



DFAS Check Trace Process

July 16, 2025

Introduction

Unless an exception exists, all Federal Government payments must be delivered by electronic funds transfer (EFT) methods such as direct deposit. As DoD mandates EFT payments when possible, unless an exception applies, DTS requires you to provide your EFT information (Figure 1, red highlights). If you do meet one of the few exceptions to mandatory EFT use, a Defense Travel Administrator (DTA) will indicate this in your Defense Travel System (DTS) profile. In such cases, you are not required to provide any EFT information.

Account Type	Account Number	Routing Number	Expiration Date
GOVCC	42424242424242	N/A	10/28
Checking	101010101	114000653	N/A

Mandatory EFT Payment*
 Yes No

GTCC Account Number: 42424242424242 | GTCC Expiration Date: 10/28
 Checking Routing Number: 114000653 | Checking Account Number: 101010101
 Saving Routing Number: | Saving Account Number:

Changes to the permanent profile do not affect any existing travel documents. [Cancel] [Save]

Figure 1: EFT Information in Personal Profile

Note: In the rare instance where your DTS profile does not contain any EFT information, DFAS will pay your travel reimbursements by paper check. If you report non-receipt of an EFT payment or a paper check, you or the DTA should use the AskDFAS process to request DFAS trace the missing payment using the procedures outlined below.

**In this information paper, unless stated otherwise, "you" are a traveler; however, the actions described also apply to anyone who creates documents for you, such as a Non-DTS Entry Agent or travel clerk.*

AskDFAS Submit a Ticket

For non-payment, the DTA should review the DTS voucher to ensure the **PAID** stamp displays on the **Digital Signature** screen. If the **PAID** stamp is on the document, but there is no deposit to

the personal account, then you can submit an online ticket request using AskDFAS link at <https://corpweb1.dfas.mil/askDFAS/custMain.action?mid=5483>.

Note: The DFAS email dfas.indianapolis-in.jfd.mbx.efttrace@mail.mil is no longer valid for DFAS assistance in Tracking Lost Payments.

Here’s how to submit an **AskDFAS** ticket for assistance.

1. From a browser window, paste the **AskDFAS** link. A **DoD Consent** screen appears (Figure 2). Review the information and select, **I consent to the above for system access**.

Figure 2: AskDFAS DoD Consent Screen

2. An active **Disbursing Requests - Online Customer Service** screen appears. On this page, you can **Submit a Ticket**, **Search FAQs** and **Search FAQs Disbursing Requests** by specific **Category** or **Subcategory** to find answers from this page (Figure 3). **Note:** For this paper, we

only address the **Submit a Ticket** process.

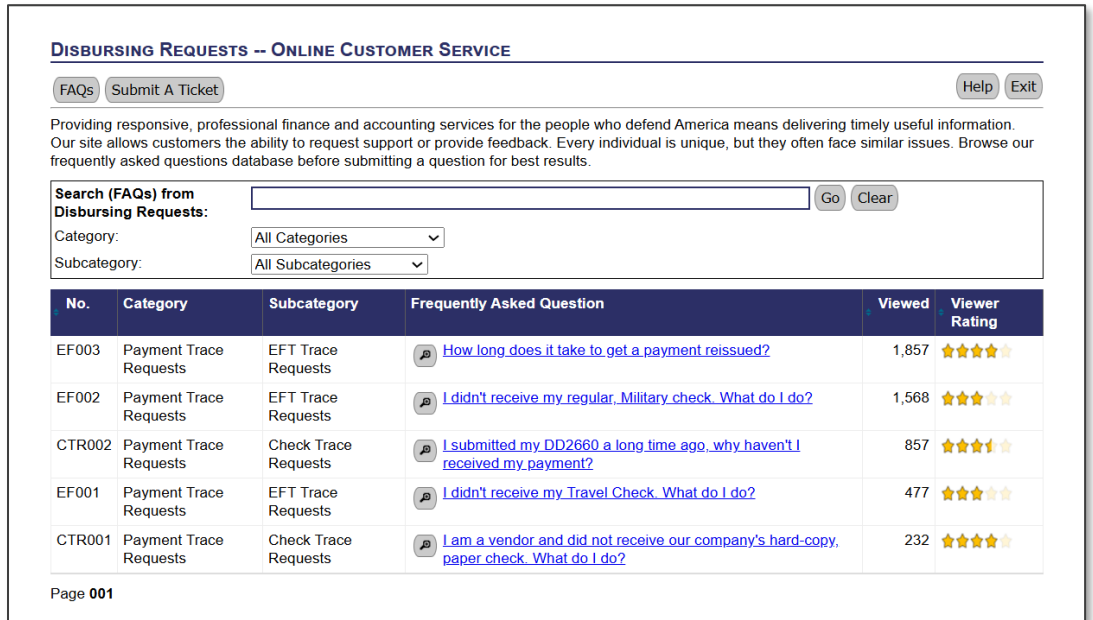


Figure 3: Disbursing Requests - Online Customer Service Screen

- At the top of the page, select **Submit A ticket**. The page updates and displays the **Categories** (Figure 4).

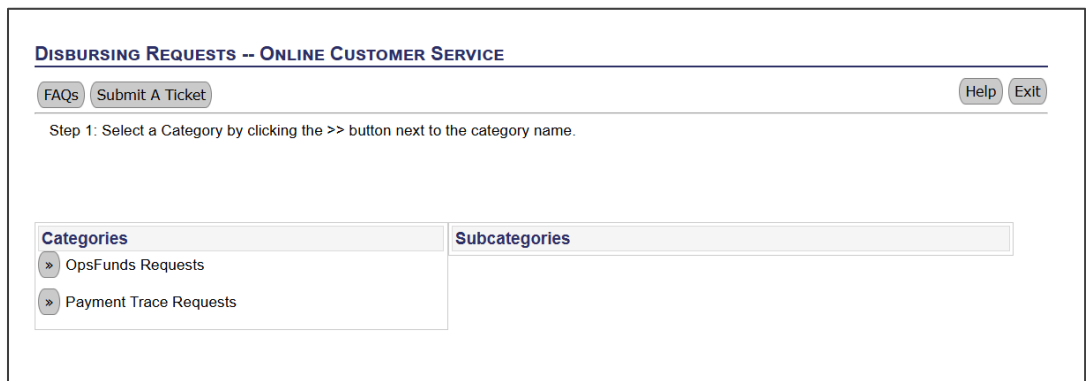


Figure 4: Categories and Subcategories Options Screen

- Under **Categories**, select **Payment Trace Requests**. The **Subcategories** load (Figure 5).

The screenshot shows the 'DISBURSING REQUESTS -- ONLINE CUSTOMER SERVICE' interface. At the top, there are buttons for 'FAQs', 'Submit A Ticket', 'Help', and 'Exit'. Below this, a message states: 'Step 1: Category selected is: **Payment Trace Requests**. Step 2: Select a Subcategory by clicking the >> button next to the subcategory name.' A note follows: 'Customers will use this for help with payment trace requests.' Below this is a table with two columns: 'Categories' and 'Subcategories'. In the 'Categories' column, 'Payment Trace Requests' is highlighted in yellow. In the 'Subcategories' column, 'DTS Trace Requests' is highlighted with a yellow background and a '>>' button next to it.

Figure 5: Subcategory: DTS Trace Requests

- Under **Subcategories**, select **DTS Trace Requests**. The **Submit a Ticket, Your Information** page displays (Figure 6). The **Category** for **Payment Trace Requests** and the **Subcategory** for **DTS Trace Requests** appear on the ticket.

The screenshot shows the 'DISBURSING REQUESTS -- ONLINE CUSTOMER SERVICE' interface, specifically the 'Your Information' section. At the top, there are buttons for 'FAQs', 'Submit A Ticket', 'Help', and 'Exit'. Below this, a link says 'Change Category/Sub-Category selection'. The 'Category' is 'Payment Trace Requests' and the 'Subcategory' is 'DTS Trace Requests'. The 'Name' field is split into 'First*', 'Middle*', and 'Last*' with input boxes. Below this is a warning: 'To ensure spam blocker does not block receipt of responses regarding your ticket, please add dfas.cleveland-oh.zte.mbx.web-askdfas@mail.mil to your safe senders email list before submitting your ticket.' The 'Email*' and 'Re-enter Email*' fields are present. The 'Passcode*' field has a note: 'Create a passcode for this ticket to view information and responses. Passcodes must be a minimum of 15 characters and contain at least one lowercase letter, one uppercase letter, one number, and one special character. Passcodes cannot contain your name or email address. Safeguard your passcode for future use.' Below this is a link: 'Are you looking for a payment not related to DTS? Click Here'. The 'Service*' dropdown is set to '-- Select One --'. The 'DTS Payment to*' dropdown is also set to '-- Select One --'. Below this is a note: 'If you made additional payments to your Government Credit Card, we cannot provide an update on this payment.' The 'Amount of Payment*' and 'Traveler Name*' fields are present. The 'Date of Payment*' field has a note: 'If approximate date, please include additional info. On time payment was to be made to help us locate your payment.' Below this is a link: 'How do you find Tanum number? Click here.' The 'TANUM (Travel Authorization Number)*', 'Trace #', and 'SSN*' fields are present. The 'DOV (Disbursing Office Voucher):' field has an 'Input DOV Number' label. The 'Payment by Check or EFT*' dropdown is set to '-- Select One --'. Below this is a note: 'Are you expecting payment by check or EFT?'. The 'Nature of Problem*' dropdown is set to '-- Select One --'. Below this is a note: 'By submitting this trace request you are confirming that you are the intended payee of this transaction or that person's Lead Defense Travel Administrator (LDTA)/Local Finance Office contact/Site contact/Debt Management Monitor (DMM) or otherwise designated representative of the Payee.' The 'Trace Request Confirmation*' dropdown is set to '-- Select One --'. Below this is a note: 'By submitting this LOI you are confirming that you are a Lead Defense Travel Administrator (LDTA), Site contact, or an authorized representative of the Local Finance Office, or of the Payee.' The 'LOI Confirmation*' dropdown is set to '-- Select One --'. Below this is a 'Question/Comments*' text area. At the bottom, there is an 'Attachment Section' with four 'Choose File' buttons, each with 'No file chosen' next to it. Below this is an 'Upload File(s)' button with a note: 'Upload selected files to your ticket. If you have chosen to include files, you must click the Upload Files button before pressing the submit button to make sure they get included.' Below this are 'Submit' and 'Cancel' buttons. At the very bottom, there is a 'PRIVACY ACT STATEMENT: Disclosure of your contact and other information is voluntary. It is solicited for the sole purpose of responding to your inquiry or request. If it is not provided, we may not be able to respond.'

Figure 6: Subcategory: DTS Trace Requests

6. There are required (*) fields and optional (if needed) to complete the ticket and attach files (if required).
 - a. Type in the Requestor's full **Name**
 - b. Review the **email** spam blocking section, follow instructions, and then enter and re-enter **Email** address.
 - c. Follow the instructions to establish a **Passcode** (required for ticket access).
 - d. Use the drop-down menu to choose a **Service**.
 - e. Use the drop-down to choose a DTS Payment to (Personal, Gov't Credit Card, or Both).
 - f. Type in the **Amount of Payment**.
 - g. Type in the **Traveler Name**.
 - h. Use the calendar feature to choose the **Date of Payment**.
 - i. Type in the **TANUM (Travel Authorization Number)**. **Note:** The ticket provides a [Click here](#) link to explain how to find the **TANUM**.
 - j. Type in the EFT **Trace #** or Check **Trace #**
 - k. Type in the **SSN** or EIN.
 - l. Type in the **DOV Number (Disbursing Office Voucher)**.
 - m. Use the dropdown to choose the **Payment by Check or EFT**.
 - n. Use the drop-down to choose the **Nature of Problem** (3 options).
 - o. Use the drop-down to choose the **Trace Request Confirmation (Yes)**.
 - p. Use the drop-down to choose the **LOI Confirmation (Yes)**.
 - q. Add any **Questions/Comments** in the box to further explain the ticket request.
 - r. Use the **Attachment Section** to search for and **Choose File** to add to the ticket.
 - s. Select **Upload Files** to confirm there are attached files to the ticket.

When you are ready, choose **Submit** to send the ticket forward. **Note:** You can locate the **DOV number** on the **Digital Signature** screen of the DTS voucher, in the **Remarks** section next to the **PAID** stamp.

Ticket Review and Monitoring

Once you submit the **AskDFAS** ticket the following should occur:

1. A DFAS Customer Service Representative (CSR) reviews the ticket and the requestor receives an **Ask Travel Pay** (received your ticket) email with a ticket number and reminder to use the previously established **Passcode** to access the online ticket.
2. The DFAS Customer Service Representative initiates the trace, determines the payment status, (e.g., cashed, cancelled, outstanding), and updates the findings in the ticket.

3. The DTA receives an **Ask Travel Pay** (provided updates to) email with a ticket update to review the findings (use the link in the email and the **Passcode**). Then work with the traveler to take the necessary corrective actions.

Resources

The DTMO provides a variety of resources in the **Training Search Tool** at <https://www.travel.dod.mil/Training/Training-Search/>. You can find the specific resources addressed in this document and many more on the DTMO website.

- For more on travel policy, see the [JTR](#)
- For more on travel policy, see the [DOD FMR](#)
- For more on documents for travel, see [DTS Guide 2: Authorizations](#)
- For more on processing claims, see [DTS Guide 3: Vouchers](#)