

RMS Overview

Go to: <https://smms.army.pentagon.mil>

SMMS: Strength Maintenance Management System is a web-based system with multiple modules and tools that support the Recruiting and Retention Community.

Go To: RMS Training

RMS: The Retention Management System is comprised of several different modules.

- AWOL Recovery
- Sponsorship
- Career Development Counseling
- Extension/Counseling
- Interstate Transfer
- Vulcan RSP

RMS has 4 panels:

- Command Center
- Soldier Roster
- Soldier Details
- Case Details

Command Center – Composed of several Tabs where you can access your job duties. Tabs are:

Management Center - Organizes cases in permission-based *work-buckets. Pg.16

Search - Used to search for Soldiers within the module. Pg.59

Reports - Allows you to view information tailored to your needs. Pg.62

Resource Center – Contains documents, user guides, and training videos!

Document Center – Contains any policy guidance or other documents uploaded by module administrators for users.

Assume Command – Available to NGB-Level users and State Administrators.

*Work-buckets – Display a list of Soldiers needing a particular action that you may need to perform, if you have the appropriate role and permission.

Modules:

AWOL Recovery – Assists users in identifying Soldiers who have missed a scheduled drill in order to contact the Soldier, determine why the Soldier has missed at least one drill, and provide counseling to get the Soldier out of an AWOL status. (AWOL Recovery User Guide, Pg. 13)

Work Buckets: (Pg. 16)

Contact Soldier - This work bucket is populated with Soldiers, listed as AWOL, who have yet to be contacted.

Determine Reason - You need to identify the reason for Soldier's unexcused absence(s).

Prepare 4856 – Information needs to be entered into this screen so that the DA 4856 can be created, and the Soldier's Case can be closed.

AWOL Recovery Process:

-Select "Contact Soldier" work bucket to display the Soldier Roster (Pg. 22)

-Select the Case from the Soldier Roster Panel. (Pg. 23)

Case Summary Panel:

-Button #1 – Edit Soldier's Contact information if needed.

-Button #2 – Click on "Add New Contact" and annotate note and it appears in the contact Soldier table. You can Terminate Case at this point.

-Click "Contact Soldier" which takes you to Button #3 and fill out reasons.

-Then click "Determine Reason" and this takes you to Button #4 and fill out the DA 4856 and click "Save". You can click "Show PDF" to print a hard copy to sign and upload under the "Documents" tab.

-Click "AWOL Recovery Letter" and save a copy to the "Documents" tab.

-Click "Complete 4856" in order to close the Soldier's Case.

Sponsorship – This module assists Units with sponsoring Soldiers.
(Sponsorship User Guide, Pg. 13)

Work Buckets: (Pg. 16)

Training Pipeline – A case is created and added to this work bucket when a Soldier completes training and is considered BHO ready. A sponsor should be assigned and initial contact made with the Soldier for cases in this work bucket.

Initiate Sponsorship – A case is added to this bucket when a Soldier changes Unit. A Sponsor should be assigned and initial contact made with the Soldier.

Manage Checklist – Cases in this work bucket have progressed through the initial steps of assigning a sponsor and the sponsor making initial contact. The sponsor

Initiating the Sponsorship Process:

-Select “Initiate Sponsorship” work bucket to display the Soldier Roster in the second panel. (Pg. 22)

-Select the Case from the Soldier Roster Panel. (Pg. 23)

Case Summary Panel:

-Button #1 – Verify Contact Info, Edit and Validate Soldier Contact information, then click on 4856 Counseling, conduct, print and upload. (Pg. 25-26)

-Button #2 – Initiate Sponsorship, Select the Sponsor. (Pg. 28)

-Button #3 – Contact Sponsor, Click “Add New Contact” and fill in information, and then click “Sponsor Contact Completed”. (Pg. 30)

-Button #4 – Contact a Soldier, you can record each time the Soldier has been contacted. (Pg. 31)

-Button #5 – Manage Checklist, Complete checklist and print off if applicable. Click “Complete Checklist” to send it to 1SG for approval. (Pg.34)

Career Development Counseling & Extension/Counseling – This module identifies Soldiers within 6 years to Soldiers beyond their ETS, plus work buckets for different levels action. Please see next page for RMS & Retention Interface hand out. (Extension/Counseling User Guide)

Work Buckets: (Pg. 16 & 17)

Soldiers within 6 years to Beyond their ETS – Cases that have Soldiers with ETS dates within the timeframe of the work bucket.

Battalion, Brigade, State and SIDPERS – Cases that require review and/or action by the level indicated.

Completed – Cases that require no more action.

Initiating Counseling and/or Extensions:

-Select applicable work bucket to display the Soldier Roster in the second panel. (Pg. 18)

-Select the Case from the Soldier Roster Panel and it will display a color coded eligibility and 4856 columns. (Pg. 23)

Case Summary Panel:

-Button #1 – Soldier Intent, select intent, click “Add counseling Comment”, Click “Prepare New 4856 Counseling” and conduct counseling. Show the PDF, sign and upload. Click “Record Intent”. (Pg. 26-31)

-Button #2 – Extension Eligibility, click “Continue”. (Pg. 32-33)

-Button #3 – Period of Extension Questions, select applicable Rule and click “Record Period of Extension”. (Pg. 34)

-Button #4 – Bonus Eligibility, fill in email and cell phone, select bonus and fill in Contract information, and then click “Evaluate Rules”. This will let you know if Soldier is eligible for Bonus. Then click “Continue”. (Pg. 35-36)

-Button #5 – Extension Information, fill out information and click “Record Extension Information”. (Pg. 37-38)

-Button #6 – Issue Documents, click “Print DA4836”, sign and upload. If applicable, click “Print and Upload Bonus”. To complete a Soldier’s Extension