



# **askDFAS Helpdesk Ticket**

## **March 1, 2020**



# askDFAS Helpdesk Ticket

- **PURPOSE:** The purpose of this document is to disseminate to Contractors, guidance for submitting helpdesk tickets to askDFAS in order to resolve payment issues.
- **BACKGROUND:** Currently, the Office of Naval Research (ONR) Contract Administration team receive a vast number of emails in reference to pay issues that may not be addressed as soon as preferred. This guide seeks to improve the timeliness of addressing pay issues and reduce the possibility of voucher/invoice rejection.
- **APPLICABILITY:** This applies to all awards/contracts administered by ONR\_Chicago with a DFAS Pay office DoDAAC.





# DFAS COLUMBUS PROCESS OVERVIEW

- 1) **askDFAS Homepage:** Choose the appropriate DFAS link according to the Pay Office DoDAAC located on the award/contract. (DFAS-Columbus for this example)
- 2) **Step 1:** Select the appropriate Category.
- 3) **Step 2:** Select the appropriate subcategories.
- 4) **Step 3:** Enter Information
- 5) **Step 4:** Click “Submit”

**(The next few slides will show pictures of the process)**

**Disclaimer: Each DFAS entity ticket submittal site vary slightly.**



## Step 1: Select the appropriate Category

TIP: Hover over the arrow key (>>) of each category and the Pay Office DoDAACs will appear in the space above.

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FAQs Submit A Ticket

Step 1: Select a Category by clicking the >> button next to the category name.

Pay Office DoDAACs HQ0337, HQ0338, HQ0339

Categories	Subcategories
>> All Categories	
>> Air Force	
>> Army	
>> Defense Agencies - DAI and FAMIS	
>> Defense Agencies - DLA	
>> Defense Agencies - Other	
>> MOCAS	
>> Site Visit Request	

Pay Office DoDAACs HQ0337, HQ0338, HQ0339



## Step 2: Select the appropriate subcategories

TIP: Hover over the arrow of each subcategory and the description of the subcategories will appear in the space above. An itemized description list can be viewed on slide 10 for convenience.

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FAQs Submit A Ticket

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

**Request payment information about your contract**

Categories	Subcategories
>> All Categories	>> Contract & Modification Issues
>> Air Force	>> Contract Closeout
>> Army	>> Expired Banking Information
>> Defense Agencies - DAI and FAMIS	>> Invoice Restart Request
>> Defense Agencies - DLA	>> Request payment information about your contract not in pay system
>> Defense Agencies - Other	>> Payment History Request
>> Marine Corps	>> Payment Status
>> <b>MOCAS</b>	>> Payment Void Request
>> Site Visit Request	>> Prevalidation
	>> Receiving Report Status
	>> Reconciliation Issues
	>> Reject Invoice or Receiving Report
	>> Returned Funds
	>> Short Payment/Refund Request
	>> Unidentified Payment Received
	>> WAWF Input Assistance
	>> WAWF Invoice/Receiving Report Rejected



# Step 3: Enter Information

- a. Enter Contact Information (if you include additional emails, you will also need to provide the passcode to those individuals to access the ticket). **TIP: The same passcode can be used for all tickets.**
- b. Create a "Passcode."
- c. Choose DoDAAC that coincides with that listed on the Award/Contract.
- d. Enter "Award/Contract Number."
- e. Enter "DO/TO number" if Contract is an IDIQ.
- f. Enter "Invoice/Voucher" if the ticket references a specific Invoice/Voucher. **Enter "0000" for general inquiries.**
- g. Upload supporting documents if needed.
- h. Click "Submit."

Pay DoDAAC\*: -- Select One --  
HQ0337

Contract Number\*: HQ0338  
HQ0339

Delivery/Task Order/PIID: A 4 digit Delivery Order is required if you have an A, D, G, or H in the 9th position of your contract number. This can also be the PIID that is 13 digit with an "F" in the 9th position.

**Your Information**

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

Category: MOCAS  
Subcategory: Payment History Request

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 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 (;)  
BillingTeam@navy.mil

**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 9 - 40 characters long and can contain any number of letters, numbers and/or special characters, but cannot contain your email address or name. (Passcode must be at least 9 characters and must contain at least one lowercase letter, one uppercase letter, and one number)  
Test12345

Pay DoDAAC\*:

Contract Number\*: Please provide your contract number.

Delivery/Task Order/PIID: A 4 digit Delivery Order is required if you have an A, D, G, or H in the 9th position of your contract number. This can also be the PIID that is 13 digit with an "F" in the 9th position.

Invoice/Shipment Number\*: Please provide the Invoice/Shipment Number for which you need information.

Question\*:

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**Attachment Section**

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.

Submits your item to a customer service representative.

Cancels your inquiry and returns you back to the FAQ Page.



## Step 4: Click “Submit”

A new page will popup with an overview of the information you input, scroll to the bottom and click “Submit” again.

Your Information	
Ticket Number:	
Access Link:	
Passcode:	Test12345
Category:	MOCAS
Sub Category:	Payment History Request
First:	Angela
Middle:	
Last:	Carey
Email:	angela.l.carey@navy.mil
Additional Email:	BillingTeam@navy.mil
Pay DoDAAC:	HQ0337
Contract Number:	HDTRA1-12-1-0039
Delivery/Task Order/PIID:	
Invoice/Shipment Number:	0000
<input type="button" value="Submit"/>	Request Pay History
<input checked="" type="button" value="Submit"/>	If this inquiry is different from your other submissions today, Press Submit.
<input type="button" value="Discard"/>	If this is a duplicate submission, Press Discard to quit your submission and return to the Home Page.



**NOTE:**

**Save this page for your records if you are not using the same passcode for all tickets. An email will also be sent with the access link and ticket number.**

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FAQs Submit A Ticket

Help

Your submission was received and will be assigned for immediate response. Response times vary based on the volume and complexity of the item submitted.  
Print out the following as a record of your submission.

**Your Information**

Ticket Number: 202002281749  
Access Link: <https://corpweb1.dfas.mil/askDFAS/tk?c=RPYEWRJR>  
Passcode: Test12345  
Category: MOCAS  
Sub Category: Payment History Request  
First: Angela  
Middle:  
Last: Carey  
Email: [angela.l.carey@navy.mil](mailto:angela.l.carey@navy.mil)  
Additional Email: [BillingTeam@navy.mil](mailto:BillingTeam@navy.mil)  
Pay DoDAAC: HQ0337  
Contract Number: HDTRA1-12-1-0039  
Delivery/Task Order/PIID:  
Invoice/Shipment Number: 0000  
Question: Request Pay History

**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**  
**202002281749**

**Your Access Link**  
**<https://corpweb1.dfas.mil/askDFAS/tk?c=RPYEWRJR>**

**Your Passcode**  
**Test12345**



# DFAS-Columbus Subcategories

- **Columbus Site Visit Request** – You would like to visit DFAS Columbus to discuss payment issues
- **Contract & Modification Issues** – Request information or action on a contract and/or modification
- **Contract Closeout** – Request assistance/information about the contract closeout process
- **Corrected Invoices** – Why should I submit a corrected invoice? (corrections initiated through SABRS do not flow to the payment systems.)
- **Expired Banking Information** – SAM registration contains expired banking information
- **Invoice Restart Request** – An invoice was erroneously rejected and needs to start the entitlement process again
- **Invoice/Contract/Mod not in a pay system** – You need help understanding this status from myInvoice
- **Manual Invoice Rejected** – Your manual invoice was returned and more information is needed
- **Pay History Request** – Request payment information about your contract
- **Payment Status** – Request information about the anticipated payment timeframe
- **Payment Void Request** – Request a void for a scheduled payment to avoid disbursement
- **Pre-validation** – Request information about the status of your receiving report
- **Receiving Report Status** –
- **Reconciliation Issues** – Adjustments are needed or an audit needs to be completed
- **Reject Invoice or Receiving Report** – Your invoice and/or receiving report needs rejected back to you
- **Returned Funds** – Request status about funds returned to DFAS
- **Short Payment** – Payment received is less than the invoiced amount
- **Short Payment/Refund Request** – Payment received is less than invoiced amount and/or requesting payment for the short paid amount
- **Unidentified Payment Received** – You need help identifying the payment(s) you received
- **WAWF Input Assistance** – You need help submitting documents in WAWF
- **WAWF Invoice/Receiving Report Rejected** – Your invoice and/or receiving report was rejected in WAWF and more information is needed