

**BY ORDER OF THE COMMANDER
1ST SPECIAL OPERATIONS WING
(AFSOC)**

HURLBURT FIELD INSTRUCTION 36-2103

15 OCTOBER 2018



Personnel

***INDIVIDUALIZED NEWCOMER
TREATMENT AND ORIENTATION
(INTRO) MANAGER PROGRAM:
HURLBURT WELCOME CENTER***

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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Certified by: 1 SOW/CC
(Col Michael E. Conley)

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This instruction implements AFD 36-21, *Utilization and Classification of Air Force Military Personnel*. It provides guidance and procedures on the operation of the Hurlburt Welcome Center (HWC) at Hurlburt Field, FL. It applies to members of the Military Personnel Section (MPS), Comptroller Squadron (CPTS), Unit Individualized Newcomer Treatment & Orientation (INTRO) Monitors, and Commander Support Staff (CSS). This publication does not apply to Air Force Reserve Command (AFRC) Units or the Air National Guard (ANG). This publication requires the collection and or maintenance of information protected by the Privacy Act of 1974, authorized by Title 10, U.S.C., Section 8013 and Executive Order 9397, as amended. The applicable Privacy Act System Notice, F036 AF PC C, Military Personnel Records System, is available at <http://www.defenselink.mil/privacy/notices/usaf>.

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1. Overview.

1.1. The Hurlburt Welcome Center (HWC) is a location where all inbound members are in-processed to Hurlburt Field. Members can expect to be fully in-processed by the MPS and CPTS in less than one hour and complete all Hurlburt Field in-processing requirements within 45 days of arrival. The goal of the Hurlburt Welcome Center is to in-process members with great efficiency, customer service, and accuracy so they become effective contributors to their unit's mission as soon as possible.

1.1.1. The HWC provides the following: gain the member into the Military Personnel Data System (MilPDS) for units without a Personnelist (3S0), complete their SGLI form, update the vRED, TriCare registration, schedule permissive leave for house-hunting purposes, schedule member for in-processing appointments, file Permanent Change of Station (PCS) travel vouchers and ensure mandatory installation enrollment of member in the payroll system.

1.1.2. The hours of the HWC are 0730-1530, Monday - Friday. The HWC operates on an appointment basis, with appointments offered every half-hour with each appointment lasting one hour. The HWC is closed on Federal Holidays as well as approved safety, training, and down days.

2. Inbound Member Responsibilities.

2.1. Arrive at the HWC at their scheduled appointment time with applicable documents (listed below) in hand:

2.1.1. Completed Initial Duty Assignment (IDA) worksheet

2.1.2. Five (5) copies of PCS orders

2.1.2.1. Member's signature on back of PCS Orders

2.1.3. AF Form 330 (and packet with any other pertinent documents) from losing unit

2.1.4. All receipts or documents acquired during PCS travel including TDY documentation to file a travel voucher

2.1.5. Confirmation of permissive TDY dates for house-hunting through unit CSS and leadership

2.2. Request their sponsor accompany them to their appointment if inbound member feel they will need assistance

3. Sponsor Assignment.

3.1. The Unit INTRO Manager or CSS is responsible for assigning a sponsor to inbound members. These individuals will complete the following:

3.1.1. Assign member a sponsor within 5 days of inbound notification

3.1.2. Forward the sponsor information to HWC for update into MilPDS (Units with 3S0 will update the sponsor information in MilPDS)

3.1.3. Within 48 hours of sponsorship appointment, notify the new sponsor, send training links, and provide a suspense for completion of required sponsorship duties

3.1.4. Ensure sponsor accomplishes the following:

3.1.4.1. Complete Required Sponsor Training

3.1.4.2. Collect the training certificate within 5 duty days of appointment

3.1.4.3. Contact inbound member via telephone or email within 2 duty days, provide the inbound member with a welcome letter and answer questions or concerns that they may have

4. Appointment Scheduling ROEs.

4.1. Scheduling a HWC appointment for inbound members is the responsibility of the Unit INTRO Manager or CSS. These entities will abide by the following:

4.1.1. Schedule/reschedule appointments for HWC no later than an hour in advance

4.1.2. Ensure member arrives in a timely manner to their HWC appointment, as an arrival later than 10 minutes to their scheduled appointment will be considered a no-show

4.1.2.1. All no-shows will be reported to the unit INTRO monitor and First Sergeant as soon as possible and also will be reported on the weekly Welcome Center statistics email to leadership.

5. (Units without 3S0) INTRO Managers Responsibilities and Procedures.

5.1. Assign a Sponsor

5.2. Complete the IDA worksheet ([Attachment 1](#)) in its entirety before inbound member's appointment

5.3. Ensure inbound members are scheduled for an appointment with the HWC through the In-processing Appointments SharePoint Site once estimated arrival date to Hurlburt Field has been established

5.4. Upon arrival, direct sponsor to greet and assist the inbound member with acclimation to the area, as well as introduce inbound member to leadership and accompany them to their in-processing appointment at the HWC

5.4.1. Ensure inbound member brings completed IDA worksheet to the HWC

5.4.2. If inbound member arrives at HWC without a completed IDA worksheet, they will be sent back to their unit to complete the IDA and reschedule the HWC appointment

5.5. Validate leave dates with unit leadership

5.5.1. If Welcome Center staff or the member are not able due to lack of access, assist members with inputting permissive TDY into LeaveWeb

6. (Units with 3S0) CSS Unit INTRO Monitor Responsibilities and Procedures.

6.1. Assign a Sponsor

6.2. Complete the IDA worksheet ([Attachment 2](#)) in its entirety before inbound member is gained

6.2.1. Gain inbound member in MilPDS

6.2.2. Accomplish all applicable updates from IDA worksheet in MilPDS

6.3. Ensure inbound member is scheduled for an appointment with the HWC through the In-processing Appointments SharePoint Site once estimated arrival date to Hurlburt Field has been established

6.4. Upon arrival, direct sponsor to greet and assist the inbound member with acclimation to the area, as well as introduce inbound member to leadership and accompany them to their in-processing appointment at the HWC

6.4.1. Ensure inbound member brings completed IDA worksheet to the HWC

6.4.2. If inbound member arrives at HWC without a completed IDA worksheet, they will be sent back to their unit to complete the IDA and reschedule the HWC appointment

6.5. Validate leave dates with unit leadership.

6.5.1. If Welcome Center staff or the member are not able due to lack of access, assist members with inputting permissive TDY into LeaveWeb

7. HWC Procedure.

7.1. Inbound members should be escorted to the HWC by their sponsor

7.2. Inbound members sign in to the accountability clipboard (with name, unit, whether or not a sponsor is assigned/present, sign in time, rank, and reason for visit) and pick up a pre-made CPTS in-processing packet, which includes the following documents:

7.2.1. CPTS In-processing Checklist

7.2.2. PCS Travel Checklist

7.2.3. Permanent Duty Travel (PDT) Arrival Worksheet

7.2.4. DD Form 1351-2 (Travel Voucher or Sub voucher)

7.2.5. AF Form 594 (Application and Authorization to Start, Stop, or Change Basic Allowance for Quarters or Dependency Redetermination)

7.3. HWC INTRO Manager will then complete the following:

7.3.1. Create a "Processing Time" entry from the Welcome Center's SharePoint site, which tracks documents, as well as the start and stop time of personnel and CPTS sections.

7.3.2. Collect three copies of the inbound member's PCS orders and IDA worksheet.

7.3.2.1. Store one copy in archives for tracking purposes.

7.3.2.2. Attach one copy to member's Base/Unit Locator Card (retrieved by a mail clerk).

7.3.2.3. Attach one copy (if applicable) on to member's IDA Worksheet for appropriate MilPDS updates.

7.3.2.4. Route the IDA Worksheet weekly through all 3 MPS sections beginning with the Superintendent of Customer Support.

7.3.2.5. The remaining two copies of orders will be collected by CPTS staff.

7.3.3. Gain member into MilPDS (units without a 3S0).

7.3.4. Update SGLI (Service member Group Life Insurance) and vRED (Virtual Record of Emergency Data).

7.3.5. Schedule the following mandatory installation in-processing appointments (Days/times are subject to change to accommodate Holidays/Safety Days/Training Days, and supplemental dates may be added as deemed necessary).

Table 7.1. Appointment Schedule.

All First Duty Station Airmen (Non-Prior Personnel)	All Other Personnel and Officers	All 1 SOW Personnel
Commando Pride Airmen Center (CPAC) - Every other Friday, 0800-1630	Newcomer’s Orientation - Every other Tuesday, 0730-1630	Commando Ready - Every other Wednesday, 0730-1630
FDS SafeTALK - Every other Monday, 0830-1130	Medical Right Start - Every other Thursday, 0730-1130, 30-min time slots	Commando Ready Safetalk - Every other Thursday, 1330-1630
Medical Right Start - Every other Thursday, 0730-1130, 30-min time slots	Passport Briefing - Every Monday and Wednesday, 0830 and 1330	Newcomer’s Orientation - Every other Tuesday, 0730-1630
Passport Briefing - Every Monday and Wednesday, 0830 and 1330		Medical Right Start - Every other Thursday, 0730-1130, 30-min time slots
		Passport Briefing - Every Monday and Wednesday, 0830 and 1330

7.3.5.1. Rescheduling of the above mandatory appointments for in-processing is only authorized not less than five duty prior to the scheduled appointment, and only if the reschedule still allows the member to be in-processed within 45 days of arrival

7.3.5.1.1. The member may contact the Welcome Center with their availability to reschedule if within these guidelines, and will be rescheduled immediately (cancellations without reschedule are not permitted)

7.3.5.2. Only in the event of an emergency or extenuating circumstance will reschedule be considered if against the aforementioned guidelines

7.3.5.2.1. If unit leadership finds the member’s circumstance to be as such, a memorandum signed by the unit commander must be submitted to the Hurlburt Welcome Center stating the reasons for reschedule (A sample memorandum is provided in [Attachment 3](#))

7.3.6. Provide inbound members a Welcome Center in-processing packet which includes the following documents:

7.3.6.1. Base in-processing checklist

7.3.6.2. Official passport/visa requirements

- 7.3.6.3. AtHoc quick info guide
- 7.3.6.4. Base/unit locator card
- 7.3.6.5. Base map
- 7.3.6.6. Trifold of all mandatory installation in-processing appointment dates/times, as well as contact information
- 7.3.7. Initiate a leave request in LeaveWeb IAW 36-3003, Table 7, Rule 2 for permissive TDY (if necessary), and send to the member's Squadron Commander for approval
 - 7.3.7.1. The member's leave dates must be confirmed with the unit before the member's WC appointment
- 7.3.8. Direct member to return to the lobby until CPTS is ready to assist a customer
- 7.4. CPTS Staff will complete the following:
 - 7.4.1. Collect the CPTS in-processing packet completed by the inbound member, along with the final copy of PCS orders
 - 7.4.2. Interview member to itemize their travel itinerary, marital status, dependent status and any special circumstances pertaining to the PCS travel. During the interview, brief member of PCS-related entitlements, impact of the PCS travel on their military pay and allowances and expected payment date
 - 7.4.3. Assist the member in completing the DD FORM 1351-2 (Travel Voucher)
 - 7.4.4. Conduct final review of all financial documents for accuracy before member departs
 - 7.4.5. Prepare the travel voucher and other supporting documents for scanning and submission to Air Force Financial Service Center (AFFSC) for payment
 - 7.4.6. Prepare and code other military pay-related transactions to update member's military pay record
 - 7.4.7. Monitor the status of the travel voucher and the military pay transactions submitted to ensure all transactions submitted are received and accepted; take immediate action on any transaction rejects
 - 7.4.8. Direct member to the Resiliency Center (RC)
- 7.5. Resiliency Center Staff will complete the following:
 - 7.5.1. Direct the member to complete a Needs Assessment
 - 7.5.1.1. Assessment addresses many items that the arriving member may require to make their PCS as seamless as possible nothing complete in this statement 7.5 says complete the following
 - 7.5.2. Provides the member with Referral to appropriate resources based on the Needs Assessment

8. HWC INTRO Manager and CPTS Additional Responsibilities.

- 8.1. HWC INTRO Managers will:

- 8.1.1. Process appointment change requests as directed and authorized
- 8.1.2. Report no-shows to unit INTRO monitor and First Sergeant daily
- 8.1.3. Route completed IDA worksheets to MPS for MilPDS updates

8.2. CPTS Staff will:

- 8.2.1. Assist member with accurately filing PCS-related travel vouchers
- 8.2.2. Audit PCS-related travel vouchers
- 8.2.3. Track travel voucher through payment by AFFSC
- 8.2.4. Process a “Station Gain” transaction to update entitlements to Hurlburt Field
- 8.2.5. Brief personnel of PCS-related entitlements, expected payment dates, amounts, and answer any finance questions related to PCS

9. 1 SOW Community Support Coordinator (CSC) Responsibilities.

9.1. CSC will:

- 9.1.1. Ensure all in-processing programs associated with the Welcome Center are successfully implemented on Hurlburt Field.
- 9.1.2. Provide daily oversight to address HWC employee issues, scheduling issues, customer complaints and no-shows.
 - 9.1.2.1. HWC personnel administratively belong to FSS/CPTS respectively but daily operational control of the HWC and personnel assign rest with the 1st Special Operations Wing under the direction of the 1 SOW CSC.
- 9.1.3. Ensures resourcing of HWC (including but not limited to office spaces, workstations, office equipment, telephones, etc.)

10. HWC Points of Contact.

10.1. HWC MPS/CPTS/RC

- 10.1.1. MPS – DSN: 579-4815/4816 Org Box: 1sofss.fsmpsc.bip@us.af.mil.
- 10.1.2. CPTS – DSN: 579-5766
- 10.1.3. RC – DSN: 579-6820/8811 this belongs under CSC either number works

10.2. CSC

- 10.2.1. 1st SOW CSC – DSN: 579-1047
- 10.2.2. MPS
- 10.2.3. Customer Support OIC DSN: 579-5280
- 10.2.4. Customer Support Superintendent DSN: 579-2657

10.3. CPTS

- 10.3.1. OIC DSN: 579-4359
- 10.3.2. NCOIC DSN: 579-4119

10.4. Links

10.4.1. Required Sponsor Training:
<https://myhub.militaryonesource.mil/MOS/f?p=SIS:2:0>

10.4.2. In-processing Appointments SharePoint Site:
<https://eis.afsoc.af.mil/sites/ISOFS/FSM/FSMP/FSMPS/Intro/Lists/Inprocessing%20Appointments1/Inprocessing%20Appts.aspx>

MICHAEL E. CONLEY, Col, USAF
Commander

ATTACHMENT 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

Air Force Policy Directive (AFPD) 36-21, *Utilization and Classification of Air Force Military Personnel*, 8 December 2014

Personnel Services Delivery Guide, Individualized Newcomer Treatment and Orientation (INTRO) Program, 23 October 2013

Prescribed Forms

None

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

DD Form 1351-2. *Travel Voucher or Sub voucher*

AF Form 594, *Application and Authorization to Start, Stop, or Change Basic Allowance for Quarters or Dependency Redetermination*

Abbreviations and Acronyms

HWC—Hurlburt Welcome Center

MPS—Military Personnel Section

CPTS—Comptroller Squadron

INTRO—Individualized Newcomer Treatment & Orientation

CSS—Commander Support Staff

MilPDS—Military Personnel Data System

3S0—Personnelist

PCS—Permanent Change of Station

IDA—Initial Duty Assignment

SGLI—Servicemember Group Life Insurance

vRED—Virtual Record of Emergency Data

AFFSC—Air Force Financial Service Center

CSC—Community Support Coordinator

Terms

Accountable Forms—Forms that the Air Force stringently controls and which cannot be released to unauthorized personnel, since their misuse could jeopardize DOD security or result in fraudulent financial gain or claims against the government.

Administrative Change—Change that does not affect the subject matter content, authority, purpose, application, and/or implementation of the publication (e.g., changing the POC name, office symbol(s), fixing misspellings, etc.)

Approval Authority—Senior leader responsible for contributing to and implementing policies and guidance/procedures pertaining to his/her functional area(s) (e.g., heads of functional two-letter offices).

Authentication—Required element to verify approval of the publication; the approval official applies his/her signature block to authenticate the publication. The signature block includes the official's name, rank, and title (not signature).

ATTACHMENT 2
SAMPLE IDA WORKSHEET

FOUO. This worksheet contains information protected by the Privacy Act of 1974. The contents should be safeguarded from unauthorized disclosure and disposed of according to the provisions of AFI 33-332, Air Force Privacy Act Program

HURLBURT FIELD MILITARY PERSONNEL SECTION (MPS) INPROCESSING (IDA) WORKSHEET
(NOTE: TO BE COMPLETED BY UNIT INTRO MONITOR W/ MBR PRIOR TO ATTENDING INPROCESSING BRIEFING)

CUSTOMER SUPPORT UPDATE: **MPS Initials**

MEMBER'S INFORMATION:

1. RANK: TSgt NAME: Jane Doe SSAN: 123-45-6789
2. _____ "X" IF PROJECTED PASCODE IS DIFFERENT THAN WHAT IS ON THE ORDERS
 NOTE If project PAS code is different than what is on the orders, you **MUST** update PROJ PAS Code **PRIOR** to gaining the member
3. (NEW) HURLBURT FIELD SQ: 1 SOFSS PROJ PASCODE: EE0VFDJG
4. OFFICE SYMBOL: FSMPSS DUTY PHONE: 884-2657
5. DATE ARRIVED STATION (DAS): 7 June 2015 DATE DEPARTED LAST DUTY STATION: 1 June 2015
 NOTE If arriving from Eglin/Duke, **DO NOT** change DAS/DDLDS; **update** PCA EFF DATE, effective the date member arrived at your unit
6. DID MEMBER PERFORM TDY ENROUTE TAKEN? Circle **YES or NO** (RAP recruiting is not considered a TDY enroute)
 TDY START DATE: 2 June 2015 TDY STOP DATE: 6 Jun 2015
7. FUNCTIONAL CATEGORY: _____ **Permanent Party** _____ **Student**, please check one: _____ **L** = Training over 20 weeks _____ **Q** = Training under 20 weeks
8. IS THIS PERSON AN ACCESSION? Circle **YES or NO**
 NOTE **ACCESSIONS** are either 1) the member is just arriving from their commissioning source, 2) coming to active duty from a reserve component, 3) coming from another branch, 3) or returning after a break in service. Process in CMS.
9. AEF ASSIGNMENT W/ DAS AS START DATE: X1

FORCE MANAGEMENT UPDATE:

DUTY INFORMATION UPDATES: **MPS REP INITIAL:** _____

1. POSITION NUMBER 10436921C POSITION NUMBER AFSC: 3S071
2. DAFSC: 3S071 DUTY TITLE NCOIC, Customer Support
3. IS MEMBER AN OVERSEAS RETURNEE? Circle **YES or NO** (Refer to MBR's orders and ask MBR when did you arrive at Overseas location)
 Date arrived at Overseas Location _____ Overseas Location _____
 NOTE **ALL** members **MUST** give no-fee passports to their UDMs
4. SPECIAL DUTY ASSIGNMENT PAY: Complete 2096 to reflect the changes. (Refer to Force Management for AF Form 2096 guidance)

SPECIAL ACTIONS UPDATES:

MPS REP INITIAL: _____

1. IS MEMBER CURRENTLY ON A UIF (Unfavorable Information File)? Circle YES or NO

EVALS: VERIFY USING RECORDS IN PRDA AND/OR AF FORM 330 TRANSMITTAL SLIP**MPS Initials**

1. SUPERVISOR'S FULL NAME: MSgt John Doe SUPERVISOR'S SSAN: 987-65-4321
2. EPR/OPR PRESENT IN PRDA? Circle Yes or No or UNK or N/A
****NOTE**** If NO, verify AF Form 330 Transmittal Slip is in member's package. If AF Form 330 is missing, contact member's losing unit immediately
2. DATE LAST EPR/OPR COMPLETED: 31 May 2015 1st TERM AIRMAN'S TAFMSD: 2 Aug 2000
3. HAS IT BEEN MORE THAN 120 DAYS SINCE THE CLOSE OF YOUR LAST EPR/OPR? Circle Yes (Continue)
No (Stop Here)
4. IS YOUR "ANNUAL" EPR/OPR PROJECTED WITHIN THE NEXT 120 DAYS? Circle Yes (Continue)
No (Stop Here)
5. IS YOUR PREVIOUS BASE STILL COMPLETING YOUR LAST EVALUATION/TRAINING REPORT? Circle Yes
No
6. LOSING UNIT: 123 FSS LOSING BASE & SEVICING MPF: Cannon AFB, New Mexico
7. POC FROM PREVIOUS BASE/UNIT TO CONTACT ABOUT YOUR EPR/OPR: SSgt John Smith
8. PREVIOUS FIRST SERGEANT AND/OR COMMANDER: MSgt Dan Smith / Lt Col Michael Jones

CAREER DEVELOPMENT UPDATE:**ASSIGNMENT UPDATES:**

MPS REP INITIAL: _____

1. IS THE MEMBER COMING FROM A PRP POSITION? Circle YES or NO
****NOTE**** If so, member's record **MUST** be updated to reflect a "J" code (formerly certified)
2. WILL THE MEMBER INCUR AN ASSIGNMENT AVAILABILITY CODE (AAC)? Circle YES or NO
****NOTE**** Verify AAC(s) are updated per back of orders: For example - Humanitarian (30); Base of Preference (28); Joint Spouse (32)
3. PLEASE PROVIDE THE FOLLOWING DATA ELEMENTS: AAC _____ TOUR LENGTH _____ PAS CODE _____

REENLISTMENTS/EXTENSION:

MPS REP INITIAL: _____

1. ENLISTMENT CONTRACTS PRESENT IN PRADA/ARMS? Circle Yes or No or UNK or N/A
2. IS AF FORM 3008 (Supplement to Enlistment Agreement) PRESENT IN PRADA/ARMS? Circle Yes or No or UNK or N/A

PROMOTIONS UPDATES:

MPS REP INITIAL: _____

1. FOR 6 YEAR ENLISTEES
1. IS A1C UPDATED? Circle Yes or No or UNK or N/A

2. MEMBERS THAT WILL PROMOTE TO "A1C" UPON COMPLETION OF TECH SCHOOL MUST PROVIDE ALL OF THE FOLLOWING:

1. BMT Certificate
2. Technical Training Certificate
3. One of the following:
 - a. AF Form 3005
 - b. AF Form 3007
 - c. AF Form 3008

ATTACHMENT 3
SAMPLE RESCHEDULE MEMORANDUM

Date

MEMORANDUM FOR 1 SOFSMPSS

FROM: 1 SOXXX/CC

SUBJECT: Rescheduling of Official In-processing Appointment for RANK, FIRST MI. LAST NAME

1. The purpose of this memorandum is to approve a requested reschedule on behalf of Rank, Last Name for the following appointment(s): Newcomer's Orientation, Commando Ready, Medical Right Start, etc.
2. Rank Last Name is unable to attend due to the following circumstances: Include reason why the member cannot attend. Only minimal detail is required for personal concerns, private matters, etc.
3. Due to the member's emergency or extenuating circumstance, I approve reschedule for him/her, and understand that he/she will not be in-processed within 45 days as required IAW the 1 SOW/CC's policy memorandum (if applicable).
4. If you have any questions please contact me at email@us.af.mil or (850) 884-XXXX.

NAME, Rank, USAF
Commander