

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:

- **Mission Essential, Emergency, and IDs expiring within 30 days are appointments only- scheduled by Appointment Plus**
- **Dependent card requests submitted through DIDO**
- 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.FSPD.COVID-19Assignments@us.af.mil;
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

Appointment Plus: <https://booknow.appointment-plus.com/y7jgzct0/appointments>

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

Appointments: Appointments are scheduled at Appointment Plus website.

Lost CAC: 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.

CACs: Appointments for initial and renewal CACs are scheduled at Appointment Plus. **CACs must be expired or expiring within 30 days for renewal.**

Retired ID Cards: Appointments are scheduled at Appointment Plus. For over 65 retired ID cards, must bring Medicaid card.

Dependent ID Card Renewal & Lost Depend ID Cards: Request dependent ID card renewals through the Dependent ID Online (DIDO) process; instructions are at this link: [DIDO](#)

Dependent Child DEERS Enrollment: Sponsors must email the following documents for the child: Birth Certificate/Certificate of Live birth authenticated by the attending physician (must be original, certified true copy, or a copy of a certified true copy) and social security card (if applicable). If a stepchild is being enrolled, the marriage certificate (must be original, certified true copy, or a copy of a certified true copy) is required. All foreign documents must be accompanied by a certified translated copy into English.

Dependent Spouse DEERS Enrollment: The sponsor must be present or the new spouse must bring a valid Power of Attorney with the following documents: a valid state or federal government issued photo ID, original/certified copy of marriage certificate (if foreign, must be a certified translated copy into English), passport and social security card (if applicable). If dual military, spouse MUST be enrolled under both military personnel.

PIN reset/CAC Unblock: If a member receives the error that their CAC/Account locked, please call Comm Focal Point (CFP) at 480-5000. If member receives the error "Smart Card Blocked" please call the ID Cards Office at DSN 480-6599 for an appointment time.

Faulty CACs: If member is unable to log into the network due to an unreadable CAC chip, they should call for an appointment time 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 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.

Ramstein In-Processing (RIP) Line

Email: 786fss.fsps.customerservice@us.af.mil

RIP Checklist: The checklist is virtual and can be found at the MPF One Stop Shop SharePoint at [Ramstein In Processing](#)

RIP Briefing: For the agencies that do not require a visit for in-processing, a slide show briefing is required for review and is located at the MPF One Stop Shop SharePoint at [Ramstein In Processing](#)

*Please continue to work the above procedures until the new process is implemented.
More to Follow.

Passports

Appointments for MISSION ESSENTIAL ONLY

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

Red Official and No-Fee Passports: Effective 20 May 2020, DoD passport agents are authorized to process essential Red Official passports and No-Fee Military Dependent passports as routine for travelers departing within 60 days, or within 80 days when a Visa is required. Any travel within 30 days is considered urgent or an emergency and requires the below guidance.

Urgent travel will be reviewed prior to accepting the 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

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 passports, please email the org box for requirements.

SOFA Status for Inbound personnel arriving to Ramstein Air Base, please verify the SOFA status by checking the sponsor and their dependents Red Official and No-Fee passports for the Germany SOFA stamp.

How to verify:

- 1. Check the expiration of the passport, if the passport is expired the SOFA status is also expired.**
- 2. Flip to the page with the big rectangle stamp (takes up almost the whole page). This is not the US stamp in the back, this stamp only states it's an official passport.**
 - a. If there is a stamp, your inbounds are good to go. The expiration of the SOFA is the date the passport expires.**
 - b. If there is no big stamp, have the members follow the above guidance to obtain SOFA cards**

***Active Duty Members will not have SOFA status, only Civilians, Contractors, and all Dependents.**

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 being accepted by the Frankfurt Consulate at a slower rate and will be processed by the passport office in the order received from the Frankfurt Consulate. Anyone with an ETP or orders will be prioritized.

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-Seps@us.af.mil

Assignments: 786fss.dpamar@us.af.mil; 786FSS.FSPD.COVID-19Assignments@us.af.mil

Student Dependent Travel (SDT): Members will send SDT request to 786fss.dpamar@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.dpamar@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.dpamar@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.dpamar@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-Seps@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.

1. 20E7 promotion board has been scheduled to June 2020, release has been pushed back to July 2020
2. Officer and Special Board Releases
3. PME In-Residence has been cancelled due to COVID-19 restrictions
4. EPME Waivers
5. Exception to Policy for Fitness Failure/Noncurrent Status
6. Promotion Recommendation/Non-recommendation Letters
7. 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

“If you have been affected by the COVID-19 STOP MOVEMENT and were given a “**Memo in Lieu of PCS Amendments, AF Form 973 for members authorized a delay and are awaiting transportation**” to proceed to their next duty assignment with their dependents, please provide the memorandum when requesting order amendments.”

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.