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>
  + 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.