 **Training will begin soon ...**

Thanks for joining HQ RIO for this virtual training session!

The chat function you see is moderated; if you post there, the other attendees won't see it until the moderators answer and make it public.


**Please DO NOT POST QUESTIONS YET!**

You should hear music and see this slide. If you do, you're good to go!

Having technical difficulty? Here are a few things to check:

- Try accessing this from a personal computer/smart phone.
- On a gov't computer? Turn OFF VPN.
- Is your sound turned up?
- Do you have a strong wifi signal?

Use this QR code or the link in the chat to download a PDF of the slides.



If you have problems, fear not! This session is being recorded and will be available at the same link you used to get here.

**We will go over the ROEs at the beginning of the training; until then, enjoy the tunes!**


**Headquarters U.S. Air Force**

*Integrity - Service - Excellence*  
Headquarters Individual Reservist Readiness and Integration Organization


**Get Paid FAST!**  
**Best Practices for Submitting Orders and IDTs for Pay**





**U.S. AIR FORCE** **HQ RIO Readiness & Training**

 **ROEs for Virtual Training**


- Microsoft Teams (CVR) Live Event
- Video and Audio are one-direction only
- The Q&A chat
  - **PLEASE WAIT and post questions at the end** – we promise to answer them!
  - Q&A is moderated
  - Replies may only be visible to the person who asked
  - Some will be posted for everyone to see
  - Stay in the training lane – watch giving TOO much info
  - Have a follow up? Use the REPLY function
- Recording is available after training is over
  - At the same link used to attend

 **Introductions**

- HQ RIO is at ARPC, Buckley AFB, Colo.
- The Talking Head – Lt Col Erin Karl, HQ RIO PAO ... and an IMA!
- The Moderator Team
  - HQ RIO RPO Staff
  - Det Commanders/Superintendents/Staff

 **Overview**

- Reserve Pay Office
- MyPers – UTAPs – AROWS-R
- Getting paid for a short tour
- Getting paid on a long tour
- Getting paid for IDTs

 **Reserve Pay Office (RPO)**

- Processes all IDT, MPA, RPA, AT orders for pay
  - Pay not started by orders approval
- Team is at HQ RIO in the ARPC building, Buckley AFB, CO
- Contact them through the Total Force Service Center
  - myPers ticket
  - 1-800-525-0102
- Forms, guides and links on the HQ RIO website
  - <https://www.arpc.afrc.af.mil/HQ-RIO/IMA-RPO/>
  - Updated "time hacks" for common submissions

**Reserve Pay Office (RPO) services all salary & leave issues—NOT TRAVEL**

**The Reality of the RPO**

- AD – pay comes automatically until it's told to stop
- Reserve – pay doesn't come until an action starts it
- As DFAS ages, more work has to be done manually
- DFAS doesn't comply with AF standards for processing times
- Right now there is one RPO tech for every 600-700 IRs
- On average, 25% of submissions are returned for simple errors (missing signatures, wrong forms, wrong queue, etc.)
- Much of what the RPO requests is based on law and regulation – making an active duty system work for IRs

**myPers Portal**

- myPers.af.mil
- Set up a password!
- Put a good personal email in your profile
- Set up for smartphone access
- IMA Management section
  - RIO Reserve Pay

**myPers RIO Reserve Pay Links**

- USE THESE LINKS!
- SHORT TOUR – turns off 1 Dec
- Ensure submission is sent to the correct technician
- myPers
- HQ RIO website

**Reserve Pay Request Links (No travel requests)**

**LEAVE REQUEST**  
BAH AF Form 294, BAH Waiver, Clothing/Uniform Allowance, BAH RPO Welcome Packages, Allow, Inquiries

**SHORT TOUR REQUEST**  
AF Form 100 Part 1, AF Form 100 Part 3, Leave Carryover, Leave Sell Back, Other leave inquiries

**LONG TOUR REQUEST**  
MPA/RPA Orders 30 days or more, Pre-certified & Close-out CONUS/OCONUS orders, Temporary Lodging Allowance (TLA), Move-in Housing Allowance (MHA), Cost of Living Allowance (COLA), Overseas Housing Allowance (OHA)

**Submit pay documents via myPers**  
Choose from the links below to submit your reserve pay request. No travel requests are to be submitted here.

**BAA RPO Requests**  
BAH AF Form 294, BAH Waiver, Clothing/Uniform Allowance, BAH RPO Welcome Packages, Allow, Inquiries

**Leave Request**  
AF Form 100 Part 1, AF Form 100 Part 3, Leave Carryover, Leave Sell Back, Other leave inquiries

**Short Tour Request**  
MPA/RPA Orders less than 30 days, Annual Training, Cost of Living Allowance (COLA)

**Long Tour Request**  
MPA/RPA Orders greater than 30 days, Pre-certified & Close-out CONUS/OCONUS orders, Temporary Lodging Allowance (TLA), Move-in Housing Allowance (MHA), Cost of Living Allowance (COLA), Overseas Housing Allowance (OHA)

**AROWS-R Set Up**

**CAC Login**  
Login

**I'm A New User:**  
Member (Usermail) or Civilian employee  
First time login must be completed with a CAC, select 'First Time Login' on the left side of the screen.

**Forgot Your Password?**  
Forgot Your Password?

**Access through AF Portal or directly at <https://arows.af.mil/arows-r>**

**CAC-enabled or use established password; once you make it CAC access you cannot use a password after that.**

**Requirements**

- Once orders are submitted, you can check the status within AROWS-R
- Update the "My Account" tab for notifications – PUT A PERSONAL EMAIL!
- Compatible with most browsers
  - (remember Compatibility view for IE)
- Won't work on a Mac or Linux computer

**Printing your orders ...**

- No mod – click the printer button
- Need to print initial orders when there was a mod?
  - Click the tracking number from your APPROVED ORDERS
  - From drop down, select HISTORY - MODIFICATIONS
  - Click PRINT on the INITIAL line



### Getting paid for a short tour - TODC

- Short tour = 29 or fewer days
- MANDATORY as of 1 Dec 2020
- ONLINE Tour of Duty Certification (TODC) in AROWS-R
- Send to supervisor OR an E-5+ who can legally verify ...
  - WHERE you worked
  - WHEN you worked
- Certifier does NOT need an AROWS-R account
  - They click a link in an email that's sent
  - Link can expire, so verify they are present to take action on it
- Pay is faster and automated

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### AROWS-R TODC

1. Choose CREATE CERTIFICATION
2. Select CREATE next to the order you want to certify (you may need to "sort descending" to see it)
3. Fill in the information needed to complete the certification
4. Type in the email for whomever you want to certify
5. SAVE & SIGN (be patient!)

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### Certifier steps

- Certifier receives an email containing a URL
- Click or copy/paste the URL into browser (Chrome is best)
- Enter phone number and digitally sign
- Submit!

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### Troubleshooting the TODC for Certifiers

- Doesn't receive the email
  - Some bases block the email (long URL)
  - Send to ANY email (gmail, yahoo, etc.)
- Can't get to the URL
  - Some bases don't have AROWS-R whitelisted
  - Go to URL while NOT connected to NIPR or VPN
  - Forward email to a personal computer and use a CAC reader

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### Getting paid for a long tour

- Long tour = 30 days or more
- Pre-certify your orders to start pay on (or after) the first duty day
  - Submit via the LONG TOUR REQUEST link
- Send in a final certification (just like short tour) on (or after) the last duty day
  - Submit via the LONG TOUR REQUEST LINK
- Dates change? Send the mod and original pre-certified orders in to let the RPO know!
  - You don't want to get under- or over-paid
  - Saves a LOT time if you resend the pre-cert orders along with

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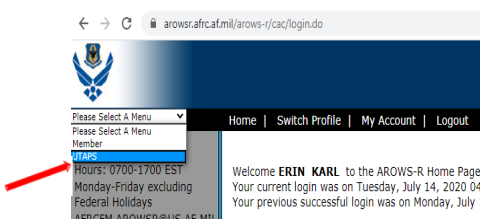


### Pre-certify your orders to start your pay

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### Getting to UTAPS

- Log into AROWS-R first, then select UTAPS from the drop-down menu
- Follow the prompts then select IMA/PIRR Calendar



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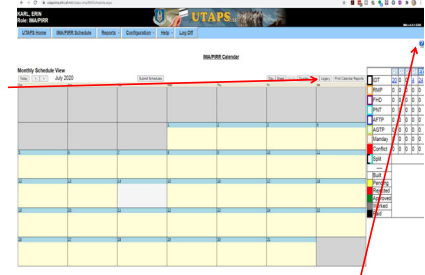
### UTAPS

- Works best in Internet Explorer
  - In Edge you need to re-enter your PIN after each selection
  - Some functionality is lost in Chrome and Mozilla
- Use "compatibility view" and turn off your pop-up blocker
- User accounts sometimes lock out
  - Between 30-90 days, prompt to answer challenge question
  - If 90+ days or challenge questions not set, call help desk
  - Put in a calendar reminder to "visit" your UTAPS calendar! ;-)
- Not compatible with Macs
  - Some have used an IE Emulator in Safari, but not tested

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### New UTAPS Calendar

Want the old calendar back? Click LEGACY.



Click this TINY question mark to pull up a page of instructions for the new calendar.

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### Getting paid for IDTs

- Use UTAPS whenever possible
  - MUCH faster
- Help your supervisor troubleshoot marking your days as approved or paid
  - The main page has a HELP menu; let them help!
- Double check that your position's IDT requirement is correctly reflected in UTAPS (24 or 48 periods per year)
  - Majority of pay issues are due to errors with this!
- Mark days as WORKED, supervisor marks PAID
  - If your days show as BLACK, pay should arrive within 2 weeks

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### UTAPS not working?

- Contact your Det to see if they can assist with UTAPS
- As a last resort you can submit a fully signed 40A
- Must have all three signatures
  - You sign it
  - Supervisor signs twice
    - Yes, you can do it (authorize)
    - Yes, you did it (certify)
- Use the IMA RPO Requests link
- Expect additional week to 10 days over using UTAPS
- Follow up – LES and PCARS



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### AT and IDTs in conjunction

- You can do the IDTs before or after the AT
- AROWS-R TODC ... you must wait for IDTs to be complete
  - So, you'll get paid faster if the IDTs are first
- Two separate payouts
  - AT – paid via AROWS-R TODC
  - IDTs – paid via UTAPS
- Double check BOTH systems to make sure they went through

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U.S. AIR FORCE

[mypay.dfas.mil](#)

- CAC-enabled
- Create your profile
- Leave and Earnings Statement (LES)

**LEAVE AND EARNINGS STATEMENT (LES)**


Current pay period: 01/01/2016 Select month (YYYY-MM)

Type	Amount	Date	Note
Annual Contract		01/01/2016	
Total Earnings			
Total Deductions			
Total Allowances			
Net Payable			
End Month Payment			

**New User**

Go to myPay to create your account and select New User as a step to skip walkthrough.

[Create your myPay Profile](#)

[illegible]

## *Random reminders and real talk ...*

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- Double check all your info and forms EVERY TIME
  - Got all the signatures?
  - Is your address correct?
  - Attach all the needed documentation?
  - Dependents ... any changes?
  - Bank accounts?
  - DID. YOU. GET. PAID??
- Info from other IMAs isn't always right!
- Use the correct myPers submission links
- "I shouldn't have to ..." THERE'S A REASON
- Include a friendly note!

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## What questions do you have?

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- We will keep this meeting open as long as necessary to answer all your questions in the chat
- A recording will be available at the same link you used to attend ... spread the word; share this training with others!
- We value your feedback! Will you take the survey?



*To take the survey, use the QR code or the link -- you'll need to use a non-gov't computer.*

<https://forms.gle/Z4C99oVsKqWUUhKaR9>

<https://www.arpc.afrc.af.mil/HQ-RIO/Training>