



**DEPARTMENT OF DEFENSE**  
**11TH COMPTROLLER SQUADRON (AFDW)**  
**JOINT BASE ANACOSTIA-BOLLING WASHINGTON DC**

4 December 2023

**MEMORANDUM FOR DISTRIBUTION**

**FROM:** 11 CPTS/CC

**SUBJECT:** Financial Operations for Joint Base Anacostia-Bolling and the Pentagon

1. This memorandum outlines the guidelines for Airmen and Guardians assigned to Joint Base Anacostia-Bolling (JBAB) and the Pentagon-Operating Location regarding services provided by the 11th Comptroller Squadron. We support 18,000 active duty and civilian personnel, to include our mission partners and globally separated units (Worldwide Mission; National Reconnaissance Office; Office of Special Investigations; White House Communications Agency; Defense Intelligence Agency; and Attaché).
2. Military PCS In-Processing. All military Permanent Change of Station (PCS) claims must be submitted through eFinance (<https://efinance.cce.af.mil/>). PCS claims are required to be submitted within five days of arrival. Please expect a period of up to 10 business days before a PCS claim is approved or sent back to the customer for required corrections. Progress of claims can be monitored through eFinance.
3. Contact and Queries. All customer service inquiries must be submitted via the Comptroller Services Portal (CSP) (<https://csp.cce.af.mil/>). CSP is accessible via all network domains on CAC-enabled devices (no personal emails) and is Personally Identifiable Information (PII) protected. Please ensure that user profiles are updated with the most current information and the correct Personnel Accounting Symbol (PAS) code before submitting CSP inquiries. Failure to update profiles can cause delays in resolving CSP inquiries. When submitting CSP inquiries, we require all details to be filled out, including the inquiry's subcategory; all applicable documents attached for the corresponding category; and an explanation that includes your Social Security Number and contact number. Please expect a period of up to 10 business days for our technicians to thoroughly research and address your inquiry.
4. Retirements and Separations. For final payment and out-processing claims initially submitted through CSP, please expect a period of up to 10 business days for our technicians to thoroughly research and address your inquiry. For customers that have retired or separated and no longer have access to a government computer, please email our retirements/separations organizational box at [11cpts.retirements.separations@us.af.mil](mailto:11cpts.retirements.separations@us.af.mil).
5. Customer Service. Our commitment lies in delivering exceptional customer service. We handle all requests using the CSP, in-person walk-ins, and virtual/in-person

appointments. We are located at Joint Base Anacostia-Bolling (Bldg. 20) and the Pentagon (Room 5C1049).

Our services are available Monday – Thursday, Walk-in: 0830 – 1130 hrs., and Appointment: 1230 – 1500 hrs. The offices are closed on Fridays for training.

- Telephone: 202-284-3328
- Appointments: <https://11cpts.setmore.com/>

6. We appreciate your understanding and cooperation in adhering to these guidelines.

RALPH A. SOTO, Major, USAF  
Commander, 11th Comptroller Squadron