

Waiver/Recoupment Process:

ArmyIgnitED – Service Member

General Information about Recoupments:

1. As per DoDI 1322.25 and AR 621-5, students are required to reimburse the Army for a course(s) for which Military Tuition Assistance was used and a satisfactory course completion was not obtained.
2. Students have no more than 30 days (suspense date) from the date of receipt of the unsatisfactory course completion to:
 - a. Begin a recoupment action through deductions from military pay.
 - OR
 - b. Request a Recoupment Waiver (only for a “W” withdrawal grade).
3. If a student chooses not to begin one of the above actions prior to the suspense date, an automatic deduction of the full amount will be initiated against their pay.
4. As per DoDI 1322.25 and AR 621-5, unsatisfactory course completion grades include: “W” for withdrawal; “I” for incomplete after 180 days of course end date; “D” or “F” undergraduate courses; “C”, “D” or “F” for graduate courses; any other non-passing grade or status; and no grade posted in the student’s ArmyIgnitED account.
5. If the student believes the unsatisfactory grade is in error, they have until the suspense date to provide an updated satisfactory grade. Recoupments processed after the suspense date will not be stopped or refunded even if a satisfactory grade is submitted.
6. Recoupments can ONLY be made via payroll deduction.
7. **If students need assistance updating a grade, completing a recoupment action, or submitting a Request for Recoupment Waiver, they should contact their Education Center.**

Student Notification of Recoupment Action:

- Students will receive an email letting them know they have a message waiting for them to view regarding course recoupment. Students will check messages in the ArmyIgnitED portal and view the recoupment action message.

Click 'Recoupments' then click 'Process Recoupment':

The screenshot shows the ArmyIgnitED portal interface. The left sidebar contains navigation options: Dashboard, Messages, Tuition Assistance Requests, Education Goals, SkillBridge Applications, Virtual Benefits Training, Documents, Scheduled Tests, Test Scores, and Education Center Visits. The 'Recoupments' option is highlighted with a red arrow. The main content area is titled 'Recoupments' and contains a list of instructions:

- This is your official notification that a recoupment action is pending for an unsatisfactory grade received for a course or courses. As per AFI 36-2670, para 6.1.4 students are required to reimburse the Army for unsatisfactory grades received for a course for which Military Tuition Assistance was used.
- You have no more than 30 days (your suspense date) from the date of receipt of the unsatisfactory grade to either:
 - Begin a recoupment action through deductions from your military pay.
 - OR
 - Request and receive a determination for a Recoupment Waiver from recoupment.
- If you do not choose and begin one of the above prior to your suspense date, an automatic deduction of the full amount will be initiated against your pay.
- As per DoD 1322.25, "F" or failing grades cannot be waived. A recoupment action must be processed.
- If you believe the unsatisfactory grade is in error, you have until the suspense date to provide an updated grade. Any recoupments initiated after the suspense date will not be stopped or refunded even if a satisfactory grade is submitted after suspense date.
- If you have questions, please contact the Central Office at milta.reimb@us.af.mil about Mil TA, or the Reserve Office at arpc.dptte.educationservicesorgbox@us.af.mil about Reserve TA.
- Recoupments can ONLY be made via payroll deduction.

Below the instructions is a table with the following data:

Course Code - Title	Term Dates	Grade	Government Cost	Student Cost	Total Cost	Suspense Date	Status
AH10101 - Allied Health Introduction To Health Care Professions I	07/18/2022 - 09/23/2022	D	\$250.00	\$0.00	\$250.00	07/28/2022	Process Recoupment

A red arrow points to the 'Process Recoupment' button in the table's status column.

Read 'recoupment conditions' -> 'I Understand These Conditions':

← Initiate Recoupment

1. Recoupment Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and academic institution to request extensions or appeals for government refund.

2. You may request Recoupment Waiver consideration for the following reasons:

- Short notice PCS/TDY after course start date when attending a local/off-installation institution (not distance learning). Note: Does not include permissive TDY. The length of TDY is a determining factor.
- Emergency leave (documentation required)
- Emergency health issues (documentation required)
- Hospitalization of a length to preclude course completion and the academic institution would not grant an extension (documentation required)
- Short notice change in work schedule that interfered with course attendance and completion. Note: Distance learning is generally not applicable. (Documentation required)

3. You must have all supporting documentation uploaded and submitted for review prior to your suspense date. At a minimum, the following must be uploaded:

- Memo for Record (MFR) to AFPC/DP2SST explaining in detail the timelines and circumstances that led to your difficulties completing the course. The MFR is signed by student and endorsed by First Sergeant or Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
 - Include the course start and stop dates, and your course scheduled meeting times and dates.
 - Explain all efforts made to work with your instructor to request an extension or incomplete grade.
- Drop or Withdrawal Paperwork: If you dropped the course or the academic institution withdrew you from the course, please provide a copy of the withdrawal paperwork or the Change of Enrollment slip with your Recoupment Waiver package. In addition, include any other documentation of applying for an academic institution refund or appeal.

4. Additionally, you must include supporting information and documents according to the needs of your rationale.

- PCS - Include in your Recoupment Waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, and departure date.
- TDY - Include in your Recoupment Waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the TDY orders showing your name, issue date, departure date, and TDY duration.
- Emergency Leave - Include in your Recoupment Waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the Emergency Leave orders showing your name, issue date, effective date, and leave duration.
- Hospitalization/Unanticipated Health Situation - Include in your Recoupment Waiver request the date the injury/illness occurred, the date of admission and the date of discharge if hospitalized. Attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date if hospitalized. If you were placed on quarters or convalescent leave, include those dates in your Recoupment Waiver request and attach a copy of the document(s) showing name, start date, and stop date.
- Change of Military Duties - Include in your Recoupment Waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following the change, and the reason for the change. Please note that change in military duties will not be considered if the course is distance learning.

4. All decisions will be made based solely on documents provided. Please ensure your package is complete.

5. All decisions are final. You must ensure that all documentation is provided at the same time since reconsiderations will not be granted.

6. Should a Recoupment Waiver be denied, a CMS case will be submitted to your local finance office within three business days of notification of disapproval. You will receive an email notification and can review status of repayment.

7. If a Recoupment Waiver is approved, an email notification is sent and no further action is required on your part.

8. Per DoDI 1322.25, "D", "F" for undergraduate or "C", "D" and "F" grade for graduate courses require recoupment and are not eligible for Recoupment Waiver consideration.

I UNDERSTAND THESE CONDITIONS **CANCEL**

Initiate Recoupment/Request Detail Screen:

- Student has 3 choices for 'Method of Recoupment':
 - Lump Sum Payroll Deduction
 - Payroll Deduction (up to 6 months)
 - Waiver (a Request for Recoupment Waiver for the following reasons):

Choose recoupment method:

'Lump Sum Payroll' -> 'Submit':

TA PROCESS UPDATES! ✕

← Initiate Recoupment

Request Details

This is the course you are going to recoup and, if applicable, all its associated fees. Please select the method of recoupment. You cannot apply for a Recoupment Waiver due to the grade in your course (D).

Course Code - Title	Suspense Date	Gov Cost
MLSC4315 - Clinical Microbiology	07/10/2022	\$750.00
		TOTAL: \$750.00

Method of Recoupment*
Lump Sum Payroll

BACK **SUBMIT** **CANCEL**

‘Payroll Deduction’ -> ‘Number of Months’ (2, 3, 4, 5, 6) -> ‘Submit’:

TA PROCESS UPDATES!

← Initiate Recoupment

Request Details

This is the course you are going to recoup and, if applicable, all its associated fees. Please select the method of recoupment. You cannot apply for a Recoupment Waiver due to the grade in your course (D).

Course Code - Title	Suspense Date	Gov Cost
MLSC4315 - Clinical Microbiology	07/10/2022	\$750.00
		TOTAL: \$750.00

Method of Recoupment*
Payroll Deduction

Number of Months*
6

BACK SUBMIT CANCEL

‘Waiver’ -> ‘Recoupment Waiver Reason’ -> Upload SUPPORTING DOCUMENTATION (Orders, Medical, **Emergency Leave Form, etc.) -> ‘Submit’:**

NOTE: ‘Waiver’ CAN ONLY BE SELECTED FOR A ‘W’ GRADE!!!

← Initiate Recoupment

Request Details

This is the course you are going to recoup and, if applicable, all its associated fees. Please select the method of recoupment.

Course Code - Title	Suspense Date	Gov Cost
MLSC4315 - Clinical Microbiology	07/10/2022	\$750.00
		TOTAL: \$750.00

Method of Recoupment*
Waiver

Recoupment Waiver Reason*
Emergency Leave

Supporting Documentation

Supporting Documentation must include the following information:

Supporting Documentation (Orders, Medical, etc.)

Supporting Documentation (Medical, etc.)

Supporting Documentation (Medical, etc.)

Supporting Documentation (Medical, etc.)

Supporting Documentation (Medical, etc.)

Supporting Documentation (Medical, etc.)

Supporting Documentation (Medical, etc.)

BACK SUBMIT CANCEL

Request is sent directly to Access Central Office.

General Information on Requests for Recoupment Waivers:

1. Requests for Recoupment Waivers can only be submitted for courses with a grade of “W” Withdrawal.
2. Recoupment Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and academic institution to request extensions to complete the course or appeal for a government refund.
3. You may request a Recoupment Waiver consideration for the following reasons:

- a. Short notice PCS/TDY after course start date that prevents attendance at an in-person class (not asynchronous or self-paced distance learning). The length of TDY will be considered when assessing a waiver request. Note: Permissive TDY is not a valid consideration for waiver.
 - b. Emergency leave (IAW AR 600-8-10, para. 4-5; documentation required)
 - c. Emergency health issues (documentation required)
 - d. Hospitalization of a length to preclude course completion, and the academic institution disapproved a request for extension (documentation required)
 - e. Short notice changes in work schedule that interfered with course attendance and completion. Note: Change to work schedule is not a valid consideration for waiver of an asynchronous or self-paced distance learning course. (documentation required)
4. You must have all supporting documentation uploaded and submitted for review prior to your suspense date. At a minimum, the following must be uploaded:
- a. DA Form 7793 (Request for Recoupment Waiver): The DA Form 7793 must explain in detail the timelines and circumstances that led to your difficulties completing the course. The DA Form 7793 is signed by the student and endorsed by your Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
 - i. Include the course start and stop dates, and your course scheduled meeting times and dates.
 - ii. Explain all efforts made to work with your instructor to request an extension or an "I" incomplete grade.
 - iii. Include any request to the academic institution to refund tuition to the government.
 - b. Supporting Documentations: You must include supporting information and documents to support your rationale.
 - i. PCS - Include in your Recoupment Waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, and departure date.
 - ii. TDY - Include in your Recoupment Waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the approved TDY orders (DD Form 1610, Request for Official Travel) showing your name, issue date, departure date, and TDY duration.
 - iii. Emergency Leave (IAW AR 600-8-10, para. 4-5): Include in your Recoupment Waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the approved DA Form 31 showing your name, issue date, effective date, leave duration, and Emergency Leave in block 8.
 - iv. Hospitalization/Unanticipated Health Situation: Include in your Recoupment Waiver request the date the injury/illness occurred. If hospitalized, include the date of admission and the date of discharge (attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date). If you were placed on quarters or convalescent leave, include those dates in your Recoupment Waiver request and attach a copy of approved DD Form 689, Individual Sick Slip indicating quarters as the disposition, or DA Form 31 Request and Authority for Leave granting convalescent leave showing name, start date, and stop date.
 - v. Change of Military Duties: Include in your Recoupment Waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following

the change, and the reason for the change. Note: Change in military duties will not be considered if the course is asynchronous or self-paced distance learning.

c. Withdrawal Documentation from Academic Institution: Provide a copy of the withdrawal paperwork or the Change of Enrollment slip with your Recoupment Waiver package.

d. Academic Institution Refund/Appeal Action Documentation (optional): Include documentation of applying for an academic institution refund or appeal.

e. Miscellaneous (optional): Include any other documentation to support your request for a Recoupment Waiver.

5. All decisions will be made based solely on documents provided. Please ensure your package is complete.

6. All decisions are final. You must ensure that all supporting documents are provided at the same time since reconsiderations will not be granted.

7. Should a Recoupment Waiver request be denied, you will be notified via email.

8. If a Recoupment Waiver is approved, you will receive an email notification and no further action is required on your part.