



Out-of-Service (OOS) Debt Processing and Submission

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Introduction

To ensure the accurate, reliable, and trackable processing of Out-of-Service (OOS) debts, the Defense Finance and Accounting Service (DFAS) has updated its submission protocols. This document provides step-by-step instructions for processing OOS debts within the Defense Travel System (DTS) and submitting the mandatory follow-up documentation via the [AskDFAS](#) portal.

**In this information paper, unless stated otherwise, "you" are a Debt Management Monitor (DMM).*

Background and Process Update

Historically, OOS debt submissions were managed via a shared DFAS email inbox. However, manual inbox-based processes are prone to communication gaps and trackability issues. To ensure no delays with a service member's case and to provide a reliable process for Debt Management Monitors (DMMs), the email inbox has been retired.

Current Protocol: All OOS debt submissions and inquiries must now be submitted via the [AskDFAS](#) portal. This secure, ticket-based system ensures your submission is assigned a tracking number and routed directly to the correct DFAS debt processor.

Future State: The Department is actively developing the Automated OOS Debt Interface (DTSCR-1127). Once deployed, this interface will eliminate the need for [AskDFAS](#) by providing direct, automated, system-to-system tracking between DTS and DFAS.

Phase 1 - Processing OOS Debt In DTS

Before submitting a ticket to DFAS, the debt must be properly processed within DTS. The procedures differ based on the total dollar amount of the uncollectible debt.

Debt Less Than \$225.00 (Write-Off Process)

Debts of less than \$225 that the OOS Office cannot collect may be written off. When the payroll system rejects the Payroll Collection request, you must attach documentation of the response to the debt record.

1. **Access DTS:** Log in and access the Debt Details screen for the specific document via the DMM Gateway.
2. **Initiate Write-Off:** Select Write Off on the Debt Details screen.

3. **Confirm Write-Off:** Select Write Off again. DTS will automatically create an amendment to the voucher and add an expense titled "Uncollectible Debt."
4. **Attach Substantiating Documents:** If a copy of the payroll rejection response is not already in the document, attach it through the Substantiating Documents screen.
5. **AO Approval:** Once the Authorizing Official (AO) approves the voucher amendment, DTS generates an Accounts Receivable (A/R) transaction to the accounting systems to close out the debt.

(Note: If a document displays an "Archive" stamp, the document remains in DTS. There is no external archive.)

Debts of \$225 or More (OOS Transfer Process)

For uncollectible debts of \$225 or more, the request must be forwarded so the OOS Office can initiate collection via the Defense Debt Management System (DDMS).

1. **Access System:** Log in and access the Debt Details screen for the document via the DMM Gateway.
2. **Initiate Transfer:** Select Out of Service on the Debt Details screen.
3. **Complete Required Fields:** Fill in all required fields that are not automatically populated on the Out of Service screen:
 - Debt Mgmt. Monitor: Verify your name, phone number, and email address.
 - Date of Separation: Type the date manually or use the calendar icon.
 - Traveler's (Last Known) Mailing Address: Input Address Line 1 and 2, City, State/Country, and Zip Code.
 - Special Notes: Use this section to identify if the OOS transfer is a re-submittal and explain the reason for the re-submission.
4. **Generate Report:** Select OOS Report to create the report. The OOS Document screen will open to display the message intended for the OOS Office.
5. **Save the Report:** Select the appropriate option to finalize the report. You must save a copy of this OOS Report, as it is required for your [AskDFAS](#) submission in Phase 2.

Phase 2 – Submitting the AskDFAS Ticket

Once the OOS Transfer is completed in DTS (for debts of \$225 or more), you must submit the documentation to DFAS via the [AskDFAS](#) portal to initiate collection.

AskDFAS Portal Link: <https://www.dfas.mil/dfas/AskDFAS/>

Navigating AskDFAS Portal is easy.

1. Select the [AskDFAS](#) link above to navigate to the [AskDFAS](#) homepage.

2. Review the categories provided and select the specific module for **Out-of-Service Debt** or **Travel Pay Debt Management**.
3. Select "Submit a Ticket" or the equivalent prompt to open the submission form. **Note:** There is also a [direct link](#) you may find beneficial to use.
 - a. For the Category, select **Base Level Debt Submissions**.
 - b. For the Subcategory, **Base Level Debt Submissions**.
4. Complete the form. Provide attachments if required..
5. Select Submit to send your item to a customer service representative.
6. Monitor for a response and instructions.
7. Use the DFAS instructions to help with submitting a ticket
<https://www.dfas.mil/Portals/98/Attachment%203%20Base%20Level%20Out%20of%20Service%20Debt%20Submissions%20-%20Customer%20Guide.pdf>

By following this standardized two-phase process, you ensure that OOS debts are accurately recorded in DTS and reliably handed off to DFAS for final resolution.

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 about vouchers, see the [DTS Guide 3: Vouchers](#)
- For more information debts, see the [Guide to Managing Travel Incurred Debt](#)
- For more on updating documents, see [Making Changes to DTS Documents](#)
- For instructions on submitting a DFAS ticket, see the [Out-of-Service Base Level Debt Submissions for AskDFAS Guide](#)