

Retiree Activities Office

Desk Guide



Air Force Retiree Services

United States Air Force

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TABLE OF CONTENTS

CHANGES TO RAO DESK GUIDE.....	3
ANNUAL VALIDATION PAGE.....	4
OVERVIEW.....	5
PURPOSE OF RAO PROGRAM.....	5
VOLUNTEERS.....	5
ELIGIBILITY.....	6
TRAINING.....	6
RECOGNITION.....	6
RESTRICTIONS.....	6
RAO INFORMATION DISSEMINATION.....	7
RETIREE APPRECIATION DAYS/SEMINARS/LUNCHEONS.....	7
ROLE OF THE RAO DIRECTOR.....	8
RETIREE ACTIVITIES OFFICE CAPABILITES.....	8
RAO RESOURCES/PARTNERS.....	10
RETIREE COUNCIL.....	11
INSTALLATION COMMANDER RESPONSIBILITIES.....	12
APPENDIX A.....	13
APPENDIX B.....	15
APPENDIX C.....	17
APPENDIX D.....	18

Changes to RAO Desk Guide

Page	Change (Add, Delete, Revised)
Page 6	Deleted "Air Force" specification from eligibility requirements
Page 6	Changed "Volunteer Excellence Award Program" to "volunteer award recognition ceremony"
Page 7	Added "referral services" to RAO core function
Page 8	Replaced RAD announcement worksheet request from email to website
Page 9	Advises where volunteers can find vital information on the web.
Page 12	Change "pre-vetted" to "endorsed"
Page 13	Updated Items 1, 2, 3 and 4
Page 14	Updated Items 6 and 7
Page 15	Updated Appendix B, Informational Directory
Page 17	Added DAFI, DODI, USSF; corrected VA

Annual Validation (January)

Date	Validation/Program Manager Signature
3/29/22	Tammy Cournoyer

Overview

This guide explains the mission and defines the components of the Air Force Retiree Activities Program and provides guidance for Retiree Activities Office, or RAO, volunteers who participate in any aspect of the management and operation of the same. This guide addresses RAO practices throughout the Air Force. Not all practices addressed will be applicable to every base – there is no “one-size-fits-all” approach to operating an RAO.

Please contact the AFPC Retiree Services office with any changes or ideas for improvements regarding this guide via email at afpc.retiree@us.af.mil.

Purpose of the Air Force Retirees Activities Program

The Air Force Retiree Activities Program is an official program that provides a conduit through which members of the Air Force retiree community can receive benefits guidance, stay current on Air Force affairs, keep informed on the status of changes to their benefits, maintain contact with other retirees, and provide suggestions for improvements. The Air Force Retiree Activities Program keeps senior leaders aware of program activities and potential short falls or disconnects that may benefit from modification or change. The official instruction for an RAO is Air Force Instruction 36-3106, Retiree Activities Program.

Volunteers

“We make a living by what we get, but we make a life by what we give.”

Winston Churchill

Volunteers are the lifeblood of the Air Force Retiree Activities Program. While the Air Force designates uniformed Airmen and civilian employees to provide oversight and support to all aspects of the program, the Air Force’s implementation of this program relies heavily on Air Force retirees who serve as volunteers. The motto of the Air Force Retiree Activities Program is “Still Serving.”

RAOs Air Force-wide continually look for new volunteers. Sources of recruits are military-related organizations such as the Air Force Association, Military Officers Association of America, Air Force Sergeants Association, and local chief’s groups, Top 3, Transition Assistance Program, Veterans of Foreign Wars, American Legion, etc.

Eligibility

Individuals are eligible to serve if they are a retired service member, married to or divorced from a retired member, the widow/widower of a deceased service member who is eligible for retirement benefits, or a retired service member who is currently a government employee.

Training

Volunteers should be trained on RAO operations. In-house volunteer orientation and refresher training should provide a brief overview of the type of services provided by each RAO, including telephone reception; processing email requests for information or statements of needs; interacting with customers and identifying retiree resources; making referrals to on-base agencies; updating literature; pushing messaging from Air Force Retiree Services to the local community; and supporting retiree-related events.

Training can be done with either locally produced handbooks and internal instructions, or a briefing by the current RAO director. There should also be a process to keep volunteers continually educated on evolving RAO issues.

Recognition

Each RAO should have a method to consistently recognize its volunteers. Some of the recognition tools available include:

- The Air Force Retiree Services Volunteer of the Year program managed by Air Force Retiree Services at the Air Force Personnel Center. Each RAO should nominate a volunteer annually using the nomination paperwork provided by January of each year. Air Force Retiree Services, also known as AFPC/DPFFF, will then forward a Certificate of Recognition to the RAO for presentation through local command channels.
- Each RAO should participate in the local base volunteer award recognition ceremony in order to gain additional recognition for office volunteers.
- The Retiree Activities Office should host periodic team-building events such as luncheons, picnics, or other get-togethers for office volunteers.

Restrictions

- Lobbying (speaking on behalf of the Air Force or using a position to influence a member of Congress, legislation, or appropriations) is not an acceptable practice and prohibited by law-Title 18 US Code, Section 1913. Any retiree has the option to contact their elected official to express their own views.
- Volunteers cannot use a government office, telephone, postage/funds, newsletter or computer to tell others to write their elected officials or vote for or against a certain bill.
- Communication and the use of related mediums (computers, phones, and websites) are subject to the rules of the installation and Air Force policy.
- Spamming or inappropriate communications is not tolerated. The RAO could lose its computer capabilities/resources if this is violated.

RAO Information Dissemination

The core function of a RAO is providing retiree information services to the installation's local retiree community. Retirees will frequently walk into the RAO with questions concerning various aspects of their benefits and entitlements. Volunteers should be prepared to answer questions one-on-one. Many questions can be answered rather easily; however, there will be those that require research or must be answered by a subject-matter expert.

A RAO should maintain a database of retiree-related information. Central to this database would be "how-to" or "frequently asked questions" files. This will avoid having to "re-invent the wheel" for each query and assist new volunteers with providing customer service. AFPC/DPFFF has created a list of recommended information to maintain in **Appendix A**. A helpful list of resources can be found on the Air Force Retiree Services website at both <https://www.retirees.af.mil/Library/> and <https://www.retirees.af.mil/Resources/>, as well as in **Appendix B**.

Retiree Appreciation Days/Seminars/Luncheons

Retiree Appreciation Day events should be advertised well in advance for maximum participation. For advertising purposes, consider using a Retiree Activities Office newsletter, installation newspaper and website, fliers, postings in key locations, Air Force Retiree Services Web site, and any other appropriate news outlets.

If a Retiree Appreciation Day is not feasible, then consider subject-oriented retiree seminars or luncheons. Seminars and luncheons are an excellent way to inform large groups of retirees about a single issue such as TRICARE, the Survivor Benefit Plan, Veterans Affairs, etc.

Some helpful hints:

- Speakers/experts on various subjects can be scheduled by contacting organizations such as the Military Officers Association of America, the National Association of Uniformed Services, Air Force Association, local Chief's Group, Veterans Affairs, Veterans of Foreign Wars, American Legion, etc.
- If possible, arrange for attendees to receive special tours of facilities and static displays.
- Work with the medical community to see if they can schedule a mini-health fair in conjunction with the Retiree Appreciation Day.
- Coordinate with Services to schedule a golf tournament and/or a bowling tournament in conjunction with the Retiree Appreciation Day, or special functions at the clubs.
- If feasible, consider holding the event in conjunction with the Exchange's "Still Serving" promotional campaign, normally held in September. Work with your local Exchange staff to provide special offerings for retirees.
- If feasible, consider holding the event in conjunction with a commissary case lot sale or other special events that would interest retirees.
- Prepare publicity announcements as soon as possible. Besides the when and where, also include a few highlights of the day's planned events. Ask yourself: "Why would/should retirees make the effort to participate – what's in it for them?" The answers are what will generate interest.

- When submitting event information for publicity on the Air Force Retiree Web site, use the Retiree Appreciation Day Announcement Worksheet available on the Air Force Retiree Services website at <https://www.retirees.af.mil/Library/RAOs/>. For optimum coverage, worksheets should be submitted to AFPC/DPFFF at least 60 days in advance, although it is never too late.

Role of the Retiree Activities Office Director

The director supports the installation commander, and directs and manages the RAO. The director also:

- Publishes a local hard-copy retiree newsletter if funding support is available; otherwise, an electronic version can be produced. The newsletter should contain local information and information furnished by AFPC/DPFFF and other official sources that affect or would be of general interest to the local retiree community which consists of retirees, surviving spouses and family members.
 - Use of copyrighted information and news is prohibited. Some examples of copyright-protected news outlets include Air Force Times, Military.com, Reuters, and other wire services. Safe sources include those with a .mil or .gov email extension. To ensure the newsletter meets Air Force requirements governing published material, the RAO director should coordinate the newsletter with, at a minimum, the local public affairs officer and staff judge advocate.
 - Ensures publishing expenses are submitted to the installation commander in the annual budget process.
 - Ensures the newsletter contains a disclaimer stating the newsletter “is an authorized electronic publication for Air Force retirees and surviving spouses, and the contents are not necessarily the official views of, or endorsed by, the U.S. Government, the Department of Defense, or the Department of the Air Force. The appearance or mention of commercial products or services is not meant to imply endorsement by the Departments of Defense or the Department of the Air Force.”
- Ensures AFPC/DPFFF receives an electronic copy of each RAO newsletter.
- Maintains a file or library of pertinent information including -- but not limited to -- this desk guide, copies of past issues of the *Afterburner*, and guidance disseminated by AFPC/DPFFF.
- Solicits volunteers to work in the Retiree Activities Office and to participate in other programs supported by the Air Force Retiree Activities Program.
- Submits one RAO volunteer to the installation commander as Volunteer of the Year.
- Maintains and reports fundamental information to AFPC/DPFFF each year using the RAO Annual Report Form issued each January.

Retiree Activities Office Capabilities

It is critical to locate, staff, and equip the RAO in a manner that will facilitate the information services function. RAOs are traditionally located near a personnel customer service office. If possible, the RAO should also be located near the Survivor Benefit Plan office and casualty office in order to assist with those issues, if required.

The objective is to have the RAO work for the highest command position feasible; however, the installation commander determines the chain of command. In some instances, the RAO works for the mission support group commander. While this may not be ideal, it does have functional utility. It is vital for the director to keep their chain of command informed of office operations and events. This can be accomplished through frequent personal contact, emails or via briefings. Attending the commander's regularly scheduled staff meetings is a great way to gain exposure and pass along information about the RAO to all base leaders.

Most RAOs require, at a minimum, a 15' by 15' office space. Separate office space is recommended to accommodate the privacy of customers when providing counseling. Being located in an open area or in a "cubicle farm" is not optimal.

Each installation sets the RAO's office hours, based on the location, number of volunteers, and customer population. If possible, the RAO should be open weekdays for at least six hours a day (two three-hour shifts for volunteers) to accommodate retirees who travel an extended distance. Whatever period the office is open, the schedule should be adhered to and well-publicized. A desk and several chairs for visitors are minimum requirements. The office also requires a file cabinet and a medium-size book case for reference material.

A phone is required with both DSN and commercial long-distance access, and a fax is very useful. If a dedicated office fax is not available, ensure there is access to one.

Computers with access to the internet and email is essential to operating RAO. Retiree information can be stored and retrieved on the RAO computer. In addition, most RAO office personnel communicate with retirees via email and use the internet to access the AF Retiree webpage, advertise events and obtain current information on retiree issues.

(NOTE: Because the Air Force uses @us.af.mil email addresses, it is vital that the base name be included in the address prefix -- for example, *basename.rao* followed by @us.af.mil. Avoid unit designations such as *123aw.rao*, or lengthy names such as *123airliftwing.retireeactivitiesoffice* as they are difficult for customers to identify with or remember.)

Several volunteers should be trained and granted access to use a computer connected to the base system. This will require RAO volunteers to obtain and use the Volunteer Access Card, or VOLAC, and a personal identification number to access the computer, or in some cases, an Alternate Token Card. This includes three certificates for logon/ID encryption/decryption and digital signature. The RAO director should work closely with the base's computer systems administrator and other appropriate agencies to ensure enough volunteers receive access to make effective use of the office computer.

A RAO information library is essential for keeping current with retiree issues. Access to the internet can eliminate the need for a hard-copy library. Ensure volunteers know where to find vital information.

Vital information includes:

- Past issues of the *Afterburner* for easy access and reference
- News and guidance from Air Force Retiree Services
- The listing of all RAOs worldwide can be found at <https://www.retirees.af.mil/Library/RAOs/>

- Benefit information is also available on the myAirForceBenefits website at <https://www.myairforcebenefits.us.af.mil/>
- “Federal Benefits for Veterans, Dependents and Survivors” is no longer distributed via hard copy, but this Veterans Affairs product is updated annually and available at <https://www.retirees.af.mil/Portals/53/documents/LIBRARY/VA%20Benefits%20Booklet.pdf?ver=LXEefaW486VTyn4ReR-wAA%3d%3d>

This listing is not all-inclusive, and should be adapted to meet local needs.

Retiree Activities Office Resources/Partners

Budget uncertainties will yield good years and challenging years; however, there are agencies the RAO can work with to ensure adequate support. Some are:

- Financial Manager -- There is not an “Air Force Retiree Activities Program” budget line in the Air Force budget that RAOs can access, nor is there one at command level. Each office’s funding support resides at its installation. Further, there will be no specific RAO funding line at installation level unless the office director works to establish one. Best practices have shown that RAO directors should work with their respective financial managers to establish a yearly office budget for things like newsletters, Retiree Appreciation Day, computers/printers, etc.
- Services – Contact the director of Services when planning a Retiree Appreciation Day and/or seminar. If your event is open to the entire military community, then Services should be able to provide assistance. In addition, the installation library is a good place to distribute retiree information.
- Exchange -- The Exchange has a “Still Serving” promotion every fall. The RAO should coordinate Retiree Appreciation Days, seminars or luncheons with the Exchange’s “Still Serving” campaign if at all possible.
- Commissary – The RAO should work with the commissary manager when planning Retiree Appreciation Days, seminars or luncheons to plan outreach opportunities.
- Working with the commissary and Exchange manager, as well as the clinic pharmacy commander, RAOs should consider periodically setting up a table at these locations to raise RAO awareness, gather email addresses, and solicit volunteers.
- Local Service Organizations -- These organizations are focused on the military community and are an excellent source of information and/or volunteers:
 - Air Force Association
 - Air Force Sergeant’s Association
 - Chiefs’ Group
 - Top Three
 - Company Grade Officers’ Council
 - Military Officers Association of America
 - Non Commissioned Officers Association
 - Veterans of Foreign Wars
 - American Legion
 - Disabled American Veterans
- AFPC/DPFFF and your region’s Air Force Retiree Council member.

Retiree Council

The Air Force Retiree Council provides the link between members of the Air Force retiree community -- retirees, family members and surviving spouses living throughout the world -- and the Air Force Chief of Staff. It is comprised of two co-chairmen, appointed to four-year terms and 15 members representing retirees by geographical areas in the United States and overseas. Currently, there are also four members-at-large appointed by the co-chairmen for their expertise in certain areas needed at the time of appointment. Co-chairs select council members via nominations endorsed by installation commanders and forwarded by AFPC. Appointments are for a four year-term, with the possibility of one full-term reappointment as a council member. Air Force Retiree Council vacancies are publicized in the *Afterburner, News for USAF Retired Personnel*; and via the Air Force Retiree Services website.

The Air Force Retiree Council annual meeting is held at JBSA-Randolph, Texas. Prior to a prescribed deadline, area representatives submit items of interest through AFPC/DPFFF for co-chairs to review and approve the meeting's agenda. The council may have inputs from members at large that further defines an issue(s) that was approved for the agenda.

At the invitation of local commanders and RAO directors, the co-chairmen visit Air Force installations to speak about issues concerning retirees and their dependents. They maintain contact with many military associations and obtain their views on retiree matters. They also meet with retiree council co-chairmen from the other services to discuss issues that are common to all military retirees.

The chief of the Airman and Family Sustainment Branch/Retiree Services (AFPC/DPFFF) serves as the office of primary responsibility for, and oversees the day-to-day management of, Air Force Retiree Services. This individual is responsible for providing executive and administrative support to the Air Force Retiree Council through advice and consultation, as needed, with the co-chairs, council members, RAO/satellite RAO directors and installation military program coordinators as needed. AFPC/DPFFF supports the annual council meeting in coordination with the co-chairs to build the agenda, invite guests/speakers, as well as host the meeting.

In addition, DPFFF liaises between the council and Air Staff and/or other Department of Defense agencies in response to issues and concerns submitted for consideration as a result of the annual council meeting. It also interfaces between AFR, ANG, and RegAF when establishing RAOs/satellite RAOs at installations.

Finally, DPFFF manages the process of filling council vacancies by notifying installation commanders of future council vacancies, and processing nomination packages for co-chair review.

Air Force retirees who want to serve as a volunteer on the council in one of the identified positions are encouraged to submit a request to the commander of the nearest Air Force installation. This request should include a resume that outlines prior service, skill sets and activities since retirement (if applicable), plus a personal statement addressing the applicant's desire to serve on the council.

Applicants can submit this request at any time; the packages become part of an applicant pool that is reviewed by installation commanders upon vacancy of a council position. When filling council vacancies, commanders endorse a preferred candidate and forwards the package to AFPC/DPFFF for processing and subsequent consideration/selection by the co-chairs.

Installation Commander Responsibilities

The Installation Commander directs activities to support the RAO/satellite RAO operations and oversees coordinated base services. (Specific duties are outlined in [AFI 31-3106, Retiree Activities Program](#).) AFR and ANG installation commanders may establish a RAO/satellite RAO based on local retiree requirements.

Other responsibilities of the Installation Commander include:

- Appoints the RAO/satellite RAO director in writing and forwards a copy of the appointment letter to AFPC/DPFFF.
- Appoints a military program coordinator for the RAO/satellite RAO. A military program coordinator promotes communications between the installation commander and other base agencies.
- Furnishes necessary support for the RAO/satellite RAO to include funding, administrative assistance, office space appropriate to allow discussion of sensitive issues with retirees/survivors, phone, and computer equipment with access to the “.mil” system. Facilitates issuance of Volunteer Logical Access credentials or AF Alternate Tokens to RAO volunteers.
- Appoints retirees who volunteer and are endorsed by the director(s) of the local RAO to base-level advisory councils (commissary, clubs, etc.). Ensures the RAO director nominates a deserving volunteer for recognition as a Volunteer of the Year for endorsement and submission to AFPC/DPFFF, 550 C St West, Joint Base San Antonio-Randolph, TX 78150-4713, in compliance with the suspense set by AFPC/DPFFF. Note that monetary awards are not authorized for volunteers; however, local letters of appreciation or recognition and certificates, as deemed appropriate, are acceptable forms of recognition. Ensures the area representative, if the commander supports one, receives adequate financial and administrative support to accomplish the council member’s mission, if applicable. Funds the representative’s travel to visit RAOs/satellite RAOs in their assigned area.
- Hosts an annual Retiree Appreciation Day that is planned and executed by an Airman project officer-led working group.
- Informs Airmen and DoD personnel that retirees are to be addressed by their retired grade (except for those retirees currently serving as federal employees) in all official records and official correspondence, to afford retirees the respect and courtesy they are due. Periodically forwards guidance to units and organizations encouraging personnel to show courtesy and respect to military retirees.
- The installation public affairs staff advises and assists on all retiree-related public affairs matters, and should review the RAO newsletter before publication. The staff can also assist with publicizing RAO events.

Appendix A

Retiree-related Information

(Localize when possible)

- 1. Hospital/Military Treatment Facility** Basic information that may be helpful is:
 - Appointment information and standby protocol for TRICARE Standard Members
 - Facility hours of operation
 - Can TRICARE Prime retirees use the installation facilities?
 - Pharmacy hours and location (satellite and or installation)
 - Process to fill prescriptions (generic or the availability of brand-name drugs - formulary practice)

- 2. Addressing Basic Pay Issues**
 - Contact information for DFAS-Cleveland is 800-321-1080 for retiree and annuitant pays. Or visit <http://www.dfas.mil/retiredmilitary.html> where a variety of topics is discussed.
 - Mail
 - Retirees: Defense Finance and Accounting Service, U.S. Military Retired Pay, 8899 E 56th Street, Indianapolis, IN 46249-1200
 - For annuitants, beneficiaries and survivors: Defense Finance and Accounting Service, U.S. Military Annuitant Pay, 8899 E 56th Street, Indianapolis, IN 46249-1300

- 3. Survivor Benefits/Casualty Assistance**
 - Provide general information, but know the contact information/location for the Survivor Benefit Counselor at the installation Airman and Family Readiness Center (AFRC).
 - The Retiree Casualty Assistance Checklist and Retiree Survivor's Guide to Benefits (<http://www.retirees.af.mil/library> - under CHECKLISTS/GUIDES tab) are valuable tools.

- 4. Veterans Affairs**
 - Basic services, contact information, online applications or VA forms, and locations can be found at (<https://www.benefits.va.gov>), the Veterans Affairs homepage.
 - VA health records can be requested at <https://www.myhealth.va.gov>. It is also the site where retirees can get information related to pharmacy, appointments, and messages-health care.
 - Military Medical Records. Finding a retiree's medical records depends on when the member retired and the type service provided. At a minimum, a request for records will require the SF 180.
 - Prior to 1992 -- Health and Personnel records are located at the National Personnel Records Center (National Archives). The information site is <https://www.archives.gov>.
 - Clinical Records (inpatient hospital records) are separate and normally generated by and retired by the facility that created them. Normally, records from the VA are not included.
 - The VA Records Management Center in St. Louis manages the whereabouts of records when on loan within the VA system. Contact 800-827-1000 to locate the specific record and how to obtain a releasable document or information.

- Family Member Records are forwarded to the National Personnel Records Center Depository, 111 Winnebago Street, St. Louis, MO 63118-4126 two years after the sponsor retirees.

5. Military Records

- Retire/Separate before Oct. 1, 2004 -- The [National Personnel Records Center](#), 9700 Page Ave, St Louis, MO 63132-5000. Requests should include an SF Form 180 or personal letter with the following: Social Security Number, contact information, and the specific record being requested.
 - Requests can also be made online using the [eVetRecs](#) process.
 - If requesting a relative's record, check the NPRC website for details and identify the relationship to the former member.
 - Emergency DD Form 214 Requests -- If the request is urgent (e.g. funeral) provide this information in the "Purpose" section of the Standard Form 180 and fax it to the Customer Service Team at 314-801-0764.
- Retired/Separated on or after Oct. 1, 2004 -- Submit a SF 180 or letter to AFPC/DPSIRP, 550 C Street West, JBSA-Randolph, TX 78150. FAX 210-565-4021 or DSN 665-4021

6. Other Functions or Activities

- The Airman and Family Readiness Center (AFRC). Normally maintains a list of organizations that are seeking volunteers. Retirees who are interested in supporting other agencies that serve retirees in addition to the Retiree Activities Program are encouraged to visit the AFRC to see if there is a need and identify the POC for the program. Programs that might benefit from support are:
 - A Satellite Pharmacy
 - The Hospital Information Desk
 - Tax Preparation Center
 - Services/Army and Air Force Exchange Service (AAFES)/Defense Commissary Agency (DECA).

7. Retiree Appreciation Day Sponsors

Sponsors that may support a Retiree Appreciation Day with volunteers or information booths are:

- Air Force Association
- Air Force Sergeant's Association
- The Chiefs Group
- Top Three
- Company Grade Officers' Council
- Military Officers Association
- Non-commissioned Officers Association
- Note: If a special speaker or organization is located off base, check local policy before extending an invitation.

Appendix B, Informational Directory

Air Force Aid Society -- Contact the Airman and Family Readiness Flight on any Air Force installation. Web: www.afas.org Phone: 703-972-2650.

Air Force Enlisted Village -- Write: Air Force Enlisted Village, 92 Sunset Lane, Shalimar, FL 32579-1000. Phone: 850-651-3766 or toll free 800-258-1413. Email: afef@afev.us Web: www.afenlistedwidows.org

Air Force Village (Blue Skies of Texas) -- Write: Air Force Villages, 5100 John D. Ryan Blvd., San Antonio, TX 78245. Phone: 210-677-8666 or toll free 866-553-5389. Email: info@airforcevillages.com Web: <http://www.blueskiesoftexas.org/>

Air Force Wounded Warrior Program -- Phone: 800-581-9437. Email: afwounded.warrior@us.af.mil Web: www.woundedwarrior.af.mil/

Arlington National Cemetery -- For general information, location of gravesites, and visitor information call 877-907-8585. Write: Arlington National Cemetery, 1 Memorial Ave, Arlington, VA 22211. Web: <https://www.arlingtoncemetery.mil/#/>.

Armed Forces Recreation Centers:

Dragon Hill, Seoul -- Phone: 011-82-2-790-0016. Email: reservations@dhl.korea.army.mil. Fax: 011-82-2-790-1576. Web: www.dragonhilllodge.com.

New Sanno Hotel, Tokyo -- Web: www.thenewsanno.com. Phone: 011-81-3-3440-7871. Email: room_rsv@thenewsanno.com.

Hale Koa Hotel, Hawaii -- Phone: 800-367-6027. Email: information@halekoa.com. Web: www.halekoa.com.

Shades of Green Resort in Orlando. Phone: 407-824-3400. Email: sales@shadesofgreen.org. Web: www.shadesofgreen.org.

Edelweiss, Germany -- Phone: 011-49-8821-944-4132. Email: <https://www.edelweisslodgeandresort.com/contact-us>. Web: <https://www.edelweisslodgeandresort.com/>.

Armed Forces Retirement Home-Washington Campus -- Write: Armed Forces Retirement Home, 3700 N. Capitol St. NW, Washington, DC 20011-8400. Phone: 800-422-9988. Fax: 202-730-3492. Email: admissions@afrh.gov and specify the "DC" in the subject line. Web: www.afrh.gov.

Armed Forces Retirement Home-Gulfport Campus -- Write: AFRH-Gulfport, P.O. Box 1120, Gulfport, MS 39502. Phone: 228-604-2205. Email: admissions@afrh.gov and specify the "Gulfport" in the subject line. Web: www.afrh.gov.

DEERS Telephone Center -- Phone: 800-334-4162 (Calif.); 800-527-5602 (Alaska and Hawaii); or 800-538-9552 (all other states).

Defense Finance and Accounting Service -- Phone: 800-321-1080. Fax: 800-469-6559 for retirees, and 800-982-8459 for annuitants. DFAS, US Military Retirement Pay, 8899 E 56th Street, Indianapolis IN, 46249-1200 for retired members, and DFAS, US Military Annuitant Pay, 8899 E 56th Street, Indianapolis IN, 46249-1300 for annuitants. Web: <https://www.dfas.mil/RetiredMilitary/>.

Identification Cards – Phone: 800-525-7502 for location of the nearest issuing facility.
Web: <https://idco.dmdc.osd.mil/idco/>.

The General and Mrs. Curtis E. LeMay Foundation -- Write: The General and Mrs. Curtis E. LeMay Foundation, 17050 Arnold Dr., Riverside CA 92508. Phone: 800-729-2999. Email: info@lemay-foundation.org. Web: www.lemay-foundation.org.

Locator Service -- Write: AFPC/DP1ORM, 550 C St West, JBSA-Randolph, TX 78150-4752. Web: <https://www.afpc.af.mil/Support/Worldwide-Locator/>.

Lodging Reservations: Air Force -- Phone: 888-235-6343, after prompt, dial first three digits of base name. Web: <http://dodlodging.net/>.

Army – Phone: (800) 462-7691. Web: <https://www.armymwr.com/travel/army-lodging-base>.

Navy – Phone: (800) 628-9466. Web: www.navy-lodge.com.

Marine Corps – Web: <https://www.usmc-mccs.org/services/lodging/temporary-lodging-facilities/>.

Medicare -- Phone: 800-633-4227. Web: www.medicare.gov.

myPers – <https://mypers.af.mil>. How to create an account:
<https://www.afpc.af.mil/myPers-Access/>.

Records Requests -- Personnel records are available by calling the Total Force Service Center at 800-616-3775 for veterans who retired after Oct. 1, 2004. Veterans who retired before Oct. 1, 2004, should contact the National Personnel Records Center at www.archives.gov/veterans/.

Report a Retiree's Death -- Phone: 877-353-6807. Overseas callers should contact the nearest U.S. Embassy.

Social Security -- Phone: 800-772-1213 or commercial 410-965- 8019. Write: Social Security Administration, Office of Public Inquiries, Windsor Park Building, 6401 Security Blvd., Baltimore, MD 21235. Web: www.ssa.gov.

TRICARE – Web: www.tricare.mil. Phone: West, 877-988-9378; North, 877-874-2273; South, 800-444-5445; overseas, 888-777-8343

TRICARE for Life – Phone: 866-773-0404.

TRICARE Information Center – Phone: 877-363-6337.

TRICARE Mail-Order Pharmacy Program -- Express Scripts, Inc. In United States, call toll free 866-363-8667; or overseas, call 866-275-4732. Web site: www.express-scripts.com/TRICARE.

VA matters -- For benefit inquiries call 800-827-1000; life insurance 800-669-8477; status of headstones and markers, 800-697-6947; special issues such as Gulf War/radiation/Agent Orange/Project Shad call 800-749-8387; and GI Bill and education matters call 888-442-4551. Web: www.va.gov.

Appendix C, Abbreviations and Acronyms

AF -- Air Force
AFI -- Air Force Instruction
AAFES -- Army and Air Force Exchange Services
AFPC -- Air Force Personnel Center
AFR -- Air Force Reserve
AFRC -- Airman & Family Readiness Center
ANG -- Air National Guard
CMSAF -- Chief Master Sergeant of the Air Force
CSAF -- Chief of Staff, United States Air Force
DAFI -- Department of the Air Force Instruction
DECA -- Defense Commissary Agency
DOD -- Department of Defense
DODI -- Department of Defense Instruction
NPCR -- National Personnel Records Center (National Archives)
OPR -- Office of Primary Responsibility
POC -- Point of Contact
RegAF -- Regular Air Force
TDY -- Temporary Duty
USSF -- U.S. Space Force
VA -- Veterans Affairs

Appendix D, References

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Title 10, United States Code § 1588, Authority to Accept Certain Voluntary Services

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AFI 65-601V2, Budget Management for Operations, 29 January 2021

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The Joint Travel Regulations, Uniformed Service Members and DoD Civilian Employees, Chapter 3,

TDY Travel, Paragraph 030501, Invitation Travel Allowances, 1 February 2022

