Military Pay Incident Resolution Military Pay Technician Military Pay Supervisor Military Pay Manager DFAS Customer **AFIMSC SAF FMF** Verify Details and Process Start Assigned the Request. the Request. the Request. the Request. the Request. **Enter Incident Details** (Incident, Incident Title, Incident Verify Details and Process Description and Document.) Respond Respond Respond the Request. Respond Respond Queued For Triage Customer Action Required Request Received Response Received **Response Received** Response Received Response Received Response Received Action Taken Resolved Resolved Resolved Red: Customer Response flow Blue: Multi-Level Elevation Black: Standard Flow End

Customer Verify Details and Process Start the Request. **Enter Incident Details** Resolved (Incident, Incident Title, Priority, Incident Description and Document.) Queued For Triage