



# Money Matters



A Finance Office Publication for Moody Air Force Base

Volume 1, Issue 10

August 2020


## The Comptroller Services Portal and Fiscal Year Closeout


### The Comptroller Services Portal (CSP)

#### Finance Offers Digital Service

Across the Air Force, finance offices now offer a standardized customer service access through a digital avenue called the Comptroller Services Portal, or CSP. This site accepts PII and assigns your inquiry to a specific Airman within your local finance office. After submitting your inquiry, you will be able to track the progress of your issue as it is resolved.

So how do you access and use the CSP? To start, check out the graphic below!

**1 Set up your Profile**  
On your CAC-enabled device, go to [usaf.dps.mil/teams/saffmCSP/portal](https://usaf.dps.mil/teams/saffmCSP/portal); click "PROFILE" and populate the text boxes as directed (note: Left click on auto-populated fields to select)   
Click "UPDATE" when complete

**2 Create an Inquiry**  
Click "CREATE INQUIRY" on the top banner of the page; review your information in Section - A: Customer Details and provide additional details as directed  
Scroll down to Section - B: Inquiry Details to input your question and provide key details-similar to how you would during an in-person CPTS visit   
Click "SUBMIT" when complete

**3 Check Inquiry Status**  
Refer to the "INQUIRIES" tab to check the progress of your submission

**SAF FM**  
The Ultimate Force Multiplier

Within 3 business days, a technician will address your inquiry, and you will be able to track the inquiry's status in real time by logging back into the CSP.

Air Force Finance is constantly trying to provide a better standardized service for every Airman. We understand that change is not always easy. However, we appreciate your patience as we try to improve your customer service experience.

### Customer Service Under HPCON CHARLIE

- **Open Counter Hours/In-Person Appointments – Closed**  
- Finance org box is monitored daily: [moody.finance@us.af.mil](mailto:moody.finance@us.af.mil).
- **PCS In-Processing Briefings – Cancelled**  
- PCS vouchers in e-Finance: <https://efinance.sso.cce.af.mil/login?3>
- **Retirements & Separations Briefings – Cancelled**  
- Book a phone appointment on [23cpts.setmore.com](https://23cpts.setmore.com) to schedule your 1-on-1 briefing
- **Travel – Mission essential TDY & CED-generated orders/vouchers will continue to be processed**

#### Helpful Finance Links:

**Defense Travel Office:** <https://www.defensetravel.dod.mil/>  
**Virtual Finance:** Enter the Air Force Portal, scroll to "Finance & Travel" section, and select "Virtual Finance Page on AF Portal."  
**Defense Finance & Accounting Service:** <https://www.dfas.mil/>  
**COVID-19 Info:** [https://mypers.af.mil/app/answers/detail/a\\_id/46624](https://mypers.af.mil/app/answers/detail/a_id/46624)

### FY20 Budget Update

The 23d Wing is the #1 obligated Wing in ACC!

The Wing has control of funds. Units should not be making any purchases through the remainder of the fiscal year (30 Sep) without 23 CPTS/FMA coordination.

Please contact your Group Resource Advisor for questions.

### Contact Us

For any questions or concerns, please e-mail our help desks:

Military Pay: [moody.finance@us.af.mil](mailto:moody.finance@us.af.mil)  
 DTS Travel: [23CPTS.DTS.Travel@us.af.mil](mailto:23CPTS.DTS.Travel@us.af.mil)  
 Civilian Pay: [23cpts.civpay@us.af.mil](mailto:23cpts.civpay@us.af.mil)

If you would like one of our technicians to call you, please leave your name, cell phone number, and a detailed description of your question or issue in your email.

You may schedule a phone appointment at [23cpts.setmore.com](https://23cpts.setmore.com).

#### Hours of Operation:

Mon-Fri: 0900-1400

Mon-Fri: Phone Consultations (book on Setmore)