



U.S. AIR FORCE

COMPTROLLER SERVICES TOOL

CUSTOMER

Inquiry Statistics

Fiscal Year 2019

Service Base Kadena

Category All

TOTAL INQUIRIES
58

IN PROGRESS
24

REOPENED
02

RESOLVED
18

CLOSED
10

SAVED
04

Calendar

- 19 MAR** 08:00 AM to 3:30 PM
CSP DEMO - SAF/FM Leadership
Venue: Andrews AFB, Maryland, United
- 18 MAR** 12:00 PM to 01:00 PM
Team Meeting
Venue: MacDill AFB,
- 18 MAR** 09:00 AM to 10:00 AM
RMS Training
Venue: Monterey, CA

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Announcements

USAF announces Hack the Air Force 3.0

The Air Force and HackerOne have teamed up for Hack the Air Force 3.0, the military service's third and most inclusive bug bounty program. The Air Force and HackerOne have teamed up for Hack the Air Force 3.0, the military service's third and most inclusive bug bounty program.

Test Admin | 2/11/2019 5:35 AM | Category: Military Pay | Tags: Airforce, Army

AF officials launch 2018 Total Force Climate Survey

At no expense to the requesting organization, the center delivers clear, unbiased analysis.. and decision support to commanders. The Air Force and HackerOne have teamed up for Hack the Air Force 3.0, the military service's third and most inclusive bug bounty program. The Air Force and

Test Admin | 2/11/2019 5:35 AM | Category: Military Pay | Tags: Airforce, Army

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Quick Links

- Welcome
- Leadership
- DTMO
- DCPH
- Maxwell Driving Tour (No Maps)
- AF Reserve
- Air University
- AF Academy
- AF Civilian Careers

Points of Contact

- DO** Diane Ostrum, GS-12
QA Manager
✉ diane.ostrum.8@us.af.mil
- RB** Rick Baltes, GS-13
Chief, Financial Support
✉ richard.baltes.1@us.af.mil
- SA** TSgt Sheila Arguelles
Mil Pay Policy & Procedures
✉ sheila.arguelles@us.af.mil
- GW** George Willis
Mil Pay Policy & Procedures
✉ george.willis@us.af.mil

Knowledge Articles Q & A

Search

- Manage your credit cards before you leave**
2 replies
0 likes
To accomplish Air Force goals and realize the Air Force vision, Air Force Financial Management (SAF/FM) is setting the pace for transformation across
Test Admin | 2/11/2019 5:35 AM | Category: Military Pay
- Review your PIN and change it if needed**
7 replies
2 likes
Duties and Responsibilities Provides customer service for military and civilian personnel. Interacts and coordinates with organizations on financial...
Test Admin | 2/11/2019 5:42 AM | Category: Travel Pay
- OTS revamps program creating more efficient, effective training**
10 replies
0 likes
By law, as a member of the Reserve, you must, upon request, be granted a
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Policy Memo & Guidelines

Accounting

- Voting Assistance.docx
- AF Organizations.docx
- Air Force Housing Office.docx
- RAPIDS Appointment Scheduler

Budget

- Area Defense Counsel.docx
- Military Services and Other Organization

CIVILIAN PAY

INQUIRY FORM

Instructions ▾

✕ CLOSE

✓ VALIDATE


📄 SAVE

📄 SUBMIT

Section - A : Customer Details

<input checked="" type="radio"/> Self ⓘ <input type="radio"/> Other ⓘ		DoD Number * ⓘ <input type="text" value="0000000006-0000100"/>	Rank * ⓘ <input type="text" value="SrA"/> ▾	First Name * ⓘ <input type="text" value="James"/> ⓘ
Last Name * ⓘ <input type="text" value="Jones"/> ⓘ	Duty Email ⓘ <input type="text" value="james.jones@us.af.mil"/>	Duty Phone * ⓘ <input type="text" value="555-754-3010"/>	Personal Email ⓘ <input type="text" value="james.jones@yahoo.co.us"/>	
Personal Phone ⓘ <input type="text" value="555-134-7000"/> ▾	Home Base * ⓘ <input type="text" value="Kadena"/> ▾	Service Base * ⓘ <input type="text" value="Kadena"/> ▾	Wing ⓘ <input type="text" value="18th Wing"/> ▾	
Group ⓘ <input type="text" value="18th Mission Support Group"/> ▾	Unit ⓘ <input type="text" value="18th Communications Squadron"/> ▾	Supervisor ⓘ <input type="text" value="Nick Lucas"/> ⓘ		

Section - B : Inquiry Details

Title * ⓘ <input type="text" value="COLA Update"/>	Category * ⓘ <input type="text" value="Military Pay"/> ▾	Sub Category ⓘ <input type="text" value="Cost of Living Allowance"/> ▾
Description * ⓘ <input type="text" value="How do I update my COLA for my dependent that relocated from Kadena to the Philippines."/>		Attach File ⓘ <div style="border: 1px solid #ccc; padding: 10px; text-align: center;">  Choose file </div>

✕ CLOSE

✓ VALIDATE

📄 SAVE

📄 SUBMIT

INQUIRIES 54

FILTERS

TOTAL INQUIRIES 54	IN PROGRESS 24	REOPENED 02	RESOLVED 14	CLOSED 10	SAVED 04
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TOTAL INQUIRIES

Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Status
1234567892 - 0000001 COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
1234567892 - 0000002 Money Spent daily during official trip	Kadena	Kadena	Travel Pay	Travel Rejects	555-754-3010	01/31/2019	Travel Pay Technician
1234567892 - 0000003 What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Allotment	555-754-3010	01/31/2019	AFIMSC
1234567892 - 0000004 Temporary Lodging Expense	Kadena	Kadena	Travel Pay	Debt	555-754-3010	01/31/2019	DFAS
1234567892 - 0000005 Replace my travel card	Kadena	Kadena	Military Pay	BAH	555-754-3010	01/31/2019	SAF FMF
1234567892 - 0000006 Money Spent daily during official trip	Kadena	Kadena	Travel Pay	eFinance Assistance	555-754-3010	01/31/2019	Resolved
1234567892 - 0000007 How does the Multi-Currency Cash Passport work	Kadena	Kadena	Military Pay	Accession	555-754-3010	01/31/2019	Resolved
1234567892 - 0000008 What currencies can I load onto my card?	Kadena	Kadena	Travel Pay	DTS-Voucher Assistance	555-754-3010	01/31/2019	SAF FMF
1234567892 - 0000009 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Leave Sale	555-754-3010	01/31/2019	AFIMSC
1234567892 - 0000010 Replace my travel card	Kadena	Kadena	Travel Pay	DTS Access Request	555-754-3010	01/31/2019	Travel Pay Supervisor
1234567892 - 0000011 Replace my travel card	Kadena	Kadena	Travel Pay	DTS Access Request	555-754-3010	01/31/2019	AFFSC
1234567892 - 0000012 Replace my travel card	Kadena	Kadena	Travel Pay	DTS Access Request	555-754-3010	01/31/2019	SAF FMF

Dashboard

TOTAL INQUIRIES 54

^ **MILITARY PAY** 32

32
ALL

05
SUBMITTED

02
RESOLVED

02
MILITARY PAY
TECHNICIAN

08
MILITARY PAY
SUPERVISOR

01
MILITARY PAY
MANAGER

01
AFIMSC

02
SAF FMF

01
DFAS

01
REOPENED

08
CLOSED

01
CANCELED

^ **TRAVEL PAY** 22

22
ALL

05
SUBMITTED

02
RESOLVED

02
TRAVEL PAY
TECHNICIAN

03
TRAVEL PAY
SUPERVISOR

01
TRAVEL PAY
MANAGER

01
AFIMSC

02
SAF FMF

01
AFFSC

01
REOPENED

03
CLOSED

01
CANCELED

INQUIRIES **54**

Filter By Fiscal Year 2019

TOTAL INQUIRIES
54

IN PROGRESS
24

REOPENED
02

RESOLVED
14

CLOSED
10

Search by ID/Title

Home Base
Kadena

Service Base
Kadena

Category
Military Pay

Sub Category
Cost of Living Allowance

Submitted
Last 5days

APPLY RESET

TOTAL INQUIRIES

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Dashboard

TOTAL INQUIRIES

MILITARY PAY

32 ALL

02 RESOLVED

08 MILITARY PAY SUPERVISOR

01 AFIMSC

01 DFAS

08 CLOSED

TRAVEL PAY

22 ALL

02 RESOLVED

03 TRAVEL PAY SUPERVISOR

01 AFIMSC

01 AFFSC

03 CLOSED

INQUIRIES 54 | 2019 ✕ | Ascending ✕ | Kadena ✕ | Kadena ✕ | Military Pay ✕ | COLA ✕ | Last 5days ✕ | **CLEAR** |  **FILTERS**

TOTAL INQUIRIES 32	IN PROGRESS 15	REOPENED 02	RESOLVED 02	CLOSED 08	SAVED 05
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TOTAL INQUIRIES

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1234567892 - 0000010 Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	AFIMSC

Dashboard

TOTAL INQUIRIES 54

MILITARY PAY 32

32 ALL	05 SUBMITTED
02 RESOLVED	02 MILITARY PAY TECHNICIAN
08 MILITARY PAY SUPERVISOR	01 MILITARY PAY MANAGER
01 AFIMSC	02 SAF FMF
01 DFAS	01 REOPENED
08 CLOSED	01 CANCELED

1234567892 - 0000003

MILITARY PAY

CANCEL

BACK

Inquiry Status

Customer
01/31/2019 - 09:30 AM
SUBMITTED

Inquiry Details Edit Collapse All

Section - A : Customer Details

DoD Number 0000000006-0000100	Rank SrA	First Name James
Last Name Jones	Duty Email james.jones@us.af.mil	Duty Phone 555-754-3010
Personal Email james.jones@yahoo.co.us	Personal Phone 555-134-7000	Home Base Kadena
Service Base Kadena	Wing 18th Wing	Group 18th Mission Support Group
Unit 18th Communications Squadron	Supervisor Nick Lucas	

Section - B : Inquiry Details

Title What currencies can I load onto my card?	Category Military Pay	Sub Category Cost of Living Allowance
--	---------------------------------	---

Description
Annual Leave: IAW AFI 36-3003, Military Leave Program, annual leave is accrued at a rate of 2.5 days of leave for each month of active duty service for a total of 30 days of leave each fiscal year.

Documents 03 + 🗑️

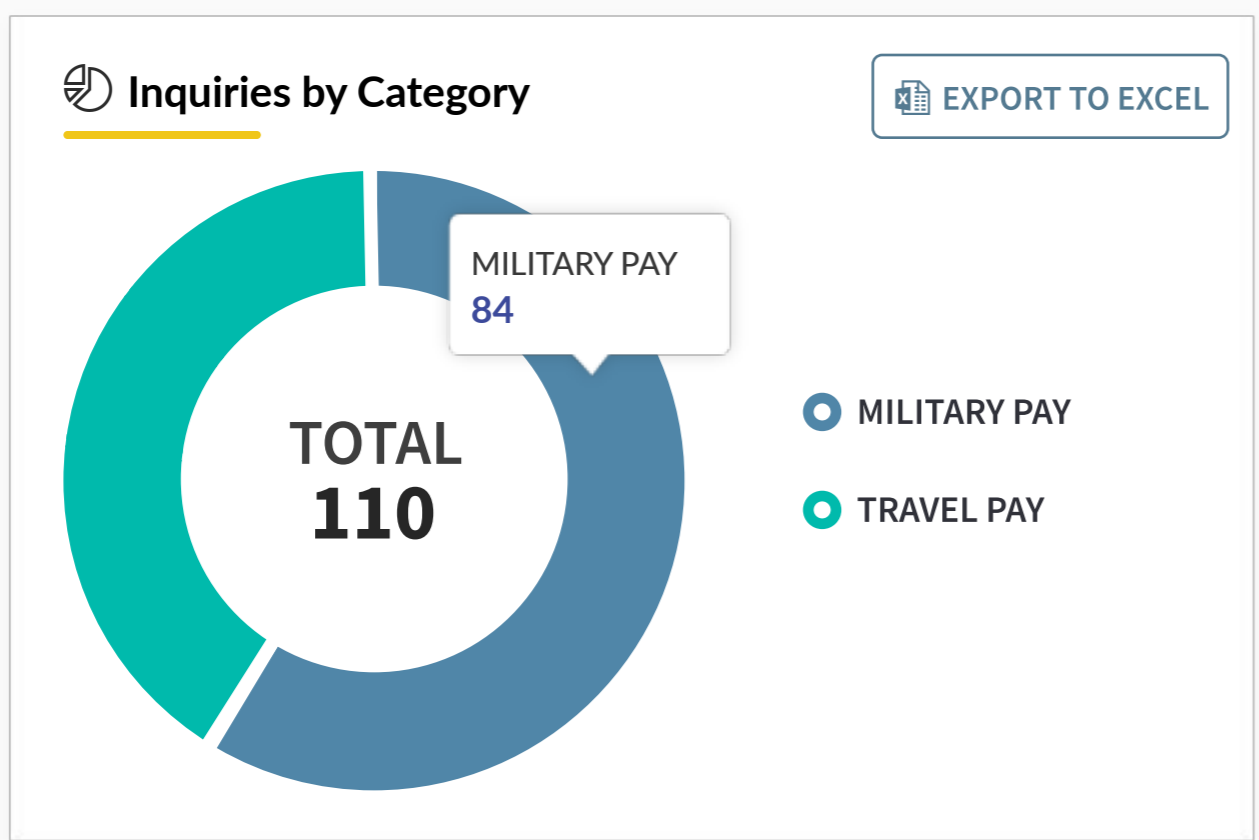
- [AF673 - Air Force Publication Form Action Request.pdf](#)
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones
- [AFI 44-102 Medical Community Health Management.pdf](#)
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones
- [AFI33-360 - Publications and Forms Management.pdf](#)
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones

Discussions 🔍 +

There are no results to display.

TECHNICIAN

TOTAL INQUIRIES 110	IN QUEUE 26	ASSIGNED 32	ELEVATED 13	RESOLVED 22	CLOSED 17
-------------------------------	-----------------------	-----------------------	-----------------------	-----------------------	---------------------



Calendar

- 19 MAR** 08:00 AM to 3:30 PM
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- Leadership
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- AF Reserve
- Air University
- AF Academy
- AF Civilian Careers

Points of Contact

- DO** Diane Ostrum, GS-12
QA Manager
diane.ostrum.8@us.af.mil
- RB** Rick Baltes, GS-13
Chief, Financial Support
richard.baltes.1@us.af.mil
- SA** TSgt Sheila Arguelles
Mil Pay Policy & Procedures
sheila.arguelles@us.af.mil
- GW** George Willis
Mil Pay Policy & Procedures
george.willis@us.af.mil

Knowledge Articles Q & A

Search

- Manage your credit cards before you leave**
2 replies
0 likes
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Policy Memo & Guidelines

- Accounting**
 - Voting Assistance.docx
 - AF Organizations.docx
 - Air Force Housing Office.docx
 - RAPIDS Appointment Scheduler
- Budget**
 - Area Defense Counsel.docx
 - Military Services and Other Organization
- CIVILIAN PAY**

ALL INQUIRIES 110 MY INQUIRIES 42

FILTERS

TOTAL INQUIRIES 110	IN QUEUE 26	ASSIGNED 32	ELEVATED 13	RESOLVED 22	CLOSED 17
-------------------------------	-----------------------	-----------------------	-----------------------	-----------------------	---------------------

TOTAL INQUIRIES EXPORT TO EXCEL

Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Status
<input type="checkbox"/> 1234567892 - 0000001 COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000002 Money Spent daily during official trip	Kadena	Kadena	Travel Pay	Travel Rejects	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000003 What currencies can I load onto my card?	Kadena	Kadena	Travel Pay	MAFR Vouchers	555-754-3010	01/31/2019	Travel Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000004 Temporary Lodging Expense	Kadena	Kadena	Travel Pay	MAFR Vouchers	555-754-3010	01/31/2019	AFIMSC
<input type="checkbox"/> 1234567892 - 0000005 Replace my travel card	Kadena	Kadena	Military Pay	BAH	555-754-3010	01/31/2019	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000006 Money Spent daily during official trip	Kadena	Kadena	Travel Pay	Travel Rejects	555-754-3010	01/31/2019	Travel Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000007 How does the Multi-Currency Cash Passport work	Kadena	Kadena	Military Pay	BAH	555-754-3010	01/31/2019	AFIMSC
<input type="checkbox"/> 1234567892 - 0000008 What currencies can I load onto my card?	Kadena	Kadena	Travel Pay	Travel Rejects	555-754-3010	01/31/2019	SAF FMF
<input type="checkbox"/> 1234567892 - 0000009 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000010 Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Manager
<input type="checkbox"/> 1234567892 - 0000010 How does the Multi-Currency Cash Passport work	Kadena	Kadena	Military Pay	BAH	555-754-3010	01/31/2019	AFIMSC
<input type="checkbox"/> 1234567892 - 0000010 What currencies can I load onto my card?	Kadena	Kadena	Travel Pay	Travel Rejects	555-754-3010	01/31/2019	SAF FMF
<input type="checkbox"/> 1234567892 - 0000010 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Technician

Dashboard

PENDING INQUIRIES OVER 7DAYS	32
TOTAL INQUIRIES	110
MILITARY PAY	84
84 ALL	10 SUBMITTED
06 REOPENED	18 RESOLVED
07 MILITARY PAY TECHNICIAN	08 MILITARY PAY SUPERVISOR
10 MILITARY PAY MANAGER	10 AFIMSC
02 SAF FMF	04 DFAS
08 CLOSED	01 CANCELED
TRAVEL PAY	26
26 ALL	09 SUBMITTED
01 REOPENED	02 RESOLVED
02 TRAVEL PAY TECHNICIAN	03 TRAVEL PAY SUPERVISOR
01 TRAVEL PAY MANAGER	01 AFIMSC
02 SAF FMF	01 AFFSC
03 CLOSED	01 CANCELED

ALL INQUIRIES **110** MY INQUIRIES **42**

TOTAL INQUIRIES 110	IN QUEUE 26	ASSIGNED 32	ELEVATED 13	RESOLVED 22
-------------------------------	-----------------------	-----------------------	-----------------------	-----------------------

TOTAL INQUIRIES EXPORT TO EXCEL

Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Status
<input type="checkbox"/> 1234567892 - 0000001 COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Technician
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Filter By Fiscal Year 2019

Search by ID/Customer Last Name

Home Base: Kadena

Service Base: Kadena

Category: Military Pay

Sub Category: Cost of Living Allowance

Submitted: Last 5days

APPLY RESET

Dashboard

PENDING IN 7DAYS

TOTAL IN

MILITARY

84 ALL

06 REOPEN

07 MILITARY TECHNICIAN

10 MILITARY MANAGER

02 SAF FMF

08 CLOSED

TRAVEL

26 ALL

01 REOPEN

02 TRAVEL P TECHNICIAN

01 TRAVEL P MANAGER

02 SAF FMF

03 CLOSED

TOTAL INQUIRIES 84	IN QUEUE 16	ASSIGNED 27	ELEVATED 13	RESOLVED 18	CLOSED 10
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TOTAL INQUIRIES

EXPORT TO EXCEL

Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Status
<input type="checkbox"/> 1234567892 - 0000001 COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Technician
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Dashboard

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84 ALL	10 SUBMITTED
06 REOPENED	18 RESOLVED
07 MILITARY PAY TECHNICIAN	08 MILITARY PAY SUPERVISOR
10 MILITARY PAY MANAGER	10 AFIMSC
02 SAF FMF	04 DFAS
08 CLOSED	01 CANCELED

TOTAL INQUIRIES 84	IN QUEUE 16	ASSIGNED 27	ELEVATED 13	RESOLVED 18	CLOSED 10
------------------------------	-----------------------	-----------------------	-----------------------	-----------------------	---------------------

IN QUEUE |  **EXPORT TO EXCEL** |  **ASSIGN TO** |  **ELEVATE**

<input type="checkbox"/> Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Status
<input type="checkbox"/> 1234567892 - 0000001 COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000002 Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000003 What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000004 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000005 Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000006 Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000007 How does the Multi-Currency Cash Passport work	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000008 What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000009 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted
<input type="checkbox"/> 1234567892 - 0000010 Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Submitted

Dashboard

- UNASSIGNED INQUIRIES OVER 7DAYS** 04
- TOTAL INQUIRIES** 110
- MILITARY PAY** 16
 - 16 ALL
 - 10 SUBMITTED
 - 06 REOPENED

1234567892 - 000003

MILITARY PAY

ASSIGN TO

RESOLVE

CANCEL

BACK

Inquiry Status

Customer
01/31/2019 - 09:30 AM

SUBMITTED

Inquiry Details Collapse All

Section - A : Customer Details

DoD Number 0000000006-0000100	Rank SrA	First Name James
Last Name Jones	Duty Email james.jones@us.af.mil	Duty Phone 555-754-3010
Personal Email james.jones@yahoo.co.us	Personal Phone 555-134-7000	Home Base Kadena
Service Base Kadena	Wing 18th Wing	Group 18th Mission Support Group
Unit 18th Communications Squadron	Supervisor Nick Lucas	

Section - B : Inquiry Details

Title What currencies can I load onto my card?	Category Military Pay	Sub Category Cost of Living Allowance
--	---------------------------------	---

Description
Annual Leave: IAW AFI 36-3003, Military Leave Program, annual leave is accrued at a rate of 2.5 days of leave for each month of active duty service for a total of 30 days of leave each fiscal year.

Documents 03

- AF673 - Air Force Publication Form Action Request.pdf**
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones
- AFI 44-102 Medical Community Health Management.pdf**
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones
- AFI33-360 - Publications and Forms Management.pdf**
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones

Team Members 05

- MJ** **Michael Jenni**
JESSE JR GS-13 USAF AFMC
- JD** **John Doe**
JESSE JR GS-13 USAF AFMC
- RJ** **Robinson John**
TIFFANY L TSgt USAF AFMC
- TG** **Terry Gibson**
JESSE JR GS-13 USAF AFMC
- JS** **Jacob Stewart**
TIFFANY L TSgt USAF AFMC

Discussions 01

Search

Public **Message to Customer - SrA James Jones**

Please attach a copy of the ERD order and the paid travel

By Military Pay Technician
02/01/2019 10:35 AM

Reply

ALL INQUIRIES 110

MY INQUIRIES 42

2019

Ascending

Kadena

Kadena

Military Pay

COLA

Last 5days

CLEAR

FILTERS

TOTAL INQUIRIES
84

IN QUEUE
16

ASSIGNED
27

ELEVATED
13

RESOLVED
18

CLOSED
10

ASSIGNED

EXPORT TO EXCEL

ASSIGN TO

ELEVATE

Dashboard

Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Assigned To	Status
<input type="checkbox"/> 1234567892 - 0000001 COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Dennis Barrett	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000002 Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Tyler Ross	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000003 What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Chad Barrett	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000004 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Tyler Ross	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000005 Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Larry Meyer	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000006 Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Chris Gordon	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000007 How does the Multi-Currency Cash Passport work	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Tyler Ross	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000008 What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Ronald Ross	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000009 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Tyler Ross	Military Pay Technician
<input type="checkbox"/> 1234567892 - 0000010 Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Mike Lawson	Military Pay Technician

PENDING INQUIRIES OVER 7DAYS 12

TOTAL INQUIRIES 110

MILITARY PAY 27

27 ALL 23 ASSIGNED TO ME

04 OTHER TECHNICIAN

1234567892 - 0000003
PRIORITY - NORMAL

MILITARY PAY

ASSIGN TO

ELEVATE

RESOLVE

CANCEL

BACK

Inquiry Status

- Military Pay Technician**
02/02/2019 - 10:10 AM
ASSIGNED
- Customer**
01/31/2019 - 09:30 AM
SUBMITTED

Inquiry Details Edit | Collapse All

Section - A : Customer Details

DoD Number 0000000006-0000100	Rank SrA	First Name James
Last Name Jones	Duty Email james.jones@us.af.mil	Duty Phone 555-754-3010
Personal Email james.jones@yahoo.co.us	Personal Phone 555-134-7000	Home Base Kadena
Service Base Kadena	Wing 18th Wing	Group 18th Mission Support Group
Unit 18th Communications Squadron	Supervisor Nick Lucas	

Section - B : Inquiry Details

Title What currencies can I load onto my card?	Category Military Pay	Sub Category Cost of Living Allowance
--	---------------------------------	---

Description
Annual Leave: IAW AFI 36-3003, Military Leave Program, annual leave is accrued at a rate of 2.5 days of leave for each month of active duty service for a total of 30 days of leave each fiscal year.

Discussions 01 Search +

Public **Message to Customer - SrA James Jones**

Please attach a copy of the ERD order and the paid travel

By Military Pay Technician
02/01/2019 10:35 AM Reply

Documents 03 + 🗑️

- AF673 - Air Force Publication Form Action Request.pdf**
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones
- AFI 44-102 Medical Community Health Management.pdf**
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones
- AFI33-360 - Publications and Forms Management.pdf**
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones

Team Members 05 + 🗑️

- MJ** **Michael Jenni**
JESSE JR GS-13 USAF AFMC
- JD** **John Doe**
JESSE JR GS-13 USAF AFMC
- RJ** **Robinson John**
TIFFANY L TSgt USAF AFMC
- TG** **Terry Gibson**
JESSE JR GS-13 USAF AFMC
- JS** **Jacob Stewart**
TIFFANY L TSgt USAF AFMC

ALL INQUIRIES 110

MY INQUIRIES 42

2019

Ascending

Kadena

Kadena

Military Pay

COLA

Last 5days

CLEAR

FILTERS

TOTAL INQUIRIES
84

IN QUEUE
16

ASSIGNED
27

ELEVATED
13

RESOLVED
18

CLOSED
10

ELEVATED

EXPORT TO EXCEL

Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Status
<input type="checkbox"/> 1234567892 - 0000001 Kadena COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000002 Kadena Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000003 Kadena What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000004 Kadena Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000005 Kadena Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000006 Kadena Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000007 Kadena How does the Multi-Currency Cash Passport work	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000008 Kadena What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000009 Kadena Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor
<input type="checkbox"/> 1234567892 - 0000010 Kadena Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Military Pay Supervisor

Dashboard

TOTAL INQUIRIES 110

MILITARY PAY 13

13 ALL

09 MILITARY PAY SUPERVISOR

04 MILITARY PAY MANAGER

1234567892 - 0000003

MILITARY PAY

PRIORITY - NORMAL

BACK

Inquiry Status

- Military Pay Supervisor**
02/02/2019 - 10:10 AM
WAITING
- Military Pay Technician**
02/02/2019 - 10:10 AM
ELEVATED
- Military Pay Technician**
02/02/2019 - 10:10 AM
ASSIGNED
- Customer**
01/31/2019 - 09:30 AM
SUBMITTED

Inquiry Details

Edit | Collapse All

Section - A : Customer Details

DoD Number 0000000006-0000100	Rank SrA	First Name James
Last Name Jones	Duty Email james.jones@us.af.mil	Duty Phone 555-754-3010
Personal Email james.jones@yahoo.co.us	Personal Phone 555-134-7000	Home Base Kadena
Service Base Kadena	Wing 18th Wing	Group 18th Mission Support Group
Unit 18th Communications Squadron	Supervisor Nick Lucas	

Section - B : Inquiry Details

Title What currencies can I load onto my card?	Category Military Pay	Sub Category Cost of Living Allowance
--	---------------------------------	---

Description

Annual Leave: IAW AFI 36-3003, Military Leave Program, annual leave is accrued at a rate of 2.5 days of leave for each month of active duty service for a total of 30 days of leave each fiscal year.

Discussions 01

Search

Public Message to Customer - SrA James Jones

Please attach a copy of the ERD order and the paid travel

By Military Pay Technician
02/01/2019 10:35 AM

Reply

Documents 03

- AF673 - Air Force Publication Form Action Request.pdf**
Submitted : 02/02/2019 11:20 AM
Submitted by : SrA James Jones
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- AFI33-360 - Publications and Forms Management.pdf**
Submitted : 02/02/2019 11:20 AM
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Team Members 05

- MJ Michael Jenni**
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- JD John Doe**
JESSE JR GS-13 USAF AFMC
- RJ Robinson John**
TIFFANY L TSgt USAF AFMC
- TG Terry Gibson**
JESSE JR GS-13 USAF AFMC
- JS Jacob Stewart**
TIFFANY L TSgt USAF AFMC

TOTAL INQUIRIES 84	IN QUEUE 16	ASSIGNED 27	ELEVATED 13	RESOLVED 18	CLOSED 10
------------------------------	-----------------------	-----------------------	-----------------------	-----------------------	---------------------

RESOLVED  EXPORT TO EXCEL

<input type="checkbox"/>	Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Status
<input type="checkbox"/>	1234567892 - 0000001 COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000002 Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000003 What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000004 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000005 Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000006 Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000007 How does the Multi-Currency Cash Passport work	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000008 What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000009 Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved
<input type="checkbox"/>	1234567892 - 0000010 Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Resolved

Dashboard

TOTAL INQUIRIES 110

MILITARY PAY 18

18 RESOLVED

1234567892 - 0000003
PRIORITY - NORMAL

MILITARY PAY

REOPEN

CLOSE

BACK

Inquiry Status

- Military Pay Technician**
02/03/2019 - 07:02 PM
RESOLVED
- Military Pay Technician**
02/02/2019 - 10:10 AM
ASSIGNED
- Customer**
01/31/2019 - 09:30 AM
SUBMITTED

Inquiry Details

Collapse All

Section - A : Customer Details

DoD Number 0000000006-0000100	Rank SrA	First Name James
Last Name Jones	Duty Email james.jones@us.af.mil	Duty Phone 555-754-3010
Personal Email james.jones@yahoo.co.us	Personal Phone 555-134-7000	Home Base Kadena
Service Base Kadena	Wing 18th Wing	Group 18th Mission Support Group
Unit 18th Communications Squadron	Supervisor Nick Lucas	

Section - B : Inquiry Details

Title What currencies can I load onto my card?	Category Military Pay	Sub Category Cost of Living Allowance
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Description
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Discussions 01

Search

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02/01/2019 10:35 AM

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Team Members 05

- MJ Michael Jenni**
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- JD John Doe**
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- RJ Robinson John**
TIFFANY L TSgt USAF AFMC
- TG Terry Gibson**
JESSE JR GS-13 USAF AFMC
- JS Jacob Stewart**
TIFFANY L TSgt USAF AFMC



CREATE INQUIRY

PROFILE

MY DOCUMENTS

ALL INQUIRIES 110 MY INQUIRIES 42 2019 Ascending Kadena Kadena Military Pay COLA Last 5days CLEAR FILTERS

TOTAL INQUIRIES 84	IN QUEUE 16	ASSIGNED 27	ELEVATED 13	RESOLVED 18	CLOSED 10
------------------------------	-----------------------	-----------------------	-----------------------	-----------------------	---------------------

CLOSED EXPORT TO EXCEL

Inquiry ID	Home Base	Service Base	Category	Sub Category	Duty Phone	Submitted	Status
<input type="checkbox"/> 1234567892 - 0000001 Kadena COLA Update	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000002 Kadena Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000003 Kadena What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000004 Kadena Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000005 Kadena Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000006 Kadena Money Spent daily during official trip	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000007 Kadena How does the Multi-Currency Cash Passport work	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000008 Kadena What currencies can I load onto my card?	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000009 Kadena Temporary Lodging Expense	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed
<input type="checkbox"/> 1234567892 - 0000010 Kadena Replace my travel card	Kadena	Kadena	Military Pay	Cost of Living Allowance	555-754-3010	01/31/2019	Closed

Dashboard

TOTAL INQUIRIES 110

MILITARY PAY 10

10 CLOSED

1234567892 - 0000003
PRIORITY - NORMAL

MILITARY PAY

BACK

Inquiry Status

- Customer**
01/31/2019 - 09:30 AM
CLOSED
- Military Pay Technician**
02/03/2019 - 07:02 PM
RESOLVED
- Military Pay Technician**
02/02/2019 - 10:10 AM
ASSIGNED
- Customer**
01/31/2019 - 09:30 AM
SUBMITTED

Inquiry Details Collapse All

Section - A : Customer Details

DoD Number 0000000006-0000100	Rank SrA	First Name James
Last Name Jones	Duty Email james.jones@us.af.mil	Duty Phone 555-754-3010
Personal Email james.jones@yahoo.co.us	Personal Phone 555-134-7000	Home Base Kadena
Service Base Kadena	Wing 18th Wing	Group 18th Mission Support Group
Unit 18th Communications Squadron	Supervisor Nick Lucas	

Section - B : Inquiry Details

Title What currencies can I load onto my card?	Category Military Pay	Sub Category Cost of Living Allowance
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Submitted : 02/02/2019 11:20 AM
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Team Members 05

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- JD** **John Doe**
JESSE JR GS-13 USAF AFMC
- RJ** **Robinson John**
TIFFANY L TSgt USAF AFMC
- TG** **Terry Gibson**
JESSE JR GS-13 USAF AFMC
- JS** **Jacob Stewart**
TIFFANY L TSgt USAF AFMC

Discussions 01

Search

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By Military Pay Technician
02/01/2019 10:35 AM

Reply