



ARPC Frontline

At the frontline of customer service

ARPC Frontline is a new resource the FSS community can reference to find the latest information and updates from the Headquarters Air Reserve Personnel Center. For more information about the notices, please follow the embedded links to the ARPC Digital Transformation webpage.

The Digital Transformation Initiative (DTI) is one of our top priorities and we will use this forum to provide FSS members with DTI Notices on timely subjects. As a friendly reminder, FSSs should relay this information to their unit CSSs to ensure the smoothest possible transition at every level. You will find the following DTI Notices attached to this issue of Frontline:

[DTI Notice: 230419-01](#)

Topic: Military Records Retrieval Transition

Impact: Retired and Separated Air Force members

BLUF: The Military Records Retrieval function is now available on myFSS. Incidents already submitted within myPers will continue to be processed in myPers.

[DTI Notice: 230419-02](#)

Topic: DEERS and RAPIDS Project Office Transition

Impact: Air National Guard and Air Force Reserve Airmen

BLUF: The Defense Enrollment Eligibility Reporting System (DEERS) and Real-Time Automated Personnel Identification System (RAPIDS) Project Office function is now available on myFSS.

[DTI Notice: 230419-03](#)

Topic: myRetirement

Applicable to: Air National Guard and Air Force Reserve Airmen

BLUF: Retirement applications, Reserve Component Survivor Benefit Plan (RCSBP) and 20 Year Letter requests are now available on myFSS.

Additional resources are available at:
HQ ARPC Information Toolbox on Teams
<https://www.arpc.afrc.af.mil/>
<https://www.af.mil/Policy-Updates/>

FSS Commanders and Superintendents can call the FSSE line for assistance or questions.

DTI Notice: 230419-01

Topic: Military Records Retrieval Transition

Impact: Retired and Separated Air Force members

BLUF: The Military Records Retrieval function is now available on myFSS. Incidents already submitted within myPers will continue to be processed in myPers.

Effective immediately, Retired and Separated Air Force members should utilize myFSS to submit Military Records Retrieval requests. Incidents submitted through myPers will no longer be accepted and will need to be submitted through myFSS. Previous incidents within myPers will be processed. Please do not submit a duplicate request through myFSS.

To submit a new request in myFSS, navigate to the [myFSS landing page](#) and enter the title of the Knowledge Article into the Knowledge Article search bar located at the top of the page:

- AFR/ANG Military Records Retrieval

Review the Knowledge Article and select the “Create a Request” button at the bottom of the page to initiate a request.

End user guides are located under “Helpful Links” at the top of the myFSS landing page at [“myFSS Training Library”](#).

During this transition, members may experience a slight delay in processing of case inquiries. Please ensure they consider these potential delays when requesting records that may affect their promotion, development, or benefits.

As we continue to implement digital transformation initiatives, additional information will be provided to the field. As always, please direct members needing immediate assistance to the Total Force Service Center, at 1-800-525-0102. Wing Commanders, FSS Commanders and Superintendents should contact the FSSE Line with urgent issues.

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DTI Notice: 230419-02

Topic: DEERS and RAPIDS Project Office Transition

Impact: Air National Guard and Air Force Reserve Airmen

BLUF: The Defense Enrollment Eligibility Reporting System (DEERS) and Real-Time Automated Personnel Identification System (RAPIDS) Project Office function is now available on myFSS.

Effective immediately, Air National Guard and Air Force Reserve members should utilize myFSS to submit DEERS/RAPIDS Project Office requests. Incidents already submitted within myPers will continue to be processed in myPers, please do not submit a duplicate request through myFSS.

To submit a new request in myFSS, navigate to the [myFSS landing page](#) and enter the title of the Knowledge Article into the Knowledge Article search bar located at the top of the page:

- AFR/ANG DEERS and RAPIDS Project Office Guidance

Review the Knowledge Article and select the “Create a Request” button at the bottom of the page to initiate a request.

End user guides are located under “Helpful Links” at the top of the myFSS landing page at [“myFSS Training Library”](#).

During this transition, members may experience a slight delay in processing of case inquiries. Please ensure they consider these potential delays when requesting records that may affect their pay or benefits.

As we continue to implement digital transformation initiatives, additional information will be provided to the field. As always, please direct members needing immediate assistance to the Total Force Service Center, at 1-800-525-0102. Wing Commanders, FSS Commanders and Superintendents should contact the FSSE Line with urgent issues.

DTI Notice: 230419-03

Topic: myRetirement

Applicable to: Air National Guard and Air Force Reserve Airmen

BLUF: Retirement applications, Reserve Component Survivor Benefit Plan (RCSBP) and 20 Year Letter requests are now available on myFSS.

Effective immediately, members should submit retirement applications on myFSS. We appreciate your patience during the transition period as we are processing applications from both systems as fast as we can.

Retirement applications and RRPA that were submitted to ARPC and have a myPers incident number are in the process of moving over to myFSS and will be worked as quickly as possible. Please do not submit a duplicate request through myFSS.

New RRPA applications should be submitted on myFSS. Anyone who previously submitted an RRPA application in vPC should wait until the transfer is complete on/about 1 May before submitting an inquiry on the status of their application. We will send out an update to notify Airmen when the transfer of their application is complete.

For detailed instructions on submitting a retirement application or request, navigate to the [myFSS landing page](#) and locate the “myRetirement” tile. Other detailed information can be found by entering the title of the Knowledge Article into the Knowledge Article search bar located at the top of the page (or click on the “learn more about” tile):

- AFR/ANG Reserve Component Survivor Benefit Plan (RCSBP) and 20 Year Letter
- AFR/ANG Retirement Knowledge Article Links

End user guides are located under “Helpful Links” at the top of the myFSS landing page at [“myFSS Training Library.”](#)

During this transition, members may experience a slight delay in processing of case inquiries. Please consider these potential delays when requesting corrections that may affect promotion, development, or benefits.

As we continue to implement digital transformation initiatives, additional information will be provided to the field. As always, please direct members needing immediate assistance to the Total Force Service Center, at 1-800-525-0102. Wing Commanders, FSS Commanders and Superintendents should contact the FSSE Line with urgent issues.