

FINANCE MANAGEMENT & COMPTROLLER

Introduction to the Comptroller Services Portal (CSP)





Overview

- 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



Creating a Profile

- Step 1
 - Navigate to this link:
<https://usaf.dps.mil/teams/SAFFMCSP/portal/SitePages/Home.aspx>
- Step 2
 - Click on “PROFILE”

A screenshot of the U.S. Air Force Comptroller Services Portal. The page features a dark blue header with the SharePoint logo and a green bar indicating "UNCLASSIFIED//FOUO USE ONLY". Below this is the portal's logo and a "CREATE INQUIRY" button. A navigation bar includes "HOME", "INQUIRIES", and "HELP DESK". The main content area shows "MY INQUIRIES" with filters for Fiscal Year (2020), MAJCOM (None), CPTS (None), and Category (ALL). There are two cards for "TOTAL INQUIRIES" (0) and "SAVED" (0). Below these are sections for "Quick Links", "Knowledge Articles", and "Policy Memos & Guidelines". A red arrow points from the text "Click on 'PROFILE'" in the instructions to the "PROFILE" link in the navigation bar.



Creating a Profile

- 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.

A screenshot of the U.S. Air Force Comptroller Services Portal. The page is titled "Profile" and contains a form for creating a profile. The form is divided into sections: "INSTRUCTIONS", "Personal Details", and "Organization Details". The "Personal Details" section is currently active and contains four fields: "DoD ID Number" (with a red asterisk and an info icon), "Rank" (a dropdown menu), "Duty Email" (with a red asterisk and an info icon), and "Duty Phone" (with a red asterisk and an info icon). The "DoD ID Number" field contains the value "1265451388". The "Rank" dropdown is set to "Select". The "Duty Email" field contains the value "CHEN, CARL R Maj USAF AETC AETC/FMAT". The "Duty Phone" field contains the value "Example (123)555-6789". There is a blue "UPDATE" button in the top right corner of the form. A red arrow points from the "info" icon next to the "DoD ID Number" field to the "Personal Details" section header. The page also features a SharePoint header, a green bar with "UNCLASSIFIED/FOUO USE ONLY", and a navigation bar with "HOME", "INQUIRIES", and "HELP DESK" options.



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 * ⓘ PAS Code can be found in Block 9 of PCS Orders, on the SURF, or contact your CSS/UDM [ODE Search](#)

RJ0JF3MG

Organization * ⓘ

AIR EDUC AND TRNG CM FMFM

Installation/Assigned Location * ⓘ

JBSA RANDOLPH AFB TX

Servicing CPTS * ⓘ

502 CPTS

UPDATE

Two red arrows originate from the text in the steps above. One arrow points from the text "Scroll down and input PAS Code" to the PAS Code input field. The other arrow points from the text "Click 'UPDATE,'" to the blue UPDATE button at the bottom right of the form.



Submitting an Inquiry

- “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”

A screenshot of the U.S. Air Force Comptroller Services Portal. The page features a dark blue header with the SharePoint logo and a green bar indicating "UNCLASSIFIED/FOUO USE ONLY". Below this is the U.S. Air Force logo and the text "U.S. AIR FORCE COMPTROLLER SERVICES PORTAL". A prominent yellow button labeled "CREATE INQUIRY" is highlighted with a red arrow. To the right of the button are links for "PROFILE" and "MY DOCUMENTS". The main content area includes a navigation bar with "HOME" and "INQUIRIES" tabs, and a "HELP DESK" dropdown. Below the navigation bar are filters for "Fiscal Year" (2020), "MAJCOM" (AETC), "CPTS" (502 CPTS), and "Category" (ALL). The main content area displays two cards: "TOTAL INQUIRIES" with a count of 0 and "SAVED" with a count of 0. Below these cards are three sections: "Quick Links" with links to update profiles, "Knowledge Articles" with a link to "Temporary Lodging Expense (TLE)-CONUS", and "Policy Memos & Guidelines" with a link to "Accounting".

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Submitting an Inquiry

- 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

usaf.dps.mil/teams/SAFFMCSP/portal/SitePages/CreateInquiry.aspx

SharePoint

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U.S. AIR FORCE
COMPTROLLER SERVICES PORTAL

CREATE INQUIRY

HOME INQUIRIES

Section - B : Inquiry Detail

Title *

Enter Inquiry Title

Description *

Category *

Military Pay

Attach File(s)

Drag/Choose files

Select

- Accession/New Officer
- Advance - Base Pay
- Advance - Housing Allowance
- Allotments
- Basic Allowance for Housing (BAH) - Adoption
- Basic Allowance for Housing (BAH) - Birth of Child
- Basic Allowance for Housing (BAH) - Divorce
- Basic Allowance for Housing (BAH) - General Inquiry
- Basic Allowance for Housing (BAH) - Marriage
- Basic Allowance for Housing (BAH) - Secondary Dependents
- Basic Allowance for Housing (BAH) - Termination of Quarters
- Basic Allowance for Substance (BAS)
- Clothing Allowance
- Combat Zone Tax Exclusion (CZTE)
- Cost of Living Allowance (COLA)
- Debit
- Family Separation Allowance (FSA)
- Hardship Duty Pay (HDP)
- Hostile Fire Pay (HFP)

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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 “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!**

The screenshot shows the U.S. Air Force Comptroller Services Portal dashboard. At the top, there is a navigation bar with 'HOME' and 'INQUIRIES' tabs, a search bar, and a 'HELP DESK' dropdown. Below the navigation bar, there are filters for 'MY INQUIRIES' (2), 'Fiscal Year' (2020), 'MAJCOM' (AETC), 'CPTS' (502 CPT), and 'Category' (ALL). The dashboard displays two key metrics: '2 TOTAL INQUIRIES' and '0 SAVED'. Below these metrics is a table of inquiries with the following data:

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

On the right side of the dashboard, there is a 'Dashboard' section with a 'CLEAR' button and several dropdown menus for filtering: 'Installation/Assigned Location' (ALL), 'Organization' (ALL), 'Submitted Date' (ALL), and 'Sub Category' (...



Submitting an Inquiry

- 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.

A screenshot of the U.S. Air Force Comptroller Services Portal. The page has a green header with "UNCLASSIFIED/FOUO USE ONLY" and a "Site Feedback" button. Below the header is the portal logo and a "CREATE INQUIRY" button. The main navigation bar includes "HOME", "INQUIRIES", "PROFILE", "MY DOCUMENTS", and "HELP DESK". The "INQUIRIES" section is active, showing a "Quick Links" sidebar on the left and a "Knowledge Articles" section in the center. The "Knowledge Articles" section is circled in red and contains two articles: "Temporary Lodging Expense (TLE)-CONUS" and "Retirement & Separation packet". A "More" link is circled in red at the bottom of the article list. On the right, there is a "Policy Memos & Guidelines" section with a list of categories like Accounting, Budget, Civilian Pay, Military Pay, and Travel Pay.



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.

A screenshot of the U.S. Air Force Comptroller Services Portal. The page is titled "KNOWLEDGE ARTICLES" and shows a search bar with "502 CPTS" entered. A red circle highlights the search bar and the "Categories" dropdown menu. The "Categories" menu is open, showing options: ALL, ACCOUNTING, BUDGET, and CIVILIAN PAY. The main content area displays an article titled "Temporary Lodging Expense (TLE)-CONUS" with a brief description and a link to the Defense Travel Management Office's FAQ page. The page also includes a "CREATE INQUIRY" button and navigation tabs for "HOME" and "INQUIRIES".

SharePoint

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Site Feedback

U.S. AIR FORCE
COMPTROLLER SERVICES PORTAL

CREATE INQUIRY

PROFILE | MY DOCUMENTS

HOME | INQUIRIES | HELP DESK

KNOWLEDGE ARTICLES

CPTS 502 CPTS Search

Categories

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

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.



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.

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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



Known Challenges and Current Workarounds

The screenshot shows the U.S. Air Force Comptroller Services Portal. The page title is "U.S. AIR FORCE COMPTROLLER SERVICES PORTAL". The main navigation bar includes "HOME", "INQUIRIES", "HELP DESK", and "SETTINGS". The user is logged in as "FRANTA, DANE G Lt Col USAF AETC 502 CPTS/CC". The inquiry is for "MILITARY PAY" with a "PRIORITY - NORMAL" status. The inquiry details show "Section - A : Customer Details" and "Section - B : Inquiry Details". The title is "State Claimed for Taxes", the category is "Military Pay", and the sub-category is "State of Legal Residence". The inquiry status is "WAITING" and the customer is "Military Pay Supervisor". The "Documents" section shows one document: "DD2058_SoLR.pdf" submitted on 08/09/2020 11:00 PM. Annotations 1-4 highlight key elements: 1. Inquiry Status, 2. MY DOCUMENTS, 3. Upload button (+), 4. RETURN TO CPTS button.

- 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.



- 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