Civilian Pay Incident Resolution

Customer	CPTS CSR	CPTS CSR Manager	AFIMSC	SAF FMF	DFAS	CPO

Start

Enter Incident Details
(Incident, Incident Title, Priority, Incident Description and Document.)

Queued For Triage

Customer Action Required Request Received

Action Taken

Assigned

Verify Details and Process the Request.

Response Received

Resolved

Verify Details and Process the Request. (CPTS CSR Manager)

Respond

Response Received

Resolved

Verify Details and Process the Request. (AFIMSC)

Respond

Response Received

Verify Details and Process the Request. (SAF FMF)

Respond

Response Received

Verify Details and Process the Request. (DFAS)

Respond

Verify Details and Process the Request. (CPO)

Respond

End

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