



ARPC Frontline

At the frontline of customer service

ARPC Frontline is a resource the FSS community can reference to find the latest information and updates from the Headquarters Air Reserve Personnel Center.

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. You will find the following DTI Notices attached to this issue of Frontline:

DTI Notice: 230519-01

Topic: Issues with RRPA Retirement Applications and Calculations in myFSS

Applicable to: Air National Guard and Air Force Reserve Airmen

BLUF: Issues with the ARC Retirements feature within myFSS are preventing members from applying for a Reduced Retired Pay Age (RRPA) retirement. Members with immediate pay-affecting issues should use the Ask-A-Question feature in myFSS to highlight their situation to ARPC technicians.

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 urgent issues

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We are currently experiencing problems with the ARC Retirements feature in myFSS that are impacting RRPA retirement applications and RRPA calculations. We understand how frustrating this can be for our members preparing for retirement and we are working to get this program functioning properly as quickly as possible. To mitigate a portion of the impact resulting from these issues, we are removing the requirement for the six-month waiver for any retirement applications input in May or June for retirement dates in November or December 2023. We encourage members with immediate pay-affecting issues to utilize the “Ask a Question” feature in ARC Retirements to get answers to their questions and to highlight their situation to ARPC technicians. Additionally, we highly recommend that Airmen with urgent retirement inquiries work with their servicing FSS, unit commanders, or the Total Force Service Center to bring these situations to our attention so we can assist.

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. FSS/MPF/RIO Detachment personnel can utilize our ARPC telephone directory to contact technicians in applicable functional areas. Commanders can utilize our ARPC commander’s hotline, at 720-847-3400.