



Supervisor's Guide

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Introduction

Congratulations and welcome to PFI. As a supervisor of a military member on active duty via the DFAS/PFI Program, there are some inherent responsibilities you will have to assume. It is very similar to supervising civilians but there are some added tasks you may not be familiar with. This guide is intended to help answer the many questions you may have. Please take the time to review this document and take proactive action where necessary. A great place to start is always with the service member, they can help guide you through some of their service specific needs. If at any time you need additional assistance or cannot find the answer to your question, please call your PFI Coordinator.

Purpose. As a supervisor for a service member whose tour was facilitated through PFI, we want to provide you with some basic guidelines to assist you in your new role. Please reference the appropriate military regulation or local command/agency policy for more exact information. Remember, if there are any questions at all; please contact our office for assistance.

Selection. If you are the selecting official, be sure to actually interview the candidates. This is a great way to set expectations, work environment, and duties. It ensures you know who you are getting, and the service member knows what they are signing up for. It allows for dialog and question/answer opportunities. Ask the kind of questions that illustrate work ethic, integrity, and commitment. Ask about other obligations or if they plan on relocating their family; this ensures you will be able to support their

needs as they support your mission. If you need sample questions or additional guidance, contact the PFI office.

General Process. Once a service member is selected, the PFI team will work with them to gain command release from their reserve component and receive active duty orders to your location. This process varies by component and individual, and timelines can be just as varied. On average, Air Force packets take around 45-60 days and Army packets around 60-90 days. However, we have seen packets go through in 30 days and others drag out for 90+ days. We also must have funding from the agency before any orders are processed. Only current fiscal year funds are collected.

Once they are on orders and report for duty, we step back and let you manage the day-to-day business. About four months prior to the service member's end date, we will reach out to see if you would like to extend them. If you do, we confer with the service member, and if their answer is also 'yes', we start the orders process all over again.

Before they arrive. Service members are allowed appropriate travel time to report. The SM will not leave their home of record until the first day of their orders and are allowed one day of travel if the total distance is less than 400 miles. If it is greater than 400 miles, then divide by 350 to determine the number of authorized travel days. If the remainder is 51 miles or more, one additional travel day is allowed. You should coordinate a report date based on travel and if any administrative absence will be authorized for house hunting or collection of household goods. In the meantime, ensure you have a workspace designated for them as well as phone, email, system access, etc. set up. They will need to in-process with your organization and update their ID card with appropriate credentials.

Work Schedule. The service member (SM) works for you and you set their daily work schedule and hours. For example, if your team works six, 10-hour days, then so does the SM. Technically, SMs are on

duty 24/7 and can be worked when and how needed to accomplish the mission. Service members can work remotely or telework based on agency policy. As an example, DFAS requires two days minimum in the office, teams can set their own schedule, i.e. telework Monday, Wednesday and Friday, in office on Tuesday and Thursday. You are not required to allow for physical training during the duty day, however you can, if time and mission allow. The SMs are assigned to your agency and should not be pulled out for garrison details or local unit activities. Additionally, your agency may issue a memo designating curtailed operational days surrounding certain federal holidays. Those curtailed days are at your discretion based on mission.

Uniform. Soldiers and Airman will wear their standard work uniforms or if appropriate, their service dress uniform. They should adhere to current regulations and policies for wear. Occasional dress down or casual days for morale and fundraiser activities are acceptable as long as it remains occasional, and the clothing is appropriate.

Drilling. If the Soldier or Airman voluntarily continues to attend drill with his unit, you are not obligated to make accommodations for them, i.e. day off or modified work schedule. The Title 10 mission the service member was released to perform for you has precedence. However, Soldiers and Airmen must maintain their minimum proficiencies such as fitness and health readiness assessments. It is highly encouraged to accommodate these requests within reason.

Professional Military Education or Annual Training. If the service member requires professional development as part of his military career, we highly encourage you to release them for that training. It is typically no more than two weeks and is at a minimal cost to the agency. The unit would be responsible for funding the travel and cost of the school. This can be coordinated far in advance and

around your mission. This ultimately benefits the service member, the service, and the agency. SMs should not be attending annual training with their units while they are on active duty for you.

Accountability. As the supervisor of the SM, you will need to maintain accountability of the SM and track leave and other absences in accordance with your agency guidelines.

Leave. Leave is one of the most confusing aspects of managing a SM. In short, they do not work on an hourly basis and do not have ‘sick days’. It is common to allow them time off (a) to attend medical appointments (b) if they are sick or (c) a dependent is sick. A typical standard policy is that a doctor’s note or quarters slip from the primary care manager should be provided if the SM will miss more than one day of duty; this is entirely up to the command and supervisor. Refer to service regulations for more detail. If a SM performs assigned duties for four hours of the workday they should not be charged leave. All efforts should be made to minimize the time away from work and to coordinate appointments with supervisors to ensure they do not interfere with the mission. SMs must adhere to the DoD Foreign Clearance Guide prior to any foreign travel. As a supervisor, you should be approving, tracking, and submitting leave to ensure proper accountability and usage. All SMs earn 2.5 days per month. If you need help or clarification on the regulations, please call the PFI office.

LEAVE FORMS: All forms should be electronically filled out and signed.

1. Air Force Leave Process for PFI Reservists (AF Form 988)

- a. Part 1 of AF Form 988 should be completed by the Airman and signed by the member’s supervisor prior to the leave taking place.
- b. The Airman will then fax or email part I to their Reserve unit or Wing (typically their Reserve Pay office) to obtain a Leave Authorization Number.
- c. After receipt of the Leave Authorization Number, the Airman should transcribe that number to their leave forms (part I, II, and III).

- d. At the completion of the leave Part III should be completed and signed by the Airman, and then signed by the member's PFI supervisor.
- e. Completed Part III then needs to be faxed or emailed to the member's Reserve unit or Wing.

2. Army Leave Process for PFI Reservists (DA Form 31 in conjunction with IPPS-A)

- a. Soldiers will complete Part 1, Blocks 2-10 of DA Form 31 and sign in Block 11, Block 12 is signed by the member's supervisor, Block 13 is signed by the approving authority IAW local policy.
- b. Once the DA31 has been approved, the Soldier will login to IPPS-A and complete the steps as outlined in Appendix A of this guide or according to local command procedure.
- c. After leave is approved in IPPS-A, the Soldier should forward the supervisor the IPPS-A approval notification to verify leave has been submitted. It is the responsibility of the Soldier and supervisor to monitor leave and ensure it is used and charged correctly.

Counseling. Soldiers should be initially counseled on DA Form 4856 and Airman counseled on AF Form 174 to review the agencies policies and expectations. This is the best time to establish standards, goals, and expectations. Additionally, counseling should be done for poor performance, negative feedback or for positive professional growth. If there is a noncommissioned officer in charge (NCOIC), they could be responsible for acting as the first line leader in military matters and counseling. The NCOIC should work closely with the civilian supervisor and chain of command.

Evaluations. Army personnel in the rank of E5 and above will require quarterly counseling and annual evaluations. The service member should take responsibility for this and inform the supervisor of regulatory requirements. Offices with an NCOIC will have them act as the rater. Offices that don't have NCOICs will route their evaluations through a civilian rating chain, and HRC will provide a military reviewer to ensure the evaluation is in accordance with applicable military regulations. Army personnel in the rank of O1/WO1 and above will require annual evaluations. Officers in need of evaluation will

provide their supervisors with an Officer Evaluation Report Support Form, to assist the supervisor in capturing the work performance of the officer. If there are no senior officers in the rated officer's chain, HRC will provide a military reviewer to ensure the evaluation is in accordance with applicable military regulations.

Air Force evaluations remain the responsibility of their Reserve/Guard supervisor to accomplish. You have the option of completing AF Form 77, Letter of Evaluation, to provide feedback to the service member's supervisor to be included in their official Enlisted Evaluation Report (EPR).

Awards. A service member serving on active is eligible for impact, service, and PCS awards when appropriate. If your SM has done an outstanding job, then think about recognizing them with an appropriate formal award. Check with your local personnel office on details or contact the PFI Office.

Serious Incident Reporting. If one of your SMs is involved in a serious incident, you must report that through your civilian chain of command; PFI should also be notified. This must happen within 24 hours of the incident. Lesser offenses, such as tardiness or performance, can be handled by the supervisor if the SM is formally counseled. If the SM's behavior does not improve, you should notify your chain of command and seek guidance from PFI for formal punishment or tour release.

Early Release. PFI does have an early release policy. You can release a service member early if the mission ends or funding is pulled. You may also release them due to a serious incident, or simply because they are not a good fit for your team. However, if a SM is released for one of the two reasons, you must counsel the SM on their deficiencies and when appropriate, give them an opportunity to take corrective action. These cases should be brought to the attention of the PFI staff immediately to help resolve. Any early release must allow time for orders modification, mission hand-off and /or leave, and out processing.

Out Processing. Service Members are required to out process, whether it is a result of an early release, mission completion, or their order end date. Congress has mandated all SMs serving over 180 days on active duty must complete transition training. This is an online series of courses to help them transition back to the civilian workforce. For additional info and links to training, visit <https://www.dodtap.mil/dodtap/app/home>. Additionally, Soldiers must visit the nearest out processing center to receive a DD 214. Airmen handle this through their unit. Most facilities differ on their exact requirements. Your agency will be responsible for ensuring all accesses are withdrawn in a timely manner and that the SM has done a thorough hand off. Soldiers traveling outside the 50-mile radius to the nearest installation to out process may seek a travel reimbursement from their assigned activity. Any reimbursement for travel will be submitted via DTS. Soldiers will work directly with their supervisor when submitting DTS requests to ensure preapproval and compliance with local policy. Your activity/department is responsible for funding any TDY associated with out processing. Typically, two weeks is adequate time to complete the handoff and the service out-processing requirements.

General Note. This is simply a guide to help you get started and is not meant to be all inclusive or to supersede current service regulations or policies. Please refer to those for exact information and detail. If for any reason you have questions, do not know an answer, or are having any type of difficulty, please feel free to call the PFI office. We are here to assist, guide, and provide support to you and your PFI service member.

Contact Info:

PFI Office: dfas.indianapolis-in.zh.mbx.pfi@mail.mil

APPENDIX A – Soldier Leave Instructions for IPPS-A

When possible, absence requests should be submitted at least 10 days prior to the start for CONUS and 45 days prior for OCONUS requests. With IPPS-A Go-Live it is the responsibility of the member to submit, update, or cancel their absence requests. If a Soldier does not adjust the absence before their leave ends, the Soldier will be charged for the initial requested period and will need to request a leave balance adjustment for days charged in error.

Steps

1. Soldier log into <https://hr.ippsa.army.mil/psp/hcpdc/?cmd=login>
2. Click the Pay-Absence-Incent-Ded (PAID) tile
3. Selection Criteria Page
 - a. Employee ID
 - i. Default value
 - b. Entry Type
 - i. Absences
 - c. Entry ID
 - i. Default value (null)
 - d. Status
 - i. Initial
 1. Note that you can leave the status blank and just click add to start a new request
4. Absences Page
 - a. Absences
 - i. Absence Type
 1. Select appropriate type
 - ii. Absence Reason
 1. Select appropriate type
 - iii. Begin/End Date (chargeable dates)
 1. Input or select begin date
 2. Input or select end date
 3. **The begin and end dates are to be used to compute chargeable time that will affect a Member's accrued balance for chargeable absences**
 - b. Additional Information
 - i. Reason Code
 1. Default value
 - ii. Departure/Return Date
 1. Automatically populates
 - a. Manual input allowed
 - b. **If departing the day prior to the begin date after working half of the day or more, adjust the date of departure to the day before the begin date**
 - c. **If returning on a regularly scheduled non-duty day or on an official Federal holiday the end date (item 4.iii) should read the day before the return date**
 - iii. Supervisor ID
 1. Click magnifying glass
 - a. Search for your supervisor or designed approver in accordance with local policy
 - b. Click name in search results
 2. Click the Search button
 - iv. Contact Name
 1. Enter the legal name of contact that you are visiting, person traveling with you or a person who is able to reach you while you are on leave
 - v. Contact Phone

1. Input a phone number
- vi. Address Line 1
 1. Physical leave address
 - a. **Soldiers planning to travel outside the US for any reason must obtain clearance by using the DoD Foreign Clearance Guide (FCG) at <https://www.fcg.pentagon.mil/>**
 - b. Soldier will provide the following IRT foreign travel
 1. The Aircraft and Personnel Automated Clearance System (APACS) approval number
 2. ISOPREP (or confirmation that it has been completed)
 3. The travel clearance manager (or equivalent) at the Soldier's duty location will assist the Soldier in completing the above
- vii. Geographical Location Code (GEOLOC)
 1. Expand Search Criteria
 2. Input necessary information
 - a. Recommend adding country, state and city at a minimum
 3. Click the Search button
- viii. Postal Code
 1. Enter zip code
- ix. Comments
 1. Input any applicable comments
 2. **If the departure/return dates were adjusted, input comment noting working partial day on XX.XX.XXXX or returning on a non-duty day**
- c. Attachments
 - i. **Attachments**
 1. Upload any necessary attachments such as approved DA31
- d. Approval Map
 - i. Save for later
5. Submission
 - a. Scroll up to Submit button
 - b. Click Submit
 - i. Status changes to pending until actioned by approver
6. Approver receives notification to take action on the absence request
7. Member receives absence request status updates through notification alerts
 - a. Denied requests
 - i. IPPS-A no longer has the pushback option for absence requests
 - ii. The request will reflect as denied if corrections are required
 - iii. To review the notes, open the absence request, locate approval map and click
 1. The approval page will open and the comments will be visible
8. Soldier prints Absence Request - Authorization and Approval Data
 - a. Pay-Absence-Incent-Ded (PAID) tile
 - b. Selection Criteria
 - i. Entry Type
 1. Absences
 - ii. Status
 1. Approved
 - iii. Click Search
 - iv. Locate absence to print
 1. Select Amend/View icon
 - v. Print
9. Process complete; nothing else follows