

Date: 10 January 2023

Subject: Soldier Guidance for Recoupment Messages in the Upgraded ArmyIgnitED

1. Soldier Actions for Recoupments

a. Soldiers who receive an email notification or ArmyIgnitED message about a required recoupment action for a tuition assistance (TA) or credentialing assistance (CA) funded course(s) from any Fiscal Year (FY) must complete the recoupment method by the published suspense date, which is annotated on their TA/CA request. The suspense date is 30 calendar days after the date the final grade was due if no grade was posted, or 30 days after the date the unsatisfactory grade was posted. The recoupment methods are lump sum payment, a payroll deduction plan (up to 6 months), or a request for recoupment waiver (only for "W" grades). If Soldiers do not process one of the three methods prior to their suspense date, a default lump sum will be initiated. It is vital that Soldiers complete their recoupment action by their published suspense date.

b. For FY22 and Earlier Courses with Unacceptable Grades. Recoupment waiver requests for TA courses with undergraduate grades of D and below, and graduate grades of C and below will only be considered for FY22 and earlier courses. Soldiers who intend to pursue a recoupment waiver for an FY22 or earlier course with an unacceptable grade must still select a recoupment payment method (lump sum or a payroll deduction plan) in ArmyIgnitED and submit a recoupment waiver request packet within their 30-day suspense. Soldiers who have received their recoupment notifications in ArmyIgnitED before this message will have until 15 Feb 2023 (now 31 Jan 2024) to submit their recoupment waiver packets. The Soldier's selected recoupment repayment method will only be used if ACCESS disapproves their recoupment waiver request. The recoupment waiver request packet must be submitted to the following email address – usarmy.knox.hrc.mbx.tagd-aces@army.mil and include the following:

(1) Email Subject: "Recoupment Waiver Request for FY22 and Earlier Courses"

(2) Email Body: List Soldier's name, school name, course number and name, and dates attended.

(3) Attach the following to the email: Signed DA Form 7793, Request for Recoupment Waiver, endorsed by Commander; Other Supporting Documents (orders, emergency leave form, etc.).

Soldiers who submit a recoupment waiver request will receive an email reply acknowledging receipt. Each request will be reviewed and approved or disapproved. If ACCESS approves the recoupment waiver request, no recoupment action will occur.

c. Soldiers should contact their Army Education Center if they need assistance in completing their recoupment action or applying for a recoupment waiver request for "W" grades (in the system) or unacceptable grades for FY22 and earlier courses through email.

d. Soldiers who submitted CA recoupment method in the previous system, should select a method in the upgraded ArmyIgnitED. No recoupment actions were processed in the previous system. If you submitted a CA recoupment waiver request in the previous system and it was approved, no action is required in the upgraded ArmyIgnitED. All approved waivers were

migrated, and Soldiers can confirm if they have a waiver by looking in their ArmyIgnitED account.

e. Soldiers who have left the Army (retired or ETS) will have to use the email address above to submit **all** recoupment waiver requests for all years, including those for “W” grades. If Soldiers have ended their term of service or retired and cannot attain the commander’s signature on DA Form 7793, they should submit the form with their signature, along with all supporting documentation.

2. Required Documents for TA Recoupment Waiver Requests for “W” Grades in ArmyIgnitED

a. For all FYs, past, current, and future, Soldiers can and will submit recoupment waiver requests in the upgraded ArmyIgnitED for courses with “W” grades. The suspense date is 30 calendar days after the date the final grade was due if no grade was posted, or 30 days after the date the “W” grade was posted.

b. Required substantiating documentation to upload into upgraded ArmyIgnitED system:

(1) Electronic version of the DA Form 7793 (Request for Recoupment Waiver) ([Army Publishing Directorate](#)), with an electronic signature from the Commander. Make sure that the 1st Commander in the Soldier’s Chain of Command has indicated Yes or No in section 9 of the Form under Commander’s Recommendation as a verification of the approval or disapproval of the request. Recoupment waivers are reserved for reasons beyond the individual’s control, such as emergency leave, reassignment, natural/man-made disaster, hospitalization, or *unanticipated* military mission. If the member knew of the mission prior to signing up for the course, this does not constitute an unanticipated military mission. The waiver request, regardless of the reason, must validate the reason the Soldier could not complete the class was unanticipated.

(2) Substantiating documentation such as PCS orders, TDY orders, emergency leave form, etc., with PII redacted, **MUST** be uploaded in the upgraded ArmyIgnitED system at the time the waiver request is submitted.

(3) Withdrawal documents from the academic institution.

3. Soldiers who received an approved waiver in the legacy system should see the approved waiver in the upgraded ArmyIgnitED system under their Processed Recoupments section.

4. Soldiers who believe his/her recoupment is an error due to the legacy ArmyIgnitED system (e.g., duplicate course, erroneous grade, did not want to use TA) should reach out to his or her Education Center for assistance in correcting the situation **PRIOR** to the suspense date.

5. Soldiers who receive a recoupment email for a course they dropped (within the school’s drop/add period) should contact the Education Center.

6. No recoupment plan will be processed for FY22 or earlier courses until the recoupment action is fully researched at the Army U, ACCESS level.