

# Customer Information Guide

DFAS Retired and Annuitant Pay has been working hard to make your experience with us easier and with better communication.

The [Retired Military & Annuitants \(dfas.mil\)](#) webpage is a great place to start to learn about all of these updates. Our 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 Event section as well as our Retiree Newsletter. You can also read about Retired and Annuitant Pay, Managing Your Retirement, and Providing for Your Loved Ones.

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 \(dfas.mil\)](#)

## **Form Wizards**

We have a **Forms** section that will allow you to save the forms you need to your home computer to request adjustments to your account. We are also developing new form tools to make the process of completing a form easier for you. The new **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. These **Form Wizards** also have a helpful link to submit the form through a customer-facing AskDFAS online submission tool for that category of requests.

## **Helpful Online Upload Submission Tool**

We have also been 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. AskDFAS 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 walk you through the process of submitting a form to AskDFAS. There is a guide for each form.

## **Status Notifications**

When you submit your request, we are starting to send status notification 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 is taken care of. We will send you updates when we receive your request, when the request has been assigned, and when the request has been completed.

## **myPay**

You can also make change to your account yourself using myPay. myPay is an innovative, automated system that puts 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 immediately 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 your pay system.

## What is AskDFAS?

AskDFAS is part of the [www.DFAS.mil](http://www.DFAS.mil) website providing responsive services to you. Our site lets you request support by asking questions for us to answer, request tax documentation, and now to send us forms for processing on your pay account.

## Submit Your Forms in AskDFAS!

Retired and Annuitant Pay developed a user-friendly online upload tool to allow you to submit forms and requests to provide better communication to you. Individual category requests can now be submitted via the Helpful Online AskDFAS Submission Tool located on [www.DFAS.mil](http://www.DFAS.mil).

The new AskDFAS submission tool was established to improve the way requests are submitted and eliminates the time sending requests through mail or fax. You can now send your forms from your home computer.

To send us a form request, simply click on the **Submit A Ticket** button on the AskDFAS.mil homepage. You will then click on the arrows next to **Retired Pay Form Submissions**. A list of forms will appear with all of the submissions available.

Look for the AskDFAS icon at the top of the DFAS.mil webpage to get started or use the link below.

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

## Email Status Notifications

Email Status notifications are here! We are starting to send status notifications with progress updates on your requests.

We will send you updates when:

1. When we **receive** your request
2. When your request has been **assigned** for processing
3. When the request has been **completed**.
  - a. We received all information needed and your request was completed
  - b. We were **not able to complete** your request. A letter will be mailed requesting the additional information.

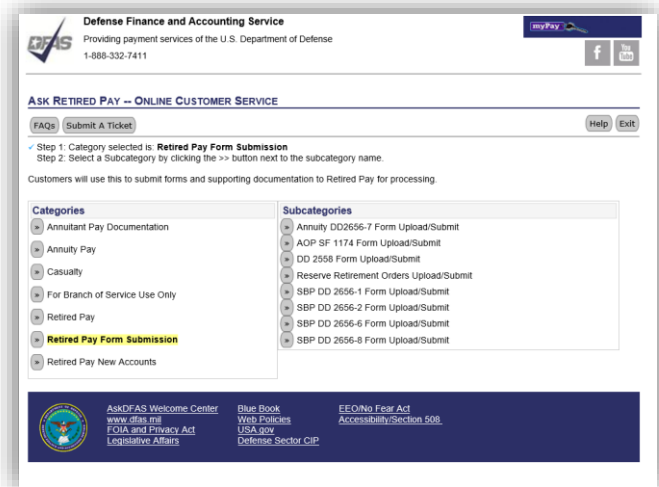
There are 2 ways to receive notifications:

1. 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 submit to us.
2. 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>

# Helpful AskDFAS Online Upload Tools

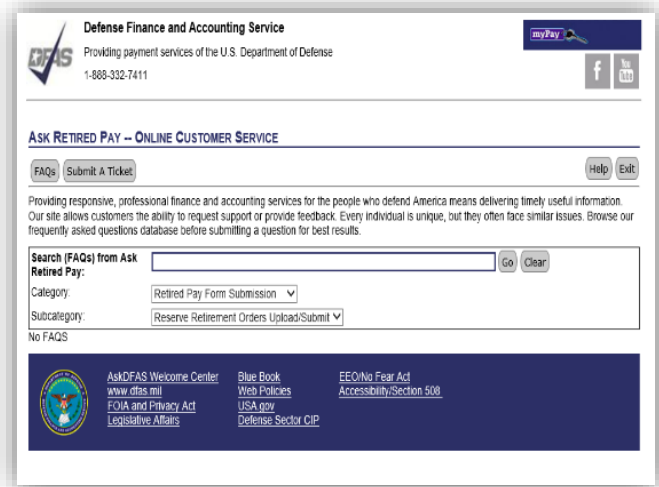
## Updating Account Information

- ◆ The new AskDFAS **online upload tools** allow some forms and the required documentation to be uploaded and submitted through AskDFAS on the DFAS.mil website
- ◆ The submitted requests will be available for processing within 72 hours of submission.
- ◆ More online upload tools are coming in 2021.



## Application for Reserve Retirement

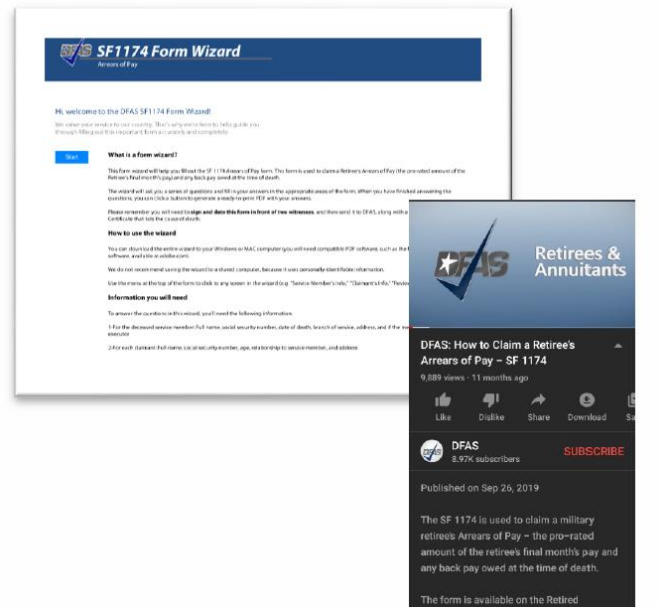
- ◆ With the assistance of your branch of service, you can now upload your retirement orders via the AskDFAS **online upload tool** on DFAS.mil.
- ◆ The **Retired Pay Form Submission** category in AskDFAS provides a new option to submit this important documentation for processing.
- ◆ The email address used to complete the AskDFAS ticket will now provide status notifications updating you on the progress of the retirement application.



## Claim Arrears of Pay

### (Retiree's last paycheck)

- ◆ The SF 1174 Arrears of Pay **Form Wizard** asks a series of questions and fills in your answers in the appropriate areas of the form. The **How-To Checklist** and **How-To Video** for the SF 1174 provide quick tips and a walk-through of the form to help you fill it out correctly and easily.
- ◆ We cannot deposit an Arrears of Pay (AOP) payment directly to an eligible claimant's bank account (**EFT**) instead of mailing a check.
- ◆ Upload a PDF of your completed/signed form and supporting documents via the AskDFAS **online upload tool** on DFAS.mil



## **Submit Forms using AskDFAS**

Forget about trying to find a fax machine. You can now submit your form at home with 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 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 has been created with a link to view your ticket in the future.

You can find user friendly submission guides available at: [LINK TO NEW GUIDE PAGE](#)

### **How long does it take?**

Once you submit your request, it will take up to 3 business days to be available in our system to review the request. 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 submission tool, 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 submission options is not available in AskDFAS, please log into your myPay account. myPay offers additional features that can assist you in making changes to your pay account without you having to leave your home.

## **New Status Notifications for Submitted Requests**

Over the coming year, DFAS is rolling out the use of status notifications to keep you in the loop as forms or documents you submit move through the retired and annuity pay processing cycles.

### ***How Do Status Notifications Work?***

Status notifications are a three-step process that will update you when DFAS receives forms or documents for processing by mail or fax (or in some specific cases, through AskDFAS). You will receive separate status notifications when your form or document is:

1. **Received and queued** in the DFAS work system
2. **Assigned to be worked**
3. **Completed** - Either a notification the processing is complete or a notification that DFAS is sending a request for additional information.

### ***What is the Benefit of a Status Notification?***

Status notifications will give you peace of mind that we received your form or request. They will also provide you with the timeframe when we completed your request or notify you if additional information is required. If we do need additional information, you will know to watch for mail, with specific information about what we need to complete your request.

### ***What You Need to Do to Receive Status Notifications***

To receive these status notifications for AskDFAS submissions, please ensure your email address is typed in correctly on the AskDFAS ticket. The email address on the AskDFAS ticket will be used to send the status notifications with updates for the submitted request

To receive status notifications for mail and fax submissions, please ensure your email address is available and updated in myPay. You will receive most notifications via SmartDoc email, which require a valid email address in myPay. To add or ensure your email address is up-to-date, please visit <https://mypay.dfas.mil/>

If you're not yet using myPay, it's easy to get started and add your email address for status notifications. We have a handy step-by-step, downloadable "Get Started with myPay" guide available at: <https://www.dfas.mil/RetiredMilitary/manage/mypay/>

## Visit the Retired Military and Annuitant website!

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

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 beneficiaries. 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 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 in R&A Pay. The newsletter includes important seasonal informational that will help you prepare when action needs to be taken. We also include all of enhancements we have implemented to assist you with your request.

### **Forms Available**

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

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

### **Form Wizards – Taking the form out of the form!**

R&A Pay has been working to develop new form tools to help you fill out and submit required forms correctly and more easily. The form wizard offers 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 "Get Started with myPay" guide available at: <https://www.dfas.mil/RetiredMilitary/manage/mypay/>

## **Do you have questions? We have answers!**

**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 long does it take to process a request?** <https://www.dfas.mil/RetiredMilitary/about/How-Long-Does-It-Take/>

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.

**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?**

Its easy to get started with myPay. <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. You can make update 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 myPay?**

myPay is an innovative, automated system that puts 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.

## **Why should I use myPay?**

myPay saves time - myPay eliminates the need to call, write letters or fill out forms by letting you make your own changes immediately 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 your pay system.

## **When is myPay available?**

myPay is available nearly 24 hours a day, 7 days a week. myPay has periods of unavailability due to scheduled DFAS pay system maintenance windows. Please refer to the System Availability section located on the myPay homepage for updates on impacted systems and customers.

## **Which changes can I make using myPay?**

With myPay, you can:

- 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



# I want to submit 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/RetiredMilitary/forms/>
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](#)

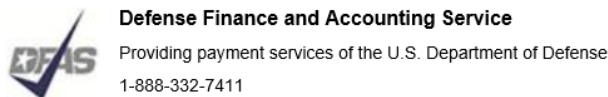
List for forms available for AskDFAS submission:

- **Annuity DD2656-7** Verification of Survivor Annuity
- **AOP SF1174** Claim for Unpaid Compensation
- **DD2558** Authorization to Start, Stop, or Change an Allotment
- **DD2828** Physician Certificate for Child Annuitant
- **DD2894** Designation of Beneficiary Form
- **DFAS 9415** Representative Payee Certification
- **Retirement Orders** (working with your BOS)
- **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
- **DD2788** School Certification

## DFAS Forms Webpage

Casualty Assistance:		
<a href="#">SF 1174 Form Wizard</a>	Claim for Unpaid Compensation of Deceased Member of the Uniformed Service	<a href="#">Instructions</a>
<a href="#">SF 1174 Printable PDF Form</a>		<a href="#">How-To Checklist</a>
<a href="#">Helpful tools and how-to information</a>		<a href="#">How-To Video</a>

## AskDFAS Website



## 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	» <b>AOP SF 1174 Form Upload/Submit</b>
» Casualty	» DD 2558 Form Upload/Submit
» For Branch of Service Use Only	» DD 2828 Form Upload/Submit
» Retired Pay	» DD 2894 Form Upload/Submit
» <b>Retired Pay Form Submission</b>	» 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