

Talking Paper On myPay

PURPOSE:

Provide executive talking points for agency heads and commanders on myPay.

OBJECTIVES:

1. Maximize use of myPay by military members, Defense civilians, retirees and annuitants
2. Minimize the total number of printed Leave and Earnings Statements

KEY MESSAGES:

1. myPay offers convenient and secure access to your pay information
2. myPay is available from any Internet ready computer, around the clock
3. myPay delivers your LES two days before print mail
4. Changes made on myPay take effect between 3 and 7 days
5. With myPay, you have the confidence in knowing your pay information is accurate because your in charge
6. Access myPay day or night at <https://mypay.dfas.mil>
7. Use myPay and turn off your printed LES for greater security and privacy

myPay FEATURES:

1. View, print and save LESSs
 2. View, print and save tax statements like W2s and 1099s
 3. Change federal and state tax withholding
 4. Update bank account and EFT information
 5. Manage allotments
 6. Edit personal and address information
 7. Purchase U.S. savings bonds
 8. Administer your Thrift Savings Plan
- (Features vary slightly by service and status)

QUESTIONS AND ANSWERS:

Q1. What is myPay?

A1. MyPay is a great new tool to help members of America's military, Defense civilians, retirees and annuitants manage their pay. This self-service tool, lets people make changes to their pay account information online, from anywhere at anytime at <https://mypay.DFAS.mil>

Q2. How does myPay benefit customers?

A2. People using myPay can make changes instantly online instead of waiting inline or mailing in forms. People experience fewer errors by making changes themselves. myPay delivers Leave and Earning Statements two days before printed copies are mailed. Most importantly myPay delivers the information

people want when they want it because it's available on the Web anywhere, anytime at <https://mypay.dfas.mil>

Q3. How do organizations benefit from myPay?

A3. Because myPay lets people make changes fast, people spend less time in line waiting to make changes to their pay and more time on their mission. People have greater confidence and experience fewer errors; so morale and retention benefit. Finally, cost of financial operations decrease because fewer hours are spent in customer support or resolving problems and the costs associated with printing and mailing leave and earnings statements can be eliminated.

Q4. What do members need to do to set up a myPay account?

A4. Simply log on at <https://mypay.dfas.mil>. People who used E/MSS can use their existing personal identification number. New users can click "need new PIN" and the system will mail them a PIN within days. PINs are mailed for greater security. Questions about myPay can be answered by customer support at 1-800-390-2348.