

How to Submit a DTS EFT Trace Request

An EFT Trace Request is needed when a payment (advance, partial payment, or settlement) went to the wrong or old bank account. 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.eftrace@mail.mil

Include all below information (All Information can be found in the Digital Signature section of the Travel Voucher):

- ✓ The reason for the request
- ✓ Traveler's First Name, MI, Last Name
- ✓ Amount
- ✓ Trace Number
- ✓ Pay Date
- ✓ Original DOV Number

Example email:

DFAS,

Request an EFT Trace for a DTS payment that went to a closed account. It is request that DTS is updated once the payment is recouped. The following information is provided:

Traveler's First Name, MI, Last Name:	Joe Smith
Amount:	\$1500.00
Trace Number:	123456789123456
Pay Date:	April 1, 2016
Original DOV Number:	T1234567

Provide you name and POC info

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 go into the Authorization/Voucher and refresh the EFT data in the profile before resubmitting for payment. If this is not done, the old account information will remain in DTS.