

Trace Request

To request a payment trace to be ran you will need to send the traveler's information to DFAS.INIANAPOLIS-IN.JFD.MBX.EFTRACE@MAIL.MIL

In the email, briefly explain that you need a trace to be ran and why you need it ran. Include all below information:

- Traveler's First Name, MI, Last Name
- Amount
- Trace Number
- Pay Date
- Original DOV Number

All Information can be found in the Digital Signature section of the Travel Voucher.

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, an 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 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.