



NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE

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DFAS puts kids first

WASHINGTON, D.C. -- The Department of Defense takes child support very seriously and its Defense Finance and Accounting Service (DFAS) helps more than 200,000 children receive the support they deserve every month.

DFAS, working with DoD, has established a centralized processing center. The processing center is responsible for the legal review and processing of child support and alimony orders for all DoD civilian and military personnel. With a volume of over 12,000 support orders each month, DFAS continues to identify and implement technology systems and enhancements that will benefit DFAS, DoD and state child support customers. DFAS has implemented an option for child support agencies to submit support orders electronically over a secure process on the Internet. This program, called "DFAS Kids 1st", improves customer service, reduces the time it takes to process orders and get the payments to parents, and helps reduce operating costs.

"DFAS Kids 1st" is free to state child support agencies. The orders are sent over the Web and received in the DFAS Garnishment electronic mail box to be worked by the paralegals responsible for processing the support orders. This process saves over 15 days in implementing these orders when compared to previous means of processing child support garnishments. By reducing the time it takes to process requests, the DFAS family delivers support money more quickly and accurately to custodial parents who need it.

DFAS has 11 states using this technology and expects another 8-10 states to implement it in the next year. The operation has received numerous awards from state and federal child support organizations recognizing its efforts for their dedication to the children and families of the men and women who serve our country.

About DFAS

The Defense Finance and Accounting Service is the world's largest finance and accounting operation. DFAS is "Your Financial Partner @ Work" for the Department of Defense. The agency disburses more than \$1.2 billion dollars per business day. Annually, DFAS pays 5.5 million military members, civilian personnel, retirees and annuitants; processes more than 11 million contractor and vendor invoices, and handles nearly 7 million travel payments. The Secretary of Defense created the Defense Finance and Accounting Service in 1991 to reduce the cost of Defense Department finance and accounting operations and strengthen financial management through consolidating finance and accounting activities across the department. For more about the Defense Finance and Accounting Service, please visit <http://www.dfas.mil>.