EVALUATION FROM DEPLOYED
STANDARD OPERATING PROCEDURES
AS OF: 18 SEP 11

1. **Overview:** This program is designed to provide deployed units an alternate method of submitting evaluations to HQDA when they are unable to use AKO Forms or do not have access to digital signatures. This is **not** designed as a means of sending OER or NCOER between locations to obtain pen & ink signatures before submitting HQDA (see paragraphs below) or anyone other than deployed units.

2. **Reasons behind these rules:** HRC (POC) is responsible for making sure a legible copy of a legitimate evaluation gets placed in a Soldier's OMPF. Scanning and emailing documents is high-risk when it comes down to good quality and accountability. Scanning documents degrades the quality of the document. We have to print and rescan all OER or NCOER received by email in tif/pdf format to get information into the HRC level processing system. We want evaluations in the OMPF that are legible so selection boards and career managers can read them.

3. **Eligibility:**

   a. **Eligible.** Units deployed to contingency theater of operations (examples: Iraq, Kuwait or Afghanistan, Sinai.) through redeployment/reconstitution phase (not to exceed 90 days.) **Deployed units retain options for submission when the rest of the Army must submit electronically via AKO Forms. Deployed units may submit electronically via AKO Forms but if not available or if digital signatures are not possible they can use email or regular mail.** Note: AKO Forms is the best (fastest and most reliable) method and should be used whenever possible.

   b. **Not Eligible.** Units or rating officials **not deployed** into a contingency theater of operations are not eligible to send evaluations by email.

4. **General Rules for this Program.**

   a. Only deployed units and authorized senders can use this program.   Read this SOP for instructions on how and where to send evaluations. Once emailed, the unit copy original **does not** come to HQDA. That original hard copy evaluation will remain in the unit as a copy.

   b. This SOP applies to OER (on officers in any component) and NCOER (on NCO in Regular Army and USAR). ARNG NCOER will be sent to State & Territory POCs.

5. **Sender Rules:**

   a. Send evaluations to: hrc.tagd.evalfromdeployed@conus.army.mil

SUBJECT: SOP for Authorized Senders: Evaluation by E-mail Attachment

This is an email inbox established SOLELY for accepting evaluations by email attachment.

    b. Send policy, processing, or other evaluation related questions or concerns to: hrc.tagd.evalpolicy@conus.army.mil

    c. Don't duplicate email addresses to "make sure it gets here." We get hundreds of emails a day and must delete duplicates. (Also, this results in a "REJECTED" status shown in the Interactive Web Response System (IWRS) that sometimes causes Soldiers unnecessary concerns.) Try to use the right email address when submitting evaluation reports; but, if you don't, we forward them to the right address. Using the wrong address just adds time and steps, so it is always better to use the right address in the first place.

    d. Sending specifics:

      (1) Evaluations attached to emails must be in a digitally-signed .xfdl attachment or if printed, ink-signed, and scanned as a double-sided .tif or .pdf file--no single front and back pages will be accepted.   If you send in evaluation reports in the wrong format, the processing time is significantly delayed and we will have great trouble getting such reports completed in a timely manner. Use these instructions. We try to respond to all rejected reports. We don't normally respond to good submissions. Use IWRS to track the receipt of evaluation reports, but allow some time after submission for reports to appear in IWRS.

      (2) Name your evaluation attachments, as a minimum, with the Rated Soldier's Lat Name and Rank. Add THRU dates if you will be sending in multiple evaluations for the same Soldier on the same day.

      (3) Send only one email per Soldier, with the attached evaluation report(s). Email "subject" line should reflect at least the last name of rated Soldier. We ask for this because we receive hundreds of emails daily and we don't want to lose any. One attachment per email is easiest for us to track. **DO NOT place Soldier's SSN in subject line.**

      (4) Do not use any unit designed cover sheets – attach only the evaluation and any authorized enclosure(s).

    e. Preferred & authorized formats for attachments (in order of preference):

    (1) Evaluation report, digitally-signed by CAC, and electronically submitted to HQDA/HRC in AKO Forms. (That is the method we really prefer because it is reliable, offers some contingency options for document recovery if problems occur, and is faster in the long run …); but, if you don't have access to AKO or digital signatures, you can send the individual evaluation to HRC as an email attachment.

(2) Attached PureEdge .xfdl format with digital signatures applied by CAC. When all rating officials have digitally signed send that .xfdl form as an attachment. Do not print and scan a digitally signed document. An example of what an email with an .xfdl (digitally-signed document) attachment looks like is at the right of this paragraph. Name your attachment something *OTHER THAN* "2166-8" or "67-9." We get hundreds of those and they get lost easily during the transition or are impossible to open.
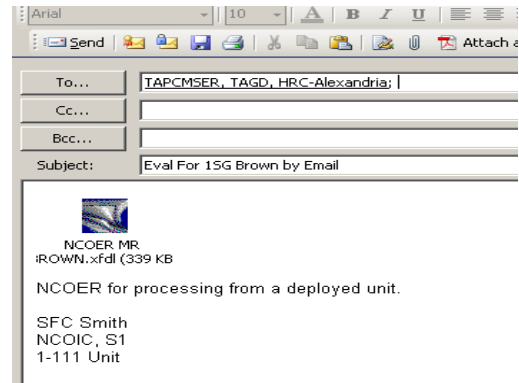
(3) Scanned .tif image, 300 x 300dpi, with both pages in one file. Scanner should have these settings, COLOR: Black and White, COMPRESSION: CCITT Group 4(2d) Fax, RESOLUTION: 300 X 300 dpi and SIZE: Letter (81/2 x 11). Use when at least one of the rating officials must ink-sign the evaluation report. Print evaluation report with full SSNs, scan, and attach to email. Name your attachment someone *OTHER THAN* "Document.tif." We get hundreds of those and they get lost easily during the transition or are impossible to open.

(4) If you cannot use either of the options above, contact the POC for instructions on creating an acceptable .pdf file. It has to be double-sided as a minimum. Name your attachment someone *OTHER THAN* "DOCUMENT.pdf." We get hundreds of those and they get lost easily or are impossible to open.

(5) You can also mail completed evaluation reports (and any enclosures) to this address: U.S. Army Human Resources Command, ATTN: AHRC-PDV-ER,1600 Spearhead Division Avenue DEPT# 470, Fort Knox, KY 40122-5407

f. Final printed documents received at HQDA/HRC must be of a quality that will allow the report to be scanned and viewed using the HQDA computer application. It must be without extraneous black lines or marks, full-sized (no shrinking), as near as possible to 8 1/2" by 11", aligned on the page (straight), with all lines, edges, and markings visible on the page, and light enough background to scan properly into our system.   (Scanned documents with a dark gray background may be transmitted.)

g. As with routine mail operations, the evaluation report received as an email attachment will be entered into a daily batch based on the time we open the email, view the document, print the document, and manually transfer it to the HQDA/HRC system. Monday's batch will catch those reports that arrived over the weekend. Do not put "batching" instructions in the email body as we cannot implement them. Consider the email inbox as "the mailroom."   **Do not wait until the last day before an evaluation report is due to send it in if you want to ensure that it WILL make a board cut-off date and/or WILL NOT be late.**

h. **Resubmission**. If an evaluation is not visible in IWRS under the *By Individual Look Up Report* and it was submitted to HQDA prior to the date shown as a "load date" in IWRS, it is either missing, rejected, or it was returned to the sender for corrections. If it is missing—resubmit another copy of that report to HQDA/HRC (see sending rules in paragraph 5).

i. **How NOT to use Scanned Evaluations**. If you email evaluation reports among rating officials to be printed, and re-scanned after each rating official signs, you will end up with a 99% failure rate for processing the resulting evaluation report. Either it will be of a poor quality that we will reject outright or we will try to accept it, but it will produce a copy of an evaluation in the rated officer's file that is nearly unreadable (illegible). Each time you scan a document it shrinks and the content becomes denser. If three rating officials print, sign, and re-scan an evaluation report, the end result is a document with large margins, fuzzy print, and illegible text. We cannot accept such documents.

6. AKO Forms Training. Information on evaluation use in My Forms can be found on the Evaluation Systems Office website which is a sub element of the Evaluations, Selections, and Promotions Division website. When we get repeat questions or discover common problems, we write explanations and/or create step-by-step training slides and we post them here for everyone's use. Training on electronic evaluations is found at https://www.hrc.army.mil/site/Active/TAGD/ESPD(formerly_MSD)/msdweb.htm under the WHAT'S NEW? Link.

**7. Interactive Web Response System (IWRS) Information**.

    a. Provides information to a variety of users (individuals, S1s, Human Resources Managers, and Commanders) to facilitate an effective evaluation system. IWRS reflects administrative information on OERs for all officers (regardless of component) and on NCOERs for RA and USAR NCOs.

    b. Users can access the IWRS Website at https://www.isdrad16.army.mil/iwrs/ or on the front page of HRC website under the commonly- used applications.

    c. Process: Evaluation process from Unit to OMPF:
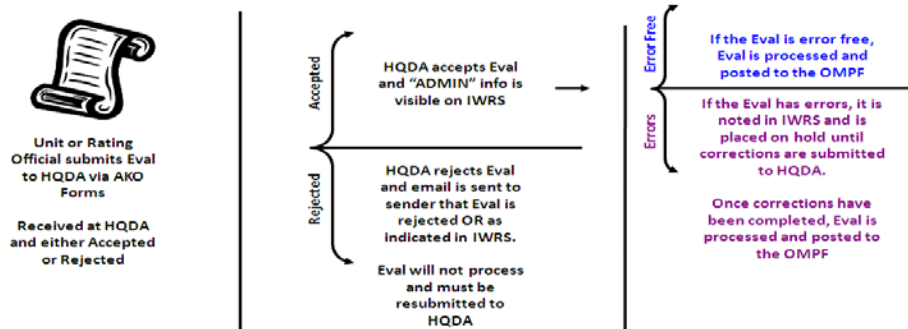
    d. Practical Use: Use IWRS to track the status of an evaluation that is currently processing at HQDA. The "load date" for evaluations can be seen in the upper, far left hand column (see diagram below). You cannot see information on any evaluation report that was received at HQDA/HRC after this date. There is a <u>time lag</u> between the acceptance date in AKO Forms and visibility in IWRS. Normally, that lag isn't too long.
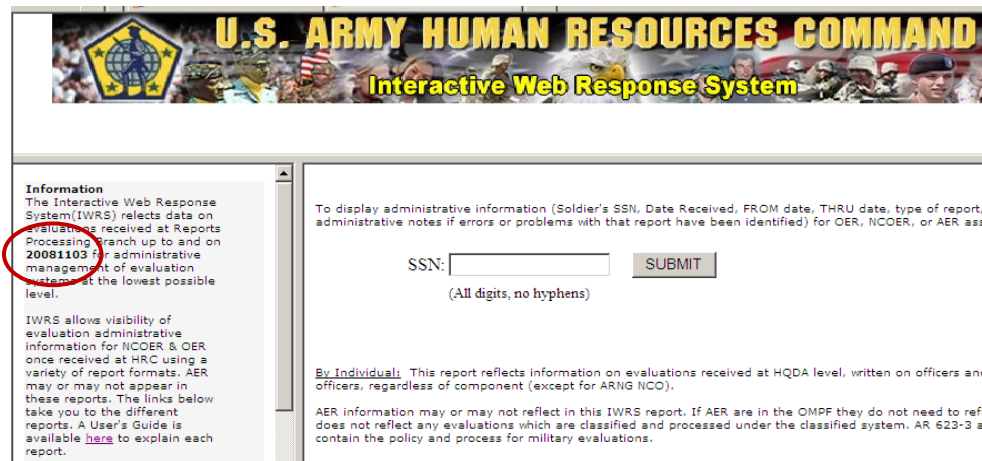
    e. IWRS status: Once an evaluation has been accepted by HQDA/HRC, the administrative information for that evaluation report is visible in all IWRS reports; however, the report itself may not yet be posted in the Soldier's OMPF. The evaluation report is assigned different status labels depending on its stage of processing through to completion. Below is an explanation of the different status entries seen in IWRS:

- **"WORKING":** HQDA has the report and it is in the queue for review. This is good. It is here and will be processed and profiled based on the date of receipt.
- **"EXAMINER":** The report is waiting to be seen by or with an examiner.
- **"REDACTING /PROFILE CALCULATED or WAITING TO BE CALCULATED":** OER is at the stage where the system is technically applying the profile and the HQDA label.
- **"REVIEW":** The report is in the final stage; one last look by examiners.
- **"COMPLETE":** The evaluation is done at HQDA and will be electronically pushed to the OMPF within 48 hours.
- **"PROFILE CALCULATED; WAITING FOR CORRECTED OER FROM THE FIELD":** This applies to both OERs & NCOERs. HQDA found an error and an explanation of that error is found in the admin notes on the IWRS report. Submit a corrected report.
- **"CASE RETURNED TO THE FIELD FOR CORRECTION":** HQDA found an error and an explanation of that error is found in the admin notes on the IWRS report. Submit a corrected report.
- **"REJECTED":** Either the report is a duplicate submission or HQDA found major errors that render the evaluation invalid. If we find duplicate reports we will REJECT them and usually put "Dup or Duplicate" in the admin notes.

8. Most Frequently Seen Errors (for your understanding).

- ❑ Signing more than 14 days prior to the THRU date
- ❑ Sending to HQDA before the THRU date
- ❑ THRU dates overlapping previously completed reports
- ❑ Missing counseling dates without explanation by Senior Rater
- ❑ Missing rated Soldier signatures without explanation by Senior Rater
- ❑ Missing date for either the profile or APFT results
- ❑ NCOER: Missing rater comment on progress for APFT FAILs & HT/WT NOs
- ❑ APFT not falling within the 12 months prior THRU date
- ❑ Missing OER senior rater telephone number, rating official rank
- ❑ Missing # of officers senior rated
- ❑ Missing YES/NO on whether 67-9-1 was received
- ❑ Extended annuals with more than 12 months rated time (normally this results from improper or non-use of the nonrated time code wizard (see those slides).)
- ❑ Not using IWRS to check an evaluation's status. If on hold for error or rejected (without a similar FROM-THRU completed) start working the correction. With an examiner is ok.

4. POC: Evaluations Branch, office symbol: AHRC-PDV-E, (502) 613-9019