

EFT TRACE REQUESTS

- Payment Tracing
 - Initial Troubleshooting:
 - Validate the document has a “Paid” stamp
If stamp is “Voucher Submitted” and it’s been more than 4 days, contact the DTS Helpdesk for assistance
 - Ensure that it does not reflect “EFT Return”. If it does, have the traveler provide correct EFT information and reprocess the voucher
- Payment Trace:
 - If initial troubleshooting did not resolve it, submit a DFAS Help ticket at <https://corpweb1.dfas.mil/askDFAS/ticketInput.action?subCategoryID=18404%20>
 - You will need the information from the voucher, most of the information is contained in the “Paid” stamp on the signature screen
 - Select “Disbursing Requests”
 - Select “Submit A Ticket” at the top
 - Select the Subcategory “DTS Trace Requests”
 - Complete all the information, make sure to save the passcode you create or you will not be able to access the ticket later.
- DFAS response
 - If the response states funds have been returned, you may need to request a copy of the cash collection voucher (CCV).
 - If you’re unsure what action to take following the DFAS response, contact the DTS Helpdesk for assistance.