

2019 RETIREE ACTIVITIES OPERATIONS GUIDE





THE AIRMAN'S CREED

**I am an American Airman.
I am a warrior.
I have answered my nation's call.**

**I am an American Airman.
My mission is to fly, fight, and win.
I am faithful to a proud heritage;
a tradition of honor,
and a legacy of valor.**

**I am an American Airman,
guardian of freedom and justice,
my nation's sword and shield,
its sentry and avenger.**

**I defend my country with my life.
I am an American Airman:
wingman, leader, warrior.
I will never leave an Airman behind,
I will never falter,
and I will not fail.**

RETIREE ACTIVITIES OFFICE OPERATIONS GUIDE

Current as of April 2019

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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 Air Force member, the widow/widower of a deceased AF 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 on the RAO. 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 each January. 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 Excellence Award Program 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 an 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 <https://www.retirees.af.mil/Library/>, <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.

The Defense Finance and Accounting Service, or DFAS, will assist you in getting the word out to myPay customers in an RAO's area of responsibility via email. Using the Smartdoc Push Request Form, DFAS will send an email on an RAO's behalf ONLY for events that a DFAS representative is attending.

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 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 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. 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 included in periodic RAO Program Letters from DPFFF or upon request by emailing afpc.retiree@us.af.mil. For optimum coverage, worksheets should be submitted to AFPC/DPFFF at least 60 days in advance, although it is never too late.

The 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 retiree newsletter if funding support is available. 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, family members, and the surviving spouses of retirees.
 - 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 AFPC/DPFFF receives an electronic copy of each RAO newsletter.

- Maintains a file or library of pertinent information including -- but not limited to -- this directive, 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. 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/communication access to the internet and email is essential to operating RAO. A computer with a printer and email/internet access is required. 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 has migrated to @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.

An RAO information library is essential for keeping current with retiree issues. While access to the internet can eliminate the need for a large hard-copy library, there is still a need to maintain several key documents.

Among those documents should be:

- It is a good idea for the RAO staff to print copies of the *Afterburner* for easy access and reference.
- Air Force Retiree Services news and guidance to remain up-to-date on the latest news and information.
- The Retiree Activities Program Letter published by AFPC/DPFFF is full of vital information useful to the RAO director and staff. It offers program updates, and useful tips and information for assisting volunteers with serving retirees. The entire volunteer staff, not just the RAO director, should read this publication.
- AFPC/DPFFF periodically publishes a complete list of Air Force Retiree Activities Offices worldwide. Called the USAF Retiree Activities Office Directory, this information is kept current and available on the Air Force Retiree Services website at www.retirees.af.mil.
- "Federal Benefits for Veterans, Dependents and Survivors" is no longer distributed via hard copy, but this Veterans Affairs product is available at http://www.va.gov/opa/publications/benefits_book.asp in both English and Spanish, and can be downloaded onto several mobile devices.

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.

- 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.
- 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

Frequent contact with AFPC/DPFFF and your region’s Air Force Retiree Council member is advised.

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 three 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 4 year-terms, 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 News Service.

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 for 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, the AF 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 by coordinating with the co-chairs on building the agenda, inviting guests/speakers, as well as hosting the meeting.

In addition, DPFFF liaises between the council and Air Staff and/or other DoD 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 to fill council vacancies, notifies installation commanders of future council vacancies and processes nomination packages for determination by the co-chairs for a counsel position.

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 includes 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 forward the package to the Air Force Personnel Center's Airman and Family Sustainment Branch (AFPC/DPFFF) for processing and subsequent 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. 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 were pre-vetted 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 when provided in accordance with AFI 65-601V1, *Financial Management, para. 4.31.2.1*.
- 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.
- Subject to the availability of funds, the installation commander of the support installation will fund the travel of the area representative for RAO/satellite RAO visits to the covered regional area in the affected area. **NOTE:** Appropriated funds will not be used to travel, or to offset expenses incurred in connection with the travel of members at large to visit retiree activities offices or satellite retiree activities.
- 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.

A full list of roles and responsibilities is listed in [AFI 36-3106, Retiree Activities Program](#)

Appendix A Basic Sources

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?
 - The pharmacy hours and location (satellite and or installation)
 - How the pharmacy fills prescriptions (generic or the availability of brand-name drugs-formulary practice)

2. **Addressing Basic Pay Issues.**
 - Contact information for DFAS (Address, Toll Free phone number, or email) DFAS-Cleveland, 800-321-1080 (retiree and annuitant pays)
<http://www.dfas.mil/retiredmilitary.html> (a variety of topics are 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
 - For claims for non-receipt of payment: Defense Finance and Accounting Service- Cleveland Center-1240 East Ninth Street- Attention: 19th Floor Vault- Cleveland, OH 44199 (Having a MyPay account helps assists retirees with establishing a new account)

3. **Survivor Benefits/Casualty Assistance.**
 - Provide general information, but the Survivor Benefit Counselor is located at the installation Airman and Family Readiness Center (AFRC). Know the location, phone number and POC for the program.
 - 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 and locations can be found at (<https://www.benefits.va.gov>), the Veterans Administration homepage.
 - Health records can be requested by members who retired (on or after May 01, 1994) at (<https://www.myhealth.va.gov>). It is also the site where retirees can get information related to pharmacy, appointments, and messages-health care.
 - Site is a source for on-line applications or VA forms.

- Medical Record. Finding a retiree's medical records depends on when the member retired and the type of service provided. At a minimum, a request for records will require the SF180. The VA may have other requirements.
 - 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>). Requests are accompanied by the SF-180 and the other required documents are identified in the site.
 - 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 retiree.

5. Military Records.

- Retire/Separate before October 01, 2004- The National Personnel Records Center- PCRC/NCPMF-C – 9700 Page Ave- St Louis, MO 63132-5000- Phone 314-801-0800

Requests should include an SF Form 180 or personal letter with the following- Social Security Number, contact information, and the specific record being requested. If requesting a relative's record, check the website (<http://www.archives.gov/veterans/military-service-records>) for details and identify the relationship to the former member.

- Retired/Separated on or after October 01, 2004- Submit a SF 180 or letter to AFPC/DPPFFCAMP – 550 C Street West Suite 19- Joint Base San Antonio-Randolph, TX 78150 FAX 210-565-4021 or DSN 665-4021

Requests should include an SF Form 180 or personal letter with the following- Social Security Number, contact information, and the specific record being requested. If requesting a relative's record, identify the relationship to the former member.

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). The initial POC should be through Service. Consider coordinating a Retiree activities event in conjunction with a case-lot-sale, an outdoor tent sale, or the annual “Still Serving” promotion event.

7. **Other Agencies-** 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: 800-769-8951.

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 703-607-8000. Contact the Interment Services Branch at 703-607-8585 regarding funeral arrangements and eligibility requirements. Write: Arlington National Cemetery, Arlington, VA 22211. Web: www.arlingtoncemetery.org.

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 -- Write: Hale Koa Hotel, 2055 Kalia Road, Honolulu, HI 96815-1998. Phone: 800-367-6027. Web: www.halekoa.com.

Shades of Green Resort in Orlando, Fla. -- Write: Shades of Green, 1950 W. Magnolia Palm Drive, Lake Buena Vista, FL 32830. Phone: 407-824-3400. Fax: 407-824-3665. Email: sales@shadesofgreen.org. Web: www.shadesofgreen.org.

Edelweiss, Germany -- Phone: 011-49-8821-944-4132. Email: vacation@edelweissresort.zendesk.com. Web: <https://www.edelweisslodgeandresort.com/>. Write: Edelweiss Lodge and Resort, ATTN: Vacation Planning Center, Unit 24501, APO AE 09006.

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.

Armed Forces Vacation Club -- Web: www.afvclub.com/default.asp.

DEERS Telephone Center -- Phone: 800-334-4162 (Calif.); 800-527-5602 (Alaska and Hawaii); or 800-538-9552 (all other states). Web: <https://www.dmdc.osd.mil/appj/bwe/indexAction.do>

Defense Finance and Accounting Service – Phone: 800-321-1080. Fax: 800-469-6559 for retirees, and 800-982-8459 for annuitants. Write: DFAS, US Military Retirement Pay, PO Box 7130, London KY 40742-7130 for retired members, and DFAS, US Military Annuitant Pay, PO Box 7131, London KY 40742-7131 for annuitants. Web: <http://www.dfas.mil/>.

Identification Cards – Phone: 800-525-7502 for location of the nearest issuing facility. Web: <https://www.dmdc.osd.mil/rsl/appj/site?execution=e1s1>.

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@afvw.com. Web: www.lemay-foundation.org.

Locator Service -- Write: HQ AFPC/DPDXIDL, 550 C St West Ste 50 Randolph AFB, TX 78150-4752. Web: <http://www.afpc.af.mil/Air-Force-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: www.armymwr.com/portal/travel/lodging/.

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

Marine Corps – Web: www.usmc-mccs.org/lodging/index.cfm?sid=rf.

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

myPers – <https://mypers.af.mil>. How to create an account: <http://www.retirees.af.mil/myPERS/>.

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.

The information listed above is subject to change without notice. Please use the computer search engine of your choice to determine current information. If listed information has changed, notify AFPC/DPFFF at afpc.retiree@us.af.mil.

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 and Family Readiness Center

ANG- Air National Guard

CMSAF- Chief Master Sergeant of the Air Force

CSAF- Chief of Staff, United States Air Force

DECA- Defense Commissary Agency

DOD- Department of Defense

NPCR- National Personnel Records Center (National Archives)

OPR- Office of Primary Responsibility

POC- Point of Contact

RegAF- Regular Air Force

TDY- Temporary Duty

VA- Veterans Administration

Appendix D, References

Title 10, United States Code, § 9013, Secretary of the Air Force

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

Title 18 United States Code § 1913, Lobbying with Appropriated Moneys

AFI 36-1004, The Air Force Civilian Recognition Program, August 29, 2016.

AFI 36-3106, Retiree Activities Programs, 28 December 2018

AFMAN 33-363, Management of Records, March 1, 2008

AFI 33-360, Publications and Forms Management, December 01, 2015

AFI 36-2805, Special Trophies and Awards Programs, June 21, 2018

AFI 65-601V1, Financial Management, 16 Aug 2012, Incorporating Change 1, July 29, 2015

AFPD 36-31, Personal Affairs, July 30, 2018

The Joint Travel Regulations (JTR), Uniformed Service Members and DoD Civilian Employees, Chapter 3, TDY Travel, Paragraph 030501, Invitation Travel Allowances, August 1, 2018.