

# Debt Repayment Submission Requests AskDFAS Guide



DFAS Debt and Claims Management Office

Effective January 4, 2021

## Debt Repayment Submission Requests AskDFAS Guide

**Introduction:** This guide explains how to access AskDFAS to submit a ticket to request an installment or reduced debt payment to DFAS Debt and Claims Management Office (DCMO).

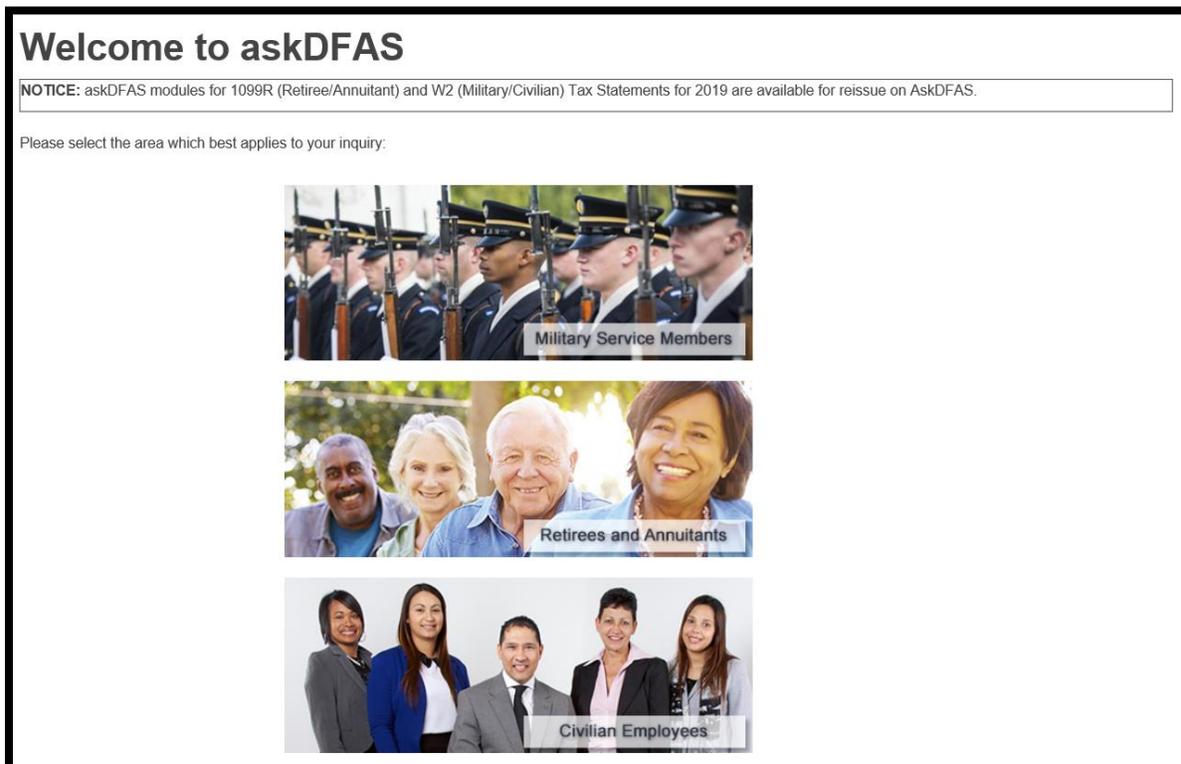
You can access the AskDFAS form by visiting [DFAS.mil](https://dfas.mil) or by using the direct link: <https://corpweb1.dfas.mil/askDFAS/custCategories.action?tsm=1487857548500&pqModId=5100>

\*\*\*If accessing the AskForm via [DFAS.mil](https://dfas.mil), start with Step 1. If accessing the direct link, skip to Step 4 of the Guide.

Step 1: Access AskDFAS by visiting [DFAS.mil](https://dfas.mil). Click on the icon in the top right hand corner of the home page.

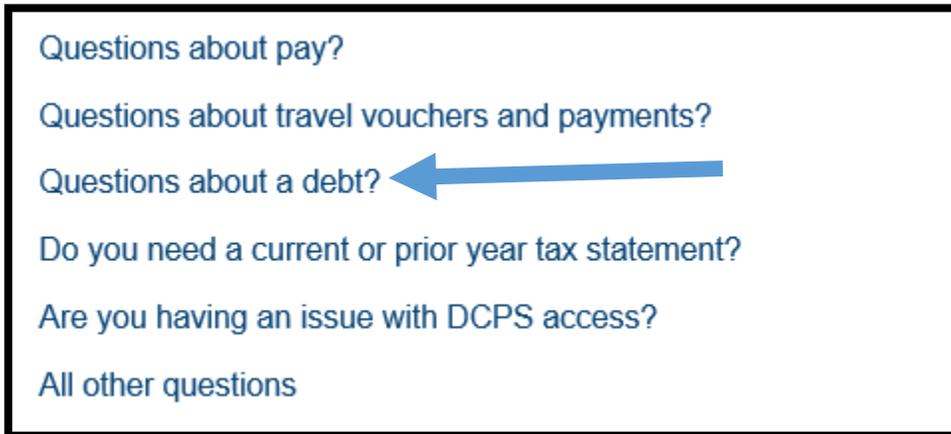


Step 2: Select “Military Service Members, Retiree/Annuitants or Civilians” from the options below.



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Step 3: Depending on your selection in Step 2, a screen similar to the below will populate. Select "Questions about a debt?"



Questions about pay?

Questions about travel vouchers and payments?

Questions about a debt? ←

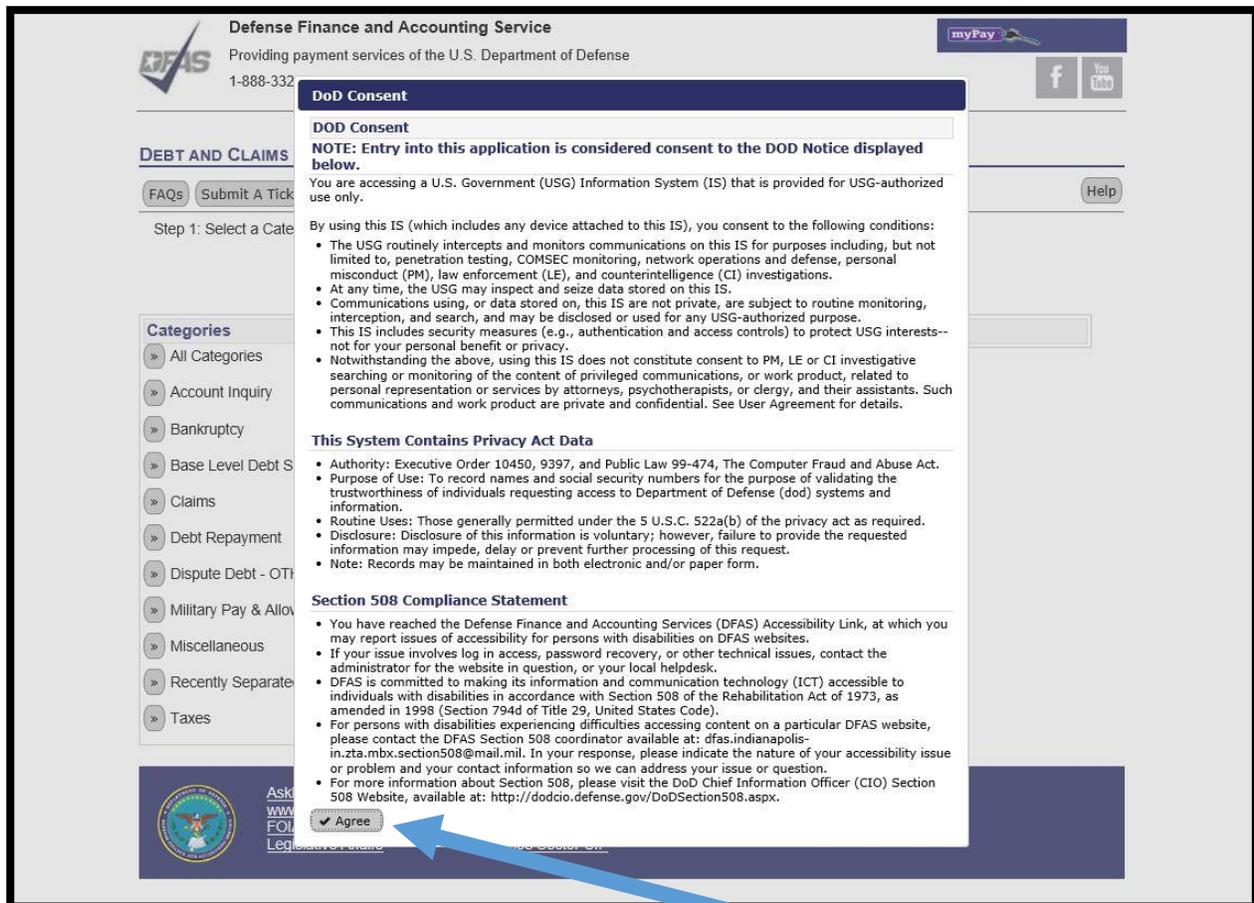
Do you need a current or prior year tax statement?

Are you having an issue with DCPS access?

All other questions

**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.



Defense Finance and Accounting Service  
Providing payment services of the U.S. Department of Defense  
1-888-332-2434

myPay

f YouTube

Help

### DoD Consent

**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**

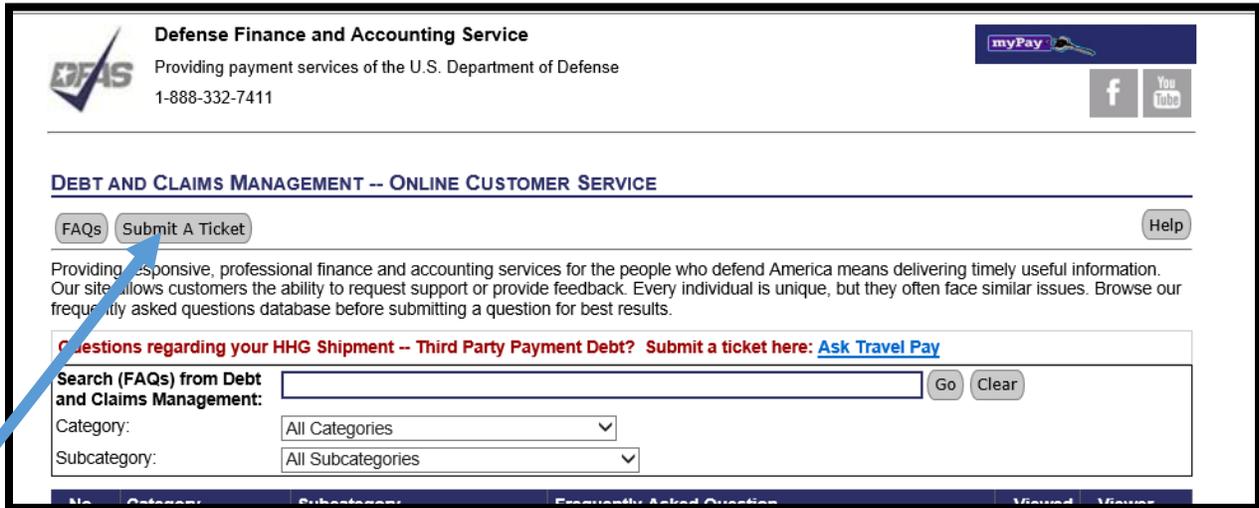
- You have reached the Defense Finance and Accounting Services (DFAS) Accessibility Link, at which you may report issues of accessibility for persons with disabilities on DFAS websites.
- If your issue involves log in access, password recovery, or other technical issues, contact the administrator for the website in question, or your local helpdesk.
- DFAS is committed to making its 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 794d 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](mailto: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>.

AskDFAS  
www.dfas.mil  
FOLIO  
Leg

Agree

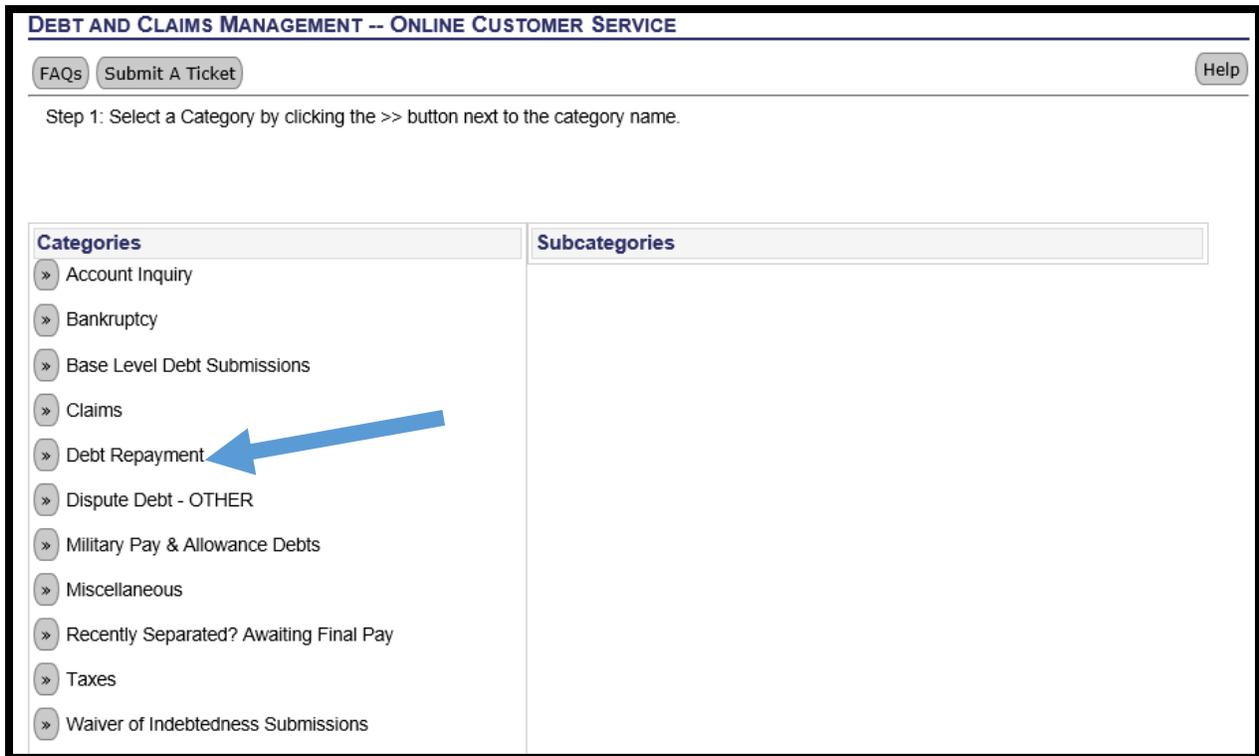
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Step 5: Select 'Submit a Ticket.'



The screenshot shows the top navigation bar of the AskDFAS website. On the left is the DFAS logo. In the center, it reads "Defense Finance and Accounting Service" and "Providing payment services of the U.S. Department of Defense" with the phone number "1-888-332-7411". On the right, there is a "myPay" logo and social media icons for Facebook and YouTube. Below the navigation bar is a section titled "DEBT AND CLAIMS MANAGEMENT -- ONLINE CUSTOMER SERVICE". It contains two buttons: "FAQs" and "Submit A Ticket", with a "Help" button on the far right. A blue arrow points to the "Submit A Ticket" button. Below the buttons is a paragraph of text: "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." Below this is a red link: "Questions regarding your HHG Shipment -- Third Party Payment Debt? Submit a ticket here: [Ask Travel Pay](#)". At the bottom, there is a search box labeled "Search (FAQs) from Debt and Claims Management:" with a "Go" button and a "Clear" button. Below the search box are two dropdown menus: "Category:" with "All Categories" selected and "Subcategory:" with "All Subcategories" selected.

Step 6: Under Categories, select 'Debt Repayment'.



The screenshot shows the "DEBT AND CLAIMS MANAGEMENT -- ONLINE CUSTOMER SERVICE" page. At the top, there are "FAQs", "Submit A Ticket", and "Help" buttons. Below the buttons is the instruction: "Step 1: Select a Category by clicking the >> button next to the category name." Below this is a table with two columns: "Categories" and "Subcategories". The "Categories" column contains a list of categories, each with a right-pointing arrow button. A blue arrow points to the "Debt Repayment" category. The "Subcategories" column is currently empty.

Categories	Subcategories
» Account Inquiry	
» Bankruptcy	
» Base Level Debt Submissions	
» Claims	
» Debt Repayment	
» Dispute Debt - OTHER	
» Military Pay & Allowance Debts	
» Miscellaneous	
» Recently Separated? Awaiting Final Pay	
» Taxes	
» Waiver of Indebtedness Submissions	

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Step 7: Under Subcategories, select 'DFAS Proposed installment Payment' or 'Reduced Installment Payment' depending on your request type.

**DEBT AND CLAIMS MANAGEMENT -- ONLINE CUSTOMER SERVICE**

FAQs Submit A Ticket Help

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

Select this category if you are requesting consideration for a monthly installment repayment plan at the DFAS rate, monthly installment repayment plan at a reduced monthly rate, or if you are a full-time student and have an education debt relating to Reserve Officers' Training Corps-ROTC, Health Education Professional Scholarship Program-HED, or Air Force Academy-AFA, you may qualify for a Student Deferment.

**Categories**

- » Account Inquiry
- » Bankruptcy
- » Base Level Debt Submissions
- » Claims
- » **Debt Repayment**
- » Dispute Debt - OTHER
- » Military Pay & Allowance Debts
- » Miscellaneous
- » Recently Separated? Awaiting Final Pay
- » Taxes
- » VA Separation Pay Verification
- » Waiver of Indebtedness Submissions

**Subcategories**

- » DFAS Proposed Payment Plan
- » Reduced Installment Repayment Request
- » Student Deferment

**Helpful Hint:** There will be a third option, 'Student Deferment' available in the drop down. Select this category if you are enrolled in school and have an education debt relating to Reserve Officers' Training Corps-ROTC, Health Education Professional Scholarship Program-HED, Health Professional Scholarship Program-HPSP, or Air Force Academy-AFA and need to request for a student deferment on your debt.

Step 8: Scroll down until you see "Your Information" in blue

**Your Information**

[Change Category/Sub-Category selection](#)

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Step 9: Once you complete Step 8, you will input all of the data required to submit the askDFAS ticket. All required information is indicated by asterisk (\*).

### Your Information

[Change Category/Sub-Category selection](#)

Category: Debt Repayment  
Subcategory: DFAS Proposed Payment Plan

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](mailto:dfas.cleveland-oh.zte.mbx.web-askdfas@mail.mil) to your list of approved senders before submitting your item.

Email\*:  Re-enter Email\*:

Step 10: Continue to fill out the AskDFAS form as required.

Do you accept the risk?\*:  Yes

Account Number\*: Account number begins with CL, DE, IN, KC, or MS. (ex. IN123J321)

\*NOTE\*  
If account number is not available, you may enter your social security number with no spaces or 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 --

Be sure to check the box confirming that you accept the risk involved in sending sensitive documents to an unsecure email address.

Your account number can be found on your billing statement.

**Helpful Hint:** You will NOT be able to proceed without checking the accept box.

Step 11: Be sure to attach the required documentation. In order to attach document, select 'Browse', select your PDF, and then Upload File.

### Attachment Section

\*At least 1 file must be uploaded.

Upload the required DFAS Proposed Installment Payment Agreement, the required Financial Hardship (FH) Application, as well as all other supporting documents to your ticket. You must click the Upload Files button before pressing the submit button to make sure they get included.

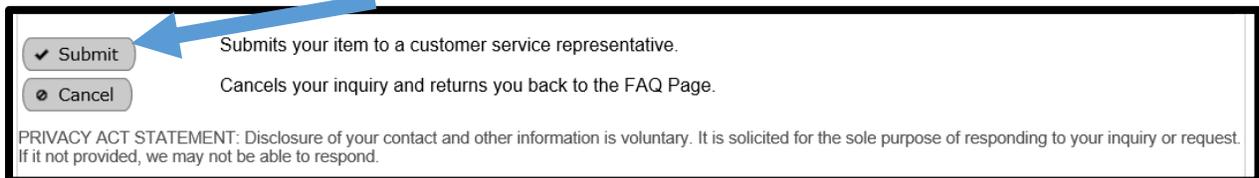
Browse and select the PDF file from the desktop/computer.

Once you have selected the PDF, select 'Upload Files'

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*Helpful Hint: Don't forget! In order to process your request, you must complete a Voluntary Repayment Agreement (VRA) or Financial Hardship Application (FHA) form and attach them to this request. Additionally, be sure to include proof of all income listed under 'Monthly Income & Expenses' on the FHA.*

Step 12: Select 'Submit'.



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.

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



**Important Ticket Information**

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.

**Your Ticket Number**  
[Redacted]

**Your Access Link**  
[Redacted]

**Your Passcode**  
[Redacted]