellation are as follows:
   a. Basic allowance for housing.
   b. Basic allowance for subsistence.
   c. Combat-related injury rehabilitation pay.
   d. Combat zone tax exclusion.
   e. Cost of living allowance.
   f. Dependent travel (associated with change of station).
   g. Enlistment bonus.
   h. Excess leave.
   i. Family separation allowance.
   j. Flight pay.
   k. Foreign duty pay.
   l. Foreign language proficiency bonus.
   m. Hazardous duty incentive pay.
   n. Household goods.
   o. Imminent danger pay/hostile fire pay.
   p. Overseas housing allowance.
   q. Parachute pay.
   r. Miscalculation of pay entry basic date.
   s. Per diem.
   t. Proficiency pay.
   u. Financial liability investigation of property loss.
   v. Regular reenlistment bonus.
   w. Selective reenlistment bonus.
   x. Special duty assignment pay.
   y. Temporary duty.
   z. Temporary lodging allowance.

2–3. Basis for application
   a. Injustice. If claiming injustice only, fill out DA Form 3508, sections I, VII, and VIII.
   b. Hardship. If hardship only is claimed under DA Form 3508, item 15, fill out all items on the form. In section VII, include any unusual factors or obligations that could help prove that repayment would cause hardship.
      (1) When claiming hardship, failure to fill out all sections will result in DA Form 3508 being returned for completion.
      (2) When claiming hardship, refusal to fill out all sections will result in DA Form 3508 being returned without action.
   c. Injustice and hardship. If claiming both hardship and injustice, fill out all sections of the DA Form 3508. Enter “NA” for items that do not apply.

2–4. Enclosures to applications
Include the following forms as enclosures:
   a. Required enclosures. Attach the following to DA Form 3508:
DA Form 2823 (Sworn Statement).

Documentation of monthly expenses must be included in order to process the request when claiming hardship. Monthly receipts shall cover the period within 60 days of the accepted remission package. Outdated or incomplete receipts will cause the package to be returned for proper documentation.

Documents that disclose cause, reason, category, amount, and inclusive period of indebtedness, such as—

(a) DD Form 139 (Pay Adjustment Authorization).

(b) Forms sent to the Soldier by DFAS (for example, adjustment authorization and/or information for replies to rebuttals);

(c) DD Form 200 (Financial Liability Investigation of Property Loss).

(d) DD Form 362 (Statement of Charges/Cash Collection Voucher).

(e) Transportation Operations Letter, Subject: Household Goods Pay Adjustment.

Statements from persons knowing the circumstances of the debt, if needed.

If needed, statements from reliable individuals having information on the debt indicating that application packet approval would be in the best interests of the U.S. Government and/or that collection would create hardship. Reasons must be fully explained.

Any other evidence to support the case, if needed.

Additional enclosures.

(a) If the debt to the U.S. Army is caused by allotment overpayment, attach the following:

(b) Copies of all authorizations (DD Form 2558 (Authorization to Start, Stop or Change an Allotment) for active duty or retired personnel, and DD Form 2559 (Savings Bond Allotment Authorization/Active Duty or Retired Pay)) completed during the period of indebtedness.

(b) Copies of DFAS Form 702 (LES) for the entire period of the indebtedness to the U.S. Army.

(2) If the debt to the U.S. Army is caused by excess weight of household goods, send only those forms that apply—

(a) DD Form 1797 (Personal Property Counseling Checklist).

(b) DD Form 1299 (Application for Shipment and/or Storage of Personal Property).

(c) DD Form 619 (Statement of Accessorial Services Performed).

(d) DD Form 619–1 (Statement of Accessorial Services Performed (Storage-in-Transit Delivery and Reweigh)).

(e) DD Form 1705 (Packaging List).

(f) Standard Form (SF) 1103 (U.S. Government Bill of Lading International and Domestic Overseas Shipments).

(g) DD Form 1671 (Reweigh of Personal Property).

(h) DD Form 1907 (Signature and Tally Record).

(i) DD Form 1162–1 (Schedule of Services and Rates for Household Goods) and DD Form 1162–3 (Basic Ordering Agreement for Storage of Household Goods and Related Services - Signature Page).

Other forms that apply.

(3) If the debt is caused by transportation of household goods under the Personally-Procured Transportation and Nontemporary Storage Program, send only those forms that apply—

(a) DD Form 1299.

(b) DD Form 1155 (Order for Supplies or Services).

(c) DD Form 1351–2 (Travel Voucher or Subvoucher).

Other forms that apply.

(4) If the debt is caused by an erroneous payment or an overpayment, send only those forms that apply:

(a) DD Form 4 (Enlistment/Reenlistment Document-Armed Forces of the United States).

(b) DA Form 1506 (Statement of Service-for Computation of Length of Service for Pay Purposes).

(c) DFAS Form 702 (LES) for the month(s) of erroneous payment or over payment.

(d) DA Form 3340 (Request for Reenlistment or Extension in the Regular Army).

(e) DD Form 214 (Certificate of Release or Discharge from Active Duty).

(f) DD Form 1343 (Notification of Change in Servicemember’s Official Records).

(g) DD Form 149 (Application for Correction of Military Record Under the Provisions of Title 10, U.S. Code, Section 1552).

(h) DA Form 5960 (Authorization to Start, Stop, or Change Basic Allowance for Quarters (BAQ), and/or Variable Housing Allowance (VHA).

(i) DD Form 137–3 (Dependency Statement - Parent).

(j) DD Form 884 (Application for Transportation for Dependents).

(k) DD Form 1475 (Basic Allowance for Subsistence-Certification).

(l) DD Form 1561 (Statement to Substantiate Payment of Family Separation Allowance (FSA)).
(n) Other forms that apply.

2–5. Sworn statement
The applicant must submit a detailed sworn statement on DA Form 2823. If the form is not available, submit a written statement that has been countersigned by a commissioned officer having notary powers (10 USC 936 and UCMJ, Article 136) or by a notary public. The statement must include the following:

a. Circumstances, including cause and reason for the debt to the U.S. Army.

b. Period involved.

c. Date of discovery.

d. Information about official notification of the debt to the U.S. Army, including how, when, and who informed the Soldier.

e. Suspicion or knowledge of error.

f. Whom the Soldier informed of the error or suspicion of error.

g. Efforts made by the individual noted in paragraph 2–5f to have the error corrected.

h. Efforts made by the individual noted in paragraph 2–5f to have the error corrected after notice of collection began.

i. Evidence to support efforts to correct the cause of debt.

j. Reason for delay (if any) in correcting error.

k. A full explanation concerning the use of the erroneous funds. Explain if they were safeguarded or spent.

l. If injustice is claimed, an explanation for the claim.

m. If hardship is claimed, an explanation of the problems that repayment would cause.

n. A complete list of the attached enclosures (see para 2–4).

o. A complete list of missing documents and the approximate date they will be sent (when required documents are not readily available).

Chapter 3
Administrative Procedures for Processing Application Packets

3–1. Immediate commander
The immediate commander will assist the Soldier in applying under the regulation most advantageous to the Soldier (this regulation or AR 37–104–4 (see erroneous payments of pay and allowances)). Before asking for personal information, the commander will inform the Soldier of the data required by the Privacy Act of 1974. (See top of DA Form 3508). The commander will—

a. Help the Soldier prepare the DA Form 3508 and enclosures.

b. Make sure that the facts are complete and accurate. When necessary, he or she will do the following:

(1) Ask the DMPO director, FAO officer, or U.S. Property and Fiscal Office (USPFO) officer; BN S1, U.S. Army Reserve Pay Management Division (USAR PMD), BCT, or BDE S1 to explain the events that surround the debt to the U.S. Army.

(2) Confirm statements made by the Soldier.

(3) Obtain statements or documentation from officials or agencies to support allegations made by the Soldier.

c. Evaluate the application packet and all the evidence. Ensure that—

(1) The sworn statement is detailed and contains all data required in paragraph 2–5.

(2) All sections of DA Form 3508 have been completed, if hardship has been claimed.

(3) “NA” is entered on DA Form 3508, where appropriate.

(4) Financial data is substantiated.

(5) Item 50 of DA Form 3508 is completed. The commander must sign and date item 50 of DA Form 3508.

(6) The required documents are attached (see para 2–4).

(a) Request that the BN S1, BCT or BDE S1, USAR PMD, and the DMPO director or FAO officer provide documents from the Soldier’s DFAS Form 702 (LES) and documents from the master military pay account that may relate to the case.

(b) Request that the ARNG State headquarters, USAR pay centers or the USPFO attach documents to the case that are not available at the unit but are available at the State headquarters or the USPFO.

(c) Request that the transportation officer provide related documents from the files if the case pertains to travel or transportation allowances.

d. Recommend approval, in whole or in part, or disapproval in a formal memorandum. Reasons will be provided for the recommendation and other information as follows:
1. State how remission or cancellation would or would not serve the best interests of the U.S. Government.
2. State the effect on the Soldier’s ability to discharge credit obligations and to provide for Family members, if any.
3. Point out items that cannot be confirmed.
4. Describe if the Soldier—
   (a) Is at fault for being in debt to the U.S. Army.
   (b) Could have prevented the debt to the U.S. Army.
   (c) Could have been aware of the Army’s policy in this area in view of past or present military occupational specialty, rank, years of service, or prior experience.
   (d) Acted properly in trying to correct the error.
   (e) Acted in good faith.
   (f) Is pending an adverse personnel security action due to finances.
5. State briefly if the Soldier’s retention in the Army or USAR is desirable. If not, give reasons.
6. State the help that he or she gave the Soldier in alleviating his or her debts to the U.S. Army.
7. Briefly describe the Soldier’s efficiency and conduct. Include any major items of record, good or bad.

e. Send the formal memorandum, with enclosures, to the following:
   1. The commander exercising special court-martial jurisdiction if the Soldier is active duty Army or USAR in an active status.
   2. The next higher ARNG field grade commander if the Soldier is ARNG on inactive duty training or in an active status.

f. Advise DMPO director, FAO officer, USPFO officer, or USAR PMD about events that occurred after submitting the application packet that could affect the case. Information will be furnished on the following:
   1. Reassignment.
   2. Promotion or reduction in grade.
   3. Reenlistment, extension of term of service, or approval of retention beyond expiration term of service (ETS).
   4. Administrative or punitive action that may result in separation before the scheduled date.
   5. Any other major factor that may affect the final decision.

3–2. Commanders having special court-martial jurisdiction or next higher Army National Guard field grade commander

These commanders will—
   a. Review the DA Form 3508 and enclosures to ensure that the case is complete and documented (see para 3–1).
   b. Return the case to the immediate commander if it is incomplete and not documented with a brief description of the data required.
   c. Evaluate the DA Form 3508 and enclosures and all the evidence.
   d. Recommend in a memorandum that the request to remit or cancel the debt to the U.S. Army be approved, in whole or in part, or that it be disapproved. Reasons will be given for the recommendation.
   e. Send the original application to the servicing DMPO, FAO, or USPFO. For all USAR (non-Active Guard Reserve) personnel submit the complete remission packet to U.S. Army Reserve, Pay Management Division, Room 135Z–1, 8899 E 56th Street, Indianapolis, IN 46249–1601.


The DMPO director, FAO officer, USPFO officer, or USAR PMD will—
   a. Provide technical assistance to the commander upon request.
   b. Attach any additional documents that may affect the case (see para 3–1c(6)).
   c. Ensure that the required documents are included in the application packet (see para 2–4).
   (1) Attach pay-related data that the immediate commander did not have. Return it by endorsement to the immediate commander if it could affect the case.
   (2) Ensure that the document stating amount, cause, reason, and inclusive period of indebtedness explains the cause of the debt. This document must clearly state the reason for nonentitlement to pay or allowance.
   (3) Stop collection as of the date the immediate commander signed the DA Form 3508 and enclosures.
   (4) Amount withheld after the commander signs the application will be refunded to the Soldier if the debt is remitted or canceled.
   (5) Advise the Soldier and the immediate commander that the pay status is pending final decision by HRC.
   (6) Fill out DA Form 3508, items 51 and 52.
   d. Send an original DA Form 3508 and enclosures to Commander, U.S. Army Human Resources Command (AHRC–EPO–A), 1600 Spearhead Division Avenue, Fort Knox, KY 40122–5303. In the endorsement provide the following:
(1) The date the Soldier was notified of the debt to the U.S. Army.
(2) The date the debt to the U.S. Army was entered for collection.
(3) The accounting and disbursing station number and the defense switched network (DSN) number of the active duty Soldier’s servicing DMPO and/or FAO.
(4) The Defense Joint Military Pay System – Reserve Component or USAR pay centers input station number and the DSN number of the ARNG Soldier’s USPFO, if applicable.
(5) The comments on any allegations concerning finance and accounting procedures.
(6) Recommendation of approval, in whole or in part, or disapproval. State reasons and provide information to support the recommendation.
(7) Report of investigation under AR 15–6, if applicable.

3–4. Finance and accounting office officer, battalion S1, or brigade combat team and/or brigade S1
Upon discovering a debt that may be remitted based solely on injustice for a group of 10 or more Soldiers in their area of responsibility, the FAO officer, BN S1, BCT or BDE S1 will—
   a. Confirm the debt.
   b. Ensure collection of the debt is stopped until a final decision is made.
   c. Notify the commander exercising control over all Soldiers whose pay accounts are affected.
   d. Provide roster with Soldier’s names, social security numbers, and amounts owed with memorandum requesting blanket remission for commander’s signature.
   e. Forward the request through servicing DMPO and/or FAO and/or USAR PMD to Commander, U.S. Army Human Resources Command (AHRC–EPO–A), 1600 Spearhead Division Avenue, Fort Knox, KY 40122–5303 with an explanation of incorrect payment and justification for remission or cancellation based on injustice.

3–5. Soldiers separated from active duty, to include Army National Guard and U.S. Army Reserve
Soldiers who were honorably discharged can apply for remission or cancellation of their debt. Debt must have incurred on or after 7 October 2001 to be considered and have been incurred while on active duty or in an active status. For submission instructions and assistance, contact by mail: Commander, U.S. Army Human Resources Command (AHRC–EPO–A) (Remissions/Cancellation of Indebtedness), 1600 Spearhead Division Avenue, Department 334, Fort Knox, KY 40122–5303, or by phone: (502) 613–5127 or DSN 983–5127.

3–6. Wounded warriors
Upon discovery of debt that may be remitted or canceled for Soldiers who have been injured or wounded in action, to include disease and non-battle injury, the FAO officer will—
   a. Confirm the debt.
   b. Ensure collection of the debt is stopped until a final decision is made.
   c. Notify commander exercising control over the Soldiers whose pay accounts are affected.
   d. Submit Soldier’s names, social security numbers, and amounts owed with memorandum requesting blanket remission for their commander’s signature.
   e. Forward request through the servicing DMPO and/or FAO to Commander, U.S. Army Human Resources Command (AHRC–EPO–A) (Remissions/Cancellation of Indebtedness), 1600 Spearhead Division Avenue, Department 334, Fort Knox, KY 40122–5303; or by phone: (502) 613–5127 or DSN 983–5127 for additional assistance.

3–7. Collection and proration pending final action on application packet
   a. Monies for a debt to the U.S. Army must be repaid by the end of the expected period of active duty (see 5 USC 5514) or term of service. If repayment can be made, the following actions will be taken:
      (1) Stop collection as of the date the immediate commander signs the DA Form 3508.
      (2) After the commander signs the application remitting or canceling the debt, refund the amount withheld to the Soldier.
   b. Determine if 5 USC 5514 is a factor and if the Soldier intends to extend the term of service or reenlist (DA Form 3508, item 6). If so, he or she may request partial or total collection during the new enlistment if full collection of the debt to the U.S. Army before separation would—
      (1) Require total or nearly total withholding of final pay.
      (2) Cause hardship.
   c. Determine whether or not it is possible to pay the debt to the U.S. Army in full before the end of the expected period of active duty or term of service. If not, the commander should direct the DMPO director, FAO officer, USPFO,
or USAR PMD to prorate the debt by withholding the sum from the Soldier’s pay. Amounts withheld after the commander signs the DA Form 3508 will be refunded to the Soldier if the debt is remitted or canceled. The amount remitted or canceled is that which is proper as determined by the Secretary of the Army or his or her designee.

d. The following is an example of debt proration: The Soldier states that he or she does not intend to reenlist or extend the term of service or that he or she is undecided (DA Form 3508, item 6). The debt owed is $1,000.08 and the ETS is in 12 months. Monthly expenses subtracted from monthly income leave a balance of $150.00 (DA Form 3508, item 45c). Monthly expenses seem reasonable. The Soldier has no other available funds (DA Form 3508, item 40). A collection of the minimum amount over the maximum period of time ($1,000.08 divided by 12 months) equals $83.34. This amount withheld each month should not cause hardship to the Soldier or Family members. However, it will ensure payment of the debt to the U.S. Army by the end of the expected period of active duty or term of service. If the debt to the U.S. Army is remitted or canceled, any amount paid will be refunded to the Soldier.

e. Coordinate with the DMPO director, FAO officer, USPFO officer, or USAR PMD to reduce the amount withheld each pay period if the withholding of a Soldier’s pay causes hardship.

3–8. Notification and disposition of final action
The CG, HRC will inform the servicing DMPO, FAO, USPFO officer, or USAR PMD, in writing, of the final decision on the application packet. The DMPO director and/or FAO officer or USPFO officer will—

a. Adjust the Soldier’s pay account when he or she receives notice of final action from HRC.
(1) If all items are approved, the DMPO director, FAO officer, USPFO officer, or USAR pay centers will credit the Soldier’s pay account with total amount approved for remission. This may include repayment to the Soldier for all or partial amount already collected.
(2) If the application is disapproved or is approved for partial remission, the DMPO director, FAO officer, USPFO officer, or USAR PMD will begin or reinstate collection. Reinstate collection will include the amounts withheld. If a refund is due because of partial remission or cancellation, the amount will be returned.
(3) Collection of amounts withheld normally will not be further suspended even if Soldier further appeals to the ABCMR.

b. Send a copy of the decision to the Soldier, through the chain of command, with appropriate information included as follows:
(1) The status of the collection.
(2) The amount of pay withheld (if any) to be refunded to the Soldier.
(3) When the refund (if any) may be expected.
Appendix A

References

Section I

Required Publications


AR 15–6
Procedures for Investigating Officers and Boards of Officers (Cited in para 3–3d(7).)

AR 15–185
Army Board for Correction of Military Records (Cited in para 1–11c.)

AR 37–104–4
Military Pay and Allowances Policy (Cited in para 1–1.)

AR 735–5
Property Accountability Policies (Cited in para 1–4a(2).)

DOD 7000.14–R
Department of Defense Financial Management Regulation (Cited in para 1–1.) (Available at http://comptroller.defense.gov/fmr/.)

UCMJ, Art. 15
Commanding Officer’s Non-Judicial Punishment (Cited in para 1–8a.) (Available at http://www.apd.army.mil/pdffiles/mcm.pdf.)

Section II

Related Publications

A related publication is a source of additional information. The user does not have to read it to understand this publication.

AR 11–2
Managers’ Internal Control Program

AR 25–30
Army Publishing Program

AR 25–55
The Department of the Army Freedom of Information Act Program

AR 340–21
The Army Privacy Program

JFTR
Joint Federal Travel Regulation, Volume I: Uniformed Service Members (Available at http://www.defensetravel.dod.mil/.)

5 USC 5514
Installment deduction for indebtedness to the United States

10 USC 936: Art. 136
Authority to administer oaths and to act as notary

10 USC 2774
Claims for overpayment of pay and allowances and of travel and transportation allowances

10 USC 4837
Settlement of accounts: remission or cancellation of indebtedness of members
Accountability for property issued to the National Guard

Section III
Prescribed Forms

DA Form 3508
Application for Remission or Cancellation of Indebtedness (Prescribed in paras 1–11, 2–1, 2–2, 2–3, 2–4, 3–1, 3–2, 3–3, 3–7, app B–4.)

Section IV
Referenced Forms

DA Form 11–2
Internal Control Evaluation Certification

DA Form 1506
Statement of Service-for Computation of Length of Service for Pay Purposes

DA Form 2028
Recommended Changes to Publications and Blank Forms

DA Form 2823
Sworn Statement

DA Form 3340
Request for Reenlistment or Extension in the Regular Army

DA Form 5960
Authorization to Start, Stop, or Change Basic Allowance for Quarters (BAQ), and/or Variable Housing Allowance (VAH)

DD Form 4
Enlistment/Reenlistment Document-Armed Forces of the United States

DD Form 137
Application for Basic Allowance for Quarters for Members with Dependents

DD Form 137–3
Dependency Statement - Parent

DD Form 139
Pay Adjustment Authorization

DD Form 149
Application for Correction of Military Record Under the Provisions of Title 10, U.S. Code, Section 1552

DD Form 200
Financial Liability Investigation of Property Loss

DD Form 214
Certificate of Release or Discharge from Active Duty

DD Form 362
Statement of Charges/Cash Collection Voucher
DD Form 619
Statement of Accessorial Services Performed

DD Form 619–1
Statement of Accessorial Services Performed (Storage-In-Transit Delivery and Reweigh)

DD Form 884
Application for Transportation of Dependents

DD Form 1155
Order for Supplies or Services

DD Form 1162–1
Schedule of Services and Rates for Household Goods

DD Form 1162–3
Basic Ordering Agreement for Storage of Household Goods and Related Services - Signature Page

DD Form 1299
Application for Shipment and/or Storage of Personal Property

DD Form 1343
Notification of Change in Servicemember’s Official Records

DD Form 1351–2
Travel Voucher or Subvoucher

DD Form 1475
Basic Allowance for Subsistence Certification

DD Form 1561
Statement to Substantiate Payment of Family Separation Allowance (FSA)

DD Form 1671
Reweigh of Personal Property

DD Form 1750
Packing List

DD Form 1797
Personal Property Counseling Checklist

DD Form 1907
Signature and Tally Record

DD Form 2558
Authorization to Start, Stop or Change an Allotment

DD Form 2559
Savings Bond Allotment Authorization/Active Duty or Retired Pay

DFAS Form 702
Defense Finance and Accounting Service Military Leave and Earning Statement (LES) (Available at http://www.dfas.mil.)

SF 1103
U.S. Government Bill of Lading International and Domestic Overseas Shipments (Available at http://www.gsa.gov.)
Appendix B
Internal Control Evaluation

B–1. Function
The function covered by this evaluation is notification of indebtedness and processing of application packets for remission or cancellation of indebtedness.

B–2. Purpose
The purpose of this evaluation is to assist Soldier’s commander, the special court-martial convening authority (SPCMCA), and the servicing DMPO and/or FAO and/or USAR PMD in evaluating the key internal controls listed. It is intended as a guide and does not cover all controls.

B–3. Instructions
Answer must be based on the actual testing of key internal controls (for example, document analysis, direct observation, interviewing, sampling, simulation, or other). Answers that indicate deficiencies must be explained and the corrective action identified in supporting documentation. These internal controls must be evaluated at least once every 3 years. Certification that this evaluation has been conducted must be accomplished on DA Form 11–2 (Internal Control Evaluation Certification).

B–4. Test questions
a. Did Soldier attempt to resolve indebtedness with DMPO and/or FAO and/or USAR pay centers prior to processing the application packet?
   b. If DMPO and/or FAO and/or USAR PMD did not resolve indebtedness, did Soldier submit application packet?
   c. Did Soldier read and understand AR 600–4, specifically chapter 2, regarding his or her responsibilities in processing his or her application packet?
   d. Did Soldier request assistance from his or her immediate commander, utilize correct form, and complete the DA Form 3508 for submission?
   e. Did Soldier complete blocks 1 through 49 on DA Form 3508 and sign block 49?
   f. Did Soldier submit application packet for a debt not described in paragraph 2–2 and precluded by paragraphs 1–8, 1–9, and 1–11b?
   g. Did Soldier submit sworn statement in accordance with paragraph 2–5?
   h. Did Soldier provide required and additional proper enclosures to support and substantiate application packet?
   i. Did Soldier understand the definitions of hardship and injustice as outlined in paragraphs 1–12, 1–13, and 1–14?
   j. In accordance with this regulation, did the immediate commander read and understand his or her responsibilities, provide assistance to Soldiers upon request, and verify facts were complete and accurate?
   k. Did the commander evaluate the application packet and all the supporting evidence, make a recommendation, and complete all actions required by this regulation, including signing in block 50 of DA Form 3508?
   l. Did the commander inform the DMPO director and/or FAO officer or USPFO and/or USAR PMD of any other information that would affect the application packet?
   m. Did commander forward the DA Form 3508 and enclosures in accordance with paragraph 3–1e?
   n. Did Soldier meet suspense date from DMPO and/or FAO and/or USAR pay centers to preclude early collection prior to immediate commander’s signature?
   o. Did SPCMCA read, or has been briefed on, this regulation and understands his or her responsibilities?
   p. Did SPCMCA have a system to review, evaluate, and make recommendations on DA Form 3508 in accordance with paragraphs 3–2a, c, and d?
   q. Did SPCMCA provide a written recommendation on DA Form 3508?
   r. Did SPCMCA approve, in part or whole, or disapprove DA Form 3508 in accordance with paragraph 3–2d?
   s. Did SPCMCA forward application packet to DMPO and/or FAO or USPFO and/or USAR PMD?
   t. Did DMPO and/or FAO and/or USAR pay centers provide documents to the immediate commander and the Soldier that disclosed the cause, reason, category, amount, and inclusive period of indebtedness?
   u. Did DMPO and/or FAO and/or USAR pay centers initiate a collection of indebtedness prior to notification of the immediate commander and the Soldier?
   v. Did DMPO and/or FAO and/or USAR PMD initiate a collection of indebtedness after the immediate commander and Soldier failed to respond to DMPO and/or FAO notification and suspense to clear up this matter with the DMPO and/or FAO?
   w. Did DMPO and/or FAO and/or USAR PMD assist the immediate commander and Soldier in resolution of the indebtedness?
   x. Did DMPO and/or FAO and/or USAR PMD review the application packet, to include the commander’s recommendation?
... Did DMPO and/or FAO and/or USAR PMD return application packet to the commander for further documentation and correction, if required?

z. Did DMPO and/or FAO and/or USAR PMD take appropriate action regarding withholding of Soldier’s pay after review of commander’s recommendation, if required?

aa. Did DMPO and/or FAO and/or USAR PMD stop collection, recredit Soldier, or prorate collection, if required?

ab. Did DMPO director and/or FAO and/or USAR PMD officer verify the application packet by completing and signing items 51 and 52 of DA Form 3508?

ac. Did DMPO and/or FAO and/or USAR PMD forward application packet to HRC in accordance with this regulation?

ad. Did DMPO and/or FAO and/or USAR PMD attach any additional documents or information, as required?

ae. Upon final notification by HRC, does the DMPO and/or USAR PMD notify the command and Soldier as prescribed in the procedures outlined in paragraph 3–8?

af. Is there an annual management review and analysis conducted to ensure adequacy of internal controls?

ag. Is there a procedure in place to verify information for Soldiers who are close to ETS, indicate NO or undecided in block 6 of DA Form 3508, and will receive an honorable discharge?

ah. Does application packet contain the correct forms in accordance with this regulation?

ai. Does application packet contain a sworn statement from the applicant in accordance with paragraph 2–5?

aj. Has administrative reviewer established a computerized suspense log and maintained statistics in accordance with branch standard operating procedure?

ak. Has administrative reviewer monitored 60-day returned application packet suspense log and sent a reminder to the DMPO director and/or FAO and/or USAR PMD officer regarding status of corrective action?

al. Does analyst understand the purpose, responsibilities, and objectives outlined in AR 600–4?

am. Does analyst understand the definitions and terms injustice and hardship outlined in paragraph 1–12 and any additional factors that may be considered in paragraphs 1–13 and 1–14?

an. Has analyst consulted with the appropriate proponent regulation or office regarding the rules that caused the indebtedness prior to making a recommendation and is this documented?

ao. Has analyst made a favorable recommendation of an application packet that exceeds the criteria outlined in this regulation?

ap. Have worksheet and application packet been forwarded to the branch chief?

aq. Does branch chief conduct an independent analysis of the application packet, to include reviewing the administrative worksheet and analyst recommendation?

ar. Does branch chief consult with proponent regulation and office when a question exists regarding appropriateness of analyst’s recommendation?

as. Are branch chief’s decisions made for injustice and hardship supported by the facts and in the best interests of the Government and the Soldier?

at. Does branch chief review statistics weekly to ensure timely processing of application packets and consistency of processing; quarterly for analysis, review and decision making, and adequacy of computer filing system?

au. Is there a system to ensure application packets, upon final decision or for those being returned for additional information, are sent to the correct DMPO and/or FAO and/or USAR PMD?

av. Do all responses include decision, amount, administrative instruction, and signature, as required in accordance with this regulation?

aw. Are administratively incorrect application packets sent to DMPO and/or FAO and/or USAR PMD for corrective action with a 60-day suspense?

ax. Are follow up actions conducted at the 60-day mark to ensure DMPO and/or FAO and/or USAR PMD has received the case and acted appropriately?

ay. Where discrepancies are noted, has corrective action been initiated?

B–5. Supersession
Not applicable.

B–6. Comments
Help make this a better tool for evaluating internal controls. Submit comments to Commander, U.S. Army Human Resources Command (AHRC–EPO–A), 1600 Spearhead Division Avenue, Department 334, Fort Knox, KY 40122–5303.
Glossary

Section I
Abbreviations

ABCMR
Army Board for Correction of Military Records

AR
Army Regulation

ARNG
Army National Guard

ASA (M&RA)
Assistant Secretary of the Army (Manpower and Reserve Affairs)

BN
battalion

BCT
brigade combat team

BDE
brigade

CG
commanding general

DMPO
defense military pay office

DFAS
Defense Finance and Accounting Service

DSN
defense switched network

ETS
expiration term of service

FAO
finance and accounting office

HRC
Human Resources Command

LES
leave and earnings statement

NA
not applicable

PMD
Pay Management Division

S1
adjutant

SECARMY
Secretary of the Army
SF
standard form

SPCMCA
special court-martial convening authority

UCMJ
Uniform Code of Military Justice

USAR
U.S. Army Reserve

USC
United States Code

USPFO
United States Property and Fiscal Office

Section II
Terms

Active duty
Full-time duty in the active military service of the United States. This includes members of the Reserve Component serving on active duty or full-time training duty, but does not include full-time National Guard duty. Also called AD.

Active status
Status of all Reserves except those on an inactive status list or in the Retired Reserve. Reservists in an active status may train for points and/or pay and may be considered for promotion.

Cancellation
A decision to stop something from being effective or valid.

Erroneous payments
A payment of pay and/or allowances to which the Soldier is not entitled.

Family member
As used in this regulation, a person who qualifies for dependency benefits under certain conditions (for example, spouse or unmarried child).

Hardship
Repayment that greatly affects the welfare of a Soldier, his or her Family members, or both, or causes them to suffer unduly.

Injustice
Wrongs or misrepresentation on the part of the Government that are caused by persons acting in their official capacity. For example, basic allowance for housing authorized and paid by a finance office even though the Soldier is not entitled; or erroneous payment to a Soldier who receives the payment in good faith, and without fault, prior knowledge, or reason to suspect an error.

Overpayment
Payment that is in excess of that to which the Soldier is entitled.

Remission
Discharge from that which is due; pardon or release from debt.

Remission of debt considerations
Reasons for consideration include compassionate, hardship, injustice. Soldier’s value to the Service, morale, and the best interest of the Army.
Separated
For the purposes of this regulation, active duty Soldiers that have been honorably released from active duty, discharged, or retired.

Soldier
For the purposes of this regulation, enlisted, warrant officer, and commissioned officer on active duty or in an active status of a Reserve Component of the Army.

Waiver
Release of liability.

Section III
Special Abbreviations and Terms
This section contains no entries.