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Decorations, Awards, and Honors

Incentive Awards Handbook

***This pamphlet supersedes AE Pamphlet 672-20, 19 February 2008.**

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Summary. This pamphlet provides guidance on granting honorary and public service awards.

Summary of Change. This revision—

- Adds information on the Secretary of Defense Medal for the Global War on Terrorism (pg 18).
- Incorporates administrative changes throughout.

Applicability. This pamphlet applies to—

- HQ USAREUR staff offices.
- USAREUR major subordinate commands.

Forms. AE and higher level forms are available through the Army in Europe Library & Publishing System (AEPUBS) at <https://aepubs.army.mil/>.

Records Management. Records created as a result of processes prescribed by this publication must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System website at <https://www.arims.army.mil/>.

Suggested Improvements. The proponent of this pamphlet is the USAREUR G1 (AEAGA-CE, DSN 379-6420). Users may suggest improvements to this pamphlet by sending DA Form 2028 to the USAREUR G1 (AEAGA-CE), CMR 432, APO AE 09081.

Distribution. C (AEPUBS).

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INTRODUCTION

Recognition of superior ideas and outstanding individual performance helps improve employee morale. It shows civilian employees that professionalism, initiative, and high performance will be rewarded. All U.S. civilian and local national (LN) employees are eligible for honorary awards.

This pamphlet provides information for processing honorary awards and length-of-service certificates for U.S. and LN civilian employees, and public service awards for private citizens. AR 672-20 prescribes Army policy for incentive awards.

Contractor employees are not Federal employees and generally are not eligible for honorary or public service awards.

Additional award information is available at <http://www.per.hqusareur.army.mil/cpd/awards/default.aspx>.

HONORARY AWARDS

Honorary awards are given to civilian employees in recognition of outstanding achievements or contributions.

Decoration for Exceptional Civilian Service

Purpose: To recognize exceptionally meritorious service of major significance to the Army's mission. This award is the highest honorary award granted by the Secretary of the Army (SA) to Army civilian personnel.



Award: A medal, lapel button, and certificate.

Eligibility: This award is typically given to individuals in senior-level positions. With the exception of nominations for bravery, nominees must have established a pattern of excellence and achievement that has normally been recognized by previous honorary awards up to and including the Meritorious Civilian Service Award. Nominations should be submitted less than 6 months after completion of the period to be cited. When granted for bravery, a minimum cash award of \$1,000 will accompany the medal. Eligibility is determined by measuring contributions using the following levels of achievement:

a. Completed assigned duties of major program significance to the Department of the Army (DA) in such a way as to have been clearly exceptional or preeminent among others who have performed similar duties.

b. Developed and improved major methods and procedures.

c. Conceived significant inventions.

d. Responsible for exceptional achievements that effected large-scale savings or were of major significance in advancing the missions of DA, the Department of Defense, and the Federal Government.

e. Provided outstanding leadership to the administration of major Army programs resulting in either of the following:

(1) Highly successful mission accomplishment.

(2) Major redirection of objectives or accomplishments to meet unique or emergency situations.

f. Exhibited great courage and voluntary risk of life in performing an act resulting in direct benefit to the Government or its personnel.

Military Equivalent: Distinguished Service Medal

Procedure: Supervisors will e-mail DA Form 1256, a photograph (head-and-shoulders view), equal employment opportunity (EEO) and civilian personnel advisory center (CPAC) certification, and AE Form 672-20A to the USAREUR Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil) for review by the Army in Europe Incentive Awards Review Board (AEIARB). Approved submissions will be forwarded through command channels to DA for approval by the Army Incentive Awards Board (AIAB). Approved awards will be signed by the SA.

Meritorious Civilian Service Award

Purpose: To recognize exceptionally meritorious service of major significance to an Army service component command (ASCC) mission or to the Army as a whole. This award is the second highest honorary award. It is granted by the SA or the ASCC commander.



Award: A medal, lapel button, and certificate.

Eligibility: This award is typically given to individuals in positions with a high level of responsibility. Nominees must have established a pattern of excellence normally demonstrated by receiving lower level awards. The nomination should be submitted less than 6 months after completion of the act or period to be cited. When granted for bravery, a minimum cash award of \$750 will accompany the medal. Eligibility is determined by measuring contributions using the following levels of achievement:

a. Completed assigned duties in an exemplary manner, which set a record of achievement and inspired others to improve the quantity and quality of their work.

b. Demonstrated initiative and skill in any of the following:

(1) Devising new or improved equipment, work methods, and procedures.

(2) Developing inventions resulting in considerable savings in manpower, time, space, materials, or other items of expense.

(3) Improving the safety or health of the workforce.

- c. Providing professional or public-relations service of a unique or distinctive character.
- d. Achieving outstanding results in improving the morale and performance of employees.
- e. Exhibiting unusual courage or competence in an emergency while performing assigned duties that resulted in a direct benefit to the Government or its personnel.

Military Equivalent: Legion of Merit

Procedure: Supervisors will e-mail DA Form 1256, EEO and CPAC certification, and AE Form 672-20A to the USAREUR Incentive Awards Program Action Officer (dlcpdwards@eur.army.mil) for review by the AEIARB. Approved submissions will be forwarded to the ASCC commander for approval and signature.

Superior Civilian Service Award

Purpose: To recognize superior service of major significance to a subordinate command or staff element. This award is the third highest honorary award. It is granted by a commander who is a brigadier general or above.



Award: A medal, lapel button, and certificate.

Eligibility: Nominations for this award will be based on superior service or achievement, or heroism of a lesser degree than that recognized by the Meritorious Civilian Service Award. When granted for bravery, a minimum cash award of \$500 will accompany the medal. Eligibility is determined by measuring contributions using the following levels of achievement:

- a. Completed assigned duties in a superior manner, led team members to higher productivity, or completed a complex project more effectively and efficiently than required.
- b. Demonstrated initiative and skill in any of the following:
 - (1) Devising new or improved equipment, work methods, and procedures.
 - (2) Developing inventions that resulted in considerable savings in manpower, time, space, materials, or other items of expense.
 - (3) Improving the safety or health of the workforce.
- c. Exhibited courage or competence in an emergency while performing assigned duties that resulted in direct benefit to the Government or its personnel.

Military Equivalent: Meritorious Service Medal

Procedure: Supervisors will e-mail DA Form 1256, EEO and CPAC certification, and AE Form 672-20A to the USAREUR Incentive Awards Program Action Officer (dlcpdwards@eur.army.mil) for review by the AEIARB. Approved submissions will be forwarded to a commander in the grade of brigadier general or above (or civilian equivalent) for approval and signature.

Commander's Award for Civilian Service

Purpose: To recognize exceptional service of major significance to the organization or local community. This award is the fourth highest honorary award. It is granted by a commander in the grade of colonel or above.



Award: A medal, lapel button, and certificate.

Eligibility: Nominees must have established a pattern of excellence normally demonstrated by receiving one or more honorary or monetary performance awards and will be based on service or achievement of a lesser degree than recognized by the Superior Civilian Service Award. Eligibility is determined by measuring contributions using the following levels of achievement:

a. Completed assigned duties in an outstanding manner that set an example of achievement for others to follow.

b. Demonstrated initiative and skill in any of the following:

(1) Devising new or improved equipment, work methods, and procedures.

(2) Developing inventions resulting in considerable savings in manpower, time, space, materials, or other items of expense.

(3) Improving the safety or health of the workforce.

c. Demonstrated leadership in performing assigned duties that resulted in improved productivity of the unit.

d. Provided professional or public-relations service that resulted in favorable publicity in the local community.

e. Demonstrated courage or competence in an emergency while performing assigned duties that benefitted the Government or its personnel.

Military Equivalent: Army Commendation Medal

Procedure: Supervisors will submit DA Form 1256, EEO and CPAC certification, and AE Form 672-20A to a commander in the grade of colonel or above for approval and signature. HQ USAREUR staff offices must e-mail award recommendations to the Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil) for forwarding to the appropriate approval authority.

Achievement Medal for Civilian Service

Purpose: To recognize a significant achievement or accomplishment. This award is the fifth highest honorary award. It is granted by a commander in the grade of lieutenant colonel or above.

Award: A medal, lapel button, and certificate.



Eligibility: Nominations should cover a period of sustained superior service, a level of achievement sufficient to warrant this recognition, or both. Eligibility is determined by measuring contributions using the following levels of achievement:

a. Completed assigned duties in a manner that clearly exceeded service expected of individuals with similar responsibilities.

b. Demonstrated initiative and skill in any of the following:

(1) Devising new or improved equipment, work methods, and procedures.

(2) Developing inventions that resulted in considerable savings in manpower, time, space, materials, or other items of expense.

(3) Improving the safety or health of the workforce.

c. Provided professional or public-relations service that resulted in favorable publicity in the local community.

Military Equivalent: Army Achievement Medal

Procedure: Supervisors will submit DA Form 1256, EEO and CPAC certification, and AE Form 672-20A to a commander in the grade of lieutenant colonel or above for approval and signature. HQ USAREUR staff offices must e-mail award nominations to the Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil) for forwarding to the appropriate approval authority.

PUBLIC SERVICE AWARDS

Private citizens are eligible for public service awards based on their volunteer contributions and community service (AR 672-20, chap 9).

Decoration for Distinguished Civilian Service

Purpose: To recognize distinguished service that makes a substantial contribution to the Army's mission. This award is the highest public service award granted by the SA.



Award: A gold medal, lapel button, and certificate.

Eligibility: The SA awards this decoration to those who provide distinguished service that makes a substantial contribution to the Army's mission. The following are also eligible for this award:

- a. Civilians not employed by the Army or Army contractors.
- b. Federal Government officials at the policy-development level.
- c. Technical personnel who serve the Army in an advisory capacity or as consultants.

Procedure: Organizations will e-mail DA Form 1256 and AE Form 672-20A to the USAREUR Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil) for forwarding through command channels to DA for approval by the AIAB.

Secretary of the Army Public Service Award

Purpose: To recognize exceptional public service that makes a substantial contribution to the Army's mission. This award is the second highest public service award granted by the SA.



Award: A silver medal, lapel button, and certificate.

Eligibility: Nominees must have provided exceptional public service to the Army deserving greater recognition than that which can be granted by an ASCC commander. This award may not be given to Army civilian employees (who are eligible for honorary awards pursuant to AR 672-20, chap 8), military personnel, or Army contractors. This award is appropriate for spouses of military members if they meet the criteria.

Procedure: Organizations will e-mail DA Form 1256 and AE Form 672-20A to the USAREUR Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil) for forwarding through command channels to DA for approval by the AIAB.

Outstanding Civilian Service Award

Purpose: To recognize outstanding service of major significance to an ASCC. This award is the third highest public service award. It is granted by the SA or an ASCC commander. The ASCC commander may delegate approval authority to a commander in the grade of major general or above.



Award: A bronze medal, lapel button, and certificate.

Eligibility: The nominee must have made a substantial contribution to the ASCC. The following are also eligible for this award:

- a. Civilians not employed by the Army or Army contractors.
- b. Federal Government officials at the policy development level.
- c. Technical personnel who serve the Army in an advisory capacity or as consultants.

Procedure: Organizations will e-mail DA Form 1256 to the USAREUR Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil). Submissions are forwarded to a commander in the grade of major general for approval and signature.

Commander's Award for Public Service

Purpose: To recognize exceptional public service that contributes significantly to the mission of an Army activity, command, or staff agency. This award is the fourth highest public service award. It is granted by a commander in the grade of colonel or above or one who has courts-martial authority.



Award: A bronze medal, lapel button, and certificate.

Eligibility: The nominee must have provided outstanding service or made an achievement that contributed significantly to the mission of an Army activity, command, or staff agency. The award may be awarded to—

- a. Civilians not employed by the Army or Army contractors.
- b. Federal Government officials at the policy development level.
- c. Technical personnel who serve the Army in an advisory capacity or as consultants.

Procedure: Organizations will submit DA Form 1256 to the commander (colonel or above) for approval and signature. HQ USAREUR staff offices must e-mail award nominations to the USAREUR Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil) for forwarding to the CG, USAREUR.

Certificate of Appreciation for Patriotic Civilian Service

Purpose: To recognize patriotic civilian service that contributes to the mission of an Army activity, command, or staff agency, or to the welfare of Army personnel. This award is the fifth highest public service award. It is granted by a commander in the grade of lieutenant colonel or above.



Award: A lapel button and certificate. The lapel button will accompany the certificate only when the award is presented to an individual.

Eligibility: This certificate may be awarded to civilians not employed by the Army or Army contractors, or DA officials at the policy-development or approval level. It may also be awarded to groups, including employees, business firms, fraternal organizations, and quasi-military units that provided patriotic service that contributed to the mission of an Army activity, command, or staff agency, or to the welfare of Army personnel.

Procedure: Organizations will submit DA Form 1256 to the commander in the grade of lieutenant colonel or above for approval and signature. HQ USAREUR staff offices must e-mail award nominations to the USAREUR Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil) for forwarding to the CG, USAREUR.

SECRETARY OF DEFENSE MEDAL FOR THE GLOBAL WAR ON TERRORISM

Purpose: To recognize and honor the contributions of DOD civilians in direct support of military members engaged in operations to combat terrorism. The CG, USAREUR, delegated approval authority to commanders and activity heads down to lieutenant colonel, GS-14, or equivalent position.



Award: A medal and certificate.

Eligibility:

a. General. Eligibility criteria for the medal are aligned as closely as practicable with that of the Global War on Terrorism Expeditionary Medal (GWOTEM) awarded to members of the Armed Forces. President George W. Bush established the GWOTEM by Executive Order 13289, dated March 12, 2003.

(1) The medal may be awarded to DOD civilian employees, who on or after September 11, 2001, participate abroad in direct support of a U.S. military Global War on Terrorism (GWOT) operation in a location designated as a combat zone.

(2) The GWOT medal may be awarded only for a military operation approved for award of the GWOTEM for military personnel.

b. Specific. Employees must be engaged in direct support for 30 consecutive days in a combat zone in an area of eligibility in a military operation (or the full period when the operation is of less than 30 days duration), for 60 nonconsecutive days in a combat zone provided this support involves the employee entering the areas of eligibility, or regardless of time, be killed or medically evacuated from the area of eligibility while providing direct support in the designated operation. Under no circumstances are personnel in the United States eligible for the medal.

(1) Areas of Eligibility. The areas of eligibility are the same as designated for approved GWOTEM military operations and include the following:

(a) The foreign territory on which military troops have actually landed or are present and specifically deployed for operation.

(b) Adjacent water areas in which ships are operating, patrolling, or providing direct support of the operation.

(c) The air space above and adjacent to the area in which operations are being conducted.

(2) Qualifying Operations. Qualifying operations are significant U.S. military activities for which military personnel are awarded the GWOTEM.

c. Guidelines. The GWOT Medal is a “theater” award and is authorized for all civilian employees who meet the eligibility requirements.

d. Definitions.

(1) "Direct support" is defined as services provided to participating military activities or Armed Forces in a military operation awarded the GWOTEM only if the employee actually enters the designated area of eligibility.

(2) "Civilian employee" is an individual meeting the definition of "employee" under 5 USC 2105, and who would be eligible for awards under DOD Instruction 1400.25, volume 451, including employees of nonappropriated fund activities.

e. Limitations on Awarding Medals. The medal may be awarded only to DOD civilian employees and only for operations awarded the GWOTEM for military personnel. The medal may not be awarded to contractor personnel. The medal may be awarded only once to a civilian employee for service to a GWOT military operation. An employee may not be awarded both the GWOT medal and the Armed Forces Civilian Service Medal for the same operation. A contribution to or support of a GWOT military operation by employees assigned to remotely located activities (for example, outside the areas of eligibility) is not justification for award of the GWOT Medal. Such performance or contribution, if merited, may be acknowledged by other appropriate recognition.

f. Verification of Eligibility. Eligible Army civilians who served from September 11, 2001, may receive the medal if any of the following documentation is provided showing dates of service and eligible combat zone area:

(1) Temporary duty and travel orders (DD Form 1610).

(2) Notification of Personnel Action (SF 50).

g. Designated Geographic Locations for the GWOT Medal. Currently, the GWOT Medal may be awarded for approved operations performed in any of the following geographical areas:

Afghanistan	Nigeria
Algeria	Oman
Azerbaijan	Pakistan
Bahrain	Philippines
Bosnia and Herzegovina	Qatar
Bulgaria (Bourgas)	Romania (Constanta)
Chad	Saudi Arabia
Columbia	Senegal
Crete	Sierra Leone
Cyprus	Somalia
Diego Garcia	Syria
Djibouti	Tajikistan
Egypt	Tanzania
Eritrea	Tunisia
Ethiopia	Turkey (east of 35 degrees east latitude)
Georgia	Turkmenistan
Guantanamo Bay, Cuba	Uganda
Hungary	United Arab Emirates
Iran	Uzbekistan
Iraq	Yemen
Israel	That portion of the Arabian Sea north of 10 degrees north latitude, and west of 68 degrees longitude
Jordan	Bab El Mandeb
Kazakhstan	Gulf of Aden
Kenya	Gulf of Aqaba
Kosovo*	Gulf of Oman
Kuwait	Gulf of Suez
Kyrgyzstan	That portion of the Mediterranean Sea east of 28 degrees east longitude and boarding and searching vessel operations
Lebanon	Persian Gulf
Mali	Red Sea
Mauritania	Straight of Hormuz
Niger	Suez Canal
*Only specific GWOT operations not associated with operations qualifying for the Kosovo Campaign Medal.	

Procedure: Organizations and HQ USAREUR staff offices will submit DA Form 1256 to the commander or activity head in the grade of lieutenant colonel or above for approval and signature. Organizations and staff offices will maintain a GWOT recipient spreadsheet (table 1) and e-mail the spreadsheet to the USAREUR Incentive Awards Program Action Officer (dlcpdawards@eur.army.mil), who maintains blank certificates and medals.

Table 1 Global War on Terrorism Recipient Spreadsheet					
<i>(Insert organization name)</i>					
Army civilian employees eligible to receive GWOT Medal					
Name	Employment status (for example, retired, current employee, accepted job outside DOD)	Dates of direct support (mm/dd/yy)	Number of days direct support of	Casualty or MEDEVAC	Area of Eligibility
Jane Doe	Current employee	7/1/07-7/10/07; 8/4/07-8/9/07; 8/21/07-9/4/07; 9/10/07-9/22/07; 10/1/07-10/12/07; 1/8/08-1/21/08	70 non-consecutive days	NA	Philippines
Joe Doe	Current employee	03/01/05-03/30/05	30 consecutive days	NA	Iraq

PREPARING AN AWARD PACKAGE

To nominate an individual for an award, organizations will complete DA Form 1256 and AE Form 672-20A.

a. Completing DA Form 1256.

(1) Part 1, Completion by Operating Office. Complete Part I and Part II. All award nominations requiring approval of the CG, USAREUR, and CofS, HQ USAREUR, must show the organization's commander or HQ USAREUR staff principal approval in block 10.

NOTE: If the nomination is for a public service award for the spouse of a commander, any member of the staff may serve as the nominating official.

(2) Part II, EEO Office and CPAC Review. The EEO office and CPAC must review the nominee's records.

(a) The EEO office must certify that—

1. There are no current EEO complaints filed against the nominee.

2. The nominee has no record of adverse findings in EEO complaints. In the absence of the EEO office chief, the EEO specialist acting on behalf of the EEO office chief may certify that the employee's records have been reviewed. Certification will be documented on DA Form 1256, block 7b.

(b) The CPAC must certify that—

1. There are no adverse personnel actions pending against the nominee.

2. The nominee has no record of pending or past adverse actions based on performance or conduct in the nominee's record. In the absence of the CPAC chief, an employee-relations specialist may certify that the employee's records have been reviewed by signing on behalf of the CPAC chief. Certification must be documented on DA Form 1256, block 7e.

(c) When adverse EEO or CPAC findings are documented, the nominating official will review the findings and determine whether or not to forward the nomination for approval. If the AEIARB or the award-approval authority disagrees with the nominator's determination, the package will be returned to the nominator with documented reasons for the disapproval. All signatures must be on the same DA Form 1256. Memorandums and e-mails are not acceptable substitutes for DA Form 1256.

b. Completing AE Form 672-20A.

(1) Block 8, Awards History. Enter the employee's most recent awards first. Honorary awards typically follow a progressive sequence of recognition and may be given to employees any time in their career. The employee's award history is available on the *Manager* page of the Defense Civilian Personnel Data System.

(2) Block 9, Justification. The justification is one of the most important pieces in the awards package. It is a summary of the employee's noteworthy achievements that justify why the award would be appropriate.

(a) The justification should be no longer than two single-spaced pages (8.5 by 11 inches) and should briefly describe the employee's achievements for the period of service being recognized.

(b) Periods of service recognized by previous honorary awards may not be used as a justification for the current award.

(c) Nominators may not use accomplishments from a previous organization without coordinating with the former organization.

(d) A well-written justification describes the programs, projects, or events in detail and what the nominee did that went above expectations. It explains the extent of the accomplishments and the effect they had on the local community, organization, subordinate command, staff element, or the Army. It should also include cost savings or avoidance. Figure 1 is a sample justification.

(e) A weak justification merely describes the employee's position and states that he or she did a great job or served with distinction. Poorly written justifications can result in an award being downgraded or denied.

(f) For public service awards, the justification must show how the accomplishments were of value to the Army. If the volunteer is also a DOD employee, the justification must be based only on the volunteer services provided and not on the person's position as a DOD employee. A well-supported justification describes the volunteer's contributions in detail for the period of service being recognized.

Mr. John W. Doe distinguished himself by exceptional performance of duty while serving as the Chief, Recovery Branch, United States Army Claims Service, Europe (USACSEUR), from September 1985 through June 2003. Mr. Doe consistently provided sage legal counsel to the Commanding General, USACSEUR. His superior technical supervision ensured that Soldiers and U.S. civilian employees received outstanding claims assistance. He provided exceptional supervision and exemplary instruction to claims personnel, and made numerous evaluative visits to field offices. His well-cultivated, respected, and professional relationship with the United States Army Claims Service, Military Surface Deployment and Distribution Command (SDDC), and United States Army Contracting Command, Europe (USACCE), significantly improved USACSEUR's transportation of Soldier property.

As the Chief, Recovery Branch, Mr. Doe was the USACSEUR legal expert on all aspects of personnel claims and carrier recovery. He was the subject-matter expert for Europe and shared this knowledge by teaching at continuing legal education conferences and outside agency conferences. He worked directly with field claims offices providing hands-on training to improve the personnel claims and recovery process in Europe. Mr. Doe was responsible for the Department of the Army centralized carrier recovery program in Europe. This included reviewing adjudicated claims for accuracy and feasibility of recovery, negotiating with carriers on claims, and working with contractors and outside agencies. Mr. Doe ensured that contracts, policy, and methods optimized recovery for the U.S. Government and claims were paid to Soldiers and U.S. civilian employees.

To ensure the highest claims recovery possible, Mr. Doe monitored adjudication for regulatory compliance of military and civilian attorneys assigned to field claims offices in Europe. Through this monitoring, he identified errors made by adjudicators and prevented repeat errors. Mr. Doe conducted claims assistance visits and provided an overview of claims operations. He provided management-level evaluations of field claims offices and instructed managers on ways to improve service to the community and recovery for the U.S. Government. As part of his efforts to ensure proper claims adjudications, Mr. Doe conducted extensive training of claims personnel at claims and legal education workshops in Europe.

The success of USACSEUR's recovery section is directly attributable to Mr. Doe's exemplary work ethic and effectiveness in motivating civilian and military personnel under his supervision. Fiscal year 1993 was the first time the United States Army Europe exceeded \$1 million in claims recovery. Each year since fiscal year 1993, claims recoveries have exceeded \$1 million, reaching \$1.6 million in fiscal year 2002.

As the expert in personnel claims and carrier recovery for the Army in Europe, Mr. Doe was required to make the final determination of liability on household goods carriers, packing and crating contractors, warehousemen, motor vehicle transporters, stevedores, and longshoremen. His expertise in this area allowed for continued positive relationships with the shipping industry and sister agencies.

In 1996, Mr. Doe developed a systematic offset program that was adopted by the USACSEUR, which resulted in thousands of dollars of privately owned vehicle (POV) carrier recovery. This program is now a permanent part of the carrier recovery practice. In 1997 he identified that the SDDC tender incorrectly stated the liability for unaccompanied baggage shipments. When the SDDC amended the tender, the carrier liability increased by 20 percent worldwide. Mr. Doe's diligence resulted in millions of dollars of increased recovery for the U.S. Government.

Mr. Doe worked closely with the SDDC during various attempts at reengineering the household goods and POV shipment processes. In 1995, he provided policy input on the plan to reengineer the POV shipment and helped establish contract performance standards.

Figure 1. Sample Justification for a Meritorious Civilian Service Award

In 1996, he initiated action with the SDDC to reengineer European tenders of service on terms more favorable for the individual and the Government. In October 2000, the SDDC adopted the claims and recovery provisions. Soldiers now have a 75-day notification period and the Government has a 6-year statute of limitations. This resulted in enhanced recovery performance. Mr. Doe conducted training on each reengineering program initiated by the SDDC.

During the past 4 years, Mr. Doe was involved in the global POV contract. He investigated contractor practices that revealed fraudulent documentation of shipment forms. The investigation allowed SDDC to charge the contractor with fraud under 18 USC 1001 and the contractor reversed its claims policy. As a result, two-thirds of worldwide POV shipment claims are settled directly with the shipper. Mr. Doe eliminated this carrier problem in Europe and continued to monitor all POV carriers.

Mr. Doe was appointed Assistant Contracting Officer by the USACCE to issue final decisions on contractor liability for contracts administered by the U.S. regional contracting offices in Europe. Since 1985, Mr. Doe has issued more than 490 final decisions on contractor liability. Since 1994, none of his decisions have been appealed to the Armed Services Board for Contract Appeals.

Mr. Doe ensured that the hard work and dedication of his employees were recognized and rewarded by—

- Considering them for promotion and upgrade as their positions evolved and the Recovery Branch downsized.*
- Providing informal encouragement that guaranteed a positive work environment and high morale in the Recovery Branch.*
- Providing training opportunities.*
- Nominating his employees for on-the-spot and performance awards.*

Mr. Doe's outstanding legal knowledge, innovation, and tenacity resulted in more than \$25 million being recovered for the United States, its Soldiers, and its employees. His dedication, exceptional supervisory skills, and subject-matter expertise deserve to be recognized by the Meritorious Civilian Service Award.

Figure 1. Sample Justification for a Meritorious Civilian Service Award (Continued)

c. Block 10, Proposed Citation. Prepare a proposed citation of one paragraph (maximum of 100 words) that highlights two or three significant achievements. Do not use acronyms unless they have been defined. Figure 2 is a sample citation.

For exceptional performance while serving in the Office of the Judge Advocate, Headquarters, United States Army Europe, from September 1985 through June 2003. Mr. Doe's outstanding legal knowledge resulted in \$25 million being recovered for the United States. His exceptional accomplishments and professionalism have brought great credit on him and the United States Army Europe.

Figure 2. Sample Citation

d. Block 11, Coordination. If a manager outside an employee's chain of command wants to nominate the employee for an award, the nomination must be coordinated with the employee's immediate supervisor before it is submitted. If the immediate supervisor disagrees with the nomination, it may not be submitted, since the immediate supervisor is responsible for the employee's overall performance.

e. Block 12, Biography.

(1) U.S. Civilian Employees. A biography must be completed for U.S. civilians nominated for the Decoration for Exceptional Civilian Service, Meritorious Civilian Service Award, Decoration for Distinguished Civilian Service, and Secretary of the Army Public Service Award. Figure 3 is a sample biography for U.S. civilian employees.

a. Name: *Mr. John W. Doe*

b. Title, series, and grade: *Human Resources Specialist, GS-0201-14*

c. Education and degrees:

<i>Sep 85 - Dec 85</i>	<i>Communications Course</i>	<i>Oklahoma University, OK</i>
<i>May 79 - Jun 79</i>	<i>Basic Supervision Course</i>	<i>Chambersburg, PA</i>
<i>May 77 - Jun 77</i>	<i>Newspaper Editor's Course</i>	<i>Defense Information School Fort Benjamin Harrison, IN</i>
<i>Sep 64 - Jan 67</i>	<i>College (BA, English)</i>	<i>University of Maryland, MD</i>

d. Employment history:

<i>Jan 97 - Present</i>	<i>Public Affairs Officer (GS-14)</i>	<i>United States Army Europe Heidelberg, Germany</i>
<i>Nov 92 - Dec 96</i>	<i>Public Affairs Officer (GS-13)</i>	<i>United States Army Europe and Seventh Army Heidelberg, Germany</i>
<i>Apr 87 - Nov 92</i>	<i>Public Affairs Officer (GS-13)</i>	<i>United States Army Materiel Command, VA</i>
<i>Nov 82 - Apr 87</i>	<i>Public Affairs Officer (GS-12)</i>	<i>United States Army Materiel Command, VA</i>
<i>Dec 77 - Nov 82</i>	<i>Information Specialist (GS-11)</i>	<i>White Sands Missile Range, NM</i>
<i>Oct 76 - Dec 77</i>	<i>Public Info Specialist (GS-9)</i>	<i>White Sands Missile Range, NM</i>
<i>Oct 75 - Oct 76</i>	<i>Public Info Specialist (GS-7)</i>	<i>White Sands Missile Range, NM</i>

Figure 3. Sample Biography for U.S. Civilian Employee

(2) LN Employees. Civilian and public service awards for LN employees must be submitted for U.S. Embassy concurrence. Figure 4 is a sample biography for LN employees.

a. Name: *Hr. Hans Mustermann*

b. Title, series, and grade: *Human Resources Specialist, C-0201-07*

c. Education and degrees:

<i>Jun 07 - Dec 07</i>	<i>Hostility and aggression in the workplace course</i>	<i>Fachhochschule, Musterstadt, Germany</i>
<i>Jul 06 - Jun 07</i>	<i>Time management course</i>	<i>Fachhochschule, Musterstadt, Germany</i>
<i>Oct 90 - Mar 95</i>	<i>Business management, Diplom Betriebswirt (FH)</i>	<i>Fachhochschule, Musterstadt, Germany</i>

d. Employment history:

<i>Apr 05 - Present</i>	<i>Human Resources Specialist</i>	<i>United States Army Civilian Human Resources Agency Musterstadt, Germany</i>
<i>Nov 00 - Apr 05</i>	<i>Manager</i>	<i>Deutsche Bank, Musterstadt, Germany</i>
<i>Aug 95 - Nov 00</i>	<i>Managerial Assistant</i>	<i>Deutsche Bank, Musterstadt, Germany</i>

e. Place of birth: *Musterstadt, Germany*

f. Date of birth: *1 January 1971*

g. Home address: *Musterstr. 123
12345 Musterstadt
Germany*

Figure 4. Sample Biography for LN Employee

f. Memorandum of Lateness.

(1) Award nominations for approval by the CG, USAREUR, or CofS, HQ USAREUR, must be forwarded to the USAREUR G1 (AEAGA-CE) at least 45 days before the desired presentation date.

(2) If the award nomination is submitted for approval by the SA, it must be submitted to the USAREUR G1 (AEAGA-CE) at least 150 days before the desired presentation date.

(3) If the award is not submitted according to these instructions, the package will be considered late and must include a memorandum of lateness. The memorandum must explain why the nomination was not submitted in time to be presented to the employee before his or her departure. A memorandum of lateness should also be included when there is a long time between the submission of the award and the period of performance. Nominations arriving late with no explanation will be returned to the organization.

(4) Figure 5 is a sample memorandum of lateness.

(Office Symbol)

(Date)

MEMORANDUM FOR HQ USAREUR (AEAGA-CE), CMR 432, APO AE 09081

SUBJECT: Memorandum of Lateness

1. I request approval of the enclosed award nomination of Mr. John Doe, Human Resources Specialist, for the Meritorious Civilian Service Award.

Sample A

2. Reason – On *(date)*, Mr. Doe was notified he had been selected for a position at Fort Monroe on *(date)* and will be departing on *(date)*. The job offer and Mr. Doe's acceptance were unexpected and did not allow sufficient time for a timely submission.

3. It is appropriate that Mr. Doe be recognized for his exceptional accomplishments while assigned to *(unit)* because *(state the reasons)*.

4. The POC is *(name and telephone number)*.

Sample B

2. Reason – Mr. Doe announced on *(date)* that he would be retiring, which allowed only *(how long)* to process this award.

3. It is appropriate that Mr. Doe be recognized on his retirement for his exceptional accomplishments while assigned to *(unit)* because *(state the reasons)*.

4. The POC is *(name and telephone number)*.

Encl

COMMANDER or
HQ USAREUR STAFF PRINCIPAL
SIGNATURE BLOCK

Figure 5. Sample Memorandum of Lateness

Career Service Recognition for Civilian Employees

Length-of-Service Certificates

Award: Career service emblems and Office of Personnel Management certificates will be awarded to civilian employees in recognition of career Federal service.

a. Length-of-service certificates are used to recognize Federal civilian service in 5-year increments if the nominee has served at least 1 year of service as a civilian employee.

b. Length-of-service certificates may be approved by the authorities shown in table 2.

Table 2 Length-of-Service Certificate Approval Authorities	
Years of Service	Approval Authority
5, 10, 15, and 20	Director, division chief, or equivalent official
25	Lieutenant colonel and above or civilian equivalent
30, 35, 40, 45, and 50	CG, USAREUR, or highest approval authority for non-USAREUR organizations

c. Requests for signed length-of-service certificates must include the employee's Federal civilian and military service (table 3).

Table 3 Employee Federal Civilian and Military Service				
Organization: XXX				
Years	mm/dd/yyyy	First name, Last name	Job title	Series/grade

d. Civilian employees who are U.S. citizens and have completed 5 years of satisfactory service will be awarded a career-service certificate.

e. Civilian employees who are U.S. citizens and have completed 10, 15, 20, 25, 30, 35, 40, 45, or 50 years of satisfactory service will be awarded a career-service emblem and certificate. For 55 years or more, the USAREUR G1 (AEAGA-CE) develops a personalized, individual certificate.

f. Eligible LN employees will be awarded one of the following:

(1) The same emblem and certificate as given to U.S. civilian employees.

(2) An emblem and certificate similar to the type given to U.S. civilian employees.

Procedure: Requests for signed length-of-service certificates for 30 or more years of service must be sent through the servicing CPAC to the USAREUR G1 (AEAGA-CE).

Eligibility:

a. U.S. Army civilians: Federal civilian and military service will apply toward eligibility for a career-service emblem as long as the employee has served at least 1 year as a U.S. Army civilian employee.

b. LN employees: LN employees must have been employed by the U.S. Army for at least 1 year.

REFERENCES

SECTION I PUBLICATIONS

Section 2105, Title 5, United States Code

DOD Instruction 1400.25, DOD Civilian Personnel Management

AR 25-400-2, The Army Records Information Management System (ARIMS)

AR 672-20, Incentive Awards

SECTION II FORMS

Standard Form 50, Notification of Personnel Action

DD Form 1610, Request and Authorization for TDY Travel of DOD Personnel

DA Form 1256, Incentive Award Nomination and Approval

DA Form 2028, Recommended Changes to Publications and Blank Forms

AE Form 672-20A, Army in Europe Incentive Awards Supplemental Form

GLOSSARY

AE

Army in Europe

AEIARB

Army in Europe Incentive Awards Review Board

AIAB

Army Incentive Awards Board

AR

Army regulation

ASCC

Army service component command

CG, USAREUR

Commanding General, United States Army Europe

CofS, HQ USAREUR

Chief of Staff, Headquarters, United States Army Europe

CPAC

civilian personnel advisory center

DA

Department of the Army

DOD

Department of Defense

EEO

equal employment opportunity

GWOT

Global War on Terrorism

GWOTEM

Global War on Terrorism Expeditionary Medal

HQ USAREUR

Headquarters, United States Army Europe

LN

local national

MEDEVAC

medical evacuation

POV

privately owned vehicle

SA

Secretary of the Army

SDDC

Military Surface Deployment and Distribution Command

U.S.

United States

USACSEUR

United States Army Claims Service, Europe

USAREUR

United States Army Europe

USC

United States Code