



6th Comptroller Squadron



Introduction to Comptroller Services Portal (CSP)

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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).
- 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://csp.cce.af.mil/>

Step 2 – Click on “PROFILE”

The screenshot displays the U.S. Air Force Comptroller Services Portal. At the top, there is a SharePoint header with a settings gear and a user icon 'C'. Below this is a green banner stating 'UNCLASSIFIED//FOUO USE ONLY' and a yellow 'Site Feedback' button. The main header features the U.S. Air Force logo, the text 'U.S. AIR FORCE COMPTROLLER SERVICES PORTAL', a yellow 'CREATE INQUIRY' button, and a red circle highlighting the 'PROFILE' link (with a red arrow pointing to it from the 'Step 2' text). Next to 'PROFILE' is a 'MY DOCUMENTS' link. Below the header is a navigation bar with 'HOME', 'INQUIRIES', and 'HELP DESK' (with a dropdown arrow). The main content area shows 'MY INQUIRIES 0' and filters for 'Fiscal Year 2020', 'MAJCOM None', 'CPTS None', and 'Category ALL'. There are two summary cards: '0 TOTAL INQUIRIES' and '0 SAVED'. The 'Quick Links' section includes links to 'A guide to update your profile', 'A video on how to update your profile', 'ATAAPS', 'Air Force Benefits Website', and 'Basic Allowance for Housing (BAH) Rates'. The 'Knowledge Articles' section features an article titled 'How to update your Comptroller Services Portal Profile' with a link to 'CSP_Profile Update.pdf' and a 'Q & A' link. The 'Policy Memos & Guidelines' section shows 'There are no results to display'.

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Creating a Profile

Step 3 – Fill in Personal Details

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

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

SharePoint

UNCLASSIFIED//FOUO USE ONLY

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.

UPDATE

Personal Details

DoD ID Number * ⓘ

1265451388

Rank * ⓘ

Select

Duty Email * ⓘ

CHEN, CARL R Maj USAF AETC AETC/FMAT

Duty Phone * ⓘ

Example (123)555-6789

Organization Details

PAS Code * ⓘ

Organization PASCODE Search

Organization * ⓘ

Installation/Assigned Location * ⓘ

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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 * ⓘ RJ0JF3MG	PAS Code * ⓘ PAS Code can be found in Block 9 of PCS Orders, on the SURF, or contact your CSS/UDM CODE Search	Organization * ⓘ AIR EDUC AND TRNG CM FMFM	Installation/Assigned Location * ⓘ JB SA 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. At the top, there is a SharePoint header with a settings icon and a user profile icon labeled 'C'. Below this is a green banner 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 'Step 1' text. 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 sections for 'Quick Links', 'Knowledge Articles' (including 'Temporary Lodging Expense (TLE)-CONUS'), and 'Policy Memos & Guidelines' (including '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

The screenshot shows the U.S. Air Force Comptroller Services Portal. The main navigation bar includes 'HOME' and 'INQUIRIES'. The 'INQUIRIES' section is active, showing 'Section - B : Inquiry Details'. The form fields are as follows:

- Title ***: A text input field with the placeholder 'Enter Inquiry Title'. It is circled in red.
- Description ***: A text area with a rich text editor toolbar. It is circled in blue.
- Category ***: A dropdown menu with 'Military Pay' selected. It is circled in yellow.
- Sub Category ***: A dropdown menu with a list of topics including '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 Subsistence (BAS)', 'Clothing Allowance', 'Combat Zone Tax Exclusion (CZTE)', 'Cost of Living Allowance (COLA)', 'Debt', 'Family Separation Allowance (FSA)', 'Hardship Duty Pay (HDP)', and 'Hostile Fire Pay (HFP)'. It is circled in green.
- Attach File(s)**: A section with a cloud icon and a 'Drag/Choose files' button. It is circled in blue.

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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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, there's a navigation bar with 'HOME' and 'INQUIRIES' tabs. A yellow 'CREATE INQUIRY' button is visible. Below the navigation bar, there's a search bar and a 'HELP DESK' dropdown. The main content area shows 'MY INQUIRIES' with a count of 2. A summary card indicates '2 TOTAL INQUIRIES' and '0 SAVED'. Below this, a table lists inquiries. The first inquiry is highlighted with a red oval and a red arrow pointing to it from the 'CREATE INQUIRY' button. The table has columns for Inquiry ID, Installation, Serv CPTS, Category, Sub Category, Submitted Date, Status, Status Modified, and # of Days. The first row shows an inquiry with ID 1257000806-0022148, submitted on 08/14/2020, with a status of 'Submitted'.

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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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

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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

SharePoint

UNCLASSIFIED/FOUO USE ONLY

Site Feedback

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