



Q: I needed a new CAC due to my current one expiring. I stopped by the MPF every day last week at various times to get a new one. Every day there was a huge line outside of the building and by the time I made my way to the front of the line they'd either not be taking any more customers for the day due to reaching "capacity" or the system would be down. Finally, on Monday I showed up first thing in the morning (0730) and there was already a long line, I waited 1.5hrs, when I got to the front the Amn simply took my cell number, stated I'd receive a text in 2-3 hours when it was my turn. He said when I receive the text I'd have 10 minutes to be at the MPF or I'd lose my spot in line. Since I'd only have 10 minutes to return and I work on Chapman I waited in my car in the parking lot for the text, as I looked around in the parking lot I saw countless others doing the same. I checked in/got my confirmation text at 0909, it wasn't until 1415 that I got my text to come back in and I finally left with my new CAC at 1505. I spent several of my duty hours last week and a full duty day today waiting to receive an item that's required for me to access the base and my work. Every member I spoke to at each visit was always very polite and professional. I asked if there was an appointment system or virtual line/wait list and was told they're walk-in only. Is this an acceptable level of support/service to be receiving from our Force Support Sq? If not, what if anything is being done to resolve?

A: JBSA has implemented online processes that eliminate the need to wait in line. Individuals can even snap their own photo, email it with the form to the ID office and pick up their card a week later. For more information check out the [JBSA online ID process](#).

Q: Currently, the Financial Operations for Military and Civilian pay (rm 222) is open from 1030-1330 and a sign in front of the door states if you are not BMT trainees, DHA users, or 5 day with no response CSP case member to file a CSP case then you must file a case. Several Airmen are lining up outside of room 222 roughly 30-60 minutes before it opens and sitting on the floor until it opens, nobody is able to reach an Airmen to speak on the phone, and there is no information here about how or where to open a CSP case. I would recommend purchasing a kiosk and using a system for appointment sign-up to make this office more efficient as well as respect our Airmen's already tight schedule. Scott AFB has an efficient schedule and kiosk system that links MPS, CPTS and TMO together. Also, having someone to ask questions to via phone would definitely help with time management and save man-hours rather than having customers wait in line for a simple question.

A: Thank you for the feedback. As we continue to communicate the hours changes CPTS can support based on recent deployment taskings we are emphasizing the use of our virtual customer platform, Comptroller Services Portal (CSP) which is now the AF standard at all active duty installations.

A flyer is posted near or on the door to the customer service lobby at each JBSA location so permanent party employees who have access can get their question to us and save the trip and



37th Training Wing

CUSTOMER SERVICE

wait in line. CSP helps accelerate change clearly as the conversation is never lost in translation or in one person's ability to quickly scribe notes on the question. Inquiries are able to be re-opened for 21-days after resolution if a customer still has questions and doesn't want to start over. Furthermore, we've posted 23 Knowledge Articles with required documents and templates on a variety of civilian, military, and travel pay topics. Reading Knowledge Articles first enable customers to submit a more actionable inquiry the first time and get their pay updates faster. We continue to add Knowledge Articles each month so always check there first before submitting a question as the answer may already be out there.

Finally, using CSP means you can get inquiries to us anywhere you have an internet connection and CAC-reader, 24/7/365. We've pushed our flyer through Mission Partner Forums, Command, and First Sergeant channels steadily since April 2020 as we prepared to transition to virtual ops. We will ensure flyers are more prominently displayed on our customer service lobby doors so those who don't know can grab one and get back to their mission. This will help everyone stay mission focused while saving the trip and not wait in a physical line.