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.

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.
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**Note:** The DFAS email dfas.indianapolis-in.jfd.mbx.efttrace@mail.mil is no longer valid for DFAS assistance in Tracking Lost Payments.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**.

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**Figure 2: AskDFAS DoD Consent Screen**
2. 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).

![Figure 3: Subcategory: EFT/Check Trace Requests](image-url)
3. 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).
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.