



## **DIMHRS brings self-service capabilities to Soldiers**

People are abandoning the practice of standing in long lines at banks to deposit their pay checks, standing in lines at various office buildings to pay their monthly bills or even standing in lines at busy airports to buy airline tickets for their next vacation. Instead, people are embracing the self-service capabilities that technology has brought about to accomplish their daily tasks more efficiently, conveniently and in a more timely manner. Today, you can do your banking, pay your bills, or buy airline tickets from just about anywhere at anytime - your home, your office, or on the go.

The Army is tapping into this self-service concept with its implementation of the Defense Integrated Military Human Resources System (DIMHRS). DIMHRS will transform the way the Army manages its human resources and supports the 1.3 million Active, Reserve, and National Guard Service members who perform Army missions around the globe each day. With DIMHRS, tasks that once required Soldiers to meet with an S1 will soon be available to Soldiers online.

“DIMHRS will expand Soldiers’ options to perform routine actions utilizing the Member Self Service option,” said Master Sgt. Joe Ruiz, DIMHRS Integration Team NCOIC. “DIMHRS utilizes this self-service concept to provide Soldiers the opportunity to make routine changes and updates such as address changes and online requests to member-specific personnel and pay information. DIMHRS will provide 24/7 access to personnel data and the ability to update and review key personnel and family information.”

The self-service concept is based on the idea of enabling personnel to obtain information and conduct personnel transactions directly through the Internet, which will help Soldiers avoid the traditional written or verbal processes that have become time-consuming and costly. DIMHRS’ self-service capabilities provide Soldiers with control, convenience and efficiency. Soldiers can now perform tasks themselves, at their convenience, through a secure, customized, self-service Web site.

Some of the self-service tasks Soldiers will have the capability to perform within DIMHRS include:

### **Request for Assignment**

- Volunteer for Assignment; Early Return of Dependents from Overseas;
- Assignment Curtailment/Deletion/Early Arrival Request; etc...

### **USAR/ARNG Requests**

- Active Duty for Training (ADT); Individual Mobilization; etc...

### **Request for Voluntary Separation/Discharge**

- Enlisted Soldier Pregnancy; Hardship; etc...

### **Retirement Requests**

- Retirement Application; Retirement Pay/Points Balance Request; etc...

### **Request for Record Updates**

- Married Army Couples Program (Joint Spouse); Sole Surviving Son or Daughter

### **Request for Awards**

- Unit Award; ARNG State Awards; etc...

### **Request for Family Member Travel**

### **Request for Transition from Reserve to Regular Commission**

### **Request Enlistment Extension**

### **Request for Various Waivers**

### **Request for Enlisted Commissioning Program**

- Green to Gold; Officer Candidate School; etc...

“DIMHRS is designed with the Soldier in mind,” said Sgt. 1<sup>st</sup> Class Manuela Jacobs, DIMHRS Functional Team NCOIC. “The easy-to-use navigational pages make this Web-based system easy to use for Soldiers. The capabilities inherent in the self-service option allow Soldiers even greater flexibility to perform updates or submissions at any time.”

In the finance arena, the self-service capabilities within DIMHRS will allow Soldiers to more efficiently start, stop or modify discretionary allotments and savings bonds; complete an Employee Withholding Request (Form W-4); complete an Employee Reissue W-2 Request; change personal direct deposit information; and change their state of legal residence declaration.

“This real-time functionality will decrease processing time for personnel action requests and improve customer service by virtually turning the personnel action process into an almost paperless environment,” said Sgt. 1<sup>st</sup> Class Jose Miranda, DIMHRS Clearinghouse NCO. “Not only will this decrease the need for paperwork, but in some cases it will eliminate the need for Soldiers to schedule an appointment with personnel or pay specialists.”

DIMHRS will also provide Soldiers with an automated workflow process. Through this process, Soldiers can track the progress of his or her personnel and pay request from the initial submission through the final approval. This will help eliminate the problem of lost paperwork. Through DIMHRS, Soldiers can take advantage of integrated and technological capabilities such as electronic signatures, E-mail notifications and automatic routing of Personnel Action Requests.

Another key functionality in DIMHRS is the view-only screen, which provides Soldiers with the capability to view personnel and pay items such as their family member information; their Certificate of Release or Discharge from Active Duty (DD 214) and any corrections to their DD Form 214; their Service Members' Group Life Insurance

(SGLI) election; their Leave and Earnings Statements and Wage and Tax Statement (Form W-2); their Record Brief; their currently assigned checklists; a record of their civilian and military education, awards, contracts, and evaluations; and their Department of the Army photo.

“Supporting the Soldier is at the core of the Army’s mission,” said Ruiz. “Our goal on the DIMHRS staff is to make life easier for the Soldier. Through a few key strokes, DIMHRS minimizes the input and maximizes the output. DIMHRS is truly the wave of the future.”

For more information regarding DIMHRS, please visit the Army DIMHRS Program Office’s Web site at [www.armydimhrs.army.mil](http://www.armydimhrs.army.mil) or the DIMHRS AKO page at <https://www.us.army.mil/suite/page/308853>