

Sir or Ma'am,

The HQ RIO Reserve Pay Office has nearly completed its transition from the Readiness Management Group, at Robins Air Force Base, Georgia, to Buckley Air Force Base, Colorado. During this transition our military pay technicians have noticed trends in pay documentation errors which are resulting in payment delays to members.

Below, you will find the most common pay documentation submission errors and how to correct them:

- Incomplete Orders (AF Form 938) - Be sure to send the complete 938, including the original order and all modifications
- Redacted SSNs - When submitting orders for pay, ensure your SSN is visible/not redacted
- Duplicate document submission - Do not submit the pay documents more than once. If you believe there was an error transmitting your documents, contact an HQ RIO military pay technician by phone
- To avoid further delay when addressing pay documentation errors with your HQ RIO military pay technician, be sure to address each item they identify

To contact the HQ RIO RPO, please call 720-847-3711. Your attention to these four items will help ensure you are paid in a timely fashion.

Ms. Selby E. Redman, GS-13, USAF
Director of Operations, HQ Individual Reservist Readiness and Integration
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