

Sir or Ma'am,

Beginning April 1, all Individual Reservists must utilize the HQ RIO Reserve Pay Office, Buckley Air Force Base, Colorado. Members who are on orders that extend beyond April 1 should remain with their current RPO until those orders end and then begin using the HQ RIO RPO afterward.

To switch to the HQ RIO RPO, IRs must change their RPO assignment in AROWS-R. To do this, log-in to AROWS-R and select MY ACCOUNT. On the MY ACCOUNT page, use the Reserve Pay Office drop down menu and select IMA RPO. Click Save Changes before logging out. If this action is locked out on your account, it has been updated for you.

The HQ RIO RPO call center will become operational on March 23. Call center hours will be from 6:30 a.m. to 5:00 p.m. (MT), Monday-Friday, except federal holidays, and Wednesdays from 1:00 to 3:00 p.m. If you contact the RPO during non-business hours and leave a message, they will contact you the next business day.

The HQ RIO RPO can be reached at 720-847-3711 or arpc.riorpo.1@us.af.mil. Their fax number is 720-847-3960.

The RPO staff here is VERY focused on providing you the high level of customer service you expect from other RPOs. Please call our RPO if you have any questions.

We can't thank you enough for your support during this transition.

CHRISTOPHER E. CRONCE, Colonel, USAF
Commander, HQ Individual Reservist Readiness and Integration Organization

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