

## EFT Trace Procedures

- An EFT Trace Request is submitted when a DTS payment is sent to closed/wrong bank account.
- If the payment went to an old bank account, the traveler must contact the bank to try to have the payment released. If the bank will not release the payment, submit an EFT Trace Request.
- EFT Trace Requests will be submitted by the LDTA (DTS Helpdesk Staff), ODTA or the Traveler.

## DFAS Online Customer Service website:

<https://corpweb1.dfas.mil/askDFAS/custCategories.action?pgModId=5483&objCode= 2000599292&currentUser.currentRequestNonce=7d81d555-b20e-434f-b731-a5269b2f9fe7>

- DFAS EFT Trace website : select **Payment Trace Request, DTS Trace Request**

- Obtain the payment information from the DTS voucher/Sign and Submit Page.

- Fill out the payment request fields and submit the request.