



**AIR RESERVE COMPONENTS  
(ARC)  
EVALUATION REPORTS APPEAL BOARD  
(ERAB)**

**PSDT GUIDE**



Please send feedback to NGB/A1XO Actions at [ngb.a1x.kmb@ang.af.mil](mailto:ngb.a1x.kmb@ang.af.mil).

We appreciate your input.

# AIR RESERVE COMPONENTS (ARC) EVALUATION REPORTS APPEAL BOARD (ERAB) PROCESSING (AIR NATIONAL GUARD (ANG) AND AIR FORCE RESERVES (AFR))

## Section A: Introduction

### 1. Introduction:

a. This guide was developed to provide Air Force Reserve (AFR) and Air National Guard (ANG) users the necessary information to understand the basics of the Air Reserve Components (ARC) Personnel Services Delivery Transformation (PSDT) Evaluation Reports Appeal Board (ERAB) process and the basic technical knowledge required to process an ERAB using the online virtual Personnel Center-Guard Reserve (vPC-GR) application from start to finish.

b. The ARC ERAB application has transformed this process by providing each user the capability to forward an appeal electronically to the myPers - Total Force Service Center (myPers – TFSC) for review and appropriate action. The transfer of responsibility from the Military Personnel Section (MPS) to the myPers - TFSC eliminates their processing involvement. This application removes that layer of management from the process, improves the speed of review, and enables each user to have complete control of managing their career and military personnel records.

2. **OPR:** ARPC/DPX, Future Operations.

### 3. REFERENCES:

AFI 36-2401	Correcting Officer and Enlisted Evaluation Reports
AFPD 36-24	Military Evaluations
AFI 36-2406	Officer and Enlisted Evaluation Systems
AFI 36-2501	Officer Promotions and Selective Continuation
AFI 36-2504	Officer Promotion, Continuation and Selective Early Removal in the Reserve of the Air Force
HQ AFPC/DPP MPFM 07-44, Dated 11 Jul 07	Subject: Implementing Instructions and Processing Procedures for new AF Forms 910, 911, 931, and 932
HQ AFPC/DPP MPFM 07-45, Dated 11 Jul 07	Subject: Implementing Instructions and Processing Procedures for new AF Forms 707 and 724
AF IMT 948	Application for Correction/Removal of Evaluation Reports
	Customer Training Tutorials and Quick Reference Sheets for Separations, Discharge or Officer Resignation

4. **TARGET AUDIENCE:** All AFR and ANG members, commanders, MPS'/Military Personnel Flights (MPF), and Joint Force Headquarters (JFHQ) (ANG only). This application does not apply to those members who are on an AFR or AGR tour or National Guard Bureau (NGB) Statutory Tour (all Title 10) and they will not have access to this application.

## Section B: General Information

### 5. GENERAL INFORMATION:

a. The online vPC-GR ERAB application provides instructions on how to appeal or correct Officer Performance Reports (OPR), Enlisted Performance Reports (EPR), Training Reports (TR), Promotion Recommendation Forms (PRF), Retention Recommendation Forms (RRF), and Letters of Evaluation (LOE) after they are made a matter of record. Performance reports must be filed in your Officer Selection Record (OSR) and Unit Personnel Record Group (UPRG) before they can be appealed. Until that time, they are considered working copies, and evaluators can change them until they become a matter of record. When you are sure the evaluation report has been filed in your record, you can file an appeal to have it corrected or removed from your record. The ERAB application is available on the myPers website under the ‘**I Would Like To**’ section, click on the ‘**Submit an Evaluation Report Appeal**’ link. To access the myPers link: <https://mypers.af.mil/>.

b. The ERAB works under the assumption that evaluation reports are accurate and objective. If you are requesting a report be voided, substituted, or corrected, you must provide strong evidence (documentation) that the report is not a valid assessment. The burden of proof falls upon you, the applicant. Quality, not quantity of documentation is the key.

c. If you intend to file an appeal, you should read AFI 36-2401, Attachment 1. Complying with the following guidelines will not guarantee you a favorable decision, however; not complying can cause the board to delay its decision, return your application without action, or not have sufficient information to reach a fair and equitable decision.

### APPLYING FOR CORRECTION/REMOVAL – MEMBER:

You can file an appeal to correct or remove an evaluation report from your record if you believe the report is incorrect or unjust. In your appeal you must:

- Clearly and concisely state what you want
- Make sure that no rule in AFI 36-2401 prohibits your request. See “**Unacceptable Request Types**” to view a list of the types of requests the board cannot approve and will not consider
- Supply clear evidence to support your application. See “**Documenting Your Appeal**” for suggestions
- Supporting statements must have dates and signatures. They must contain information specifically related to the period of time and issues involved in your application. When information is not firsthand, make sure the author identifies the source. See “**Support Statements**” for more information regarding supporting statements
- Documents must be certified copies. (**EXCEPTION:** Copies of evaluation reports, Unfavorable Information File (UIF) summaries, etc., need not be certified). Make sure the copy or copies are legible
- Substitute reports must be certified copies, completed on the same version of the form as the original report with original signatures by the original signers

**NOTE:** Complying with the following guidelines will not guarantee a favorable decision; however, not complying can cause the board to delay its decision, return your application without action, or not have sufficient information to reach a fair and equitable decision.

### **APPLYING FOR CORRECTION/REMOVAL – AUTHORIZED REPRESENTATIVE:**

If you are submitting a request as a third party (Authorized Representative), you must read AFI 36-2401, Attachment 1 and Attachment 4, Applying for Correction (Authorized Representative). You can file an appeal to correct or remove an evaluation report from a member's record if you believe the report is incorrect or unjust. In your appeal you must:

- Clearly and concisely state what you want on the AF IMT 948, Application for Correction/Removal of Evaluation Reports along with the member's signature. You must certify the copy and attach it to the request
- Make sure that no rule in AFI 36-2401 prohibits the request. See "**Unacceptable Request Types**" to view a list of the types of requests the board cannot approve and will not consider
- Supply clear evidence to support the application. See "**Documenting Your Appeal**" for suggestions
- Supporting statements must have dates and signatures. They must contain information specifically related to the period of time and issues involved in your application. When information is not firsthand, make sure the author identifies the source. See "**Support Statements**" for more information regarding supporting statements
- Documents must be certified copies. (**EXCEPTION:** Copies of evaluation reports, UIF summaries, etc. need not be certified.) Make sure the copy or copies are legible
- Substitute reports must be certified copies, completed on the same version of the form as the original report, with original signatures by the original signers. When submitting on behalf of someone else, be sure you do not violate the Privacy Act. Any appeals that contain such documents must include written permission from the concerned individual to use the documents in the appeal case
- Counsel member as to why the report is being appealed and what action(s) the member will need to take, if any

### **TYPES OF UNACCEPTABLE CORRECTION OR REMOVAL REQUESTS:**

The ERAB will not consider nor approve requests to:

- Void a report when the error or injustice can be corrected administratively
- Void a report while keeping attachments to that report
- Void an evaluator's section while keeping comments or ratings of subsequent evaluators
- Void an evaluator's comments but keep the ratings (or vice versa)
- Delete required information or add unauthorized information to a report
- Reaccomplish a report without the applicant furnishing the new report
- Change (except for deletions) an evaluator's ratings or comments if the evaluator does not support the change. When an evaluator supports changing ratings, all subsequent evaluators (including the commander on EPRs) must also agree to the changes

## **DOCUMENTING THE APPEAL:**

a. You must provide convincing documentation for your appeal. The willingness of evaluators to change a report is not enough. You must offer clear evidence that the original evaluation was unjust or wrong. Quality, not quantity of documentation is the issue. If the reason you are including a particular item of evidence is not obvious, explain why you have attached it to the application or what it proves. Do not bother to submit general documents (letters of appreciation, character reference statements, nonspecific inspection reports, etc.). Before submitting your appeal, review the documents you have attached and make sure they are:

- **Credible** – Does the support come from a person who is credible and was in a position to have firsthand knowledge of the situation and provide a reasoned evaluation? (Or are they former or subsequent supervisors, peers, friends, one-time customers, etc.?) If you are submitting a document, does it prove what it is supposed to? For example, shift schedules, On-the-Job Training (OJT) records, and feedback notices do not prove when supervision began
- **Relevant** – Is the request relevant to the time and issue? Evaluation reports assess performance over a very specific period of time and your support must relate to that period. Does your documentation stick to the issues (i.e., the basis for your appeal)? For example, if you are appealing based on a “personality conflict,” general character references, job recommendations, or letters of appreciation would do little to support the alleged “conflict” and usually are not relevant
- **Believable** – Is the request believable from a common sense standpoint? Look at your evidence dispassionately and ask, “Can I buy this?”

b. If you are requesting a report be reaccomplished, you must first furnish a certified substitute report copy in your appeal case. You can upload the report in the ‘**Attachment**’ section by clicking the ‘**Add**’ button and browsing for the document. The certified substitute report copy must be signed by the evaluators who signed the original report (this includes commanders on EPRs). Also, the report must be signed on the correct form--not only for your grade, but also for the time the original report was written.

## **SUPPORTING STATEMENTS(S):**

The most effective evidence consists of statements from the evaluators who signed the report or from other individuals in the rating chain when the report was signed. Such statements should:

- Cite important facts or circumstances that were unknown when the evaluators signed the report
- Detail the error or injustice
- Explain how and when it was discovered
- Include the correct information
- Relate to the contested reporting period
- Address the allegations and substantially challenge or disprove comments or ratings in the report

**HOW TO CORRECT MINOR ERRORS ON AN EVALUATION REPORT:**

If the error is a minor administrative one, the myPers - TFSC corrects the report IAW AFI 36-2401, *Correcting Officer and Enlisted Evaluation Reports*, Table 2. Please review this table to determine if your request is considered a “minor” correction. This will need to be identified within the ‘**Requested Action**’ section on the application.

**Table 1. How to Submit Requests For Correction.**

	A	B	C	D
<b>R U L E</b>	<b>If you are</b>	<b>and</b>	<b>then submit the request</b>	<b>to</b>
<b>1</b>	the ratee and serving on active duty (AD) or extended active duty (EAD)	the desired action is allowed under this instruction (see paragraph 1.3.)	on AF IMT 948 in three complete copies including supporting documents (see note 1)	HQ AFPC/DPPPEP, 550 C Street West Suite 8 (Bldg 499), Randolph AFB TX 78150-4709.
<b>2</b>	the ratee and a participating USAF Reserve or Air National Guard airman or officer not serving on EAD		on AF IMT 948 in three complete copies including supporting documents (see note 1)	HQ ARPC/DPBR, 6760 East Irvington #2000, Denver CO 80280-2000.
<b>3</b>	the ratee and are retired; are a non-participating reservist; or have been discharged, separated, dismissed, or dropped from rolls	you desire to appeal	on DD Form 149, Application for Correction of Military Record Under the Provisions of Title 10, U.S. Code, Section 1552, according to AFI 36-2603, preferably in two complete copies including supporting documents	Air Force Review Boards Office (SAF/MRBR), 550 C Street West Suite 40 (Bldg 499), Randolph AFB TX 78150-4742.
<b>4</b>	the ratee and the desired action is not allowed under this instruction (see paragraph 1.3.)			
<b>5</b>	not the ratee and have found an error in an evaluation report	the desired action is allowed under this instruction (see paragraph 1.3.)	In accordance with paragraph 2.2. and rules 1 or 2 (as applicable)	the office shown in rules 1 or 2 (as applicable).

**NOTES:**

1. **Table 2.** lists errors that are correctable without formal application.
2. **DELETED.**
3. **DELETED.**

**Table 2. Correcting Minor Errors on Evaluation Reports.**

<b>R</b>	<b>SECTION I: Minor Errors</b>
<b>U</b>	Do not make corrections using this table if any doubt exists about the appropriateness of the request. Instead, submit a
<b>L</b>	formal application according to <b>Table 1</b> , with the questionable circumstances fully outlined. The MPF (or CSS in the
<b>E</b>	absence of a MPF) who knows of an error that is correctable under this table should initiate corrective action. If the request is to correct an error in:
<b>1</b>	Ratee identification data (name, grade, Social Security Number (SSN), component, or organizational element) or the identification data of an evaluator who signed the report (name, grade, SSN, duty title, organizational element, date of signature, or final evaluator's position). (See notes 1 and 2.) Go to Section II.
<b>2</b>	Ratee's duty Air Force Specialty Code (AFSC), duty title, or level of duty. (See notes 3 and 7.) Go to Section II.
<b>3</b>	The "from" or "thru" date of the report, the number of days of supervision, or the reason for report. (See notes 4 and 5.) Go to Section II.
<b>4</b>	The marking of a concur or non-concur box or to add a missing rating. (See note 6.) Go to Section II.
<b>5</b>	Spelling, punctuation or heading in evaluator's comments. (See notes 8 and 9.) Go to Section II.
<b>6</b>	The ratee's name or grade in an evaluator's comments. (See note 8.) Go to Section II.
<b>I</b>	<b>SECTION II: Appropriate Offices</b>
<b>T</b>	Depending on the ratee's grade, submit the request by any convenient means (generally via memorandum or message)
<b>E</b>	TO TT to the appropriate office listed below which may approve or deny the corrective action.
<b>M</b>	
<b>A</b>	TSgts and below (AD or EAD): MPF Evaluations. (See notes 10 and 12.)
<b>B</b>	MSgt selectees through SMSgts (AD or EAD): MPF Evaluations to the Performance Report Management Section (HQ A (HQ AFPC/DPPBR3). (See notes 10, 11 and 12.)
<b>C</b>	CMSgts selectees and CMSgts (AD or EAD): MPF Evaluations to AFSLMO/SUR. (See notes 10, 11 and 12.)
<b>D</b>	2nd Lts through Lt Cols (AD or EAD): MPF Evaluations and the MAJCOM or similar activity having custody of the comm command selection record to the Performance Report Management Section (HQ AFPC/DPPBR3). (See notes 10, 11 and 12.)
<b>E</b>	Col selectees and Cols (AD or EAD): MPF Evaluations and the MAJCOM or similar activity having custody of the comm command selection record to AFSLMO/SUR. (See notes 10, 11 and 12.)
<b>F</b>	All general officers and brigadier general selectees: To AFSLMO/SUR. (See notes 10 and 12.)
<b>G</b>	All non-EAD ANG or USAFR officers, and USAFR airmen, colonels and below: Through MPF to HQ ARPC/DPBR. (See n (See notes 10, 11 and 12.)

**NOTES:**

1. Submit an application according to **Table 1**, to change or add signatures, signature dates on referral reports and documents, and to substitute a re-accomplished report. Changes to the final evaluator's position (section VIII, AF IMT 911, Senior Enlisted Performance Report, MSgt thru CMSgt) will be made only when MPF/Evaluations determines conclusively that an error exists. Do not correct TIG eligibility (Section IX) as an administrative correction.
2. If an SSB, supplemental promotion board, or the AFBCMR has changed an individual's grade due to retroactive promotion resulting from a review, submit a request according to **Table 1**. In these cases, the report will be annotated with a statement that reads "Member promoted to \*\* with a retroactive effective date prior to the date this report was rendered."

3. You can change the report when approved documentation existed on or before the close out date of the report and a Central Selection Board has not considered the report. If approved documentation did not exist, was subsequently approved, or the contested report has been considered by a Central Selection Board, submit a request according to **Table 1**.
4. If a correction to either the period of the report or the number of days of supervision would invalidate the requirement for that or any other report on file, you must submit a request according to **Table 1**.
5. If changing the close date of an enlisted report would result in the ratee receiving a supplemental promotion consideration, you must submit a request according to **Table 1**.
6. **CAUTION:** Take extreme care when adding missing ratings or correcting concur/nonconcur boxes. Submit an application, according to **Table 1**, anytime the rater's rating or ratings are missing, or when an endorser's rating or ratings are missing and the nonconcur box is also marked, or neither box is marked. You can correct an unmarked or mismarked concur or nonconcur box when, after reviewing the evaluator's comments and rating, no question exists as to which box should have been marked. If a rating is also missing or doubt exists, submit an application according to **Table 1**.
7. Submit a formal application according to **Table 1** to request changes to the impact on mission accomplishment, unit mission description or the job description.
8. Do not change references such as airman or sergeant to reflect the person's actual grade.
9. Do not change words (other than misspellings), phrases, sentence structure, or grammar under this table.
10. If the request is invalid, incomplete or questionable, return it through any previous processing levels to the correction initiator with appropriate instructions. The initiator must identify all required changes because changing a report's closing date can change the number of days of supervision, the reason for report, the signature dates, or the "from" date of the subsequent report.
11. Offices that agree with the requested action correct their copy of the report before forwarding the request to the next required level. The original report holder may reverse these corrections.
12. If the request is valid, correct and annotate the original report according to **Table 4**. The person certifying the correction must be a SSgt, GS-4 or above. You need not provide copies of the corrected original report to other record holders.

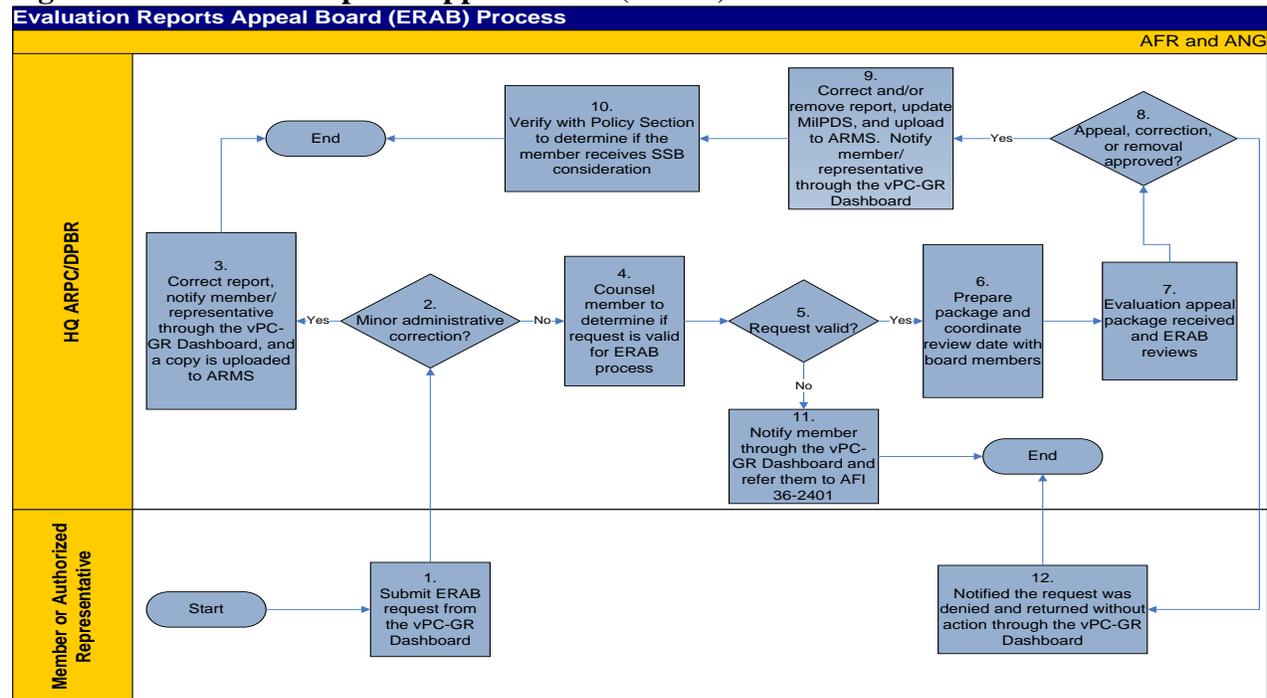
## Section C: Specific Procedures

### 6. SPECIFIC PROCEDURES:

a. The ERAB application process has been transformed to incorporate the technology of the Internet. Under this construct, the member or authorized representative will access the ‘**Request an Evaluation Report Appeal**’ online service using the myPers website under the ‘**I Would Like To**’ section and submit a request to correct or remove an OPR, EPR, TR, PRF, RRF, and LOE. Once the application is complete, the member’s or authorized representative’s request will be forwarded to the myPers - TFSC for processing.

b. This vPC-GR ERAB application will replace the manual process as outlined in AFI 36-2401. This provides the member or an authorized representative online access 24/7 to submit a request anywhere and at anytime.

**Figure 1. Evaluation Reports Appeal Board (ERAB) Process.**



### 7. RESPONSIBILITIES AND PROCEDURES:

#### MEMBER:

a. Establish a myPers account to access the vPC-GR Dashboard. Instructions are found at Attachment 1 of this guide. Once you have created a username and password in myPers, you must associate your Common Access Card (CAC) with your account.

b. Follow the instructions and submit your request. Include memorandums and supporting documents to the myPers - TFSC for the ERAB review. Ensure that no rule in AFI 36-2401 prohibits

the appeal request. Each request should be stated in a clear and concise manner with supporting documentation. Also, provide a certified copy of each corrected evaluation report(s) with original signatures when requesting substitution of a report.

c. Monitor the status of their application. During the process you can monitor the status of your application from the vPC-GR Dashboard and print (if desired) upon receipt of final decision.

**AUTHORIZED REPRESENTATIVE:**

a. File an appeal to correct or remove an evaluation report from a member's record if the report is incorrect or unjust.

b. Ensure that an AF Form 948 is completed and signed by member.

c. Ensure the member is counseled prior to submitting a request.

d. Utilize the myPers website to access the vPG-GR Dashboard application to submit a formal appeal request to ARPC with supporting documents.

e. Visit the ARPC Evaluations (web page) for guidance. Monitors the status of the application in vPC-GR and prints the report (if desired) upon receipt of final decision. Calls the myPers - TFSC at 1-800-525-0102, option 3/4 (AFR/ANG) with any additional questions.

f. Ensure that no rule in AFI 36-2401 prohibits the appeal request.

g. Ensure the request is stated in a clear and concise manner with supporting documentation.

h. Submit the request.

i. Provide a certified copy of each corrected evaluation report(s) with original signatures when requesting substitution of a report.

j. Once ARPC/DPB has processed the ERAB request, the submitter must log in to vPC-GR Dashboard and click on the '**Worklist**' tab or use the myPers section '**My Accounts**' and click on the '**Incidents/Messages**' link. If you use the '**Worklist**' tab within the vPC-GR Dashboard, the submitter must click on the '**View**' dropdown arrow and choose '**Submitted by Me**,' click on the '**Type**' dropdown arrow and choose '**Evaluation Appeals**,' click on the '**Status**' dropdown arrow, choose '**Closed**,' and highlight the request. To print your final decision action document, the '**Memorandum Link**' and an attachment box will appear below the entries box. Click on the '**Memorandum Link**' to view the memo. If the request is approved, the corrected certified evaluation copy will be attached. Double click on the attachment to open. This memo can be saved to a folder or printed.

**SERVICING MPS/JFHQ (ANG Only):**

a. Train and advise all members on procedures in AFI 36-2401, *Correcting Officer and Enlisted Evaluation Reports* for this PSDT Guide and the Customer Training Tutorial.

- b. Retain an advisory role for the ERAB request.

**MYPERS - TFSC:**

- a. Provide all AFR and ANG members with the capability to submit an evaluations appeal request for review and completion of final actions online 24/7.
- b. Conduct the bulk of the former base-level transactional work.
- c. Counsel members applying for evaluation correction or appeal.
- d. Manage application from submission through approval/disapproval to completed action.
- e. Review case files to determine if required corrections are minor or if a formal application by the member is required.
- f. Process minor corrections NLT five duty days IAW AFI 36-2401, Table 2.
- g. Make corrections to computer records in MilPDS, and uploads the final documents in ARMS.
- h. Provide the status of case files upon request to the member or authorized representative.

**ARPC/DPBR RESPONSIBILITIES:**

- a. Manage the overall evaluation appeals program.
- b. Administer the ERAB.
- c. Coordinate results of the board in vPC-GR, and notify the member or authorized representative.
- d. Forward requests for supplemental promotion to appropriate OPR.
- e. Update MilPDS.

**Table 1. Evaluation Report Appeal Board (ERAB) Processing - Step-by-Step Instructions.**

<b>Evaluation Reports Appeal Board (ERAB) Process</b>		
<b>STEP</b>	<b>ACTION OWNER</b>	<b>NARRATIVE</b>
--	---	<i>Start.</i>
1	Member or Authorized Representative	<p><b><i>Submit ERAB Request.</i></b></p> <p>1. Access the vPC-GR Dashboard to submit a request for an appeal using the ERAB application:</p> <ul style="list-style-type: none"> <li>a. From the myPers home page, under the ‘<b>I Would Like To</b>’ section, click on ‘<b>Submit an Evaluation Report</b></li> </ul>

<b>Evaluation Reports Appeal Board (ERAB) Process</b>		
<b>STEP</b>	<b>ACTION OWNER</b>	<b>NARRATIVE</b>
		<p><b>Appeal.</b></p> <p>b. Select and read the <b>‘Introduction’</b> and <b>‘Instructions’</b> pages to assist you throughout the process.</p> <p>2. Submit a <b>‘Member’</b> request to appeal or correct an evaluation:</p> <p>Select and click on <b>‘For Myself.’</b> This puts you inside the <b>‘Member Information’</b> section which will populate with information that was entered at the time the vPC-GR account was established.</p> <p>3. Submit an <b>‘Authorized Representative (Third Party)’</b> request to appeal or correct an evaluation:</p> <p>a. Ensure the member has been briefed that a request is being submitted on their behalf.</p> <p>b. From the myPers home page, under the <b>‘I Would Like To’</b> section, click on <b>‘Submit an Evaluation Report Appeal.’</b></p> <p>c. Select and read the <b>‘Introduction’</b> and <b>‘Instructions’</b> pages to assist you throughout the process.</p> <p>d. Select and click on the <b>‘Select Member’</b> button.</p> <p>e. The <b>‘Member Search’</b> feature will appear. Enter the member’s last and first names, and click on the <b>‘Search’</b> button.</p> <p>f. Highlight and select the name of the member, and click <b>‘Select’</b> to populate the <b>‘Member Information’</b> box.</p> <p>g. Input information in the <b>‘Primary Phone,’ ‘Primary and Alternate E-mail Addresses’</b> as the <b>‘Authorized Representative.’</b> Place a check in the <b>‘Yes’</b> box indicating the member has been counseled.</p> <p>h. Ensure that an AF IMT 948, Application for Correction/Removal of Evaluation Reports is completed and signed by the member for submission.</p>

<b>Evaluation Reports Appeal Board (ERAB) Process</b>		
STEP	ACTION OWNER	NARRATIVE
		<p><b>4. Application Information Section:</b> Those boxes with an asterisk (*) require mandatory entries. The following sections must be completed in order to submit your request:</p> <ul style="list-style-type: none"> <li>a. The ‘<b>Application Date and Status</b>’ boxes will populate once the request is submitted.</li> <li>b. Under ‘<b>Type</b>,’ select the ‘<b>Report</b>’ type that you are requesting a correction to or removal of. Use the dropdown Menu to select from a list of types.</li> <li>c. Identify the ‘<b>Closeout</b>’ date of the report in question.</li> <li>d. Select the ‘<b>Requested Action</b>’ you want to be accomplished on this type of report: (1) ‘<b>Void Report</b>,’ (2) ‘<b>Substitute Report</b>,’ or (3) ‘<b>Other</b>.’</li> </ul> <p><b>NOTE:</b> This application allows you to submit multiple reports for appeal, just simply identify each one separately in the dropdown menus above.</p> <ul style="list-style-type: none"> <li>e. If a new report is to be substituted, request a substitution. Do not request to void the original report, (e.g., “Substitute attached report containing Senior Rater endorsement for report currently on file.” Make sure the action that you are requesting is not prohibited by AFI 36-2401, paragraph 1.3.</li> <li>f. Completely describe the error or injustice in the ‘<b>Reason to Support Requested Action</b>’ box and list each allegation that applies to your application sequentially. Then as needed, fully address each allegation. If more space is needed, continue on plain bond paper and attach it to the application. If your statement is extremely lengthy, enter “See statement at Attachment ___” and attach your full statement in the ‘<b>Attachment</b>’ section.</li> </ul> <p><b>NOTE:</b> List all attachments in chronological order and identify each. For example:</p> <ol style="list-style-type: none"> <li>1. Temporary Duty (TDY) Travel Voucher, 12 Mar 95.</li> <li>2. Contested EPR C/O, 14 May 95.</li> <li>3. Substitute 14 May 95 EPR.</li> </ol>

<b>Evaluation Reports Appeal Board (ERAB) Process</b>		
STEP	ACTION OWNER	NARRATIVE
		<p>4. Statement, MSgt Smith, 13 Sep 95.</p> <p>g. If you need to expedite the request, select ‘<b>Yes</b>’ and Enter remarks as to why the request should be expedited. <b>OFFICERS ONLY:</b> Include the ‘<b>Board Identification</b>’ number if you are meeting a promotion board.</p> <p>h. The ‘<b>Application Comments</b>’ box will contain comments from the ARPC/DPB technician if the application is returned for further information. The application ‘<b>Status</b>’ will reflect ‘<b>Returned to Member.</b>’</p> <p>i. Include justification and clarification to support the request in the ‘<b>Justification/Clarification</b>’ box to address the comments in the ‘<b>Application Comments</b>’ box from the ARPC/DPB technician in the event the application is returned to the member. The requestor will be required to enter text in this field if the application is returned.</p> <p>j. Upload attachments in the ‘<b>Attachments</b>’ box by clicking the ‘<b>Add</b>’ button, ‘<b>Browse</b>’ for the document on your computer, select the document to attach, and select ‘<b>OK</b>’ to upload the document. Attachments will be ‘<b>Pending</b>’ until the ‘<b>Save/Submit</b>’ has been selected. Up to 10 attachments may be added.</p> <p><b>NOTE: Certified True Copies.</b> Personnel making certified copies must enter “<b>Certified True Copy</b>” in the front left margin of the report and all attached documents. The statement must include the certifying official’s grade, name, signature, duty title, unit, and the date. The certifying official is someone designated in the MPS/MPF section or CSS.</p> <p><b>k. Attachments Section – Feature Buttons:</b></p> <p>1. By clicking on the ‘<b>Add</b>’ button you will be prompted To ‘<b>Browse</b>’ for the document you want to attach. Click on the ‘<b>Browse</b>’ button and locate the document either in a Folder or on your desktop. Double click the document to Upload into the browse window field. Click ‘<b>OK</b>’ to upload it into the application.</p> <p>2. Attachment status will show ‘<b>Pending (Add)</b>’ until you</p>

<b>Evaluation Reports Appeal Board (ERAB) Process</b>		
<b>STEP</b>	<b>ACTION OWNER</b>	<b>NARRATIVE</b>
		<p>save your request, at which time the attachment status will change to <b>'Attached.'</b> Delete: Click <b>'Attachment Name'</b> to highlight the attachment, and click 'Delete' to mark the attachment for deletion (<b>'Pending (Delete)'</b>).</p> <p>3. The attachment will be permanently removed the next time you save the request. <b>'Undo'</b> is used to reverse a pending 'Add' or 'Delete' action. The name of the <b>'Undo'</b> button will dynamically change between <b>'&lt;Recover&gt;'</b> and <b>'&lt;Undo Add&gt;'</b>, as appropriate, when selecting an attachment in the list with a pending action. Click on the attachment to highlight it, and click <b>'Undo'</b> to reverse the action. To display an attachment, click on <b>'Attachment Name,'</b> highlight, and click the <b>'Display'</b> button to view the attachment.</p> <p>4. <b>Save to Disk:</b> Click on the <b>'Attachment Name'</b> in the list to select it. Click the <b>'Save to Disk'</b> button to specify a location where you would like to save the file, e.g. your desktop.</p> <p><b>Options on submitting your request:</b></p> <p>1. Once the <b>'Save/Submit'</b> button is selected, a pop-up will appear to either submit your application to the myPers - TFSC by selecting <b>'Submit,'</b> cancel and return directly back to the application to review/make changes, or return at a later date.</p> <p><b>NOTE:</b> If the application is saved, it will remain in vPC-GR for 21 calendar days. If no action is taken within this period, you request will be automatically canceled and will require you to start the process over again.</p> <p>2. The <b>'Cancel'</b> button will completely cancel your request. Once the request is submitted to the myPers - TFSC, you will receive a submission confirmation that will provide you with a reference number and a summary report for your personal records.</p> <p>3. To review the status of a vPC-GR online application submitted through your chain of command to the myPers - TFSC for action, navigate to the myPers website and access the vPC-GR Dashboard.</p>

<b>Evaluation Reports Appeal Board (ERAB) Process</b>		
<b>STEP</b>	<b>ACTION OWNER</b>	<b>NARRATIVE</b>
		<p>a. Inside the myPers website, go to the ‘<b>My Account</b>’ section on the home page.</p> <p>b. Click on the ‘<b>Incidents/Messages</b>’ link.</p> <p>c. Click on the ‘<b>Subject</b>’ listed under the ‘<b>My Incidents</b>’ section, or</p> <p>d. In the ‘<b>Action Requests</b>’ section, the ‘<b>View</b>’ must read ‘<b>Submitted by Me.</b>’ Under ‘<b>Type,</b>’ select the applicable personnel process; i.e., Evaluation Appeals, Retirement, Separation, Evaluation, etc. The ‘<b>Status</b>’ needs to reflect ‘<b>Closed.</b>’</p> <p>e. The ‘<b>Memorandum</b>’ link will appear below the entries box, and an attachment box will appear. Click on the ‘<b>Memorandum</b>’ link to view the memo. If approved, the corrected certified evaluation copy will be attached. Double click the attachment to open, print, or save it to a folder.</p> <p><b>NOTE:</b> Normal processing time for the application by the myPers - TFSC is four to six weeks.</p>
2	ARPC/DPBR	<p><b><i>Decision. Does the appeal require only a minor administrative correction?</i></b></p> <p>If ‘<b>Yes,</b>’ go to <b>Step 3.</b> The myPers - TFSC will have the capability to update/upload administrative corrections that do not require the ERAB to make updates into MilPDS and the Automated Records Management System (ARMS). If ‘<b>No,</b>’ go to <b>Step 4.</b></p>
3		<p><b><i>Corrects report and notifies member/representative through the vPC-GR Dashboard. Copy uploaded to ARMS. MilPDS updated if applicable.</i></b></p>
4		<p><b><i>Counsels member to determine if request is valid for ERAB process. Normally done via telephone.</i></b></p>
5		<p><b><i>Decision. Is request valid? If ‘Yes,’ go to Step 6. If ‘No,’ go to Step 11.</i></b></p>
6		<p><b><i>Prepares package and coordinates review date with board members. Boards are scheduled on a quarterly basis unless the package requires action before the next scheduled board.</i></b></p>
7		<p><b><i>ERAB package received and board reviews.</i></b></p>

<b>Evaluation Reports Appeal Board (ERAB) Process</b>		
<b>STEP</b>	<b>ACTION OWNER</b>	<b>NARRATIVE</b>
8		<i>Decision. Appeal, Correction or Removal approved? If 'Yes,' go to Step 9. If 'No,' go to Step 12.</i>
9		<i>Corrects/removes report, updates MilPDS, and uploads report to ARMS. Notifies member/representative through the vPC-GR Dashboard.</i>
10		<i>Verifies with the policy section to determine if member should receive Supplemental Selection Board (SSB) consideration.</i>
11		<i>Notifies member through the vPC-GR Dashboard and refers them to AFI 36-2401. The member is responsible for ensuring the package is complete and will be directed to correct and resubmit.</i>
12		<i>Notified that the request was denied and returned without action through the vPC-GR Dashboard. Returned to the member/authorized representative without action and reason for denial through vPC-GR. Member/authorized representative can resubmit request if new substantial evidence is received. If no new substantial evidence, member can request BCMR action.</i>
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**8. ATTACHMENTS**

1. Creating a myPers Account
2. vPC-GR Overview

## **Section D: MilPDS Update Procedures: myPers - TFSC Only**

### ***MilPDS UPDATING FOR MYPERS - TFSC***

#### **GENERAL INFORMATION AND SPECIFIC RULES**

##### **Successfully Appealed Evaluations**

**GENERAL INFORMATION:** Corrects evaluation data in MilPDS by direction of the Air Force Board for Correction of Military Records (AFBCMR) or ERAB. Provides Central Selection Boards (CSB), Management Level Reviews (MLR), senior raters, Senior Non-Commissioned Officer (SNCO) evaluation boards, the Weighted Airman Promotion System (WAPS), assignment functional managers, and other personnel managers' sound information to assist in identifying the best qualified Air Force personnel. Additionally, this is done to correct the long-term record of performance used in making personnel management decisions.

**NAVIGATION:** Select DPP-Personnel Programs, Evaluations, and Enlisted or Officer Evaluations. Click the '**Open**' button or double-click each selection. The Enlisted or Officer Personnel window will appear.

**OPR: AFPC/DPPPEP** (Evaluation Procedures and Appeals Section).

**REFERENCES:** AFI 36-2401, *Correcting Officer and Enlisted Evaluation Reports*, and AFI 36-2603, *Air Force Board for Correction of Military Records*.

**TARGET AUDIENCE:** The user group includes AFPC and ARPC evaluation technicians.

##### **RESPONSIBILITIES:**

**AFPC and ARPC:** Updates all successful appeals after a decision is reached by the ERAB or AFBCMR. Updates, corrects, and voids evaluation reports successfully appealed through the ERAB or AFBCMR. AFPC will update active duty (officer and enlisted); ARPC will update ANG (officer), and AFR (officer and enlisted personnel).

**NOTE:** The MPS is not responsible for and are prohibited from updating, correcting, or voiding evaluations successfully appealed through the ERAB or AFBCMR.

##### **UPDATE PROCEDURES:**

1. Press the '**F11**' function key to enter the query mode. Type the member's SSN (000-00-0000) in the SSN field or partial last name followed by a percent sign or full name (i.e., SMITH, ROBERT A) in the Full Name field and press the '**Ctrl + F11**' function key to execute the query. The Enlisted or Officer Personnel window will populate with the member's current information.

2. Click the **'Enlisted or Officer Evaluation'** button. The Enlisted or Officer Evaluation window will appear.
3. Move the cursor down in the 'Details' field and select the record to be corrected. The Extra Person Information window will appear.
4. Update all fields requiring a change directed by the board (e.g. Close Date, Rating, etc.) by either typing the information or clicking the List of Values (LOV) button and selecting the appropriate value.
5. If voiding a report, update the Rating for Enlisted or Perf Indicator for Officers fields. Both the Rating and Perf Indicator should be updated as an **'X.'**
6. Click the **'OK'** button and save the information by clicking the **'Save'** button.
7. Close the window or application by clicking the **'X'** located in the top right corner of each window.

## Attachment 1 Creating a myPers Account

Members will need to create an account to log in to the myPers website using a User ID/Password and/or CAC. Once a member creates an account, they will be able to access myPers from a personal home or civilian work computer via their User ID/Password. CAC access is only limited to those computers with CAC/CAC reader access capability.

### 1. ACCESSING THE MYPERS WEBSITE:

- a. Access the myPers website: <https://mypers.af.mil/>.
- b. Establish a myPers account by selecting 'Create Account' under the login box.
- c. Follow the steps to 'Create Account.'
- d. Once your account is created, you will be redirected to the myPers home page.

### 2. ACCESSING MYPERS VIA AF PORTAL WITH A CAC:

- a. Access the Air Force (AF) Portal website: <https://www.my.af.mil/faf/FAF/fafHome.jsp>.
- b. Insert your CAC to begin the log in process.
- c. Select 'Login.'
- d. Select 'Certificate,' and/or enter your Personal Identification Number (PIN), then click 'OK.'
- e. At the AF Portal page, in the left margin under 'Top Links,' position the cursor over the 'myPers' link and click.
- f. In the myPers login page, click on 'CAC Login.'
- g. Select 'Certificate,' and/or enter PIN, and click 'OK.'
- h. You are now logged into the myPers website.
- i. Once logged in, ensure your 'Component' and 'Status' are correct on the top two menu bars.

**Example:** Air National Guard and Enlisted.

**NOTE:** To access the vPC-GR Dashboard, under the 'I Would Like To' section, click on the 'Access the vPC-GR Dashboard' link. This will redirect you to the vPC-GR Dashboard.

### **3. ACCESSING MYPERS VIA A PERSONAL COMPUTER (PC) WITH A CAC/CAC READER:**

There are two methods to access myPers:

- AF Portal
- Directly log in to the myPers website

**NOTE:** Airmen accessing the information from some PC web browsers will need to download Department of Defense (DoD) root certificates. If you are experiencing errors logging in or with this website, please contact the A1 Service Center at 1-800-525-0102.

To log in directly to myPers without using the AF Portal, follow these steps:

- a. Access the myPers website: <https://mypers.af.mil/>.
- b. At the myPers login page, click on ‘**CAC Login.**’
- c. Select ‘**Certificate,**’ and/or enter PIN, and click ‘**OK.**’
- d. You are now logged in to the myPers website.
- e. Once logged in, ensure your ‘**Component**’ and ‘**Status**’ are correct on the top two menu bars.

**Example:** Air National Guard and Enlisted.

**NOTE:** To access the vPC-GR Dashboard, go to the ‘**I Would Like To**’ section and click on the ‘**Access the vPC-GR Dashboard**’ link. This will redirect you to vPC-GR.

### **4. ACCESSING MYPERS WITH AN EXISTING vPC-GR ACCOUNT:**

a. To access myPers using a CAC/CAC reader, go to the AF Portal website, <https://www.my.af.mil/faf/FAF/fafHome.jsp>. Under ‘**Top Links,**’ click on the ‘**vPC-GR**’ link. If you do not have a CAC/CAC reader, the following link will redirect you to the myPers log in page to access the vPC-GR Dashboard: <https://gum-crm.csd.disa.mil/app/login/redirect/processes%252Fform%252Ffn%252Fvdb>.

b. In the ‘**Use your User ID/Password**’ box, enter your vPC-GR User ID and Password, and click the ‘**LOG-IN**’ button.

c. You will be prompted to reset your password, reset security questions, and create a new PIN. Click the ‘**Reset Password**’ button, and select ‘**Reset Password.**’

d. Confirm your e-mail address. If it is incorrect, enter the correct address and click on ‘**CONTINUE.**’

e. You will receive an e-mail with a link to reset your password within 24 hours. When you receive it, click on the link and you will be taken to the myPers page to reset your new password.

f. Once you have selected your new password, verify it and click on '**Change Password.**'

g. You will be redirected to the '**My Profile**' page. Enter/verify your PIN, and answer the security questions/answers. Select '**Save Changes.**'

h. The '**Profile Update Succeeded**' page will appear and should show a green box indicating the step is complete.

i. Click on the myPers logo at the top of the page, and you will be redirected to the myPers home page.

**NOTE:** To access the vPC-GR Dashboard, go to the '**I Would Like To**' section, and click on the '**Access the vPC-GR Dashboard**' link. This will redirect you to vPC-GR.

## **5. MYPERS - TFSC CONTACT INFORMATION**

Before calling the myPers - TFSC, initiate contact through the myPers website. Click on the '**Contact Us**' link, and click the '**E-mail Us**' link to send your questions regarding your request.

**Phone:** 1-800-525-0102  
DSN CONUS: 847-3294  
DSN Overseas: 312-847-3294

**Fax DSN:** 497-2215  
Commercial Fax: 478-327-2215

**Hours:**  
Monday - Friday  
0600 - 1800 (MT)

**E-mail:**  
[arpc.contactcenter@arpc.denver.af.mil](mailto:arpc.contactcenter@arpc.denver.af.mil)

1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Saturday  
0800 – 1600 (MT)

## Attachment 2 vPC-GR Dashboard Overview

### 1. vPC-GR Overview.

a. vPC-GR is a web-interface application designed to enable users to prepare and submit forms required to update and maintain both MilPDS and members' electronic personnel records with minimal coordination or direct involvement by MPS personnel. Members must register and create an account to use this application.

b. This self-service tool is essentially composed of a public homepage, a login page, a role-based dashboard, and a password-protected version of the homepage. The public homepage is the first page one sees after entering the URL in the search field of a web browser. The homepage is the password-protected version of the first page that initially opens on accessing vPC-GR. This page contains non-secure links that allow users to submit questions and requests for copies of documents in their records, etc., as well as information relating to personnel in general.

c. To gain access to functional pages in vPC-GR, one must register for a vPC-GR account, log on with either a User ID/Password combination or a registered CAC and PIN. This is accomplished by clicking on the '**LOG IN**' button.

d. Once inside the application, an option to access either the 'Dashboard' or the vPC-GR homepage is provided. The Dashboard provides the capability to prepare and coordinate forms and accomplish other actions.

### 2. vPC-GR Dashboard Features.

a. **Role Filter.** The default setting for the role filter is '**ALL.**' If a member has multiple roles, changing the role filter to a specific role provides information for that role only. The role filter shows both assigned and delegated roles. The 'Assigned' role is the member's primary responsibility in the organization. The 'Delegated' role is one that a member in an assigned role delegates to another member as a result of an event or a shared responsibility.

b. **Help Link.** Each tab includes a help link to explain its use and function.

c. **Overview Tab.** The '**To Do List**' displays the number of requests by type that are pending your review and action based on the role selected in the filter. The '**Messages**' section displays messages received based on actions within vPC-GR, and enables the user to send/receive messages. Messages displayed are based on the role selected in the filter.

d. **Worklist Tab.** Actions applied to an application after it has been submitted can be monitored in the '**Worklist**' tab. By selecting a specific application in the '**Action Requests**' tab, associated fields

and coordination information (shown in the ‘**Coordination Actions**’ section) for that application will be displayed.

e. **View Filter.** There are three options to select from:

- (1) ‘**Assigned to me**’ – shows those applications/actions requiring action by you.
- (2) ‘**Submitted by me**’ – shows those applications/actions submitted in vPC-GR by you.
- (3) ‘**Viewable to me**’ – shows those applications/actions that you may view, but no action is required.

f. **Action Requests Tab.** The ‘**Action Requests**’ tab starts the process within the vPC-GR Dashboard. It is used to submit new applications and self-service requests. In the ‘**Online Services Requests,**’ select the application or request from the ‘**Online Services Requests**’ menu links listed – Retirements, ANG Duty History Changes/Corrections, Promotion Board Counseling (Officer), etc. The appropriate ‘**Online Services Requests**’ menu links will be displayed based on selection of the ANG shield versus the AFR shield.

g. **Reports Tab.** Available reports are based on the role selected and report content is filtered based on that role.

h. **My Roles/Delegations Tab.** This tab shows assigned and delegated roles and is used to delegate roles.

(1) Assigned Roles:

This is a primary administrative function with a responsibility to approve/disapprove coordinate, or review personnel actions within a specific organization.

(a) Members’ duties in the organization will dictate the need for assigned roles. Individuals may be assigned more than one role or none. Note that the ‘Member’ role is not an Administrator-assigned role; it is an account-assigned role.

(b) Not all assigned roles are capable of being delegated to another account holder (**Example:** CSS or MPF Management) because it is expected that more than one individual will be assigned in that role. If a role is delegated, (**Example:** Temporarily assigned First Sergeant), it cannot be re-delegated to another vPC-GR account holder.

(c) Role Administrators (RA) (servicing Human Resource Systems Managers (HRSM) assign roles under a commander’s authority.

(2) Delegated Roles:

(a) Assigned roles may be delegated permanently or for a designated period of time except CSS or MPF Management role, because more than one member will be assigned to that role.

(b) An administrative function transferred from a member in an assigned role to another member.

(c) Delegated roles may not be re-delegated to another member, (**Example:** Temporarily assigned First Sergeant will not be able to delegate that role to another vPC-GR account holder).

(d) Commanders – Follow guidance in AFI 51-604, Appointment to and Assumption of Command.

i. **My Profile Tab.** The ‘**My Profile**’ tab allows a member to review, add information to, or update data in their profile. It should be reviewed periodically to ensure the information remains current and accurate.

j. **RA Tab (only visible to the administrator).** The RA is the servicing Personnel Systems Manager (PSM). This tab is used by the HRSM to assign roles based on commanders’ requests. HRSMs must know the member’s MPF IDs, Admin PAS, or PAS Code and the approved role the member will be assigned. The HRSM will add the descriptive data according to which role is assigned or highlighted.

k. Also of note in the current version of the Dashboard, the workflow is automatic for some online applications, eliminating the need to type an e-mail address for the next level of coordination. For other applications, the Dashboard includes an easy ‘Search’ and ‘Select’ capability to identify the next level of coordination within the workflow process.