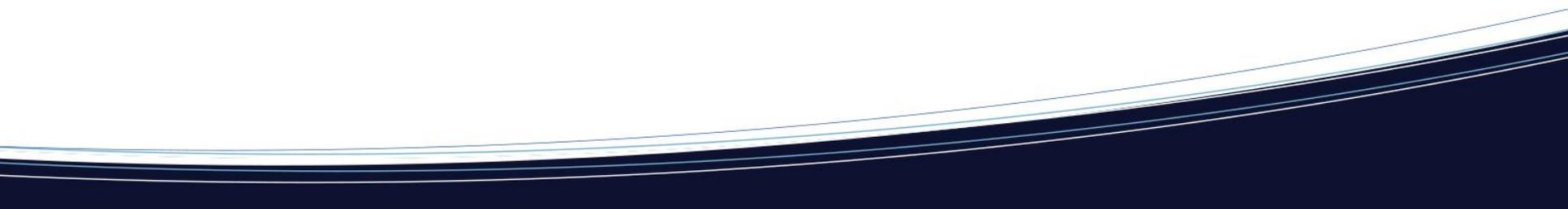


Course Reimbursements

The following slides will provide step-by-step instructions for submitting course reimbursements and waiver requests, via AFVEC.

Overview

- Reimbursement Policy
 - Submitting Reimbursements

 - Waiver Policy
 - Submitting a Waiver Request
- 

Reimbursement Policy

- IAW AFI36-2649 1 OCTOBER 2014

6.1.4. MilTA and AFRC TA will be reimbursed for unsatisfactory or missing grades. Unsatisfactory grades are a “D” and below for undergraduate courses and a “C” or below for graduate courses. Missing grades are grades not received and updated in official student education records by the 60th day after the end of the term on the approved MilTA request (AF Form 1227, Authority for Tuition Assistance).

Reimbursements: Initial Notification

- You should receive an email notification, when a course grade is updated to a “W”, “F”, “I”, “C” or “D” . Note: “D” and below for undergraduate courses and a “C” or below for graduate courses.
- There are two methods for notification: Email & a message on AFVEC.
- **Note:** The email address is from your education record: any changes can be made via AFVEC.

*** ATTENTION: DO NOT REPLY TO THIS EMAIL. CONTACT INFORMATION IS PROVIDED BELOW. ***

Hello,

You have a course or courses in your student record that require a reimbursement action. Please log into (<https://www.my.af.mil/afvecprod>), view your reimbursements, and initiate the reimbursement process.

Course Information:

Course Code - Title: GERM100 - German I

Term Dates: 5/1/2013 - 7/19/2013

Suspense Date: 8/23/2013

If you have any questions, please email mlta.reimb@us.af.mil.

Example: Email

Your education record has the following issue(s) that need to be addressed:

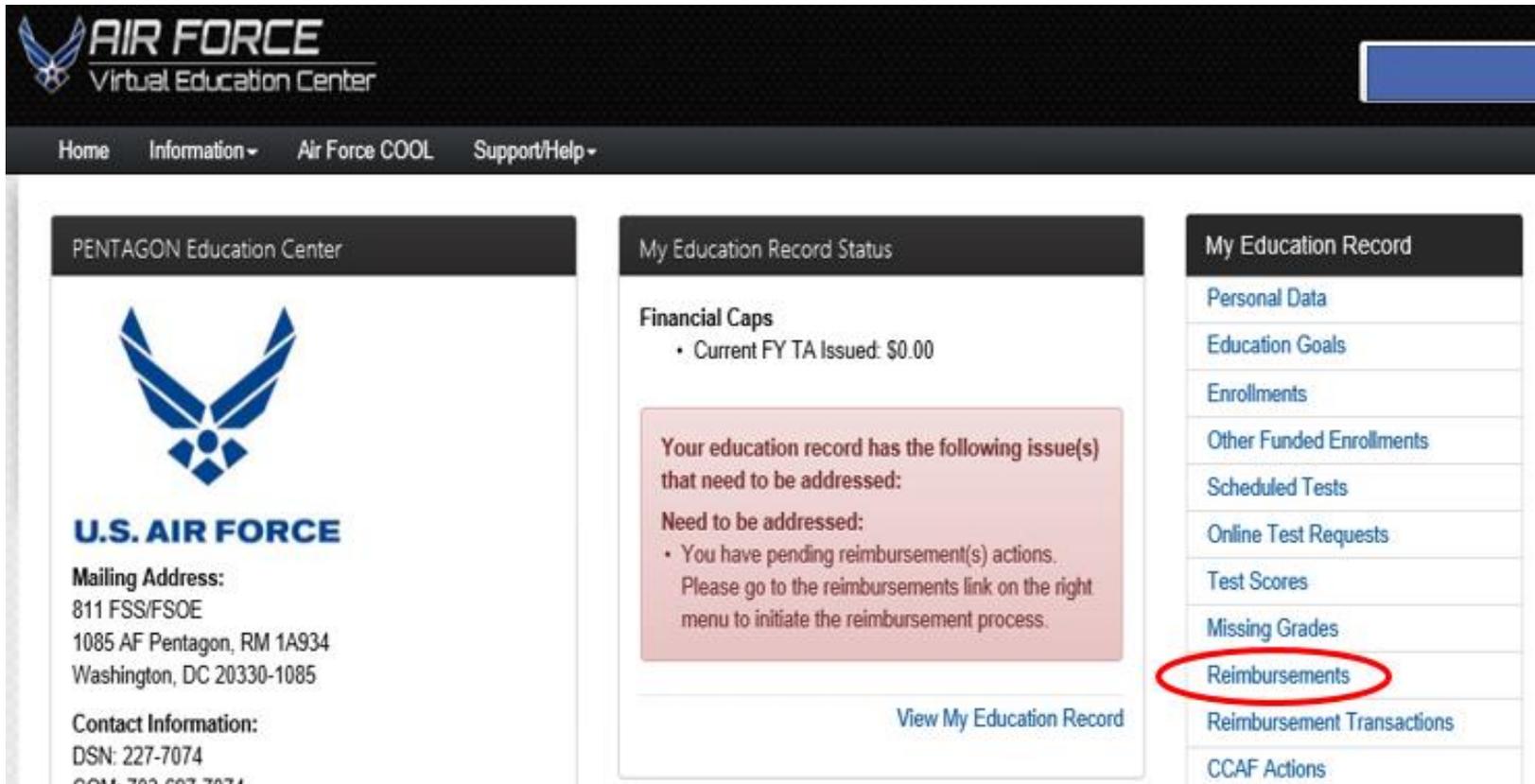
Need to be addressed:

- You have pending reimbursement(s) actions. Please go to the reimbursements link on the right menu to initiate the reimbursement process.

Example: AFVEC Message

Step 1: Reimbursements

From your AFVEC home page click “Reimbursements”, from the right-side menu.



The screenshot displays the AFVEC website interface. At the top left is the logo for the AIR FORCE Virtual Education Center. Below it is a navigation bar with links for Home, Information, Air Force COOL, and Support/Help. The main content area is divided into three columns. The left column, titled 'PENTAGON Education Center', features the U.S. AIR FORCE logo and contact information for the Pentagon Education Center. The middle column, titled 'My Education Record Status', shows 'Financial Caps' with a current FY TA Issued amount of \$0.00. A red box highlights a message: 'Your education record has the following issue(s) that need to be addressed: Need to be addressed: • You have pending reimbursement(s) actions. Please go to the reimbursements link on the right menu to initiate the reimbursement process.' Below this message is a 'View My Education Record' link. The right column, titled 'My Education Record', contains a vertical list of menu items: Personal Data, Education Goals, Enrollments, Other Funded Enrollments, Scheduled Tests, Online Test Requests, Test Scores, Missing Grades, Reimbursements (circled in red), Reimbursement Transactions, and CCAF Actions.

AIR FORCE
Virtual Education Center

Home Information Air Force COOL Support/Help

PENTAGON Education Center


U.S. AIR FORCE

Mailing Address:
811 FSS/FSOE
1085 AF Pentagon, RM 1A934
Washington, DC 20330-1085

Contact Information:
DSN: 227-7074
COM: 703 607 7074

My Education Record Status

Financial Caps

- Current FY TA Issued: \$0.00

Your education record has the following issue(s) that need to be addressed:

Need to be addressed:

- You have pending reimbursement(s) actions. Please go to the reimbursements link on the right menu to initiate the reimbursement process.

[View My Education Record](#)

My Education Record

- [Personal Data](#)
- [Education Goals](#)
- [Enrollments](#)
- [Other Funded Enrollments](#)
- [Scheduled Tests](#)
- [Online Test Requests](#)
- [Test Scores](#)
- [Missing Grades](#)
- [Reimbursements](#)
- [Reimbursement Transactions](#)
- [CCAF Actions](#)

Step 2: Reimbursements

- This screen lists any/all reimbursements, associated to you.
- Please read items 1-7, before beginning the process.
- To begin, click “Process Reimbursement”

Reimbursements

1. This is your official notification that a reimbursement action is pending for an unsatisfactory grade received for a course or courses. As per AFI 36-2649, para 6.1.4 students are required to reimburse the Air Force for unsatisfactory grades received for a course for which Military Tuition Assistance was used.
2. You have no more than 30 days (your suspense date) from the date of receipt of the unsatisfactory grade to either:
 - a. Begin a reimbursement action through deductions from your military pay.
 - OR
 - b. Request and receive a determination for a waiver from reimbursement.
3. If you do not choose and begin one of the above prior to your suspense date, an automatic deduction of the full amount will be initiated against your pay.
4. As per DoDI 1322.25, "F" or failing grades cannot be waived. A reimbursement action must be processed.
5. If you believe the unsatisfactory grade is in error, you have until the suspense date to provide an updated grade. Any reimbursements initiated after the suspense date will not be stopped or refunded even if a satisfactory grade is submitted after suspense date.
6. If you have questions, please contact the Central Office at milta.reimb@us.af.mil about Mil TA, or the Reserve Office at arpc.dptte.educationservicesorgbox@us.af.mil about Reserve TA.
7. Reimbursements can ONLY be made via payroll deduction.

COURSE CODE - TITLE	TERM DATES	GRADE	GOV COST	YOUR COST	TOTAL COST	SUSPENSE DATE	STATUS
MATH - Shapes and Numbers Make No Sense	10/03/2013 - 12/27/2013	B	\$315.00	\$0.00	\$315.00	N/A	Submitted
HIST150 - HIST 150 ART WITH A FUNCTION	12/04/2015 - 01/13/2016	D	\$30.00	\$0.00	\$30.00	08/25/2016	Submitted
ARTT205 - Art Appreciation	12/26/2015 - 01/09/2016	F	\$750.00	\$0.00	\$750.00	08/25/2016	Process Reimbursement

Step 3: Reimbursements

These conditions relate to waiver requests, click option to continue

Initiate Reimbursement:

1. Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and school to request extensions or appeals for government refund.
2. You may request waiver consideration for the following reasons:
 - a. Short notice PCS/TDY after course start date when attending a local/off-base institution (not distance learning). Note: Does not include permissive TDY. The length of TDY is a determining factor.
 - b. Emergency leave (documentation required)
 - c. Emergency health issues (documentation required)
 - d. Hospitalization of a length to preclude course completion and the school would not grant an extension (documentation required)
 - e. Short notice change in work schedule that interfered with course attendance and completion. Note: Distance learning is generally not applicable. (Documentation required)
3. You must have all supporting documentation uploaded and submitted for review prior to your suspense date. At a minimum, the following must be uploaded:
 - a. Memo for Record (MFR) to AFPC/DP2SST explaining in detail the timelines and circumstances that led to your difficulties completing the course. The MFR is signed by student and endorsed by First Sergeant or Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
 - i. Include the course start and stop dates, and your course scheduled meeting times and dates.
 - ii. Explain all efforts made to work with your instructor to request an extension or incomplete grade.
 - b. Drop or Withdrawal Paperwork: If you dropped the course or the school withdrew you from the course, please provide a copy of the withdrawal paperwork or the Change of Enrollment slip with your waiver package. In addition, include any other documentation of applying for a school refund or appeal.
 - c. Additionally, you must include supporting information and documents according to the needs of your rationale.
 - i. PCS - Include in your waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, and departure date.
 - ii. TDY - Include in your waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the TDY orders showing your name, issue date, departure date, and TDY duration.
 - iii. Emergency Leave - Include in your waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the Emergency Leave orders showing your name, issue date, effective date, and leave duration.
 - iv. Hospitalization/Unanticipated Health Situation - Include in your waiver request the date the injury/illness occurred, the date of admission and the date of discharge if hospitalized. Attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date if hospitalized. If you were placed on quarters or convalescent leave, include those dates in your waiver request and attach a copy of the document(s) showing name, start date, and stop date.
 - v. Change of Military Duties - Include in your waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following the change, and the reason for the change. Please note that change in military duties will not be considered if the course is distance learning.
4. All decisions will be made based solely on documents provided. Please ensure your package is complete.
5. All decisions are final. You must ensure that all documentation is provided at the same time since reconsiderations will not be granted.
6. Should a waiver be denied, a CMS case will be submitted to your local finance office within three business days of notification of disapproval. You will receive an email notification and can review status of repayment.
7. If a waiver is approved, an email notification is sent and no further action is required on your part.
8. As per DoDI 1322.25, "D", "F" for undergraduate or "C", "D" and "F" grade for graduate courses require reimbursement and are not eligible for waiver consideration.

I understand these conditions.

Cancel

Step 4: Reimbursements

- First, you will select the “Method of Reimbursement”.
- If you select payroll deduction, you will need to choose the repayment term
- Once the information is correct, click Next to proceed.

Initiate Reimbursement:

This is the course you are going to reimburse and, if applicable, all its associated fees. Please select the method of reimbursement. You cannot apply for a waiver due to the grade in your course (F).

Course to Reimburse

COURSE CODE - TITLE	SUSPENSE DATE	GOV COST
ARTT205 - Art Appreciation	08/25/2016	\$750.00
		\$750.00

Method of Reimbursement: *

- Request Lump Sum Payment (not to exceed 2/3 of disposable income)
- Request Payroll Deduction

Number of Months: *

Step 5: Reimbursements

- Your name will be showing in the sign as block.
- Click “Submit”

Initiate Reimbursement:

Please sign to confirm you would like to begin the reimbursement process

Course to Reimburse

COURSE CODE - TITLE	SUSPENSE DATE	GOV COST
ARTT205 - Art Appreciation	08/25/2016	\$750.00
		\$750.00

Confirmation to begin Reimbursement.

Sign as: * AABY, CHRISTINE

Back

Submit

Cancel

Initiate Reimbursement:

Course to Reimburse

Your reimbursement request has been submitted.

Finish

Click **Finish** to proceed

Step 6: Reimbursements

- This is a snapshot of the submitted reimbursement.
- The “Status” has changed from “Process Reimbursement” to “Submitted”.
- An email notification should be manually sent once processed.

COURSE CODE - TITLE	TERM DATES	GRADE	GOV COST	YOUR COST	TOTAL COST	SUSPENSE DATE	STATUS
MATH - Shapes and Numbers Make No Sense	10/03/2013 - 12/27/2013	B	\$315.00	\$0.00	\$315.00	N/A	Submitted
HIST150 - HIST 150 ART WITH A FUNCTION	12/04/2015 - 01/13/2016	D	\$30.00	\$0.00	\$30.00	08/25/2016	Submitted
ARTT205 - Art Appreciation	12/26/2015 - 01/09/2016	F	\$750.00	\$0.00	\$750.00	08/25/2016	Submitted

Waiver Policy

IAW AFI36-2649 1 October 2014

- 6.9.1 All waiver/reimbursement actions are approved and processed by the CO. Waivers may be approved only if the circumstances clearly show the events were beyond the control of the student and that the airmen made every effort to work with the institution and education center to resolve prior to requesting a waiver. Circumstances that may be considered for a waiver are: short notice TDYs where the Airmen had no prior knowledge; short notice PCS where the Airmen had no prior knowledge; unexpected hospitalization; or emergency leave.

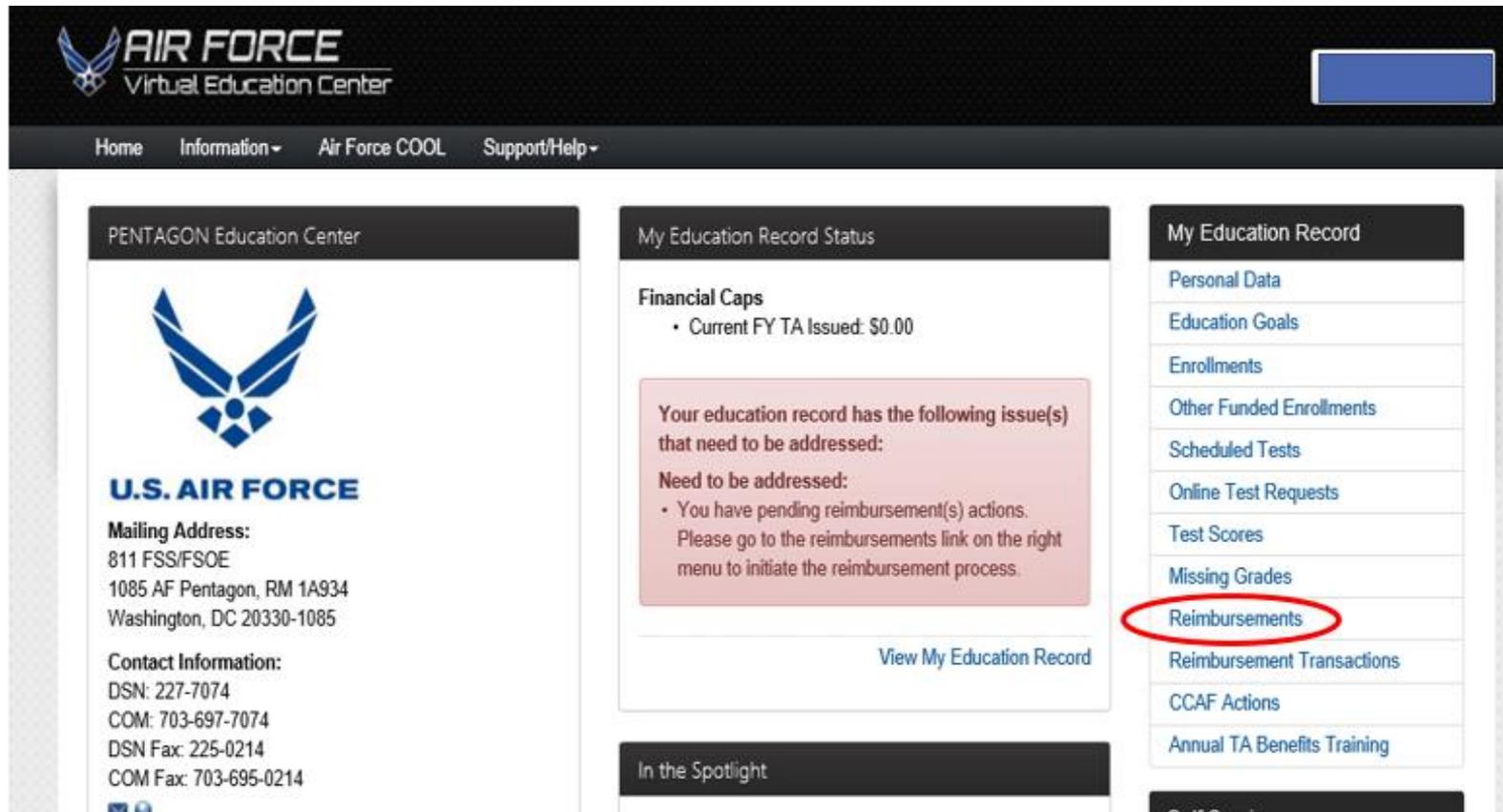
- 6.9.2 All waiver requests must be accompanied by a letter signed by the Squadron Commander/Director/First Sergeant.

- 6.9.3 All supporting documentation must be submitted with the waiver request via AFVEC. (T-1)

- 6.9.4. All waiver/reimbursement decisions will be based on the documentation provided. All decisions are final. Airmen may appeal the CO decision to AF/A1DL.

Step 1: Waiver Request

From your AFVEC home page click “Reimbursements”, from the right-side menu.



The screenshot displays the AFVEC (Air Force Virtual Education Center) website interface. At the top, the logo for the Air Force Virtual Education Center is visible, along with navigation links for Home, Information, Air Force COOL, and Support/Help. The main content area is divided into three columns. The left column features the PENTAGON Education Center logo and contact information for the U.S. Air Force, including mailing and contact details. The middle column, titled 'My Education Record Status', shows 'Financial Caps' with a current FY TA Issued amount of \$0.00. A red box highlights a message stating that the education record has issues that need to be addressed, specifically pending reimbursement actions, and directs users to the reimbursements link in the right-side menu. Below this message is a 'View My Education Record' link. The right column, titled 'My Education Record', contains a vertical list of menu items: Personal Data, Education Goals, Enrollments, Other Funded Enrollments, Scheduled Tests, Online Test Requests, Test Scores, Missing Grades, Reimbursements (circled in red), Reimbursement Transactions, CCAF Actions, and Annual TA Benefits Training. At the bottom of the page, there is an 'In the Spotlight' section.

Step 2: Waiver Request

- This screen lists any/all reimbursements, associated to you.
- Please read items 1-7, before beginning the process.
- To begin, click “Process Reimbursement”

Reimbursements

1. This is your official notification that a reimbursement action is pending for an unsatisfactory grade received for a course or courses. As per AFI 36-2649, para 6.1.4 students are required to reimburse the Air Force for unsatisfactory grades received for a course for which Military Tuition Assistance was used.
2. You have no more than 30 days (your suspense date) from the date of receipt of the unsatisfactory grade to either:
 - a. Begin a reimbursement action through deductions from your military pay.OR
 - b. Request and receive a determination for a waiver from reimbursement.
3. If you do not choose and begin one of the above prior to your suspense date, an automatic deduction of the full amount will be initiated against your pay.
4. As per DoDI 1322.25, “F” or failing grades cannot be waived. A reimbursement action must be processed.
5. If you believe the unsatisfactory grade is in error, you have until the suspense date to provide an updated grade. Any reimbursements initiated after the suspense date will not be stopped or refunded even if a satisfactory grade is submitted after suspense date.
6. If you have questions, please contact the Central Office at milta.reimb@us.af.mil about Mil TA, or the Reserve Office at arpc.dptte.educationservicesorgbox@us.af.mil about Reserve TA.
7. Reimbursements can ONLY be made via payroll deduction.

COURSE CODE - TITLE	TERM DATES	GRADE	GOV COST	YOUR COST	TOTAL COST	SUSPENSE DATE	STATUS
MATH - Shapes and Numbers Make No Sense	10/03/2013 - 12/27/2013	B	\$315.00	\$0.00	\$315.00	N/A	Submitted
GVPT100 - Introduction to Political Science	12/04/2015 - 01/13/2016	W	\$750.00	\$0.00	\$750.00	08/25/2016	Process Reimbursement
HIST150 - HIST 150 ART	12/04/2015 -						

Step 3: Waiver Request

Make sure to read all conditions, before acknowledging.

Initiate Reimbursement:

1. Waivers are only considered if the circumstances clearly show events were beyond the control of the student and the student made every effort to work with the instructor and school to request extensions or appeals for government refund.
2. You may request waiver consideration for the following reasons:
 - a. Short notice PCS/TDY after course start date when attending a local/off-base institution (not distance learning). Note: Does not include permissive TDY. The length of TDY is a determining factor.
 - b. Emergency leave (documentation required)
 - c. Emergency health issues (documentation required)
 - d. Hospitalization of a length to preclude course completion and the school would not grant an extension (documentation required)
 - e. Short notice change in work schedule that interfered with course attendance and completion. Note: Distance learning is generally not applicable. (Documentation required)
3. You must have all supporting documentation uploaded and submitted for review prior to your suspense date. At a minimum, the following must be uploaded:
 - a. Memo for Record (MFR) to AFPC/DP2SST explaining in detail the timelines and circumstances that led to your difficulties completing the course. The MFR is signed by student and endorsed by First Sergeant or Commander to indicate personal knowledge of the circumstances and attest to the veracity of your statements.
 - i. Include the course start and stop dates, and your course scheduled meeting times and dates.
 - ii. Explain all efforts made to work with your instructor to request an extension or incomplete grade.
 - b. Drop or Withdrawal Paperwork: If you dropped the course or the school withdrew you from the course, please provide a copy of the withdrawal paperwork or the Change of Enrollment slip with your waiver package. In addition, include any other documentation of applying for a school refund or appeal.
 - c. Additionally, you must include supporting information and documents according to the needs of your rationale.
 - i. PCS - Include in your waiver request the date you were notified of the PCS movement and your actual date of departure. Attach a legible copy of the PCS orders showing your name, issue date, and departure date.
 - ii. TDY - Include in your waiver request the date you were notified of the TDY, your actual departure date, and your return date. Attach a legible copy of the TDY orders showing your name, issue date, departure date, and TDY duration.
 - iii. Emergency Leave - Include in your waiver request the date the emergency arose, your actual departure date, and return date. Attach a legible copy of the Emergency Leave orders showing your name, issue date, effective date, and leave duration.
 - iv. Hospitalization/Unanticipated Health Situation - Include in your waiver request the date the injury/illness occurred, the date of admission and the date of discharge if hospitalized. Attach a legible copy of admission/discharge orders showing your name, admit date, and discharge date if hospitalized. If you were placed on quarters or convalescent leave, include those dates in your waiver request and attach a copy of the document(s) showing name, start date, and stop date.
 - v. Change of Military Duties - Include in your waiver request your duty hours at the start of the course, the scheduled class meeting times and dates, your duty hours following the change, and the reason for the change. Please note that change in military duties will not be considered if the course is distance learning.
4. All decisions will be made based solely on documents provided. Please ensure your package is complete.
5. All decisions are final. You must ensure that all documentation is provided at the same time since reconsiderations will not be granted.
6. Should a waiver be denied, a CMS case will be submitted to your local finance office within three business days of notification of disapproval. You will receive an email notification and can review status of repayment.
7. If a waiver is approved, an email notification is sent and no further action is required on your part.
8. As per DoDI 1322.25, "D", "F" for undergraduate or "C", "D" and "F" grade for graduate courses require reimbursement and are not eligible for waiver consideration.

I understand these conditions

Cancel

Step 4: Waiver Request

- Select “Request Waiver”
- Click “Next” to Proceed.

Initiate Reimbursement:

This is the course you are going to reimburse and, if applicable, all its associated fees. Please select the method of reimbursement.

Course to Reimburse

COURSE CODE - TITLE	SUSPENSE DATE	GOV COST
GVPT100 - Introduction to Political Science	08/25/2016	\$750.00
		\$750.00

Method of Reimbursement: *

- Request Waiver
- Request Lump Sum Payment (not to exceed 2/3 of disposable income)
- Request Payroll Deduction

Back

Next

Cancel

Step 5: Waiver Request

- Select Waiver Reason
- Attach required supporting documentation
- Note: The attachment must be under 4mb.
- Click “Submit Wavier Request”

Initiate Reimbursement:

Course to Reimburse

COURSE CODE - TITLE	SUSPENSE DATE	GOV COST
GVPT100 - Introduction to Political Science	08/25/2016	\$750.00
		\$750.00

Waiver Reason

Waiver Reason: *

Supporting Documentation

Signed MFR, endorsed by First Sergeant or Commander (Required)

Supporting documentations (orders, medical, etc.) (Required)

Withdrawal documentation from school (Required)

School refund/appeal action documentation

Miscellaneous

These areas are optional

Sign as: * AABY, CHRISTINE

Step 6: Waiver Request

- This is a snapshot of the submitted reimbursement
- The “Status” has changed from “Process Reimbursement” to “Submitted”
- You will be notified, via email, on the decision of your waiver request

COURSE CODE - TITLE	TERM DATES	GRADE	GOV COST	YOUR COST	TOTAL COST	SUSPENSE DATE	STATUS
MATH - Shapes and Numbers Make No Sense	10/03/2013 - 12/27/2013	B	\$315.00	\$0.00	\$315.00	N/A	Submitted
GVPT100 - Introduction to Political Science	12/04/2015 - 01/13/2016	W	\$750.00	\$0.00	\$750.00	08/25/2016	Submitted
HIST150 - HIST 150 ART WITH A FUNCTION	12/04/2015 - 01/13/2016	D	\$30.00	\$0.00	\$30.00	08/25/2016	Submitted
ARTT205 - Art Appreciation	12/26/2015 - 01/09/2016	F	\$750.00	\$0.00	\$750.00	08/25/2016	Submitted

**If you have any questions,
please contact your Base
Education Center.**