



DFAS Columbus Customer Care Center

Defense Finance and Accounting Service

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DFAS Columbus
Customer Care Office



Agenda

- Mission Statement
- Care Center Phone Tree
- Helpful Tips
- Order of Escalation
- Inquiry Volume/Top 10
- AskDFAS How To –
Screen Shots
- Site Visits
- Other DFAS Care Centers
- Informational Pages



Mission Statement



To respond to customer inquiries and requests courteously and professionally, while providing a customer experience that offers consistent and accurate information in a timely manner.



Customer Care Phone Tree

Columbus Care Center
800-756-4571
Daily 7:30AM - 4:30PM EST

MOCAS
OPTION 1

Codes
HQ0337
HQ0338
HQ0339

Defense
Agencies
OPTION 2
Codes
HQ0104
HQ0131
HQ0252
HQ0492
HQ0600
HQ0622
HQ0623
HQ0645
HQ0646
HQ0690
HQ0748
HQ0750
HQ0751
HQ0790
HQ0806
HQ0809
HQ0810
HQ0831
SL4701

ARMY
OPTION 3
Codes
HQ0303
HQ0304

Air Force
OPTION 4
Codes
F03000
F67100
F78900
F87700
F89900

Marine Corps
OPTION 5
Codes
M67443

WAWF Technical
Assistance
OPTION 6

Outreach
OPTION 7

Small Business
Contract
OPTION 1

Small Business
Contract
OPTION 1

Small Business
Contract
OPTION 1




Helpful Tips

Know your DFAS payment office

- ✓ Found on the face page of your contract, on the right hand side, in the block entitled “Payment will be made by”

15. PAYMENT WILL BE MADE BY (SEE ESP CLAUSE 252.232-7003.) DFAS - COLUMBUS CENTER DFAS-CO/WEST ENTITLEMENT OPERATIONS P O BOX 182381 COLUMBUS OH 43218-2381 (800)756-4571	CODE	HQ0339
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Check myInvoice: <https://wawf.eb.mil>

Contact your Customer Care team

- ✓ 800-756-4571, choose the option for the appropriate payment office (see page 5)
- ✓ Provide payment inquiry information, including the contract number

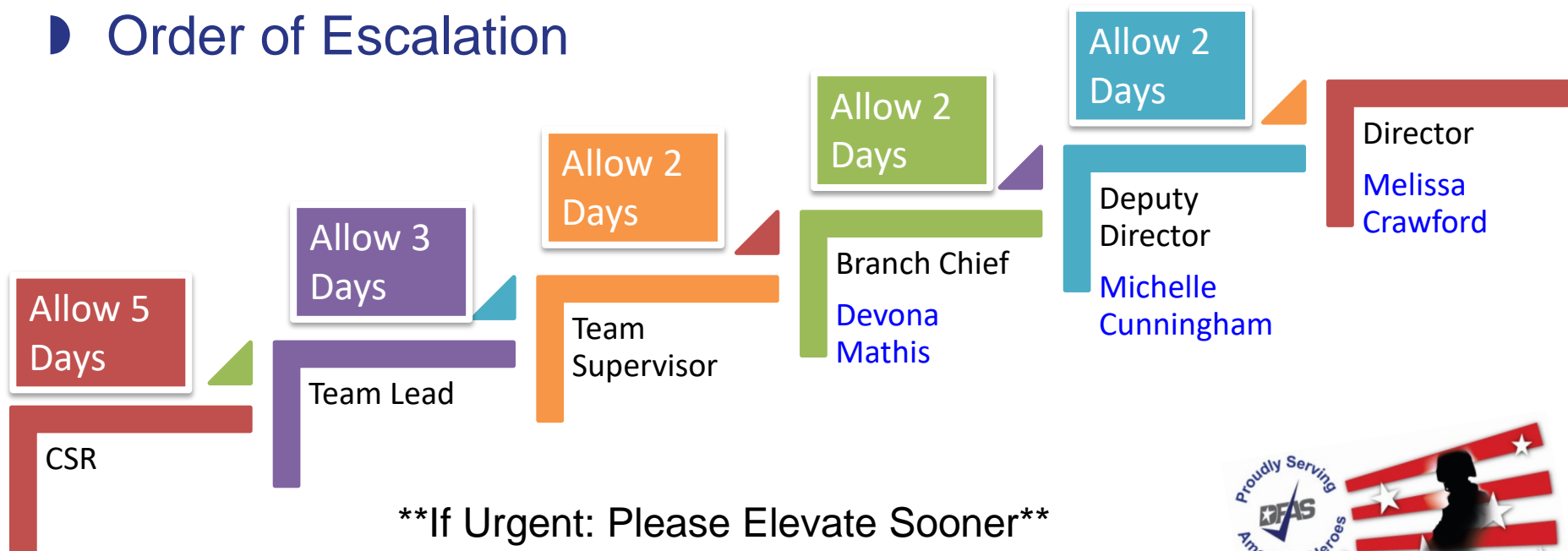


Customer Care Center

First POC: Customer Service Representative (CSR)

- ✓ Receive & provide status for customer inquiries (Calls, Email, Fax)
- ✓ Research & resolve payment related issues
- ✓ myInvoice & WAWF/iRAPT assistance
- ✓ Participate in customer visits/conferences

Order of Escalation



DFAS Columbus Customer Inquiry Volume

Volume of Inquiries-Fiscal Year 2019

Total – 180,138

Calls – 136,837

Non-Call – 43,301

Top 10 Inquiry Reasons

Invoice Status

Returned Invoice – E code

Payment History

Invoice Short Paid

Invoice in Prevalidation

Destination Acceptance/Receiving Report

Contract/Modification not received

Reject Invoice/Receiving Report

Invoice in WAWF, Not in Pay System

Invoice not in WAWF



AskDFAS

✓ Active for Pay Offices:
Columbus, Cleveland
and Indianapolis

✓ To access:

<https://www.dfas.mil/>

1. Click: AskDFAS icon
2. Click: Contractors & Vendors
3. Click: Questions about invoices, payment status, payment history, etc.?
4. Click on the DFAS site associated with your Pay Office DoDAAC

1

Defense Finance and Accounting Service
Providing payment services of the U.S. Department of Defense

2

Defense Finance and Accounting Service
Providing payments services of the U.S. Department of Defense

3

Welcome to AskDFAS
Please select the area which best applies to your inquiry:

4

Defense Finance and Accounting Service
Providing payments services of the U.S. Department of Defense

DFAS Columbus	DFAS Cleveland	DFAS Indianapolis	DFAS Rome
800-756-5371	855-608-3975	888-312-7186	This site does not participate in AskDFAS. Their Customer Care Center may be reached at: 800-535-6527
F03000	HQ0800	N00396	N64700
F87100	HQ0822	N43924	N64701
F75800	HQ0828	N00082	N64702
F87700	HQ0845	N00085	N64703
F89900	HQ0846	N00084	N64704
HQ0104	HQ0890	N00085	N64705
HQ0131	HQ0748	N00098	N64706
HQ0232	HQ0730	N00097	N63238
HQ0203	HQ0751	N00088	N68008
HQ0304	HQ0790	N00089	N68342
HQ0387	HQ0808	N00090	N68324
HQ0388	HQ0809	N00091	N68566
HQ0359	N67448	N00120	N69596
HQ0492	SL4701	N00051	N69595
		N69597	N68732
		N64140	N68892
		N64141	N68904
		N64142	N69526
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			A00*



Site Visits DFAS Columbus

Required Information

- ✓ Written request
- ✓ 10 working days advance notice
 - 45 days for foreign nationals
- ✓ Names of personnel visiting
- ✓ Purpose of visit
- ✓ 2-4 alternative visit dates
- ✓ Special needs information



Submitting Requests

- ✓ www.dfas.mil
 - Click: Contractors & Vendors tab
 - Click: Events
 - Click: Site Visits
- ✓ AskDFAS Direct Submission
 - www.dfas.mil
 1. Click: AskDFAS icon
 2. Click: Contractors & Vendors
 3. Click: Questions about invoices, payment status, payment history, etc.?
 4. Click: DFAS Columbus
 5. Click: Submit a Ticket
 6. Click: Site Visit Request
- ✓ Call
 - 800-756-4571, Option 7



DFAS Indianapolis – Customer Care

✓ 888-332-7366

Hours of Operation: Daily 7:30 a.m. – 4:30 p.m. (CST)
Vendor Pay (Option 2)



F80100	HQ0622
HQ0105	HQ0623
HQ0248	HQ0645
HQ0301	HQ0646
HQ0335	HQ0647
HQ0345	HQ0648
HQ0346	HQ0649
HQ0347	HQ0650
HQ0393	HQ0684
HQ0431	HQ0685
HQ0471	HQ0747

HQ0490 Fund Centers:

A18*	A5XB*
A22*	A5XC*
A23*	A5XD*
A24*	A5XE*
A2A*	A5XG*
A36*	A5XH*
A5U*	A60*
A5X*	AVS*



DFAS Cleveland – Customer Care

✓ 855-608-3975

Hours of Operation: Daily 8:00 a.m.- 5:00 p.m. (EST)

Vendor Pay (Pay DoDAACs starting with “N”)

Option 1 – Pay Status

Option 2 – Verify Payment Received

Option 3 – WAWF Invoice Status

Pay office starts with N



DFAS Rome – Customer Care

✓ 800-553-0527

Hours of Operation: Daily 7:30 a.m. – 5:00 p.m. (Travel Pay) or 8:00 – 5:00 p.m. (Vendor Pay)



HQ0248	HQ0348
HQ0249	HQ0429
HQ0250	HQ0448
HQ0253	HQ0672
HQ0300	HQ0707
HQ0302	HQ0730

HQ0490 Fund Centers:

A17*	A41*	A74*
A21*	A50*	A76*
A29*	A57*	A8*
A2B*	A5XA*	AA3*
A39*	A5X1*	AT9*
A40*	A5XL*	

HQ0490 Foreign Customer Inquiries:
dfas.rome.jab.mbx.ent-gfebseur-vp-inquiry@mail.mil



Informational Pages

- ▶ Pages 14-17: Information about the DFAS-CO Customer Care Center
- ▶ Page 18: MDSI
- ▶ Page 19: Important Web Sites
- ▶ Page 20: Treasury phone numbers and Army Core of Engineers



Contract Pay (MOCAS) – North, South, West

DoDAAC

HQ0337 (North)

North Invoice Fax 866-837-8036

P.O. Box 182317

Columbus, OH 43218



HQ0338 (South)

South Invoice Fax 866-473-5429

P.O. Box 182317

Columbus, OH 43218



HQ0339 (West)

West Invoice Fax 877-749-4843

P.O. Box 182317

Columbus, OH 43218



DoDAAC

HQ0104; HQ0492; SL4701

Invoice Fax 866-313-2340

P.O. Box 182317

Columbus, OH 43218



HQ0131

CAPS Invoice Fax 877-278-3106

P.O. Box 182317

Columbus, OH 43218



M67443

Invoice Fax 866-217-6523

P.O. Box 182317

Columbus, OH 43218



Air Force & Army Acquisition

► DoDAAC

HQ0304
St. Louis Invoice Fax 877-778-3758
P.O. Box 182317
Columbus, OH 43218

HQ0303
Rock Island Invoice Fax 877-426-4270
P.O. Box 182317
Columbus, OH 43218

F03000
DY Invoice Fax 866-244-2894
P.O. Box 182317
Columbus, OH 43218

F67100
LI Invoice Fax 866-392-7091
P.O. Box 182317
Columbus, OH 43218

F78900
USAFE Fax 614-693-2667
P.O. Box 182317
Columbus, OH 43218

F87700
DEAMS Fax 877-246-2504
P.O. Box 182317
Columbus, OH 43218



Army & Navy WAWF Help Desk

Army

dfas.dsccl.jac.mbx.army-wawf-helpdesk@mail.mil

Navy

dfas.cleveland-oh.ztc.mbx.ccl-ec-navy-wawf-helpdesk@mail.mil

1-800-756-4571 Option 6



► MOCAS Data Sharing Initiative (MDSI)

- ✓ Designed to allow participating DoD contractors access to data extracts of contract information housed in the Shared Data Warehouse (SDW)
- ✓ Contractors can obtain data on their contracts to assist in the resolution of contracting issues and help manage contracts
- ✓ SDW
 - Is a large data warehouse consisting of tables containing millions of rows of data
 - Contains a modified snapshot of the data contained in MOCAS
- ✓ Participation is available to all interested parties

► To Participate:

- ✓ Send an email request to: dcma.lee.hq.mbx.mdsi-requests@mail.mil



Important Websites

- ▶ System for Award Management (SAM)
<https://www.sam.gov>
- ▶ Abbreviations and Acronyms
<http://www.dfas.mil/dfas/contractorsvendors.html>
- ▶ Interactive Customer Evaluation (ICE) Survey (Accounts Payable Customer Support Office) <http://go.usa.gov/gZL>
- ▶ DFAS Customer Service Numbers
<http://www.dfas.mil/dfas/contractorsvendors/phonenumbers.html>
- ▶ DCMA <http://home.dcma.mil>



US Treasury Phone Numbers/Army Corp of Engineers

- Offset Call Center
800-304-3107

(USACE) Millington, TN
901-873-9077

- ▶ IRS Debts
✓ 800-829-1040



Questions?

