

#### FINANCE MANAGEMENT & COMPTROLLER

# Introduction to the Comptroller Services Portal (CSP)

Building the Future of Military Space Unclassified





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



#### 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).

- It is an integrated workflow that assists with:
- Military Pay (MilPay)
- Civilian Pay (CivPay)
- Travel Pay

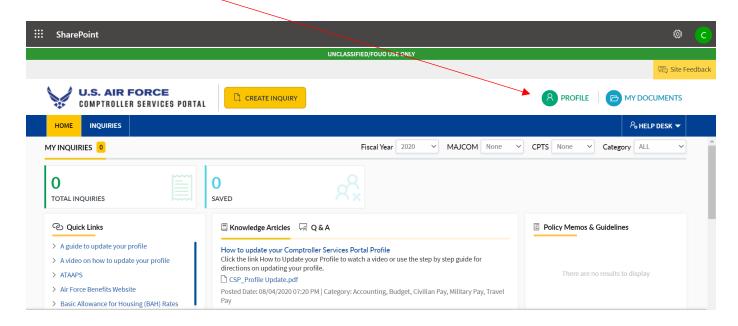
- Benefits include:
- 24/7 Access
- PII Protection
- Transparent & Traceable Inquiries
- No More Lost Documents
- Links to FAQs/Knowledge Articles

- Specific requirements to use CSP:
- Internet Connection
- CAC-enabled device
- Creation of a CSP Profile
- "@us.af.mil" or "@spaceforce.mil" email address
- Connection to AFNet is not required
- i.e., you can access CSP on any network, pending your device is CAC-enabled

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#### Creating a Profile

- SPACE SYSTEMS COMMAND
  - Step 1
    - Navigate to this link: <u>https://usaf.dps.mil/teams/SAFFMCSP/portal/SitePages/Home.aspx</u>
  - Step 2
    - Click on "PROFILE"





#### Creating a Profile

#### SPACE SYSTEMS COMMAND

- Step 3
  - Fill in "Personal Details"
  - This will typically auto-populate, but you must use your "@us.af.mil" or "@spaceforce.mil" email address
  - Tip: Hover mouse cursor over "info" symbol for a popup explanation of what is required.

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#### Creating a Profile

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Organization Details	
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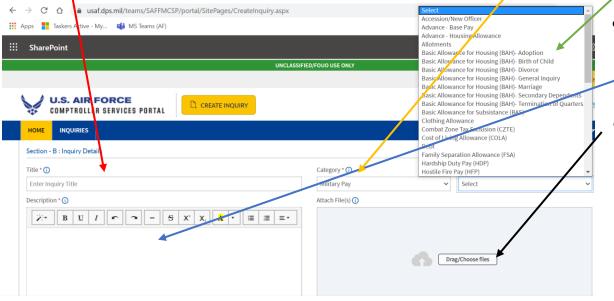


- "Inquiries" are a traceable/trackable means to communicate with your local CPTS, upload pertinent documents, and receive service for MilPay, CivPay, and Travel Pay issues.
- Step 1
  - Click on "CREATE INQUIRY"

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ල Quick Links	☐ Knowledge Articles	E Policy Memos & Guidelines
<ul> <li>&gt; A guide to update your profile</li> <li>&gt; A video on how to update your profile</li> </ul>	Temporary Lodging Expense (TLE)-CONUS Temporary Lodging Expense is an allowance that partially reimburses a Service member for Indefine and meal expanses while staving in temporary lodgi	Accounting



- Step 2
  - Enter a Title (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

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- Step 7
  - Scroll to the bottom and click "SUBMIT" if you're ready OR "SAVE AS DRAFT" if you need to gather additional data.



- SPACE SYSTEMS COMMAND
  - Step 8
    - Once you submit, you will be redirected to the "Dashboard" page indicating the status of your inquiry.
    - NOTE: Though you can submit an inquiry 24/7, response time is dependent on the existing workload of CPTS technicians. On average, inquiries take between 3 to 5 *business days* to process. However, this number can increase depending on current manning and PCS season.
    - In short, check the "Dashboard" often for any updates or to request a status!

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 If a customer submits a CSP inquiry w/their local CPTS, they can expect a response within: If the issue requires elevation to the Air Force Installation and Mission Support Center (AFIMSC), customers can expect a response within:

3-5 Business Days

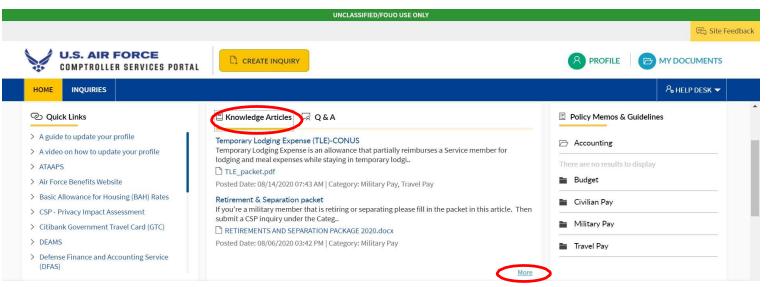
15 - 30 Calendar Days

Customer Issue Resolved

- Local CPTS will forward all relevant documentation/information to AFIMSC.
- AFIMSC will process customer documentation OR return the package to the local CPTS to provide additional action/documentation.

## **Exploring Knowledge Articles**

- Step 1
  - From the *home screen*, click on the "Knowledge Articles" tab
- Step 2
  - Click on the "More" link
- 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.



## **Exploring Knowledge Articles**

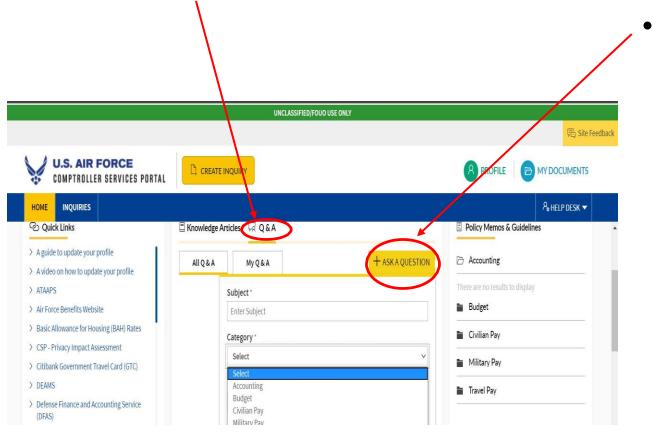
- Step 3
  - Manually search for articles under "Categories," OR type key words into the "Search" bar.
  - Click on any articles to the left that might answer your question.

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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.	Categories	
Defense Travel Management Office's FAQ page: https://www.defensetravel.dod.mil/site/faqtle.cfm	> ACCOUNTING	
Reference: See JTR, Section 0506 for specific information and regulatory guidance on Temporary Lodging Expense	> BUDGET	
Temporary Lodging Allowance (TLA) is an OCONUS entitlement when you are in-country.	> CIVILIAN PAY	

# **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 between 3 to 5 business days to receive an answer from a technician.
  - NOTE: Like submitting an inquiry, CSP will not send you an automated email when a technician has provided an answer/update to your question. Therefore, make sure you check the status of your question manually to be up to date on any movement.

#### Known Challenges and Current Workarounds

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O Customer	Section - A : Customer Details			$\leq$	DD2058_SoLR.pdf
08/09/2020 11:01 PM	Section - B : Inquiry Details Title State Claimed for Taxes	Category Military Pay	Sub Category State of Legal Residence	8	Submitted : 08/09/2020 11:00 PM Submitted by : FRANTA, DANE G Lt Col USAF AETC 502 CPTS/CC

- If we need further documentation from you to process your inquiry, we will send the inquiry back to you with a description of the required documents under the "Discussion" section (this is shown as Item 1).
  - To upload documents, DO NOT click on "MY DOCUMENTS" (Item 2). Instead, click the "+" symbol next to "Documents" (Item 3). When all requested materials have been uploaded, click "RETURN TO CPTS" to finalize your documents and return to the home page (Item 4).
  - Unfortunately, CSP will not notify you when your inquiry has been updated (only when it has been resolved). Therefore, as previously stated, check your inquiry status frequently in case we request further documentation.



Questions?

• For any questions related to CSP, please visit our office, or give us a call at:

# Bldg 272, Rm C1-120 M-F, 0830-1230 310-653-2274