

Customer Online Tools—Information Guide for Retirees

DFAS Retired and Annuitant Pay is working hard to communicate better and make your experience with us easier. The [Retired Military & Annuitants \(DFAS.mil\)](#) webpage is a great place to start to learn about all of these updates. Our main webpage contains useful information to keep you up-to-date on all of the potential changes that could impact your pay account with our News and Events section, as well as our Retiree Newsletter.

The webpage also has helpful links for additional information to keep you connected:

Facebook: [Defense Finance and Accounting Service - DFAS | Facebook](#)

YouTube: <https://www.youtube.com/DFAS>

askDFAS: [Defense Finance and Accounting Service > AskDFAS](#)

myPay: [myPay Web Site \(https://mypay.dfas.mil\)](https://mypay.dfas.mil)

Form Wizards

We have a Forms section that will allow you to save the forms you need to your home computer. We are also developing new form tools to make the process of completing a form easier for you. The Form Wizards “take the form out of the form” by walking you through the information needed to help ensure that all necessary fields are completed properly. Many of these Form Wizards also have a helpful link to submit the form through askDFAS online upload tools for that category of requests.

askDFAS Online Upload Tools

We are also working on a better way for you to submit your requests. askDFAS is part of the DFAS.mil website. askDFAS lets you submit questions for us to answer and now has the ability to accept specific form requests for us to process. Simply create an askDFAS ticket and upload the form you want to submit. The DFAS.mil site offers step-by-step guides to use askDFAS. Please visit our newly redesigned askDFAS resource page: <https://www.dfas.mil/askDFAS/>

Status Notifications

When you submit certain requests, DFAS will send email status notifications that will keep you updated on the progress of your request. The email notifications will provide better communication to you and assure you that your request was received and will be processed. We will send you updates when we receive your request, when the request is assigned, and when the request is completed.

myPay

You can also make changes to your account using myPay. myPay is an innovative, automated system that put you in control of processing certain discretionary pay data items without using paper forms. You can also get your pay and tax statements using myPay.

- myPay saves time - myPay eliminates the need to call, write letters, or fill out forms by letting you make your own changes with user-friendly technology.
- myPay is convenient - You can access myPay nearly 24 hours a day, 7 days a week to change or review your current information, or to check your most recent pay statement.
- myPay is reliable - The information you input transfers directly to our pay system.

What is askDFAS?

askDFAS is part of the www.DFAS.mil website providing responsive services to you. Our site lets you request support by asking questions, requesting tax documents, and now, sending us forms to process for your pay account.

Submit Your Forms via askDFAS!

Retired and Annuitant Pay developed a set of user-friendly online upload tools to allow you to submit forms and requests faster and easier. Individual category requests can now be submitted via the Helpful Online askDFAS Upload Tools located on www.DFAS.mil.

The new askDFAS online upload tools were established to improve the way requests are submitted and eliminate the timesending requests through mail or fax. You can now send your forms as PDFs from your home computer.

To send us a form/documentation, simply click on the **Submit A Ticket** button on the askDFAS homepage.

You will then click on the arrows next to **Retired Pay Form Submission**. A list of forms will appear, with all of the upload tools available. If your request does not match any of the specific subcategories, you may upload the file(s) to the new **General Retiree Documentation** subcategory.

Look for the askDFAS icon at the top of the DFAS.mil webpage to get started or use the link below. Learn more about askDFAS: <https://www.dfas.mil/askDFAS> (click on Retirees and Annuitants)

Try askDFAS: <https://corpweb1.dfas.mil/askDFAS/custMain.action?mid=12>

How does the submission process work?

You can submit a request by creating an askDFAS ticket and attaching your form or documentation as a PDF to the ticket. When you complete and submit the ticket, the documentation will then be uploaded to our system for processing.

You will receive an automated email confirming your ticket was created with a link to view your ticket in the future.

How long does it take?

Once you submit your request, it will take up to 3 business days to be available in our processing system. We can process a typical request in 30-60 days if we have all of the required information once received.

What is the benefit of submitting requests via askDFAS?

We are working hard to make it as easy as possible for you to submit a request. With the new online upload tools, we are trying to stop the need for you to leave your home to go to the post office or to find a fax machine.

What if my request is not listed as an option in askDFAS?

If the current list of upload tool options is not available in askDFAS, please use the new **General Retiree Documentation** subcategory found within the Retired Pay Form Submission category of askDFAS.

Email Status Notifications

Email Status notifications are here! For certain requests, DFAS will send status notifications with progress updates on your requests. We will send you updates when:

1. We **receive** your request
2. We **assign** your request for review and processing
3. We **complete the review**, in which case you will be notified either that:
 - a. We received all information needed and your request was **completed**; or
 - b. We were **not able to complete** your request, in which case we will mail you a letter requesting additional information.

There are 2 ways to receive notifications:

1. For most askDFAS online upload tools within the Retired Pay Form Submission category, if you send a form to us using askDFAS, we will send updates to you using the email address provided on the askDFAS ticket you submitted.
2. For many transaction types, if you send a form or request to us using fax or mail, we will send updates to you using the email address registered in your myPay account. You can review and update your email address in myPay at any time. <https://myPay.dfas.mil>

Visit the Retired Military and Annuitant Website!

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

Here you can find important information to keep you up-to-date and to answer questions you may have.

R&A Pay - Find out more about who we are and what we do

<https://www.dfas.mil/RetiredMilitary/about/aboutus/>

We serve a community of 2.9 million military retirees and their eligible surviving annuitants. Our commitment is to pay our customers on time and accurately, every time. We strive to do this with the highest levels of integrity, customer service, and friendliness.

Read our Retiree Newsletter!

<https://www.dfas.mil/RetiredMilitary/newsevents/newsletter/>

Stay informed by reading our quarterly Retiree Newsletter! Here you will find important information to keep you up-to-date will all of the changes happening. The newsletter includes important seasonal information that will help you prepare when you need to take action. We also include all of the enhancements we have implemented to assist you with your retired pay account.

Forms Available

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

We have the forms you need all in one place. The Forms Library provides a categorized list of forms with a description of each form.

When clicking on a form and it does not automatically open in your browser, you will need to either download or save a copy to your personal computer. Go to the location in which you saved the form, and open it from there. Click on Enable ALL Features and the form will open.

Form Wizards – Taking the form out of the form!

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

R&A Pay is working to develop new form tools to help you fill out and submit required forms correctly and more easily. The Form Wizards offer step-by-step instructions to fill out the form and making sure no important information is missed.

Use myPay to your advantage

<https://myPay.dfas.mil>

myPay is a user-friendly way to manage your pay account. You can easily manage your account using the web browser on your computer or with a connected device like your smartphone or tablet.

If you're not yet using myPay, it's easy to get started. We have a handy step-by-step, downloadable "GetStarted with myPay" guide available at: <https://www.dfas.mil/RetiredMilitary/manage/mypay/>.

How long does it take to process a request?

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

We work hard to process your requests accurately and promptly. R&A Pay offers processing timeframes based on your request. We can process a typical request in 30 – 60 days if we have all of the required information.

Questions About Managing Your Retired Pay Account?

Who do I contact with my question?

<https://www.dfas.mil/RetiredMilitary/about/contact-who/>

The website makes it easy by listing the services provided by DFAS R&A Pay, Department of Veteran Affairs(VA) and the Branches of Service with contact information for your questions or concerns.

How do I plan or apply for retirement?

The Plan for Retirement section offers information regarding types of retirement, eligibility, and an option to estimate your pay.

There is also a section on how to apply for retirement that will walk you through the retirement process and what you will need to do.

What is a Disability Entitlement?

Visit the Disability Entitlement section to learn more about disability retirements.

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

A CRDP CRSC FAQ's page is available to learn more about Concurrent Retirement Disability Pay and Combat Related Special Compensation. <https://www.dfas.mil/RetiredMilitary/disability/CRDP-CRSC-FAQs/>

How do I manage my retirement account?

It's easy to get started with myPay. <https://myPay.dfas.mil>

What is myPay?

myPay is a user-friendly way to manage your pay account. You can easily manage your account using the web browser on your computer or with a connected device like your smartphone or tablet. You can make updates to your account including but not limited to:

- View, print or save your Retiree Account Statement
- View, print or save your Combat-Related Special Compensation Statement
- Start, stop or change electronic allotments to financial institutions
- Change your mailing or email address
- Make changes to your direct deposit information
- View, print or save your IRS Form 1099R
- Turn on your Retiree Newsletter notification

What Is a Form Wizard? What Are the Benefits?

The Form Wizards “take the form out of the form” by having the user answer a series of questions. Once the questions are answered, the wizard automatically places the answers in the correct areas of the form and generates a ready-to-print PDF of the completed form. Users can also save a PDF of the generated form to their own computer.

Some Form Wizards allow for electronic signature capability. The electronic signature option allows the user to electronically sign this form in place of a handwritten signature.

Electronic signature makes the process of completing and submitting the form much easier for users because they can fill it out, sign it, and authenticate it online and then upload it online to askDFAS on DFAS.mil instead of having to print out a form, sign it, and then scan it to upload it online.

Form Wizards for retirees: available on <https://www.dfas.mil/raforms>

- **SF 1174** Arrears of Pay
 - Note: Once this form is generated it must be printed and signed. The completed form can then be uploaded and submitted via askDFAS.
- **DD 2894** Designation of Beneficiary Information
 - Note: This form includes the options for electronic signature and a one-click askDFAS button to directly submit the form via askDFAS.

Casualty Assistance:		
SF 1174 Form Wizard		
SF 1174 Printable PDF Form Helpful tools and how-to information	Claim for Unpaid Compensation of Deceased Member of the Uniformed Service	How-To Checklist How-To Video
Form 1059	Direct Deposit Authorization	
DD 2790 Helpful tools and how-to information	Custodianship Certificate of Minor Child	Instructions How-To Video
FAA/9573	Affidavit in Support of Common Law Marriage	Instructions
Retiree Beneficiary Forms		
DD 2894 Form Wizard		
DD 2894 Printable PDF Form	Designation of Beneficiary Information	
DD 2864	Voluntary Separation Incentive Beneficiary Designation	

I Want to Upload a Form. How do I start?

1. Below is the current list of forms that you can submit directly to askDFAS. *Check back often as we continue to add more forms to submit.*
2. The forms are available on our **Forms** page and can be saved to your computer. <https://www.dfas.mil/raforms>
3. Once you complete the form, you can send us the form with the matching subcategory option in askDFAS. [Defense Finance and Accounting Service > AskDFAS](#)

List of forms available for askDFAS submission within the **Retired Pay Form Submission**

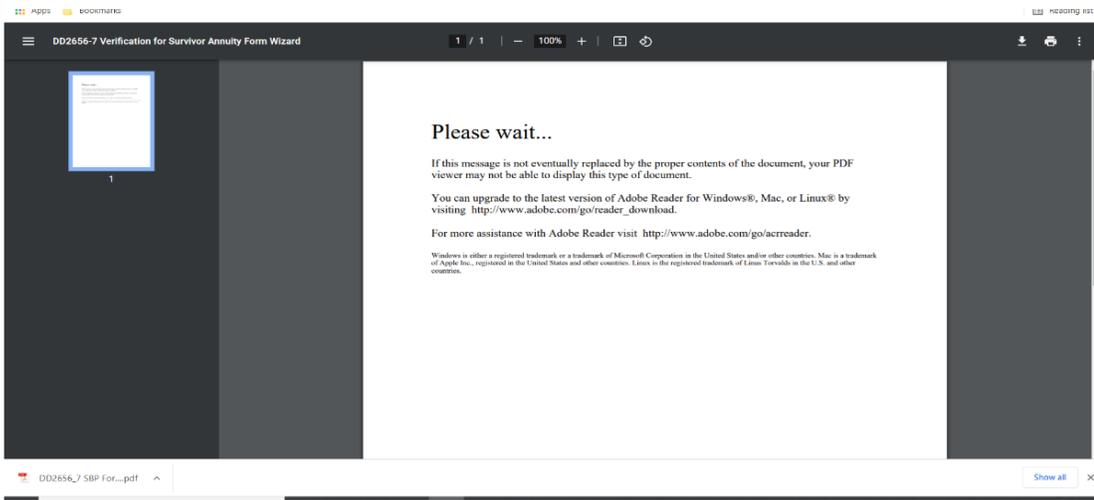
- **General Retiree Documentation**
- **AOP SF1174** Claim for Unpaid Compensation
- **Retiree DOHA Appeal Submission**
- **DD2894** Designation of Beneficiary Form
- **Retirement Orders** (working with your BOS)
- **DD 2558** Allotment Update
- **SBP Open Season Letter of Intent**
- **SBP Open Season Discontinuation**
- **SBP Open Season Enrollments**
- **Reserve Retirement Orders** (working with your BOS)
- **DD2656-1** SBP Statement for Former Spouse Coverage
- **DD2656-2** SBP Termination Request (third-year retirees only)
- **DD2656-6** SBP Election Change Certificate
- **DD2656-8** SBP Plan Auto Coverage Fact Sheet

DFAS Forms Webpage

Casualty Assistance:		
SF 1174 Form Wizard SF 1174 Printable PDF Form Helpful tools and how-to information	Claim for Unpaid Compensation of Deceased Member of the Uniformed Service	Instructions How-To Checklist How-To Video

Please note:

When using Chrome, Edge, Firefox or Safari to access an Adobe PDF Form on our website, the user may initially see the below message. The user must download or save the PDF (by clicking the download icon in the upper right-hand corner of the page), then open the PDF in a compatible PDF reader and click the “Enable All Features” button. Then the form will be viewable.





ASK RETIRED PAY -- ONLINE CUSTOMER SERVICE

FAQs Submit A Ticket

Help Exit

✓ Step 1: Category selected is: **Retired Pay Form Submission**
Step 2: Select a Subcategory by clicking the >> button next to the subcategory name.

Customers use this to upload and submit completed and signed Survivor Benefit Plan Termination Request (DD 2656-2) to Retired and Annuitant Pay for processing. Normal processing time is 30 days

Categories	Subcategories
» Annuitant Pay Documentation	» Annuity DD2656-7 Form Upload/Submit
» Annuity Pay	» AOP SF 1174 Form Upload/Submit
» Casualty	» DD 2538 Form Upload/Submit
» For Branch of Service Use Only	» DD 2828 Form Upload/Submit
» Retired Pay	» DD 2894 Form Upload/Submit
» Retired Pay Form Submission	» DFAS 9415 Form Upload/Submit
» Retired Pay New Accounts	» Reserve Retirement Orders Upload/Submit
	» Retirement Orders Upload/Submit
	» SBP DD 2656-1 Form Upload/Submit
	» SBP DD 2656-2 Form Upload/Submit
	» SBP DD 2656-6 Form Upload/Submit
	» SBP DD 2656-8 Form Upload/Submit

Also, if you are using a MAC computer to download a form wizard and are experiencing an issue, please ensure you have the proper version of Adobe. Below is the link for the MAC OS version.

<https://helpx.adobe.com/acrobat/kb/install-reader-dc-mac-os.html#:~:text=You%20need%20macOS%20version%2010.13,Adobe%20Reader%20on%20Mac%20OS>