SS17-013   25 July 2017
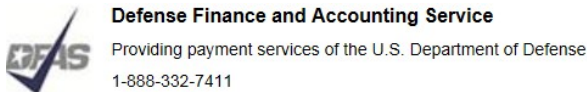
SENDING FILES TO DFAS

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.
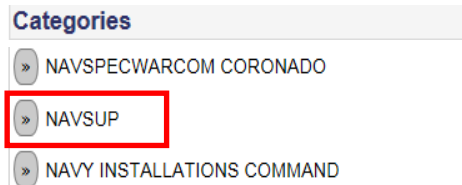
PROCEDURE:

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 1: Log onto https://corpweb1.dfas.mil/askDFAS/custMain.action?mid=14 , select "submit a ticket":

Defense Finance and Accounting Service
Providing payment services of the U.S. Department of Defense
1-888-332-7411

CLEVELAND ACCOUNTING - ACCOUNTS PAYABLE -- ONLINE CUSTOMER SERVICE

[FAQs] [Submit A Ticket]

Step 2: Scroll down the categories menu and Select "NAVSUP":

Categories

» NAVSPECWARCOM CORONADO

» NAVSUP

» NAVY INSTALLATIONS COMMAND

NAVSUP
NAVAL SUPPLY SYSTEMS COMMAND
NAVY EXCHANGE SERVICE COMMAND

Step 3: Scroll down the Subcategories menu and chose the appropriate information:

Subcategories
- » ADS Certification
- » ADS Processing
- » Amount Due Contractor/Underpayments
- » CBA Automated Payments
- » Certification of Funds - ERP
- » Certification of Funds - One Pay
- » Credit Memos
- » Duplicate Payments
- » East Coast 153s
- » East Coast General Questions
- » East Coast Monthly Receipts
- » East Coast Transmittals
- » East Coast UMEs
- » EFT Reject/Non-Receipt of Paper Check

- » West Coast 153s
- » West Coast General Questions
- » West Coast Monthly Receipts
- » West Coast Transmittals
- » West Coast UMEs

Step 4: Enter your information, browse the files to upload, upload and submit files.

Your Information

Change Category/Sub-Category selection

Category: NAVSUP
Subcategory: East Coast 153s
Name:
First*: Ship Name/Hull #   Middle: Last*: SHIP'S UIC

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 to your list of approved senders before submitting your item.

Email*:   Re-enter Email*:

Additional Email: If you would like this information and responses sent to additional email addresses, enter them here. Separate multiple addresses with the semi-colon (;)

Passcode*: Enter a passcode to gain future access to your ticket. In order to view your ticket's information, including the response from our representatives, you will need this passcode. This passcode is unique to you and your ticket. Use something that is easy to remember or write down your code and save in a safe location. Passcodes can be 4 - 40 characters long and can contain any number of letters, numbers and/or special characters, but cannot contain your email address or name.

Question*:

Attachment Section [?]

Browse...   Browse...
Browse...

⌃ Upload File(s)   Upload selected files to your ticket. If you have chosen to include files, you must click the Upload Files button before pressing the submit button to make sure they get included.

✓ 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

***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.