

## 81 CPTS Virtual Operations

As of Wednesday, 18 March 2020, and until further notice, the 81<sup>st</sup> Comptroller Squadron will transition to virtual operations while maintaining all current financial functionalities. To achieve this, we are going to maximize telephone and email for all customer service process. Details as follows:

### The Financial Management Flight:

- Hours of operation/ Monday – Friday/ 0800-1500 (1300 for CWS Fridays).
- No walk-ins hours
- In-person customer service will be pre-coordinated with the below POCs and all appointments must be scheduled.
- All military and travel pay questions should be channeled through the following avenues.
  - Email – [81cpts.travle@us.af.mil](mailto:81cpts.travle@us.af.mil)
  - Customer Service Phone Line – (228) 376-8225
  - POCs – Flt/CC – Lt Martin Butcher [martin.butcher.1@us.af.mil](mailto:martin.butcher.1@us.af.mil)/ 228-376-8189 (DSN: 591)
  - POCs – Flt/Chief – MSgt Shauna Robinson [shauna.robinson.1@us.af.mil](mailto:shauna.robinson.1@us.af.mil)/ 228-376-8213 (DSN: 591)
  - POCs – NCOIC – SSgt Justin Pelham [justin.pelham@us.af.mil](mailto:justin.pelham@us.af.mil)/ 228-376-8220 (DSN: 591)
- All civilian pay issues should be channeled through the following avenues
  - POCs – Ms. Janice Carr-Scott ([janice.carr-scott.1@us.af.mil](mailto:janice.carr-scott.1@us.af.mil)/ 228-376-8237 (DSN:591)
- All disbursing issues:
  - Flt/CC – Flt/CC – Lt Martin Butcher [martin.butcher.1@us.af.mil](mailto:martin.butcher.1@us.af.mil)/ 228-376-8189 (DSN: 591)

### Student (Levitow) Finance Office:

- Hours of operation/ Monday – Wednesday/ 0700-1700
- We will maintain all current operations while implementing social distancing.
- All student military and travel pay questions should be channeled through the Student Finance Office.
  - Customer Service Phone Line – 228-377-4132 (DSN: 591)
  - POC – Mr. Brian Louis ([brian.louis@us.af.mil](mailto:brian.louis@us.af.mil))

### Financial Management Analysis Flight:

- Hours of operation / Monday – Friday/ 0800-1600
- All financial analysis/accounting questions should be channeled through the following avenues.

- Please continue to work directly with you respective analyst or accounting technician. For all other issues, please use the following avenues of communication.
- Email – [81cpts.fma-1@us.af.mil](mailto:81cpts.fma-1@us.af.mil)

#### Nonappropriated Funds

- Hours of operation / Monday – Friday / 0800 – 1600
- POCs – Ms. Celeste Jones [celeste.jones.1@us.af.mil](mailto:celeste.jones.1@us.af.mil)/ 228-376-8189 (DSN: 591)

Although our goal is to provide uninterrupted financial operations, we are adapting to an ever evolving threat and we are making real-time decisions. We ask for your flexibility and patience as we strive to provide outstanding customer service.