Travel Pay Incident Resolution

Customer	Travel Pay Technician	Travel Pay Supervisor	Travel Pay Manager	Travel Pay Ellsworth	AFIMSC	SAF FMF

Start

Enter Travel Pay Incident Details
(Incident, Incident Title, Incident Description and Document.)

Queued For Triage

Customer Action Required Request Received

Action Taken

Travel Pay Technician:
- Pre-Assignment
- Assigned
- Verify Details and Process the Request.
- Response Received
- Resolved

Travel Pay Supervisor:
- Verify Details and Process the Request.
- Respond
- Response Received
- Resolved

Travel Pay Manager:
- Verify Details and Process the Request.
- Respond
- Response Received
- Resolved

Travel Pay Ellsworth:
- Verify Details and Process the Request.
- Respond
- Response Received

AFIMSC:
- Verify Details and Process the Request.
- Respond
- Response Received

SAF FMF:
- Verify Details and Process the Request.
- Respond

End

Red: Customer Response flow
Blue: Multi-Level Elevation
Black: Standard Flow