SENDING FILES TO DFAS

BACKGROUND: DFAS has a new web-based system for submitting returns and other required files called Work Distribution Tool. This tool will capture all information submitted through AskDFAS.

ACTION: Effective immediately, in order to improve tracking capabilities and ensure files get routed to the correct person for action, all Ship Store operations will submit all required documents only through AskDFAS. Emails will no longer be an option to submit files.

PROCEDURE:

AskDFAS is the only method to send files to DFAS. The website will provide users and DFAS with a tracker number and a confirmed email for every submission.


Step 2: Scroll down the categories menu and Select “NAVSUP”:
Step 3: Scroll down the Subcategories menu and choose the appropriate information:

Step 4: Enter your information, browse the files to upload, upload and submit files.
***Note: The PASSWORD you create will allow you to check the status of your tickets in the future.

**Step 5:** Once files have been submitted, you will receive an email from DFAS with all the information you will need to track your ticket. Below is an example of an email:

Thank you for your submission to Cleveland Accounting - Accounts Payable. Your Cleveland Accounting - Accounts Payable ticket number is: xxxxxxxxxxx. 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/tk?c=PN9W29VG

***Note: You will receive a confirmation email from DFAS when the submission is received and when any changes have been made to the status.