

## Information Paper:

# 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        | 4242424242424242 | N/A            | 05/25           |
| Checking     | 101010101        | 114000653      | N/A             |

Mandatory EFT Payment\*

Yes  No

GTCC Account Number

GTCC Expiration Date

Checking Routing Number

Checking Account Number

Saving Routing Number

Saving Account Number

affect any existing travel documents.

*Figure 1: EFT Information in Personal Profile*

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>.

**Note:** The DFAS email [dfas.indianapolis-in.jfd.mbx.eftrace@mail.mil](mailto:dfas.indianapolis-in.jfd.mbx.eftrace@mail.mil) is no longer valid for DFAS assistance in Tracking Lost Payments.

1. Paste the AskDFAS link in a browser window. A **DoD Consent** screen appears (Figure 2). Review the information and select, **I consent to the above for system access**.

Figure 2: AskDFAS DoD Consent Screen



AskDFAS  
Submit A  
Ticket  
(continued)

- 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).

**DISBURSING REQUESTS -- ONLINE CUSTOMER SERVICE**

FAQs Submit A Ticket Help

**Your Info**

Category: **Change Category/Sub-Category selection**

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



AskDFAS  
Submit A  
Ticket  
(continued)

**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: >> **Payment Trace Requests**

Subcategories:

- >> DTS Trace Requests
- >> EFT/Check Trace Requests

Figure 4: Categories/Subcategories Options

- 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).

**DISBURSING REQUESTS -- ONLINE CUSTOMER SERVICE**

FAQs Submit A Ticket Help

**Your Information** [Change Category/Sub-Category selection](#)

Category: Payment Trace Requests  
Subcategory: **DTS Trace Requests**

Name: First\*: Middle\*: Last\*:  
Email\*: Re-enter Email\*:  
Passcode\*:  
Service\*: -- Select One --  
DTS Payment to\*: -- Select One --  
Amount of Payment\*:  
Traveler Name\*:  
Date of Payment\*:  
TANUM (Travel Authorization Number)\*:  
Trace #:  
SSN\*:  
DOV (Disbursing Office Voucher):  
Payment by Check or EFT\*:  
Nature of Problem\*:  
Question/Comments:

**Attachment Section**

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 5: Subcategory: DTS Trace Requests



**AskDFAS  
Submit A  
Ticket  
(continued)**

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 EFT/Check) you choose, 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).
  - If the results of the trace locate the check, DFAS will provide in the ticket.
  - If the results of the trace do not find a match, the check is presumed to be lost. DFAS will provide 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.