



Follow-Up Inquiry

INSTRUCTIONS:

This form should be utilized by customers who cannot access the official [MPF Help Desk](#) which requires AFNET access & CAC authentication. Once you have completely filled out the form, please email it to 374FSS.FSP.Flight@us.af.mil for processing.

Only submit this form as a follow-up to an email sent to one of our [org boxes](#) if one of the following situations apply to you:

1. We were unable to assist you with your initial inquiry
2. 5 duty days have passed without a response from the MPF
3. You require expedited service (response sooner than 3 duty days)

NOTE: We request you email one of our [org boxes](#) first so that...

- We have a written record of what you are requesting
- Everyone who has a need-to-know can view your inquiry
- Section Chiefs/NCOICs can prioritize customer inquiries and delegate workload within their sections appropriately

STEP 1: Complete all fields

Last Name:

First Name:

Grade:

Unit:

Which org box did you email?

Subject:

Background:

Suspense:

STEP 2: Email the completed form to 374FSS.FSP.Flight@us.af.mil. To expedite processing, we highly encourage you to include the last email sent to/received from the MPF (if applicable) as an attachment to the email (please convert Outlook files to PDFs to avoid accessibility issues due to encryption).