



# DFAS Check Trace Process

## Introduction

The Department of the Treasury set March 1, 2013, as the date all federal government payments should be delivered by electronic funds transfer methods such as direct deposit. Although DoD has mandated EFT payments for almost all travelers and the EFT field is mandatory in DTS (Figure 1), DTS does not require you to provide EFT information. If you meet one of the few exceptions to mandatory EFT use, you may select *No* and leave the fields blank.

**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 EFT transmissions.

If the following account information is incorrect please click on the link below to update your account information from your permanent traveler profile. [Refresh Account Data](#)

Account Type	Account Number	Routing Number	Expiration Date
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Enter only one account with a routing number.

Mandatory EFT Payment:  Yes  No

GOVCC Account Number:

GOVCC Expiration Date (mm/dd/yyyy):

Checking Routing Number:

Checking Account Number:

Saving Routing Number:

Saving Account Number:

Figure 1: EFT Information in Personal Profile

If you do not provide EFT information in your DTS profile, DFAS will send any travel reimbursement to you via 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.

## DFAS Notification Procedures

The DTA should review the document to ensure the **PAID** stamp is displayed in the Document History section found on the Digital Signature screen. If the document has been stamped **PAID** and you have not received payment, the DTA should send a check trace request to DFAS. The email address is: [dfas.indianapolis-in.jfd.mbx.cktrace@mail.mil](mailto:dfas.indianapolis-in.jfd.mbx.cktrace@mail.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, DFAS will notify you.
- 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.