



NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE

1931 Jefferson Davis Highway, Crystal Mall 3
Arlington, Virginia 22240-5291

Press Release 03-08

Dec. 12, 2002

For External Release

DFAS-Cleveland Customer Contact Center welcomes U.S. Air Force

Cleveland, Ohio (Dec. 9)– The Defense Finance and Accounting Service (DFAS) Customer Contact Center provides Navy sailors with pay information and myPay customer service. On Dec. 2, the DFAS-Cleveland staff began offering Air Force airmen the same quality service.

“We didn’t have to re-invent the wheel. We used the technology from our existing Customer Contact Center and simply added Case Management System (CMS) for our Air Force customers. Using CMS, we will be electronically connected to pass information to the Air Force Personnel Center (APC) and Air Force Military Pay Operations (AFMPO) at DFAS-Denver,” said Kenneth Walker, director, Customer Contact Center in Cleveland, Ohio.

The Customer Contact Center can be reached at 1-800-755-7413, (216) 522-5310 or DSN 580-5310 and staff members are prepared to respond to a wide-range of entitlement inquiries, re-issue W-2s, address Defense Joint Military Pay System inquiries, process myPay PIN resets, and provide instruction, information and assistance on myPay.

To obtain the Interactive Voice Response System telephone PIN, airmen must submit a copy of a photo I.D., include their signature and social security number, a written request for a temporary PIN, a daytime telephone number, and specify they want an IPIN for IVRS. Airmen should fax the information to DSN 580-5800 or commercial (216) 522-5800. A myPay PIN may be obtained by accessing the myPay web site at myPay.dfas.mil, click on the new PIN button from the home page.

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In addition to the current automated pay information available in the IVRS, a new feature, voicemail will be offered. Airmen and sailors who cannot contact the Customer Contact Center during normal business hours, 7 a.m. to 7:30 p.m., Monday through Friday, may utilize this feature.

Adding this enhanced capability to the DFAS-Cleveland Customer Contact Center has been a joint effort coordinated with the staff of the AFPC, Randolph AFB, San Antonio, TX and the DFAS-Denver Air Force Military Pay Operations staff in Denver, Colo.

Airmen with personnel specific questions should call the AFPC Contact Center at 1-866-229-7074, 210-565-5000 or DSN 665-5000.

About DFAS

The Defense Finance and Accounting Service is the world's largest finance and accounting operation. The agency disburses more than \$1.38 billion per average business day. In fiscal 2002, DFAS paid 5.4 million people, processed more than 10.6 million contractor and vendor invoices and handled nearly 7.3 million travel payments while reducing overall costs to customers by \$136 million. For more about the Defense Finance and Accounting Service, please visit <http://www.dfas.mil> or call.

For more information contact Zanell Osowski, (216) 522-5620.