

Headquarters U.S. Air Force

Integrity - Service - Excellence
Headquarters Individual Reservist Readiness and Integration Organization

Get Paid FAST! Best Practices for Submitting Orders and IDTs for Pay



U.S. AIR FORCE

**HQ RIO Readiness &
Training**



- Reserve Pay Office
- MyPers – UTAPs – AROWS-R
- Getting paid for a short tour
- Getting paid on a long tour
- Getting paid for IDTs



Reserve Pay Office (RPO)

- Processes all IDT, MPA, RPA, AT orders for pay
 - Pay not started by orders approval
- Team is at HQ RIO in the ARPC building, Buckley AFB, CO
- Contact them through myPers
 - myPers ticket
- Forms, guides and links on the HQ RIO website
 - <https://www.hqrio.afrc.af.mil/Pay>
 - Updated “time hacks” for common submissions

Reserve Pay Office (RPO) services all salary & leave issues—NOT TRAVEL



The Reality of the RPO

- AD – pay comes automatically until it's told to stop
 - Reserve – pay doesn't come until an action starts it
 - As DFAS ages, more work has to be done manually
 - DFAS doesn't comply with AF standards for processing times
 - Right now there is one RPO tech for every 600-700 IRs
 - On average, 25% of submissions are returned for simple errors (missing signatures, wrong forms, wrong queue, etc.)
 - Much of what the RPO requests is based on law and regulation – making an active duty system work for IRs
-



- myPers.af.mil
- Set up a password!
- Put a good personal email in your profile
- Set up for smartphone access
- IMA Management section
 - RIO Reserve Pay

The screenshot shows the myPers portal interface for an Air Reserve Officer. Key elements include:

- Navigation Bar:** ACTIVE DUTY AF, AIR RESERVE (highlighted), AIR NATIONAL GUARD, RETIREE, CIVILIAN, RESOURCES FOR FSS.
- Search:** A search bar with a dropdown menu set to "Air Reserve Officer" and a search button labeled "Search".
- MY ACCOUNT:** A sidebar menu with options: Incidents/Messages, My Documents, Notifications, Change Password, My Profile.
- LEARN MORE ABOUT:** A list of topics including Assignment, Benefits and Entitlements, Career Management, Classification, Compensation, Deployment, Education, Evaluations, Force Development, IMA Management (highlighted), Mobilization/Demobilization, New Hire, and Promotion.
- Alerts (3):** A red banner with an "Expand/Collapse" link. The alerts include: "Chat with an Air Reserve Component (ARC) myPers Total Force Service Center Agent (Mon - Fri 0700 - 1700 hrs CDT)", "Stay connected to myPers via mobile devices - Click here to learn more", and "Notification of Fax Service Removal".
- IMA Management:** A banner featuring a photo of a man in a military uniform and a callout box titled "AY21-22 Reserve Developmental Education Designation Board Convening Notice and Invitation to Apply" with a link to review the latest information.
- I Would Like To...:** A blue banner with recommendations for "Air Force Reserve Individual Reservist Program", "Access to AGR Program Information and Vacancies", "HQ AERC A1 Messages", and "Access Secure Apps (VMPE, PRDA) - CAC".



myPers RIO Reserve Pay Links

- USE THESE LINKS!
- Ensure submission is sent to the correct technician
- myPers
- HQ RIO website

Force Development
 Force Management
 • IMA Management
 Mobilization/Demobilization
 New Hire
 Promotion
 Recognition
 Retention
 Retirement
 Separation
 Systems Support
 Training

Individual ready reservists (IRRS). Both IMAs are rated by active-component or government

Programs

- [Air Force Reserve Individual Reservist Program](#)
- [Individual Medical Readiness Requirements](#)

IMA Reserve Pay/Travel Office

- [IR Travel Reimbursement Request](#)
- [RIO Reserve Pay Request](#)
- [HPSR Students](#)

Reserve Pay Request Links (No travel requests)

IMA RPO REQUESTS

- BAH AF Form 594, BAH Waiver, Clothing/Uniform Allowance, IMA RPO Welcome Packages, Short Tour COLA, Misc. inquiries

LEAVE REQUEST

- AF Form 988 Part 1, AF Form 988 Part 3, Leave Carryover, Leave Sell Back, Other leave inquiries

SHORT TOUR REQUEST

- As of 1 Dec 2020 the use of AROWS-R TODC (online certification) is now mandatory for certifying orders of 29 or fewer days. The AROWS-R TODC process is faster, easier, and results in pay being deposited in roughly 15-18 business days. [CLICK HERE](#) for step-by-step instructions on certifying your orders in AROWS-R.

LONG TOUR REQUEST

- MPA/RPA Orders 30 days or more, Pre-certified & Close-out
- CONUS/OCONUS orders, Temporary Lodging Allowance (TLA), Move in Housing Allowance (MIHA), Cost of Living Allowance (COLA), Overseas Housing Allowance (OHA)

Pay

PAY NAVIGATION

Processing Times | Pay Types | Leave & Retirement | Contact and Links | SSN Tax Deferral Repayment

For concerns regarding Reserve Pay, contact the Total Force Service Center at DSN: 665-0102 or Comm: 800-525-0102. You can also submit a query ticket through myPers by clicking here.

myPers Submission Links
 Choose from the links below to submit your reserve pay request. No travel requests are to be submitted here.

- **IMA RPO Requests** - BAH AF Form 594, BAH Waiver, COLA, Clothing/Uniform Allowance, IMA RPO Welcome Packages, Misc. inquiries
- **Leave Request** - AF Form 988 Part 1, AF Form 988 Part 3, Leave Carryover, Leave Sell Back, Other leave inquiries
- **Short Tour Request** - Mandatory use of the **AROWS-R** Tour of Duty Certification for orders of 30 or fewer days began 1 Dec 20. For instructions, go to the **TODC Quick Guide**
- **Long Tour Request** - MPA/RPA Orders greater than 31 days, Pre-certified & Close-out CONUS/OCONUS orders, Temporary Lodging Allowance (TLA), Move in Housing Allowance (MIHA), Cost of Living Allowance (COLA), Overseas Housing Allowance (OHA)



AROWS-R Set Up

CAC Login

--- or ---

Password Login

Login ID:

Password:

--- or ---

New User Login

[Forgot Your Password?](#)

I'm A New User:

Member (Reservist) or Civilian employee:
First time login must be completed with a CAC, select 'First Time Login' on the left side of the screen.

CAC Login Information:

AROWS-R users are now able to use their Common Access Cards (CAC) for logging in. Once you select the "Login" button under the "CAC" section, a pop-up window will appear with a list of certificates. You must select your certificate that starts with "DOD CA". DO NOT SELECT the certificate that starts with "DOD EMAIL CA". If you select the certificate that starts with "DOD EMAIL CA", you will receive a "Page Can't Be Displayed" error.

Password Reset:

Password resets can be accomplished by selecting the "Forgot Your Password?" link on the left side of the screen. Requests for forgotten Login ID, system lock outs or Password reset failures must include your full name and last SSN and be emailed to AFRCFM.AROWSR@US.AF.MIL

Access other than an AFRC Member or Civilian Employee, or if you are having trouble logging in, please contact Help Desk.

Help Desk Information

Hours: 0700-1700 EST, Monday-Friday excluding Federal Holidays
UTA Weekend Hours: 1000-1400 EST per [UTA Support Schedule](#)
Phone (Toll Free): 1-877-294-5822 / DSN: 497-0166
Email: AROWS-R: AFRCFM.AROWSR@US.AF.MIL

- Access through AF Portal or directly at <https://arowsr.afrc.af.mil/arows-r>
- CAC-enabled or use established password; once you make it CAC access you cannot use a password after that.



Requirements

- Once orders are submitted, you can check the status within AROWS-R
- Update the “My Account” tab for notifications – PUT A PERSONAL EMAIL!
- Compatible with most browsers
 - (remember Compatibility view for IE)
- Won't work on a Mac or Linux computer

The screenshot shows the 'My Account' page in a web browser. The URL is 'arows.af.mil/arows-r/my_account.do'. The page has a navigation bar with 'Home', 'Switch Profile', 'My Account', and 'Logout'. The main content area is titled 'My Account' and contains several form fields:

- Phone Number: [Red arrow points to this field]
- Email Address: [Redacted with XXXXXXXX]
- Travel Voucher Distribution List: [Redacted with XXXXXXXX]
- Reserve Pay Office: IMA RPO
- Number of Items per Page: 10 (used as a default for inboxes)
- Password Verification Question & Answer section with five questions:

Profile Name	Notifications
MEMBER	<input checked="" type="checkbox"/> Notify me when my requests become approved orders
MEMBER	<input checked="" type="checkbox"/> Notify me when my requests are disapproved

Save Changes



Printing your orders ...

- No mod – click the printer button
- Need to print initial orders when there was a mod?
 - Click the tracking number from your APPROVED ORDERS
 - From drop down, select HISTORY - MODIFICATIONS
 - Click PRINT on the INITIAL line

Member Approved Orders Inbox

Tracking Number

8391189
8391059
8345175
8344991
8337766
8264281
8237143
7954729
8044729
7829451

AROWS-R - Current Status

Name: KARL, ERIN M
Start Date: 2020/04/10
End Date: 2020/09/18

Display Section: Current Status

AROWS-R - Modifications

Name: KARL, ERIN M
Order Type: ADOS
Start Date: 2020/04/10
Status: MOD
End Date: 2020/09/18
Total Days: 162

Display Section: History - Modifications

Applications In Progress

Action	Mod #	Start Date	End Date	Total Days	Order Type	Status
No Information Available						

Approved Orders

Action	Mod #	Start Date	End Date	Total Days	Order Type	Status
Print	1	2020/04/10	2020/09/18	162	ADOS	MOD
Print	0	2020/04/10	2020/08/31	144	ADOS	INITIAL



Getting paid for a short tour - TODC

- Short tour = 30 or fewer days
 - MANDATORY as of 1 Dec 2020
 - ONLINE Tour of Duty Certification (TODC) in AROWS-R
 - Send to supervisor OR an E-5+ who can legally verify ...
 - WHERE you worked
 - WHEN you worked
 - Certifier does NOT need an AROWS-R account
 - They click a link in an email that's sent
 - Link can expire, so verify they are present to take action on it
 - Then sent for AO approval at the Det
 - Pay is faster and automated
-



1. Choose CREATE CERTIFICATION
2. Select CREATE next to the order you want to certify *(you may need to "sort descending" to see it)*
3. Fill in the information needed to complete the certification
4. Type in the email for whomever you want to certify
5. SAVE & SIGN (be patient!)

Please Select A Menu

Home | Switch Profile | My Account

Member Menu

- Create Application
- Applications Awaiting Action
- Applications In Progress
- Pull Back Application
- Approved Orders

Welcome **ERIN KARL** to the AROWS-R
Your current login was on Thursday, 11/15/2012 10:00 AM
Your previous successful login was on Thursday, 11/15/2012 10:00 AM

Your current phone number is: 9192345678
Your current email address is: erin.karl@us.af.mil

Your applications will be processed by the following Point of Contact is: **DET 5 ORDERS**
Phone Number is: DSN 497-0410

New Tour Of Duty Certification Inbox

Change Search Criteria 1-10

Action	Tracking Number	Start Date	End Date
Create	4523477	2012/11/16 Sort Descending	2012/11/16
Create	4523709	2012/12/12	2012/12/14
Create			2013/03/09
Create			2013/06/10
Create			2013/06/26
Create			2013/08/01
Create			2013/08/29
Create			2013/09/06
Create			2013/09/26
Create			2017/12/11

AF Form 938 Block 36 C & D

Depart (City / State / Zip / Country)
SEYMOUR JOHNSON AFB
NORTH CAROLINA
27531-2201
UNITED STATES

Arrive (City / State / Zip / Country)
* RALEIGH
* NORTH CAROLINA
* 276131452
* UNITED STATES

* 2012/11/16 00:00
* 2012/11/16 00:00

* Mode of Transportation

AF Form 938 Blocks 37 - 40

* My spouse **WAS** / **WAS NOT** in Active Duty status during this tour.
* **I DID** / **DID NOT** occupy government quarters.

* Report Date 2012/11/16 08:00
* Release Date 2012/11/16 00:00

* Were there IDTs in conjunction with this order? Yes No

* Supervisor Email Address
Supervisor Name, Rank
Supervisor Phone Number

Comments for Supervisor

Save & Sign Save & Close Cancel



Certifier steps

- Certifier receives an email containing a URL
- Click or copy/paste the URL into browser (Chrome is best)
- Enter phone number and digitally sign
- Submit!



Troubleshooting the TODC for Certifiers

- Doesn't receive the email
 - *Some bases block the email (long URL)*
 - Send to ANY email (gmail, yahoo, etc.)
- Can't get to the URL
 - *Some bases don't have AROWS-R whitelisted*
 - Go to URL while NOT connected to NIPR or VPN
 - Forward email to a personal computer and use a CAC reader



Getting paid for a long tour

- Long tour = 31 days or more
 - Pre-certify your orders to start pay on (or after) the first duty day
 - Submit via the LONG TOUR REQUEST link
 - Send in a final certification (just like short tour) on (or after) the last duty day
 - Submit via the LONG TOUR REQUEST LINK
 - Dates change? Send the mod and original pre-certified orders in to let the RPO know!
 - You don't want to get under- or over-paid
 - Saves a LOT time if you resend the pre-cert orders along with
-



U.S. AIR FORCE

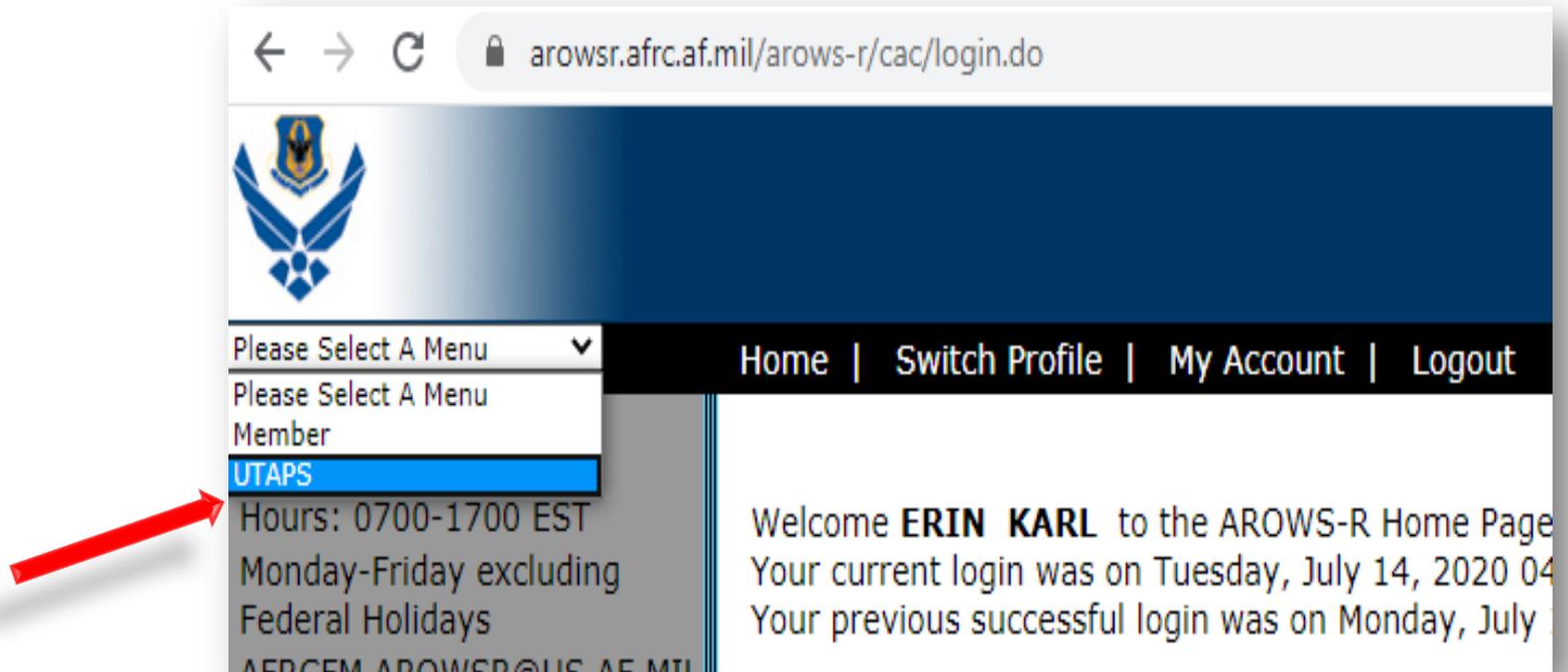
Pre-certify your orders to start your pay

31. DEPARTMENT OF THE AIR FORCE (Enter designation and location of headquarters.) ARPC SWC HQ ARPC BUCKLEY AFB, CO 80011				TDN: FOR THE COMMANDER							
32. RESERVE ORDER NO.				33. DATE 20150605		34. DISTRIBUTION				35. AUTHORIZING/ORDER ISSUING OFFICIAL (Title and Signature) 	
36. STATEMENT OF TOUR OF DUTY											
	LOCATION	HOUR (mil)	DAY	MONTH		LOCATION	HOUR (mil)	DAY	MONTH	MODE OF TRAVEL	
a. DEPART	HOR	0900	6	Jun	b. ARRIVE	Duty Location	1900	7	Jun	PA	
c. DEPART					d. ARRIVE						
37. I certify that I have complied with the above order. The statements on this form are true and complete. If a Federal Civil Service Employee, I certify that I have applied for appropriate leave. Circle what applies My Spouse (Circle One) was <u>was not</u> in Active Duty status during this tour. I (Circle One) did <u>did not</u> occupy gov't quarters.						CERTIFICATION					
38. MEMBER'S SIGNATURE <i>John Smith</i>						39. DATE <i>15 06 08</i>		40. Member reported for duty at <i>0730</i> hours on <i>8 Jun</i> and was released from duty at _____ hours on _____			
47. TIMEKEEPER STATEMENT I certify receiving a copy of this order for civilian pay related review and processing.						43. CERTIFYING OFFICIAL'S SIGNATURE <i>MThompson</i>		41. CERTIFYING OFFICIAL'S PRINTED NAME <i>Mary Thompson</i>		42. DSN <i>555-0111</i>	
						44. DATE <i>150608</i>		45. TIMEKEEPER SIGNATURE Must be dated on or after start date			



Getting to UTAPS

- Log into AROWS-R first, then select UTAPS from the drop-down menu
- Follow the prompts then select IMA/PIRR Calendar





- Works best in Internet Explorer
 - In Edge you need to re-enter your PIN after each selection
 - Some functionality is lost in Chrome and Mozilla
- Use “compatibility view” and turn off your pop-up blocker
- User accounts sometimes lock out
 - Between 30-90 days, prompt to answer challenge question
 - If 90+ days or challenge questions not set, call help desk
 - Put in a calendar reminder to “visit” your UTAPS calendar! ;-)
- Not compatible with Macs
 - Some have used an IE Emulator in Safari, but not tested



New UTAPS Calendar

Want the old calendar back? Click LEGACY.

Monthly Schedule View

Today: < > July 2020

Submit Schedules

Day | Week | Month | Quarter | **Legacy** | Print Calendar Reports

	Q1	Q2	Q3	Q4	FY
IDT	20	0	0	4	24
RMP	0	0	0	0	0
FHD	0	0	0	0	0
PNT	0	0	0	0	0
AFTP	0	0	0	0	0
AGTP	0	0	0	0	0
Manday	0	0	0	0	0
Conflict	0	0	0	0	0
Split					

Built					
Pending					
Rejected					
Approved					
Worked					
Plid					

Click this TINY question mark to pull up a page of instructions for the new calendar.



Getting paid for IDTs

- Use UTAPS whenever possible
 - MUCH faster
- Help your supervisor troubleshoot marking your days as approved or paid
 - The main page has a HELP menu; let them help!
- Double check that your position's IDT requirement is correctly reflected in UTAPS (24 or 48 periods per year)
 - Majority of pay issues are due to errors with this!
- Mark days as WORKED, supervisor marks PAID
 - If your days show as BLACK, pay should arrive within 2 weeks



UTAPS not working?

- Contact your Det to see if they can assist with UTAPS
- As a **last resort** you can submit a fully signed 40A
- Must have all three signatures
 - You sign it
 - Supervisor signs twice
 - Yes, you can do it (authorize)
 - Yes, you did it (certify)
- Use the IMA RPO Requests link
- Expect additional week to 10 days over using UTAPS
- Follow up – LES and PCARS

Reserve Pay Request Links (No travel requests)

[IMA RPO REQUESTS](#)
BAH AF Form 594, BAH Waiver, Clothing/Uniform Allowance, IMA RPO Welcome Packages, Misc. inquiries

[LEAVE REQUEST](#)
AF Form 988 Part 1, AF Form 988 Part 3, Leave Carryover, Leave Sell Back, Other leave inquiries

[SHORT TOUR REQUEST](#)
MPA/RPA Orders less than 30 days, Annual Training, Cost of Living Allowance (COLA)

[LONG TOUR REQUEST](#)
MPA/RPA Orders 30 days or more, Pre-certified & Close-out CONUS/OCONUS orders, Temporary Lodging Allowance (TLA), Move in Housing Allowance (MIHA), Cost of Living Allowance (COLA), Overseas Housing Allowance (OHA)



AT and IDTs in conjunction

- You can do the IDTs before or after the AT
 - AROWS-R TODC ... you must wait for IDTs to be complete
 - So, you'll get paid faster if the IDTs are first
 - Two separate payouts
 - AT – paid via AROWS-R TODC
 - IDTs – paid via UTAPS
 - Double check BOTH systems to make sure they went through
-



- mypay.dfas.mil
 - CAC-enabled
 - Create your profile
- Leave and Earnings Statement (LES)

AIR FORCE RESERVE COMPONENT

Home

STATEMENTS

- Leave and Earnings Statement
- IRS Form 1095
- SDP Tax Statement 1099-INT
- Tax Statement (W-2)
- Travel/Miscellaneous Tax Statement (W-2)
- Court Orders
- Travel Voucher Advice of Payment (AOP)
- Turn On/Off Hard Copy Statements

PAY CHANGES

- Correspondence Address
- Direct Deposit
- Federal/State Withholding
- Savings Deposit Program (SDP)
- Thrift Savings Plan (TSP)
- Thrift Savings Plan (TSP) Catch-up

LEAVE AND EARNINGS STATEMENT (LES)

Current pay period: 08/14/2020 Printer Friendly LES ?

Type	Value
Period Covered	CHK DT 200814
Total Entitlements	<input type="text"/>
Total Deductions	<input type="text"/>
Total Allotments	<input type="text"/>
Net Amount	<input type="text"/>
Mid Month Payment	
End of Month Payment	

Sign In

Login ID

Password

Sign In

[Forgot your Login ID?](#)
[Forgot or Need a Password?](#)



Smart Card Login
CAC | PIV

Insert card then select Authentication Certificate

New User

New to myPay? Read how new accounts are added. [View Tutorial](#) for a step-by-step walkthrough.

Create your myPay Profile



TONS of info in the remarks

- Printer-friendly version is easier to read
 - Total FY
 - That paycheck

LEAVE AND EARNINGS STATEMENT (LES)

Current pay period: 08/14/2020 Printer Friendly LES

Summary | General | Entitlements | Deductions | Allotments | Leave | Taxes | TSP | **Remarks**

Remarks

YOUR CHECK WAS SENT TO: USAA FEDERAL SAVINGS BANK DIRECT DEPOSIT DATE: 08/14/20 AMOUNT: [REDACTED]
 * AS OF 23 MAY 11, 000 HIGH TEMPO DEPLOYMENT DAYS ACCRUED SINCE 1 OCT 00 (OR SINCE ENTERING MILITARY SERVICE) BASIC PAY DEBT BALANCE [REDACTED] ORIGINAL DEBT [REDACTED] 04 APR 20 15 APR 20 UNPAID DEBT BALANCE *TOTAL* [REDACTED] TOTAL PERFORMANCE FY 20: UTA 20 AFTP 00 PT/RMP 00 AT/ADT 233 FHDA 000 ACTIVE DUTY (AD) FOR TRAINING: 01 AUG 20 TO 15 AUG 20 YOUR CURRENT STATE CLAIMED IS: NORTH CAROLINA SERVICEMEMBER GROUP LIFE INSURANCE COVERAGE: \$400,000 YOUR SGLI DEDUCTION INCLUDES TRAUMATIC INJURY PROTECTION (TSGLI) SPOUSE SGLI COVERAGE: \$100,000 PLEASE VERIFY YOUR STATE OF LEGAL RESIDENCE FOR STATE INCOME TAX PURPOSE. CONTACT YOUR PAYROLL OFFICE TO FILE A NEW DD FORM 2058 TO CHANGE/ESTABLISH THE CORRECT STATE IMMEDIATELY. THE IRS HAS EXTENDED THE FILING DEADLINE FROM APRIL 15, 2020 TO JULY 15, 2020. VISIT WWW.IRS.GOV FOR MORE DETAILS. DO YOU HAVE THE CORRECT AMOUNT OF TAX WITHHELD FROM YOUR PAY? USE THE IRS WITHHOLDING CALCULATOR ON MYPAY TO ADJUST FEDERAL WITHHOLDING.

REMARKS:	YTD ENTITLE	YTD DEDUCT
YOUR CHECK WAS SENT TO: USAA FEDERAL SAVINGS BANK DIRECT DEPOSIT DATE: 09/04/19 AMOUNT: [REDACTED] * AS OF 23 MAY 11, 000 HIGH TEMPO DEPLOYMENT DAYS ACCRUED SINCE 1 OCT 00 (OR SINCE ENTERING MILITARY SERVICE) SERV GP LIFE INSURANCE DEBT BALANCE \$.00 ORIGINAL DEBT \$25.00 22 AUG 19 22 AUG 19 FAM SER GROUP LIFE INSUR DEBT BALANCE \$.00 ORIGINAL DEBT \$10.00 22 AUG 19 22 AUG 19 UNPAID DEBT BALANCE *TOTAL*: \$.00 TOTAL PERFORMANCE FY 19: UTA 48 AFTP 00 PT/RMP 00 AT/ADT 020 FHDA 000 INACTIVE DUTY TRAINING 16 AUG 19 1 16 AUG 19 2		YOUR CURRENT STATE CLAIMED IS: NORTH CAROLINA SERVICEMEMBER GROUP LIFE INSURANCE COVERAGE: \$400,000 YOUR SGLI DEDUCTION INCLUDES TRAUMATIC INJURY PROTECTION (TSGLI) SPOUSE SGLI COVERAGE: \$100,000 PLEASE VERIFY YOUR STATE OF LEGAL RESIDENCE FOR STATE INCOME TAX PURPOSE. CONTACT YOUR PAYROLL OFFICE TO FILE A NEW DD FORM 2058 TO CHANGE/ESTABLISH THE CORRECT STATE IMMEDIATELY. THE IRS HAS EXTENDED THE FILING DEADLINE FROM APRIL 15, 2020 TO JULY 15, 2020. VISIT WWW.IRS.GOV FOR MORE DETAILS. DO YOU HAVE THE CORRECT AMOUNT OF TAX WITHHELD FROM YOUR PAY? USE THE IRS WITHHOLDING CALCULATOR ON MYPAY TO ADJUST FEDERAL WITHHOLDING.



Random reminders and real talk ...

- Double check all your info and forms EVERY TIME
 - Got all the signatures?
 - Is your address correct?
 - Attach all the needed documentation?
 - Dependents ... any changes?
 - Bank accounts?
 - DID. YOU. GET. PAID??
 - Info from other IMAs isn't always right!
 - Use the correct myPers submission links
 - "I shouldn't have to ..." THERE'S A REASON
 - Include a friendly note!
-