How to Correct EFT Returns

Introduction

An Electronic Funds Transfer (EFT) return occurs when your bank or the Government Travel Charge Card (GTCC) vendor receives a payment that contains inaccurate information. When this happens, the institution rejects the payment.

For this information paper, "you" refers to a traveler; however, the actions described also apply to anyone who creates documents for you, e.g., Non-DTS Entry Agent, travel clerk.

Correct an EFT Return - Bank Account

A financial institution typically returns payments due to inaccurate EFT information. The traveler, the Authorizing Official (AO), and a Defense Travel Administrator (DTA) all receive an email informing everyone about the situation. DTS stamps the document **EFT RETURNED**. **Note:** Verify the **EFT RETURNED** stamp is on the **Digital Signature** page before amending the document for corrective action.

To correct an **EFT RETURNED** document:

1. On the **DTS Dashboard**, under **My Travel Documents**, select **Options** next to the document, then choose **Create Amendment** from the pick list.
2. Enter a comment explaining the reason for the amendment and then select **Amend Document**.
3. When the document opens, select **Review Profile** from the **Progress Bar**.
4. The **Review Profile** page (Figure 1) opens.
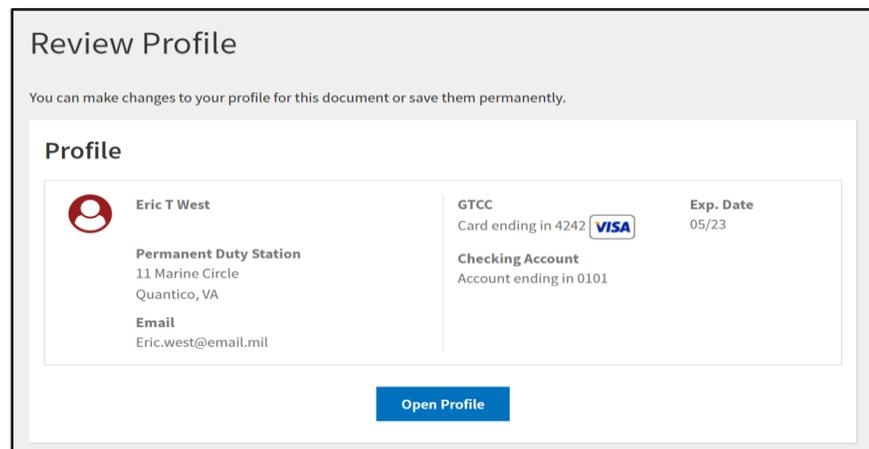
Figure 1: Review Profile Screen

5. Select **Open Profile** (Figure 1). The **Personal Information** page loads.
6. In the left column, select **EFT and Credit Card Accounts**.

Correct an EFT Return - Bank Account (continued)

7. Follow the correct path below, depending on who is responsible for correcting the invalid EFT info:

If a DTA corrected the EFT in the master profile …	To correct the EFT in the profile of document …
Select the **Refresh Account Data** link near the top of the screen (Figure 2). **Note:** You must do this <u>after</u> the DTA makes the profile change.	In the right column, enter the correct account information (Figure 3).
	Check the **Update Permanent Profile** box.
	Select **Save**.
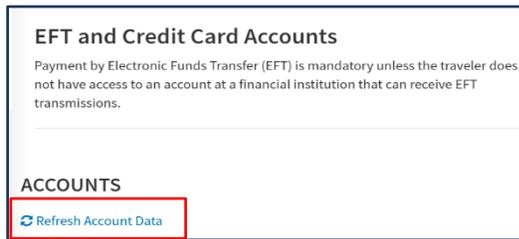
Figure 2: Refresh Account Data Link   *Figure 3: Account Information Section*
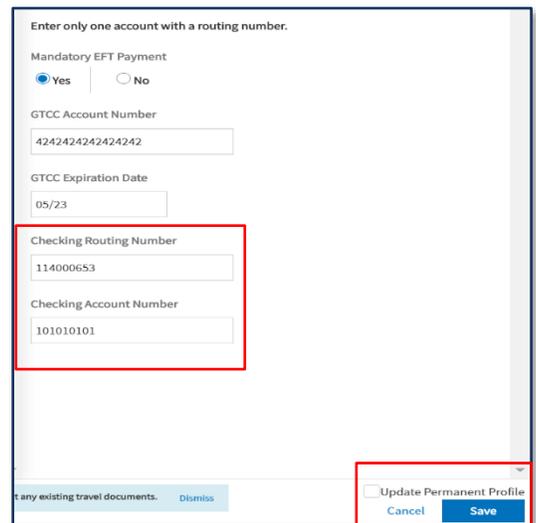
8. Do not add or remove any expenses changing the payment amount or you could receive an accounting reject. After the amendment successfully process to correct the EFT problem, you can amend the document again to make cost changes.

9. Confirm if your local business rules require you to attach any supporting records.

10. **Review** the trip then proceed to **Other Auths and Pre-Audit** screen justifying flags and adding comments. Finalize the document on **Digital Signature** page by applying **SIGNED** to initiate the routing process for AO approval and payment resubmission.

11. Monitor your DTS document for a successful **PAID** stamp and your EFT account for the payment.

EFT Return from the GTCC Vendor

When the GTCC vendor rejects a payment, the Defense Finance and Accounting Service (DFAS) notifies the Travel Assistance Center (TAC), and provides a copy of the reject notification from the GTCC vendor. The TAC notifies the DTA and traveler.

An incorrect Social Security number (SSN) is usually the reason for an EFT return from the GTCC vendor. The following should occur:

EFT Return from the GTCC Vendor *(continued)*

- If the travel card vendor has the incorrect SSN, you or your APC must contact the travel card vendor to have them correct the information within their system. Then follow your local business rules for payment recovery.

- If your SSN is incorrect in your DTS traveler profile, then have a DTA create a new profile for you using the correct SSN. Follow your local business rules for payment recovery.

Additional Information

Here are a few steps you can initiate to reduce the chance of travel reservation and payment problems.

- If a DTA created your traveler profile, confirm your SSN upon first time log on. Then access your DTS Profile and verify vital data (e.g., EFT, GTCC, email address and phone numbers). Contact the DTA right away for a new profile if your SSN is invalid. See *Update GTCC Information in a DTS Profile* for details on changing a profile.

- If some time has elapsed since accessing the system, prior to document creation, once again verify your EFT and GTCC in the profile to prevent EFT returns. From the **DTS Dashboard**, access **My Profile** to review and update information. These changes apply to all future documents.

- Changing a profile in a document only affects that travel document and any future trips. Changes the DTA makes to the profile or corrections you make under **My Profile** do not affect existing documents. You must update each trip individually.

- If you realize your EFT (checking or savings account) information is incorrect after a payment processes, do not amend the trip until DTS applies the **EFT RETURNED** stamp to the document. This usually happens within a week.
  - If you do not get an **EFT RETURNED** within a week, the bank may have deposited the money into the wrong account. Refer to your local business rules for guidance.

Training Resources

For information about lost payments, refer to Appendix K in the *DTS Financial Field Procedures Guide*.

For information on document processing, use the following URLs:

- DTS Guide 2: Authorizations
  - https://media.defense.gov/2022/May/11/2002995241/-1/-1/0/DTS_GUIDE_2_AUTHORIZATION.PDF
- DTS Guide 3: Vouchers
  - https://media.defense.gov/2022/May/11/2002995240/-1/-1/0/DTS_GUIDE_3_VOUCHER.PDF
- Create a Voucher From Authorization
  - https://media.defense.gov/2021/Nov/08/2002889408/-1/-1/0/VOUCHER_FROM_AUTHORIZATION.PDF