



USARC G1

STUDENT LOAN REPAYMENT PROGRAM

A GUIDE ON HOW TO INITIATE LOAN PAYMENTS

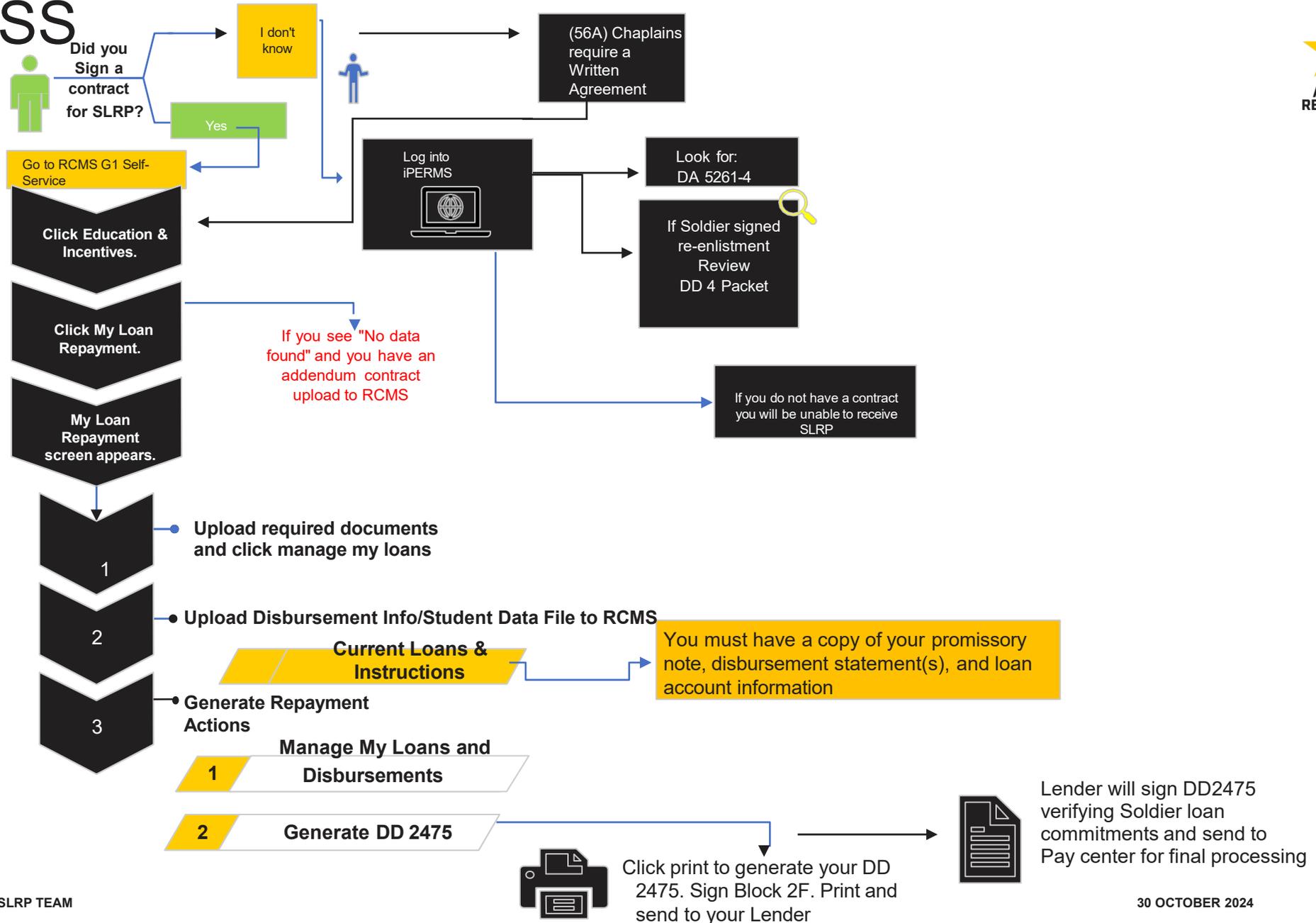
30 OCTOBER 2024

AGENDA



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PROCESS



KEY NOTES



- MPN/PN (Master Promissory Note/Promissory Note) Must be dated on/before receiving funds/disbursements
- MPN/PN must be uploaded to Soldiers Self-Service account
- Upload monthly account statement with account number
- If SM has multiple loans with the same account number from the same lender, enter the data as one loan with individual disbursements and dates. (See slides 20-23)
- SM anniversary date = contract execution date/effective date of DD4 re-enlist
- The Soldier can generate DD2475 up to 90 days before anniversary date
- **Please read each slide carefully and follow the instructions**

DOCUMENTS REQUIRED TO UPLOAD TO RCMS

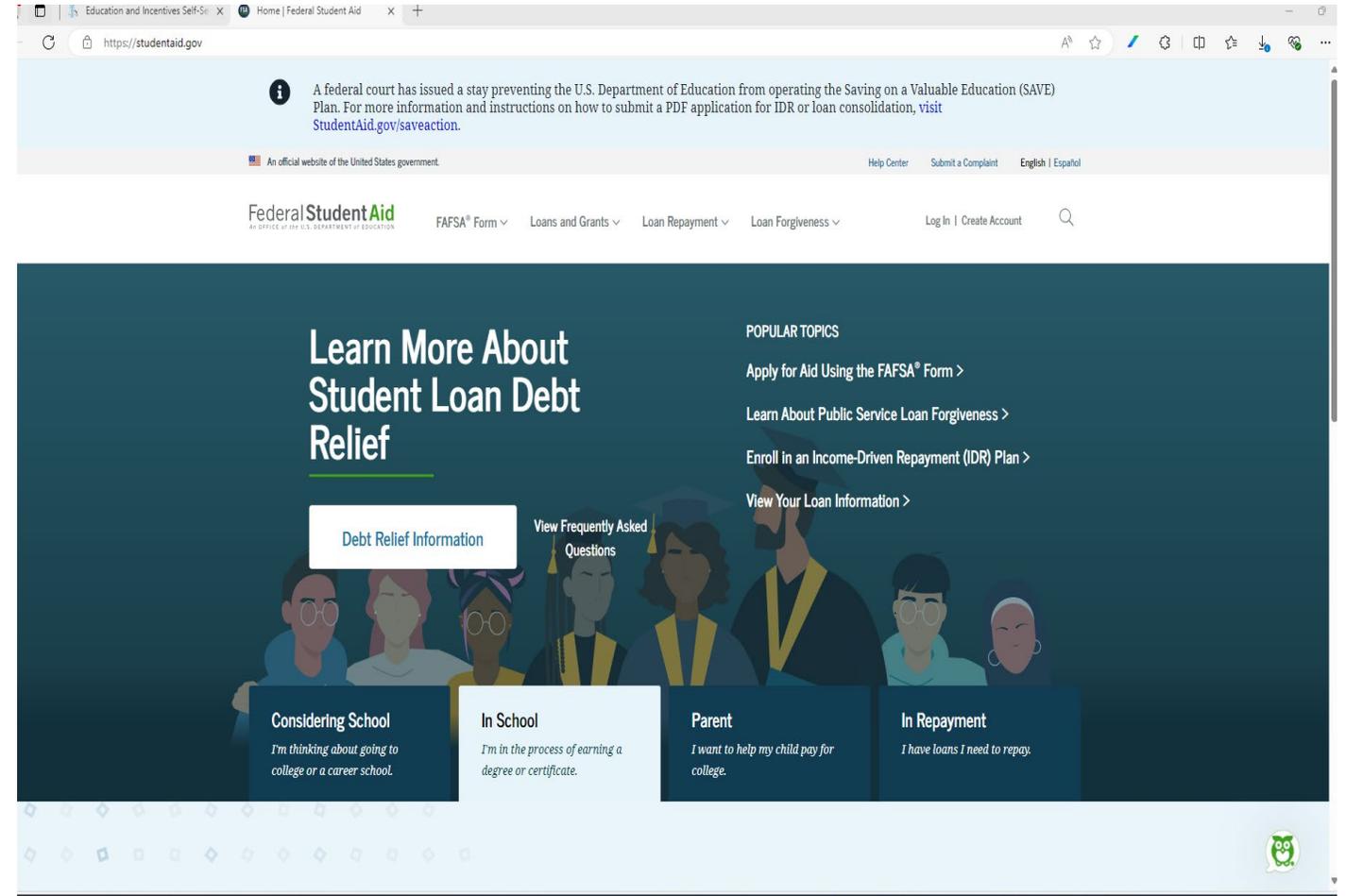


1. Master promissory note (MPN)/Promissory note (PN)
2. Student aid data sheet
3. If you are a Chaplain (56A) you must have a signed written agreement prior to requesting payments

STUDENT DATA SHEET



- Login to loan provider website to generate student data sheet

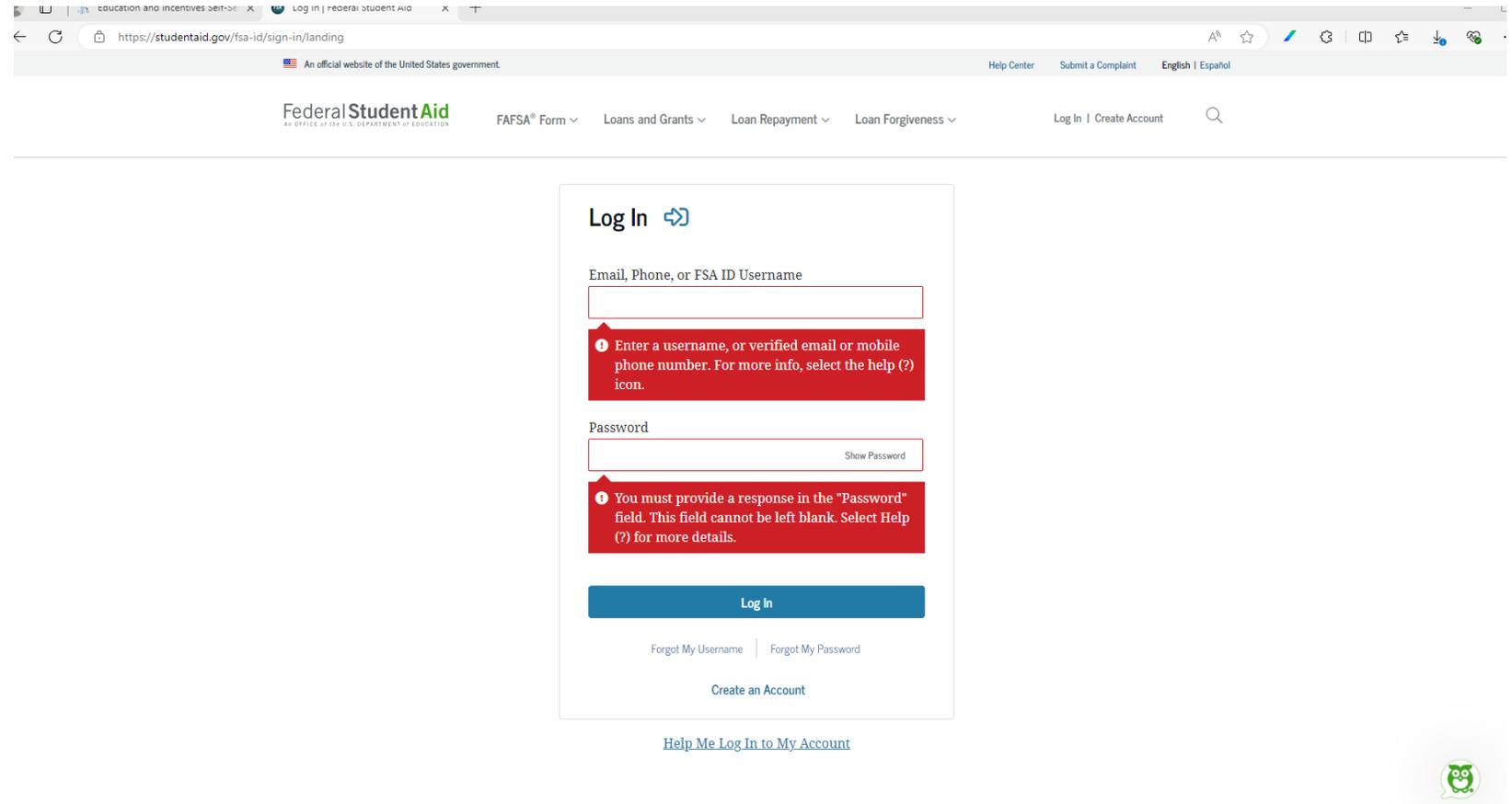


The screenshot shows the Federal Student Aid website. At the top, there is a navigation bar with the Federal Student Aid logo and links for FAFSA, Loans and Grants, Loan Repayment, and Loan Forgiveness. A prominent banner reads "Learn More About Student Loan Debt Relief". Below this, there are several sections: "Debt Relief Information", "View Frequently Asked Questions", and "POPULAR TOPICS" which includes links for applying for aid, learning about public service loan forgiveness, enrolling in an income-driven repayment plan, and viewing loan information. At the bottom of the banner, there are four categories: "Considering School", "In School", "Parent", and "In Repayment", each with a brief description of the user's situation.

STUDENT DATA SHEET LOG-IN



- Link for Student Data website
<https://studentaid.gov>
- Log in



education and incentives... x Log in | Federal Student Aid x

https://studentaid.gov/fsa-id/sign-in/landing

An official website of the United States government

Help Center Submit a Complaint English | Español

Federal Student Aid AN OFFICE OF THE U.S. DEPARTMENT OF EDUCATION

FAFSA® Form ▾ Loans and Grants ▾ Loan Repayment ▾ Loan Forgiveness ▾

Log In | Create Account

Log In ↗

Email, Phone, or FSA ID Username

❗ Enter a username, or verified email or mobile phone number. For more info, select the help (?) icon.

Password

❗ You must provide a response in the "Password" field. This field cannot be left blank. Select Help (?) for more details.

Log In

[Forgot My Username](#) | [Forgot My Password](#)

[Create an Account](#)

[Help Me Log In to My Account](#)

LANDING PAGE



- Click view details

Dashboard

Plan Ahead

You must complete the *Free Application for Federal Student Aid (FAFSA®)* form each year to receive federal student aid. There are separate application deadlines for federal student aid, state aid, and school aid.



[Start New Form](#) [Visit 2024–25 FAFSA Help Center](#)

Upcoming Payments

Servicer
Aidvantage

Due Date
8/17/24

[Pay on Servicer Website](#)

My Loan Servicers [View More >](#)

DEPT OF ED/AIDVANTAGE
www.aidvantage.com

My Aid

Loans

Total Balance [?](#)

\$23,551

● \$23,505 Principal [?](#) ● \$46 Interest [?](#)

Grants

Total Disbursed [?](#)

\$18,175

● \$18,175 Pell Grant [?](#)

[View Details](#)

Loan information as of 08/05/2024. [Learn how to download your aid data.](#)

Quick Links

- [Track Your PSLF Progress](#)
- [Loan Simulator](#)
- [Enroll in an Income-Driven Repayment \(IDR\) Plan](#)
- [Loan Consolidation](#)
- [PSLF Help Tool](#)

STUDENT DATA



- Click on **download my aid data**
- It will download as a text file
- See next slide for an example text file

The screenshot shows the 'My Aid' dashboard on the Federal Student Aid website. The 'Download My Aid Data' button is highlighted with a red box. The dashboard displays the following information:

- 7 Loans** (View Breakdown)
- 1 Servicers** | Total original amount awarded: \$22,702
- Total Balance:** \$23,551
- Principal:** \$23,505
- Interest:** \$46
- Loan information as of 08/05/2024*

Helpful links include:

- Explore Repayment Options
- Try the Loan Simulator
- Learn About Public Service Loan Forgiveness (PSLF)
- Explore Income-Driven Repayment Options
- Learn About Loan Consolidation

Repayment Progress

TEXT FILE



- Data text file will appear like this



```
File Edit Format View Help
A new version of Notepad is available. Install
Aggregate Unsubsidized Total (Undergraduate and Graduate):$9,190.00
Aggregate Combined Total (Undergraduate and Graduate):$21,690.00
Student Total All Loans Outstanding Principal:$23,505.00
Student Total All Loans Outstanding Interest:$46.00
Student Pell Lifetime Eligibility Used:350.000%
Student Iraq and Afghanistan Service Lifetime Eligibility Used:0.000%
Student Total All Grants:$18,175.00
Type Code:D1
Type Description:DIRECT STAFFORD SUBSIDIZED
Total <D1> Outstanding Principal:$12,503.00
Total <D1> Outstanding Interest:$20.00
Type Code:D2
Type Description:DIRECT STAFFORD UNSUBSIDIZED
Total <D2> Outstanding Principal:$11,002.00
Total <D2> Outstanding Interest:$26.00
.oan Type Code:D1
.oan Type Description:DIRECT STAFFORD SUBSIDIZED
.oan Award ID:****
.oan Attending School Name: College
.oan Attending School OPEID:
.oan Date:09/22/2016
.oan Repayment Begin Date:11/19/2018
.oan Period Begin Date:08/22/2016
.oan Period End Date:12/18/2016
.oan Amount:$2,250.00
.oan Disbursed Amount:$2,250.00
.oan Canceled Amount:$0.00
.oan Canceled Date:
.oan Outstanding Principal Balance:$2,121.00
.oan Outstanding Principal Balance as of Date:08/05/2024
.oan Outstanding Interest Balance:$3.00
.oan Outstanding Interest Balance as of Date:08/05/2024
.oan Interest Rate Type Code:F
.oan Interest Rate Type Description:FIXED
.oan Interest Rate:3.51%
.oan Actual Interest Rate:3.51%
.oan Statutory Interest Rate:3.76%
.oan Repayment Plan Type Code:5G
.oan Repayment Plan Type Code Description:GRADUATED REPAYMENT
.oan Repayment Plan Begin Date:07/24/2019
.oan Repayment Plan Scheduled Amount:$40.00
.oan Repayment Plan IDR Plan Anniversary Date:
.oan Confirmed Subsidy Status:
.oan Subsidized Usage In Years:
.oan Reaffirmation Date:
.oan Most Recent Payment Effective Date:07/17/2024
.oan Next Payment Due Date:08/17/2024
.oan Cumulative Payment Amount:$297.00
.oan PSLF Cumulative Matched Months:0
Academic Level:Second Year
```

HOW TO CONVERT THE TEXT FILE



- Download the txt file and save the document as a word document.
- Open the document with Microsoft word
- Click file, Go to Print, Click Page Set up in the bottom right, Click Paper, Set the height to 19", Click ok, click ignore
- Click the back arrow at the top left corner to return to the document.
- Now it is time to set your margins (Be sure the ruler is showing)
- Starting with the side ruler on the left-hand side....drag the white portion of the ruler upward until there is No more gray showing and it is all white. (Text should be at the top of the page)
- Next using the ruler at the top, drag the white on the right side of the ruler towards the 7 direction until there is no more gray showing
- Lastly, go back to the ruler on the left side of the page Go back to the left-hand side of the screen where you see the ruler and slowly scroll downward until you see gray. Drag the white portion downward until there is no more gray showing (Text should be taking up the entire page)
- Now you are ready to begin highlighting the important information
- Click Control A to change the font of the entire document to 9
- Next highlight in yellow the Student First Name, Student Middle Initial and Student Last Name (SOLDIERS NAME)
- Control F- Type in the navigation bar **LOAN TYPE** and hit your down arrow

HOW TO CONVERT TEXT FILE



- Highlight each the loan type in **green**
- Next move each loan to an individual page
- Now Control F- Type in the navigation bar **LOAN DATE** and hit your next arrow to find the next Loan date
- Highlight each loan date in **yellow**
- Now Control F- Type in the navigation bar **LOAN AMOUNT** and hit your next arrow
- Highlight the lines that say loan amount, loan disbursed, and loan cancelled in yellow
- Type in the navigation bar **CURRENT LOAN** and hit your next arrow
- Highlight the current loan status in **yellow**
- NOTE : If the loan status says cancelled or paid in full highlight in **blue**
- Then you would go back to the top of that particular loan page and highlight the loan type in blue as well.
- Type in the navigation bar **LOAN DISBURSEMENT** and hit your down arrow
- Highlight the loan disbursement dates and amounts in yellow
- Type in the navigation bar **LOAN CONTACT** and hit your down arrow
- Highlight each loan contact name, street address, city, state and zip code in **yellow**
- Once you have reached the last loan, save document
 - First as a word document
 - Then save as a PDF document

```

Loan Type Code:DIRECT
Loan Type Description:DIRECT STAFFORD SUBSIDIZED
Loan Award ID:*****
Loan Attending School:
Loan Attending School OPEID:
Loan Date:09/22/2016
Loan Repayment Begin Date:11/19/2018
Loan Period Begin Date:08/22/2016
Loan Period End Date:12/18/2016
Loan Amount:$2,250.00
Loan Disbursed Amount:$2,250.00
Loan Canceled Amount:$0.00
Loan Canceled Date:
Loan Outstanding Principal Balance:$2,121.00
Loan Outstanding Principal Balance as of Date:08/05/
Loan Outstanding Interest Balance:$3.00
Loan Outstanding Interest Balance as of Date:08/05/
Loan Interest Rate Type Code:F
Loan Interest Rate Type Description:FIXED
Loan Interest Rate:3.51%
Loan Actual Interest Rate:3.51%
Loan Statutory Interest Rate:3.76%
Loan Repayment Plan Type Code:SG
Loan Repayment Plan Type Code Description:GRADUATED
Loan Repayment Plan Begin Date:07/24/2019
Loan Repayment Plan Scheduled Amount:$40.00
Loan Repayment Plan IDR Plan Anniversary Date:
Loan Confirmed Subsidy Status:
Loan Subsidized Usage in Years:
Loan Reaffirmation Date:
Loan Most Recent Payment Effective Date:07/17/2024
Loan Next Payment Due Date:08/17/2024
Loan Cumulative Payment Amount:$297.00
Loan PSLF Cumulative Matched Months:0
Academic Level:Second Year
Additional Unsubsidized Loan Flag:No Denial
Award Year:2017
Capitalized Interest:$14.00
Net Loan Amount:$2,250.00
Reaffirmation flag:
Calculated Subsidized Aggregate OPB:$2,120.00
Calculated Unsubsidized Aggregate OPB:
Calculated Combined Aggregate OPB:
UpdtDt:08/06/2024
DelinqDate:06/18/2019
Current Loan Status:RF
Current Loan Status Description:IN REPAYMENT
Highest Historical Outstanding Principal Balance (OPB):$2,187.00
Current Standard-Standard Schedule Payment Amount:$0.00
Permanent Standard-Standard Schedule Payment Amount:$0.00
Parent Plus First Level Consolidation Indicator:
Consolidation Loan With Any Parent Plus Indicator:
Loan Status:RF
Loan Status Description:IN REPAYMENT
Loan Status Effective Date:09/01/2023
Loan Status:FB
Loan Status Description:FORBEARANCE
Loan Status Effective Date:03/13/2020
Loan Status:RF
Loan Status Description:IN REPAYMENT
Loan Status Effective Date:07/18/2019
Loan Status:FB
Loan Status Description:FORBEARANCE
Loan Status Effective Date:05/18/2019
Loan Status:RF
Loan Status Description:IN REPAYMENT
Loan Status Effective Date:11/19/2018
Loan Status:IG
Loan Status Description:IN GRACE PERIOD
Loan Status Effective Date:05/19/2018
Loan Status:IA
Loan Status Description:LOAN ORIGINATED
Loan Status Effective Date:09/22/2016
Loan Disbursement Date:09/22/2016
Loan Disbursement Amount:$2,250.00
Loan Contact Type:Current ED Servicer
Loan Contact Code:578
Loan Contact Name:DEPT OF ED/AIDVANTAGE
Loan Contact Street Address 1:PO Box 300001
Loan Contact Street Address 2:
Loan Contact City:Greenville
Loan Contact State Code:TX
Loan Contact Zip Code:75403
Loan Contact Phone Number:800-722-1300
Loan Contact Phone Extension:
Loan Contact Email Address:
Loan Contact Web Site Address:https://www.aidvantage.com
Most Relevant:Yes
Loan Special Contact Reason:
Loan Special Contact:
    
```

```

UpdtDt:08/06/2024
DelinqDate:06/18/2019
Current Loan Status:RF
Current Loan Status Description:IN REPAYMENT
Highest Historical Outstanding Principal Balance (OPB):$2,187.00
Current Standard-Standard Schedule Payment Amount:$0.00
Permanent Standard-Standard Schedule Payment Amount:$0.00
Parent Plus First Level Consolidation Indicator:
Consolidation Loan With Any Parent Plus Indicator:
Loan Status:RF
Loan Status Description:IN REPAYMENT
Loan Status Effective Date:09/01/2023
Loan Status:FB
Loan Status Description:FORBEARANCE
Loan Status Effective Date:03/13/2020
Loan Status:RF
Loan Status Description:IN REPAYMENT
Loan Status Effective Date:07/18/2019
Loan Status:FB
Loan Status Description:FORBEARANCE
Loan Status Effective Date:05/18/2019
Loan Status:RF
Loan Status Description:IN REPAYMENT
Loan Status Effective Date:11/19/2018
Loan Status:IG
Loan Status Description:IN GRACE PERIOD
Loan Status Effective Date:05/19/2018
Loan Status:IA
Loan Status Description:LOAN ORIGINATED
Loan Status Effective Date:09/22/2016
Loan Disbursement Date:09/22/2016
Loan Disbursement Amount:$2,250.00
Loan Contact Type:Current ED Servicer
Loan Contact Code:578
Loan Contact Name:DEPT OF ED/AIDVANTAGE
Loan Contact Street Address 1:PO Box 300001
Loan Contact Street Address 2:
Loan Contact City:Greenville
Loan Contact State Code:TX
Loan Contact Zip Code:75403
Loan Contact Phone Number:800-722-1300
Loan Contact Phone Extension:
Loan Contact Email Address:
Loan Contact Web Site Address:https://www.aidvantage.com
Most Relevant:Yes
Loan Special Contact Reason:
Loan Special Contact:
    
```

STEP 1. ACCESS RCMS SELF SERVICE



- RCMS Self Service is a CAC enabled website
- Go to any search engine and type in RCMS G1 Self Service -RCMS G1 Self-Service (army.mil)
- Once on the landing page. Click on Education and Incentives

USAR
RCMS G1 SOLDIER SUPPORT

RCMS G1 Self-Service

My Account

Self-Service Home

Help

★ RCMS G1 Self-Service

The Electronic Soldier Record Brief Subsystem (eSRB) Automated Record Brief (ARB) product produces a standardized personnel record for Enlisted Soldiers, Officers, and Warrant Officers, along with the ERB/ORB product used by promotion consideration boards. SELRES Soldiers can review and validate their data by clicking on the [My Record Brief](#) icon.

The Education and Incentives (E&I) product allows Soldiers to view education benefit eligibility, view incentive eligibility and payment status, communicate with managers, and perform certain contract and payment-related actions. E&I contains information on a Soldier's GI Bill, Kicker, Loan Repayment, Bonus, Health Professional Stipends STRAP or MDSSP, and Health Professional Incentive Pay and/or Board Certification Pay (IP/BCP). E&I allows Soldiers with Loan Repayment to manage loan information, upload promissory notes and disbursement statements, and generate DD Form 2475's to initiate annual payments. E&I allows Health Professional Officers to request Incentive Pay and/or Board Certification Pay (IP/BCP), ROTC Soldiers to request an Officer Accession Bonus (OAB) or Student Loan Repayment Program (SLRP), Officers to request a Retention Bonus Officer (RETB-O), TPU Soldiers to request a MOS Conversion Bonus TPU (MOSCB-TPU), and AGR Soldiers to request a MOS Conversion Bonus AGR (MOSCB-AGR). Soldiers can submit an inquiry, request an administrative correction to a contract, or request an exception to policy in E&I. SELRES Soldiers can access E&I by clicking on the [Education & Incentives](#) icon.

The Commander's Strength Management Module (CSMM) is the primary reporting tool for the RCMS V3 data warehouse. It provides access to a Soldier Locator entity tool used to retrieve wide-range of personnel current and historical data from dozens of source data systems. SELRES Soldiers can review and validate their data by clicking on the [My Soldier Data](#) icon.

[My Record Brief](#)
Provides Soldiers access to information displayed on their Soldier Record Brief, and enables them to verify these documents.

[Education & Incentives](#)
Allows Soldiers to view education benefit eligibility, view incentive eligibility and payment status, communicate with managers, and perform certain contract and payment-related actions

[My Soldier Data](#)
Provides Soldiers access to their data displayed in the CSMM Soldier Locator entity.

STEP 2. MY LOAN REPAYMENT



- Click on **MY LOAN REPAYMENT**

The screenshot shows the 'Education and Incentives' dashboard. On the left is a dark sidebar with navigation links: Service Home, Education & Incentives Home, Incentive Contracts, Loan Repayment, GI Bill, Inquiries, and Request Incentive. The main content area has a header with the text: 'you can see the reason the request was returned by clicking on the row of the contract in the My Incentives page (doing so will open the contract detail page), then review the "Comment" column in the History of Actions section in the contract detail page. After corrective action has been taken, you can resubmit by clicking "Electronically Sign and Submit" or "Submit for Validation" in the Perform Action section (note: if you previously wet-signed and uploaded an agreement and the request was returned, you will need to resubmit electronically). If you experience an error or need technical support, please contact the RCMS help desk at 800-339-0473 or by email at usarmy.usarc.ocar.mbx.rcms-helpdesk@army.mil. Please do not send emails containing personally identifiable information (PII) to the help desk.' Below this are five tiles: 'My Incentive Contracts' (document icon), 'My Loan Repayment' (credit card icon, highlighted with a red border), 'My GI Bill' (classroom icon), 'My Inquiries' (question mark icon), and 'Request Incentive' (dollar sign icon). At the bottom, there is a footer with the text: 'View self-service incentive options, check initial eligibility, and submit a request for an incentive. Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection.'

STEP 3. VERIFICATION



- The Soldier will verify that the contract status states **Active loan**
- Once status is verified Soldier will click on manage my loans and disbursements for the **Active loan**
- **Note*** contract start date is also the anniversary date

Education and Incentives

Landing Page / My Loan Repayment

Reminders

Eligibility includes but is not limited to: loan in good standing, loan and disbursement details are added and correct, supporting documents are uploaded, 'Active Loan' contract status, contract requirements are met and maintained, and annual completion of satisfactory service. Documents including promissory note(s) and disbursement statements should be uploaded to support the loan and disbursement details on file.

My Loan Repayment Contracts

Eligible anniversary payment dates are scheduled 90 days before the anniversary date based on contract start date for Student Loan Repayment Program (SLRP) and Chaplain Loan Repayment Program (CLRP); or entitlement period start date if a Health Professional Officer (HPO) for Health Professional Loan Repayment (HPLR).
Repayment requires an 'Active Loan' contract status, annual completion of satisfactory service, and a DD Form 2475.

Contract Type	Contract Amount	Control Number	Contract Issue Date	Contract Signature Date	Contract Start Date	Contract End Date	Contract Status	Lifetime Max	Total Paid	Remaining Lifetime Max
SLRP Generic	\$30,000.00	S1804120346E	20180412	20180412	20180412	20240411	Active Loan	\$30,000.00	\$0.00	\$30,000.00
SLRP Generic	\$30,000.00	S1804120385E	20180412		20180412		Invalid Contract	\$30,000.00	\$0.00	\$30,000.00

Showing 1 to 2 of 2 entries

My Loan Repayment Actions

To review or update loans, add a new loan, review or add disbursements to a loan, or upload loan documents like a promissory note and disbursement statements, click on 'Manage My Loans and Disbursements'.
To review processed payments, payment status, or initiate a request for an anniversary payment click on 'Generate DD 2475 / Manage My Payments'.

Contract Type	Control Number	Contract Issue Date	Contract Signature Date	Contract Start Date	Contract End Date	Contract Status		
MANAGE MY LOANS AND DISBURSEMENTS	GENERATE DD 2475 / MANAGE MY PAYMENTS	SLRP Generic	S1804120346E	20180412	20180412	20180412	20240411	Active Loan
MANAGE MY LOANS AND DISBURSEMENTS	GENERATE DD 2475 / MANAGE MY PAYMENTS	SLRP Generic	S1804120385E	20180412		20180412		Invalid Contract

Showing 1 to 2 of 2 entries

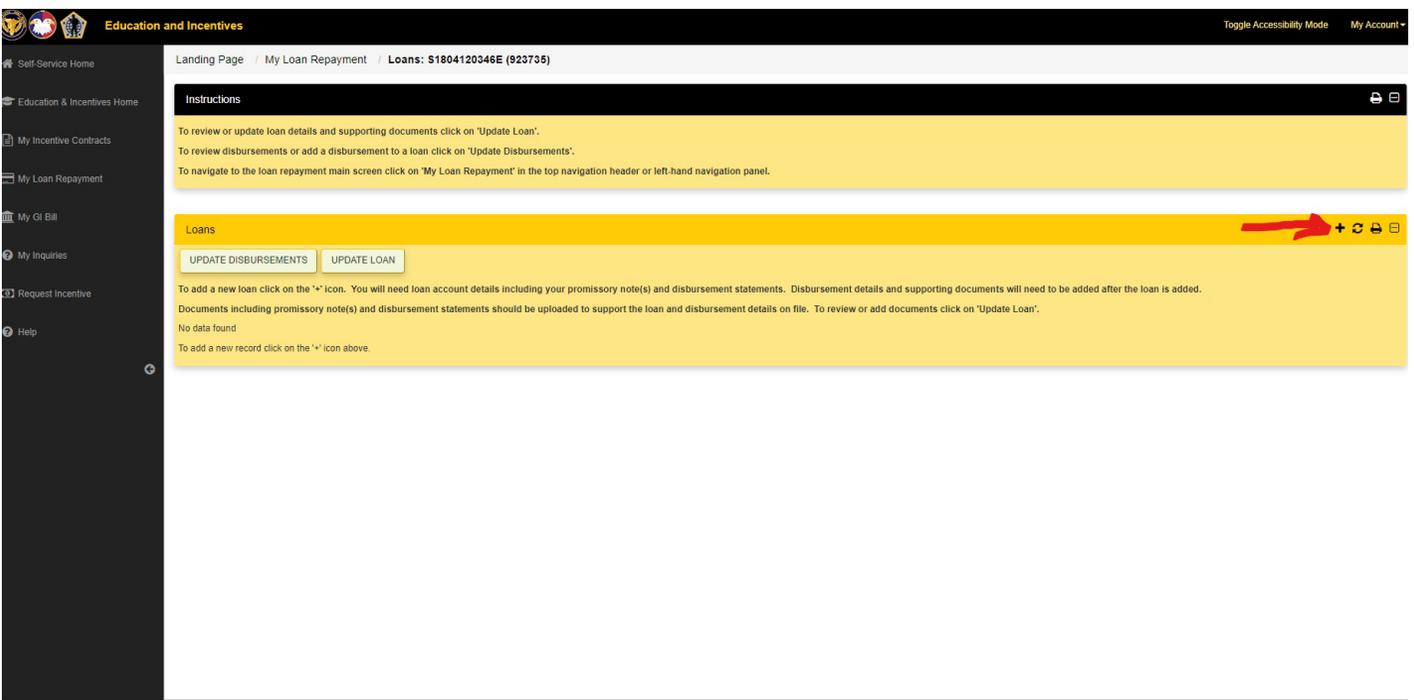
Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection.



STEP 4. UPLOADING A NEW LOAN

- To add a **NEW** Loan, click on the PLUS (+) button in the corner of the dark yellow Banner

- **Note*** multiple loans with the same account number will be listed once as a new loan, the remaining will be listed as disbursement(s). See slide 20-23 for examples.



STEP 5. ADDING STANDARD LOANS



- Only fill out information with **RED ASTERISK**
- Loan holder ID= the financial Lender- Mohela, Nelnet, Aidvantage etc.
- MPN/PN= Master promissory note/promissory note
- Account number=SSN + Loan account number
- Origination date=date of first disbursement
- Original loan amount= Amount from first disbursement
- **Note*** loan status must be in good standing

The screenshot displays the 'Add Loans' form within the Army Reserve portal. The form is titled 'Add Loans' and is overlaid on a background showing the 'Loans' section of the user's account. The form includes the following fields and options:

- LoanHolder_ID ***: A dropdown menu with 'Select...'.
- Loan Type ***: A dropdown menu with 'Select...'.
- MPN ***: Radio buttons for 'Yes' and 'No'.
- Consolidation ***: Radio buttons for 'Yes' and 'No'.
- Soldier Borrower ***: Radio buttons for 'Yes' and 'No'.
- Borrower Name ***: A text input field containing 'SOLDIER LEGAL NAME'.
- Loan Account ***: A text input field containing 'SSN+ACCOUNT NUMBER'.
- Origination Date ***: A date input field.
- Original Loan Amount * ***: A text input field with a red error message below it: 'This value is required.'.
- Current Principal x**: A text input field.
- Current Principal Date**: A date input field.
- Interest Rate x**: A text input field.
- Current Interest x**: A text input field.
- Current Interest Date**: A date input field.
- Loan Status ***: A dropdown menu with 'Select...'.
- Loan Status Effective Date**: A date input field.

At the bottom of the form, there are two buttons: '+ ADD' (green) and 'CANCEL' (orange).

STEP 5A. CHAPLAIN LOAN REPAYMENT ONLY



Chaplain LRP will pay for seminary education resulting in a masters of Divinity **ONLY**.

- Only fill out information with **RED ASTERISK**
- Loan holder ID= the financial Lender- Mohela, Nelnet, Aidvantage etc.
- MPN/PN= Master promissory note/promissory note
- Account number = SSN + Loan account number.
- Origination date = date of first disbursement
- Original loan amount= Amount from first disbursement
- **Note* Loan status must be in good standing**

mil/SelfService/RequestIncentive/selfservice

My Loan Repayment / Loans: S1804120346E (923735)

Add Loans

LoanHolder_ID *

Loan Type *

MPN * Yes No

Consolidation * Yes No

Soldier Borrower * Yes No

Borrower Name *

Loan Account *

Origination Date *

Original Loan Amount *

Current Principal

Current Principal Date

Interest Rate

Current Interest

Current Interest Date

Loan Status *

Loan Status Effective Date

+ ADD CANCEL

Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection.

STEP 5B. ADDING A PARENT PLUS LOAN ONLY



- Only fill out information with **RED ASTERISK**
- Loan holder ID= the financial Lender- Mohela, Nelnet, Aidvantage etc.
- MPN/PN= Master promissory note/promissory note
- Account number=SSN + Loan account number
- Origination date=date of first disbursement
- Original loan amount= Amount from first disbursement
- Borrower Name=Parent Name on Plus loan
- Loan Account= Parent SSN plus Soldiers SSN
- Example xxxxxxxxxplusxxxxxxxxxx

The screenshot displays the 'Add Loans' form within the Army Reserve Self-Service portal. The form is titled 'Add Loans' and contains the following fields:

- LoanHolder_ID *
- Loan Type *
- MPN *
- Consolidation *
- Soldier Borrower *
- Borrower Name *
- Loan Account *
- Origination Date *
- Original Loan Amount *
- Current Principal
- Current Principal Date
- Interest Rate
- Current Interest
- Current Interest Date
- Loan Status *
- Loan Status Effective Date

At the bottom of the form, there are two buttons: '+ ADD' and 'CANCEL'.



STEP 5C. ADDING A CONSOLIDATION ONLY

Only Fill out information with **RED ASTERISK**

- Loan holder ID= the financial Lender- Mohela, Nelnet, Aidvantage etc.
- MPN=No
- Consolidation Yes- New Promissory note consolidating previous Student loans
- Account number=SSN + Loan account number
- Origination date=date of first disbursement
- Original loan amount= Amount from first disbursement
- **Special cases may require assistance, please contact USARC G1**

mil/SelfService/RequestIncentive/selfservice

My Loan Repayment / Loans: S1804120346E (923735)

ADD LOANS

UPDATE LOAN

Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection.

EXAMPLE OF CORRECT LOAN SETUP



- The disbursement amounts will equal your original loan amount
- One account number, from the same lender with multiple disbursements

Loan Holder	Loan Type	MPN	Consolidation	Historical	Borrower Name	Loan Account	Origination Date	Original Loan Amount	Disbursed Amount	Cancelled Amount	Current Principal	Interest Rate	Current Interest	Loan Status	Note Received
Department of Education/Nelnet	DCU - DIRECT CONSOLIDATED UNSUBSIDIZED	Yes	Yes	No	[REDACTED]	[REDACTED]016	20211206	3,125.000	3,125.000	0.000		3.73		G - Good Standing	Yes

Showing 1 to 1 of 1 entries

CORRECT DISBURSEMENT SETUP



Loan Summary

	Loan Holder	Loan Type	MPN	Consolidation	Historical	Borrower Name	Loan Account	Origination Date	Original Loan Amount	Disbursed Amount	Cancelled Amount	Note Received
	Department of Education/Nelnet	DCU - DIRECT CONSOLIDATED UNSUBSIDIZED	Yes	Yes	No	[REDACTED]	[REDACTED] 016	20211206	3,125.000	3,125.000	0.000	Yes

Showing 1 to 1 of 1 entries

Disbursements

	Disbursement Amount	Disbursement Date	Cancelled Amount	Cancelled Date
	1,750.000	20211206		
	1,375.000	20211206		

Showing 1 to 2 of 2 entries

MULTIPLE LOANS UPLOADED CORRECTLY



- Example* Different lenders with different loan account numbers

Loan Holder	Loan Type	MPN	Consolidation	Historical	Borrower Name	Loan Account	Origination Date	Original Loan Amount	Disbursed Amount	Cancelled Amount	Current Principal	Interest Rate	Current Interest	Loan Status	Note Receive
DEPT OF ED/MOHELA	DSU - DIRECT STAFFORD UNSUBSIDIZED	Yes	No	No	[REDACTED]	[REDACTED]48	20160913	25,000.000	25,000.000	0.000	21,775.000			G - Good Standing	Yes
American Education Services	PLUS - Parent Loan for Undergraduate Students (Old Version)	Yes	No	No	[REDACTED]	[REDACTED]	20181016	8,200.000	8,200.000	0.000				G - Good Standing	Yes
Customer Service	FP - FEDERAL PERKINS	Yes	No	No	[REDACTED]	[REDACTED]	20160919	4,000.000	4,000.000	0.000				G - Good Standing	Yes

INCORRECT SET UP FOR ONE/SAME LENDER LOANS



- The loan is from the same lender DEPT OF ED/NELNET and has the same account number for both loans
- Same lender and same account number will be listed as one loan with disbursements

Loan Holder	Loan Type	MPN	Consolidation	Historical	Borrower Name	Loan Account	Origination Date	Original Loan Amount	Disbursed Amount	Cancelled Amount	Current Principal	Interest Rate	Current Interest	Loan Status	Note Received
Department of Education/Nelnet	DCU - DIRECT CONSOLIDATED UNSUBSIDIZED	Yes	Yes	No	[REDACTED]	[REDACTED]016	20211206	1,750.000	1,750.000	0.000		3.73		H - On Hold	No
Department of Education/Nelnet	DCS - DIRECT CONSOLIDATED SUBSIDIZED	Yes	Yes	No	[REDACTED]	[REDACTED]016	20211206	1,375.000	1,375.000	0.000	1,375.000	3.73		H - On Hold	No


 showing 1 to 2 of 2 entries

STEP 6. UPDATING DISBURSEMENTS



- For Soldiers with the same account number and multiple loans, the process will appear as the picture
- Once the loan is displayed, click on "Update Disbursements"
- If you have multiple account numbers, repeat steps 5-A, B, or C, depending on your situation

The screenshot shows the 'Loans' section of the Army Reserve self-service portal. The page title is 'Loans: \$1804120346E (923735)'. Below the title, there are instructions for updating loan details and disbursements. A table lists the loan details, with the 'UPDATE DISBURSEMENTS' button highlighted by a red box and a red arrow pointing to it.

	Loan Holder	Loan Type	MPN	Consolidation	Historical	Borrower Name	Loan Account	Origination Date	Original Loan Amount
UPDATE LOAN	Advantage US Department of Education Loan Servicing	DP - DIRECT PLUS	true	true	false	[REDACTED]	[REDACTED]	20240702	\$10,000.00

STEP 6A. UPDATING DISBURSEMENTS



- Soldier will click on the plus icon (+) to add the disbursement information, the information can be found in the service members data sheet.
- Soldier's data sheet can be found
- <https://studentaid.gov>.
- If you need assistance refer to Slides 3-9

The screenshot displays the 'Education and Incentives' section of the Army Reserve Self-Service portal. The main content area shows a 'Loan Summary' table with one entry for a 'DP - DIRECT PLUS' loan. Below this, a 'Disbursements' section is highlighted in yellow, featuring a table with one disbursement entry. A red arrow points to a plus sign icon in the top right corner of the disbursement table, indicating where to click to add a new disbursement.

Loan Holder	Loan Type	MPN	Consolidation	Historical	Borrower Name	Loan Account	Origination Date	Original Loan Amount	Disbursed Amount	Cancel Amount
Aidvantage US Department of Education Loan Servicing	DP - DIRECT PLUS	true	true	false	[REDACTED]	[REDACTED]	20240702	\$10,000.00	\$10,000.00	\$0.00

Disbursement Amount	Disbursement Date	Cancelled Amount	Cancelled Date
\$10,000.00	20240802		

STEP 7. ADDING DISBURSEMENTS



- After clicking the plus button this screen will appear. Use your data sheet to fill this portion out.
 - disbursement amount
 - disbursement date.
- *For each disbursement
- *Save when complete

The screenshot shows a web application interface for adding disbursements. At the top, there is a breadcrumb trail: "ice/RequestIncentive/selfservice". Below this, there is a header bar with "Repayment / Loans: S1804120346E (923735)". A table of loan data is visible, with columns: "MPN", "Consolidation", "Historical", "Borrower Name", "Loan Account", "Origination Date", and "Original Amount". A row of data is shown with values: "PLUS", "true", "true", "false", a redacted borrower name, a redacted loan account, "20240702", and "\$10,000.00". A modal window titled "Add Disbursements" is open in the foreground, containing two input fields: "Disbursement Amount" and "Disbursement Date", each with a red asterisk indicating a required field. Below the input fields are "SAVE" and "CANCEL" buttons. At the bottom of the page, there is a footer: "Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy."

STEP 8. CHECK YOUR WORK



- Ensure you have uploaded all disbursement information
- Your original loan amount will change once you uploaded all disbursements
- Hit the refresh button

The screenshot displays the 'Disbursements: DP - DIRECT PLUS (121087)' window. The 'Loan Summary' table shows the following data:

Loan Holder	Loan Type	MPN	Consolidation	Historical	Borrower Name	Loan Account	Origination Date	Original Loan Amount	Disbursed Amount	Cancelled Amount
Aldvantage US Department of Education Loan Servicing	DP - DIRECT PLUS	true	true	false	Charlotte Lawrence	32949237	20240702	\$10,000.00	\$10,000.00	\$0.00

The 'Original Loan Amount' column is highlighted with a red box. Below the table, the 'Disbursements' section shows a single entry:

Disbursement Amount	Disbursement Date	Cancelled Amount	Cancelled Date
\$10,000.00	20240802		

The interface includes a 'CLOSE' button at the bottom right of the window.

STEP 9. UPLOADING LOAN DOCUMENTS



- Return to my loan repayment page
- Click on manage my loans and disbursements for the active loan

The screenshot displays the 'My Loan Repayment' page in the Army Reserve Self-Service portal. The page is titled 'Education and Incentives' and shows details for Loans: S1804120346E (923735). It includes sections for Reminders, My Loan Repayment Contracts, and My Loan Repayment Actions. Two tables are present: one for loan contracts and another for actions. The 'Active Loan' status in the second table is circled in red, and the 'MANAGE MY LOANS AND DISBURSEMENTS' button for the first row is also circled in red.

Contract Type	Contract Amount	Control Number	Contract Issue Date	Contract Signature Date	Contract Start Date	Contract End Date	Contract Status	Lifetime Max	Total Paid	Remaining Lifetime Max
SLRP Generic	\$30,000.00	S1804120346E	20180412	20180412	20180412	20240411	Active Loan	\$30,000.00	\$0.00	\$30,000.00
SLRP Generic	\$30,000.00	S1804120385E	20180412		20180412		Invalid Contract	\$30,000.00	\$0.00	\$30,000.00

Contract Type	Control Number	Contract Issue Date	Contract Signature Date	Contract Start Date	Contract End Date	Contract Status
SLRP Generic	S1804120346E	20180412	20180412	20180412	20240411	Active Loan
SLRP Generic	S1804120385E	20180412		20180412		Invalid Contract

STEP 10. CLICK ON UPDATE LOAN



https://selfservice.rcms.usar.army.mil/SelfService/RequestIncentive/selfservice

Education and Incentives

Landing Page / My Loan Repayment / Loans: S1804120346E (923735)

Instructions

To review or update loan details and supporting documents click on 'Update Loan'.
To review disbursements or add a disbursement to a loan click on 'Update Disbursements'.
To navigate to the loan repayment main screen click on 'My Loan Repayment' in the top navigation header or left-hand navigation panel.

Loans

To add a new loan click on the "+" icon. You will need loan account details including your promissory note(s) and disbursement statements. Disbursement details and supporting documents will need to be added after the loan is added.
Documents including promissory note(s) and disbursement statements should be uploaded to support the loan and disbursement details on file. To review or add documents click on 'Update Loan'.

	Loan Holder	Loan Type	MPN	Consolidation	Historical	Borrower Name	Loan Account	Origination Date	Original Loan Amount
UPDATE LOAN	Aidvantage US Department of Education Loan Servicing	DP - DIRECT PLUS	true	true	false	Charlotte Lawrence	32949237	20240702	\$10,000.00

Showing 1 to 1 of 1 entries

STEP 11. ADD YOUR DOCUMENTATION



- Scroll down to the bottom of the page and upload your Loan documents
- Upload account statement with account number, student Data Sheet, and MPN/PN
- Label documents appropriate as to what the document is. IE MPN, Account Statement, Disbursement Data

The screenshot displays the 'Education and Incentives' self-service portal. The main window shows loan details for 'Loan: DP - DIRECT PLUS (121087)'. The loan holder is 'Aidvantage US Department of Education Loan Servicing'. The loan type is 'DP - DIRECT PLUS'. The original loan amount is \$10,000.00. The loan status is 'G - Good Standing'. The origination date is 20240702. The current principal is \$0.00. The interest rate is not specified. The note received is marked with a red 'X'. The borrower name and loan account are redacted with black bars. The 'Loan Documents' section shows the current directory path: '\\Virtual Share Drive\SSNID\130892857\Cases\1804120346E\LoanDocuments\121087'. There is a search bar and a table with columns: Menu, Name, Version, Modified Date, and Description. The table is currently empty, displaying 'No data available in table'. At the bottom of the document upload section, there are three buttons: 'UPLOAD NEW FILE' (highlighted with a red box), 'NEW FOLDER', and 'DOWNLOAD SELECTED'. A 'CLOSE' button is located at the bottom right of the window.

Menu	Name	Version	Modified Date	Description
No data available in table				

STEP 12. GENERATE DD2475



- Return to my loan repayment page and proceed to Generate DD2475/Manage My Payments for the active loan
- The next few slides need to be completed to create the DD2475
- *Note** Your Loan must be at least one year old upon your anniversary date for a DD 2475 to generate. You must have at least one-year qualifying service

The screenshot shows the 'My Loan Repayment' page in the Army Reserve Self-Service portal. The page is titled 'Landing Page / My Loan Repayment / Loans: S1804120346E (923735)'. It features several sections:

- Reminders:** Eligibility includes but is not limited to: loan in good standing, loan and disbursement details are added and correct, supporting documents are uploaded, 'Active Loan' contract status, contract requirements are met and maintained, and annual completion of satisfactory service. Documents including promissory note(s) and disbursement statements should be uploaded to support the loan and disbursement details on file.
- My Loan Repayment Contracts:** Eligible anniversary payment dates are scheduled 90 days before the anniversary date based on contract start date for Student Loan Repayment Program (SLRP) and Chaplain Loan Repayment Program (CLRP); or entitlement period start date if a Health Professional Officer (HPO) for Health Professional Loan Repayment (HPLR). Repayment requires an 'Active Loan' contract status, annual completion of satisfactory service, and a DD Form 2475.
- My Loan Repayment Actions:** To review or update loans, add a new loan, review or add disbursements to a loan, or upload loan documents like a promissory note and disbursement statements, click on 'Manage My Loans and Disbursements'. To review processed payments, payment status, or initiate a request for an anniversary payment click on 'Generate DD 2475 / Manage My Payments'.

The 'My Loan Repayment Contracts' table is as follows:

Contract Type	Contract Amount	Control Number	Contract Issue Date	Contract Signature Date	Contract Start Date	Contract End Date	Contract Status	Lifetime Max	Total Paid	Remaining Lifetime Max
SLRP Generic	\$30,000.00	S1804120346E	20180412	20180412	20180412	20240411	Active Loan	\$30,000.00	\$0.00	\$30,000.00
SLRP Generic	\$30,000.00	S1804120385E	20180412		20180412		Invalid Contract	\$30,000.00	\$0.00	\$30,000.00

The 'My Loan Repayment Actions' table is as follows:

Contract Type	Control Number	Contract Issue Date	Contract Signature Date	Contract Start Date	Contract End Date	Contract Status
SLRP Generic	S1804120346E	20180412	20180412	20180412	20240411	Active Loan
SLRP Generic	S1804120385E	20180412		20180412		Invalid Contract

A red box highlights the 'GENERATE DD 2475 / MANAGE MY PAYMENTS' button for the active loan in the 'My Loan Repayment Actions' table. A red arrow points to this button from above.

STEP 13. CREATE PAYMENT GROUP (DD2475)



- Create a payment group
- ***Note:** everything must be correct and verified to create payment schedules
- Click on the most recent FY payment group to generate DD2475

The screenshot shows the 'My Payment Groups' section of the Army Reserve self-service portal. The page includes an 'Instructions' box and a table of payment groups. The table has columns for 'FY', 'Principal', 'Interest', 'Total', 'Payment Group Case', and 'Payment Group Status'. Each row includes a 'GO TO PAYMENT GROUP' button.

	FY	Principal	Interest	Total	Payment Group Case	Payment Group Status
GO TO PAYMENT GROUP	2022				S1804120346E FY2022	Cancelled
GO TO PAYMENT GROUP	2023				S1804120346E FY2023	Cancelled
GO TO PAYMENT GROUP	2024				S1804120346E FY2024	Cancelled

Showing 1 to 3 of 3 entries

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STEP 14. GENERATING PAYMENT GROUP (DD2475)

- Click on Generate DD2475
- RCMS will generate a PDF service member will acknowledge the date and Sign BLOCK 2F
- **Do not generate DD2475 until MPN, Promissory Note, Student Aid Data Sheet, and account Statement have been uploaded**

The screenshot shows the 'Education and Incentives' self-service portal. The breadcrumb trail is: Landing Page / My Loan Repayment / Payment Schedule: S1804120346E (923735) / Payment Group: S1804120346E FY2022 (Cancelled). The 'Payment Summary' section displays a table with the following data:

FY	Principal	Interest	Total	Payment Group Case	Payment Group Status
2022				S1804120346E FY2022	Cancelled

The 'My Loan Payments' section displays a table with the following data:

	Loan Holder	Loan Type	Loan Account	Origination Date	Original Loan Amount	Unpaid Principal	Accrued Interest	Principal Payment	Interest Payment	Payment Status
GENERATE DD 2475	Navient	CLP - Consolidated Loan Program (Old Version)	9406843684	20200815	\$6,500.00					Cancelled

At the bottom of the page, there is a footer: 'Subject To Privacy Act of 1974(PL-93-579). For Official Use Only. This application maintains usage and statistics for security and user privacy protection. Accessibility/Section 508'.

WHAT DO I DO WITH MY DD2475?



- Generated the DD2475 from RCMS
- Acknowledges the date
- Signs Block 2F
- Sends directly to lender(s)
- Lender sends completed DD2475 to Pay Processing team (Address is in block 1 of the DD2475)
- Request a copy of the DD2475 from lender(s) for your record
- Reach out to USARC G1, 30 business days after lender confirms the completed DD2475 has been sent to the address in block 1

CONTACT INFORMATION



For Technical Issues w/RCMS-Self Service

usarmy.usarc.ocar.mbx.rcms-helpdesk@army.mil (RCMS help Desk questions ex. I am having trouble loading my loans)

For Policy/General Questions

usarmy.usarc.usarc-hq.mbx.education-slrp@army.mil (Policy Questions ex. Am I eligible for SLRP even though I am a miltech?)

For Information on USARC SLRP-CLRP-MGIB Incentives

[STUDENT & CHAPLAIN LOAN REPAYMENT PROGRAM \(sharepoint-mil.us\)](https://sharepoint-mil.us)

For Information on all USARC Incentives

[U.S. ARMY RESERVE INCENTIVES PROGRAMS \(sharepoint-mil.us\)](https://sharepoint-mil.us)

For General Questions about Army Reserve MGIB

usarmy.knox.hrc.mbx.tagd-mgib@army.mil