



MILITARY PERSONNEL SECTION

CUSTOMER HANDBOOK

08 Feb 2011

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Military Personnel Section (MPS) Contact/Program Information

Location: Area F, Building 1403, first floor.

Hours of Operation: Monday, Tuesday, Thursday and Friday 0830-1530, Wednesday 1200-1630

MPS Information Line/Front Desk: [632-7528](tel:632-7528), 31fss.customersupport@aviano.af.mil

"COMMANDERS' LINK"

AFPC's link for CCs

Manpower and Personnel Flight CC: [632-5392](tel:632-5392)

Military Personnel Section Chief: [632-4578](tel:632-4578), 31mss.dpm@aviano.af.mil

Military Personnel Section Superintendent: [632-7453](tel:632-7453), 31mss.dpm@aviano.af.mil

MPS Customer Support Element:

Customer Focal Point, DEERS, CAC/ID, vRED, Leave Program, SGLI/FSGLI, INTRO Program, Base In-processing, BAS/ESM, ARMS

Element Chief: [632-7453](tel:632-7453), 31fss.customersupport@aviano.af.mil

Superintendent: [632-5889](tel:632-5889), 31fss.customersupport@aviano.af.mil

MPS Force Management Operations Element:

Duty Status, Duty History, Evaluations, Feedback Notifications, Awards & Decorations, CRO/Duty Information Update/UPMR updates, Adverse Actions (UIFs), PRP

Element Chief: [632-4885](tel:632-4885), 31fss.forcemanage@aviano.af.mil

Superintendent: [632-6160](tel:632-6160), 31fss.forcemanage@aviano.af.mil

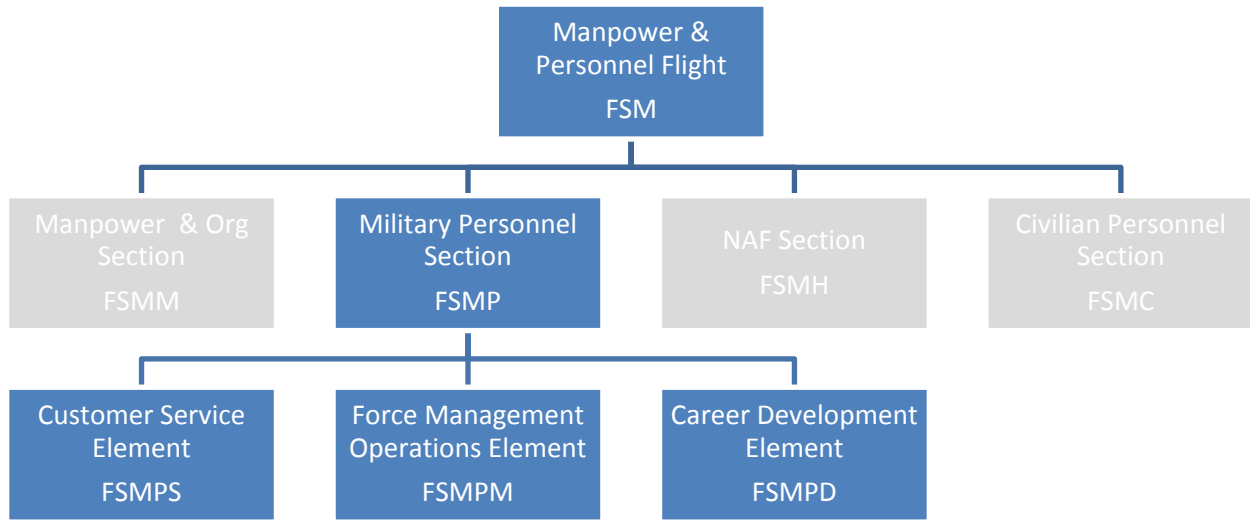
MPS Career Development Element:

Assignments/Out-processing, Low/No Cost PCS/PCA Requests, Officer Promotions, Enlisted Promotions, Reenlistments/Extensions, Retirements, Separations, CSB

Element Chief: [632-7453](tel:632-7453), 31fss.careerdevelopment@aviano.af.mil

Superintendent: [632-0029](tel:632-0029), 31fss.careerdevelopment@aviano.af.mil

Military Personnel Section (MPS) Organizational Chart



CUSTOMER SUPPORT ELEMENT	FORCE MGMT OPS ELEMENT	CAREER DEVELOPMENT ELEMENT
Customer Focal Point Defense Enrollment Eligibility Reporting System (DEERS) Identification (ID) Cards Family Status Changes Virtual Record of Emergency Data (vRED) Leave Process Leave Policy Servicemembers' Group Life Insurance (SGLI) Accessions Line of Duty (LOD) INTRO BAS/ESM Dress & Appearance Passports Citizenship (Immigration & Naturalization Applications) Special Duty Applications IMA Military Personnel Section (MPS) Publicity Adoption Reimbursement	Personnel Reliability Program (PRP) Awards & Special Programs Permanent Change of Assignment (PCA) Special Duty Assignment Program (SDAP) Unit Personnel Management Roster (UPMR) Current Duty Changes Classification Actions Adverse Actions	Assignments Promotions Reenlistments Retirements Separations Career Status Bonus (CSB) High Year Tenure (HYT)

Military Personnel Program Listings

Adverse Actions (Unfavorable Information Files (UIFs))

Maintained by MPS Force Management. The unit is required to process actions (to completion) and drop off the AF FM 1058 along with supporting documents (to include any control roster actions imposed by the CC) w/in the next duty day. The MPS will draft the UIF summary form, AF Form 1137, and route it back to the unit for the appropriate signatures (ie. CC, First Sergeant, PRP Monitor) and maintain it along with the original UIF documents. The MPS is available to help process AF Forms 1058 and for reference/research, etc. Commanders, Shirts and individuals appointed by the Commander in writing (i.e. PRP monitors) may review/sign out the UIF. However, supervisors can be granted review access, but are not allowed to remove the UIF from the MPS.

Questions regarding adverse actions can be e-mailed to 31fss.forcemanage@aviano.af.mil or call DSN 632-2800/4227, Commercial 043-430-2800/4227.

Assignments/Out-processing

Personnel are notified via email of assignment selection. Personnel log on to vMPF to acknowledge assignment. A 2-page assignment notification RIP is received from AFPC by the MPS Career Development Element. The assignment notification is then sent to the unit Personnel Actions Team to be forwarded to the unit commander. Career Development will then build a Relocation Folder to track progress and load the Virtual Out-processing (vOP) Checklist. The member must complete assignment requirements and the vOP checklist/unit checklist along with any personnel processing codes (PPC) or retainability requirements (sent with Assignment Notification). Career Development will work the assignment requirements (e-mails to gaining unit, authority-to-proceed requests, etc...). Career Development processes PCS orders approximately 60 days prior to the member's scheduled departure date. The member will be notified via e-mail once the PCS Orders are complete. The member can then review and print their orders through the vMPF.

Upon receipt of the Portcall date/time from TMO Passenger Travel personnel the member will be scheduled for final out-processing (member must final-out with their unit before the MPS). The member will report (**in uniform**) on the scheduled date/time of appointment (with completed vMPF out-processing checklist in hand) to complete final out-processing.

Questions regarding assignments/out-processing can be e-mailed to 31fss.assignments@aviano.af.mil or call DSN 632-7388, Commercial 043-430-7388

Automated Records Management System (ARMS)

ARMS allows the member to access their personnel record electronically; these are the same documents that were once maintained in the hard-copy Unit Personnel Record Group (UPRG).

You are able to view and download documents such as EPRs/OPRs, decoration certificates, current SGLI, enlistment/reenlistment documents, PCS orders, etc.

One can access ARMS via AFPC Secure at <https://w20.afpc.randolph.af.mil/AFPCSecureNET20/CheckPortal.aspx>

For access to records on subordinates, see Personnel Records Display Application (PRDA) below.

Questions regarding ARMS can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-4326/4297, Commercial 043-430-4326/4297.

Awards and Decorations

A DECOR-6 (award/decoration shell) can be ordered many ways. The unit CC and individuals authorized BLSDM dashboard access by the unit CC can order a DECOR-6 through the 'Individual Form' transaction. Once in, please select the *Base AD Force Support Squadron* on the scroll down menu and a Case Management System (CMS) case request will be sent to Force Management for action. The DECOR-6 will then be forwarded to the unit personnel actions e-mail box.

To update ribbons, you **must** provide a source document (i.e., for deployment, a paid travel voucher and/or a decoration/LOE/OPR/EPR from the deployed location). For medal updates, please bring in a copy of the citation and orders (unless orders are printed on the citation, then you need only the citation).

To check the status of a deployment decoration please proceed to: <https://mydirect.shaw.afcent.af.mil/e/afcent/direct/a1/Pages/A1UDPUap.aspx>

To see if your deployed unit received a unit award please proceed to: https://mydirect.shaw.afcent.af.mil/l/afcent/direct/a1/wiki/Wiki%20Pages/UNIT_AWARDS.aspx

For a complete listing of Medals and Ribbons: <http://www.afpc.randolph.af.mil/library/awards/index.asp>

Questions regarding Awards & Decorations can be e-mailed to aviano-decorations@aviano.af.mil or call DSN 632-1326, Commercial 043-430-1326.

Base In-processing

The MPS will coordinate with gaining unit's POC to ensure that inbounds are aligned with correct position numbers, AEF alignment, rater, AFSC, and office symbol. If the unit does not provide a sponsor by the allocation suspense date, the unit first sergeant/Commander Support Staff (CSS)/Personnel Action Team (PAT) technicians will be assigned as the sponsor and/or rater in the interim, as applicable. Before arrival, sponsors **must** register inbounds (including spouses) for Right Start by calling 632-5407. Right Start is the initial focal point for all new arrivals, the in-processing and general "TACO" update worksheets must be completed prior to Personal Identification Verification (PIV) CAC certification. In addition, sponsors must ensure the general "TACO" update is completed within its specified suspense.

Questions regarding base in-processing can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-8692/4326, Commercial 043-430-8692/4326.

Base Level Service Delivery Model (BLSDM)

BLSDM was developed as a necessary response to a 39% reduction in Personnelists authorizations. It maximizes efficiency, reduces single points of failure and leverages technology by centralizing CSS manpower and core personnel workload into the 31st FSS Military Personnel Section (MPS).

The CC's Dashboard, a BLSDM IT tool, allows CCs to perform actions on their personnel including ordering Decoration RIPs (DECOR6), changing rating officials and reporting duty status changes. The CC can access Alpha Rosters, Evaluations Rosters, Late Evaluations Rosters, Pending and Projected Evaluations, Gains Roster, Loss Listing, Decoration Eligible Roster, Unit Personnel Management Roster (UPMR), AEF Roster, Duty Status Roster, Monthly Promo Roster, Family Care Report Roster, and CCs Management Roster. The CC can also delegate this access to members within his/her PAS code as needed by selecting the "Administration" link once in BLSDM.

CC's Dashboard training can be found at https://gum.afpc.randolph.af.mil/cgi-bin/askafpc.cfg/php/enduser/std_adp.php?p_faqid=8856

BLSDM tools and additional information can be found at <http://ask.afpc.randolph.af.mil/psd/default.asp?prods3=2254&prods2=2026&prods1=99>
For questions regarding BLSDM, please contact the CC Hotline at **632-0029** or **4885**

Basic Allowance for Subsistence and Essential Station Messing (BAS/ESM)

Eligible personnel are identified for BAS and ESM during in-processing at Right Start. For personnel moving out of the dorms, the member reports to his/her respective CSS/PAT or supervision to review and complete AF FM 220. The AF FM 220 validation process requires the CSS/PAT to review the member's housing contract and dormitory

clearance letter, as applicable. In turn, the CSS/PAT or member forwards AF FM 220 to Customer Support for validation and Finance coordination for MilPay action. Questions regarding BAS/ESM can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-2497/4326, Commercial 043-430-2497/4326.

Career Status Bonus (CSB)

Eligibility:

- Be on active duty
- Complete 15 years of active duty service
- Have a Date Initially Entered Military Service (DIEMS) of 1 August 1986 or later, and qualify under Service regulations for retention to 20 years of active duty service

At 14 years, 6 months the member's Total Active Federal Military Service (TAFMS), notification will be sent to the unit POC with a courtesy copy to the member. Once the CC verifies eligibility, the member will be notified. This will include members on extended TDY, using appropriate means, such as phone or email to make a CSB election by completing the RIP and DD Form 2839. We will establish a 10-day suspense for the RIP and 6-month suspense for the DD Form 2839. *NOTE: If member is TDY more than 30 days, every effort will be made to notify the member through appropriate channels, i.e., PERSCO, TDY location.*

Member's election options:

- (a) Total payout will be \$30,000
 - A single lump sum payment of \$30,000
 - Two annual payments of \$15,000
 - Three annual payments of \$10,000
 - Four annual payments of \$7,500
 - Five annual payments of \$6,000
- (b) Retain the High-3/50% retirement pay plan.

Questions regarding career status bonuses can be e-mailed to 31fss.promotions@aviano.af.mil or call DSN 632-1321 Commercial 043-430-1321.

Change of Rater (CRO), Duty Information Update, Unit Personnel Management Roster (UPMR) Updates

CCs and individuals authorized BLSDM dashboard access by the unit CC can request a CRO, duty information update, and/or UPMR/position changes through the 'Individual

Form' transaction. Once in BLSDM please select the *Base AD Force Support Squadron* on the scroll down menu and a CMS case will be sent to Force Management for action.

Questions regarding evaluations and change of rater changes can be e-mailed to aviano-evaluations@aviano.af.mil or call DSN 632-1320, Commercial 043-430-1320.

Questions regarding duty information updates or UPMR changes can be e-mailed to 31fss.forcemanage@aviano.af.mil or call DSN 632-1327/1328, Commercial 043-430-1327/1328.

Identification (ID) Cards

Customer Support is the ID card creation point for the base. Two forms of ID are required for a sponsor, spouse and dependent children over the age of 18 to obtain a new ID card.

For lost/stolen ID cards, you **must** complete a lost/stolen ID card letter, which **must** be indorsed by Security Forces and your CC, first sergeant, or verifying official (contractors).

The letter is available at Customer Support front counter or call 632-4326/2497 for assistance.

For mutilated ID cards, you **must** complete a mutilated ID card letter, which **must** be indorsed your CC, first sergeant, or verifying official (contractors). The letter is available at Customer Support front counter or call 632-4326/2497 for assistance.

If the sponsor is deployed, civilian spouses **must** have a Power of Attorney to get a new ID Card. Dependents (18 years or older) do not have to have the sponsor present if they possess a DD Form 1172 signed by the sponsor. Students who wish to have a dependent ID card made/re-issued, need a signed DD Form 1172 from the sponsor and a letter from their school registrar--this letter **must** be on the current school letterhead, stating the student will be enrolled for the next term, the student is full-time, list the expected graduation date and be signed by the school registrar. The average wait time is heavily influenced by the length of time it takes to make an ID which is approximately 15-20 minutes for a CAC and 7-10 minutes for family member/retiree cards.

To minimize waiting, please schedule an appointment for CAC/ID Cards, at:
<https://ice.usafe.af.mil/sites/31MSG/FSS/Shared%20Documents/Custom%20Service%20-%20ID%20Card%20Appointments.aspx> or call Customer Support at 632-5889/4326 for assistance.

Questions regarding CAC and ID Cards can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-4326/4298, Commercial 043-430-4326/4298.

Customer Focal Point

Members are encouraged to visit the PSD Guide, which outlines many of the personnel self-service applications/processes.

http://ask.afpc.randolph.af.mil/main_content.asp?p_faqid=5355&prods1=99&prods2=2026&prods3=2254&prods4=2289

For additional information, members are also encouraged to contact the AFPC Service Center:

TOLL FREE: 1(800) 525-0102; select option 1

DSN: 665-5000, COMM: (210) 565-5000

FAX DSN: 665-6222, COMM: (210) 565-6222

For base level personnel processes and all other questions, please contact the Customer Support Element at 632-2498/5889. If a member is unsure of whom to ask a question of, we can direct them to the right location.

Questions can be e-mailed to the Customer Support Element at 31fss.customersupport@aviano.af.mil or call DSN 632-4326/4297, Commercial 043-430-4326/4297.

Date Eligible to Return from Overseas (DEROS) Management

Enlisted members will receive a DEROS Election Option RIP from Career Development approximately 13 – 15 months prior to their DEROS. Members will be scheduled for a briefing and the process/individual options will be explained at that time. DEROS forecast windows are as follows:

DEROS MONTH	APPLICATION SUSPENSE
Jan/Feb/Mar	28 Feb
Apr/May/June	31 May
Jul/Aug/Sep	31 Aug
Oct/Nov/Dec	30 Nov

Members may elect to extend their DEROS from 1 – 36 months, request an indefinite DEROS or In-Place Consecutive Overseas Tour (IPCOT), or maintain their original DEROS. Members must have or obtain at least 12 months retainability within 30 days of receiving the DEROS Election Option RIP in order to be considered for PCS reassignment. In addition if member is approved for a DEROS extension, indefinite DEROS, or IPCOT they must obtain the required retainability within 30 days of approval.

Officer DEROS management works in much the same way as enlisted with the exception of the application process. Officers will utilize the Air Force Assignment System to request assignment actions. When the officer appears on the Vulnerable to Move List (VML), the officer and commander have the option of requesting a reclama, removal from the VML due to DEROS extension, IPCOT, etc.). The AFPC assignment teams will consider the request and approve/disapprove accordingly. Officers are **highly** encouraged to contact their assignment manager directly to discuss their career options. Please visit the AFPC Officer Assignments website at <http://ask.afpc.randolph.af.mil/SiteMaps/OfficerAssignments.asp> for a listing of assignment managers.

Questions regarding DEROS management can be e-mailed to 31fss.deros@aviano.af.mil or call DSN 632-1306, Commercial 043-430-1306.

Defense Enrollment Eligibility Reporting System (DEERS)

Report family status changes to Customer Support to ensure that DEERS is updated. For name changes, original/certified copies of marriage or certificate/divorce decree (in English) are required. To enroll spouse in DEERS the following is required: for U.S. citizens, original or certified copies of marriage and birth certificates for all family members and an original or colored copy of the social security card. For non-U.S. Citizens, the original or certified copies of marriage and birth certificates (translated in English) and 2 forms of identification. To enroll a newborn baby into DEERS, an original or certified copy of birth certificate (in English) is required or certificate of Live Birth authenticated by the attending physician or other responsible person from a U.S. hospital or medical treatment facility.

DEERS is a DoD-wide eligibility system, so we can take care of you and or your family even if you are not at your base of assignment. If you are on leave or TDY and lose your ID card, you can obtain a new card at any DoD installation with DEERS/PIV CAC capability.

Members can also update their address and e-mail by logging into the DoD Defense Manpower Data Center (DMDC) website:
<https://www.dmdc.osd.mil/appj/address/selectAuthenticateType.do>

Questions regarding DEERS program can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-4326/4297, Commercial 043-430-4326/4297.

Duty History

Duty History changes are processed through vMPF, Self-Service Actions. Once submitted to AFPC, the Contact Center will process the request within 3-5 duty days.

Questions regarding duty history can be e-mailed to 31fss.forcemanage@aviano.af.mil or call DSN 632-1327/1328, Commercial 043-430-1327/1328.

Duty Status

CCs or individuals authorized BLSDM dashboard access by the unit CC can request duty status changes through the 'Individual Form' transaction. Once in BLSDM, please select *Base AD Force Support Squadron* on the scroll down menu and a CMS case request will be sent to Force Management for action .

If you are going TDY, please you have someone with BLSDM dashboard access request a Duty Status Change through the 'Individual Form' transaction.

Questions regarding duty status can be e-mailed to 31fss.forcemanage@aviano.af.mil or call DSN 632-1327/1328, Commercial 043-430-1327/1328.

Enlisted Promotions (Weighted Airman Promotion System (WAPS))

The FSS Force Development Flight receives Weighted Airman Promotion System (WAPS) material for members who are testing for the first time. If a member tested the previous year and there are no changes to the material, the member will not receive new material. If a member receives WAPS material, the unit POC will notify them of where they can go to sign for and pick-up their material. Test dates are assigned for each individual based on the testing cycle. We will provide test dates to each unit's WAPS Monitor who will ensure that the member is available and signs their AF Form 1566.

The WAPS eligibility chart for enlisted testing for SSgt through CMSgt is at http://ask.afpc.randolph.af.mil/main_content.asp?prods1=1&prods2=2&prods3=5&prods4=722&prods5=1641

If a member misses his/her test date, a no-show letter will be sent to the member's CC and the test will only be rescheduled if circumstances meet the criteria outlined in AFI 36-2605 (guidance link below). Unit/Group CCs **must** ensure strict compliance with this guidance.

AFI 36-2605 AIR FORCE MILITARY PERSONNEL TESTING SYSTEM

<http://www.e-publishing.af.mil/shared/media/epubs/AFI36-2605.pdf>

*Section A9.14., Page 74, explains No-Shows for Testing (to include late arrivals not tested)

Enlisted monthly increments, select information, STEP, BTZ, supplemental, etc. can be found at <http://ask.afpc.randolph.af.mil/EProm/?prods3=5>

Additional information on Promotions goes to the AFI 36-2502 link below:
<http://www.e-publishing.af.mil/shared/media/epubs/AFI36-2502.pdf>

Questions regarding enlisted promotions can be e-mailed to
31fss.promotions@aviano.af.mil or call DSN 632-7445/1321, Commercial
043-430-7445/1321.

Evaluations

Force Management will send evaluation shells through SharePoint and advertise the report. In order for Force Management to advertise the report and load the shells in SharePoint, **workspaces must be built by the unit**. We are unable to build the workspace due to not knowing who in the unit needs permissions to an individual's evaluation. If the workspace is not built, the shell will be emailed to the unit's Personnel Action Team e-mail box. Reports can be started without a shell.

The last 3 EPRs/OPRs for MSgt and above, AMS SURF and Fitness Report **must** be provided by the member/supervisor. Ratees can access their SURF through AMS Ratees and individuals in the ratees Chain of Command can access their last three reports through the Personnel Records Display Application (PRDA). Additional information regarding PRDA can be found on page 14 of this handbook.

If a report will be a referral, the unit is highly encouraged to contact Force Management for guidance prior to processing the report.

A Force Management technician will review the draft and final evaluations for formatting, **not** content (except for referral reports).

Force Management will provide weekly reports for groups serviced on all evaluations received 30 days or greater after close out.

We request that all correspondence on evaluations be handled through the Force Management email workflow box at aviano-evaluations@aviano.af.mil

Questions regarding evaluations: Call DSN 632-1308/8070/1320, Commercial
043-430-1308/8070/1320.

Feedback Notifications

Supervisor feedback notification RIPs will be emailed to unit Personnel Action Team e-mail box. The rater and unit POC will receive the RIP via email. Once this notification is complete it is the supervisor's responsibility to ensure the feedback session is conducted. Per AFI 36-2406, this notice serves to remind raters that a feedback session is due; however, *failure to receive a feedback notice does not justify failing to hold a required session.*

Questions regarding feedbacks can be e-mailed to aviano-evaluations@aviano.af.mil or call DSN 632-8070, Commercial 043-430-8070

Individual Newcomer Treatment & Orientation (INTRO) Program

A Customer Support technician will send an inbound allocation to unit workflow boxes. Allocations will be suspended for return to Customer Support. Customer Support works directly with the Airmen and Family Readiness Center to ensure your new Airmen have the information on the local area making their transition to the local environment easier. We will also work with you to ensure your new Airmen have sponsors who can help to familiarize them to the area. Sponsors should contact the Airman and Family Readiness Center for Sponsor Training; email 31fss.fsfr.1@aviano.af.mil or call 632-5407.

Questions regarding the INTRO program can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-2497/4326, Commercial 043-430-2497/4326.

Leave Program

For ordinary leave: Member inputs request into LeaveWeb minimum NLT 14 duty days prior to departure.

For non-ordinary leave: Advance Leave, Convalescent Leave, and permissive TDY (PTDY) are requested on a hard-copy AF IMT 988 through the unit CC for signature. PTDY requires support documentation. All convalescent leaves **must** have a doctor's signature and stamp in block 7 as well as the recommended number of days. Turn into the MPS Customer Support Element for LeaveWeb entry and authorized a number prior to starting leave.

Emergency leave in an overseas location-Unit CC, CCF, or personnel actions office will need to complete an AF Form 972 (travel order) once the notification from the Red Cross is received. The CCF or member will hand carry their order to SATO for a cost comparison. The AF Form 972 is then taken to the local finance office for verification, funding and issuance of a travel order number. Upon return from Emergency Leave, the member will need to file a travel voucher.

Questions regarding the leave program can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-2497/4326, Commercial 043-430-2497/4326.

Permanent Change of Assignment (PCA) Request

This application allows the update of an Intra-Command (within MAJCOM) permanent change to a member's unit of assignment, changes to the organization, position ID and Duty Effective Date. Intra-Command PCA actions directly affect strength accountability and will be updated immediately upon PCA effective date. PCA actions are initiated by the losing unit. The gaining unit **must** provide required information to losing unit. The losing unit **must** complete a PCA worksheet and forward to the MPF for processing via MILPDS.

Questions regarding PCAs can be e-mailed to 31fss.forcemanage@aviano.af.mil or call 632-1327/1328, Commercial 043-430-1327/1328.

Officer Promotions

Officer monthly increments, board schedule/criteria/milestones, status of boards, etc. can be accessed at <http://ask.afpc.randolph.af.mil/OfficerProm/?prods3=10>

Officer Voluntary Separation Pay, LADSC Waivers, and other voluntary programs can be accessed at <http://ask.afpc.randolph.af.mil/forceshape/default.asp>

Additional information on Promotions can be found on the AFI 36-2502 link below <http://www.e-publishing.af.mil/shared/media/epubs/AFI36-2502.pdf>

Questions regarding promotions can be e-mailed to 31fss.promotions@aviano.af.mil or call DSN 632-1321, Commercial 043-430-1321.

Passports

When members are notified that they require a passport, (contingency TDY or PCS) they will need to contact the Passport Agent who will provide them with a Passport Information Sheet which includes detailed information on how to fill out the U.S Passport Application Form located at <https://pptform.state.gov>. This form must be accomplished and submitted along with proof of citizenship to receive your passport. Print single sided copies and **DO NOT SIGN** the form until you have met with the passport agent.

The State Department estimates that passports will take approximately 6 weeks to return.

Office hours are 0800-1100 & 1300-1600. **Note:** *The Agent conducts outside briefings and appointments which may cause him to be unavailable during normal office hours; therefore, please call or email to ensure the agent is in the office prior to stopping in.*

Effective 1 Feb 2010, We will only provide passport pictures for Official No-Fee Passports. Members requesting Tourist Passports will need to supply their own photos.

Questions regarding Passports or Visas can be e-mailed to 31fss.passports@aviano.af.mil or call DSN 632-4593, Commercial 043-430-4593.

Personnel Records Display Application (PRDA)

PRDA is an electronic viewer for the Automated Records Management System (ARMS) containing role based access (RBA). The RBA portion of PRDA allows CCs, supervisors, first sergeants and more access to view both enlisted and/or officer Unit Personnel Record Groups (UPRGs) in the performance of their official duties and within their jurisdiction.

Access is automatically granted to Senior Raters, Wing CCs (CCs), Group CCs, Squadron CCs, Squadron Section CCs, Command Chief Master Sergeants (CCMs), First Sergeants, Raters (civilian and military), and individual members.

Unit CCs **must** appoint RBA Unit Administrators (up to three). Forward RBA Unit Administrator appointment/change requests to the RBA Base Administrator at 31fss.psm@aviano.af.mil. RBA Unit Administrators are responsible for assigning the following available roles with unit CC approval: Rater's Raters, Superintendent, Division Chiefs, Branch Chiefs, Section Chiefs, Acting First Sergeants and CSS HR Specialists (for units that still have personnelists in their CSSs) or Personnel Action Team members. These roles should be assigned as needed; for example, when a PRF or EPR is required, a derogatory action is being administered, an award is being written, etc. All levels of CCs **must** ensure individuals under their command receive only the minimum access they require to complete their official Air Force business.

PRDA learning tools can be found at <http://ask.afpc.randolph.af.mil/psd/?prods3=2254>
AF Personnel Center website > scroll down left side to Military Quick Links > Personnel Services Delivery (Mil PSD) > PRDA Information.

Access PRDA via AFPC Secure at
<https://w20.afpc.randolph.af.mil/AFPCSecureNET20/CheckPortal.aspx>

Questions regarding PRDA can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-5889/4326, Commercial 043-430-5889/4326.

Questions regarding RBA can be e-mailed to 31fss.psm@aviano.af.mil or call DSN 632-4540/4541, Commercial 043-430-4540/4541.

Personnel Reliability Program (PRP)

PRP requirements for assignments will be processed through either your unit PRP Monitor or Base PRP if your unit is not PRP. GSUs with personnel support for

assignment processing will assign an Installation PRP Monitor for PRP Administrative Qualifications. AdminQual_HOWTO_May09 (available on AF Portal PRP page) provides the guidelines for this procedure.

Questions regarding PRP can be e-mailed to 31_FSS/PRP@aviano.af.mil or call DSN 632-4227/2800, Commercial 043-430-4227/2800.

Reenlistments/Extensions

Members wishing to reenlist or extend **must** contact the Career Development Element. First-term Airmen may request to reenlist up to one year prior to their date of separation. Second-term and career Airmen **must** be within 3 months of their date of separation to reenlist. Members may reenlist/extend earlier if they are required to obtain service related retainability for assignment consideration/DEROS management.

Questions regarding reenlistments and extensions can be e-mailed to 31fss.reenlistments@aviano.af.mil or call DSN 632-1306, Commercial 043-430-1306.

Retirements

Members wishing to retire will need to log on to vMPF. Under the retirements section they will first submit an eligibility request. This request goes directly to AFPC for verification of eligibility. Once verified, AFPC will email the member and advise the member to submit their retirement application. Members then submit their application through vMPF. It is sent directly to the member's CC for his/her recommendation. The CC forwards a recommendation to AFPC for final approval. All processing is done on-line.

Once the request is approved, the member will receive their retirement orders through vMPF. Career Development will create the member's virtual Out-processing Checklist and provide other pertinent paperwork at that time. Members should contact the MPS Career Development Counselor at 632-7685 NLT 30 days prior to start of Permissive TDY to schedule a final out-processing appointment.

The retiring member's unit is responsible for organizing the member's retirement ceremony. The MPS Career Development counselor will prepare the retirements certificates for the member and his/her spouse upon request.

Members are encouraged to visit the PSD Guide at http://ask.afpc.randolph.af.mil/main_content.asp?p_faqid=5355&prods1=99&prods2=2026&prods3=2254&prods4=2289

For additional information, members are encouraged to call the AFPC Service Center:

TOLL FREE: 1(800) 525-0102; select option 1
DSN: 665-5000, COMM: (210) 565-5000
FAX DSN: 665-6222, COMM: (210) 565-6222

Retraining

Members wishing to retrain will need to apply via vMPF. Any issues or questions will be forwarded directly to AFPC as the program is no longer handled at base level.

Members are encouraged to visit the PSD Guide at http://ask.afpc.randolph.af.mil/main_content.asp?p_faqid=5355&prods1=99&prods2=2026&prods3=2254&prods4=2289

For additional information, members are encouraged to call the AFPC Service Center:

TOLL FREE: 1(800) 525-0102; select option 1

DSN: 665-5000, COMM: (210) 565-5000

FAX DSN: 665-6222, COMM: (210) 565-6222

Separations

Separations for enlisted and officers are processed via vMPF. Once a member submits the request, it will go to their unit CC for their recommendation. The CC will forward the request to the Base Separation Authority (BSA); MPS Chief for enlisted, wing CC for officers. The BSA will make a recommendation and forward the application to AFPC. Once a decision has been made, you will receive an e-mail notifying you of the approval or disapproval. You can also check the status of your retirement application please contact the AFPC Contact Center at 312-665-5000.

If the request is approved, AFPC will contact the member, giving them instructions to complete the Pre-Separation Worksheet. Upon submission of the worksheet, member should receive separation orders from AFPC within 48 hours. Career Development will create the member's virtual Out-processing Checklist and provide other pertinent paperwork. Members should contact the Career Development Counselor at 632-7685 NLT 30 days prior to start of Terminal Leave to schedule a final out-processing appointment.

Members are encouraged to visit the PSD Guide at http://ask.afpc.randolph.af.mil/main_content.asp?p_faqid=5355&prods1=99&prods2=2026&prods3=2254&prods4=2289

For additional information, members are encouraged to call the AFPC Service Center:

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DSN: 665-5000, COMM: (210) 565-5000

FAX DSN: 665-6222, COMM: (210) 565-6222

Service member's/Family Service member's Group Life Insurance (SGLI/FSGLI)

Members are required to review/update the SGLI form when in-processing, out-processing or family status changes. MPS Customer Support will provide information on

the SGLI programs and assist members in updating their election and beneficiaries based on member's choices.

FSGLI is coverage for all dependents of military members that are enrolled in SGLI. Spouses are automatically enrolled up to the maximum of \$100,000, or to the amount equal to your coverage (if less than the maximum coverage). Children (including step children and adopted children) will be covered for \$10,000 (max coverage) at no cost, even if you decline spouse coverage. Military married to military will also be automatically covered for up to \$100,000 regardless of whether they themselves are also enrolled in SGLI. If you are not currently enrolled in SGLI, neither your spouse nor your children will be enrolled in FSGLI. If any changes are made to the SGLI/FSGLI it will be forwarded to AFPC/ARMS.

Questions regarding SGLI can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-4326/5889, Commercial 043-430-4326/5889.

Virtual Record of Emergency Data (vRED)

This important document provides the Air Force emergency contact and beneficiary information in the event you become ill or deceased. You **must** always keep this information accurate and up to date. This form **must** be updated once you arrive to a new duty station.

Available to individuals on vMPF. Customer Support is available for counseling and will review vREDs during in-processing or any even that warrants data accuracy review.

Questions regarding vRED can be e-mailed to 31fss.customersupport@aviano.af.mil or call DSN 632-4326/4297, Commercial 043-430-4326/4297.

Web Sites

AFPC Website: <http://ask.afpc.randolph.af.mil/>

AFPC "Commanders' Link:" https://gum.afpc.randolph.af.mil/cgi-bin/askafpc.cfg/php/enduser/ps_product.php?p_sid=j-O*18Xj&pid=3352

AFPC Secure: <https://w20.afpc.randolph.af.mil/AFPCSecureNET20/CheckPortal.aspx>

DoD Defense Manpower Data Center (DMDC) website:
<https://www.dmdc.osd.mil/appj/address/selectAuthenticateType.do>

Personnel Services Delivery (PSD) Guide website – Step-by-step, outlines many of the personnel self-service applications:

http://ask.afpc.randolph.af.mil/main_content.asp?p_faqid=5355&prods1=99&prods2=2026&prods3=2254&prods4=2289

Personnel Services Delivery Memorandums (PSDM) / Military Personnel Flight Memorandums (MPFM) – Additional guidance/policy on personnel programs:

https://gum.afpc.randolph.af.mil/cgi-bin/askafpc.cfg/php/enduser/std_adp.php?p_faqid=8640&p_created=1222201626&p_sid=mzR1uCej&p_accessibility=0&p_redirect=&p_lva=&p_sp=cF9zcmNoPTEmcF9zb3J0X2J5PSZwX2dyaWRzb3J0PSZwX3Jvd19jbnQ9MSwxJnBfcHJvZHM9MCZwX2NhdHM9MCZw

vMPF Website <https://w20.afpc.randolph.af.mil/AFPCSecureNet20>