



F R E Q U E N T L Y A S K E D Q U E S T I O N S

MILITARY PAY

- 1. Just got married? Divorced? How do I update my dependency status?**
Submit a CSP ticket and attach an AF 594 with your updated status. (Provide a copy of your Marriage Cert, Divorce Decree, Birth Cert, etc.)
- 2. How do I in-process with Finance?**
PCS In-Processing will be taking place at the Welcome Center found at the second floor of the Mission Support Group building located at 801 Kenny Ave, Barksdale AFB, LA 71110. Please get with your local CSS for appointments or you can find a direct link on the Barksdale Air Force Base home page under www.Barksdale.af.mil/Units/2CPTS
- 3. My taxes are not being deducted, what do I do?**
The IRS rolled out a new W-4, which revamped how deductions are calculated. Based on your dependency status and wages, your taxes are now being defer until you file your taxes. This is different from the previous W-4 where deductions happened every month. There is no action required unless you wish to change how taxes are deducted. You may make changes to your status in myPay which will change how taxes are deducted. Listed below is also the IRS FAQ regarding the new W-4: <https://www.irs.gov/newsroom/faqs-on-the-2020-form-w-4>.
- 4. I recently promoted but my pay does not reflect my new rank or promotion status.**
First, please contact MPF to ensure your rank is updated on their end. This information will automatically flow into the military pay system and update on your pay record.

5. **Need to update your bank information? Start or stop an allotment? Change your TSP amount? All these actions are available to you through myPay:**
- Start, stop, change most allotments (EXCEPT: Insurance, star card or most mortgage allotments)
 - Update/Change address
 - Change federal and state withholdings
 - Direct Deposit changes
 - Print W-2s
 - Thrift Savings Plan
 - Check travel voucher payment breakdown (Advice of Payment)
6. **How do I start the process of receiving my SDAP?**
- As stated in the DOD 7000.14 R Volume 7a Chapter 8 A member who meets the requirements in Table 8-1 may be awarded a special duty assignment rating as prescribed in regulations of the Military Service concerned. Please contact MPF to process your SDAP. Payments will start and stops automatically on the annual anniversary date if positive certification is made.

RETIRING/SEPERATING

7. **If separating/retiring, how do I out process?**
- Ask for an out-processing checklist via CSP and attend Sep/Ret brief Tuesdays @1000 Finance Large Conference Room.
8. **How do I retrieve my AF988 for Terminal/Permissive Leave?**
- Please ensure your package is completed and you have submitted a copy of your orders via CSP. After which please ensure your leave request is approved and routed correctly you can find routing instructions within you Sep/Ret package on submitting Terminal/Permissive leave. Lastly finance submit a CSP inquiry requesting a AF988.
9. **What action is needed for selling my leave after separating/retiring?**
- Any leave remaining on your pay record at your DOS will automatically be sold back in your final pay. No action/document is required. If you will return or transfer to Guard or Reserve after DOS and would like to carry over all or some of your leave balance to your reserve pay record, please request the AF 1089 and instructions from Finance.

TRAVEL PAY

- 10. When I was at the Welcome Center, I was told I could not file TLE because I was still in Temporary Lodging when I in-processed? What is needed to claim TLE?**
Please create a ticket via CSP. The documents that are needed will be a TLE Certification Work Sheet, TLE 1351-2, and lodging receipts with a zero balance. You can request these documents via CSP.

- 11. How do I receive Dislocation Allowance (DLA)?**
A dislocation allowance (DLA) partially reimburses a service member for expenses incurred when moving a household. The DLA is a flat amount and may be paid as a primary DLA, a secondary DLA, or a partial DLA, depending upon the circumstances of the household move. Once you have PCS orders you may file for a DLA advance. Or if you just recently PCS'd your DLA will be included on your travel voucher, if authorized. More details on DLA and rates can be found at [Dislocation Allowance | Defense Travel Management Office \(dod.mil\)](#).

- 12. I need to file my HHG/PPM from TMO, what do I do?**
Please create a ticket via CSP. Upload all documents provided from TMO: 2875 signed by a counselor, weight tickets, orders, 1351-2, and the expense worksheet.

- 13. I am a civilian employee that PCS'd and needs to file a travel voucher?**
Please create a ticket via CSP. Please ensure that CSP ticket is routed through to Travel and **NOT** Civilian Pay. Provide a copy of your PCS orders requesting a Civilian In-Processing or CIV PDT Voucher.

- 14. I am a civilian employee and I need to file a RITA claim. How can I process this?**
Please create a ticket via CSP. Please ensure that CSP ticket is routed through to Travel and **NOT** Civilian Pay.