



DFAS Check Trace Process

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 DTS profile. In such cases, you are not required to provide any EFT information.

EFT and Credit Card Accounts

Payment by Electronic Funds Transfer (EFT) is mandatory unless the traveler does not have access to an account at a financial institution that can receive ETF transmissions.

Accounts

| Account Type | Account Number | Routing Number | Expiration Date |
|--------------|----------------|----------------|-----------------|
| GOVCC | 42424242424242 | N/A | 05/25 |
| Checking | 101010101 | 114000653 | N/A |

Mandatory EFT Payment*

☒ Yes ☐ No

GTCC Account Number

42424242424242

GTCC Expiration Date

05/25

Checking Routing Number

114000653

Checking Account Number

101010101

Saving Routing Number

Saving Account Number

Figure 1: EFT Information in Personal Profile

**In this information paper, “you” are a traveler or someone updating the information on behalf of the traveler.*

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.

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/ticketInput.action?subCategoryID=18404>.

AskDFAS Submit A Ticket (continued)

Note: The DFAS email dfas.indianapolis-in.jfd.mbx.efttrace@mail.mil is no longer valid for DFAS assistance in *Tracking Lost Payments*.

Here is 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**.

DISBURSING REQUESTS -- ONLINE CUSTOMER SERVICE

FAQs Submit A Ticket

Your Information

Category: Payment Trace Requests
Subcategory: EFT/Check Trace Requests

Name: First*: Middle*: Last*:

If you are using spam blocking software on the email you provide, you may not receive any response from this system. In order to ensure that you receive our responses please add: dfas.cleveland-oh.zte.mbx@mail.mil

DoD Consent

You are entering an Official U.S. Government System

By using this Information system consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personal misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See [User Agreement](#) and [User Rules of Behavior](#) for details.

Privacy Act Statement:

The Information accessed through this system is for OFFICIAL USE ONLY and must be protected in accordance with the PRIVACY ACT OF 1974.

- The Privacy Act of 1974 covers the information you provide to AskDFAS. To receive a copy of the Privacy Act Statement for the actions you enter into the system, please see your supervisor.
- **Authority:** Title 5 U.S.C. Chapters 53, 55, 81; Title 10 U.S.C. Chapters 11, 61-73; Title 37 U.S.C.; GAO Manual for Guidance of Federal Agencies, Title 6, Chapter 4, para. 4.2.B.2; and E.O. 9397
- **Purpose of Use:** Data provided could be used for validating the trustworthiness of an individual's request for access to AskDFAS. The AskDFAS system may collect PII and the information may be shared with specified agency employees such as accountants, technicians, customer service representatives, or operations personnel with a need-to-know. These employees may respond to inquiries submitted via the AskDFAS system. The following information types could be collected: employee name, SSN, work organization, work location, work email, work phone, personal home/mobile phone number, birth date, marital status.
- **Routine Uses:** Those generally permitted under the 5 U.S.C. 522A(B) of the Privacy Act as required.
- **Disclosure:** Disclosure is voluntary.

Section 508 Compliance Statement

In accordance with Section 508 of the Rehabilitation Act of 1973, as amended, (29 U.S.C. 794d), DFAS is committed to ensuring that AskDFAS functionality and content is accessible to all customers. Send feedback or concerns related to the accessibility of this website to the DFAS 508 coordinator at: dfas.indianapolis-in.zta.mbx.section508@mail.mil. For more information about Section 508, please visit the DoD Chief Information Officer (CIO) Section 508 Website available at <https://dodcio.defense.gov/DoDSection508.aspx>

Attachment Section

Choose File No file chosen

☒ I consent to the above for system access

Figure 1: DTS Dashboard – My Travel Documents

2. An active **Submit A Ticket** screen opens. From here, there are two options: complete this form for **Subcategory: EFT/Check Trace Requests** (Figure 3, Indicator 1) or select **Change Category/Sub-Category selection** (Figure 3, Indicator 2) to change the **Categories/Subcategories** and see the **DTS Request** option. As soon as you select, **Change Category/Sub-Category selection** a new window opens (Figure 4).

**AskDFAS
Submit A
Ticket
(continued)**

DISBURSING REQUESTS -- ONLINE CUSTOMER SERVICE

FAQs Submit A Ticket Help

You are at: **1** **Category** **2** **Change Category/Sub-Category Selection**

Category: Payment Trace Requests
Subcategory: EFT/Check Trace Requests

Name: First* Middle* Last*

If you are using spam blocking software on the email you provide, you may not receive any responses from our system. In order to ensure that you receive our responses please add: dfas.cleveland-oh.zte.mbx.web-askdfas@mail.mil to your list of approved senders before submitting your item.

Email*: Re-enter Email*:

Passcode*: Enter a passcode to gain future access to your ticket. In order to view your ticket's information, including the response from our representatives, you will need this passcode. This passcode is unique to you and your ticket. Use something that is easy to remember or write down your code and save in a safe location. Passcodes can be 9 - 40 characters long and can contain any number of letters, numbers and/or special characters, but cannot contain your email address or name. (Passcode must be at least 9 characters and must contain at least one lowercase letter, one uppercase letter, and one number)

Are you looking for a DTS Travel Settlement to your bank or Travel card? Click here:

Method of Payment*: -- Select One --
Service*: (Not sure, pick one) Please provide as much additional information as possible in the comments box to help us ID your payment.
-- Select One --
Type of Payment*: -- Select One --
Amount of Payment*:
Payee Name*:
Date of Payment*: If approximate date, please include additional information in comment box. On time payment was to be made to help us locate you payment.

DOV Number:
EFT Trace #/ Check #: If vendor provide a contract number. If paid by check input check number if known.

SSN/EIN:
Nature of Problem*: -- Select One --
Question/Comments:

Attachment Section ?

Choose File No file chosen Choose File No file chosen
Choose File No file chosen Choose File No file chosen
Choose File No file chosen

Upload File(s) 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.

Submit Submits your item to a customer service representative.
Cancel Cancels your inquiry and returns you back to the FAQ Page.

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 not provided, we may not be able to respond.

Figure 3: Subcategory: EFT/Check Trace Requests

DISBURSING REQUESTS -- ONLINE CUSTOMER SERVICE

FAQs Submit A Ticket Help

Step 1: Category selected is: **Payment Trace Requests**
Step 2: Select a Subcategory by clicking the >> button next to the subcategory name.

Categories **Subcategories**

> Payment Trace Requests > DTS Trace Requests
> EFT/Check Trace Requests

Figure 4: Categories/Subcategories Options

AskDFAS
Submit A
Ticket
(continued)

3. Under **Subcategories**, (Figure 4) select **EFT/Check Trace** or choose the arrow to switch to **DTS Trace Requests**. Once selected, a new **Submit A Ticket** page appears for **Subcategory: DTS Trace Requests** (Figure 5).

The screenshot shows the 'DISBURSING REQUESTS -- ONLINE CUSTOMER SERVICE' page. The 'Subcategory' is set to 'DTS Trace Requests'. The form includes fields for 'Name' (First, Middle, Last), 'Email' (with a spam blocking warning), 'Passcode', 'Service', 'DTS Payment to', 'Amount of Payment', 'Traveler Name', 'Date of Payment', 'TANUM', 'Trace #', 'SSN', 'DOV (Disbursing Office Voucher)', 'Payment by Check or EFT', 'Nature of Problem', and a 'Question/Comments' text area. There is an 'Attachment Section' with four 'Choose File' buttons. At the bottom are 'Upload File(s)', 'Submit', and 'Cancel' buttons, followed by a 'PRIVACY ACT STATEMENT'.

Figure 5: Subcategory: DTS Trace Requests

4. Enter the required (*) fields and optional (if needed) to complete the form, and attach files (if required). When you are ready, choose **Submit** to send the form.
- Traveler's full **Name**
 - Review the email spam blocking section, follow instructions, and then enter **Email** address.
 - Follow the instructions to establish a **Passcode** (required for ticket access).
 - Method of Payment, Service, Type of Payment, Amount of Payment, Payee Name, and Date of Payment. Note:** Depending upon which **Trace Request** form (DTS or

**AskDFAS
Submit A
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(continued)**

EFT/Check) you opt to use the data fields display slightly different. The DTS form contains **TANUM** and **Payment by EFT** or **Check** fields.

- e. **DOV Number** (Disbursing Office Voucher), EFT Trace #/Check #, and SSN/EIN
- f. **Nature of Problem** and **Questions/Comments**
- g. **Attachment Section** – to search for and Choose File to add to the ticket
- h. Select **Upload Files** - to confirm attached files to the ticket

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.

- 5. 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.
- 6. The DFAS Customer Service Representative initiates the trace, determines the payment status, (e.g., cashed, cancelled, outstanding), and updates the findings in the ticket.
- 7. 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).

Note: The processing time for a stop payment action is normally 60-75 days.