

25 Sep 15  
Version 1

# DUTY HISTORY INFORMATION

## Total Force (TF) Personnel Services Delivery (PSD) Guide

The purpose of this TF PSD guide is to assist Regular Air Force (RegAF), Air National Guard (ANG), Air Force Reserve (AFR) Airmen, each servicing Commander Support Staff (CSS), Military Personnel Section (MPS), and Force Support Squadron (FSS) airmen in reviewing, changing, or correcting duty history information.



## Section A: Introduction

### Revision History

Version	Date	Revision Description
1	25 Sep 15	Total Force (TF) Review Duty History Information Personnel Delivery (PSD) Guide

### 1. INTRODUCTION:

a. This Total Force (TF) Personnel Services Delivery (PSD) guide is a single document containing procedural instructions/information on the TF Duty History online application capability/process. This PSD guide is provided as a written service to all our valuable customers and service center agents. This guide is intended for individual use by those identified as our **'Target Audience'** below.

b. The Duty History Information process has been transformed to a new single TF application. The application is accessible on myPers homepage under the **'I Would Like To'** section. Based on your component, search and click for the applicable title:

- Regular Air Force (RegAF) – ['Update my Duty History'](#)
- Air National Guard (ANG) – ['Review Duty History Information'](#)
- Air Force Reserve (AFR) – ['Change/Correct my Duty History'](#)

c. Prior to accessing the online application an established myPers website account is required; myPers can be viewed at <https://mypers.af.mil>.

d. The Duty History Information process has been transformed to incorporate the technology of the internet with a new coordination process. This process eliminates the servicing Commander Support Staff (CSS) or Military Personnel Section (MPS) and centralizes each individual request action to the myPers - Total Force Service Center (myPers - TFSC).

The only exception is this new application; it does not allow an Airman to request an action on their **'Current'** assigned duty information. If a current duty title requires a change, correction, deletion, or update, the Airman must seek assistance from their servicing CSS, MPS, FSS (for Traditional Reservists [TR]), or Servicing Detachment (for Individual Reservists [IR]).

e. The Duty History Information application in myPers provides the capability for every Airman to request a change, correction, addition, or deletion of information within their duty history. Under the transformed myPers construct, the Airman is able to request assistance with their duty history when a discrepancy is identified within their military personnel records. After receipt, the myPers - TFSC reviews the request and supporting documentation, determines its validity and updates the Airman's military personnel records as applicable.

f. If a request received by the myPers - TFSC is determined invalid, the Airman is notified of the specific reason via e-mail and/or '**Incidents/Messages**' on myPers homepage under the '**My Account**' section. A request may be returned to the Airman for further information or corrective action.

g. If determined valid, the myPers - TFSC updates the Military Personnel Data System (MilPDS) with the correct duty history information, and files missing source documents in the Airman's electronic personnel records, which are reviewable in the Personnel Records Display Application (PRDA).

## 2. OFFICE OF PRIMARY RESPONSIBILITY (OPR):

- Air Force Personnel Center, Operations Division (AFPC/DPTO)
- National Guard Bureau, Force Management Policy (NGB/A1P)
- Air Reserve Personnel Center, Operations (ARPC/DPT)

## 3. TARGET AUDIENCE:

- Regular Air Force (RegAF) Airmen
- Air National Guard (ANG) Airmen
- Air Force Reserve (AFR) Airmen

## 4. REFERENCES/RELATED PROCESSES:

- [AFI 36-2101](#), *Classifying Military Personnel (Officer And Enlisted)*
- [AFI 36-2110](#), *Assignments*
- [AFI 36-2401](#), *Correcting Officer and Enlisted Evaluation Reports*
- [AFI 36-2406](#), *Officer and Enlisted Evaluation Systems*
- [AFI 36-2502](#), *Airman Promotion/Demotion Programs*
- [AFI 36-2504](#), *Officer Promotion, Continuation and Selective Early Removal in the Reserve of the Air Force*
- [AFI 36-2603](#), *Air Force Board for Correction of Military Records*
- [AFI 36-2608](#), *Military Personnel Records System*
- [AFI 36-2629](#), *Individual Reservist (IR) Management*
- [ANGI 36-101](#), *Air National Guard Active Guard Reserve (AGR) Program*
- [ANGI 36-2101](#), *Assignments within the Air National Guard (ANG)*
- [View My electronic Officer Selection Record \(eOSR\)](#), virtual Personnel Center – (vPC) application (**ARC Officers Only**)

### NOTES:

1. Additional Knowledge Articles (KAs) are available on myPers. To search the myPers knowledge base, type in '**Review Duty History**' into the '**Search by Keyword**' tool, and click the '**Search**' button.

2. Each Airman has the capability to provide feedback on KA(s) provided on myPers. To submit recommendations for improvement or more information, click the hyperlink provided in the '**Footer**' below.

## Section B: General Information

### 5. GENERAL INFORMATION:

- a. Following are source documents that can be used for duty history entries:
- AF Form 1098, **Special Task Certification and Recurring Training**
  - AF Form 2096, **Classification/On-the-Job Training Action**
  - AF Form 910, **Enlisted Performance Report (AB thru TSgt)**
  - AF Form 911, **Senior Enlisted Performance Report (MSgt thru CMSgt)**
  - AF Form 707, **Officer Performance Report (Lt thru Col)**
  - AF Form 707A, **Field Grade Officer Performance Report (Maj thru Col)**
  - AF Form 707B, **Company Grade Officer Performance Report (2Lt thru Capt)**
  - Special Orders (P-Series)
  - General Orders or authorized document (for organizational changes)
  - AF Form 475, **Education/Training Report**
  - AF Form 77, **Letter of Evaluation**
  - NGB Form 26, **AGR Performance Report**
- b. There is no limit to the number of times an airman can review their duty history. It is highly recommended that a review be conducted on an annual basis.
- c. MilPDS is considered official military computer 'Source of Record.'
- d. To locate any official source documents for validation purposes, Airmen can review their electronic military personnel records in the Personnel Records Display Application (PRDA). PRDA is available by clicking on the '**Access AFPC Secure**' link located under the '**I Would Like To**' section on myPers.
- e. If an airman does not have a source document (required for MilPDS update) and cannot prove they held the duty title or accompanying duty history information, the request will not be processed or updated. Airmen may apply to the Air Force Board for Correction of Military Record (AFBCMR).
- f. Any officer with prior enlisted service will not have their enlisted duty history listed.
- g. There is no limit on the number of duty history entries an individual may have in MilPDS.
- h. **RegAF Officer:** About 140 days (30 days for Brigadier General) prior to a promotion board convening, an Officer Promotion Brief (OPB) will be provided by the servicing MPS. Officers should use this online application to promptly change, correct, delete or update their duty history, prior to the promotion board convening date.

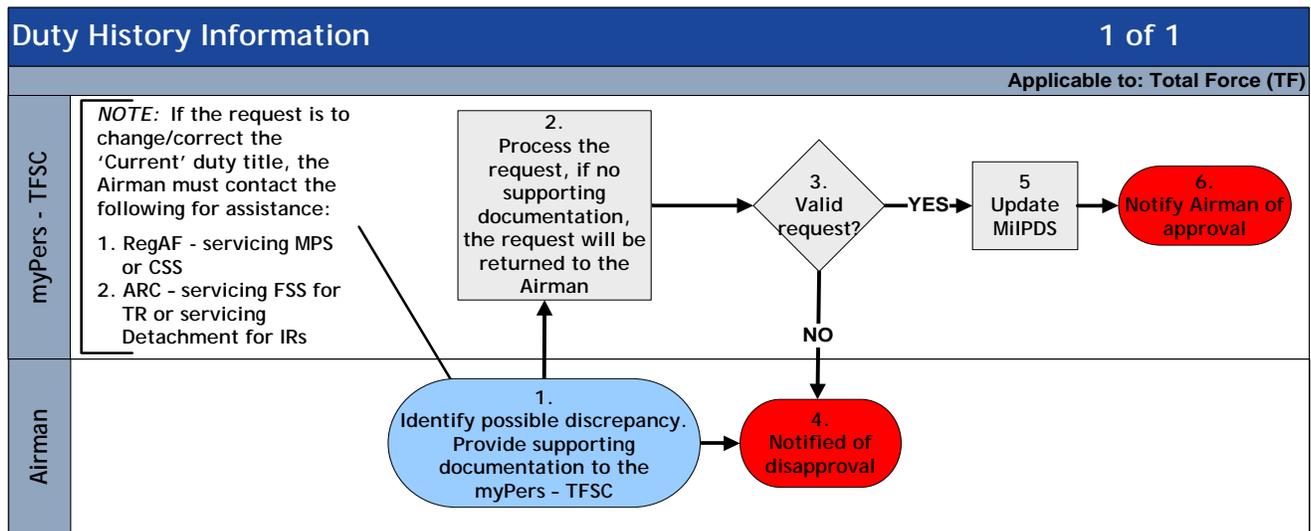
- i. **RegAF Enlisted:** If promotion eligible, all updates must be accomplished/made effective prior to the Promotion Eligibility Cutoff Date (PECD) for the Airman's particular grade. A Data Verification Record (DVR) for promotion consideration purposes is available in the virtual Military Personnel Flight (vMPF). **NOTE:** The DVR is available for CMSgts in August and September for SMSgts.
- j. **ANG and AFR Officer Only:** The Air Reserve Component (ARC) eOSR process also provides an unique opportunity for officers to physically access, review, and correct their records from any location using a 24/7 online, self-service process.
- The eOSR application is an effort to increase the opportunity for Airman to review and update their own records. Part of the eOSR requires officers to review their duty history information, and submit a request to change, correct, edit and update errors
  - Officers meeting a mandatory promotion board will be notified by email to review their eOSR; the email will be sent with sufficient time for the officer to take action prior to the board
- k. **All Airmen:** Changes must be at least 60 calendar days or more from the new (projected) duty information for officers and 120 calendar days or more from the new (projected) duty information for enlisted personnel.

## Section C: Roles and Responsibilities

### 6. ROLES AND RESPONSIBILITIES:

This section outlines the specific steps and responsibilities for reviewing and correcting/changing duty history information.

**Figure 1. Duty History Information Process Flowchart:** The following flowchart outlines the movement of duty history information within the application to include the coordination and action processes.



**Table 1. Step-By-Step Procedures for the Duty History Information Process.** This table provides the step-by-step process for the review of duty history information application, to include the coordination and final action processes.

STEP	ACTION OWNER	NARRATIVE
1	Airman	<p><b>Identify Discrepancy.</b> Review duty history for accuracy and completeness:</p> <ol style="list-style-type: none"> <li>a. To access the application, log in to the myPers website using your Common Access Card (CAC) and Personal Identification Number (PIN) or your User ID/Password at <a href="https://mypers.af.mil">https://mypers.af.mil</a>.</li> <li>b. If you do not have a MyPers account, you may create one by clicking on the 'Create Account' link at the website listed above. Establish a myPers account.</li> <li>c. Once on the myPers homepage, verify your component and status on the top two menu bars.</li> <li>d. Next, under the 'I Would Like To' section, search for the appropriate link used by you component:  <a href="#">Update my Duty History (RegAF)</a>  <a href="#">Review Duty History Information (ANG)</a> </li> </ol>

STEP	ACTION OWNER	NARRATIVE
		<p><a href="#">Change/Correct my Duty History</a> (AFR)  e. Finally, click on the link to access the application.</p> <p><b>EXCEPTION:</b> The application does not allow an Airman to request a change/correction to their current duty title. If a current duty title requires a change/correction, the Airman must seek assistance from their servicing MPS.</p> <p><b>Submit a request for a duty history change, correction, addition, or deletion, if inaccurate or a discrepancy is identified:</b></p> <p>a. This application will reflect duty history information contained in your military personnel computer record within the MilPDS. Therefore, verify your personal information prior to processing your application.</p> <p>b. Officers with prior enlisted service will not have their enlisted duty history in MilPDS. Airman’s that have served in another branch of the armed forces will not have that previous duty entries included in their Air Force duty history. Additionally, your duty history will not include duty while serving on TDY.</p> <p>c. Your duty history information will be reflected within the application under the ‘Request Duty Change/Correction’ link.</p> <p>d. Each duty history segment has a box to the left, except for the first segment. The first segment is your ‘<b>Current</b>’ duty title. The ‘<b>Current</b>’ duty information can only be corrected by the MPS. Contact the MPS to correct any errors to your current duty information, or to have the new information updated in MilPDS.</p> <p>e. To ensure your record reflects the correct information this application provides three capabilities using the buttons provided:</p> <ul style="list-style-type: none"> <li>• Change/Correct Duty History</li> <li>• Delete Duty History</li> <li>• Add Duty History</li> </ul> <p>f. To identify a duty history segment(s) that requires action by the myPers - TFSC, click the box on the left. This will place a ‘check’ in that box.</p> <p>g. Once the type of action is selected (Change/Correct Duty History, Delete Duty History or Add Duty History), the specific duty title information will appear in a new box for your action.</p> <p><b>Change/Correct Duty History:</b></p> <p>a. If you selected to ‘<b>Change/Correct</b>’ a duty history segment, the box above will provide the information currently identified in your records.</p> <p>b. The ‘Request Information’ box will allow you to manually make the changes/corrections needed for your request.</p> <p>c. Simply enter the correct data in the item that needs action.</p> <p>d. Finally, you <b>MUST</b> provide justification in the last item as part of your request.</p>

STEP	ACTION OWNER	NARRATIVE
		<p>e. After you have completed your entries, click the <b>‘Submit’</b> button. If you click the <b>‘Cancel’</b> button, this will delete the complete action.</p> <p><b>Delete Duty History.</b></p> <ol style="list-style-type: none"> <li>In the <b>‘Duty History Information’</b> area, place a check in the box next to the segment duty title line you will like to have removed.</li> <li>In the <b>‘Justification’</b> box, enter the reason for the deletion.</li> <li>Airman to submit your supporting documentation.</li> <li>Finally, click the <b>‘Submit’</b> button.</li> </ol> <p><b>Add Duty History ;</b></p> <ol style="list-style-type: none"> <li>If you have duty information missing and need to add it, click the <b>‘Add Duty History’</b> button in the ‘Duty Title Information’ section.</li> <li>A <b>‘Request Information’</b> box will appear and allow you to complete the duty history segment that is missing from your records. This feature will allow you to add more than one entry.</li> <li>Once you have completed your entries, click the ‘Submit’ button.</li> </ol> <p><b>Requested Updates ;</b></p> <ol style="list-style-type: none"> <li>All changes/corrections, additions, or deletions that you identified will be listed in the <b>‘Requested Updates’</b> section.</li> <li>Green – Add, Red – Delete, and Yellow – Change.</li> <li>If you need to <b>‘Change’</b> information in these segments prior to submitting your request to the myPers - TFSC, check the box next to the duty title segment. A box will appear with the entries you made under the <b>‘Duty History Information’</b> section. Make your changes and click submit.</li> <li>If you need to delete and start over, simply click the <b>‘Delete’</b> button.</li> <li>All those duty history segments identified in this section will be submitted to the myPers - TFSC for action.</li> </ol> <p><b>Supporting Documentation ;</b></p> <ol style="list-style-type: none"> <li>This section requires you to submit all documents to support the request(s) you submitted using the duty title application.</li> <li>If you cannot scan and upload the documents, you can fax or e-mail them to the myPers - TFSC. Make sure you indicate the method of delivery if you do not attach the documents. Also, ensure you include the ‘Incident Reference Number’ when you fax or mail your documentation.</li> <li>You can access/download supporting documentation from the Personnel Records Display Application (PRDA) also located on the myPers homepage under the <b>‘I Would Like To’</b> section, titled: <b><u><a href="#">‘View my e-Records (PRDA) – CAC Only.’</a></u></b></li> </ol>

STEP	ACTION OWNER	NARRATIVE
		<p><b>Submitting the request:</b></p> <ul style="list-style-type: none"> <li>a. Indicate if you are meeting a Mandatory promotion board, click ‘Yes’ and enter the Board ID number - Officers Only. If not meeting a promotion board click ‘No.’</li> <li>b. Click the ‘Submit’ or ‘Cancel’ button.</li> <li>c. If the ‘Submit’ button is clicked, the request will be forwarded to the myPers - TFSC for processing. Once the button is clicked, you will receive an ‘Incident Reference Number’ for the request.</li> <li>d. If the ‘Cancel’ button is clicked, the request will be canceled and will need to be resubmitted.</li> </ul> <p><b>Monitor the request:</b></p> <ul style="list-style-type: none"> <li>a. To monitor the status of your request, click on the ‘Incidents/Messages’ link located under the ‘My Account’ section on the myPers homepage.</li> <li>b. Your request will be shown with the subject, status, date created/last updated and the reference number.</li> <li>c. The ‘Status’ will be reflected. To review the request, click on the ‘Duty History Request’ link under ‘Subject.’</li> </ul>
2	myPers – TFSC	<p><b>Process Request.</b> Upon receipt from the Airman, the myPers--TFSC will review/validate the supporting documents the Airman has submitted and verify the request. Records will be reviewed from the Automated Records Management System (ARMS) when appropriate. If supporting documentation is not provided, the myPers - TFSC will forward an e-mail to the Airman requesting the documents. If no response is received after six days, <b>GO TO Step 5.</b></p>
3	myPers - TFSC	<p><b>Verify Validity of Request.</b> If the request is valid, <b>GO TO STEP 5.</b> If not valid, <b>GO TO STEP 4.</b></p>
4	Airman	<p><b>Disapproval and Rationale.</b> Receive an email notification with disapproval rationale. Resubmit and provide additional information for reconsideration, if desired.</p>
5	myPers - TFSC	<p><b>Update MilPDS.</b> Follow update procedures listed in this document. In-system transactions will transmit to the myPers - TFSC and to the Officer Promotion Board, if applicable.</p>
6	myPers - TFSC	<p><b>Notification of Approval.</b> Once MilPDS is updated, an approval notification is sent to the Airman advising them to return to the ‘Incidents/Messages’ under ‘My Account’ and review the new duty history records. File applicable/missing source documents in ARMS. authorized by <a href="#">AFI 36-2608</a>, <i>Military Personnel Records System.</i></p>

## 7. RESPONSIBILITIES:

### AIRMAN:

- a. When notified, or on an annual basis, review duty history within the myPers website online application.
- b. If an error(s) is noted, review your electronic military personnel record for official source documents listed in [Section B, 5a](#).
- c. Submit a request for change, correction, addition, or deletion to the myPers--TFSC for processing using the myPers online application process, as applicable. **NOTE:** If the request is to change/correct the 'Current' duty title, the Airman must contact the following for assistance:
  - RegAF - servicing MPS or CSS
  - ARC - servicing FSS for TR or servicing Detachment for IRs
- d. Ensure supporting documentation is included with each request. Failure to submit the appropriate documents will result in the application being returned. Also, ensure source document(s) i.e., AF Form 2096, etc., if missing, is filed in ARMS. Follow the instructions found on the [Automated Records Management System Document Processing](#) knowledge article on myPers.
- e. Include the promotion board information, when meeting a mandatory promotion board, (**officers only**).
- f. Monitor the application request on myPers homepage under the 'My Account' section, then click the 'Incidents/Messages' link.

### CSS / SERVICING DETACHMENT:

- a. Assist each customer with the Duty History process, when requested.
- b. Process corrected current duty information requests as needed/requested.
- c. Update MilPDS with corrected current duty information in an accurate and timely manner, to include processing source documents (AF Form 2096, etc.) for applicable distribution and filing into ARMS. Guidance for MilPDS updates are provided in [Section D](#).
- d. If item 'c' is not applicable, ensure accurate source documents are forwarded to the servicing MPS for action.

### MPS / FSS:

- a. Assist each customer with the Duty History process when requested.
- b. Process current duty information requests as needed/requested.

c. Update MilPDS with corrected current duty information in an accurate and timely manner, to include processing source documents, AF Form 2096, etc., for applicable distribution and requiring filing into ARMS. Guidance for MilPDS updates are provided below in [Section D](#).

**myPers - TFSC:**

a. Conduct a thorough research before changing any duty history entries. Only change, correct, or delete duty history information when validated to be in error.

b. When the source document(s) is/are provided, utilize all the information on that source document. See '[General Information](#)' above for the documents that can be used for duty history entries.

c. Validate the request. If a request cannot be validated notify the Airman by email and identify in the simplest terms what is required to complete the action. If valid, process the request in an accurate and timely manner. If applicable, update MilPDS with corrected current duty information. Guidance for MilPDS updates are provided below in [Section E](#).

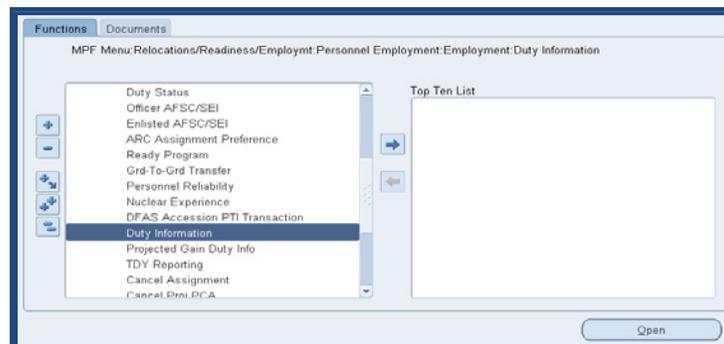
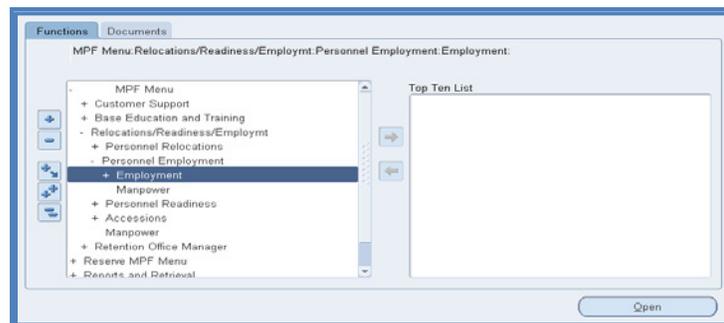
d. Notify the Airman of the final action(s).

## Section D: MilPDS Current Duty Information Update Procedures (CSS/MPS/FSS/Servicing Detachment Only)

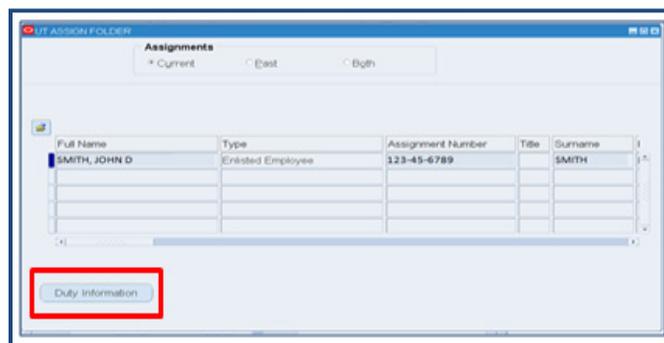
### 1. VALIDATION OF CURRENT DUTY INFORMATION:

The following guidance provides the CSS/MPS/FSS/Servicing Detachment with the proper MilPDS action(s) to validate Duty Information, which includes; Organization, Job, Position Number, and Duty Information. The update procedures are as follows:

- a. Log in to MilPDS and navigate to ‘+ Relocation/Readiness/Employment,’ ‘Personnel Employment,’ ‘Employment,’ and ‘Duty Information.’



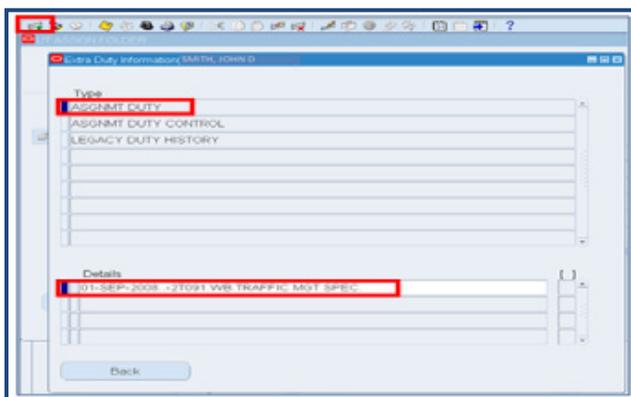
- b. The ‘UT ASSIGN FOLDER’ opens. Click **F11**; enter the Airman’s SSN in the ‘Assignment Number’ block, and click **Ctrl + F11** to execute the query. Click on the ‘Duty Information’ button.



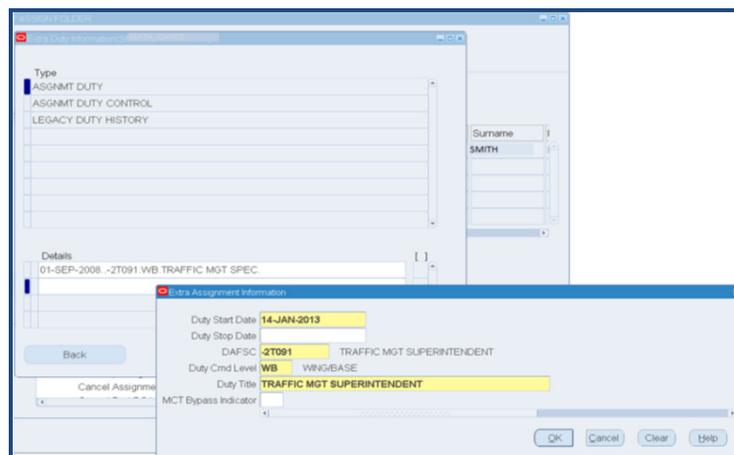
c. Validate the Airman's 'Organization,' 'Job,' and 'Position.' Make necessary changes and select the 'CORRECTION' button when displayed. After the information is validated, click on the 'Duty Info' button.



d. The 'Extra Duty Information' window appears. Ensure the 'ASGMNT DUTY' 'Details' line is highlighted. Click in the blank field in between the blue field and the 'Details' row. Select the 'New Record' icon on the toolbar.



e. Insert a new row. Click in the 'Details' area and a blank 'Extra Assignment Information' window will appear. Enter the Airman's duty information.

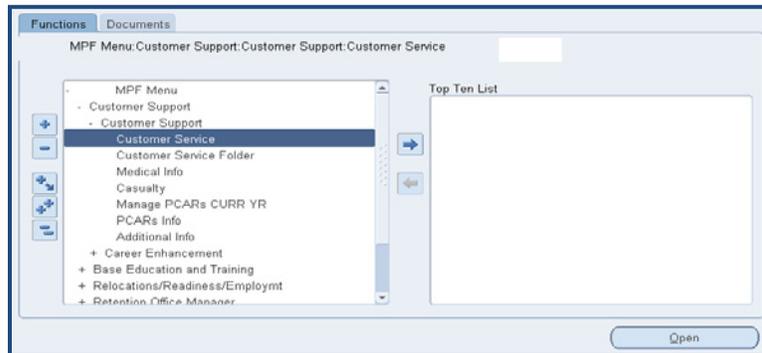


f. Click the 'OK' button and select the 'Save' icon  on the toolbar.

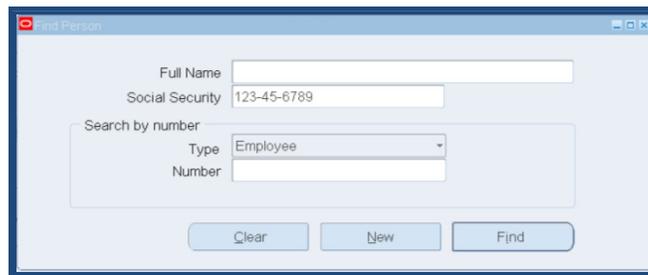
g. Both rows will be displayed. Exit the application and reenter. The only visible row will be the data that was entered. The previous row is now in the 'Legacy Duty History' area.

## 2. VALIDATE CURRENT OFFICE SYMBOL:

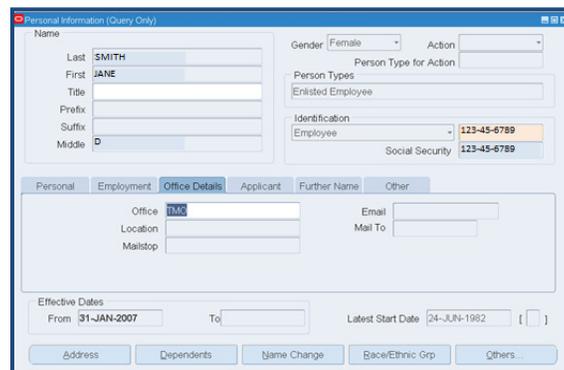
a. Log in to MilPDS and navigate to '+ Customer Support,' 'Customer Support,' and 'Customer Service.'



b. The 'Find Person' window appears. Enter the Airman's SSN and select the 'Find' button.

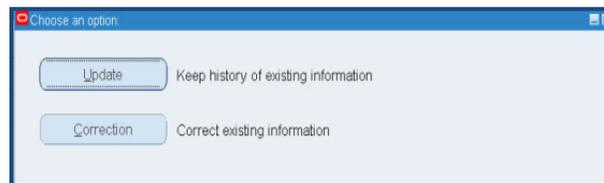


c. The 'Personnel Information' window appears. Click the 'Office Details' tab and validate the 'Office Symbol' in the 'Office' field.



d. Change the 'Office Symbol,' if applicable. Click the 'Save' icon  on the toolbar.

e. Click the 'Update' button. This will change the 'Effective Date' below the 'Office Detail' block. **NOTE:** If the 'Office Symbol' requires correction, click on the 'Correction' button. Selecting the 'Correction' button will not change the 'Effective Date.'



f. The 'Office Symbol' and 'Effective Date' have changed. Additionally, a message is displayed at the bottom left indicating 'Transaction Complete: 1 record applied and saved.'

