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](image)

*In this information paper, “you” are a traveler or someone updating the information on behalf of the traveler.*

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](https://corpweb1.dfas.mil/askDFAS/ticketInput.action?subCategoryID=18404).

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DFAS email [dfas.indianapolis-in.jfd.mbx.efttrace@mail.mil](mailto:dfas.indianapolis-in.jfd.mbx.efttrace@mail.mil) is no longer valid for DFAS assistance in Tracking Lost Payments.

Here is how to submit an AskDFAS ticket for assistance.

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

   ![Figure 1: DTS Dashboard – My Travel Documents](https://example.com/dts_dashboard.png)
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).

![Figure 4: Categories/Subcategories Options](image1)

![Figure 5: Subcategory: DTS Trace Requests](image2)
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 opt to use 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).

Note: The processing time for a stop payment action is normally 60-75 days.