# 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)

**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&pgModId=5100
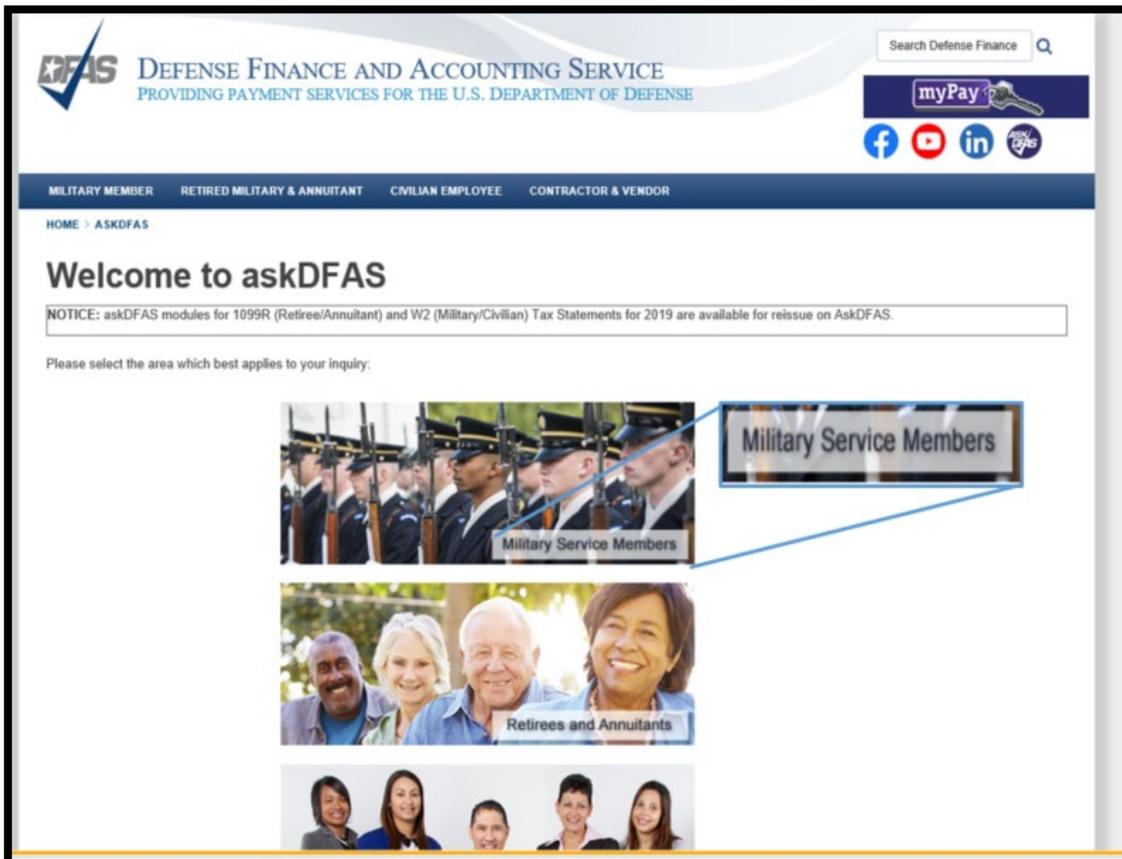
If accessing the AskForm via www.dfas.mil, start with Step 1. If you access the direct link, skip to Step 4 of the Guide.

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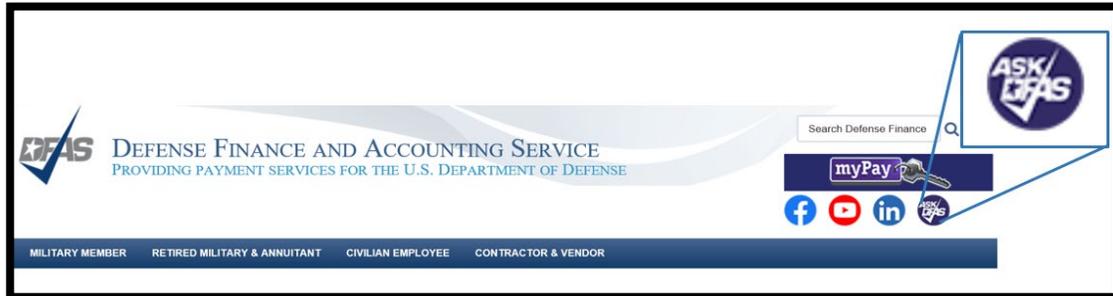


Step 2: Select "Military Service Members"

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.*

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



Step 5: Select 'Submit a Ticket'

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



Step 7: Under Subcategories, select '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.*

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*:     Middle:     Last*: |

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*:     Re-enter Email*:

| | |
|---|---|
| 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 (;) |
| 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) |
| 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. ☐ 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.*

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

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

Add Debt

Required Documentation Included?:

*Callout:* Fill in the debtor's information using the drop down arrows

*Callout:* Ensure the Line of Accounting (LOA) is complete; note that LOA is also known as Appropriations Data

*Callout:* The date format is: YY/MM/DD

*Callout:* 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.

*Callout:* 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.

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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.
☐ Debt Certification Statement
☐ Complete Debt Packet
☐ 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.

| Browse... | Browse... |
| Browse... | Browse... |
| Browse... | Browse... |
| Browse... | Browse... |
| Browse... | Browse... |

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

⌃ 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.

> Once you have the PDF, select 'Upload File'

✔ Submit    Submits your item to a customer service representative.

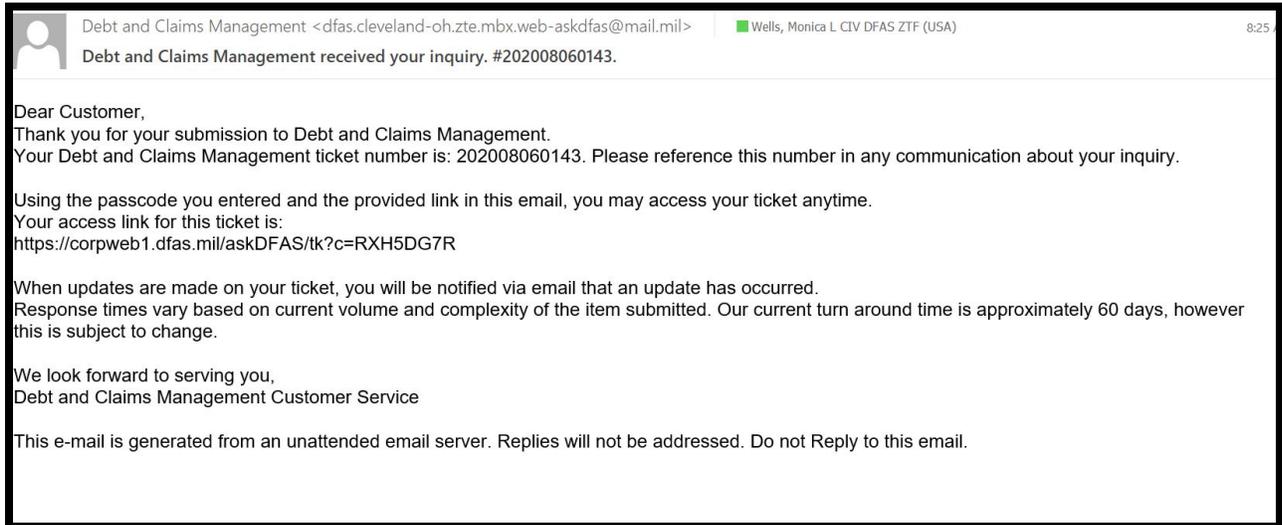⊘ Cancel    Cancels your inquiry and returns you back to the FAQ Page.

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.

*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.*

Step 12:  Select 'Submit'.



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

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.

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