



# Air Reserve Personnel Center

**Welcome to the ARC Field Training  
Class at ARPC - Buckley AFB, CO**





# Air Reserve Personnel Center

**Welcome to ARPC –  
Vice Commander, Command Chief  
and ANG Advisor Remarks**





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# ***United States Air Force Reserve***

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## **Customs & Courtesies Local Area**



**MSgt Beth Anschutz**

**Acting HQ ARPC ◊ First  
Sergeant**

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# *Customs & Courtesies*

- **Reveille & Retreat**
  - **0730 & 1700**
  - **Outdoor protocol**
  - **Driving/in vehicle**
  
- **High rank in/about ARPC**
  
- **“Joint-Base” Buckley**



- **Weather**
  - **Walking/Driving concerns**
  - **Layers are you friend**
  
- **Colorado's legal products**
  - **Avoid dispensaries**
  - **Don't be surprised by the smell**



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## **HQ ARPC Mission**

### **Brief**



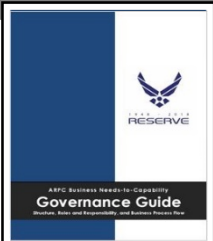
**Mr. Scott Fromm**  
**ARPC Director of Staff**  
**May 2018**

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# Mission





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# History

.... HQ AIR RESERVE PERSONNEL CENTER ....



SIX DECADES OF SERVING GENERATIONS OF AIRMEN  
THROUGH INNOVATION AND EFFICIENCY

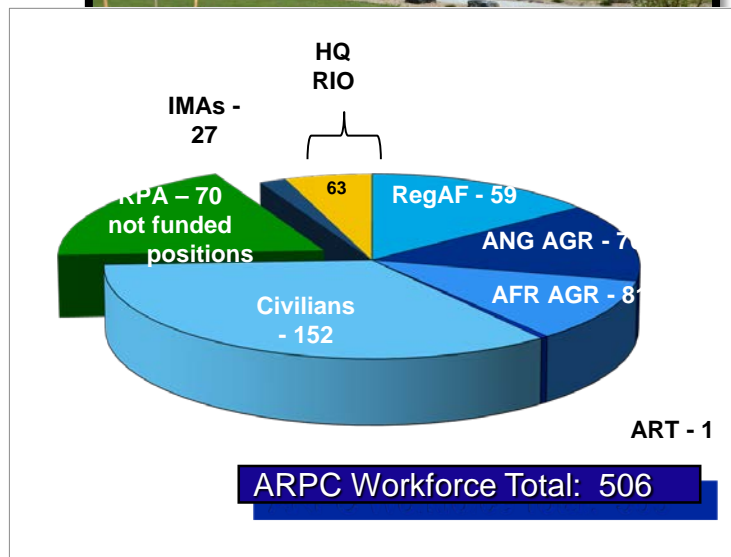
1950s    1960s    1970s    1980s    1990s    2000s    Present





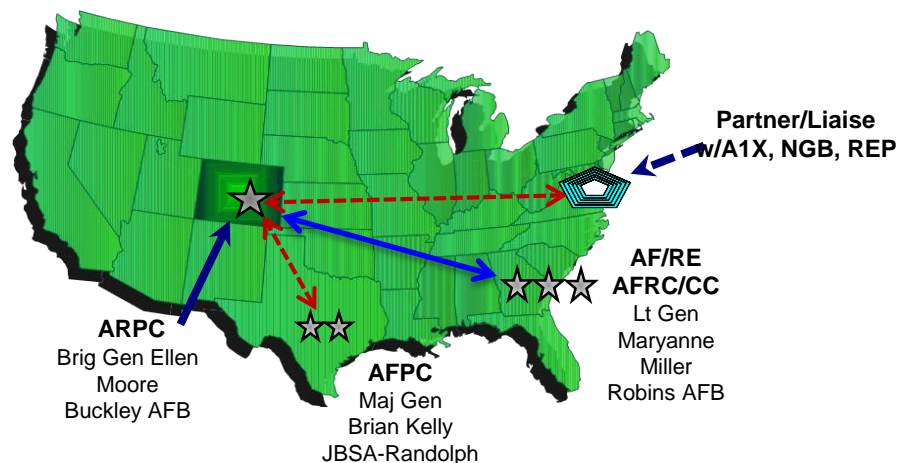
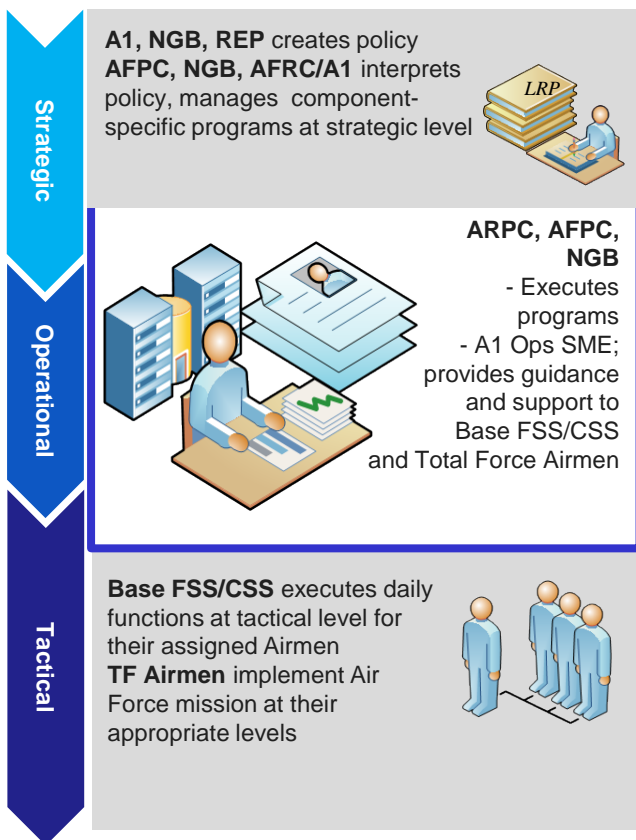
# Overview

- Headquartered at Buckley AFB, CO
- 3 Operating Locations
  - St Louis, MO (NPRC)
  - Monterey, CA (DMDC)
  - San Antonio, TX (AFPC)
- Parent command to HQ RIO & its Detachments
- Executes personnel programs
- Supports 1.3M Total Force Customers





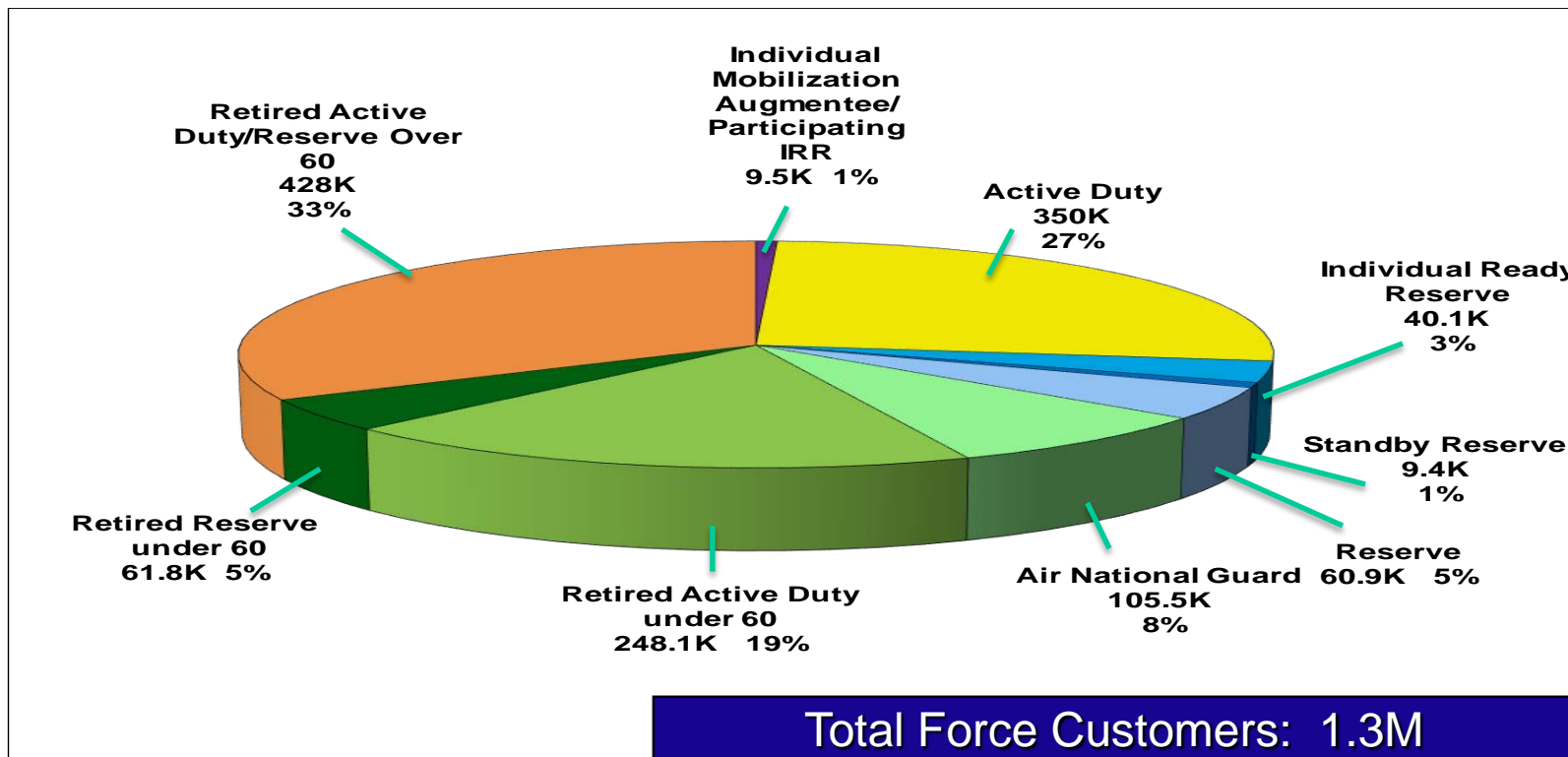
# Total Force Personnel Management



ARPC has a Direct Reporting relationship to AFRC and serves the *execution arm of ARC* policy. ARPC *partners* with AFPC & NGB on Total Force program execution.

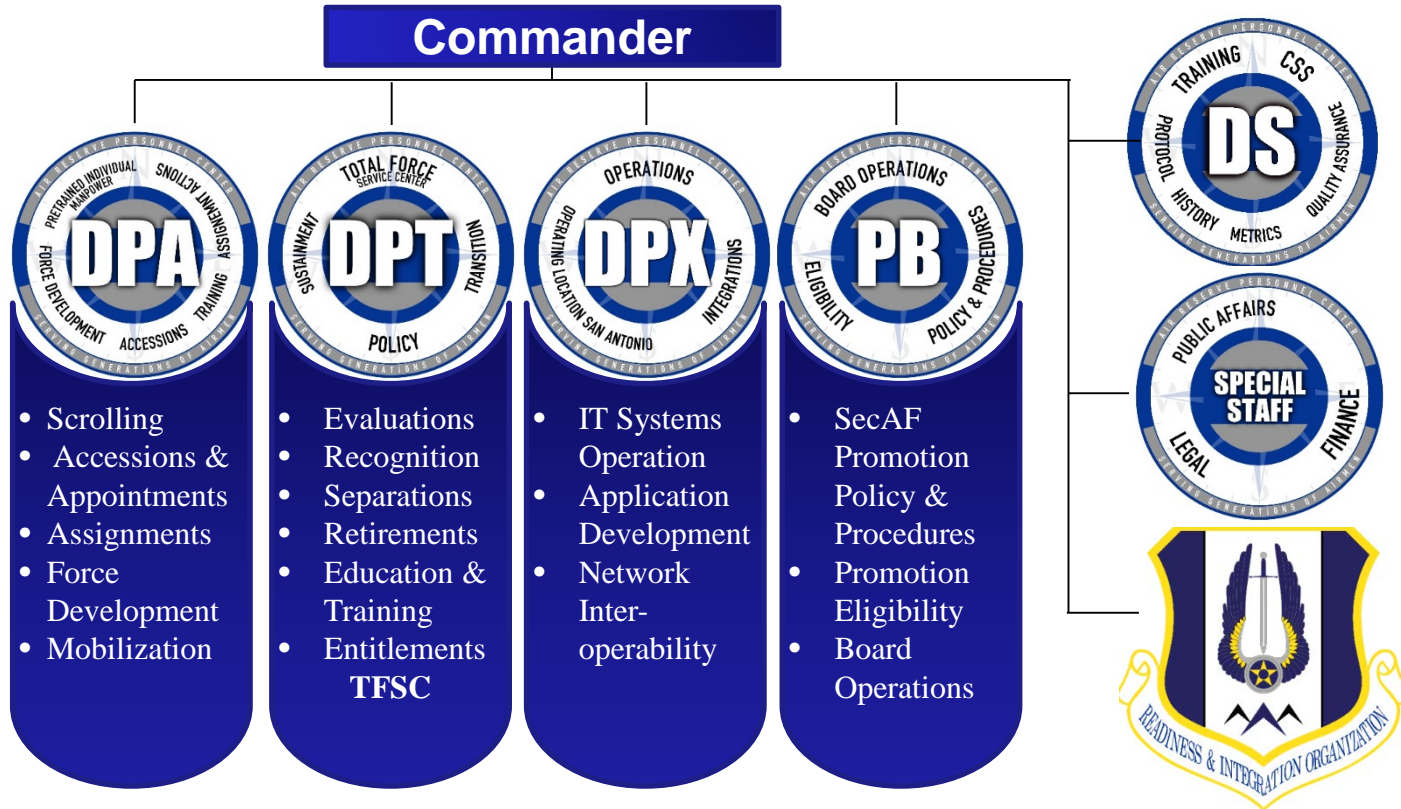


# Total Force Customer Base



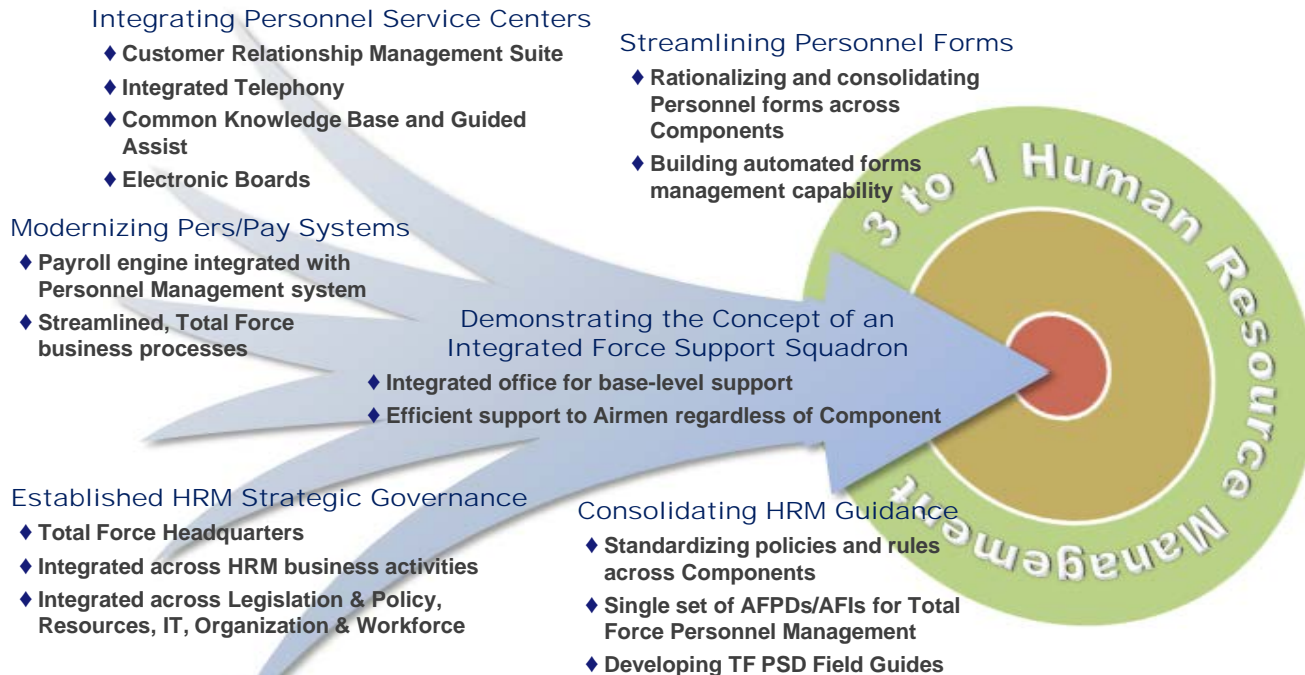


# Organization & What We Do...





## HRM Total Force Transformation: Comprehensive, End State Efforts



*Arming our workforce with the processes, standards & tools to deliver Total Force Personnel Services*



# Transformation Initiatives

## 1. Tier Work Processes

Standardization across infrastructure to distribute business processes and functions, creating multi-level support for consistent, accurate, and repeatable customer service.

## 2. Provide TF Service via Contract

Provide efficient operational HR support to TF Airmen 24/7/361 via service contract while delivering emerging technology and improved business outcomes.

## 3. Achieve Common Op Platform

Deploy an enterprise-wide program to transform the operational models of AFPC & ARPC from independent Service Centers into one consolidated Total Force Service Center to meet the business needs of their independent customer segments.

## 4. Standardize Quality Management Tools and Metrics

Develop & implement a sustainable, effective customer satisfaction system which consistently measures business operations and service quality benchmarks across both TFSCs.

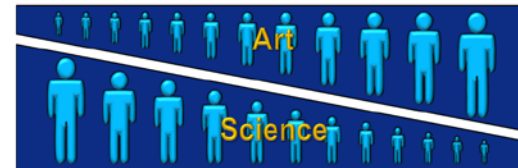
## Challenges/Dependencies

- Current Organization Structure
- Standardized knowledge management framework
- Change Management
- Genesys implementation
- Guided Assistance Training
- Future State of TFSCs

## Desired End State

Customer Focused Needs Driven Customer Satisfaction Faster service Individualized Care

## Better Service



## Gained Efficiencies

Streamlining Automation Continual Improvement Enhanced IT Improved Communication



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## **Assignments Directorate**



DPA

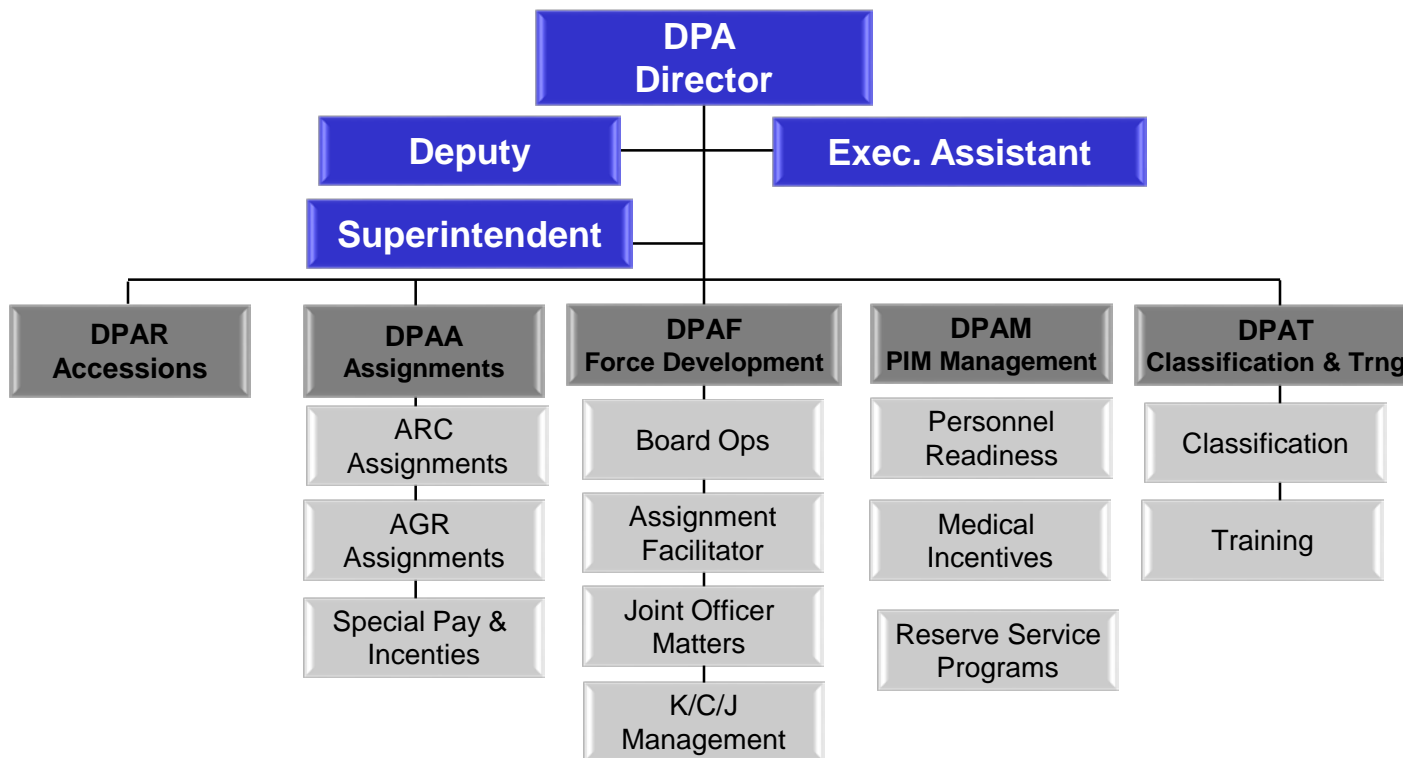
May

2018

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# Organizational Structure







## ***DPAR: Accessions***

### **What We Do:**

- **Direct Officer Accession (OA) Commissioning Process**
  - **Professional: JA, SG, and Chaplain**
  - **Health Profession Scholarship Program (HPSP) stipend**
  - **Chaplain Religious Profession Scholarship Program**
  - **Deserving Airman commissioning program/OTS**
  - **Resigning Regular**
  - **Competitive Category Change**
- **Enlisted Accessions**
  - **USAFA Preparatory School**
  - **IMA**
- **Scrolling**
  - **Used to obtain POTUS approval of officer commissioning**



## ***DPAA: Assignments Division***

### **1. AGR Assignments:**

#### **Manage AFR AGR Assignments (HQ & Unit AGRs)**

- **Validates AGR positions & posts vacancies on the ARPC website**
- **Screens all the applications and forwards the applications to the hiring authority**
- **Sends notification to members for selection and non-selection**
- **Management Directed Reassignments (MDR)**
- **Voluntary curtailments**
- **AGR promotion grade ceiling for SMSgt & CMSgts**
- **Conduct AGR Review Boards (ARB)**



## ***DPAA: Assignments Division cont.***

### **2. Special Pay and Incentives:**

- **FY Aviation Bonus (AvB):**

- **FY18 AvB program is approved from 13 Apr 2018 – 31 Dec 2018. The program is for Active Guard/Reserve (AGR) and Air Reserve Technician (ART) rated officers.**

- **Reserve Enlisted and Officer Incentive Program:**

- **Governed by the Critical Skills Listing. Incentive types include: Accession, Affiliation, Non-Prior Service, Prior Service, Reenlistment and Retraining.**

- **Incapacitation Pay:**

- **Pay & allowances for Reserve members who experienced a loss of earned income because of an injury, illness, or disease incurred or aggravated in the line of duty.**



## ***DPAA: Assignments Division cont.***

### **3. Reserve Assignments**

- **IAW AFI 36-2115**

**Assignment actions and orders on personnel who are requesting assignment to:**

- **Individual Reservist IMA positions & the PIRR Program**
- **ANG and USAFR units, IMA, PIRR or Points only status.**
- **Coming from non-participating, IMA, PIRR or “Points only” status**

**Coordinate on cases involving:**

- **AFSC Determination (classification actions)**
- **Twice Deferred waiver packages, USERRA, Reserve Retiree to Reserve**
- **Voluntary Limited Period of Active Duty Program(VLPAD)\**
- **ANG – Project MILPDS records to ANG assignment for batch gain**
- **Assignment processing from IRR to...AFR & ANG and IMA Assignments**



## ***DPAF: Force Development Division***

### **What We Do:**

- **Reserve Officer and Enlisted Development Teams (DT)**
  - **Designed to produce Airmen who possess tactical expertise, operational competence and strategic vision**
  - **Provides senior leader mentorship matching individual desires and capabilities with Air Force Reserve needs**
- **Reserve School Boards**
  - **Exceptionally well qualified AFR members who have expressed their desire for Leadership and Return on Investment for the AFR**
- **Reserve Development Plans (R-ODP & R-EDP)**
  - **Important tool for USAFR Member's to communicate their personal career goals to DT and school boards**
- **Joint Officer Management (JOM) (O-6 and Below)**
- **Key Command Joint Management (KCJ) (O-5 and O-4)**



## ***DPAF: Force Development Division Con't***

### **What We Do:**

#### **Reserve Command Screening Board**

- **Identify those Colonels and Lt Colonels based on leadership potential as candidates for wing, vice wing and group commander positions**

#### **Reserve Command Chief Screening Board**

- **Identify those Chief Master Sergeants based on leadership potential and performance as candidates for future Command Chief positions**

#### **Stripes for Exceptional Performers (STEP) II Board**

- **Commander's program designed to promote outstanding and well deserving Air Force Reserve members to one grade above the authorized grade for their position**



What We Do: ***DPAM: Pre-Trained Individual Manpower***

Personnel Readiness: \*ARPC's only wartime mission

- **Pre-trained Individual Manpower (PIM) (AF Strategic Reserve) Force Manager:**
- **Individual Ready Reserve (IRR), Standby Reserve, Retired Active <60/>60, Retired Active/Reserve >60**
- **Executive Advisor to Air Staff**
- **Mobilization Ready via screening programs:**
  - **Annual survey mail-outs, Annual Musters, biennial Push-Pull exercises**
- **Performs address updates/research**

Medical Incentives:

- **Acting MPS for HPSP students (IRR); manages/processes ANG/AFR Medical Special Pay programs**

Reserve Service Programs:

- **Assignment actions/management on non-participating members (Key Employee, UIF's on IRR/Standby, Career**



## ***DPAMR: Special Programs***

**Key Employee – myPers article #17360**

**Foreign Government Employment - myPers article #15330**

**Career Intermission Program – myPers article #27945**

**MPF for the Individual Ready Reserve**

**S7 PAS Code UIF Monitor**





## ***DPAMR: Verification of Service Dates***

**GAINING UNIT responsible for initial computation and system update of all service dates upon accession.**

**Controlled data items in MilPDS: Pay Date, TFCSD, TYSD (Total Force).**

**Documents required: all DD4's, DD214's, NGB 22's, NGB 66's, Appointment/Enlistment orders and any Separation/Discharge documents.**

- **Requests usually completed within 10 business days**

**Reference for Service Date calculation**

- **AFI 36-2604, Service Dates and Dates of Rank**

**Reference for Pay Date calculation**

- **DoD 7000.14-R, Financial Management Regulation**
- **Requests should be submitted via vPC dashboard**



## ***DPAMR - References for Calculation of Service Dates***

❖ ***AFI 36-2604, Service Dates and Dates of Rank***

Used for calculation of:

- Date Initial Entry Uniformed Service (DIEUS)
- Date Initial Entry Reserve Forces (DIERF)
- Total Years Service Date (TYSD)
- Total Federal Commissioned Service Date (TFCSD)
- Total Active Federal Military Service Date (TAFMSD)
- Total Active Federal Commissioned Service Date (TAFCSO)
- Date of Rank (DOR)
- Current Grade Date of Rank (CGDOR)
- Total Enlisted Military Service Date (TEMSD)
- Extended Active Duty (EAD)
- 1405 Service Date (Retirement Pay Multiplier)

❖ ***Department of Defense Financial Management Regulation 7000.14-R, Volume 7A***

Used for the calculation of: Pay Date



## ***DPAT: Classification and Training***

### **What We Do:**

#### **HQ AFRC Classification Waivers processing**

- **Reserve Classification Waivers**

#### **HQ AFRC Classification AFSC Conversion Coordination**

- **Reserve AFSC conversions**

#### **Individual Reservist Training Management**

- **Enlisted/Officer On-the-Job Training Management**
- **AFSC, Skill Level, SEI Updates**
- **Training and Retraining status updates**
- **Formal school course request and processing**



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## **Directorate Personnel & Total Force Services (DPT) Overview**



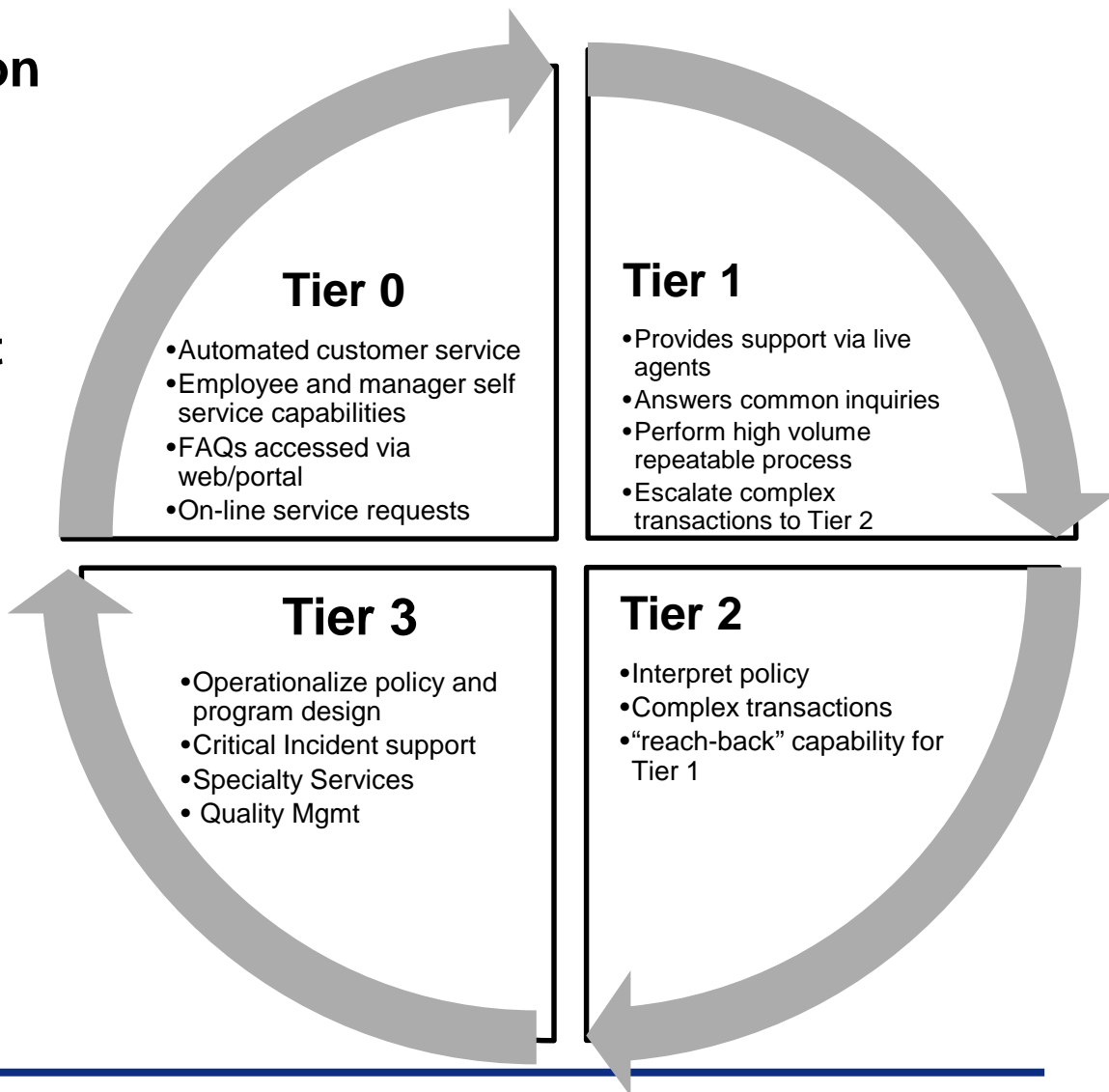
**Director, Colonel Richard Erredge  
Superintendent, CMSgt Sandra Ahern**

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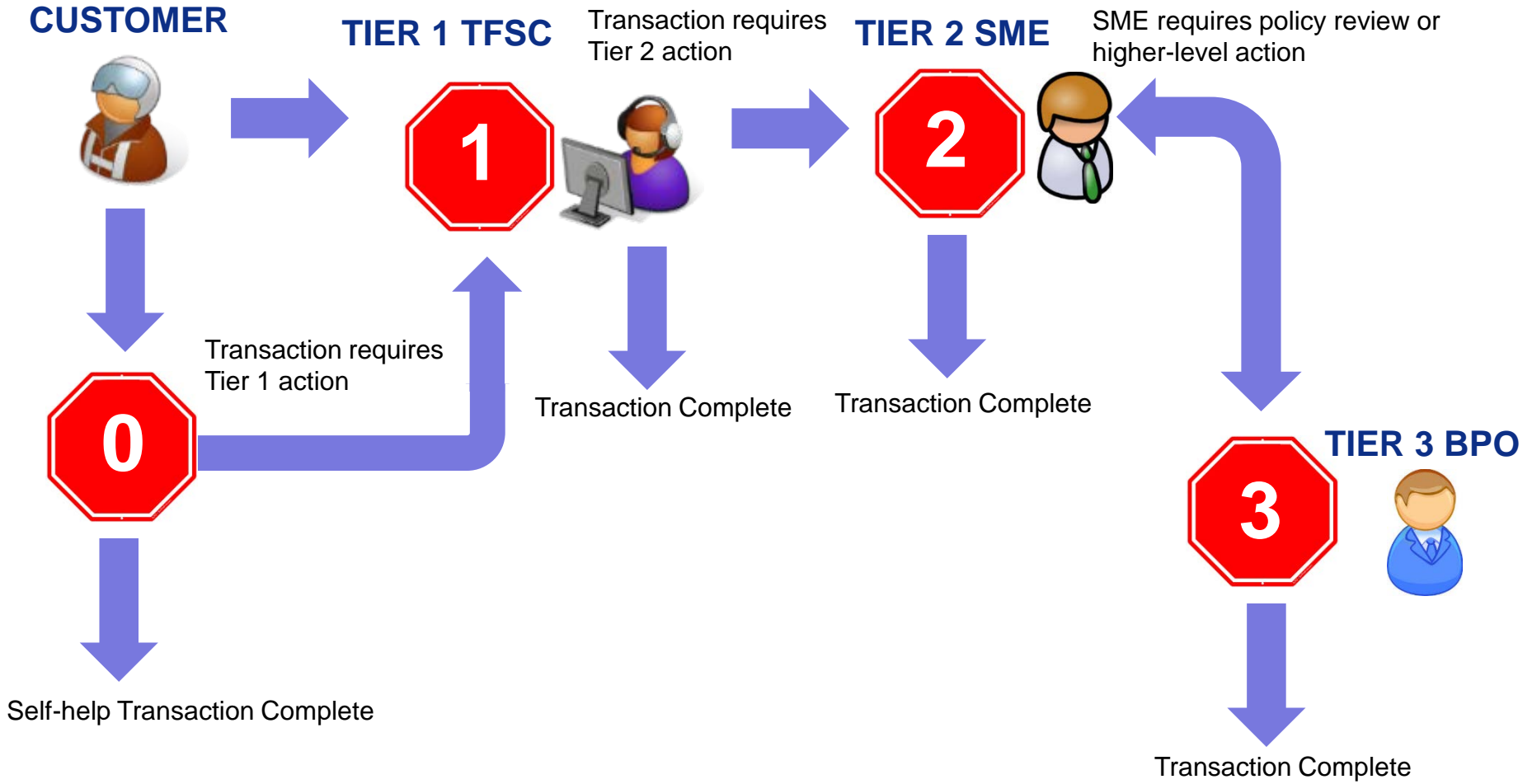


- **Ideal Customer Interaction**
- **Who is DPT**
- **Service Delivery Model**
- **Service Level Agreement**
- **Accomplishments**
- **Future Operations**
- **Takeaways**



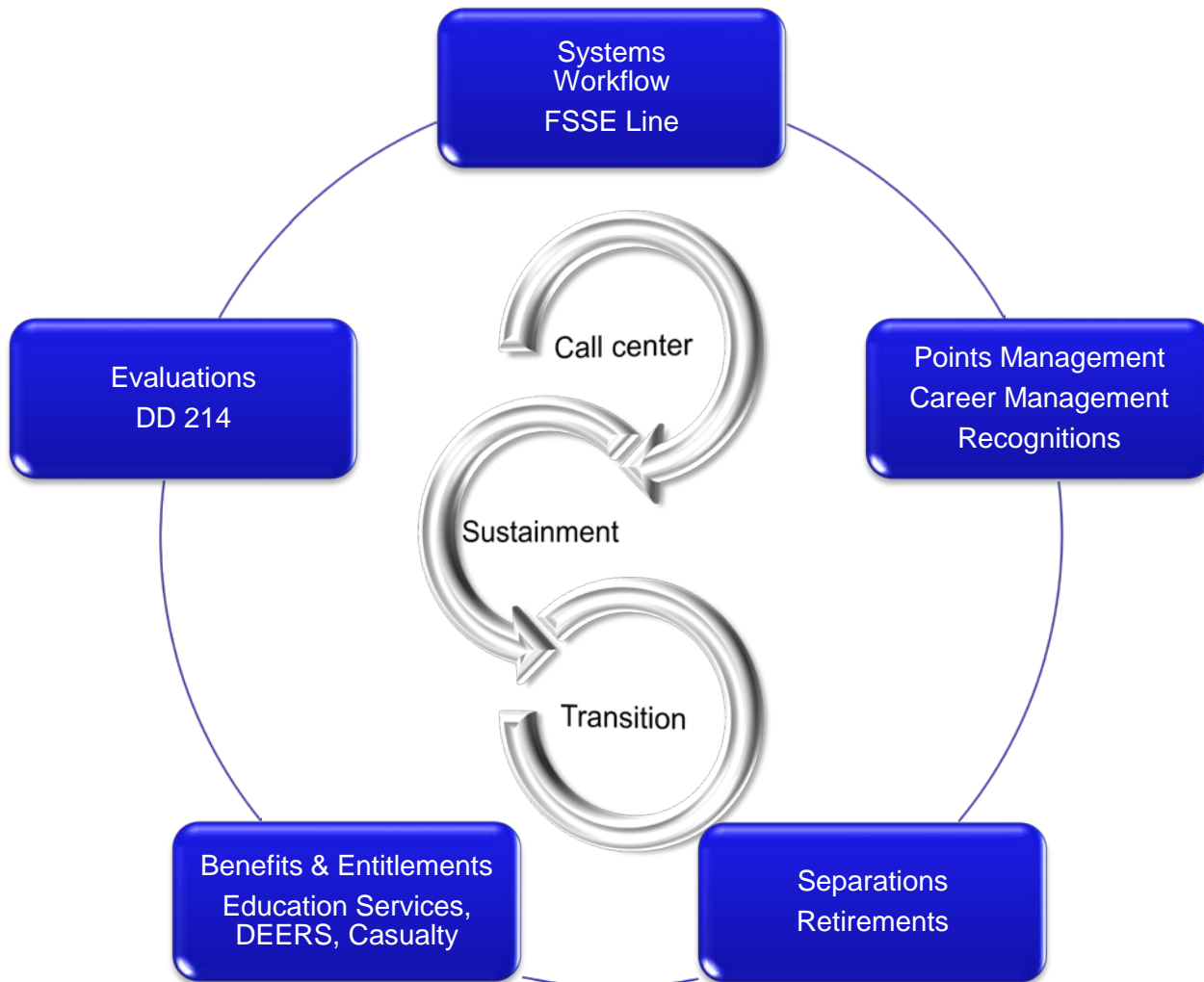
# Tiered Comparison

## Personnel Centers' Ideal Customer Interaction





- **DPT is largest Directorate at ARPC**
  - **147 authorized ANG, AFRC, RegAF, and Civilians**
  - **23 RPA**
- **Provide Total Force personnel services to 1.3M members**
  - **ARC**
  - **RegAF retirees**
- **CY 2017**
  - **325,997 transactions closed**
  - **215,008 calls**
  - **Plus snail mail and fax!!**
- **Incoming work exceeds current capacity**
  - **Manning**
  - **Complexity**







- **Tier 0**
    - vPC, myPers
  
  - **Tier 1 and 2**
    - Separation Actions (MSD/HYT & Sanctuary waivers)
    - Retirement actions for ARC
    - Entitlements/Benefits/Casualty Services
    - Education benefits
      - Foreign Language, Pay, TA, Student Loan Repayment, CCAF & Enlisted Education updates, 9/11 GI Bill
    - IMA Enlisted Promotions
    - Reenlistments/Extensions
    - Evaluations
    - Points
    - DD214's
-



- **ARPC & ANG SLAs**
  - **DEERS (various levels based on request)**
  - **Duty history updates (5 days)**
  - **Evaluations (5 days prior to ARPC Boards & 20 calendar days)**
  - **Retirements eligibility (20 calendar days)**
  - **Awards and Dec's (5 days)**
  - **Points (5 duty days for corrections & 30 days for pay rejects)**
  - **Military service dates (5 days for corrections)**
  - **Casualty (various levels based on request)**
  - **Post 9/11 GI Bill (LOC 25 or 15 days)**
  - **Separations (10 duty days)**
  - **Medical Special Pay (various levels based on request)**



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# 1.3 MILLION CUSTOMERS

HELPING EVERY CUSTOMER...EVERY TIME  
215,008 Phone calls

## DPT ACCOMPLISHMENTS ★ CY 2017

Total Payouts		~MyPers Incidents & Transactions			
\$10.8 Million	Tuition Assistance	152,009	Evaluations	16,453	TA Enrollments
\$5.87 Million	SGLIs	40,606	Decorations	15,210	Retirement Pay Accts.
\$482,000	SLRP	35,083	Points Management	7,675	DD 214s/215s
\$304,000	Retirements	29,863	Documents Requests	1,668	Service Verifications
		26,808	Separations	622	BCMRs/Congressionals

# WINGS OF HERITAGE, SHAPING THE FUTURE



**The purpose of the FSSE is to provide expedited assistance for urgent mission affecting issues/concerns. This line is only intended for General Officers, Commanders, Executive Officers and/or Squadron CMSgts.**

## **General guidelines:**

- **The FSSE is not intended for personal use.**
- **Routine or less urgent issues should be addressed using vPC or by calling TFSC-DEN.**
- **The FSSE phone number is 720-847-3771 or DSN 847-3771 and hours of operation are Monday - Friday, 8 a.m. - 2 p.m. MT.**
  - **(Callers are prompted to leave a voicemail with nature of call/contact information)**



- **Field ARC customer calls to TFSC – 17,907 avg 4<sup>th</sup> Qtr, 2017**
- **Create incidents from faxed and mailed requests**
- **Process and transfer incidents from submitted online requests**
- **Troubleshoot and resolve system errors: vPC applications, myPers, CISCO, equipment, etc.**
- **Focal point for system degradation reporting to internal/external stakeholders**
- **Assess, submit and test TFSC system requirements**



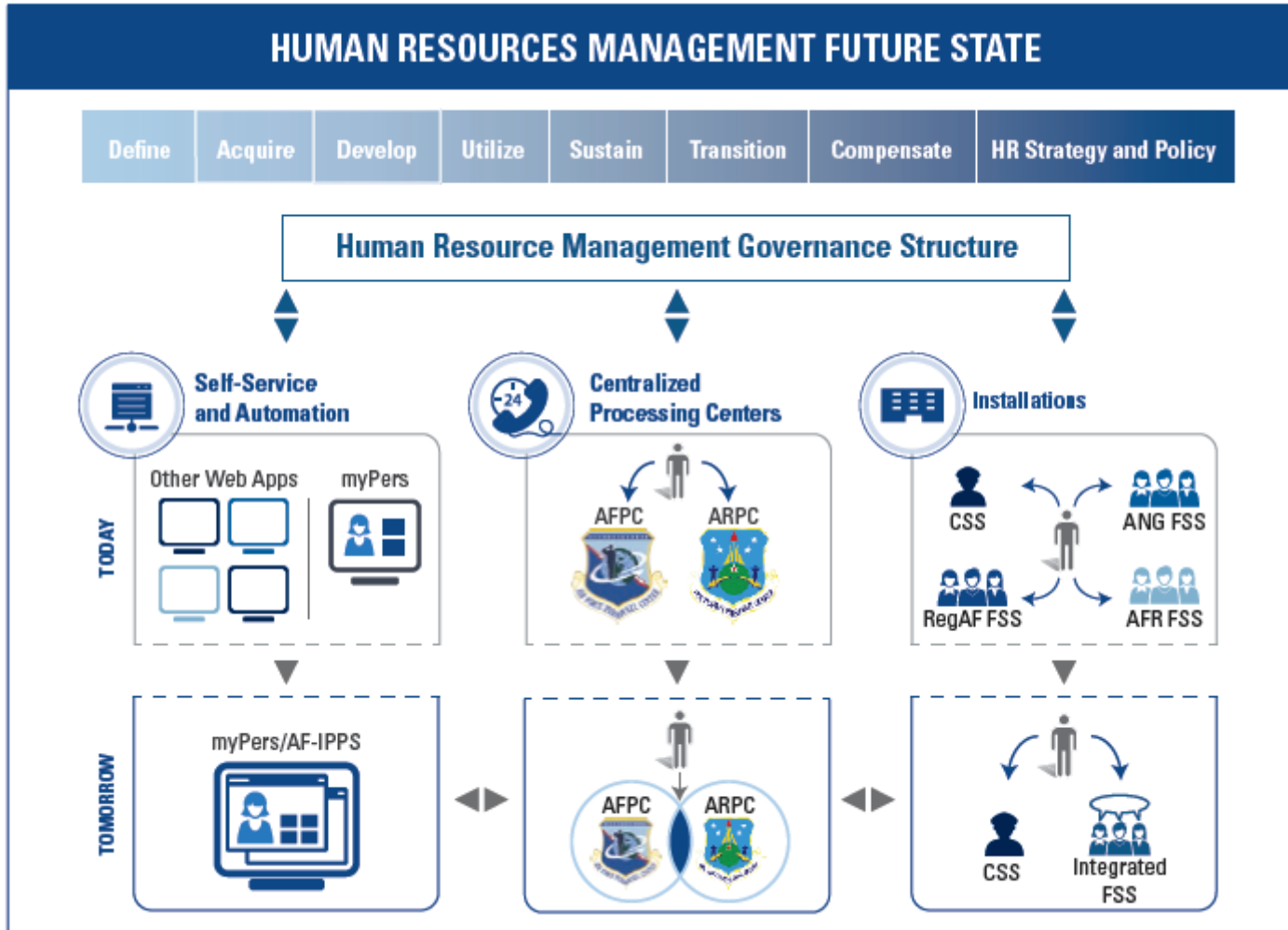


## **Work Prioritization:**

- **Volume**
  - **Established by the skill competency queues**
  - **Currently, all DPTG phone technicians are skilled in all 14 queues thus allowing calls to flow to any available TFSC Ops agent**
  - **First in, first out to process Workflow & System incidents**
- **Top Priority**
  - **Fielding all incoming calls is our primary mission requirement**
  - **Preparing and transferring pay & benefits affecting inquiries to appropriate action officer**



- **New Call Center Model (Tier 1)**
  - **24/7 361, Multi Channel Customer Experience (Chat, Bot)**
- **Knowledge (Tier 0)**
  - **Updated myPers knowledge articles**
  - **Public facing knowledge articles**
  - **YouTube channel**
  - **Mobile**
  - **Chat / Bot**
- **Self Service (Tier 0)**
  - **vPC Evals**
  - **RRPA**
  - **Awards/Decs**



Please refer to the HRM Governance Structure AFD and AFI for more information regarding the HRM Governance Structure and its members.





- **myPers first is our strategy; 14k knowledge articles**
- **Please do not call for status checks inside of SLA time frames**
- **RAPIDS is first stop for all DEERS issues**
  - **AROWS-R flows to DEERS for AFR**
  - **AROWS-G may flow to DEERS for ANG**
- **DEERS is source system for all dependent data**
- **36% return rate for evaluations; units need to do better**
- **Communicate Tier 0 capabilities**



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*Questions?*

**TFSC**

**1-800-525-0102**

**DSN 665-0102**



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## **Recognition Services**



**Briefer – SSgt Stefani N. Barbour**

**NCOIC – TSgt Willie J. Lloyd**

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## *Overview*

- **References**
- **Recognition Service Team Responsibilities**
- **Services Provided**
- **How you can help us and the customer**
- **Questions**



## ❖ References

- **PSDs – Air Force Reserve Awards and Decorations PSD Guide**
- **AFI 36-2803 *Awards and Decorations***
- **AFI 36-2803\_AFGM2018-01 (Attachment to AFI 36-2803)**
- **AFH 33-337 *Tongue and Quill***
- **DODM 1348.33 vols. 1, 2, and 3**
- **AFI 36-2805 *Special Trophies and Awards***
- **AFI 33-328 *Administrative Orders***
- **AF PD 36-28, *Awards and Decorations Programs***



- Select the product and use these reference ID numbers within the myPers search bar:
- **14216 – vPC Decoration Nomination Application Process**
  - Applicable to: Air National Guard and Air Force Reserve
- **14229 - Total Force Service Center - Denver Recognition Services for Air National Guard & Air Force Reserve Recognition Services**
  - Applicable to: Applicable to: Air National Guard and Air Force Reserve
- **14165 - Reserve: Recognition Program Home Page**



# ***ARPC Responsibilities***

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- **Validates transactions concerning awards and decorations**
  - **Ensures Decorations submitted through vPC are updated in MILPDS, ARMS/PRDA(AFPC Function) and OSR when applicable**
  
- **Provide guidance to Military Personnel Sections/Commander Support Staffs /Commanders and Service Members**
  
- **Answer high-level inquiries and Board of Corrections to Military Records (within scope)**



- **Process the following decorations in vPC online IAW AFI 36-2803 and AFH 33-337 to include:**
  - **Meritorious Service Medal (MSM)**
  - **Aerial Achievement Medal (AAM)**
  - **Air Force Commendation Medal (AFCM)**
  - **Air Force Achievement Medal (AFAM)**
  - **MOVSM**
  - **Combat Readiness Medal**
  - **Revocations and Amendments of Decorations**
- **Research status of awards and decorations in vPC upon request**
- **Provide replacement medals for eligible members per AFI 36-2803**
- **Process incoming decorations via mail from USAFCENT/losing active duty and ARC units when required**
- **Provides Awards and Decorations Listing to retired/separated and prior service members**





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# *ARPC Services Continued*

## ➤ **Processing Turn-around**

- **7 calendar days - Decorations/Nominations**
- **7 calendar days - Updates/Corrections, Inquiries**
- **7 calendar days - Listings (Retirees/Sepratees/Prior Service)**



## *How you can help us and the customer...*

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- **Read the tutorial provided in vPC application prior to beginning the process**
- **Review decorations prior to submission**
  - **Use Chain of command for reviewing process**
  - **Submit IAW AFI 36-2803 A2.1, enter each recommendation into official channels within 3 years, awarded within 5 years of the act.**
  - **Ensure Condition is correct (AFI 36-2803)**
  - **OIF/OEF – submitted to AFCENT only**
  - **Spell Check**
- **All returned decoration/nominations for corrections must be re-routed through the Wing/Group/Unit Commander as applicable**
- **Complete award updates for assigned members per AFI 36-2803 and ARPC NOTAM 164**



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# Questions?

**For further assistance or guidance contact  
1-800- 525-0102,  
Select Respective Component  
Option 4 then 2**

**(Search “vPC Decoration Nomination Application Process” in myPers  
for additional guidance)**





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## **Performance Evaluations**



**MSgt Burbach  
HQ ARPC/DPTSE  
Evaluations**

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- Evaluations Branch current Operations
- Common questions/Errors



- Total Inventory: 43,000
  - Greater than 30 days: 14,307
  - Evaluations Team: 13 Technicians
  - 3 Guard, 2 Reserve AGR, 2 Active Duty, 2 Reserve RPA 4 Civilians
  - Technicians process 50 Evaluations per day
  - Provide phone support
  - Current processing time 120 days
  - UTA Weekend +3000 – 4000 additional reports
-



- 100% Review process is tedious
- Each report has to be opened
- All ranks and all status are now receiving SCOD reports.
- Guard SCOD reports and SrA Reserve (additional 90k reports)
- Return to rater 38%
- Systems issues
- New vPC application delayed 36 months



## *What can I do?*

- IAW with AFI 36-2406, paragraph 1.6.2, the responsibility for administrative review is shared among all evaluators and reviewers
- Use your FSS/CSS Personnel as the first step
- Research the AFI
- Review evaluations using vPC checklists
- Submit reports on time
- Use the vPC reporting tool for status checks





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# *Frequent Errors*

- Directed by HAF
- Airman (Initial) Reports
- SrA Reports
- Referral Reports
- Prohibited Statements



- Reports for ARC members: reports will close-out on the next appropriate SCOD. If a promotion/demotion or transfer out of inactive/active status has occurred and the ratee will have more than 24 months (12 months for AGR) from the last evaluation and the new established SCOD for the new rank; a DBH report is required to close out the day prior to the status occurred. Note: Applies to component transfers.
- Member needs to have an established EPR cycle.
- Applies to Enlisted only.



1. Verify **member's last closed out report** in MilPDS and ARMs.
2. Verify when the member promoted. (Promotion Order)
3. From the DOR determine what the **next SCOD for the promoted rank** would be.
4. Calculate from the date of the last closed out report to the promoted ranks next SCOD.
  - If the time frame will exceed 24 months (Non-EAD) or 12 months (AGR) a Directed by HAF report will be needed.
    - Start date will reflect the day after the last report and the report will closeout the day prior to Date of Rank (DOR). Note: Rank on the report will reflect the previous rank and Reason for Report will reflect Direct by HAF.
  - If the time frame does not exceed the 24 (Non-EAD) or 12 (AGR) months.
    - Start date will reflect the day after the last report and the report will closeout on the promoted ranks next SCOD. The report will be either a Biennial (Non-EAD) or Annual report.



# Airman Report Guidance

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- As of 4 January 2018, all enlisted Airmen will receive *initial* evaluations upon the first 31 March SCOD reached as a Senior Airman. (Only if they have NEVER had a report)
    - Commanders still retain the option to complete a Directed By Commander evaluation to document substandard performance for those Airman First Class and below any time after an Airman reaches 20-months Time-In-Service.
    - If a Directed By Commander evaluation is written, the Airman will receive a subsequent evaluation the following 31 March SCOD.
  - **Start date** will reflect the member's Date Initially Entered Uniform Service (DIEUS).
  - **Closeout date** will reflect the next SCOD (31-MAR) after the member promotes to SrA.
-



# *Airman Report Guidance Guidance*

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- **If an Airman already has an initial (or SCOD) evaluation in their record and are not yet a SrA, when will they receive their next evaluation?**
  - **All A1Cs and below will continue to receive an Annual/Biennial evaluation on the next applicable SCOD.**
- **Should we Cancel the EVR if the member has an Initial Report “Work in Progress”?**
  - **If the member will not promote to SrA prior to 31-MAR-2018; cancel the report.**
  - **If the member promoted to SrA prior to 31-MAR-2018; return the report and advise them to change the closeout date to 31-MAR-2018 or the Initial report can be processed and the next report will closeout on the SCOD.**



- **What if an airman is new and has only completed IADT or a member is not participating in UTAs or IDTs, how does the rater complete the report?**
  - The rater must still complete the report, and non-rated days are not authorized for the sole purpose of identifying that the rater has not physically seen the ratee or the ratee has not participated in UTAs or IDTs (due to IADT or failure to report).
  - White space is authorized on an evaluation and sections that require one minimum bullet may state “LINE INTENTIONALLY LEFT BLANK” if the member has not had any notable performance or accomplishments that can be placed in the evaluation. Sections that state comments are optional may have a comment or state “THIS SECTION NOT USED”.
  - Keep in mind, any derogatory statement, rating of “Met some but not all expectations”, or a “DO NOT PROMOTE” recommendation (AF910 only), will make the evaluation a referral report.



- The AFI does not state that the ARC is not participating in forced distribution, the current MyPERS guidance will remain in place and the ARC (ART, TR, DSG, IMA, AGR) will not utilize Forced Distribution and promotion allocations.
  - Unit commanders (or Forced Distributors) will need to provide a promotion recommendation as applicable in Section IX, block 6. The AF Form 910.
  - Section I, Block 7, FDID, will need to state N/A until all FDIDs are identified.



# Common Errors Referrals

- Follow the AFI guidance!!
- Member must be given required time (3 duty days for AGR & 30 calendar days for non-EAD) to submit a rebuttal.
  - The Additional Rater, Reviewer and Unit CC **cannot sign** or complete his/her section until this time has elapsed.
- Additional Rater's section must have mandatory comment.
  - ***"I have carefully considered (Ratee's name) comments to the referral document of (date)."***
  - ***"Comments from the Ratee were requested but were not received within the required period"***





## *Common Errors Referrals Cont.*

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- The date the rater signs the evaluation and the date of the referral memo must be the same date
- (E1-E8) Referral memo must contain the Reviewing Evaluator's name and address (either mailing or email) in para 2.
- The referral memorandum for Officers & Chiefs is located on the back of the evaluation
  - Section XI (Referral Report)
  - Name/Mailing information of the Reviewing Evaluator (AF912)
- OPR's: Section IV (rater's comments), rater **MUST** make a comment pertaining to the behavior that caused the OPR to become a referral.



### **1) How does the average user who does not have a personnel background know where to go for guidance?**

- The local MPSs are responsible for in-house training and CSS training, therefore, the units and average users will be able to obtain information from either their MPS or CSS. Also, myPers is not just a personnel website; all members have access and have the ability to find PSD guides and information on evaluations and many other personnel items. (FAQs, Checklists, AFI, ETC...)

### **2) Is the MPS responsible for reviewing evaluations?**

- Yes, per AFI 36-2406 para 1.6.10.1, the MPS will review all evaluations for administrative accuracy and policy compliance IAW this instruction prior to forwarding the evaluation to AFPC/ARPC. The MPS must also assist Senior Raters which the MPS services to ensure the AFI is complied with.



# *Prohibited Statements (OPRs)*

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- PME: Raters cannot recommend officers for specific schools, including “joint DE;” only the terms PDE, IDE, SDE are authorized.
- Key Personnel List (KPL)

Per AFRC FD Branch Chief

- “the KPL or DT vector at all is prohibited, with or without a stratification. She said we may need to reword that statement in the AFI, it was just copied over from the AFRCI Force Development instruction.”

- Promotion recommendations
- Stratification: Quantitative comparison of an individual standing among peers within a definable group and within a specific evaluators scope of authority (i.e., direct rating chain). Correct: “#2 of 72 Majors in the group” Incorrect: “top 5% officer” evaluator does not have first-hand knowledge of all Air Force officers.



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# *Officer Promotion Boards*

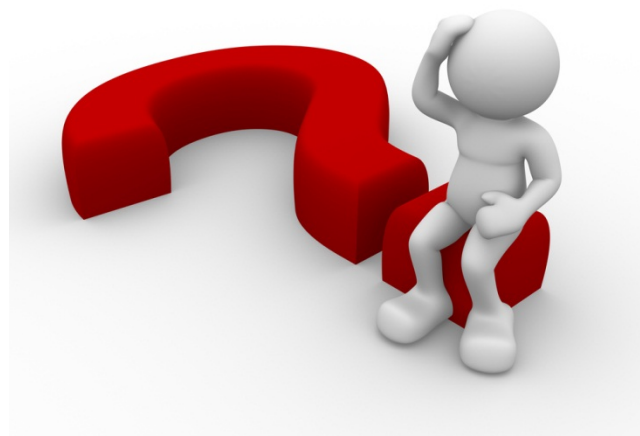
- ARPC is expediting EPRs/FDRs/OPRs that are affected by promotion boards held at HQ ARPC or at the state level.
- We respectfully request that all inquiries pertaining to expediting evaluations or status requests be limited to the categories mentioned previously, e.g., time-sensitive due to promotion boards.
- Report timeliness is everyone's responsibility.



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# Questions

**Call TFSC-Denver  
Comm: 210-565-0102 or DSN: 665-0102**





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# ***United States Air Force Reserve***

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## ***Participation/Points***



**Points Management Branch  
Mr. Micheal Meyer  
TSgt Matoyia Jones**

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# *Overview*

- **Responsibilities**
- **Law-Regulation-Policy**
- **Retention/Retirement Date**
- **Points Categories**
- **Maximum Points Creditable for Retirement**
- **Satisfactory Service**
- **Creditable Service**
- **Non-creditable Service**
- **PCARS Printout**
- **Common Service History Status**
- **OxE Pay**
- **BCMR**
- **Trends**



# *Responsibilities*

## ARPC Points Branch

- Build & maintain service history and points
  - Manually update points (Pay, DL & Pers/Pay Rejects)
- Integrate counterpart Service points & service history
- Post non-paid points
- Support units/members—R/R, PCARS questions, OxE...
- SME support to AF-IPPS, promotion, FD & DT boards

## Unit Level

- Update members current R/R year points
- Encourage members to review points history





# *Law—Regulation—Policy*

- Title 10 U.S.C. 12732(a)(2): Points Categories
- Title 37 U.S.C. 206(d): Nonresident Education ROE (Distributed Learning (ECI))
- DoDIs 1215.06 & 2015.07: Points & Participation ROEs
- DoDI 7000.14-R: OxE & Delayed Entry ROEs
- AFI 36-2254V1: Reserve Participation
  - Expands on Title 10, Title 37 & DoDIs
- ANG 36-2001: Points & Participation ROEs
- ARPCI 36-3203: Creditable & Noncreditable Service



## ***Retention/Retirement Date***

- **Foundation for calculating retirement points and retirement eligibility**
  - **20 years of Satisfactory Service (Reserve retirement)**
  - **20 years of Total Active Federal Military Service (TAFMS –active duty retirement)**
- **Prior to 1 Oct 1995, R/R was adjusted for every component change**
- **Established by the date the member entered into active service or active status in a Reserve Component**
- **Adjusted for breaks-in-service**

**AFI 36-2254V1 – DoDI 1215.07**



# *Point Categories*

- Active Duty = one point per day
- Inactive Duty Training = one point for 4 hours, not to exceed 2 points per day
- Funeral Honors Duty = credited with one point per day
- Distributed Learning (ECI) = one point for each 4 hours of EBDL study
- Membership = 15 points credited for active Reserve status membership per R/R year

10 U.S.C. 12732 (a)(2) & DoDI  
1215.07



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# *Maximum Points Creditable for Retirement*

- **Maximum Inactive Duty credit applies to a combination of:**  
**IDT(DRILL) + IDS(Funeral Honors) + DL (ECI) + Mbr = Max IDT Credit**
  - **Before 23 September 1996**
    - 60 max inactive duty training pts per R/R year
  - **On/after 23 September 1996 but before 30 October 2000**
    - 75 max...
  - **On or after 30 Oct 2000**
    - 90 max...
  - **On or after 30 Oct 2007**
    - 130 max...
  - **A maximum of 365 points (366 points in a leap year) may be credited each R/R year**

DoDI  
1215.07



## *Satisfactory Service*

- A year of satisfactory Federal service for retirement is awarded when a member earns at least 50 points (including membership points) for the entire retention/retirement year
- A partial year of satisfactory Federal service for retirement is awarded when a member earns a minimum number of required points (including prorated membership points) during a partial retention/retirement year

DoDI  
1215.07



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## ***Creditable Service***

- **Army, Army Reserve and Army National Guard**
- **Navy and Navy Reserve**
- **Air Force, Air Force Reserve and Air National Guard**
- **Marine Corps and Marine Corps Reserve**
- **Coast Guard and Coast Guard Reserve**
- **Attendance at Preparatory Schools**
- **Academy service for enlisted members**

**DoDI  
1215.07**



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## ***Non-creditable Service***

- **Academy service if commissioned**
- **Inactive Status List Reserve Section**
- **Inactive National Guard**
- **Retired Reserve**
- **Temporary Disability Retirement List**
- **Civilian status**
- **Health Professional Scholarship Program**
- **Reserve Officer's Training Corps**

**DoDI  
1215.07**







# *Common Service History Status Codes*

- Air Force:
  - FR = Active Duty Air Force
  - FV = Air Force Reserve/Guard
- Army
  - AR = Active Duty Army
  - AV = Army Reserve
  - AG = Army Guard
- Navy
  - NR = Active Duty Navy
  - NV = Navy Reserve
- Marines:
  - MR = Active Duty Marines
  - MV = Marine Reserve
- Coast Guard
  - PR = Active Duty Coast Guard
  - PV = Coast Guard Reserve
- Non-Creditable
  - XC = Civilian Break
  - XT = ROTC
  - XA = AF Academy



# *OxE Pay*

- Qualifications:
  - Officers O1 through O3
  - Effective 1 January 2002
  - Accrue at least 1,460 total retirement points as a warrant officer or enlisted member prior to commission date
  - Points may be IDT, AD, distributed learning courses or membership
- Members Pay Adjustment Process
  - CSS/FSS submits CMS case to DFAS RC Indianapolis with Oath and GRBoth surf (MILPDS product)

DoD 7000.14 – R Vol 7A Chapter 1



## ***BCMRs***

- Exhaust all other remedies first
  - “Errors can often be corrected administratively...”
- >30% of Points BCMRs are first attempts at resolution
- Call first – we can help or recommend COA

AFI 36-2603, Paragraph 3.3.3



## *Trends*

- 1 year behind on building new gain service histories
- Transitioning non-paid points through AROWS (this is to reduce significantly aged requests for non-paid points, to provide a valid source [pay records], and reduce questionable requests to correct an unsatisfactory year of service)



## ***Record Check Reminder***

- “As you approach the closeout of your retention/retirement year, please take a few minutes and review your participation points in vMPF to ensure your points have updated and you are on track to complete both satisfactory retention/retirement and fiscal years.”
  
- Attn: If you are not receiving this reminder, please contact your servicing personnel office to check your email in the personnel system, MiIPDS



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## *Contact Us*

### Points Management Branch

[tfsc@mailds01.csd.disa.mil](mailto:tfsc@mailds01.csd.disa.mil)

Voice: 210-565-0102/665-0102

Fax: 478-327-2215



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# Questions

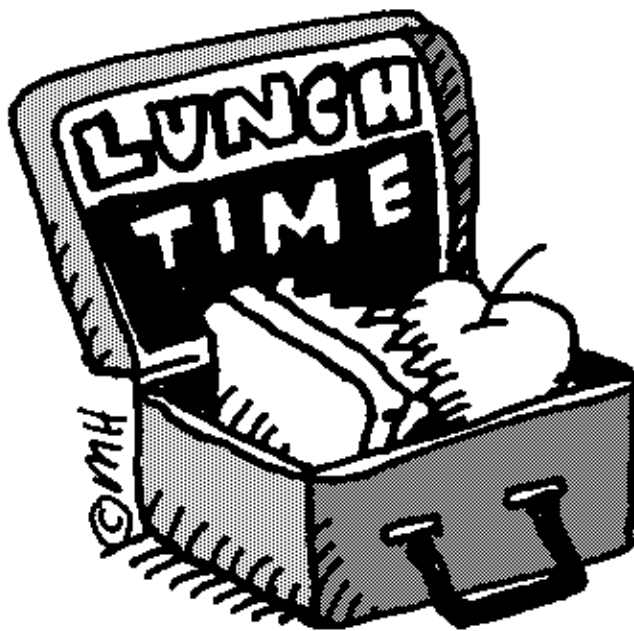




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# Lunch Time!

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*See you back at 12:30*

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# ***United States Air Force Reserve***

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## **Separations Service Team**



**ARPC/DPTTS  
MSgt McNutt  
TSgt Richards**

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# *ANG Process*

## **Responsibilities:**

- Verify separation application and ensure required documents are included
- Update MilPDS with separation, discharge, or resignation transactions
- Generate orders
- Complete the NGB Form 22, Report of Separation and Record of Service
- File documents in the ARMS and email to State JFHQ on a monthly basis
- Correct NGB Forms 22



## *Help Us Help You*

- Submit separation applications no earlier than 180 days or no later than 30 days prior to separation or discharge effective date
- Verify and re-verify the effective date, type of action, and reason
- Ensure the member's record is correct
  - Verify awards and decorations
  - Education level
- Enlisted separations require re-entry codes and characterization of service



## *Help Us Help You*

- Ensure Retention Office Managers are viewing applications to determine applicable Montgomery GI Bill, Kicker, incentives, recoupment actions, and end strength requirements
- Submit applications pertaining to the Voluntary Limited Period of Active Duty program as an ANG to Air Force Reserve separation
- If applications are returned for corrections, please correct and return within 5 duty days
- For Discharges w/ Severance pay, contact our office once application has been submitted
- Gaining and Losing units should be communicating with each other prior to calling HQ ARPC
- Contact NGB/A1P for complicated cases that need policy guidance, contact them at their org box



## *Reserve Processes*

### **Responsibilities:**

- Quality review of Mandatory Separation Date (MSD)/High Year Tenure (HYT) extension requests
  - MSD notifications
  - Tenders of Resignation (unit assigned/Individual Ready Reserve (IRR) members)
  - Administrative Discharges
  - Conditional Releases (IRR members only)
  - Duty Status 28 updates, pending Separation while member is under investigation
  - DD Form 256 AF, Discharge Certificates (inactive members)
  - ROTC discharges
  - Inactive Status List Reserve Section discharges
  - Post Officer Promotion Board actions: continuation and twice deferred notifications
- 
- Special action discharges (Health Professions Scholarship Program/IRP members)



## ***Reserve Sanctuary***

- If member has at least 18 years of satisfactory service, but less than 20, they will be placed in sanctuary (only if up against an MSD or HYT)
- Monitor sanctuary for officers on a monthly basis and extend the MSD when necessary
- Submit a myPers request, when an enlisted member is eligible for sanctuary

**AFI 36-2606 & AFI 36-2131**



# ***Fitness Determinations***

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- Cases are processed for fitness only determinations
- Liaison for the member, unit and AFRC/SG for case status and updates
- Monitor the expiration term of service and contact information for members choosing to go through the process
- Refer to your local Reserve Medical Unit (RMU) for guidance and compliance
- RMUs refer to AFRC/SGO for guidance and compliance

[AFI 36-3212](#) and [DoDI 1332.18](#)



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# *MSD/HYT Extension Requests*

- MSD/HYT extension requests are to be submitted no earlier than 18 months and not later than 12 months prior to member's separation date
- All packages should have a NAF/HQ RIO endorsement prior to submitting in TMT
- Guides/templates are available on the ARPC Sharepoint
- (DPT > libraries > waiver routing guidance) also available in TMT under Training > Templates
- \*\*Now available on myPers\*\*
- Policy related questions or concerns, contact HQ AFRC/A1KK





- For unit level discharges, the unit's responsibility is to create discharge order, distribute to member, and provide discharge certificate
- If member has a remaining obligation, do not discharge them but place them in the IRR



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# ***United States Air Force Reserve***

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## **Retirements**



Mr. Rob Poe  
ARPC/DPTTR

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## ***Will You Be Able To Retire?***

**Prepare now so you do not have to worry later**



**What you do today affects tomorrow**



# Retirement Life Cycle



Retired Pay

Retired Reserve

Former Member

Notification of Eligibility  
for Retired Pay Letter



# *Retirement Life Cycle*



**Notification of Eligibility  
for Retired Pay Letter**



## ***Notification of Eligibility for Retired Pay Letter (“aka 20-Year Letter”)***

- **Eligibility Requirements**
  - 20 years of satisfactory service
  
- **Satisfactory Service**
  - Minimum of 50 points earned through a combination of active duty, IDT, IDS, ECI, and membership points during a specific 12 month period (Retention/Retirement Year)
  - Partial R/R, points required are prorated for partial year credit
  - Maximum 130 reserve points (IDT, ECI, membership) may be credited towards retirement each year



- 
- Total points for any R/R year cannot exceed 265/266



# *Retirement Life Cycle*



**Former Member**

**Notification of Eligibility  
for Retired Pay Letter**



## ***What is a Former Member?***

- **An individual who, for whatever reason, was separated or discharged instead of transferring to the Retired Reserve**
    - **May **not** be reappointed or enlisted solely for retirement**
    - **Do not accrue longevity**
    - **Must contact ARPC for pay application forms**
    - **Receive DD Form 2765 ID card**
-





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# *Former Members Pay*

**If initial entry into military service is:**

- **Prior to 8 Sep 80**
    - **Pay scale in effect on retired pay effective date**
  
  - **On or after 8 Sep 80**
    - **Average of highest 36 months prior to date of discharge**
-



# *Retirement Life Cycle*



**Retired Reserve**

**Former Member**

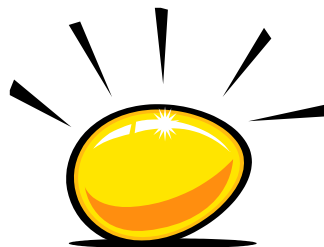
**Notification of Eligibility  
for Pay Letter**



## Retired Reserve

- Must meet qualification

***20 Years of Satisfactory Service***



- **10 years commissioned service requirement**
  - Applies only to Active Duty retirements



## *Applications to Retired Reserve*

- **Voluntary Retirement**
  - **Guardsmen/Reservists apply to transfer to the Retired Reserve using the vPC online application**
    - **Track application online as it gets processed**
    - **Automatically routed to commanders for coordination**
    - **MPF can utilize vPC reports to see which members have applied for retirement**
    - **Members must comply with yearly end strength policies in place at the time of retirement application**
- **Involuntary Retirement/Separation**
  - **Transfer to Retired Reserve is automatic unless otherwise requested**
  - **Mandatory Service Date (MSD)**
  - **High Year of Tenure (HYT) - Reserves only**



## *Retired Reserve*

- **ETS/MSD/HYT**
    - Retirement effective date must be on or before ETS/MSD/HYT
  - **Withdrawals/Cancellations**
    - Over 30 days prior to retirement effective date (member uses vPC application to request, vPC application automatically re-routes through coordination)
    - Under 30 days prior to retirement effective date
      - Written request by member and Commander(s)/Program Manager must be sent to ARPC prior to effective date
      - ARPC will update the vPC application and process if meets all requirements
-



## *Applications to Retired Reserve*

- **General Officers**
  - **ANG**
    - Complete AF IMT 131
    - Obtain state TAG recommendation
    - NGB/GO
      - IG check
    - Forward to ARPC Contact Center
  - **Reserve**
    - Complete AF IMT 131
    - HQ AF/REG
      - IG check
    - Forward to Total Force Service Center - Denver





## *Retired Reserve*

- **Highest Grade Held (HGH)**
  - **Orders will indicate HGH**
- **Grade Approval Authority:**
  - **ARPC, delegated from SAF**
  - **Only SAF can approve grade lower than**





## **Officer Time in Grade – By Law**

## ***Retired Reserve***

- **Voluntary Retirement**

- Lt Col and above three years satisfactory service TIG
- Major and below six months satisfactory service TIG

- **Involuntary Retirement/Separation**

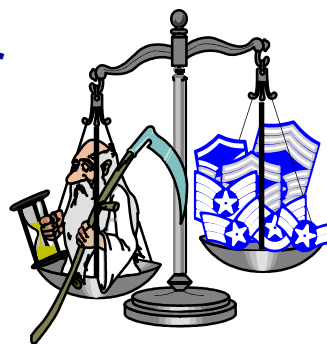
- All officers separated due to MSD, age 60 or medical disqualification six months satisfactory service TIG
- ANG – Selected non retention is not involuntary for TIG purposes





## *Retired Reserve* By Law

- **Enlisted Time-In-Grade – No TIG requirement – By Law**
  - Guard Policy
    - **Guard service commitment policy**
      - **In-residence training – 2 to 3 years**
        - **ANGI 36-2101, 5.1 and 5.2**
      - **Promotions for top three ranks**
        - **CMSgt, SMSgt – 2 years**
        - **MSgt AGR – 2 years**
        - **MSgt Traditionals/Techs – 1 year**
  - Reserve Policy
    - **Reserve service commitment policy**
      - **In-residence training – 3 years**
      - **Promotions for top three – 2 years**





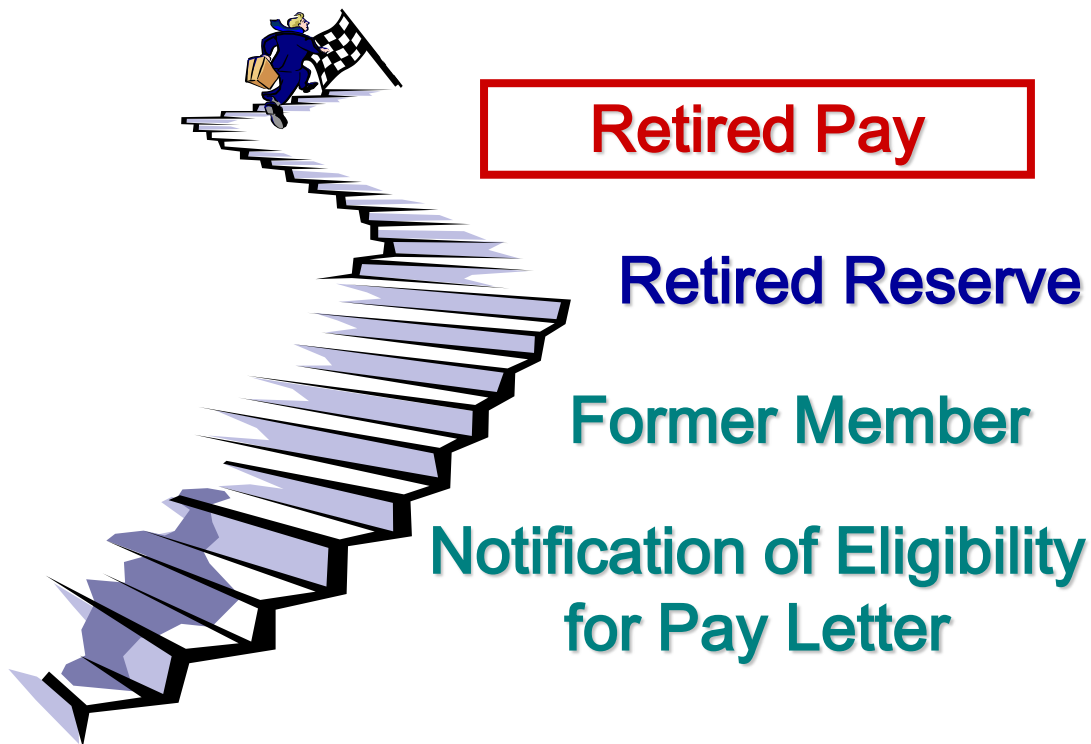
## *Retired Reserve*

- **Retirement Package**
  - Retirement Certificate
  - Spouse Certificate
  - Presidential Certificate
  - Presidential Letter - with 30 years of service
  - Retirement Pin
  - **Flags for Guardsmen and Reserve/IMA members are provided by Total Force Center – Denver**





# *Retirement Life Cycle*





- **Qualifications for Reserve Retired Pay**
  - **20 Years Satisfactory Service**
  - **Generally Age 60**
  - **Title 10 U.S.C. Section 12308 waiver is required for for service credit past age 60, Points and service will not be credited towards retired pay without the waiver**

**However...**





## *Reduced Retired Pay Age*

- **Effective with the NDAA signed on 28 Jan 08**
  - **Age 60 may be reduced by 3 months for each 90 days cumulative qualifying AD service in a fiscal year (FY). However, beginning w/FY15/16, qualifying active duty may be combined between consecutive fiscal years.**
    - **Qualifying AD**
      - **Qualifying service is identified in Title 10, U.S.C. Section 101(a)13(b) or 12301(d)**
      - **MPA, RPA (special, school)**
    - **Non-qualifying AD**
      - **AT, AGR, Disciplinary holds**
      - **ANG: State AD and Title 32 (unless called to Federal Emergency under 502(F))**
  - **May not be reduced below 50 years of age**
  - **Not retroactive for service prior to 29 Jan 08**



## *Reduced Retired Pay Age Application*

- Submit qualifying orders using the VFC online application
  - ARPC doesn't have access to your orders
  - Working on automated flow of AROWS data to the RRPA application
  - Be sure to keep track of all your participation for proper credit
  - Don't wait to be contacted, use the online application, if you think you have eligible service, *especially* if you are nearing your reduced retired pay age
-




## *Retired Pay*

- **You must apply, not automatic**
  - **4 months prior to retired pay effective date (usually age 60), you will receive application instructions**
    - **Make sure your address, telephone number, e-mail, and fax number are always current!**
  
- **6 Year Statute of Limitation—Barring Act**
  - **Any claim received after eligibility, can only be paid retroactive for pay - 6 years**





## *Retired Pay Computations*

- **Which one applies to you...**
- **If initial entry into military service is** An illustration of a golden scale of justice. The left pan is higher and contains a stack of US dollar bills. The right pan is lower and contains several stacks of gold coins. This visual metaphor represents the comparison of pay scales for those who entered service before or after September 8, 1980.
  - **Prior to 8 Sep 80 = more money**
    - **Pay scale in effect on your retired pay effective date**
  - **On or after 8 Sep 80 = less money (High 3)**
    - **Average of the last 36 months of basic pay in effect prior to your retired pay effective date**





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# *Retired Pay/RCSBP Calculator*

*Compute Retired Pay  
using the RCSBP Calculator*



**Located on myPers at: <https://mypers.af.mil>**

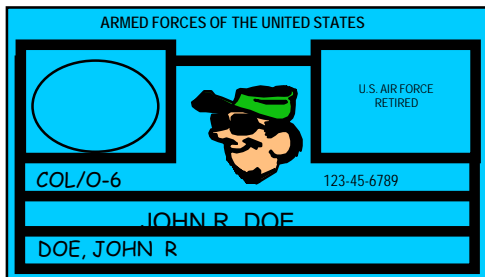


## *Retired Pay Offset*

- **Federal law requires recoupment of VSI, SSB, or VSP payments from those who receive retired pay**
  - **Your pay will be adjusted by DFAS-Cleveland**
  - **Maximum payback percentage will be 40%**
  
- **VA disability**
  - **Off set if less than 50%**



# Retired Pay Offset

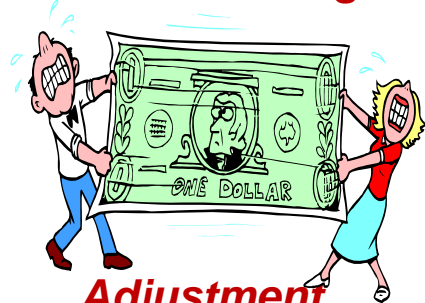


**New Identification Card**

## Expanded Space A Travel



## Cost of Living Adjustment





## ***AGR/Active Duty Retirements***

- **Eligibility Requirements**
  - **Must complete 20 Years Total Active Federal Military Service (TAFMS)**
  - **Officers – 10 years of active commissioned service required**
  - **Retired pay effective date is the first day of the month**



## *How to Apply*

- **Complete on line application using vPC**
  - **HQ AGRs apply thru AFPC**
- **Track application online as it is processed**
- **Application is automatically routed to commanders for coordination**
- **Must apply 6 months but no more than 1 year plus any terminal leave, prior to requested effective date**
- **Withdrawal/Cancellations**
  - **Over 30 days to prior to retirement effective date (member uses vPC application to request, vPC application automatically re-routes through coordination)**
  - **Under 30 days prior to retirement effective date (requires a written request by member, coordination by member's chain of command, and sent to ARPC prior to **effective date**)**



- **Make Survivor Benefit Plan (SBP) election** *Survivor Benefit Plan*
  - **DD Form 2656 – Attach to on-line retirement application**
  - **Cost-approximately 6.5% of retired pay for spouse coverage**
  - **Previous RCSBP election becomes invalid upon retirement**
    - **But, be sure to make your RCSBP election when you reach 20 years satisfactory service for Retirement**





## 10 USC 8911 Retirement (Officer)

- **TIG Requirement**
  - **Voluntary Retirement**
    - Major and below - 6 months active duty service
    - Lt Col and above - 3 years active duty service
  - **Involuntary Separation**
    - All officers - 6 months active duty service
    - MSD or involuntary separation from AD





- Will retire in grade held on date of retirement **10 USC 8914 Retirement (Enlisted)**
- **Service commitment TIG policy**
  - MSgt, SMSgt and CMSgt - 2 years
- **Highest Grade Held**
  - Pay may be at highest grade held
  - Only SAF can approve grade lower than HGH
  - If demoted for cause but higher grade is approved, then member will be advanced on the Retired List at 30 year date







## *Retired Pay Computation*

- **Defense Finance Accounting Service-Cleveland (DFAS-CL) calculates and disperses pay**
- **There are 3 computations needed to determine Active Duty retired pay**
  - **TAFMS - determines eligibility**
  - **1405 Service - determines retired pay percentage multiplier**
  - **Service for Basic Pay (Longevity Service)**
    - **Determines what pay scale to use**
- **Which Retired Pay Formula – is based on Date of Initial Entry into the Uniformed Services (DIEUS)**



- **What is 1405 Service?** *How to Compute 1405 Service*
  - Inactive duty days a member is credited with when not on full time active duty
  
- **To compute 1405 Service**
  - Credit one day for each Reserve point
  - Limited to (60/75/90) 130 points (days) per R/R year
  - Total points for any R/R year cannot exceed 365/366
  - Total Reserve points, divide by 30 = years, months, days
  - Add this figure to TAFMS to get 1405 service



*How to Compute Service for Basic Pay (Longevity)*

- **Total years of service in military**
- **Subtract beginning date from ending date (add a day)**
- **Minus any breaks in service**



## *AD Retired Pay Computations*

### **Which one applies to you...**

- **If initial entry into military service is:**
  - **Prior to 8 Sep 80**
    - **Pay scale in effect on retired pay effective date**
  - **On or after 8 Sep 80**
    - **Average of the high 36 months of AD prior to retired pay effective date**
  - **On or after 1 Aug 86**
    - **Applies to members who accepted *15 year career status bonus***
      - **AD Retired Pay Calculator at:**  
<http://www.defenselink.mil/military/pay/retirement/calc/index.html>
      - **Referred to as Redux or 40% at 20 years**
        - **Reduced by 1% for each full year of service less than 30 years**
    - **Average of the high 36 months of AD prior to retired pay effective date**



# AD Retirement Pay Calculator AFPC

<https://w45.afpc.randolph.af.mil/RetSepCalcNet40/Home.aspx>

**Retirement Estimate Form** [Help](#)

*\*The Retired Pay Estimator does not consider any prior reduction in grade which may negatively impact your retired pay.*

Last Name:

Rank:  ▼

Pay Date:  **YYYYMMDD**

1405 Date:  **YYYYMMDD**

DIEMS Date:  **YYYYMMDD**

TAFMS Date:  **YYYYMMDD**

Effective Date of Rank:  **YYYYMMDD**

Projected Retirement Date:  **YYYYMMDD, ex: 1 Oct 2001 = 20011001**

TAFCS Date: **(Officers Only)**  **YYYYMMDD**

Did you take a REDUX payment? YES  NO

Move Mouse over labels for help.



# AD Retirement Pay Calculator - AFPC

Oracle Applications Home Page | Oracle Applications R12 | Monthly Retirement and SB...

My Stuff | Privacy & Security Policy | Contact Us

**AIR FORCE PERSONNEL CENTER**

Retirement Separations Calculator

Home | Instructions | Pay Tables | Retired Pay Estimate Form | Survivor Benefit Plan - Cost/Annuity Estimate

### Retirement Estimate Form

The dollar amount shown below is an **ESTIMATE** of your retirement pay. This **ESTIMATE** is before taxes.  
Contact DFAS for official retired pay estimates: DFAS, US Military Retirement Pay, P.O. Box 7130, London KY 40742-7130.

Return to Retirement Form Printed: 11/2/2015 10:46:12 AM

Monthly Retired Pay Estimate	
Last Name	JOE
Grade	E8 - Sr Master Sergeant
Pay Date	9/23/1988
1405 Date	8/20/1991
DIEMS Date	9/23/1988
TAFMS Date	4/3/1992
TAFCS Date	
Effective Date of Rank	3/1/2008
Projected Retirement Date	5/1/2012
1405 Service Time	20 YEARS 08 MONTHS
Multipier Percent	51.67%
Penalty Percent	0
36 Month Average AD Pay	\$4,764.18
<b>Retirement Pay</b>	<b>\$2,461.00 **</b>

SBP Monthly Cost And Annuity Estimate		
SBP Base Amount		\$2,461.00
	Monthly Cost	Annuity
Spouse Cost/Annuity	\$159.97	\$1,353.55

**Special Conditions/Information**

\*\*MARRA Retirement Estimate Given.  
\*\*Estimate based on average base pay over the last 36 months.

SBP NOTES:  
 (1) The above SBP estimate is for full spouse coverage only. Other SBP election options that may be available to you are: child only coverage, spouse and child coverage, former spouse coverage, former spouse and child coverage, or insurable interest coverage. You may also elect reduced coverage for some options. For more SBP cost and annuity calculations, see your SBP Counselor.  
 (2) Once retired, cost and annuity values will increase by retiree cost-of-living adjustments (COLAs).  
 (3) This estimator is not programmed to compute costs associated with an SBP open enrollment election.

Return to Retirement Form

Home | Instructions | Pay Tables | **Retired Pay Estimate Form** | Survivor Benefit Plan - Cost/Annuity Estimate

This contains information which must be protected IAW AFI 33-332 and DoD Regulation 5400.11. Privacy Act of 1974 as Amended applies, and is a For-Official-Use-Only (FOUO). It must be protected or privacy act information removed prior to further disclosure.

Air Force Personnel Center, Randolph AFB, Texas 78155  
Last Reviewed: 13 OCT 2011

## See Your Retirement Order (Example)

TAFMSD:

2012 05 01 (Ret Date)  
 - 20 00 27 (TAFMS)  
 1992 04 04

1405 Date:

2012 05 01 (Ret Date)  
 - 20 08 10 (1405)  
 1991 08 21



# AD Retirement Pay Calculator - AFPC

	PTS	ACCRUED	TO 000331	7384	0596	00130	513	08623	08242	320101		
AD Time	H	590828	600827	0365	0000	0000	000	00365	00365	010000	AR	1
	H	600828	610827	0366	0000	0000	000	00366	00366	010000	AR	1
	H	610828	620730	0337	0000	0000	000	00337	00337	001103	AR	1
1405 Service	H	620731	630730	0000	0000	0000	015	00015	00015	000000	YU	1
	H	630731	640730	0000	0000	0000	015	00015	00015	000000	YU	1
	H	640731	650730	0000	0000	0000	015	00015	00015	000000	YU	1
	H	650731	660730	0000	0000	0000	015	00015	00015	000000	YU	1
	H	660731	670730	0000	0000	0000	015	00015	00015	000000	YU	1
	H	670731	670827	0000	0000	0000	001	00001	00001	000000	YV	1
	H	670828	710202	CIVI	LIAN	STA	TUS				XC	
	H	710203	720202	0015	0048	0017	015	00095	00075	000000	FV	1
	H	720203	730202	0017	0048	0000	015	00000	00077	000000	FV	1
	H	730203	740202	0015	0048	0009	015	00087	00075	000000	FV	1
Misc. AD Time	H	740203	750202	0015	0048	0000	015	00078	00075	000000	FV	1
	H	750203	760202	0015	0048	0000	015	00078	00075	000000	FV	1
	H	760203	770202	0015	0052	0000	015	00082	00075	000000	FV	1
	H	770203	780202	0015	0046	0015	015	00091	00075	000000	FV	1
	H	780203	790202	0015	0046	0021	015	00097	00075	000000	FV	1
	H	790203	800202	0015	0048	0009	015	00087	00075	000000	FV	1
	H	800203	810202	0015	0048	0000	015	00078	00075	000000	FV	1
	H	810203	820202	0015	0048	0000	015	00078	00075	000000	FV	1
	H	820203	830202	0030	0048	0000	015	00093	00090	000000	FV	1
	H	830203	840202	0217	0020	0031	015	00283	00277	000000	FV	1
	H	840203	850202	0366	0000	0028	015	00409	00366	000000	FV	5
	H	850203	860202	0365	0000	0000	015	00380	00365	000000	FV	1
	H	860203	870202	0365	0000	0000	015	00380	00365	000000	FV	1
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	H	910203	920202	0365	0000	0000	015	00380	00365	010000	FV	1
	H	920203	930202	0366	0000	0000	015	00381	00366	010000	FV	1
	H	930203	940202	0365	0000	0000	015	00380	00365	010000	FV	1
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	H	960203	970202	0366	0000	0000	015	00381	00366	010000	FV	5
	H	970203	980202	0365	0000	0000	015	00380	00365	010000	FV	4
	H	980203	990202	0365	0000	0000	015	00380	00365	010000	FV	4
	H	990203	000202	0365	0000	0000	015	00380	00365	010000	FV	4
AGR Time	H	000203	000331	0058	0000	0000	002	00060	00060	000128	FV	4

1405 Service



# AD Retirement Pay Calculator - AFPC

Active Duty Time	02 11 03	
AGR Time		16 09 00
<u>Misc AD</u>	<u>+00 06 17</u>	
TAFMS	20 02 20	= 50.43%
<u>1405 Service</u>	<u>+02 04 16</u>	
		22 07 06 = 56.45%

E7 w/over 26 yrs 50.43% = \$2428

E7 w/over 26 yrs 56.05% = \$2698

Pay calculated off Longevity Years  
(over 20, 22, 24 up to 40 years)





## *Blended Retirement Systems*

- **Modernized retirement plan**
  - **Known as Blended Retirement System (BRS)**
  - **FY16 National Defense Authorization Act (NDAA)**
  - **Public Law 114-92**
  
- **Eligible pool**
  - **Mandatory for members entering service on or after 1 Jan 2018**
  - **Optional for members with less than 12 years of service (less than 4320 retirement points for ARC) as of 31 Dec 2017**
  
- **REDUX / Career Status Bonus (CSB) ends upon implementation of BRS**



## *Plan Comparison*

- **Legacy Retirement System (High-3)**
  - Must serve at least 20 years of service to qualify
  - Only 20% of members entering service reach retirement
  - Defined retirement annuity computed as  
2.5% X Years of Service X High-3 average
- **Blended Retirement System**
  - Must serve at least 2 years (from pay date) to be vested
  - 85% of service members will receive benefits
  - Defined retirement annuity computed as  
2.0% X Years of Service X High-3 average
  - Blends retirement annuity with TSP
  - Continuation pay
  - Lump sum retired pay option (25 or 50% with reduced annuity)



## TSP Contributions

Individual Contribution	Agency Automatic Contribution (after 60 days)	Total TSP Monthly Contribution (after 60 days)	Agency Matching Contribution (after 2 YOS)	Total TSP Monthly Contribution (after 2 YOS)
0%	1%	1%	0%	1%
1%	1%	2%	1%	3%
2%	1%	3%	2%	5%
3%	1%	4%	3%	7%
4%	1%	5%	3.5%	8.5%
5%	1%	6%	4%	10%
6%	1%	7%	4%	11%

- Member contributions begin first pay period after opting in
- DoD automatic begin first pay period after enrollment
- Matching contributions vested after two years from paydate



## *Continuation Pay*

- **Mid-career retention incentive**
  - **Offset reduced retired pay / encourage retention**
  
- **Eligible at 8-12 YOS with 4-year service commitment**
  - **Must agree to service commitment and obtain retainability at time of election**
  
- **Pay ranges from 2.5 to 13 times monthly base pay**
  - **Secretary will determine based on manning / AF needs**



## *Opt-in Process*

- **May elect to opt-in 1 Jan 2018 thru 31 Dec 2018**
- **Decision to opt-in is irrevocable**
- **Must take DoD opt-in training prior to election**
- **Election made through myPay website**



## *Other Concerns*

- **BRS does not change division of retired pay under Uniformed Services Former Spouses Protection Act**
  
- **Airmen under the Blended Retirement System may still elect the Survivor Benefit Plan**
  
- **Lump sum election may impact other programs (TBD)**
  - **Department of Veterans Affairs (VA) compensation**
  - **Combat Related Special Compensation or Concurrent Retirement Disability Pay (CRDP)**
  - **Survivor Benefit Plan payout**



# ***United States Air Force Reserve***

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*Integrity - Service - Excellence*

## **Outbound Service Team**



1 9 4 8 - 2 0 1 8  
**RESERVE**

**NCOIC Adam Van Horn**  
**DPTSC**



- **What we do – Retirement Packages**
  - **45 days before member’s ceremony or retirement date:**
  - **Create retirement certificates (Member, Spouse {if applicable}, and Presidential) for all retiring members of the Guard and Reserve**
  - **Outbound Services mails benefit letter, lapel pin, certificates in binders, and flag (USAFR), to member or member’s designated POC.**
  - **This package is UPS/FEDEX’ed; when it is ready for mail an email will be sent to the member informing them where it is being sent. The mailroom assigns a tracking number for status inquiry**
  - **What we do – Separation Certificates**
  - **Create NGB 438, 438a, 439, 439a separation certificates for ANG (upon request)**
-





U.S. AIR FORCE

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## *Help Us Help You*

- **Double check mailing/contact information in Retirement Application**
- **Please be patient with us as Trump Certificates are delayed until 12 February**



**Barack Obama Presidential Library**  
2500 W. Golf Road  
Hoffman Estates, IL 60169-1114  
Phone: (847) 252-5700  
Fax: (847) 252-5799  
Email: obama.library@nara.gov

**George W. Bush:**  
Office of the Honorable George W. Bush  
P.O. Box 259000  
Dallas, TX 75225  
Ph: (214) 692-4300 Fax: (214) 692-4324

**William J. Clinton:**  
Office of the Honorable William Jefferson Clinton  
55West 125th Street  
New York, New York 10027  
Ph: 212-348-8882 Fax: 212-348-5218  
email: correspondence@clintonfoundation.org

**George Bush:**  
Office of the Honorable George Bush  
1000 Memorial Drive Suite 900  
Houston, TX 77024  
PH: 1(713)686-1188 Fax 1(713)683-0801

**Jimmy Carter**  
The Carter Center  
Attn: Executive Office  
Atlanta, GA 30307  
Ph: 1(404)331-0283

**Note: Service member's requests should be sent 6-8 weeks prior to the ceremony date and include the date of the ceremony. Requests should include, at a minimum, full name and rank of retiree, date of retirement, address, name and phone number of contact person. Other information may be required**

## Questions?





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# ***United States Air Force Reserve***

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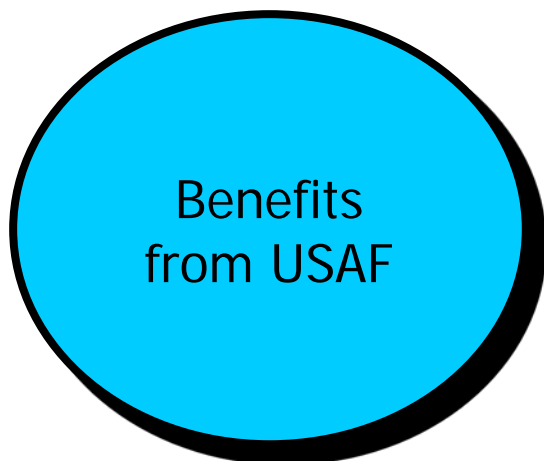
## Entitlements/RCSBP



**U.S. AIR FORCE**

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MSgt Joshua Mathews  
ARPC/DPTTB  
Casualty Services, NCOIC



- **Changed by AF anytime**



- **Changed by a law (SGLI, RCSBP, etc..)**



- **Who is covered?**
  - Participating reservist = **Guard/Reserve Members**
  - Retired Reserve awaiting pay = **Gray Area Retiree**
  - Retired drawing pay = **Retiree**



# *Servicemember's Group Life Insurance (SGLI)*

---

## **\*\*\* Important Note:**

### **SGLI Online Enrollment System (SOES)**

DMDC took over all SGLI & FSGLI operations on 1 August 2017. Members log into <https://milconnect.dmdc.osd.mil/> and make their own changes/updates.



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## ***Servicemember's Group Life Insurance (SGLI)***

---

- **Maximum \$400,000**
- **Increase/decrease in \$50,000 blocks**
- **\$29.00 per month for maximum**
- **Full-time coverage**
- **On duty or off**
  
- ***Notification to spouse if less than max coverage or not sole beneficiary***

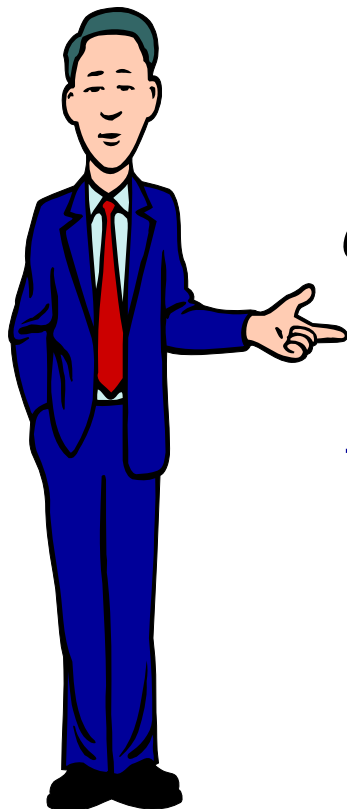




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# *Servicemember's Group Life Insurance (SGLI)*

---



## *Choosing a Beneficiary*

It is in your best interest to  
name a beneficiary?





## *Family SGLI (Spouse)*

---

- **Automatically covers spouse for \$100,000**
  - **Cost is prorated based on spouse's age**
  - **Accelerated Death Option Available**
  - **Coverage can be decreased in increments of \$10,000**
  - **Not available to members who have declined SGLI**
  - **The FSGLI premium allotment starts automatically for any member who has a spouse listed in DEERs (ID Card) data file**
-



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# *Family SGLI (Children)*

---

- **Children are automatically covered for \$10,000**
- **No cost for children**
- **Children are eligible while they are dependents**
  - **Until age 18**
  - **18 – 22 if they are enrolled as a full-time student**



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# *Traumatic Servicemember's Group Life Insurance (TSGLI)*

---

- **TSGLI benefit**
- **Premium - \$1**
- **Compensation from \$25,000 to \$100,000 per injury**
- **May not be terminated if covered under SGLI**



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# ***Veteran's Group Life Insurance*** ***(VGLI)***

---

**Contact your local VA for all inquires**

- **You only have 1 year to convert from time of separations and/or retirement**
  - **120 days to convert without medical screening**
- **5-year term – renewable**



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# ***SGLI/VGLI Accelerated Benefits*** ***Option***

---

- **Available to terminally ill (Contact your servicing CAR for assistance)**
  - **Must be insured under SGLI or VGLI**
  - **Life expectancy of less than 9 months**
  - **Receive up to half of their coverage during their lifetime**
  - **Only the insured can apply for the ABO claim package**



- **Unit/Local Casualty Assistance Representative (CAR) provides casualty assistance to the survivor**
  - **Apply for their military benefits, if any**
  - **Provide them with phone numbers for various other agencies**
  
- **Please call HQ ARPC/DPTTB at 1-800-525-0102, Casualty Services, to report all Non-Duty Status and Gray Area Retirees deaths.**



# ***Person Authorized to Direct Disposition (PADD)***

---

- **Law requires this information**
  - **Airmen must designate one immediate family member as the Person Authorized to Direct Disposition (PADD) of their remains should they become a casualty.**
  - **Member must update selection on the Virtual MPF page on the AFPC website**
  - **A will MIGHT override the PADD depending upon the state laws that apply for wills**





- **Who may be eligible?**
  - **Veteran (defined by VA)**
  - **Retirees (includes gray area)**
  - **Guard/Reservists who die of injury or disease incurred or aggravated while in the line of duty**
  - **Spouses, unremarried surviving spouses, and minor children**
- **Eligibility criteria varies with each VA program**
- **Your eligibility is determined by the VA**
- **ARPC does not provide guidance on the VA's behalf**
- **Recommend direct contact with the VA**

***Toll Free 1-800-827-1000 <http://www.va.gov>***

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- **VA offers benefits and services in several areas**
  - **Health, compensation, vocational rehab, insurance, home loans, and educational assistance**
- **All benefits must be applied for through the VA and all determinations will be made through the appropriate office(s) within the VA**
- **Loans - May be eligible if death is service-connected as determined by the VA**

***Toll Free 1-800-827-1000 <http://www.va.gov>***

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# *Burial and Memorial Benefits (VA)*

---

- **Benefits**
  - **Gravesite in any 120 national cemeteries**
    - **Arlington National Cemetery**  
([www.arlingtoncemetery.org](http://www.arlingtoncemetery.org))
    - **Includes cremated remains**
  - **Government headstone or marker and grave liner**
    - **Includes perpetual care**
  - **Presidential Memorial Certificate signed by current President**



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# *Burial and Memorial Benefits (VA)*

## *Continued*

- **Military funeral honors upon request**
  - **Two or more uniformed persons**
    - **At least one from veteran's parent service**
  - **Burial flag and playing of Taps**



[www.militaryfuneralhonors.osd.mil](http://www.militaryfuneralhonors.osd.mil)



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# *Reserve Component Survivor Benefit Plan (RCSBP)*

- **United States Code, Title 10, Chapter 73**
  - **Only Congress can change this law** (not Sgt Mathews or Bethea)

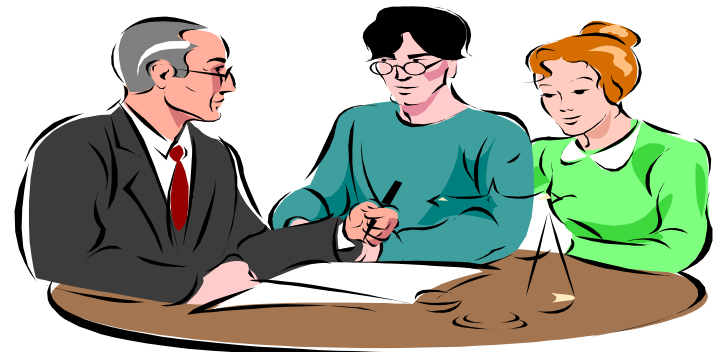




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# *Reserve Component Survivor Benefit Plan (RCSBP)*

- **Timing:**
  - Decision made upon receipt of 20 year notification letter
  - Premiums don't start until drawing retired pay
  
- **Three options: A, B, or C**





# ***RCSBP – Three Options***

---

- **Option A**
  - Declines to make an election until members starts to draw retired pay
  
- **Option B**
  - Deferred annuity - payable upon member's eligibility to start receiving retired pay
  
- **Option C**
  - Annuity effective immediately



- 
- **Failure to respond within the 90 days:**
    - **If you do have eligible family members**
      - **Automatic Option C coverage for your spouse and/or children**
      - **You will be responsible for the premiums**
    - **If you do not have eligible dependents**
      - **Automatic Option A coverage**
  - **Failure to provide spousal concurrence:**
    - **Automatic Option C coverage for your spouse and/or children**
    - **You will be responsible for the premiums**
-





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# *RCSBP Annuity Coverage*

---

- **Spouse only**
- **Spouse and children**
- **Children only - until 18 (day before 23<sup>rd</sup> birthday if full time student)**
- **Former spouse only**
- **Former spouse and children**
- **Person with insurable interest**





- **Life Changing Events** (you have 1 Year from the date of the life changing event to update your election)
  - Marriage
  - Birth of Children
  - Divorce
  - Death of beneficiary
- **Cancel** (contact DFAS for this action)
  - Between 24 – 36 months of receiving retired pay
    - Normally between ages 62-63



# *Cost of Coverage*

- **Based off the follow:**
  - **Member's age**
  - **Beneficiary's age**
  - **Coverage selected**



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# RCSBP Sample Calculation

Example  
MSgt  
Over 26 yrs  
3000 Pts

RCSBP cost in red continues, even if you cancel coverage

RCSBP cost in red will be deducted from the annuity

## Reserve Component Survivor Benefit Plan (RCSBP) Calculator

[Instructions](#)

**Personal Information**

Pay Grade E-7	Years of Service Over 26	Points 3000	Base Retired Pay (BRP) \$ 1003.31	Desired Coverage 1003.31
------------------	-----------------------------	----------------	--------------------------------------	-----------------------------

Point Value: 0.33444      Based on Pay Tables of Year: 2012

**Beneficiary Election**

Spouse or former spouse only       Children only  
 Spouse or former spouse and children       Insurable Interest

**Required Dates**

Member's birth date: 2/20/1962      Date of election: 4/11/2011

**Beneficiary Birthdays**

Spouse or former spouse: 1/6/1960

Youngest child: 7/11/1994

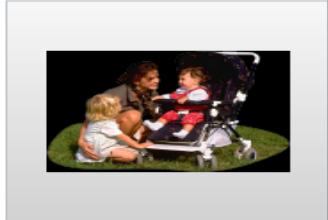
Insurable Interest: 4/11/2012

**Age at Election**

Calculate Ages

51      2 years older

17      32 years younger



**RCSBP Estimates**

	Option A	Option B	Option C
Base Retired Pay	1003.31	1003.31	1003.31
Desired Coverage	1003.31	1003.31	1003.31
Basic SBP cost	-44.34	-44.34	-44.34
<b>RCSBP Cost</b>		<b>-16.25</b>	<b>-22.27</b>
Total deductions	-44.34	-60.59	-66.61
Net retired pay	958.97	942.72	936.70
Annuity		542.88	539.57

Member lives beyond age 60  
 Spouse still eligible

Based on Pay Tables of Year: 2012

A. Deferred Election is when the member declines participation in the plan until age 60.  
 B. Deferred Annuity is payable on anniversary of member's 60th birthday or later.  
 C. Immediate Annuity is payable effective the day after the member's death.

**Additional Print Fields**

Address:

Optional Text:

Show the actuary factors used in calculations



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# ***United States Air Force Reserve***

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## **DEERS Project Office**



MSgt McCoy-Pawloski  
DPTTB

**U.S. AIR FORCE**



- The primary function of the DEERS Project Office is to provide guidance to local ID card sites on policies and record discrepancies/resolutions.
- Our office is the initial contact between sites and DMDC.
- Reviews and determines sufficiency of supporting documentation for eligibility to DEERS benefits
  - Verify orders are in DEERS
    - Order Types: AGR, Contingency, ADOS/RPA
      - milConnect – members can use this to verify eligibility
  - ARC Assessments
  - Site Security Managers
  - Lock/Unlock DEERs Records
    - ONLY lock records with proper documents from JAG
  - Terminate Records
    - Invalid entries
      - Wrong documents attached
  - Emergency requests for CACs
    - NOT TESLIN -- ePubs



- Members contacting the Project Office
  - Members should be going through their CSS/MPS first
  - CSS/MPS should contact the DEERs Project Office
- Force gaining members into DEERs
  - RegAF to ARC
  - New Accessions
- MiIPDS
  - Gaining members incorrectly
    - DAS and EDSCA should match
    - Gaining a member with a one day break in service
    - Gaining a member in a timely manner
  - LIMMOB and AROWS do not match
    - AROWS should flow but if not then the CSS/MPS/IPR should update MiIPDS
    - End date extensions – start dates should not be changed
    - LIMMOB and TDY are BOTH being updated
    - Members on RPA are not being updated in the TDY fields
  - AROWS
    - Start date cannot change – if the date changes in AROWS – then revoke the order and create a new order



- \*\*\*\*ONLY the IPRs can update MilPDS for Contingency Orders\*\*\*\*
  
- Active Duty to ARC
  - Entitled to TriCare Benefits for 180 days
  - Members must be gained the day after the separation date on the DD214
  - If the member is assessed properly; allow 10 business days for data to flow from MilPDS to DEERs and the TA-180/Reserve Segment will populate in DEERs
  
- Retirements
  - Please be aware when retiring ARC members there are THREE Categories
    - NDAA
      - With Pay No Medical
    - AGR/RegAF
    - Reserve Retiree
  
- Former Members
  - DID NOT retire but were discharged with 20 years Sat Service
    - NOT entitled to BLUE ID – EVER
    - Family is not entitled to RCSBP
    - Entitled to pay at Age 60 – must apply for retirement





# Future State of DEERs Project Office

---

- Requests will be made through our dynamic form
  - MPS will be the only ones who can make these updates
    - Pre/Post Deployments Required Documents
      - Orders, MilPDS screenshot (must match)
        - If not, incidents will be returned without action
        - Allow 5-7 duty day before submitting an incident
    - Accessions
      - SURF (DAS/EDSCA must match)
      - ANG
        - DD Form 4
      - Reserve
        - AF Form 100/DD214 (must have transferred to Reserve)
    - New Accession (Leaving for Basic)
      - SURF, Drivers License, Social Security Card, Birth Certificate, DD Form 4, Basic Training Order
    - SSM Request
      - DD Form 2875
        - Signatures dated within last 30 days
        - Training cannot be expired



- milConnect at <https://www.dmdc.osd.mil/milconnect/>
- ID Card Office Online at
  - Rapids Site Locator
- Tricare at <https://www.tricare.mil/>
- As a reminder, many MilPDS guides are available on myPers



U.S. AIR FORCE

# ***United States Air Force Reserve***

*Integrity - Service - Excellence*

## **DD 214/Service Verification Team**



**SSgt Samantha Green  
DPTSC**

**U.S. AIR FORCE**



## *Overview*

- **DD 214/Service Verification Service Team Responsibilities**
- **Unit/MPS Responsibilities**
- **When does a DD 214 get created**
- **FAQs**
- **How you can help us and the customer**



## *DD214 Team Responsibilities*

- ARPC completes DD 214s for the following members:
  - ALL IMA Reservist
  - ALL Separated and Retired ANG and AFR Members
  - ALL Unit assigned ANG and AFR members receiving an active duty retirement
  - ALL ANG and AFR members retiring due to a PDRL or TDRL
  - ALL DD 214 Congressional and BCMR inquiries for ANG and AFR members.
  - ~~ALL DD 215 requests for ANG and AFR members. Units should not be creating DD 215s. Submit request through~~



## ***DD 214 Team Responsibilities Cont.***

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- **We assist with Statement of Service for the purpose of Military Buy Back (only for ANG and AFR)**
- **We can provide VA Home Loan Letters for members with 6yrs of Sat Svc.**
- **Employment verifications.**



# *Unit MPS Responsibilities*

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- **Process/Complete ALL** unit assign ANG and AFR DD 214s other than Active Duty Retirement or PDRL/TDRL DD 214s.
  - **Discharge with Severance Pay** for ANG and AFR members **MUST** have their DD 214s completed by their servicing MPS.
  - **NOTE: Unit MPS please do not wait until a member gets out so that ARPC has to create the DD 214.**
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# *When does a DD 214 get created*

## ■ When does a DD 214 need to be created:

- 90 days or more of continuous active duty
- If less than 90days, active duty must be for a contingency operation





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- **What is the real turn-around time for DD 214 and DD 215 requests?**
    - Currently we are about 3 months out.
    - ANG and AFR Active duty retirements DD 214 get finalized within 5 working days after retiring.
  
  - **Do members need to complete DD 214 Worksheets in the VMPPF?**
    - Yes, however the information is subject to change based on the source documents provided. If member creates a WS we do not get a notification to create DD214, member still needs to submit request through MyPers.



- Where can MPS find information on how to complete a DD 214?
  - AFI 36-3202, Table 4 and the DD 214 Personnel Service Delivery (PSD) guide found in MyPers. Please feel free to contact the DD 214 Section for ANY questions.
  
- What documents are needed to complete a DD 214?
  - Title 10 or Title 32 orders (whichever is applicable)
  - COMPLETED Travel Vouchers from the FSO
  - SIGNED AND DATED Decorations, EPRs/OPRs LOEs, 475s
  - School Certificates
  - DD Form 4
  - AF Form 526s (for DD 214s prior to 2001, in most cases ARPC can pull from ARMS)



## ■ I need Member Copy 4, but PRDA only has Service Copy 2, what do I do?

- Please have the member contact ARPC for the Service Copy 2 letter.

## ■ I no longer have access to complete DD 214 worksheets in V-MPF what should I do?

- Please contact AFPC Policy/Procedures at DSN: 665-2269

## ■ I have several questions and I have no idea where to start, what do I do?

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- Please contact us, at 1800-525-0102, Option 3, Option 4, then 2.



# *How you can help us and the customer*

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- **Get familiar with AFI 36-3202 and the DD 214 Personnel Service Delivery (PSD) Guide.**
  
- **Have a different technician review the DD 214 WS and the source documents prior to finalizing the DD 214 WS.**
  - **Submit a copy of the DD 214 WS to the member by clicking “Submit” in the VMPPF**
  - **Ensure the blocks 23 through 29 are correct prior to finalizing the DD 214**
    - **Contact ARPC if you are unsure**
  
- **All DD 215 Applications returned for additional information or supported documentation must be re-routed thru the MPS as applicable.**
  
- **Worse Case Scenario, PLEASE contact ARPC DD 214 Section.**