

## **Frequently Asked Questions (FAQs) for Web Orders Transaction System (WOTS)**

1. Was information sent to IMAs concerning WOTS?

A. Yes, a letter from ARPC/FM was mailed out to all IMAs in February 2000, if you need to see a copy – keep reading.

2. What if I don't have a computer to access the Web?

A. You can access the web via computers dedicated to public use at locations such as public libraries, bookstores, government facilities, etc.

3. Can I still submit an AF Form 1289 for orders?

A. You should now be using the WOTS for all orders requests except MPA tours. The cut-off date for accepting 1289s is 1 July 2000.

4. How do I access the WOTS program?

A. Go to the arpc website at [www.arpc.org](http://www.arpc.org) and click on "orders", then click on "proceed to WOTS."

5. Is there a place for a signature anywhere in the WOTS program?

A. No, you coordinate the tour request through your supervisor and check that block on the WOTS. It is recommended you include your supervisor's e-mail address and they will then automatically receive notice of your request.

6. Are there instructions for using WOTS?

A. Yes, click on the "Guide for IMAs" before you actually enter the WOTS program.

7. What is the time frame for sending in a tour request on WOTS?

A. At least 30 to 45 days in advance of the tour, same as it was for the 1289.

8. What is my user ID and password?

A. Your user ID is your SSAN and your initial password is your Date of Rank (DOR)(6 digits YY,MM,DD) If you do not know your DOR, call Customer Service, 1-800-525-0102, ext. 388.

9. What if I forget my user ID and password, it doesn't work, or I get locked out of the system?

A. The WOTS system will lock out a member upon receiving 3 log on failures, requiring a manual reset of the password. The password can be manually reset back to the original default - call your Program Manager Orders Technician (Dottie for Chaplains/CSSPs and SSgt Albert for Candidates) - they will input your SSN in the box next to "Update Personal Information" on the main menu and click on the item - scroll down and click on "reset password" button. The screen will flash off and back on. You are now reset back to the default password.

10. Can I track my orders request?

A. Yes, by clicking on the "Lookup Order Request" you can check the status of your orders; the status codes are listed in the IMA Guide for WOTS.

11. Can I include my e-mail address or fax number on my request?

A. Yes, you should - in the "Personal Information" area of WOTS.

12. What kind of tours can be requested through WOTS?

A. Annual Tour, Special Tour, or school tour – any tour 1289s were used for before.

13. Who determines how I am going to travel? And how do I make travel arrangements? What about car rentals?

A. Order technicians are responsible for determining the most economical and effective mode of travel. If a member elects to drive instead of fly, for example, they can only claim mileage up to the fare quote quoted on the order. No additional travel days are awarded for members who just prefer to drive; therefore, the program manager does not usually need to know how members will travel.

The Orders technicians will no longer make travel arrangements for members, or include itineraries and/or tickets in with the orders when mailing them. At this time, ARPC/FM will continue to have representation from a government contracted ticket office (GCTO) available (presently can call 1-800-525-0102, ext. 334 – OMEGA). Members can talk with the GCTO personnel directly to make airline reservations, and the GCTO also mails, faxes or e-mails the itineraries, etc., themselves. Refer to your WOTS Tour Information, which gives a 24-hour a day toll-free number for OMEGA World Travel (1-800-285-6342). In short, ARPC is no longer the middleman when it comes to members and GCTOs. You must have a Government Travel Card to use a Government contracted travel office.

Car rentals must receive full justification in the remarks section. HC does not approve of your car rental. Remember, car rental must be more economical than other means to the government to receive approval.

14. How do I save my request when I'm through?

A. Click on the "Submit Request" button to save a request and forward it to your program manager.

15. What if I need to change an item after I've submitted the request?

A. If the status of your request is "Pending Manager Review," you still have ownership of the request. You can submit a change by viewing the request, and changing the information. If you do not have ownership of the request and it has progressed further in the chain, you will need to click on the "Revision/Amendment? Button. From there you can view the request and change the necessary information. Click on the "Submit Request" button to save the change.

16. Can I print out a copy of my request?

A. Yes. The instructions are on page 8 and 9 of the IMA User Guide for WOTS located on our ARPC Homepage at [www.arpc.org](http://www.arpc.org), under the "orders" section.

17. Why will the zip code not take?

A. Do not use the dash in the zip code.

18. How do I enter the date in the tour information?

A. Click on the blue square at the end of space and use calendar for beginning date. Do the same at the ending date space.

19. Is there anything extra I need to add for Special Tours (RPA) requests?

A. Yes. In the remarks section, the IMA types, "this request has been coordinated and approved through HQ ARPC/HC, Chaplain Markwalder."

20. Who receives my WOTS orders request at ARPC/HC?

A. Chaplains and CSSP WOTS requests are received by [dottie.raisio@arpc.denver.af.mil](mailto:dottie.raisio@arpc.denver.af.mil) and Chaplain Candidates WOTS requests are received by [kimberly.albert@arpc.denver.af.mil](mailto:kimberly.albert@arpc.denver.af.mil)

21. Is there a point of contact for computer technical questions on WOTS? (Remember to ask Dottie or SSgt Albert on the routine questions)

A. Yes, e-mail [WOTS@arpc.denver.af.mil](mailto:WOTS@arpc.denver.af.mil) or call Carol Klein at 1-800-525-0102, ext. 325

**FEBRUARY WOTS LETTER**

SUBJECT: Welcome to the Web Orders Transaction System (WOTS)

1. The Air Reserve Personnel Center (ARPC) has developed the WOTS, which is an electronic order request/approval system, to eliminate the need for the AF Form 1289, Application for Active Duty Training (RPA) Tour, and to expedite orders requests. The WOTS is now available for use by the individual mobilization augmentee (IMA) community. This letter provides an overview of WOTS and important access information.

2. Access to WOTS requires an Internet connection and a browser such as Netscape 4.0 or Internet Explorer 4.0 or higher. You can access WOTS through the ARPC Homepage at <https://www.arpc.org>. Go to the Orders section and find the article about WOTS. Under it are 2 hotlinks. The first is the *IMA User Guide for WOTS*, which contains information about system requirements, the Internet address, and instructions on how to use WOTS. It is very important you familiarize yourself with this information before trying to access the system. The second hotlink it to the website. **Your initial log on will consist of your Social Security Number (SSN) as your user ID, and your SSN combined with your Date of Rank (DOR) (without spaces) as your default password**

**EXAMPLE: USER ID 123456789  
PASSWORD 123456789990101**

**Your DOR is «DOR».** After the initial log on, you will be prompted to change your password to a unique one known only to you.

3. With WOTS, you can request a Reserve Personnel Appropriation (RPA) annual, special, or school tour. The WOTS tracks the request to publication and you can check the status at any time. This should eliminate most calls to the ARPC Orders Branch to check on the status of a request; greatly reducing the time order technicians are on the phone answering inquiries as opposed to preparing orders. Additionally, WOTS includes several features to help you manage your participation. For example WOTS:

- a. Shows the total number of days of participation you've requested within a fiscal year in each category.
- b. Informs you via e-mail when your request has been approved, denied, or when orders have been published and mailed.
- c. Allows you to justify special authorizations in the remarks section; eliminating the need for a separate file copy.

The WOTS also provides quality checks, making it impossible to save or forward a request that is incomplete or invalid. For example, WOTS does not allow overlapping or duplicate requests.

4. Here are a couple of tips you'll need to know before you submit a tour request.

- a. First, you'll need to input either a daytime or evening phone number on the personal data page. We suggest including your email address and fax number too. If you know your supervisor's e-mail address, add it so he/she will receive notification of your tour request and when it's published.
- b. Next, on the tour request page, you'll need to confirm that you are either telecommuting (i.e., working at home) or agree to the travel conditions indicated. Note that travel arrangements by ARPC have been dropped from the request form. While Navigant/Professional Travel (Formally PTC) is still available to assist you with travel reservations, we are separating the processes to better serve you with timely orders. Therefore, you will be making your travel arrangements independently through them, or other government contracted ticket agencies, and they will be providing your tickets and/or itineraries separately.
- c. You need to check the block that indicates you've coordinated your request in advance with your supervisor.
- d. Finally, to avoid any possible duplication and/or confusion, do not submit a separate AF Fm 1289.

5. We encourage you to try the WOTS for your future tour requests. You'll find it easy to use. We expect WOTS to make significant improvements in the timeliness and quality of RPA tour orders. If you have any questions, contact your program manager or email WOTS at [WOTS@arpc.denver.af.mil](mailto:WOTS@arpc.denver.af.mil).

//SIGNED//  
DAVID M. GALLOP  
Director of Financial Management