

Out-of-Service Base Level Debt Submissions for AskDFAS Guide



DFAS Debt and Claims Management Office

Effective September 14, 2020

(Last updated November 9, 2020)

Out-of-Service Base Level Debt Submissions for AskDFAS Guide

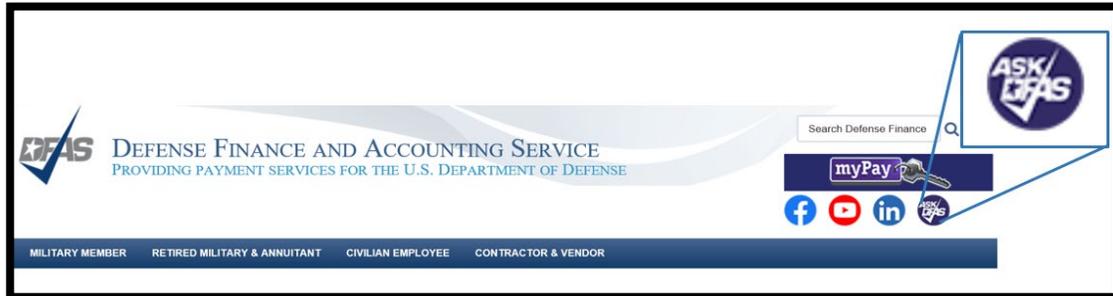
Introduction: This guide explains how to access AskDFAS to submit a ticket to establish an out-of-service base level debt with the DFAS Debt and Claims Management Office (DCMO). The AskDFAS module standardizes the intake process for submitting out-of-service base level debts.

You can access the AskDFAS form by visiting www.dfas.mil or by using the direct link: <https://corpweb1.dfas.mil/askDFAS/custCategories.action?tsm=1487857548500&pqModId=5100>

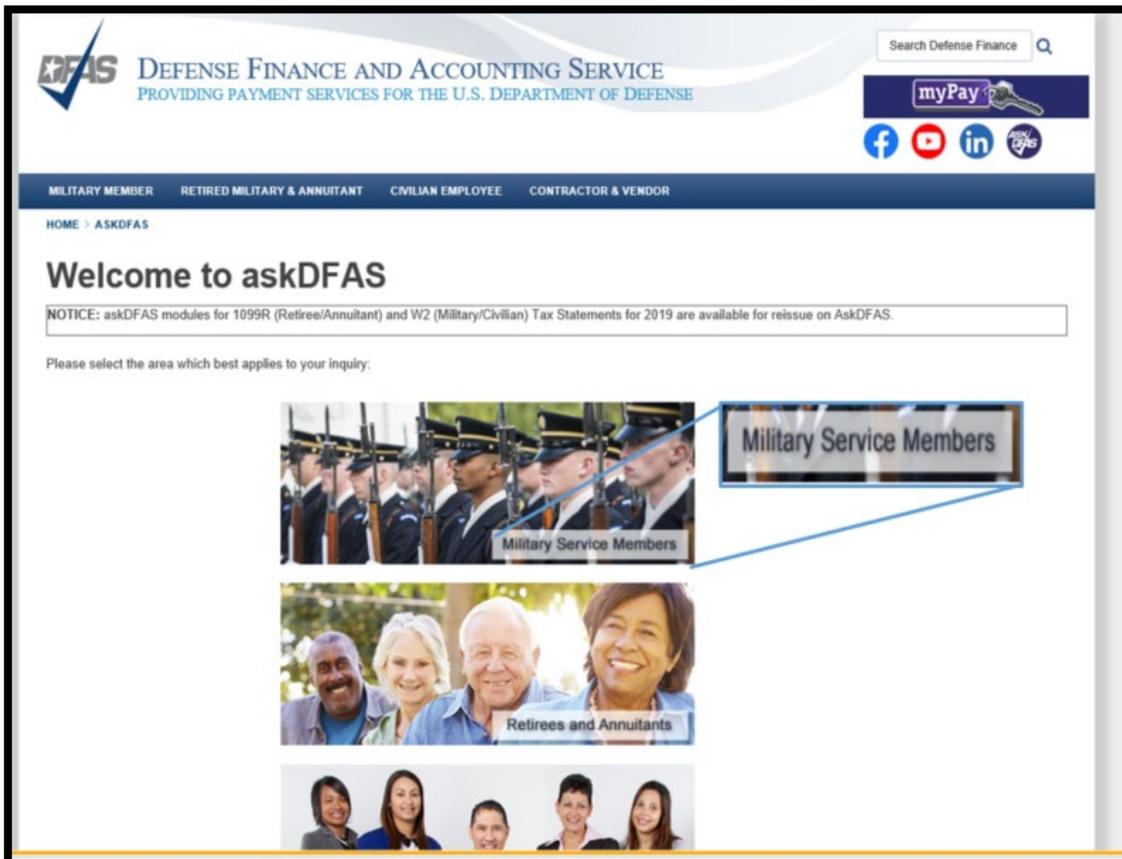
If accessing the AskForm via www.dfas.mil, start with Step 1. If you access the direct link, skip to Step 4 of the Guide.

Out-of-Service Base Level Debt Submissions for AskDFAS Guide

Step 1: Access AskDFAS by visiting www.dfas.mil. Click on the icon in the top right hand corner of the home page.



Step 2: Select "Military Service Members"



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Step 3: Once the screen populates, you will see the below. Select “Questions about a debt?”

Army/Air Force members:

DFAS would like to thank you for your patience as we strive to deliver first class customer service during these unprecedented times. We have restored our retrieval and printing of Military Pay records operation effective May 7, 2020. As a reminder, **myPay** provides access to the last 13 months of LES; therefore, we kindly ask to only request retrieval and printing of records that are not available in **myPay**.

Please understand due to precautionary measures implemented to protect against the spread of the Coronavirus there are still delays in our manual processing of older records as these records are maintained on microfiche and must be manually retrieved. This impacts requests for the following periods:

*Regular Army (Active Duty) : All prior to September 1991

*Regular Air Force : All prior to January 1982 and the year of 1984

*US Army and Air Force Reserves/National Guard : All prior to January 1994

If you are currently serving in the military and require older LES's, we also ask that you **submit a request through your unit** who will submit on your behalf to the local finance office.

Please know that any previously submitted requests are still in progress and will be processed in the order they were received as soon as the current conditions allow. Please avoid opening new or multiple tickets for any records request you have already submitted which is still in processing as this will delay processing.

We thank you for your patience and understanding as we all continue to stay safe during this pandemic.

Director, DFAS Indianapolis Military Pay

[Are you looking for information on Blended Retirement?](#)

[Do you have a pay-related question?](#)

[Questions about travel vouchers and payments?](#)

[Questions about a debt?](#) 

Helpful Hint: When utilizing AskDFAS, there are time limits for inactivity; have all of your documentation gathered prior to beginning the submission process.

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Step 4: The site will ask you to acknowledge that you are entering a DoD website. Once you agree, proceed to Step 5.

The screenshot shows the DFAS website with a 'DoD Consent' dialog box. The dialog box contains the following text:

DoD Consent

NOTE: Entry into this application is considered consent to the DOD Notice displayed below.

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personal misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

This System Contains Privacy Act Data

- Authority: Executive Order 10450, 9397, and Public Law 99-474, The Computer Fraud and Abuse Act.
- Purpose of Use: To record names and social security numbers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (dod) systems and information.
- Routine Uses: Those generally permitted under the 5 U.S.C. 522a(b) of the privacy act as required.
- Disclosure: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.
- Note: Records may be maintained in both electronic and/or paper form.

Section 508 Compliance Statement

- You have reached the Defense Finance and Accounting Services (DFAS) Accessibility Link, at which you may report issues of accessibility for persons with disabilities on DFAS websites.
- If your issue involves log in access, password recovery, or other technical issues, contact the administrator for the website in question, or your local helpdesk.
- DFAS is committed to making information and communication technology (ICT) accessible to individuals with disabilities in accordance with Section 508 of the Rehabilitation Act of 1973, as amended in 1998 (Section 94d of Title 29, United States Code).
- For persons with disabilities experiencing difficulties accessing content on a particular DFAS website, please contact the DFAS Section 508 coordinator available at: dfas.indianapolis-in.zta.mbx.section508@mail.mil. In your response, please indicate the nature of your accessibility issue or problem and your contact information so we can address your issue or question.
- For more information about Section 508, please visit the DoD Chief Information Officer (CIO) Section 508 Website, available at: <http://dodcio.defense.gov/DoDSection508.aspx>.

A blue arrow points to the 'Agree' button at the bottom of the dialog box.

Step 5: Select 'Submit a Ticket'

The screenshot shows the DFAS website with the 'Submit a Ticket' button highlighted. The page content includes:

Defense Finance and Accounting Service
Providing payment services of the U.S. Department of Defense
1-888-332-7411

DEBT AND CLAIMS MANAGEMENT -- ONLINE CUSTOMER SERVICE

FAQs **Submit a Ticket** Help

Providing responsive, professional finance and accounting services for the people who defend America means delivering timely useful information. Our site allows customers the ability to request support or provide feedback. Every individual is unique, but they often face similar issues. Browse our frequently asked questions database before submitting a question for best results.

Questions regarding your HHG Shipment -- Third Party Payment Debt? Submit a ticket here: [Ask Travel Pay](#)

Search (FAQs) from Debt and Claims Management: Go Clear

Category:

Subcategory:

A blue arrow points to the 'Submit a Ticket' button.

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Step 6: Under Categories, select 'Base Level Debt Submissions'.

Defense Finance and Accounting Service
Providing payment services of the U.S. Department of Defense
1-888-332-7411

myPay

f YouTube

DEBT AND CLAIMS MANAGEMENT -- ONLINE CUSTOMER SERVICE

FAQs Submit A Ticket Help

Step 1: Select a Category by clicking the >> button next to the category name.

Categories	Subcategories
<input type="radio"/> All Categories	
<input type="radio"/> Account Inquiry	
<input type="radio"/> Bankruptcy	
<input checked="" type="radio"/> Base Level Debt Submissions	
<input type="radio"/> Claims	
<input type="radio"/> Debt Repayment	
<input type="radio"/> Dispute Debt - OTHER	
<input type="radio"/> Military Pay & Allowance Debts	
<input type="radio"/> Miscellaneous	
<input type="radio"/> Recently Separated? Awaiting Final Pay	
<input type="radio"/> Taxes	

Step 7: Under Subcategories, select 'Base Level Debt Submissions'.

DEBT AND CLAIMS MANAGEMENT -- ONLINE CUSTOMER SERVICE

FAQs Submit A Ticket Help

✓ Step 1: Category selected is: **Base Level Debt Submissions**
Step 2: Select a Subcategory by clicking the >> button next to the subcategory name.

Select this category if you have been separated over 1 year from military service and you have not received a debt letter from DFAS.

Categories	Subcategories
<input type="radio"/> All Categories	<input type="radio"/> Base Level Debt Inquiries
<input type="radio"/> Account Inquiry	<input checked="" type="radio"/> Base Level Debt Submissions

Helpful Hint: Be sure to select 'Base Level Debt Submissions' to submit debt information. The sub category - Base Level Debt Inquires - can be used to ask a general question about the base level debt submission process or check the status of a previously submitted debt.

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Step 8: Once you complete Step 7, you will input all of the data required to submit the debt. All required information is indicated by asterisk (*)

Your Information	
	Change Category/Sub-Category selection
Category:	Base Level Debt Submissions
Subcategory:	Base Level Debt Submissions
Name:	First*: <input type="text"/> Middle: <input type="text"/> Last*: <input type="text"/>
	If you are using spam blocking software on the email you provide, you may not receive any responses from our system. In order to ensure that you receive our responses please add: dfas.cleveland-oh.zte.mbx.web-askdfas@mail.mil to your list of approved senders before submitting your item.
	Email*: <input type="text"/> Re-enter Email*: <input type="text"/>
Additional Email:	If you would like this information and responses sent to additional email addresses, enter them here. Separate multiple addresses with the semi-colon (;) <input type="text"/>
Passcode*:	Enter a passcode to gain future access to your ticket. In order to view your ticket's information, including the response from our representatives, you will need this passcode. This passcode is unique to you and your ticket. Use something that is easy to remember or write down your code and save in a safe location. Passcodes can be 9 - 40 characters long and can contain any number of letters, numbers and/or special characters, but cannot contain your email address or name. (Passcode must be at least 9 characters and must contain at least one lowercase letter, one uppercase letter, and one number) <input type="text"/>
Do you accept the risk?*	DFAS by rule, is not permitted to send sensitive information to an unsecure email address (Yahoo!, Gmail, AOL, etc.). If you are willing to acknowledge and accept the risks involved in sending sensitive documents to an unsecure email address and release DFAS from any harm that may result, please select YES in the drop down box to give DFAS permission to send your sensitive documents to your commercial email address. <input type="checkbox"/> Yes

Helpful Hint: The top portion of the form is about you, the submitter. If you need to CC a supervisor or the person with the debt, you are able to enter an additional email address.

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Step 9: Continue to fill out the AskDFAS form as required.

The screenshot shows a web form for submitting debt information. The form fields include:

- Name of Debtor: Text input field with a placeholder: "The name of the person that has a debt that must be collected."
- Full SSN of Debtor: Text input field with a placeholder: "Please enter SSN without dashes."
- Service**: Dropdown menu with a placeholder: "Branch of Service in which the debt incurred or a Correction of Record/Claim is to be filed." and "-- Select One --".
- Component*: Dropdown menu with a placeholder: "-- Select One --".
- Rank / Pay Grade*: Dropdown menu with a placeholder: "-- Select One --".
- Separated or Retired?: Dropdown menu with a placeholder: "-- Select One --".
- Date of Separation / Date of Retirement: Text input field with a date picker icon.
- Current Address of Debtor - Street: Text input field with a placeholder: "The current street address on file for the debtor."
- Apartment: Text input field.
- City: Text input field.
- State/Territory*: Dropdown menu with a placeholder: "-- Select One --".
- Zip Code**: Text input field.
- Debt #1 - Due Process Letter Date: Text input field with a placeholder: "The date the debtor was issued his due process for letter for debt #1 from the agency that placed him/her in debt." and a date picker icon.
- Debt #1 - Debt Amount: Text input field with a placeholder: "Please do not enter \$ symbol".
- Debt #1 - LOA: Text input field.
- Debt #1 - Debt Type: Dropdown menu with a placeholder: "Please select the debt type from the list below." and "-- Select One --".
- Debt #1 - Debt Narrative: Text input field with a placeholder: "Please provide debt information."
- Buttons: "Add Debt" and "Required Documentation Included?".

Callout boxes provide additional instructions:

- "Fill in the debtor's information using the drop down arrows" (points to Service, Component, Rank, Separated, and State/Territory).
- "The date format is: YY/MM/DD" (points to Date of Separation / Date of Retirement).
- "Ensure the Line of Accounting (LOA) is complete; note that LOA is also known as Appropriations Data" (points to Debt #1 - LOA).
- "Include a short description of how the debt occurred. Include start and stop dates, Bill of Landing (if applicable), Travel Order Number (if applicable), etc." (points to Debt #1 - Debt Narrative).
- "You can submit up to eight (8) debts per single debtor (same SSN) by clicking the 'Add Debt' button. If more than eight (8) debts are required, please submit an additional ticket for the same debtor (SSN) by selecting the Add Debt button." (points to the Add Debt button).

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Step 10: At the bottom of the page, you will need to check all of the boxes below attesting that you will attach the required documentation. You will attach required documentation in Step 11.

Required Documentation Included?:	-----
	Please attest you have attached or included the following required information.
	<input type="checkbox"/> Debt Certification Statement
	<input type="checkbox"/> Complete Debt Packet
	<input type="checkbox"/> Line(s) of Accounting for each debt

Step 11: Be sure to create a single PDF with all supporting / required documentation per debtor. Then select 'Browse', select your PDF, and then Upload File.

Debt Certification Statement & Packet Attachments	
*At least 1 file must be uploaded.	
<input type="text"/>	<input type="button" value="Browse..."/>
<input type="button" value="Upload File(s)"/> ^	Upload selected files to your ticket. If you have chosen to include files, you must click the Upload Files button before pressing the submit button to make sure they get included.
<input checked="" type="button" value="Submit"/> ✓	Submits your item to a customer service representative.
<input type="button" value="Cancel"/> ⊗	Cancels your inquiry and returns you back to the FAQ Page.
<small>PRIVACY ACT STATEMENT: Disclosure of your contact and other information is voluntary. It is solicited for the sole purpose of responding to your inquiry or request. If it not provided, we may not be able to respond.</small>	

Browse and select the PDF file from the desktop/computer.

Once you have the PDF, select 'Upload File'

Helpful Hint: The DA 200 Transmittal Record Form is no longer required upon submission. Submitters DO NOT need to include this form in the PDF packet.

Helpful Hint: If you are submitting a military debt, the DD 139 Form is no longer required upon submission. However, you will still need to ensure that the debt package has a debt certification statement.

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Step 12: Select 'Submit'.

<input checked="" type="button" value="Submit"/>	Submits your item to a customer service representative.
<input type="button" value="Cancel"/>	Cancels your inquiry and returns you back to the FAQ Page.

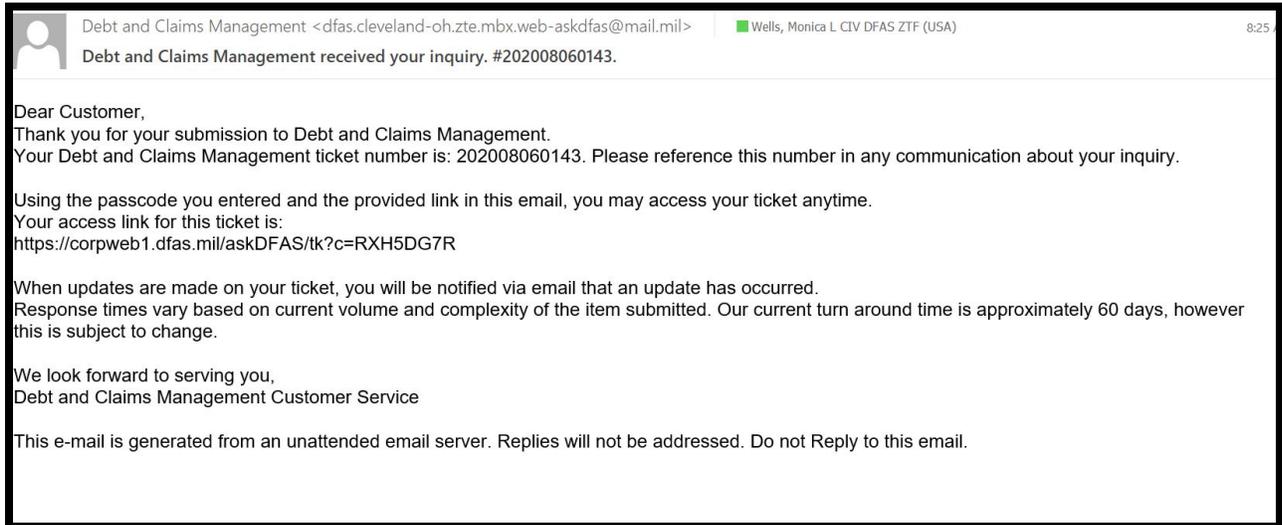
PRIVACY ACT STATEMENT: Disclosure of your contact and other information is voluntary. It is solicited for the sole purpose of responding to your inquiry or request. If it not provided, we may not be able to respond.

If there are not any errors, you will see the below screen.

The screenshot displays the AskDFAS website interface. At the top, the logo for DFAS (Defense Finance and Accounting Service) is visible, along with the text "Defense Finance and Accounting Service" and "Providing payment services of the U.S. Department of Defense". A "myPay" logo and social media icons for Facebook and YouTube are also present. The main heading is "DEBT AND CLAIMS MANAGEMENT -- ONLINE CUSTOMER SERVICE". Below this, there are buttons for "FAQs", "Submit A Ticket", and "Help". The central message states: "Your submission was received and will be assigned for immediate response. Response times vary based on the volume and complexity of the item submitted. Print out the following as a record of your submission." Below this is a section titled "Your Information" with a list of details: Ticket Number: 202008060143, Access Link: https://corpweb1.dfas.mil/as, Passcode: Mlw123456, Category: Base Level Debt Submissio, Sub Category: Base Level Debt Submissio, First: Monica, Middle: L, Last: Wells, Email: monica.l.wells.civ@mail.mil, Do you accept the risk?: Yes, Name of Submitter: Moncia Wells, Submitter Agency: CXT-Indy, Name of Debtor: Jean Cliff, Full SSN of Debtor: 002079506, Current Address of: 333 Unionville Rd. An "Important Ticket Information" pop-up box is overlaid on the right side, containing the text: "In order to view future correspondence on your ticket, you will need to use the link provided as well as the passcode you created for this ticket. Please write down or remember this information." It lists: "Your Ticket Number 202008060143", "Your Access Link https://corpweb1.dfas.mil/askDFAS c=RXH5DG7R", and "Your Passcode Mlw123456".

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Step 13: You will receive an email notification advising your submission was received.



The debt has been officially submitted to the Debt and Claims office. You can use the AskDFAS ticket number to check the status of the debt or for other tracking purposes.

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Optional Step 14: If you have general questions related to submitting debts, please review the list of Frequently Asked Questions (FAQs) for Base Level Debt Submissions.

Select the FAQ Button.

If your question is not listed, you may type in your question select the Category from the drop down, select the sub category and select Go.

DEBT AND CLAIMS MANAGEMENT -- ONLINE CUSTOMER SERVICE

FAQs Submit A Ticket Help

Providing responsive, professional finance and accounting services for the people who defend America means delivering timely, useful information. Our site allows customers the ability to request support or provide feedback. Every individual is unique, but they often face similar issues. Browse our frequently asked questions database before submitting a question for best results.

Questions regarding your HHG Shipment -- Third Party Payment Debt? Submit a ticket here: [Ask Travel Pay](#)

Search (FAQs) from Debt and Claims Management:

Category:

Subcategory:

No.	Category	Subcategory	Frequently Asked Question	Viewed	Viewer Rating
BI001	Base Level Debt Submissions	Base Level Debt Inquiries	What information/documentation is required when submitting a base level debt?	11	Not Rated
BI002	Base Level Debt Submissions	Base Level Debt Inquiries	Recalling or adjusting a debt	5	Not Rated