

TRANSFORMING MILITARY PAY FOR A STRONGER, MODERN FORCE

SIMPLER, SMARTER CUSTOMER SERVICE



Soldiers requiring a pay change MUST start with their servicing HR professionals (Battalion S1).



Soldiers **MUST** submit a CRM ticket via IPPS-A to their HR professional for pay inquiries.



For the following **five critical pay issues only**, AMPO employees will see customers without requiring them to visit their S1 first.

- 1) “No Pay Due” on Leave and Earning Statement (LES);
- 2) LES shows a debt the Soldier does not understand;
- 3) Direct deposit did not post;
- 4) Allotment did not reach its recipient;
- 5) Garnishment did not reach its recipient.



AMPO support to in-/out-processing, separations, and Soldier Readiness Processing (SRP) continues.



TAKING CARE OF SOLDIERS & FAMILIES

- Accurate and timely military pay is — and will always be — a top priority for the Army.
- Soldiers can stay focused on their mission with timely and accurate military pay.
- Military pay's transition to human resources (HR) creates a resilient and ready pay system.



STANDARDIZATION: ONE ARMY, ONE PAY EXPERIENCE

- Army Military Pay Office (AMPO) and HR office standardization ensures consistent service.
- Correct, repeatable procedures speed up processing and reduce errors.
- Accountability and auditability protect Soldiers and the Army from preventable mistakes.



WHAT THIS MEANS FOR SOLDIERS

- Soldiers will receive accurate and consistent service at all HR and AMPO locations.
- Soldiers can track pay issues via the Integrated Personnel and Pay System Army — (IPPS-A).
- This ensures changes to a Soldier's status flow directly into pay, reducing delays and errors.

