



DEPARTMENT OF THE ARMY  
HEADQUARTERS, UNITED STATES ARMY RESERVE COMMAND  
4710 KNOX STREET  
FORT BRAGG, NORTH CAROLINA 28310-5010

AFRC-PRP (635-8a1)

15 Jul 21

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Issuance of DD Form 214 (Certificate of Release or Discharge from Active Duty) for Army Reserve Soldiers not Processed by a Military Installation Transition Point, and DD Form 215 (Correction to DD Form 214)

1. References:

a. HQ USARC, AFRC-PRP memorandum (Issuance of DD Form 214, Certificate of Release from Active Duty for Soldiers not Processed by an Installation Transition Point, and DD Form 215, Correction to DD Form 214) 4 Jan 19.

b. Army Regulation 635-8 (Separation Processing and Documents).

2. This memorandum supersedes reference 1a and remains in effect until rescinded, superseded, or withdrawn.

3. The DD Form 214 is a key military service document, as it represents a service member's complete and verified military service record (Active and Reserve), awards and medals, and other pertinent service information, such as highest rank/rate and pay grade held on active duty, total military combat service and/or overseas and Military Occupational Specialty (MOS) / Area of Concentration (AOC). The DD Form 214 is issued to Soldiers who are released from active duty (90 or more days) or awarded an MOS/AOC, and processed through a transition point; the DD Form 215 is issued to correct administrative data on previously issued DD Forms 214.

4. Effective with this memorandum, all Soldiers on Active Duty for Operational Support (ADOS), ADOS-Reserve Component, or mobilization orders for 90 or more days are required to completely in-process at the start of the order and out-process at the end of the order through the nearest military installation transition point. This will ensure Soldiers receive the necessary documentation prior to being released from active duty (REFRAD).

5. Unit administrative representatives for Soldiers who did not out-process from the nearest military installation transition point and require a DD Form 214 or have a DD 214 and require a DD Form 215, will submit a request utilizing the U.S. Army Reserve Personnel Actions Guide (PAG) to the appropriate HRC email address indicated below. Specific guidance is provided at enclosure 1 and the PAG checklist is at enclosure 2.

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6. The point of contact for additional information from the U.S. Army Reserve Command G-1 is MSG Alisha A. Mason, Enlisted Management Branch, at (910) 570-9520 or usarmy.usarc.usarc-hq.mbx.pmd-emb@mail.mil. The contact information at Human Resources Command for all Soldiers is as follows: usarmy.knox.hrc.mbx.rpmd-ord-sep-docs@mail.mil

FOR THE COMMANDER:

AKERLUND.THOMAS  
AS.CHRISTOPHER  
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THOMAS C. AKERLUND  
COL, AG  
Deputy Chief of Staff, G1

2 Encls

1. DD Form 214/215 procedures
2. PAG Checklist

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**Process and Procedures for Army Reserve (AR) Troop Program Unit (TPU)  
Issuance of DD Form 214, Certificate of Discharge or Release from Active Duty,  
for Soldiers not Processed by an Installation Transition Point and DD Form 215,  
Correction to DD Form 214**

1. The request for issuance of DD Form 214 and DD Form 215 will include a completed checklist and supporting documents in accordance with the Personnel Action Guide (PAG) action, T-27-A-6 (Enlisted and Officer). Workflow is provided in the PAG. The PAG may be found at the following address:  
<https://xtranelt/usarc/usarpag/Pages/default.aspx>

2. Procedures.

a. The Soldier's Human Resource personnel will gather all supporting documentation and will send via email [usarmy.knox.hrc.mbx.rpmd-ord-sep-docs@mail.mil](mailto:usarmy.knox.hrc.mbx.rpmd-ord-sep-docs@mail.mil) or mail to the appropriate HRC office at the following address:

(1) For enlisted Soldiers, U.S. Army Human Resources Command, (AHRC-EPR-J) Dept. 370, 1600 Spearhead Division Avenue, Fort Knox, Kentucky 40122;

(2) For officers, U.S. Army Human Resources Command, (AHRC-OPL-P), Dept. 290, 1600 Spearhead Division Avenue, Fort Knox, Kentucky 40122.

b. If the request is missing required documentation that is not in the Interactive Personnel Electronic Records Management System (iPERMS), or does not meet DD Form 214/215 issuance criteria, HRC will returned it without action. The preferred method is to submit a request by email with redacted documents attached. Only include redacted verifying documentation that is not in the Soldier's Army Military Human Resource Record (AMHRR). Upon review, and if administratively correct and valid, HRC will prepare and distribute the DD Form 214/215 in accordance with AR 635-8, Separation Processing and Documents.

c. Social Security Numbers (SSNs): Due to Personally Identifiable Information (PII) concerns, do not send documents with SSNs via email. Redact the SSNs from all documents attached to each email. If the document is in iPERMS, do not send it. Refer to the document in iPERMS. Include the Soldier's last name and last 3 of SSN in the body of the encrypted email to facilitate faster processing.

3. Supporting documents for submission will include at a minimum the following.

a. DD Form 214:

(1) PAG checklist;

(2) Orders – self terminating orders or mobilization orders;

(3) Proof of Satisfactory Tour (Statement of Service): Leave and Earning Statements; or Officer Evaluation Report/Noncommissioned Officer Evaluation Report;

**Process and Procedures for Army Reserve (AR) Troop Program Unit (TPU)**  
**Issuance of DD Form 214, Certificate of Discharge or Release from Active Duty,**  
**for Soldiers not Processed by an Installation Transition Point and DD Form 215,**  
**Correction to DD Form 214**

or Unit Commanders' statement that tour was satisfactorily completed on unit letterhead; or USAR Form 25-R (Individual Active Duty Certificate of Performance);

(4) Award orders;

(5) Any prior service records not currently in iPERMS;

(6) Soldier's current mailing address from RLAS (verified by HR Specialist) for DD Form 214 to be returned;

(7) Current unit mailing address;

(8) Point of contact to include name and telephone number of individual requesting DD Form 214.

b. DD Form 215:

(1) PAG checklist;

(2) A copy of the DD Form 214 requiring correction;

(3) List block number of DD Form 214 to be corrected;

(4) Official documentation supporting the requested correction;

(5) Soldier's current mailing address from RLAS (verified by HR Specialist) for DD Form 215 to be returned;

(6) Current unit mailing address;

(7) Point of contact to include name and telephone number of individual requesting DD Form 215.

# Personnel Action Packet Checklist

## T-27-A-6 Request for DD Form 214 / DD Form 215

1. SOLDIER'S NAME (Last, First MI)	2. RANK	3. EMAIL ADDRESS and PHONE NUMBER	4. DATE INITIATED
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
6. UNIT NAME	7. UIC W	8. UNIT/RPAC POC RANK/TITLE NAME	9. RPAC NAME
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10. UNIT POC CONTACT INFORMATION	11. GF CMD	12. RPSC	13. POC SIGNATURE
a. Phone: <input type="text"/>		<input type="text"/>	<input type="text"/>
b. Email: <input type="text"/>			

### 14. REQUIRED PROCESS FLOW

a. Intermediate:  b. Intermediate:  c. Final Approval Auth:  NA

15. Required Forms and Documents: The RPAC or UA will submit the following documents for review for Soldiers who were released from active duty (90 or more days) and did not process through a military installation transition point; and DD Form 215, for Army Reserve Soldiers who require corrections to previously issued DD Forms 214. Send request to the following mailbox: [usarmy.knox.hrc.mbx.rpmd-ord-sep-docs@mail.mil](mailto:usarmy.knox.hrc.mbx.rpmd-ord-sep-docs@mail.mil)

### DD Form 214 request

- Copy of this checklist
- Orders – self terminating orders or mobilization orders
- Proof of Satisfactory Tour (Statement of Service); LES, OER/NCOER; or Unit Commanders' statement that tour was satisfactorily completed on unit letterhead; or USAR Form 25-R (Individual Active Duty Certificate of Performance)
- Award orders
- Any prior service records not currently on interactive Personnel Electronic Records Maintenance Systems (iPERMS)
- Soldier's current mailing address after separation
- Requesting Soldier's mailing address for DD Form 214 to be returned
- Current unit mailing address; Point of contact to include name and telephone number of individual requesting DD Form 214.

### DD Form 215 request

- A copy of the DD Form 214 requiring correction
- List block number of DD Form 214 to be corrected
- Official documentation supporting the requested correction
- Requesting Soldier's mailing address for DD Form 215 to be returned; Current unit mailing address; Point of contact to include name and telephone number of individual requesting DD Form 215.

\* NOTE: If the request is missing required documentation, or doesn't meet the criteria for a 214 or 215, it is returned without action. The best way to submit a request is by e-mail with redacted documents attached. Only include redacted verifying documentation that is not in the Soldiers' AMHRR. If a request is valid, a 214/215 will be prepared and distributed in accordance with AR 635-8.

16. CERTIFYING HR STAFF MEMBER 17. STAFF MEMBER SIGNATURE

Encl 2-1

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SOLDIER'S NAME (Last, First MI)    RANK

18. REMARKS