



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 shows 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 banner with the text 'UNCLASSIFIED/FOUO USE ONLY'. The main navigation area includes the U.S. Air Force logo, the text 'U.S. AIR FORCE COMPTROLLER SERVICES PORTAL', a yellow 'CREATE INQUIRY' button, and a 'PROFILE' link with a person icon, which is circled in red. To the right of the 'PROFILE' link is a 'MY DOCUMENTS' link with a folder icon. Below the navigation is a blue header with 'HOME', 'INQUIRIES', and 'HELP DESK' (with a dropdown arrow). Underneath, there are filters for 'MY INQUIRIES' (0), 'Fiscal Year' (2020), 'MAJCOM' (None), 'CPTS' (None), and 'Category' (ALL). The main content area is divided into three columns: 'Quick Links' with a list of links including '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'; 'Knowledge Articles' with a 'Q & A' link and a featured article titled 'How to update your Comptroller Services Portal Profile' with a PDF link 'CSP_Profile Update.pdf'; and 'Policy Memos & Guidelines' with the text '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

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 * ⓘ PAS Code can be found in Block 9 of PCS Orders, on the SURF, or contact your CSS/UDM	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 indicating '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 includes a 'MY INQUIRIES' section with a count of 0, and a filter section for 'Fiscal Year' (2020), 'MAJCOM' (AETC), 'CPTS' (502 CPTS), and 'Category' (ALL). Below the filters are three cards: 'TOTAL INQUIRIES' (0), 'SAVED' (0), and 'Quick Links' (A guide to update your profile, A video on how to update your profile). There are also sections for 'Knowledge Articles' (Temporary Lodging Expense (TLE)-CONUS) and 'Policy Memos & Guidelines' (Accounting).



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 'Create Inquiry' page on the U.S. Air Force Comptroller Services Portal. The form includes a 'Title' field, a 'Description' field with a rich text editor, a 'Category' dropdown menu, and an 'Attach File(s)' section. Annotations include:

- A red oval around the 'Title' field with an arrow pointing to Step 2.
- A blue oval around the 'Description' field with an arrow pointing to Step 5.
- A yellow oval around the 'Category' dropdown menu with an arrow pointing to Step 3.
- A green oval around the 'Sub Category' dropdown menu with an arrow pointing to Step 4.
- A blue oval around the 'Attach File(s)' section with an arrow pointing to Step 6.

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



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 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 for 'Search Inquiries' and a 'HELP DESK' dropdown are also present. Below the navigation, there are filters for 'Fiscal Year' (2020), 'MAJCOM' (AETC), 'CPTS' (502 CPT), and 'Category' (ALL). A 'CREATE INQUIRY' button is visible in the top right. The main content area shows 'MY INQUIRIES 2' with a summary card indicating '2 TOTAL INQUIRIES' and '0 SAVED'. Below this is a table of inquiries with columns for Inquiry ID, Installation, Serv CPTS, Category, Sub Category, Submitted Date, Status, Status Modified, and # of Days. One inquiry is highlighted with a red oval: 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. A red arrow points from the 'CREATE INQUIRY' button to the 'Submitted' status of this inquiry. On the right side, there is a 'Dashboard' sidebar with filters for 'Installation/Assigned Location', 'Organization', 'Submitted Date', and 'Sub Category', all currently set to 'ALL'. An 'EXPORT TO EXCEL' button is located at the bottom right of the table.

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

The screenshot shows the U.S. Air Force Comptroller Services Portal. At the top, there is a green bar with "UNCLASSIFIED/FOUO USE ONLY" and a "Site Feedback" button. Below this is the portal header with the U.S. Air Force logo, "U.S. AIR FORCE COMPTROLLER SERVICES PORTAL", and a "CREATE INQUIRY" button. On the right, there are links for "PROFILE" and "MY DOCUMENTS". The main navigation bar includes "HOME", "INQUIRIES", and "HELP DESK". The "INQUIRIES" section is active, showing "Quick Links" on the left and "Knowledge Articles" and "Q & A" in the center. The "Knowledge Articles" section is circled in red. Below it, two articles are listed: "Temporary Lodging Expense (TLE)-CONUS" and "Retirement & Separation packet". To the right, there is a "Policy Memos & Guidelines" section with a list of categories: Accounting, Budget, Civilian Pay, Military Pay, and Travel Pay. The "More" link at the bottom of the "Policy Memos & Guidelines" section is circled in red. Red arrows point from the text instructions to the "Knowledge Articles" tab and 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

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