

Frontline Notice: 240208-01

Topic: HQ ARPC Retirement Processing Delays

Applicable to: Air National Guard and Air Force Reserve Airmen

BLUF: HQ ARPC is currently experiencing a delay in processing Age 60 and Reduced Retired Pay Age retirement applications.

The transition from MyPers to myFSS has presented our Retirements Team with unexpected challenges. The team has encountered numerous technical issues within the new system, and it's taking longer than the Air Force initially projected to resolve them.

ARPC is approximately 65 days behind on closing out retirement applications. However, the team is making progress and project to be fully caught up on all retirements within the next 75 days. For applications submitted AFTER the retirement effective date, our goal is to process them within 60 days of receipt.

Retirement pay will be retroactive as of the date of the order. Those members eligible for TRICARE benefits at age 60 will also be retroactively authorized on their 60th birthday.

Additionally, ARPC has seen a significant rise in retirement application errors. To streamline our processes, we are returning these applications with instructions on what corrections are required and closing the application.

When this happens, these members will not lose their position in the queue. Applications are prioritized based on the member's retirement effective date. For future retirement applications, ARPC is working with system developers to enhance the myFSS platform to assist the customer in eliminating errors when initially completing the application.

To help combat these issues and prevent them from reoccurring, ARPC has implemented new processes designed to mitigate the challenges from the migration to myFSS. The ARPC team is using Lean/Six Sigma principles to modernize processes, streamline management and standardize myFSS training. The team has already seen a significant jump in production capacity, enabling them to complete this backlog at a rapid pace.

We will continue to post updates on the status of Reserve Retirements as the situation evolves. HQ ARPC strives to keep customers and CSS/MPF personnel up to date with the most accurate information possible.

As always, please direct members needing immediate assistance to the Total Force Service Center, at 1-800-525-0102.