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](http://www.dfas.mil) or by using the direct link: [https://corpweb1.dfas.mil/askDFAS/custCategories.action?tsm=1487857548500&pgModId=5100](https://corpweb1.dfas.mil/askDFAS/custCategories.action?tsm=1487857548500&pgModId=5100)

If accessing the AskForm via [www.dfas.mil](http://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.
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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.

Step 5: Select ‘Submit a Ticket’
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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 Inquiries - 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 (*).

**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.

The date format is: YY/MM/DD

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

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.

Fill in the debtor’s information using the drop down arrows
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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.

<table>
<thead>
<tr>
<th>Required Documentation Included?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please attest you have attached or included the following required information.</td>
</tr>
<tr>
<td>☐ Debt Certification Statement</td>
</tr>
<tr>
<td>☐ Complete Debt Packet</td>
</tr>
<tr>
<td>☐ Line(s) of Accounting for each debt</td>
</tr>
</tbody>
</table>

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.

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.

Dear Customer,
Thank you for your submission to Debt and Claims Management.
Your Debt and Claims Management ticket number is: 202008060143. Please reference this number in any communication about your inquiry.

Using the passcode you entered and the provided link in this email, you may access your ticket anytime.
Your access link for this ticket is:
https://corpweb1.dfas.mil/askDFAS/kr?c=RX0H5DG7R

When updates are made on your ticket, you will be notified via email that an update has occurred.
Response times vary based on current volume and complexity of the item submitted. Our current turn around time is approximately 60 days, however this is subject to change.

We look forward to serving you,
Debt and Claims Management Customer Service

This e-mail is generated from an unattended email server. Replies will not be addressed. Do not Reply to this email.

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.