



# 375th Comptroller Squadron



## Introduction to Comptroller Services Portal (CSP)

**U.S. AIR FORCE**

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# Overview



- **What is CSP?**
- **Creating a Profile**
- **Submitting an Inquiry**
- **Exploring Knowledge Articles**
- **Known Challenges and Current Workarounds**

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# What is CSP?



- CSP is an automated incident management application that allows customers to request and receive online assistance from their servicing comptroller squadron (CPTS).
- Integrated workflows that assist with:
  - Military Pay (MilPay)
  - Civilian Pay (CivPay)
  - Travel Pay

## Benefits

- 24/7 Access
- PII Protected
- Transparent & Traceable Inquiries
- No More Lost Docs
- Links to FAQs/Knowledge Articles

## Required

- Internet Connection
- CAC-enabled device
- Creation of a CSP Profile
- “us.af.mil” email address

## Not Required

- Specific Connection to AFNet

## Supported Browsers



Google Chrome



Microsoft Edge



Internet Explorer



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# Creating a Profile



## Step 1 - Navigate to this link:

<https://usaf.dps.mil/teams/SAFFMCSP/portal/SitePages/Home.aspx>

## Step 2 – Click on “PROFILE”

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U.S. AIR FORCE COMPTROLLER SERVICES PORTAL CREATE INQUIRY

PROFILE MY DOCUMENTS

HOME INQUIRIES HELP DESK

MY INQUIRIES 0 Fiscal Year 2020 MAJCOM None CPTS None Category ALL

0 TOTAL INQUIRIES 0 SAVED

Quick Links

- > A guide to update your profile
- > A video on how to update your profile
- > ATAAPS
- > Air Force Benefits Website
- > Basic Allowance for Housing (BAH) Rates

Knowledge Articles Q & A

How to update your Comptroller Services Portal Profile  
Click the link How to Update your Profile to watch a video or use the step by step guide for directions on updating your profile.  
CSP\_Profile Update.pdf  
Posted Date: 08/04/2020 07:20 PM | Category: Accounting, Budget, Civilian Pay, Military Pay, Travel Pay

Policy Memos & Guidelines

There are no results to display

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# Creating a Profile



## Step 3 – Fill in Personal Details

Will typically auto-populate, but must use “us.af.mil” email address

Tip: Hover mouse cursor over “info” symbol for a popup explanation of what is required.

SharePoint

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Site Feedback

U.S. AIR FORCE  
COMPTROLLER SERVICES PORTAL

CREATE INQUIRY

PROFILE MY DOCUMENTS

HOME INQUIRIES HELP DESK

**Profile**

**INSTRUCTIONS**

- All fields marked "\*" must be completed.
- Use 'Update' button to Update your Profile.

**Personal Details**

DoD ID Number \* ⓘ

Rank \* ⓘ

Duty Email \* ⓘ

Duty Phone \* ⓘ

**Organization Details**

PAS Code \* ⓘ [Organization PASCODE Search](#) Organization \* ⓘ Installation/Assigned Location \* ⓘ

**UPDATE**

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# Creating a Profile



**Step 4 – Scroll down and input PAS Code. Other fields should automatically populate.**

**Step 5 – Click “UPDATE,” and you will have successfully created a profile!**

Organization Details

PAS Code * ⓘ RJOJF3MG	PAS Code can be found in Block 9 of PCS Orders, on the SURF, or contact your CSS/UDM <a href="#">ODE Search</a>	Organization * ⓘ AIR EDUC AND TRNG CM FMFM	Installation/Assigned Location ⓘ JBSA RANDOLPH AFB TX
Servicing CPTS * ⓘ 502 CPTS			

**UPDATE**



# Submitting an Inquiry



- *Inquiries* are a traceable and trackable means of communicating with your local CPTS; uploading pertinent documents; and receiving service for MilPay, CivPay, and Travel Pay issues.

## Step 1 – Click on “CREATE INQUIRY”

The screenshot displays the U.S. Air Force Comptroller Services Portal interface. At the top, there is a SharePoint header with a gear icon and a user profile icon labeled 'C'. Below this is a green bar with the text 'UNCLASSIFIED/FOUO USE ONLY'. The main header features the U.S. Air Force logo and the text 'U.S. AIR FORCE COMPTROLLER SERVICES PORTAL'. A yellow button labeled 'CREATE INQUIRY' is circled in red, with a red arrow pointing to it from the text 'Step 1 – Click on “CREATE INQUIRY”'. To the right of the button are links for 'PROFILE' and 'MY DOCUMENTS'. Below the header is a navigation bar with 'HOME' and 'INQUIRIES' tabs, and a 'HELP DESK' dropdown. The main content area shows 'MY INQUIRIES' with a count of 0, and filters for 'Fiscal Year' (2020), 'MAJCOM' (AETC), 'CPTS' (502 CPTS), and 'Category' (ALL). There are also statistics for 'TOTAL INQUIRIES' (0) and 'SAVED' (0). A 'Quick Links' section includes links to 'A guide to update your profile' and 'A video on how to update your profile'. A 'Knowledge Articles' section features 'Temporary Lodging Expense (TLE)-CONUS' with a brief description. A 'Policy Memos & Guidelines' section includes 'Accounting'.

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# Submitting an Inquiry



**Step 2 – Enter a Title for your Inquiry (e.g. “Help with FSA”)**

**Step 3 – Select “Military Pay,” “Civilian Pay,” or “Travel Pay” from the “Category” menu**

**Step 4 – Select the most appropriate topic in the “Sub Category” menu**

**Step 5 – Enter a description of your issue**

**Step 6 – Upload pertinent/supporting documents**

**NOTE:** CPTS can only see files uploaded in this section - **DO NOT** use upper right “MY DOCUMENTS” tab to submit items related to inquiries

The screenshot shows the 'Create Inquiry' web form. The 'Title' field is circled in red. The 'Description' field is circled in blue. The 'Category' dropdown menu is circled in yellow and is open, showing a list of options including 'Military Pay'. The 'Sub Category' dropdown menu is circled in green and is also open, showing a list of options. The 'Attach File(s)' section is circled in blue and includes a 'Drag/Choose files' button.





# Submitting an Inquiry



**Step 7 – Scroll to the bottom and click “SUBMIT” if you’re ready or “SAVE AS DRAFT” if you need to gather additional data**





# Submitting an Inquiry



**Step 8 – Once you submit, you will be redirected to the following Dashboard page that indicates the status of your inquiry.**

**NOTE:** Though you can submit an inquiry 24/7, response time is dependent on existing CPTS technician workload. Your inquiry may take up to *3 business days* to process. **Check back at the Dashboard often!**

The screenshot displays the U.S. Air Force Comptroller Services Portal. At the top left is the Air Force logo and the text "U.S. AIR FORCE COMPTROLLER SERVICES PORTAL". A yellow "CREATE INQUIRY" button is visible. On the right, there are links for "PROFILE" and "MY DOCUMENTS". Below the header is a navigation bar with "HOME" and "INQUIRIES" tabs, a search bar for "Search Inquiries", and a "HELP DESK" dropdown. The main content area shows "MY INQUIRIES" with a count of 2. It includes filters for "Fiscal Year" (2020), "MAJCOM" (AETC), "CPTS" (502 CPT), and "Category" (ALL). A summary card shows "2 TOTAL INQUIRIES" and "0 SAVED". Below this is a table of inquiries with columns: Inquiry ID, Installation, Serv CPTS, Category, Sub Category, Submitted Date, Status, Status Modified, and # of Days. The first row is circled in red and contains the following data: Inquiry ID 1257000806-0022148, Installation JBSA RANDOLPH AFB TX, Serv CPTS 502 CPTS, Category Civilian Pay, Sub Category Sick Leave, Submitted Date 08/14/2020, Status Submitted, Status Modified 08/14/2020, and # of Days 0. To the right of the table is a "Dashboard" sidebar with filters for "Installation/Assigned Location", "Organization", "Submitted Date", and "Sub Category", each with a dropdown menu set to "ALL". An "EXPORT TO EXCEL" button is located at the bottom right of the table area.

Inquiry ID	Installation	Serv CPTS	Category	Sub Category	Submitted Date	Status	Status Modified	# of Days
1257000806-0022148	JBSA RANDOLPH AFB TX	502 CPTS	Civilian Pay	Sick Leave	08/14/2020	Submitted	08/14/2020	0

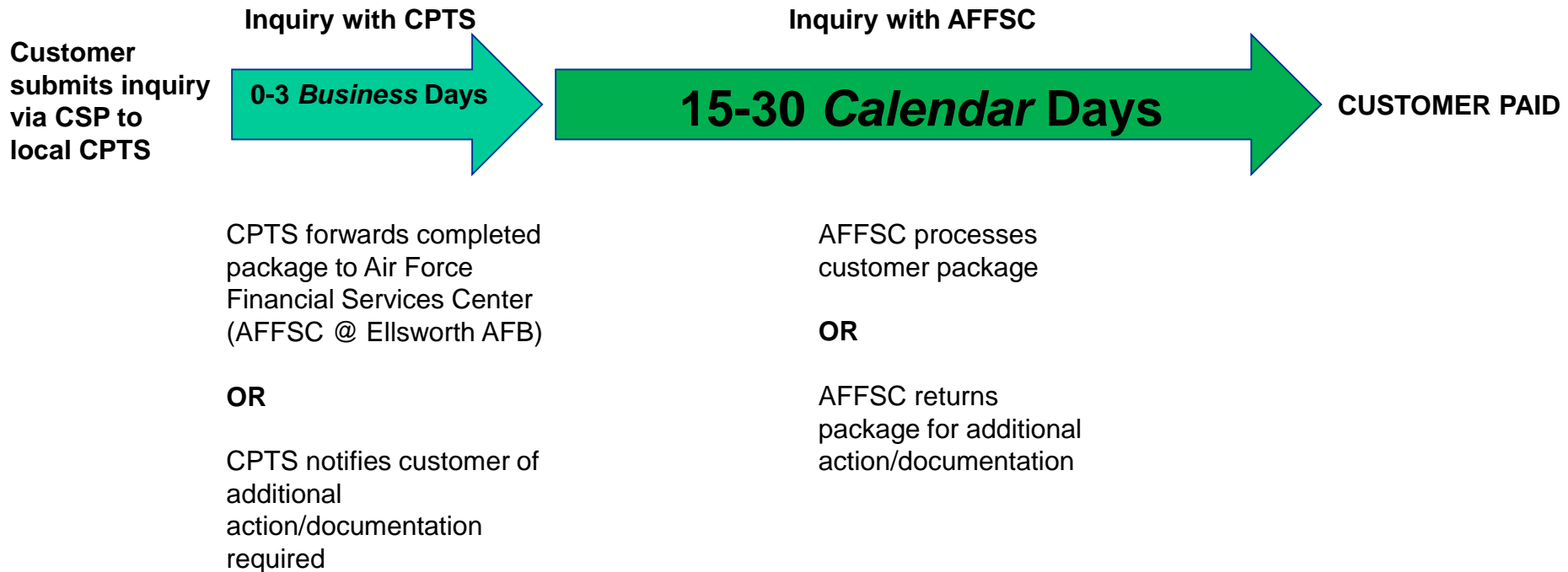
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# Submitting an Inquiry



## Typical Inquiry Submission to Customer Payment Timeline



**NOTE:** *Customer is responsible for checking CSP for required updates/action until payment is received -- Failure to do so may result in delayed processing and/or payment*

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# Exploring Knowledge Articles



**NOTE:** Knowledge Articles are CPTS-generated content that answers FAQs. Chances are, if you have a question, you're not the only one asking it, and it will be addressed in a Knowledge Article.

**Step 1 – From the *home screen*, click on the “Knowledge Articles” tab**

**Step 2 – Click on the “More” link**

The screenshot shows the U.S. Air Force Comptroller Services Portal. At the top, there is a green bar with the text "UNCLASSIFIED/FOUO USE ONLY". Below this is a navigation bar with the U.S. Air Force logo, the text "U.S. AIR FORCE COMPTROLLER SERVICES PORTAL", a yellow "CREATE INQUIRY" button, and user options for "PROFILE" and "MY DOCUMENTS". A secondary navigation bar contains "HOME", "INQUIRIES", and "HELP DESK". The main content area is divided into three sections: "Quick Links" on the left, "Knowledge Articles" in the center, and "Policy Memos & Guidelines" on the right. The "Knowledge Articles" section is circled in red, and a red arrow points from the text "Step 1" to it. Below the "Knowledge Articles" section, there are two article listings. The first is "Temporary Lodging Expense (TLE)-CONUS" with a "More" link circled in red and a red arrow pointing from the text "Step 2" to it. The second article is "Retirement & Separation packet" with a "More" link circled in red and a red arrow pointing from the text "Step 2" to it.

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# Exploring Knowledge Articles



**Step 3 – Manually search for articles under respective “Categories,” OR type key words into the “Search” bar. Click on any articles to the left that might answer your question**

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U.S. AIR FORCE COMPTROLLER SERVICES PORTAL CREATE INQUIRY PROFILE MY DOCUMENTS

HOME INQUIRIES HELP DESK

KNOWLEDGE ARTICLES CPTS 502 CPTS Search BACK

**Temporary Lodging Expense (TLE)-CONUS**  
Temporary Lodging Expense is an allowance that partially reimburses a Service member for lodging and meal expenses while staying in temporary lodging, in the CONUS, during a PCS. Temporary Lodging Expense may not cover all lodging and meal expenses incurred.

Defense Travel Management Office's FAQ page: <https://www.defensetravel.dod.mil/site/faqtle.cfm>

Reference: See JTR, Section 0506 for specific information and regulatory guidance on Temporary Lodging Expense

Temporary Lodging Allowance (TLA) is an OCONUS entitlement when you are in-country.

**Categories**

- > ALL
- > ACCOUNTING
- > BUDGET
- > CIVILIAN PAY

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# Exploring Knowledge Articles



**Step 4 – If your answer isn't in the Knowledge Articles, go back to the *home screen* and click on the "Q & A" tab**

**Step 5 – Click on "ASK A QUESTION," fill out the applicable fields, attach any necessary documents, and click "SUBMIT." Questions can take up to 3 *business days* to receive an answer from a technician.**

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Site Feedback

U.S. AIR FORCE  
COMPTROLLER SERVICES PORTAL

CREATE INQUIRY

PROFILE | MY DOCUMENTS

HOME | INQUIRIES | HELP DESK

Quick Links

- > A guide to update your profile
- > A video on how to update your profile
- > ATAAPS
- > Air Force Benefits Website
- > Basic Allowance for Housing (BAH) Rates
- > CSP - Privacy Impact Assessment
- > Citibank Government Travel Card (GTC)
- > DEAMS
- > Defense Finance and Accounting Service (DFAS)

Knowledge Articles | **Q & A**

All Q & A | My Q & A | **+ ASK A QUESTION**

Subject \*

Enter Subject

Category \*

Select

- Select
- Accounting
- Budget
- Civilian Pay
- Military Pay

Policy Memos & Guidelines

- Accounting
- Budget
- Civilian Pay
- Military Pay
- Travel Pay

There are no results to display

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# Known Challenges and Current Workarounds



The screenshot shows the U.S. Air Force Comptroller Services Portal interface. At the top left is the U.S. Air Force logo and the text "U.S. AIR FORCE COMPTROLLER SERVICES PORTAL". A yellow "CREATE INQUIRY" button is next to it. On the top right, there are links for "PROFILE" and "MY DOCUMENTS" (marked with a red 'X' and a '2'). Below this is a navigation bar with "HOME" and "INQUIRIES" tabs, and "HELP DESK" and "SETTINGS" links. The main content area shows an inquiry with a status of "MILITARY PAY" and "PRIORITY - NORMAL". On the left, the "Inquiry Status" section (marked with a '1') shows the customer as "Military Pay Supervisor" with a "WAITING" status. The "Inquiry Details" section shows "Section - A : Customer Details" and "Section - B : Inquiry Details" with fields for Title, Category, and Sub Category. On the right, the "Documents" section (marked with a '3') shows a document "DD2058\_SoLR.pdf" with a "Download All" link. A purple "RETURN TO CPTS" button (marked with a '4') is visible above the document list. A green arrow labeled "3 - Upload Here" points to the document list area.

1

- IF we need materials from you to process your inquiry we will send the inquiry back to you  
You can check on the Main CSP page for “My Inquiries” **or** inside the inquiry on the Status bar on the left
- Currently **CSP does NOT send an email** to Customers – this update is scheduled for Sept 2020
  - Read notes in “Discussion” area at bottom of inquiry to ensure you provide all items

2

Materials loaded to “My Documents” are not visible to CPTS members; only the individual user

3

Upload materials for CPTS to process to “Documents” within the inquiry. Use the “+” symbol

4

When all materials are uploaded, click purple “Return to CPTS” button

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# Known Challenges and Current Workarounds

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**Thank you for using Comptroller Services Portal (CSP)!**

**This service provides contactless, streamlined efficiency that will improve the speed with which your transactions are processed.**

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