

EFT Trace Request

An EFT Trace Request is needed when DTS says a payment (advance, partial payment, or settlement) was made, but the traveler never receives it. This usually happens because a traveler did not update DTS with their current EFT account information before preparing their authorization.

Send the EFT Trace Request to: dfas.indianapolis-in.jfd.mbx.efttrace@mail.mil

When submitting a trace request please include the following: (Found on the Digital Signature page of the voucher in the paid status remarks):

- Brief explanation of the reason for the trace request
- Traveler's First Name, MI, Last Name
- Contact number
- Amount
- Trace Number
- Pay Date
- Original DOV Number

Example:

DFAS,
Requesting an EFT Trace for a DTS payment that went to a closed account. Please assist.
Traveler's First Name, MI, Last Name: Chesty B Puller
Contact number: 315-123-4567
Amount: \$1500.00
Trace Number: 123456789123456
Pay Date: April 1, 2016
Original DOV Number: T1234567

Note:

- Once the payment has been returned to DFAS, they will re-deposit it to the DTS document. It could take up to a week for DFAS to respond.
- Remember to correct the EFT information in the member's profile and then go into the Authorization/Voucher and refresh the EFT data under the "Additional Options" tab- "My Account Information" before resubmitting for payment. If this is not done, the old account information will remain in DTS.

Regional Disbursing Office- Pacific
DTS Help Desk: (315) 645-3300