



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

[DTI Notice: 230327-01](#)

Topic: Duty History Updates Transition

Impact: Air Force Reserve Airmen

BLUF: The Duty History Updates function is scheduled to be available for Airmen to use on MyVector on 1 April 2023.

[DTI Notice: 230327-02](#)

Topic: Military Records Retrieval System Transition

Impact: Air National Guard and Air Force Reserve Airmen

BLUF: The Military Records Retrieval System is scheduled to be available for Airmen to use on myFSS on 3 April 2023.

[DTI Notice: 230327-03](#)

Topic: Reserve Component Survivor Benefit Plan (RCSBP) and 20 Year Letter

Impact: Air National Guard and Air Force Reserve Airmen

BLUF: RCSBP and 20 Year Letter notifications will transition to myFSS and are scheduled to be available for Airmen to use on 14 April 2023.

[DTI Notice: 230327-04](#)

Topic: Defense Enrollment Eligibility Reporting System (DEERS) Project Office Transition

Impact: Air National Guard and Air Force Reserve Airmen

BLUF: The DEERS Project Office requests are scheduled to be available for Airmen to use on myFSS on 14 April 2023.

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: 230327-01

Topic: Duty History Updates Transition

Impact: Air Force Reserve Airmen

BLUF: The Duty History Updates function is scheduled to be available for Airmen to use on MyVector on 1 April 2023.

The Duty History Updates function is transitioning from myPers to the MyVector platform. During this transition, members may experience a slight delay in processing of case inquiries. Please ensure Airmen consider these potential delays when making requests that may affect their promotion, development or benefits. We will provide additional information to the FSSs when the platform goes live.

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: 230327-02

Topic: Military Records Retrieval System Transition

Impact: Air National Guard and Air Force Reserve Airmen

BLUF: The Military Records Retrieval System is scheduled to be available for Airmen to use on myFSS on 3 April 2023.

The Military Records Retrieval System is transitioning from myPers to the myFSS platform. During this transition, members may experience a slight delay in processing of case inquiries. Please ensure Airmen consider these potential delays when making requests that may affect their promotion, development or benefits. We will provide additional information to the FSSs when the platform goes live.

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: 230327-03

Topic: Reserve Component Survivor Benefit Plan (RCSBP) and 20 Year Letter

Impact: Air National Guard and Air Force Reserve Airmen

BLUF: RCSBP and 20 Year Letter notifications will transition to myFSS and are scheduled to be available for Airmen to use on 14 April 2023.

RCSBP and 20 Year Letters, formally known as NERP (Notification of Eligibility of Retired Pay), are transitioning from myPers to the myFSS platform. During this transition, members may experience a slight delay in processing of case inquiries. Please ensure Airmen consider these potential delays when making requests that may affect their retirement, pay or benefits. We will provide additional information to the FSSs when the platform goes live.

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: 230327-04

Topic: Defense Enrollment Eligibility Reporting System (DEERS) Project Office Transition

Impact: Air National Guard and Air Force Reserve Airmen

BLUF: The DEERS Project Office requests are scheduled to be available for Airmen to use on myFSS on 14 April 2023.

DEERS Project Office requests are transitioning from myPers to the myFSS platform. During this transition, members may experience a slight delay in processing of case inquiries. Please ensure Airmen consider these potential delays when making requests that may affect benefits eligibility for both the member and their dependents.

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.