

## For More Information...

### DoD Security Services Call Center

#### Call

(888) 282-7682

Monday—Friday: 6:00 am to 8:00 pm EST.

#### Website

[http://www.dss.mil/about\\_dss/contact\\_dss/contact\\_dss.html](http://www.dss.mil/about_dss/contact_dss/contact_dss.html)

#### Email

JPAS/ISFD/DCII/SWFT SARs and JPAS/ISFD/DCII/SWFT SAR-related Correspondence:

[account.request@dsshhelp.org](mailto:account.request@dsshhelp.org)

All Other Correspondence (related to activities supported by the Call Center):

[call.center@dsshhelp.org](mailto:call.center@dsshhelp.org)

#### Fax

(703) 493-8965

### DISCO

#### Mailing Address

Defense Industrial Security Clearance Office  
600 10th Street, Suite 160  
Fort Meade, MD 20755

#### Fax

(301) 833-3912

## Common e-QIP Reject Reasons

### DISCO Returns for Revisions

1	Missing employment information
2	Missing family member information
3	Missing financial information
4	Missing cohabitant information
5	Missing Selective Service registration or legal exemption
6	Certification / Release form request number is incorrect
7	Certification / Release forms are illegible
8	Missing education information
9	Certification / Release forms not submitted
10	Name different on Certification / Release forms and SF-86

### OPM Rejections

1	Fingerprint card not acceptable
2	Fingerprints not submitted within required timeframe
3	Certification / Release forms are illegible
4	Certification / Release forms do not meet date requirements
5	Discrepancy with the subject's Place of Birth (POB)
6	Discrepancy with the subject's Date of Birth (DOB)
7	Certification / Release form request number is incorrect
8	Missing reference information
9	Certification / Release forms not submitted
10	Missing employment information

*Defense Security Service*

*www.dss.mil*

## Quick Tips for Submitting Requests

(RRU & e-QIP)



**Defense Industrial Security**

**Clearance Office**

*Partnering for National Security*

*May 2012*

## RESEARCH (1)

- A. When unable to modify a record in JPAS to correct Personally Identifiable Information (PII), e.g., name or date of birth, if the record does NOT have an active Owning or Serving DoD Person Categories<sup>1</sup>
- B. If a person has multiple records in JPAS and a record requires deletion
- C. Submit a status request if notification is not received within seven days after faxing information to DISCO to satisfy an official request
- D. Notify DISCO once separation date is posted in JPAS under the following conditions:
  - 1. Investigation closed and pending adjudication
  - 2. Incident report pending
- E. Respond to a DISCO Periodic Reinvestigation (PR) notice when a PR is not required based upon the following:
  - 1. PR not required due to current level of Access
  - 2. PR conducted by another government agency
  - 3. There is an unavoidable delay in complying with the DISCO request

## RECERTIFY (2)

- A. To notify DISCO of an unavoidable delay in compliance with an official DISCO request for information or documentation (deployed, e-QIP link not showing in JPAS, etc.)
- B. Request deletion of erroneous DoD/Mil/Civilian person category created by FSO
- C. Request for DISCO to close an open investigation line which continues to reflect in JPAS subsequent to investigation close or adjudication
- D. Notify DISCO to cancel scheduled investigation when the subject no longer requires access to classified information and separation date is not posted
- E. Submit a request when any of the following occur:
  - 1. Change to person's Social Security Number (SSN) in JPAS
  - 2. Change in marital/cohabitation status if an investigation is ongoing
  - 3. Marriage/cohabitation to/with a foreign national

## UPGRADE (3)

- A. Request the status of an Investigation / Incident Report if notification is not received within 30 days of the Investigation close date or DISCO's receipt of the Incident Report<sup>2</sup>
- B. Change in SCI eligibility requirements with an open investigation or pending adjudication at DISCO<sup>3</sup>
- C. Request to continue an OPM discontinued investigation within four months (If over four months a new investigation must be initiated)
- D. Request for DISCO to accept reciprocity from another agency that has granted a Confidential, Secret or Top Secret Eligibility. (For SCI eligibility, DISCO can only accept reciprocity at a TS level)<sup>4</sup>
- E. Request to recertify a previous VALID eligibility by DISCO that has been overlaid with a lower eligibility
- F. Request upgrade or downgrade of an ongoing investigation

### ***General RRU Guidance to Industry***

The following guidance is provided to assist Industry in the submission of Research, Recertify, and Upgrade requests:

- 1. If a person has an active Owning or Servicing relationship (to include access) with the DoD person category, e.g. active duty, reservist, civilian, etc., the person should contact their Personnel Support Detachment (PSD), Human Resources Office (HRO), or Personnel Center to affect a PII change. The PII in JPAS is being fed from the information on file with the PSD, HRO or Personnel Center. Once the PSD, HRO or Personnel Center information is current the security officer should be able to verify the PII change in JPAS.
- 2. DISCO processes the majority of Investigations within 30 days of OPM close date.
- 3. Provide the Cognizant Security Agency when SCI eligibility is required.
- 4. Provide the specific agency name, type and date of investigation from which the eligibility is based.

Note: NACI investigations are valid for "Favorable" Eligibility regarding Position of Trust (IT-ADP III). DISCO is unable to grant clearance eligibility for National Security positions based on a NACI. DISCO cannot upgrade a Secret eligibility to Top Secret based on a NACL / ANACI.