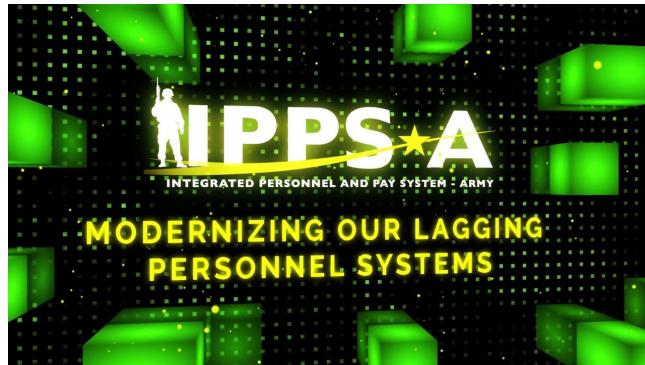
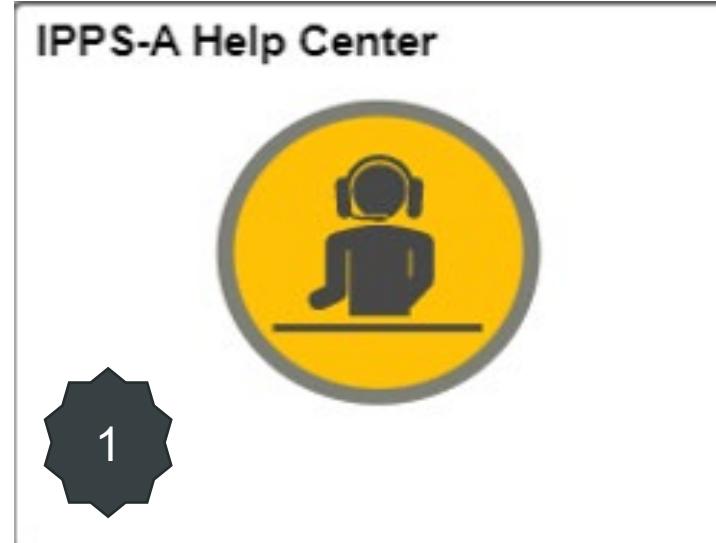


Using CRM (Case Relationship Management)



For a
pay related
inquiry.



Select Pay & Allowances

*Category

*Type

*Detail

Does this issue impact your pay?

*Summary

Description

3

AOS/Unit Data/Position Data
Absence Management
Access/Security
Accessions
Awards
Benefits
Career Management
Change Request
Evaluations
IPPS-A Knowledge Base
IPPS-A Technical Issues
Job Data
Pay & Allowances
Promotions & Selections
R3 Training RFI
Records Management
SSI-Cadre and Students ONLY

*Category

*Type

*Detail

Does this issue impact your pay?

*Summary

Description

4

Advances
Bonus
Claims
Deductions
Earnings
Entitlements
NET Pay Distribution
Reimbursement
Special Pay
Taxes
Travel Pay

Select the type that applies.

Select the detail type.

5

Category: Pay & Allowances

Type: Earnings

Detail:

Does this issue impact your pay? No Yes

Annual Training
Basic Allow for Housing (BAH)
Basic Allow for Subst (BAS)
Basic Pay
CMS
Direct Deposit
Fam Subsistence Suppl Allow
Family Separation Allowance
IDT (DIMA)
Other
Retirement
Save Pay
Unit Training Assembly

Our AMPO Provider Group is “ACPVALD AMPO Fort Lee, VA



1. How can we assist you?

2. Review & Submit

5.

1. *Summary: What is going on with your pay?

2. Description: Put the specific details that you understand at this point. What details can help the person looking into your pay understand why you think there is an issue?

Attachments

You have no attachments.

3. Add any documents you have showing what is going on.

Create Case For

Create Case for Direct Report

Created For: SGM JULIE HARRIS

Reported By

Member Contact Details

Name: SGM JULIE HARRIS

Contact Method:

Email: JULIE.D.HARRIS4.MIL@Af

4. How do you want to be contacted, email or phone? Verify your contact information is correct.

6



If your pay is affected, change this to “Yes”.