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 <u>do</u> 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	4242424242424242	N/A	05/25
Checking	101010101	114000653	N/A

Mandatory EFT Payment*
● Yes ○ No

GTCC Account Number
4242424242424242

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Note: The DFAS email *dfas.indianapolis-in.jfd.mbx.efttrace@mail.mil* is no longer valid for DFAS assistance in *Tracking Lost Payments*.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

Figure 3: Subcategory: 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).

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.

    a. Traveler's full **Name**

    b. Review the email spam blocking section, follow instructions, and then enter **Email** address.

    c. Follow the instructions to establish a **Passcode** (required for ticket access).

    d. **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
Ticket
(*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 Numbe**r (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.