



Adjutant General's Corps Regimental Association
4840 Forest Drive, Suite 6948
Fort Jackson, South Carolina 29260



August 30, 2025

MEMORANDUM FOR Chapter Presidents

Subject: Awards Process Optimization Plan

1. On behalf of the AGCRA National Executive Council (NEC), the Council's appreciation is extended for the patience and understanding during the review and enhancement of the Association's Awards Program. Timely and efficient recognition is essential to the overall AGCRA mission. Our Chapters' dedication and feedback during the Program regrouping to improve awards processes has been invaluable.

2. A series of business process improvements will be implemented, effective 1 September 2025. These improvements are designed to streamline the awards process, provide greater predictability for Chapters, and ensure a more transparent and responsive experience. The following are key changes:

a. Change 1: **Regional Awards Committee Support.** To enhance the processing of awards, the NEC Awards Committee members will now assist within assigned geographical areas:

- Mrs. Evadne Ramirez - U.S. Central Region/At Large Chapter
- Mrs. Nicole Hatcher - U.S. East Region (Interim)
- Mrs. Paola De La Rosa-Lloret - U.S. West Region/Pacific
- Mrs. Brandy Jackson-Frazer - Europe
- Mrs. Danyale Hyatte - Strategic Integrator

1) All award nomination packets will be submitted through our central email at Awards-Team@agcra.com.

2) When submitting award nominations, do include your Chapter name in the subject line. Naming convention for nomination forms will be award type, rank, first name, last name i.e. RLM_CPT_Jane_Doe, or HGG_SFC_Joe_Johnson.

3) To remain in compliance, please refrain from using your Department of Defense e-mail account when communicating with us, please utilize a personal e-mail address.

b. Change 2: **Standardized Awards Processing Schedule.** To provide greater predictability, all award nomination packets will now be voted on according to a set schedule. Chapters are encouraged to plan accordingly to minimize delays in processing. The specific dates are as follows:

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Submit Packet	Voting Board	Payment Confirmation	Package/Ship
1st-15th of the Month	16th - 20th	21st - 24th	25th - 30th

- 1) Award nominations submitted after the submission period will be boarded the following month.
- 2) For the first three months of the schedule implementation, Chapters with scheduled recognition functions will be processed with priority.
- 3) Chapters submitting myriad award nominations, including Colonel Robert L. Manning Achievement Awards, along with Horatio Gates level awards, will receive all medals in one shipment after the Horatio Gates awards are approved and payment is confirmed. Ensure the POC mailing address on file is correct.
- 4) Depending on the volume being processed, you may receive your awards status in an expedited manner.

c. Change 4: **Sutler Store Award Payment Confirmation.** Once an award has been approved, the NEC Awards Team will notify the recommender or Chapter Awards VP to purchase the medal through the Sutler Store. Currently, the stall typically stems from Chapters not purchasing the medal and providing payment confirmation in a timely manner. For this reason, Chapters are encouraged to collect monies from recommender(s) and have their VP Awards be the POC for purchasing the medal(s) through the Sutler Store. When submitting the payment confirmation, please annotate which award nomination the medal purchased applies to. This action will expedite the shipping of the awards batch that has been submitted and ensure your packages are mailed to a Chapter common address. We ask that you verify your mailing address on AGCRA.COM before purchasing the medals to minimize return to sender instances. Chapters are responsible for paying the postage for additional attempts to deliver packages that are returned to us based on erroneous mailing addresses.

d. Change 3: **Decentralized RLM Award Processing.** To expedite the recognition of deserving individuals, and per our awards criteria, the Colonel Robert L. Manning (RLM) Achievement Award will be approved and signed by the Chapter President.

- 1) A digital template for the award certificate will be provided to each Chapter Awards VP NLT 15 September 2025.
- 2) At-Large Chapters will have their nominations approved by the AGCRA President.
- 3) All approved RLM nominations must still be submitted to the NEC for record verification.

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- 4) Once the member's active account is confirmed, the medals can be purchased through the Sutler Store, ensure to annotate the name of the recipient on the remarks section of the purchase form. The NEC POC will then package and ship the awards within the week.

e. Change 4: **Updated AGCRA Awards Nomination Form.** An updated nomination form is under development and will be available on the AGCRA website within the coming weeks. The effective date of the new nomination form will be 1 November 2025, and the older version will not be accepted after 1 January 2026. The revised form will help streamline the verification process by providing more detailed information on the active member's record, including contact and mailing details. It will also include clearer verbiage on the award criteria to ensure accuracy and consistency. We will use our newsletter and social media to make the formal announcement. We will also announce training days to go through the form in detail and answer any questions.

f. Change 5: **Chapter-Level RLM Inventory Pilot Program.** In October 2025, the NEC will identify a Chapter to assist us in testing a new way of processing the COL (R) Robert L. Manning Achievement medal. This pilot program will allow us to look for efficiencies by streamlining the current process. The specific phases for this pilot will be discussed with the Chapter, and based on those results we will conduct an assessment for future implementation to other Chapters. We understand that based on Chapter size, this pilot may not be financially suitable for some Chapters. Also, upon implementation Chapters will have the right to opt out in writing. This award "franchise" approach for the RLMs will allow participating Chapters to directly have some ownership over the RLM award processing. It is important to remember that this new process will place responsibilities on each Chapter as they pertain to:

- 1) RLM inventory management and accountability; the chosen Chapter will be required to comply with specific guidelines for accountability and submit a monthly awards log report to the NEC. Chapters will be provided with templated tracker for the awards and inventory. Failure to properly maintain data and/or inventory will result in revocation of privilege.
- 2) Printing of certificates; Chapters will be provided with the certificate template. This template will not be altered.
- 3) Participation in scheduled meetings; Chapters Awards VP will be required to attend training prior to assuming responsibilities.
- 4) Budget for required supplies. During and after the Pilot Program, the cost for Colonel Robert L. Manning will remain the same. Chapters will need to purchase the inventory ahead of time. How many can a Chapter hold as inventory will be determined using factors such as active membership numbers. Only a limited quantity will be purchased and you will not be allowed to replenish unless a completed report is received at the NEC.

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3. The above changes are expected to strengthen the AGCRA Awards Program and help to better recognize the outstanding members of the Association. The NEC-Chapter partnership during the rollout of these new processes is truly appreciated.

4. Enclosed is a Frequently Asked Questions for your reference. If you have any questions or time-sensitive concerns, please don't hesitate to contact Awards VP, Mrs. Evadne Ramirez at Awards@agcra.com.



Dr. Mark A. Clark, Jr.
SGM (Ret), U.S. Army
President, AGCRA

AGCRA Awards Program Rollout – Frequently Asked Questions (FAQ)

Regional Awards Committee Support

Q1. Do we contact our assigned Regional Awards Committee member directly?

You may contact your regional awards POC at the same email address Awards-Team@agcra.com. Regional members are support advisors, not approvers. They can help answer process questions but do not replace the central submission email.

Q2. What if my region's support person changes (e.g., Interim roles)?

The NEC will provide updates as needed. Always use the central email awards-team@agcra.com to ensure continuity.

Standardized Awards Processing Schedule

Q3. If my Chapter has a recognition event scheduled outside the published timeline, what happens?

Contact Awards@agcra.com immediately. For the first three months, events will receive priority, but afterward, exceptions must be justified.

Q4. If we submit on the 15th, does our packet process in the current cycle?

Yes, packets submitted by 11:59 PM on the 15th are included in the current cycle. Submissions after that roll over to the next month.

Q5. How many nominations can we submit at once?

There is no cap, but submitting a large number may delay processing. When Horatio Gates and RLM awards are submitted together, shipments are consolidated until Horatio Gates approvals are finalized.

Sutler Store Award Payment Confirmation

Q6. Who is responsible for purchasing medals?

Chapters are encouraged to designate their Awards VP as the primary POC to purchase all medals through the Sutler Store. Recommenders should reimburse the Chapter.

Q7. What if the Sutler Store is out of stock?

The Sutler Store assists with the sales application, they do not control the inventory. The NEC VP Awards is the sole custodian for all AGCRA awards both Chapter and institutional. NEC will advise of expected restock timelines. Chapters should plan events accordingly to avoid last-minute delays.

Q8. How should payment confirmation be submitted?

Email confirmations to Awards-Team@agcra.com, clearly noting the awardee's name and award type in the message same as remarks section within the purchase order.

Decentralized RLM Award Processing

Q9. Does the Chapter President need NEC approval before signing RLM certificates?

No. Chapter Presidents approve/sign directly. NEC will only verify records afterward.

Q10. What about At-Large Chapters?

Their nominations will be approved by the AGCRA President, coordinated through the NEC.

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Q11. What if we accidentally alter the certificate template?

Do not make changes. Altering the template can cause delays or rejection. Contact the NEC if adjustments are needed.

Updated Awards Nomination Form

Q12. When will the new form be available?

It will be posted on the AGCRA website no later than 1 November 2025.

Q13. Can we still use the old form after November 1st?

Yes, until 31 December 2025. Starting 1 January 2026, old forms will not be accepted.

Q14. What if we already drafted nominations using the old form?

You may submit them before the deadline. After 1 January 2026, they must be resubmitted on the new form.

Chapter-Level RLM Inventory Pilot Program

Q15. How will the pilot Chapter be selected?

The NEC will select one Chapter based on membership size and nomination volume.

Q16. How much inventory will Chapters be allowed to hold?

Quantities will be based on active membership numbers. Inventory caps will be communicated directly to the pilot Chapter.

Q17. What if a Chapter hosts a large event and exceeds its inventory cap?

The Chapter must submit a request through the NEC to temporarily increase inventory.

Q18. What type of training will Awards VPs receive?

Training will be virtual with required completion prior to assuming inventory responsibilities.

Q19. What must the monthly log report include?

A provided tracker will capture: awardee name, membership status, certificate issued date, medal issued date, and remaining inventory count.

Q20. What happens if a Chapter fails to maintain data or inventory?

Privileges may be revoked. Reinstatement will be evaluated case by case after corrective actions are demonstrated.

General

Q21. Who do we contact for urgent award issues near a ceremony?

Email Awards-Team@agcra.com with "URGENT" in the subject line. NEC will triage priority cases.

Q22. Will there be an SOP or guide to supplement this memo?

Yes. An SOP and sample nomination form will be distributed later in the rollout.

Q23. How will these changes affect overseas Chapters?

Europe and Pacific regions should allow additional shipping time. NEC will prioritize shipments for time-sensitive ceremonies.

Q24. Can Chapter funds cover medal costs if nominators delay payment?

Yes, Chapters may front the cost, but must maintain accountability records for Reimbursement. Ensure award approval has been received prior to purchase.