Effective 1 March 2013, the Department of the Treasury mandated that the Defense Finance and Accounting Service (DFAS) begin making payments to civilian and military payees using Electronic Funds Transfer (EFT). The Defense Travel System (DTS) does not require you to use EFT, so if there is no EFT information found in your profile on the document, DFAS will send the payment in the form of a check. If you report non-receipt of the check the Defense Travel Administrator (DTA) should begin the DFAS Check Trace Process procedures outlined below.

The Defense Travel Administrator (DTA) should access the document to ensure the PAID stamp is displayed in the Document History section of the Digital Signature screen. If the document has been stamped PAID and you have not received a check, the DTA should send a check trace request to DFAS. The email address is: checktrace@dfas.mil.

The check trace request must contain your full name, Travel Authorization Number (TANUM), amount of payment, date of the payment, and the Disbursing Office Voucher (DOV) number. The DOV number is located in Review/Sign>Digital Signature under the Document History in the Remarks section next to the PAID stamp. Once DFAS has received the e-mail, a trace will be initiated.

When the results of the trace are complete, DFAS will notify you and the DTA.
- If the results of the trace locate the check, you are notified by DFAS.
- If the results of the trace do not find a match, the check is presumed to be lost. DFAS will forward information to assist in filing a DD Form 2660 to request a stop payment be placed on the check.

The processing time for a stop payment action is normally 60-75 days. Once the process is complete, DFAS notifies the Travel Assistance Center (TAC). The TAC sends an e-mail to both you and the DTA requesting your Electronic Funds Transfer (EFT) information be updated.

To update your EFT information in the document, select Additional Options>Profile>My Account Information, check the box titled Save changes to permanent traveler information, and select Update Personal Information.

To amend your document, follow the below steps:

1) Navigate to Additional Options>Profile>My Account Information.
2) Select the Refresh Account Data hyperlink. If the account information has been updated, the new account data will show in the data fields.
3) On the menu bar, select Expenses.
4) Returned Payment for the amount of the lost payment.
5) Stamp the voucher SIGNED to begin routing the document.

Unlike the EFT RETURN process (i.e., when the document is stamped EFT RETURNED), the lost check/stop payment process is not automated and relies on manual processing to resubmit for payment.

NOTE: The best way to avoid this process is to validate that EFT information is present and accurate prior to submitting a voucher for payment.