Using Pay.Gov to Satisfy a Travel-Incurred Debt

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Introduction

Pay.gov is a web-based application that allows you to fill out and submit forms online and for DTS users make online payments to Government agencies by credit card or by debit from your checking or savings account to satisfy a travel-incurred debt.

⚠️ This repayment process does not apply to DIA civilians or USMC members. Both DoD Components have established their own methods of handling the debt repayment process. Contact your Debt Management Monitor (DMM) for more information.

Methods of Repaying Travel Incurred Debt

If you have incurred a travel-related debt, you have a couple of options to pay off the debt (known as direct remittance):

1. Pay by check or money order. For more about this process, refer to the information paper *Understanding a Travel Debt*, consult your DMM, or contact a Defense Travel Administrator (DTA) for assistance.

2. The Pay.gov website https://www.pay.gov/public/form/start/64632045 direct link. You must use the direct link to access the required *DTS Debt form*. This information paper explains that process.

3. Go to Google.com and search in URL "DTS payment through Pay.gov." This information paper explains that process.

Online Payment

To make a payment online directly from your bank account or using your credit/debit card, follow the steps shown below:

1. From the **DTS Notification of Debt** email, under **Pay Electronically**, select the (full) URL and the **DTS Travel Debt Collection** form loads (Figure 1a).

   OR

2. Navigate to Pay.gov by 1 of 2 ways:
   a. Paste the direct link https://www.pay.gov/public/form/start/64632045 into a browser and the **DTS Travel Debt Collection** form loads (Figure 1a).
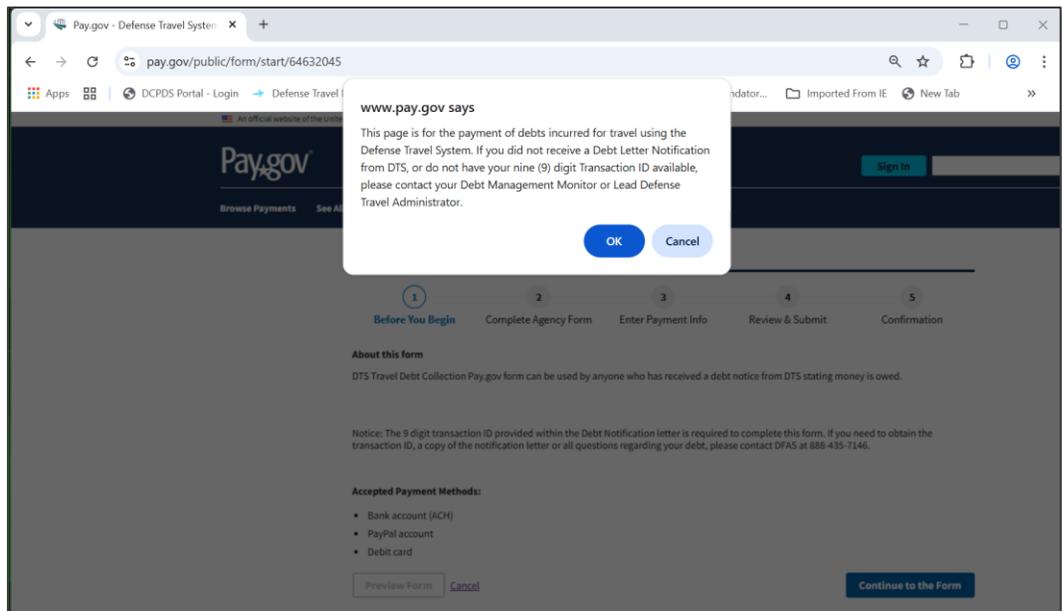
Figure 1a: DTS Travel Debt Collection Form with Pop-up Message

    b.   Go to Google.com.

        i.   Search "DTS payment through pay.gov"(Figure 1b). The page refreshes.

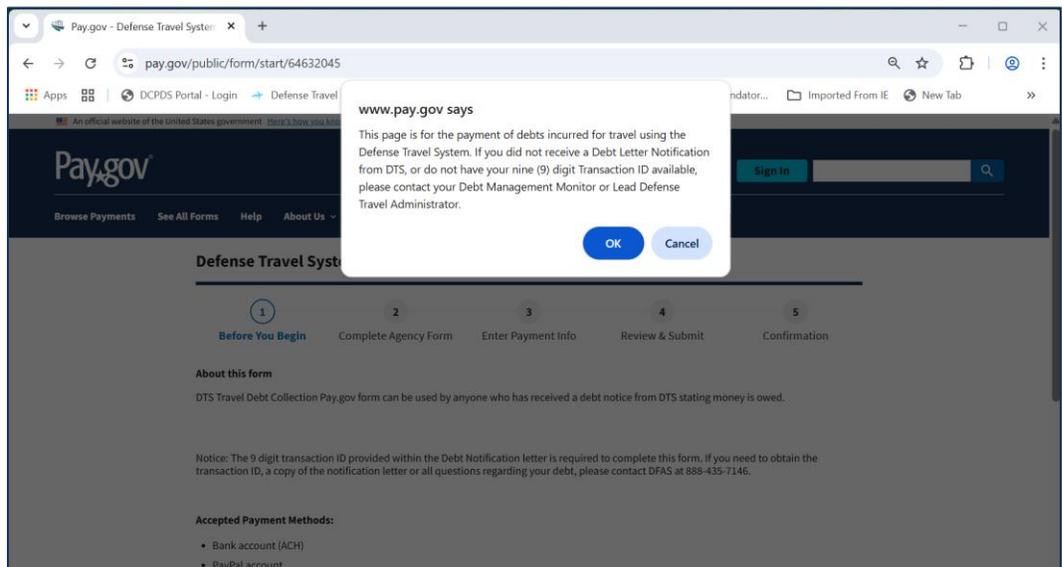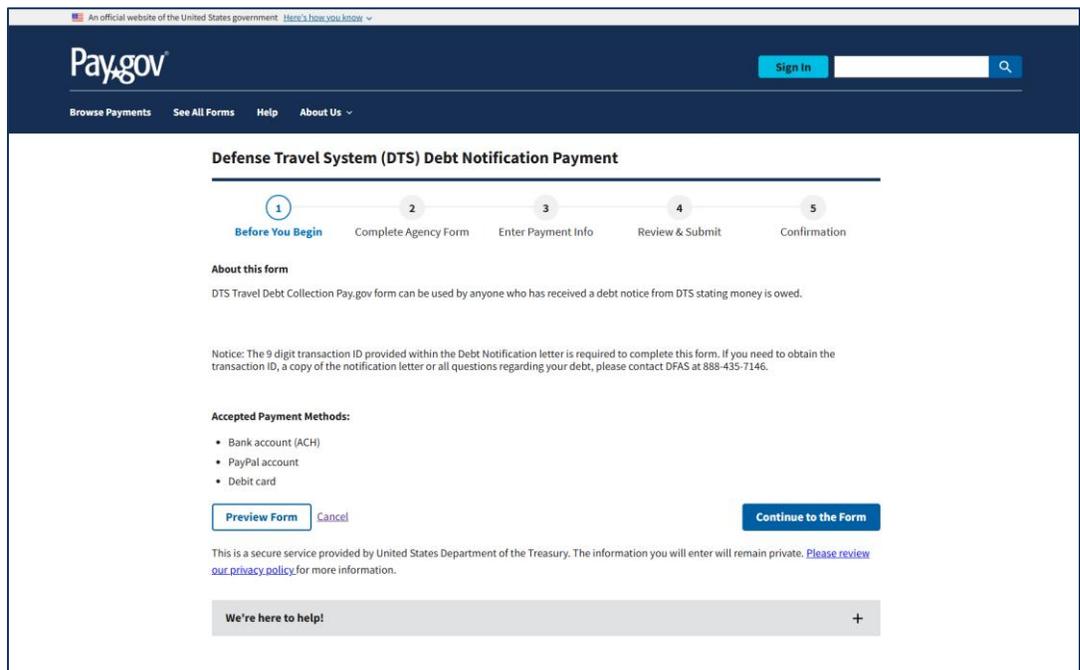   ii.   Select Pay.gov link for **DTS Debt Notification Payment**.

Figure 1b: DTS Travel Debt Collection Form with Pop-up Message

      iii.   Recaptcha challenge will load, and you will be able to move to form. Note: The site will not work with a saved/reused link due to site security/session keys.

3. Read the pop-up message and select **OK.** The complete form appears (Figure 2).

Figure 2: Active DTS Travel Debt Collection Form

4. The **DTS Debt Notification** Payment screen (Figure 2) displays provides following items:

    - Repayment Steps (1-5)

    - **About this form** - Who can use the DTS Travel Debt Collection Pay.gov form

    - **Notice**: DFAS contact number, if you don't have a 9-digit transaction ID

    - **Accepted Payment Methods**

        o **Bank account**

        o **PayPal account**

        o **Debit card**

    - **Preview Form** link

    - **Continue to the Form** link

    - **We're here to help!** option (select + sign to see email and phone number)

5. When you are ready, select **Preview Form** or choose **Continue to the Form** to proceed.

6. Follow the on-screen instructions to complete and submit the form.

Troubleshooting

On certain networks (e.g., NMCI) users may encounter a problem accessing the Pay.gov form when the reCAPTCHA option is blocked or not functioning properly (Figure 3a).

Depending upon which browser you use, at the bottom of the page, a **reCAPTCHA** problem may appear as wording "Could not connect to the r**eCAPTCHA** service. To try and resolve the problem:

1. Please check your internet connection and reload to get a **reCAPTCHA** challenge" or appear as a broken or blocked symbol.

2. Try a different browser to search for the page.

3. Try the Google search process listed above instead of the Pay.gov direct link or vice versa to reload the page.
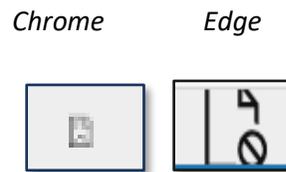
Chrome   *Edge*

Figure 3a: ReCAPTHCA Icon – Broken Link

More about the **ReCAPTHCA** icon:

- The **reCAPTCHA** (digital technology) is used to protect against spamming bot activity.

- If you mouse over **ReCAPTHCA** the icon expands (Figure 3b). Remove the mouse to collapse the icon.
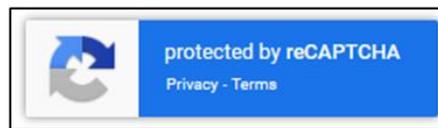

Figure 3b: ReCAPTHCA Icon - Expanded

If an error continues and you can't proceed to the form you can:

- Contact your IT Department and seek network/software assistance.

- Contact your Component for alternative payment methods, if your site is unable to access the Pay.gov form due to a known issue.

- Contact the Pay.gov POC by phone number or email, if you have specific questions about the form.

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 information on debt documents, see *Understanding a Travel Debt*