

# RRU SUBMISSION GUIDANCE

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*Defense Security Service*



# TABLE OF CONTENTS

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<b>RECERTIFY</b> .....	<b>1</b>
Change of Employment.....	1
Request Adjudication on Closed Investigation .....	1
SCI No Longer Required .....	1
SCI Request .....	2
<b>RESEARCH</b> .....	<b>3</b>
Cancel "Scheduled" Investigation (Employment Termination).....	3
Cancel "Scheduled" Investigation (Subject No Longer Requires Access).....	3
Change in Marital Status/Cohabitation ("Scheduled" investigations only).....	3
Change in Marital Status/Cohabitation with a Foreign National.....	3
DSS is requesting a PR to be submitted but a PR is not required.....	4
Erroneous DOD/Military category.....	4
PII Change (No Longer has DOD/Military associations).....	4
Request Adjudication on Closed Investigation - (Case was sent to another DoD agency for adjudication).....	4
SSN Change.....	5
<b>UPGRADE</b> .....	<b>6</b>
LOJ with Previous Valid Eligibility.....	6
No Determination Made.....	6
Reciprocity .....	6
Reopen "Discontinued" Investigation .....	7
Upgrade/Downgrade Investigation .....	7

# PREFACE

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## Purpose of this Manual

The purpose of the RRU manual is to provide specific criteria for which to submit an RRU request to DISCO and a streamlined format which eliminates interpretation. Within this document are 18 RRUs that Industry should expect DISCO to fulfill. RRUs submitted that do not fall within those outlined in this document should be carefully considered before submission, and if submission is necessary, the message should follow the basic format outlined in the messages below. General status requests (other than those described in this product) can be alleviated with research in JCAVS and can be answered by the DoD Customer Call Center. As processes change, this manual will adapt to accurately support our combined mission requirements. In order for us to provide an efficient and effective customer service support for your needs, please follow the guidance from the following pages.

## Intended Audience

The audience for this guidance includes industrial security managers responsible for personnel security oversight within their respective facilities and who require an avenue of communication / customer service with the Defense Industrial Security Clearance Office (DISCO). This is not for use with any other Central Adjudication Facility (CAF).

## Document Conventions

In this manual, certain words are represented in different fonts, typefaces, sizes, and weights. This highlighting is systematic; different words are represented in the same style to indicate their inclusion in a specific category.

The below table illustrates the typographic conventions used in this manual.

Style	Elements
Blue Text	External Links
Red Text	Required input fields
Black Boldface	Headings
Red Boldface	Indicates potential erroneous message entries

## Revision History

Date	Author	Version	Comments
8/1/12	Z.Bailey	v. 2	Ready to post to DSS website.

# RECERTIFY

## Change of Employment

<b>Purpose:</b>	Change of employment information is pertinent on scheduled investigations to assist the OPM investigator in meeting scope requirements.
<b>FSO Message:</b>	Please continue the scheduled investigation. Subject is now an employee of this facility. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response:</b>	The change of employment information has been forwarded to OPM.

## Request Adjudication on Closed Investigation

<b>Purpose:</b>	This RRU will ensure that an investigation is being processed in a timely manner and the SMO is aware of the current status of the adjudication process.
<b>FSO Message:</b>	Please adjudicate the closed </SSBI/SBPR/PPR/NACLC> investigation. The FSO has verified the investigation closed date is beyond 30 days and no notification as to the status of the investigation has been received from DISCO. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response 1:</b>	DISCO has requested the case file. DISCO will adjudicate the investigation, if able, and update JPAS accordingly.
<b>DISCO Response 2:</b>	The investigation has been referred to DOHA for processing.
<b>DISCO Response 3:</b>	The investigation is deficient and has been returned to OPM for completion.
<b>DISCO Response 4:</b>	The investigation has been referred to <CAF> for SCI adjudication. If subject no longer requires SCI eligibility please submit another RRU as a “Recertify” action.
<b>DISCO Response 5:</b>	The investigation is closed and currently in review status. JPAS will be updated at the time of final adjudication.

## SCI No Longer Required

<b>Purpose:</b>	During the Investigation Request phase industry will have the capability to select the SON of an SCI CAF. If the mission changes during the investigation process, DISCO needs to be aware so the investigation can be obtained and adjudicated for collateral eligibility. Furthermore, if the investigation is pending at another CAF for SCI adjudication and SCI eligibility is no longer required, DISCO will only have cognizance of the investigation when prompted by this RRU.
<b>FSO Message:</b>	Please adjudicate the </SSBI/SBPR/PPR> which closed on <Enter Close Date>, or is currently scheduled at OPM, for a collateral Top Secret eligibility. The Subject no longer requires SCI access. SCI access has been debriefed in JCAVS. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response 1:</b>	JPAS has been updated.
<b>DISCO Response 2:</b>	Thank you for the information, DISCO will process the investigation, upon completion, for collateral eligibility.
<b>DISCO Response 3:</b>	DISCO has requested the case file. DISCO will adjudicate the investigation, if able, and update JPAS accordingly.

# RECERTIFY

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SCI Request	
<b>Purpose:</b>	This RRU will provide DISCO pertinent information concerning the correct SCI CAF for referral, in order to prevent a delay in the SCI adjudication process. <i>Note: No investigation can be referred to a MILDEP unless JPAS reflects a MILDEP SCI SMO.</i>
<b>FSO Message 1:</b>	The Subject has a scheduled investigation. Please forward the investigation to <Enter DoD SCI Agency> for SCI adjudication. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response 1:</b>	Once the scheduled investigation is closed complete, DISCO will forward the investigation to the <insert CAF here> upon receipt.
<b>FSO Message 2:</b>	The Subject has an investigation pending final adjudication at DISCO. Please forward the investigation to <Enter DoD SCI Agency> for SCI adjudication. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response 2:</b>	DISCO has forwarded the closed investigation to the <insert CAF here> for SCI adjudication. Please contact that agency for the processing of the SCI eligibility.

# RESEARCH

## Cancel "Scheduled" Investigation (Employment Termination)

<b>Purpose:</b>	Failure to cancel the investigation in a timely manner will unnecessarily allocate funds and add to workload, which ultimately delays the adjudication process.
<b>FSO Message:</b>	Please cancel the scheduled investigation. The Subject terminated employment on <enter date>. JPAS has been updated to reflect the separation. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response:</b>	The investigation cancellation request has been forwarded to OPM.

## Cancel "Scheduled" Investigation (Subject No Longer Requires Access)

<b>Purpose:</b>	Failure to cancel the investigation in a timely manner will unnecessarily allocate funds and add to workload, which ultimately delays the adjudication process.
<b>FSO Message:</b>	Please cancel the scheduled investigation. The Subject no longer requires access to classified information. The facility will maintain an active relationship with the Subject in JPAS to support other mission requirements. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response:</b>	The investigation cancellation request has been forwarded to OPM.

## Change in Marital Status/Cohabitation ("Scheduled" investigations only)

<b>Purpose:</b>	Change of marital status / cohabitation information is pertinent on scheduled investigations to assist the OPM investigator in meeting scope requirements.
<b>FSO Message:</b>	The Subject has a scheduled investigation and has self-reported his/her marriage / cohabitation. The spouse/cohabitant's information is as follows: <Insert the spouse/cohabitant's name, SSN, DOB, POB, citizenship, date of marriage/cohabitation>. <Cage Code / FSO Name & Phone number / Date>.  <i>Note: A cohabitant is a person with whom you share bonds of affection, obligation, or other commitment, as opposed to a person with whom you live with for reasons of convenience (e.g. a roommate).</i>
<b>DISCO Response:</b>	The supplemental information has been forwarded to OPM.

## Change in Marital Status/Cohabitation with a Foreign National

<b>Purpose:</b>	<i>This RRU submission is consistent with the DSS guidance located at <a href="http://www.dss.mil/disco/indus_disco_maintain.html#marital">http://www.dss.mil/disco/indus_disco_maintain.html#marital</a>.</i>
<b>FSO Message:</b>	The Subject has SCI eligibility and has recently married / is cohabitating with a foreign national. The spouse/cohabitant's information is as follows: <Insert the spouse/cohabitant's name, SSN, DOB, POB, citizenship, date of marriage/cohabitation>. <Cage Code / FSO Name & Phone number / Date>.  <i>Note: A cohabitant is a person with whom you share bonds of affection, obligation, or other commitment, as opposed to a person with whom you live with for reasons of convenience (e.g. a roommate).</i>
<b>DISCO Response:</b>	Thank you for providing information regarding the Subject's <marriage / cohabitation>.

# RESEARCH

## DSS is requesting a PR to be submitted but a PR is not required

<b>Purpose:</b>	This information will prevent subject from appearing on DISCO's internal Overdue PR Report.
<b>FSO Message:</b>	In response to the DISCO message requesting a Periodic Reinvestigation, the PR is not required due to: <b>&lt;Insert Reason here&gt; &lt;Cage Code / FSO Name &amp; Phone number / Date&gt;</b> .
<b>DISCO Response:</b>	Thank you for the information. DISCO has identified subject as not requiring a PR at this time.

## Erroneous DOD/Military category

<b>Purpose:</b>	To ensure the subject's record in JPAS is accurate.
<b>FSO Message:</b>	An erroneous DOD/Military category was created by this facility. Please delete this entry. <b>&lt;Cage Code / FSO Name &amp; Phone number / Date&gt;</b> .
<b>DISCO Response:</b>	DISCO is processing your request through DMDC to delete the erroneous DOD/Military category from JPAS.

## PII Change (No Longer has DOD/Military associations)

<b>Purpose:</b>	To ensure the subject's record in JPAS is accurate by providing the SMO an avenue for PII correction / change.
<b>FSO Message:</b>	JPAS reflects discrepant PII due to the active <b>&lt;Military/DOD&gt;</b> association. This facility is unable to update the Subject's PII. The Subject no longer maintains a relationship with the DoD entity. Please update JPAS to reflect <b>&lt;provide correct information&gt;</b> . <b>&lt;Cage Code / FSO Name &amp; Phone number / Date&gt;</b> .
<b>DISCO Response:</b>	DISCO is processing your request through DMDC to have the PII updated in JPAS. Please allow 15 days for these changes to take effect, before submitting another request on this issue.

## Request Adjudication on Closed Investigation - (Case was sent to another DoD agency for adjudication).

<b>Purpose:</b>	This RRU will ensure DISCO is aware of the industrial affiliation / eligibility requirement and the location of the current investigation.
<b>FSO Message:</b>	Subject currently has a closed investigation pending with another agency in JPAS. Subject is now an Industrial Contractor and requires DISCO to complete the adjudication process. <b>&lt;Cage Code / FSO Name &amp; Phone number / Date&gt;</b> .  <i>(Note to FSO: Please verify SII, JPAS/JCAVS eligibility lines, and Investigation and Adjudication Summary before this inquiries).</i>
<b>DISCO Response 1:</b>	DISCO will acquire the investigation and process accordingly.
<b>DISCO Response 2:</b>	The investigation is closed and currently in review status. In the future, please contact the DOD Customer Service Center at 1-888-282-7682 for all status inquiries.

# RESEARCH

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## SSN Change

**Purpose:** To ensure the subject's record in JPAS is accurate.

**FSO Message:**

An incorrect SSN was entered in JPAS. Incorrect SSN is \_\_\_\_\_; correct is \_\_\_\_\_. <Cage Code / FSO Name & Phone number / Date>.

*Note: Your request must be followed-up by faxing valid documentation (i.e., legible SSN card) to (301) 833-3912 Attn: PCD Support Team.*

**DISCO Response:** The JPAS record has been updated with the correct SSN.



# UPGRADE

## LOJ with Previous Valid Eligibility

<b>Purpose:</b>	This RRU will ensure DISCO is aware of the industrial affiliation / eligibility requirement.
<b>FSO Message:</b>	Please recertify the previous <TS/Secret> eligibility which was valid prior to the <b>Loss of Jurisdiction (LOJ)</b> . The FSO has verified there has not been a break-in-service <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response 1:</b>	JPAS has been updated.
<b>DISCO Response 2:</b>	Further process requirements will potentially delay DISCO recertifying the previous eligibility at this time.

## No Determination Made

<b>Purpose:</b>	This RRU will ensure DISCO is aware of the industrial affiliation / eligibility requirement. This will also queue DISCO to continue adjudication of the investigation.
<b>FSO Message:</b>	Please recertify the <TS/Secret> eligibility prior to the <b>No Determination Made (NDM)</b> . Subject requires access to perform his/her required job function. The FSO has verified there has not been a break-in-service. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response 1:</b>	JPAS has been updated.
<b>DISCO Response 2:</b>	The previous eligibility cannot be reinstated until DISCO receives the following: <Insert the requested documents / information>.

## Reciprocity **\*\*\*Please do not "copy and paste" any JPAS items into your RRU Request\*\*\***

<b>Purpose:</b>	Prevent duplication of investigation / adjudication efforts. DISCO will oftentimes attempt to verify the eligibility via Scattered Castles / CVS prior to contacting the agency directly. If the eligibility is not verified in the available databases, a hardcopy reciprocity request will be submitted to the appropriate agency. Timeframes will vary depending on the action taken or agency response.
<b>FSO Message:</b>	This is a Reciprocity request. Please verify subject's valid <Secret / Top Secret> eligibility with <Agency> based on <Enter Investigation Type> which closed on <Enter Investigation Close Date> <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response 1:</b>	DISCO is processing your RRU request. If the requested action is not completed within 15 days of this message, please submit a follow-up RRU to DISCO.
<b>DISCO Response 2:</b>	JPAS reflects the Subject holds SCI eligibility and SCI access in JCAVS. DISCO cannot update the investigation date without overlaying the SCI eligibility. If SCI is still required, the FSO must contact the user agency to update JPAS. If SCI is no longer required, please debrief SCI access and resubmit the RRU request.

# UPGRADE

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## Reopen "Discontinued" Investigation

<b>Purpose:</b>	To prevent the SMO from having to initiate a new investigation request. Note: After 120 days, OPM will not continue an investigation.
<b>FSO Message:</b>	Please reopen the "Discontinued" investigation. The Subject requires eligibility. Our facility has verified the discontinuation date is within the last 120 days. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response:</b>	Information has been forwarded to OPM to reopen the discontinued investigation.

## Upgrade/Downgrade Investigation

<b>Purpose:</b>	To ensure the subject is investigated up to the appropriate level for the contract requirements.
<b>FSO Message:</b>	Please <Upgrade/Downgrade> the scheduled investigation to a <NACLC/NACLC-PR/SSBI/PPR>. <Cage Code / FSO Name & Phone number / Date>.
<b>DISCO Response:</b>	DISCO has forwarded your <Upgrade/Downgrade> request to OPM.