

MILITARY PERSONNEL FLIGHT

COVID-19 FUNCTIONS

Monday-Friday, NO WALK-INS

ONE STOP SHOP SHAREPOINT:

https://portal.usafe.af.mil/sites/86MSG/435MSS/786th%20Force%20Support%20Squadron/MPF_OSS/SitePages/Home.aspx

Customer Service/ID Cards/DEERS:

- **Appointments for MISSION ESSENTIAL ONLY**
- Email: 786fss.fspsidcards@us.af.mil

Passports:

- **Appointments for MISSION ESSENTIAL ONLY**
- E-mail: 786fss.passports@us.af.mil

Career Development:

- **Email ONLY**
- Promotions: 786fss.dpmppromotions@us.af.mil
- Re-enlistments & Extensions: 786FSS.FSPD.Retentions@us.af.mil
- Retirements & Separations: 786FSS.FSPD.Rets-Seps@us.af.mil
- Assignments: 786fss.dpmar@us.af.mil

Force Management:

- **Email ONLY**
- Evaluations: 786FSS.FSPM.Evaluations@us.af.mil
- Classifications: 786FSS.FSPM.Classifications@us.af.mil

Installation Personnel Readiness:

- **Email ONLY**
- On-call phone 0162-419-3531
- E-mail: 786fss.readiness@us.af.mil

Personnel System Management:

- **Email ONLY**
- E-Mail: 786fss.psm@us.af.mil

Customer Service/ID Cards/DEERS

Appointments for MISSION ESSENTIAL ONLY

****All appointments made online are cancelled****

Email: 786fss.fpsidcards@us.af.mil

Mission Essential Appointments: Only same day appointments are scheduled by **phone or email** at this time for the below services. Members can call DSN 480-6599 or Commercial 06371476599.

Lost ID cards: Must have lost ID card memorandum signed by the member, the member's 1st Sgt or CC, the Law Enforcement Desk and they must bring 2 forms of picture ID. The lost ID memorandum template can be found at the MPF one stop shop in the Customer Support folder.

Expiring CACs: At this time CACs will not be renewed. All CACs expiring on or after April 16, 2020 will be valid through September 30, 2020. Members must utilize the ID Cards online service to extend their CAC certificates, if not already updated. The instructions to this process are located in the MPF One Stop Shop COVID 19 folder.

CACs will not be reissued for sole purposes of changing information printed on the card such as rank or last name changes due to marital status.

Dependent or Retiree ID Cards: Will remain valid if expired on or after January 1, 2020 through September 30, 2020 if eligibility can be verified by another DoD source, database, or system. Renewals will not be issued, unless dependent is over 21 and a full time student with letter signed by school registrar stating their projected graduation date and full time status. New child dependent ID cards will only be issued to ages 14 and up. Initial dependent/retiree ID cards, issued through online means, will only be valid for up to a year from issue date.

DEERS Enrollments: Only for newborns and newly acquired dependents needing Tricare coverage. Required documents will be emailed to the ID Cards office for processing. New dependent ID cards will be requested online as well. Members should email org box to initiate the process.

PIN resets: If member is receiving the error "CAC Blocked" the member should call to make an appointment to get their CAC unblocked and PIN reset. If the error reads "Account Locked" the member should contact their unit CSL/IT or contact 86th Communication Sq.

Faulty CACs: If member is unable to log into the network due to an unreadable CAC chip they should call to make an appointment for a CAC replacement. Member should bring 2 forms of picture ID.

In-processing: For new arrivals without a CSS that need to in-process, please scan IDA worksheet and in-processing documents from hand-carried envelope. Send these documents to allyssa.white@us.af.mil.

LOD Routing: Please coordinate via phone (DSN 480-9794) to Mrs. Annette Davenport at annette.davenport.de@us.af.mil or MSgt Larry Monk at larry.monk@us.af.mil.

Passports

Appointments for MISSION ESSENTIAL ONLY

E-mail: 786fss.passports@us.af.mil

Red Official and No-Fee Passports: Effective 8 April 2020, DoD passport agents are **NOT** authorized to process Red Official or No-Fee “Military Dependent” passports as routine. Urgent travel will be reviewed prior to accepting application. Per The Department of State, “urgent” is supported by first line flag officer memo, orders, itinerary providing departure within 72 hours and justification of essential movement. An emergency is considered an urgent mission critical request and not normal TDY/PCS movements. Travel after 11 May is not consider urgent or essential.

Required: Approval from DET. The passport office will need the following to make the request to DET:

- Subject line “Urgent Mission Critical”
- Name of Applicant
- Applicant DOB
- Travel Dates
- Reason for travel
- Flight itinerary/Orders/anything that supports the departure request (MILO will not be accepted)
- Expedite Memo signed by an O-7/SES

Status of Forces Agreement (SOFA): Extend all members affected by the COVID-19 Stop Movement and any SOFA cards that have expired or will be expiring within 30 days.

Required: Email our org box with the following for U.S. Passport Holders:

For Active Duty member dependents

- Copy of passport data page
- DEERs Form 1172 showing all depends are in the DEERS system
- AMS Surf with DEROS date

For Civilians and Contractors:

- Copy of passport data page
- DEERs Form 1172 showing all depends are in the DEERs system
- Signed AE Form 600-77A

All dependents with non U.S passport please email the org box for requirements.

Tourist Passport– Life or Death emergency only. This request is vetted through the Frankfurt Consulate.

Required: email the org box with:

- Your emergency
- As many details as possible surrounding the situation
- Phone number

We will forward the request to the Frankfurt Consulate for approval. Once we receive approval we will contact the member for an appointment. Once approved the required documents will be the same as normal procedures.

Birth Registrations are not being accepted by the Frankfurt Consulate and will not be processed in the passport office due to DoS guidelines not allowing our office to hold adjudicated applications. Final approving authority is the Frankfurt Consulate.

Local guidance: Pick-ups of tourist passports and birth registrations are available but do not take precedence over mission related customers.

Required: email the org box for an appointment with:

- Names of applicant(s)
- Type of pick-up (CRBA, Tourist, No-Fee)
- As many details as possible surrounding the situation
- Phone number

Career Development

Email ONLY

Promotions: 786fss.dpmpppromotions@us.af.mil
Re-enlistments & Extensions: 786FSS.FSPD.Retentions@us.af.mil
Retirements & Separations: 786FSS.FSPD.Rets-Septs@us.af.mil
Assignments: 786fss.dpmar@us.af.mil

Student Dependent Travel (SDT): Members will send SDT request to 786fss.dpmar@us.af.mil. SDT packages will be processed and tracked virtually. Members can find template and guidance for SDT on the MPF One Stop Shop. Members will submit their request virtually to the Relocations Org Box. Orders will be processed with an ETP from member's first general officer in the chain of command if travel is outside of the Stop Movement window.

Early Return of Dependents (ERD): Members will send all ERD request to 786fss.dpmar@us.af.mil. ERD packages will be processed and tracked virtually. Members can find the guidance for ERD on the MPF One Stop Shop. Orders will be processed with an ETP from member's first general officer in the chain of command if travel is outside of the Stop Movement window.

Command Sponsorship Program (CSP): Members will send all CSP requests to 786fss.dpmar@us.af.mil. CSP packages will be processed and tracked virtually. Members can find the guidance for CSP on the MPF One Stop Shop. Requests can only be processed with an ETP from member's first general officer in the chain of command unless the dependent is already physically residing here.

DEROS extensions: Members affected by the STOP MOVEMENT will have their DEROS adjusted through a batch update from AFPC. For DEROS inquiries please contact the DEROS org box at 786fss.dpmar@us.af.mil.

RNLTD extensions: AFPC conducted a batch update for members affected by the STOP MOVEMENT

Assignments: Members are still receiving assignment notifications from the Relocations office. Members are instructed to complete the Virtual Initial Assignment Briefing via the Relocations SharePoint. The relocations team will still load out processing checklist via vMPF.

Retirements & Separations: Members will out-process virtually, to initiate the process please email completed packages to the Retirements and Separations Org Box (786FSS.FSPD.Rets-Septs@us.af.mil) NLT 1400 two duty days prior to departure. A technician will review and respond to your message within 24 hours. If members have issues out-processing with certain agencies please call or email the Retirements and Separations office; if separating or retiring will cause a hardship, a myPers ticket to AFPC must be created by the member for more time to out-process.

Promotions: Inquiries and processes listed below will continue to be processed virtually. Please email all requests to the Promotions Org Box: (786fss.dpmpppromotions@us.af.mil). MPF

Promotions is the point of contact for eligibility status, the 86 FSS Base Testing Office is the point of contact for WAPS testing. The 20E6/20E5 WAPS testing cycle have been postponed until 11 May 20. The Base Testing Office will send out new guidance and testing scheduling RIPS (AF1566s) closer to the 11 May date unless extended.

1. 20E7 promotion board has been scheduled to June 2020, release has been pushed back to July 2020
2. 20E7 File freeze date has been moved to 18 May 20
3. 20E6/20E5 WAPS testing has been postponed until 11 May 20
4. Officer and Special Board Releases
5. PME In-Residence has been cancelled due to COVID-19 restrictions
6. EPME Waivers
7. Exception to Policy for Fitness Failure/Noncurrent Status
8. Promotion Recommendation/Non-recommendation Letters
9. Promotion Withhold Letters

Re-enlistments & Extensions: Re-enlistments and extensions will be processed virtually. To initiate the process please complete a reenlistment or extension worksheet from the MPF One Stop Shop and email it to the Retentions Org Box (786fss.fspd.retentions@us.af.mil). Contracts will be drafted within 72 hours of receipt and emailed to the member's CSS for further processing. Exception: members whose DEROS or RNLTD were involuntarily extended due to the stop movement are on hold until further guidance from AFPC. Once guidance is provided from AFPC, the Retentions office will make contact with affected individuals.

Force Management

Email ONLY

Evaluations: 786FSS.FSPM.Evaluations@us.af.mil

Classifications: 786FSS.FSPM.Classifications@us.af.mil

All personnel actions are now virtual.

Order Amendments: This pertains to inbound personnel only. Send all requests via email with a detailed explanation of what needs to be amended and all required documents (DD form 1172, AF Form 1466, AF form 965, Memorandum of Approved Deferment of COT, etc..) to 786FSS.FSPM.Classifications@us.af.mil

Installation Personnel Readiness

Email ONLY

On-call phone 0162-419-3531

E-mail: 786fss.readiness@us.af.mil

SIPR Requests: IPR personnel will visit office daily to check SIPR for updates. The office will notify UDMs via NIPR if a SIPR request is pending. IPR will continue to send out new tasking notifications and suspense.

CED Orders: During the stop movement the IPR office will not generate new order request. (Note: Orders will be generated if movement has an approved ETP signed by Joint Staff Director of Operations (DJ-3))

Amendments: Will still be accomplished to correct entitlements for travel vouchers

In-Processing: UDMs will send an email via SIPR with the date deployed member arrived at home station

Out-Processing: Only for members with an approved ETP signed by Joint Staff Director of Operations (DJ-3). Out-processing procedures will be accomplished via e-record. The UDMs will verify the hand-carried items and scan an MFR stating hand-carried items have been verified

Personnel System Management

Email ONLY

E-Mail: 786fss.psm@us.af.mil

No change. All personnel actions are still virtual/via email