

Trace Request

To request a payment trace to be ran you will need to send the travelers information to the appropriate e-mail inbox. There is one for Check traces and another for EFT traces.

The trace boxes are listed below;

For inquiries regarding **EFT payments** you may contact:
EFTTRACEREQUESTS@DFAS.MIL

For inquiries regarding **Check payments** you may contact:
CHECKTRACE@DFAS.MIL

In the e-mail, briefly explain that you need a trace to be ran and why you need it ran.

Include all below information:

- First Name, MI, Last Name
- Contact Number
- Last Four SSN#
- Document Name
- T# (DOV Number found on pay mod generated comments)
- The amount paid out
- TA NUMER
- Payment Effective Date

If the money was deposited into the wrong account a Letter of Indemnity needs to be completed and submitted to the financial institution that the money was sent to.

Note: Even if you are aware that the money went to the wrong account or the original EFT data was incorrect, and EFT Trace must be submitted prior to submitting the Letter of Indemnity.

Also, remember to go into the Authorization/Voucher and refresh the EFT data listed in the profile before resubmitting for payment. If this is not done it will default to the old/wrong account information created and saved when the Authorization/Voucher was originally created.