

FREQUENTLY ASKED QUESTIONS

General Information

Q. What is AFIPPS? What is it not?

A. The Air Force Integrated Personnel and Pay System (AFIPPS) is the solution to modernize the way Airmen and Guardians conduct military pay and Human Resource (HR) processes. AFIPPS will expand the already-existing Military Personnel Data System (MilPDS) platform by incorporating military pay responsibilities and processes to create a true HR ecosystem. AFIPPS is larger than just an IT system; it represents the Personnel Community (A1) and Financial Management (FM) organizational partnership, and the integration thereof. The AFIPPS solution will provide accurate and timely pay and HR processes (e.g., Leave, Housing Allowance) to the Total Force.

AFIPPS is *not* an entirely new system or solution. Today, the Air Force utilizes a modern personnel system, MilPDS, but it interfaces with old systems that create errors and require manual processes. In the future, AFIPPS will *enhance* –not *replace* – MilPDS and assume the MilPay responsibility from the older systems, like the Defense Joint Military Pay System (DJMS). Essentially, the Department of the Air Force (DAF) is enhancing its core HR and pay capabilities, but not delivering an entirely new HR system.

Q. What is the purpose of AFIPPS?

A. The overall purpose of AFIPPS is to provide an accurate and timely, single authoritative source of personnel data, which will improve the support of military personnel management and development throughout the lifecycle of all military members. AFIPPS will be the solution (using the already-existing MilPDS platform) that enables the timely and accurate delivery of pay, entitlements, allowances, and benefits. It will make appropriate information available at all levels of management throughout the Total Force, including the United States Air Force (USAF), the United States Space Force (USSF), Air National Guard (ANG), Air Force Reserves (AFR), and cadets (ROTC and USAFA).

Q. What are the key milestones for the program (important dates, go-live goal, etc.)?

A.

2019: AFIPPS Development Start – System Development Sprints, Initial Training Development

2020: Cont'd AFIPPS Development – Near Completion of System Development Sprints. Testing and Training Preparation and Force Readiness.

2021: System Development Completion

- Deploy Phase 1 AFIPPS Read Only Self Service (ROSS)
- Key Airmen/Units Prepared for Initial Operational Testing and Evaluation (IOT&E)
- System and Functional Training of the Field

2022: Deploy Phase 2 AFIPPS Full Capability to the Total Force, Sustainment & Customer Support Structure

Q. What are the capabilities of the program? What will I be able to do?

A. MilPDS is an already established, web-enabled Enterprise Resource Planning (ERP) software solution that uses the Oracle eBusiness Suite (EBS) Human Capital Management (HCM) module. In 2021, Phase 1 ROSS will be a period of time for AFIPPS account creation, which will include logging on, claiming your account, and verifying your own data. It is important that all Total Force military members view their data and request any data corrections be made through the Military Personnel Flight (MPF) or Comptroller Squadron (CPTS) customer service processes.

In 2022, DAF will deliver the payroll and absence management (Leave) capabilities. Once deployed, all HR personnel and pay transactions will be done in AFIPPS.

Q. How is AFIPPS different from DIMHRS?

A. The Defense Integrated Military Human Resources System (DIMHRS) program was intended to be a DoD-wide HR solution used by all military services. As the largest ERP program ever implemented for human resources, DIMHRS was to subsume or replace more than 90 legacy systems. Though DIMHRS never came to fruition, each service has since been working to implement individual HR solutions.

AFIPPS is a Department of the Air Force system that will leverage already existing architecture, capability, and functionality within the HR environment of MilPDS. MilPDS is a web-enabled ERP software solution that utilizes the Oracle EBS HCM module. It already supports effective military personnel management and development throughout the career life cycle of all military members by providing an accurate and single authoritative source of personnel data. AFIPPS will incorporate Oracle EBS Commercial-Off-The-Shelf (COTS) capabilities to integrate pay data. By integrating the personnel and pay functionalities, the Regular Air and Space Forces, ANG, and AFR components will streamline and improve automated support for these actions.

Q. Will there be future AFIPPS phases?

A. Phase 1 ROSS, scheduled for 2021, ensures members claim their accounts and improves upon our core HR platform in preparation of delivering military pay capability. This is the first phase for AFIPPS.

Phase 2 Full Capability will be deployed to the total force in 2022. In this phase, the Air Force will consolidate platforms, reduce old system interfaces, and take advantage of modern technologies that will improve the user's experience. The A1 enterprise is undergoing additional transformation activities; thus, it

is important to keep in mind that AFIPPS is one of the many efforts that are part of the larger A1 digital and system modernization strategy.

Q. Where can I go to get more information on AFIPPS?

A. There are several avenues of communications and sources for more information on AFIPPS:

- AFIPPS Website: (<https://www.afpc.af.mil/Support/AFIPPS/>)
- Air Force AFIPPS Portal Page (<https://www.my.af.mil/gcss-af/USAF/ep/globalTab.do?channelPagelId=s6925EC133F8E0FB5E044080020E329A9>)
- Webcasts on YouTube:
(https://www.youtube.com/watch?v=0wiA3ZzN2oU&list=PLYqooK1POHb37Xh0Bj0QpZcgF7bvOf_Xc)
- AFIPPS Videos on YouTube:
(https://www.youtube.com/playlist?list=PLYqooK1POHb37Xh0Bj0QpZcgF7bvOf_Xc)
- AFIPPS Videos on milTube (accessible on Government Funded Equipment (GFE)):
(<https://www.milsuite.mil/video/watch/video/36400>)

For more information, email us at A1DTA.AFIPPS.OCM@us.af.mil.

System

Q. What is changing/What is going away?

A. The AFIPPS solution will replace the Department of the Air Force pay and benefits computation and disbursement processes of DJMS-Active Component/Reserve Component (AC/RC), Defense MilPay Office (DMO), LeaveWeb, Pay Entitlement Processing Application (PEPA), and the 5-Year Tax History System (5YTHS). AFIPPS will have Air Force and Space Force-wide applicability, encompassing Airmen and Guardians in all components from accession to separation or retirement.

Major Systems/Processes Incorporated/Discontinued Upon AFIPPS Phase 1 and 2:

- DJMS-AC (Incorporated)
- DJMS-RC (Incorporated)
- LeaveWeb (Incorporated)
- 5YTHS (Incorporated)
- DMO (Discontinued)
- PEPA (Discontinued)

Q. How will this change affect service members?

A. AFIPPS will enable a more timely and accurate delivery of pay, entitlements, allowances, and benefits to Regular Air & Space Force military members, including USAFA and ROTC cadets, and ANG and AFR components. This web-based system provides a single, comprehensive record of service that stays with

each Airman and Guardian throughout his/her career, allowing real-time record updates through self-service capabilities. AFIPPS will also automate absence management (Leave) processes for the AFR and ANG.

Q. How will AFIPPS affect HR specialists and service providers?

A. Personnel and pay professionals will have a streamlined work process with a one-time data entry that automatically updates information and routes HR and pay requests. One system for personnel and pay transactions will reduce work duplication and numerous forms, thereby decreasing the likelihood of data errors that arise because of separate transaction environments. This single system will also provide comprehensive data analytics that integrate HR management data and payroll analytic capabilities for enhanced system performance.

Most military personnel transactions trigger a pay-affecting action; therefore, the implementation of AFIPPS will increase the role of personnel technicians in military pay-related matters. This is largely due to the AFIPPS-provided capability for personnelists to perform and approve personnel actions that subsequently affect pay, as well as validate that the requested pay changes have occurred via the AFIPPS integrated military pay functions.

Q. How will AFIPPS affect commanders and supervisors?

A. AFIPPS will make appropriate personnel and pay information available for all levels of management in the USSF, USAF, and ANG and AFR components. AFIPPS will integrate personnel and pay functionalities, streamline and improve automated support to the mobilization and deployment processes, and implement standard data that reflect the core requirements of the Combatant Commands, DAF, the Office of the Secretary of Defense, and other federal agencies. Non-DAF military (civilian or sister service) supervisors and commanders will be provided access and roles through specialized accounts.

Q: How will AFIPPS work with Retiree Pay?

A: Retiree Pay will not be handled in AFIPPS. There are interfaces that will be utilized to execute retiree pay. The interfaces include the Defense Military Retiree and Annuity Pay System (DRAS), the Blended Retirement System (BRS), and Thrift Savings Plan (TSP). AFIPPS will have the ability to pay into TSP/BRS, but no retirement will be paid out of AFIPPS. AFIPPS will send data to DRAS upon retirement, at which point DRAS will pay out to retirees. As such, it will be very important to ensure all data in system is correct prior to a member retiring.

Q: Will everyone have the same access to AFIPPS?

A: Human resource professionals will have elevated access corresponding with their position and responsibilities. General users will have access to self-service capabilities. Commanders, supervisors and trusted agents will have specialize access and roles. This includes non-military DAF members, who require access to perform AFIPPS responsibilities, who will be given their own access accounts.

Account Creation - 2021

Q: How will I access AFIPPS and claim my account?

A: In 2021, AFIPPS Account Creation notices will be released in waves, first to the Personnel and Pay members, and then to the Total Force Airmen and Guardians through myPers and command leadership notification. Upon receiving the notification, users will be able to log on, claim their account, and verify personal information. If information is incorrect, updates can be made by the member through the Military Personnel Flight (MPF), Personnel Systems Manager (PSM), a self-service myPers incident report, or the Air Force's Total Force Service Center. Log-in instructions will be sent in waves over the course of several months; therefore, if you don't immediately receive your login instructions, you will eventually receive them. If you have not received your account creation notice by December 2021, then please contact a1dta.afipps.ocm@us.af.mil.

Q. Will base-level functions have reach-back capability while training HR Personnel Specialists?

A. Yes, reach-back assistance will be available during HR Personnel Specialist training and following deployment.

Q. If I find an error in my personnel data, how do I go about getting it resolved?

A. During the 2021 calendar year, you will continue to use the 'usual' avenues to update or correct your information. EXAMPLE: if your marital status or dependent information need to be updated, you will visit your local DEERS/Rapids office; if your service dates or grade are incorrect, you will work with your appropriate personnel office(s).

Q. Why do I have to establish an AFIPPS account if I already have a myPay account?

A. AFIPPS account establishment will provide a wider view of your information than myPay provides today; it will mimic the information an AF service member would typically find in vMPF, as well as visibility to MORE information (e.g., up-to-date dependent data – relationship, address, etc. – received from DEERS). MyPay will still be accessible and function as it does today.

Q. What is the point of establishing an AFIPPS account in 2021, if the pay and absence management (leave) functions won't start working until 2022?

A. There is great value in deploying AFIPPS and having members create accounts and verify member/dependent information prior to the information impacting pay. Airmen and Guardians will have a sufficient time buffer to become familiar with AFIPPS and resolve information discrepancies at their local MPF before AFIPPS turns on the Payroll capability.

Q. If I have problems viewing my personnel data in AFIPPS, who do I contact?

A. There will be tiered assistance, both at your local level and at the personnel field operating activities (e.g., AFPC, A1 DTA, ARPC, etc.). You will be triaged to the appropriate function based on the type of issue you are encountering. More to follow as we develop these mechanisms.

Q. How will units account for their personnel registering for an account?

A. The PMO/HH will track and report account claim status to the FMO. The FMO will format the report for the component leads and CFMs to distribute to the respective Total Force components.

Interfaces

Q. Why is DEERS data interfacing with AFIPPS and in what ways?

A: Authoritative data sources need validation. AFIPPS takes advantage of information provided by these authoritative sources, like DEERS, to feed your personnel and pay record. AFIPPS needs to validate things like dependent data, which comes from DEERS today.

Q: Is AROWS being phased out?

A: AROWS and AROWS-R are NOT being phased out. They will play a vital role in AFIPPS via interface. These two systems are the source data for ARC participation.

Q: When AFIPPS comes online, how will DJMS legacy system issues be taken care of?

A: Pay issues created after AFIPPS go-live will be reconciled via AFIPPS. Pay issues prior to go-live will still be worked via DJMS as historical pay records will not be migrated into AFIPPS. FM personnel will still be available to work DJMS. As time progresses, the need for legacy corrections will reduce but they will continue to be available, as outlined within Law.

Business Design

Q. Will the structure of the organization change?

A. Many of the MilPay responsibilities and authorizations may migrate to human resource experts within the A1 community. While there is no current expectation to create new AFSCs or civilian job series, there will be extensive training and preparation actions which will occur pre- and post-deployment.

Q. What will be the role of the financial management community, 6F/AFSC in the future?

A. The 6F community will still execute standard finance and accounting work that it does today. Only the Military Pay/Financial Services Officer (FSO) responsibility will be assumed by the A1 community.

Q. What will be the role of the Personnel community, 3F/38F/AFSC in the future?

A. The A1 community already owns much of the HR policies and processes that impact pay. The A1 community will assume the pay-triggering portion of those processes. The A1/FM leadership created a Memorandum of Understanding (MOU) detailing FM's commitment to support A1 that will continue beyond AFIPPS implementation in 2022.

Q. Is the financial management community going away?

A. No, the financial management community is NOT going away. *Only* MilPay is transferring to the A1 community.

Q. Will there be a reduction in manpower in either the finance or personnel AFSCs?

A. There are currently no plans to reduce manpower. There will be a manpower study once the field begins to sustain AFIPPS so the manpower experts can evaluate the system performance along with manpower requirements. This will ensure full-spectrum analysis on the manpower resourcing needs at base-level, the operational levels, and Headquarters.

Q: MilPay Airmen have certain finance certifications, will Personnelists be required to get these certifications too?

A: FM members are required to maintain education to receive their certification. However, MilPay is a very small part of the certification. There are several other items such as Cost, Accounting, Budget, and other financial services such as travel, CivPay, etc. Therefore, A1 will not be required to obtain a certification.

Q. When can we expect the A1 community to assume control of MilPay responsibilities/processes?

A. The A1 community will begin assuming control of MilPay upon payroll delivery in June 2022. Career Field Managers (CFMs) and Senior Leadership are working with the AFIPPS team to deliberate the specific work responsibilities, processes, and transactions.

Training

Q. What is the general training strategy for AFIPPS for 3F and 6F personnel?

A. Training is two-fold. First, AFIPPS-specific training (i.e., which field do I enter specific data, which button do I press in AFIPPS to run X report, etc.). Approximately 2,000 HR/FM SMEs from the RegAF, ANG and AFR will be identified as Train-the-Trainers (TtTs) to deliver base-level training back at their respective location. Of these, 250 will be part of the Test Group supporting the system testing phase in 2021. Personnel attending this training must complete pre-requisite training as outlined by the Career Field Managers.

In addition to TtTs, training will come in the form of web-based training (WBT), videos, job aids, System User Manuals, and/or Personnel System Delivery Guides (PSDGs).

There will also be functional training (i.e., general payroll operations and the effects an HR action has on member pay) driven by the Personnel and Finance Career Field Managers (3F and 6F CFMs).

Q. For the HR community, when and how will I receive training on the new system?

A. Effective training programs are essential to ensure all users are ready to utilize AFIPPS. AFIPPS system training is scheduled to begin in summer of 2021 and will continue past deployment to support readiness and reinforcement. The phases of AFIPPS system training are listed below:

- Spring 2021: Identify Pers/Pay Airmen to be trained for initial field testing (IOT&E)
- Summer 2021: Begin Contractor Instructor-Led Training (ILT) for TtTs
- Summer 2021 – Spring 2022: TtTs to train field
- Winter 2021: IOT&E begins
- Winter 2021: Complete ILT TtT virtual training
- Summer 2022 and Beyond: Training will be provided for any major system changes post Go Live, if required

AFIPPS training will not stop after the system is deployed. Training support and help desk support will be ongoing far past the go-live date in 2022. Additionally, the CFMs and AETC are working to prepare the HR community with the tools and skill set required for AFIPPS prior to deployment and to ensure system training content filters to the Schoolhouse.

Q. How will HR Personnelists be trained on new payroll functionality?

A. ILT will be provided for the 2,000 TtTs, who in turn, will then train the remaining HR members. WBT will also be available online to include how-to videos and webinars. PSDGs, user manuals, and job aides will be updated and/or created to accurately reflect new work processes for Airmen to follow. It is important to note that a separate payroll operations training course will be provided to the AF-OL staff who will be the ones to actually process payroll.

Q. Will training be delivered to the rest of the Air Force, and if so how and when?

A. Instruction on account creation will be delivered by A1 DTA and training on how to use AFIPPS will be delivered via TtTs, WBT, PSDGs, user manuals, and job aids prior to and after full implementation in 2022.

Q. Who will identify the attendees for the ILT TtT classes?

A. Each Component and MAJCOM will identify respective attendees for the ILT TtT classes with the help of the CFMs and the AFIPPS training team.

Q. When will AFIPPS system training begin?

A. ILT for TtTs is scheduled to begin in summer of 2021.

Q. Will all HR Personnel Specialists be trained in time for AFIPPS Go Live?

A. In Phase I ROSS release, there is no training required for HR Personnel Specialists. Our military personnelists with MilPDS accounts do not need to claim their account, and only need to review their data (both for validating that it is correct, as well as understanding what the total forces will be seeing). When logging into your current MilPDS account, you should have already seen and accessed your new USAF employee self-service account link to view the established AFIPPS self-service application.

Following Phase 1 ROSS, system training will be completed for Total Force Airmen and Guardians prior to Phase 2 Full Capability delivery (Go-Live) in 2022. Refer to Component-specific guidance for A1/FM community actions in support of training efforts prior to AFIPPS Go-Live.

Q. Will the ILT TtT classes cover all Finance and payroll processes?

A. ILT TtT classes will cover new payroll processes and updated HR pay-impacting transactions.

Q. How can base-level leadership best prepare our HR Personnel Specialists to receive these new responsibilities?

A. To best prepare the HR Personnel Specialists, Force Support Squadron (FSS) leadership should introduce the various Benefits and Entitlements that stem from updates performed today and military pay functions acquired in the future. Also, partner with fellow Comptroller Squadrons early to help encourage and facilitate information sharing and strengthen the support network. HAF/A1 directed the development of base level MPF and Finance Office Integrated Process Teams to resolve case management system issues for our Airmen and Guardians. The more proactive we are in addressing issues prior to Go-Live will ensure the best data and support for our personnel records.

Q. Will there be finance certifications awarded at the conclusion of training?

A. Finance Certification will not be awarded by AFIPPS TtTs; instead, training will focus on software functionality and how it will be used in payroll updates and processing. While there will be no certifications, here will be some prerequisites prior to payroll and go-live and the AFIPPS team will ensure that these are met. These will include the completion of the FM-to-A1 Functional Knowledge transfer (e.g., completion of the AFIPPS MTP (aka JQS)), having no projected assignment, retirement, separation, or deployment on file, possessing Functional Community Subject Matter Expertise (preferably minimum of 5 year experience in the career field), familiarity with navigating and utilizing MilPDS, and the possession of skills to effectively communicate and instruct others within the organization upon completion of AFS led training. It is recommended that the completion of the FM-to-A1 Functional Knowledge transfer requirement continue upon return to home-station/organization to ensure local training sessions are effective and efficient.

Acronym List

5YTHS	5-Year Tax History System
A1	Personnel Community (3F/38F/AFSC)
A1 DTA	A1 Digital Transformation Activity
AC/RC	Active Component/Reserve Component
AETC	Air Education and Training Command
AF	Air Force
AFIPPS	Air Force Integrated Personnel and Pay System
AFOTEC	Air Force Operational Test and Evaluation Center
AFPC	Air Force Personnel Center
AFPOA	Air Force Personnel Operations Activity
AFSC	Air Force Specialty Codes
AFR	Air Force Reserve
ANG	Air National Guard
ARPC	Air Force Reserve Personnel Center
BDR	Business Design and Requirements
BRS	Blended Retirement System
CCN	Change Champion Network

CFM	Career Field Managers
COTS	Commercial-off-the-Shelf
CPTS	Comptroller Squadron
DAF	Department of the Air Force
DFAS	Defense Finance and Accounting Service
DIMHRS	Defense Integrated Military Human Resource System
DJMS	Defense Joint Military Pay System
DOORS	Dynamic Object-Oriented Requirements System
DMO	Defense MilPay Office
DRAS	Defense Military Retiree and Annuity Pay System
EA	Enterprise Architecture
EBS	Oracle eBusiness Suite
ERP	Enterprise Resource Planning
FM	Financial Management (6F/AFSC)
FMO	Functional Management Office
FOC	Full Operating Capability
FSO	Financial Services Officer
FSS	Force Support Squadron
Go-Live	Deployment
GFE	Government Funded Equipment
HCM	Human Capital Management
HR	Human Resources
ILT	Instructor-Led Training
IOC	Initial Operating Capability
IOT&E	Initial Operational Testing & Evaluation
MAJCOM	Major Command
MilPDS	Military Personnel Data System
MOU	Memorandum of Understanding
MPF	Military Personnel Flight
OCM	Organizational Change Management
PEPA	Pay Entitlement Processing Application
Pers/Pay	Personnel and pay
PMO	Program Management Office
PSDG	Personnel System Delivery Guides
RegAF	Regular Air Force
ROTC	Reserve Officer's Training Corps
ROSS	Phase 1 AFIPPS Read Only Self Service
TF	Total Force
TFSC	Total Force Service Center
TSP	Thrift Savings Plan
TtT	Train-the-Trainer
USAFA	United States Air Force Academy
USAF	United States Air Force
USSF	United States Space Force
WBT	Web-Based training