

Finance Frequently Asked Questions

What services do you provide?

We can assist with military and travel pay and entitlement questions. We do not offer tax or personal financial advice.

How can I see a breakdown of what was paid to me from my travel voucher?

You can find a breakdown of your travel payment in myPay, located under **Statements and Travel Voucher Advice of Payment (AOP)**. If there isn't one available please contact your Servicing Finance Office.

How do I stop my entitlements after I've returned from a deployment?

After you sign and submit your travel voucher in DTS, Finance will stop your entitlements. If in reviewing your LES, you notice your entitlements have not stopped and you have received payment for your travel voucher, please contact your Servicing Finance Office (FSO). Please note: Hostile Fire Pay (HFP) and Combat Zone Tax Exclusion (CZTE) are paid for the entire month, regardless if you were only in the qualifying areas for one day

I haven't received my SRB, who do I need to talk to?

First, check with the Military Personnel Section (MPS) to ensure the transactions has been processed, Finance cannot release a payment until it shows on your record. If the payment is on your LES, but you haven't received it in your bank account, contact your FSO.

Who do I contact for help in DTS?

You should reach out to your Organization's Defense Travel Administrator (ODTA), if they cannot resolve your issue they can elevate the problem through the appropriate channels.

What causes a debt when I PCS?

Typically a PCS debt is caused by an exchange in entitlements; for example the difference in BAH rates from the old PDS and new PDS, and also members receiving table rate BAH when they've been assigned a dorm. The size of the debt is determined by the date you arrive on station and the date you in-process with Finance. The wider the gap between those dates, the more time the debt has to accrue.

What does the term "Advance Debt" on my LES means?

That is our military pay system's way of notifying the member that they've been overpaid. This usually occurs during a PCS or a deployment, and the overpayment occurred in a previous months pay cycle. You have 30 days to contact your FSO to inquire about possible repayment options. If no action is taken on your part the debt will be recouped in full the following pay period. Please note: the debt hasn't been satisfied until it shows up in the deductions column of your LES.

How do I pay off a debt?

Options for repayment include a check paid to our cashier's cage, payroll deduction, or filing a waiver or a remission. If filing a remission a completed package must be turned in within 30 days from notification

in order for us to suspend the debt from collection. Our cashier's cage is open on Thursdays from 0930-1130

I recently changed my marital or dependency status with MPF. Do I need to update my status with Finance?

Yes. Dependency status updates do not flow between military personnel and the military pay systems automatically. You can schedule an appointment or use eFinance to update your dependency status, to ensure proper payment of entitlements. You will need to submit a copy of the marriage certificate, birth certificate, divorce decree or a legal document that confirms the change.

Who do I contact regarding issues with TSP?

Any questions concerning your TSP account should be directed to the Thrift Savings Plan Website at www.tsp.gov or you may call 1-TSP-YOU-FRST (1-877-968-3778). To change withholding for TSP, please use myPay. To change the allocation of your contributions between TSP funds, use the TSP Website

My rank has changed, but my LES still shows my previous grade, do I need to visit Finance?

If you just had a change in rank, you do not need to visit Finance as promotion data automatically flows from the personnel system to the military pay system. If your next LES does not reflect your new rank, please visit your servicing Military Personnel Flight (MPF) for an update.

I recently graduated from ALS and my promotion date is incorrect, how do I correct this?

For all matters regarding updates to your rank, please contact the MPF.

I updated myPay, but it still has the old information, when will I see the new information?

Before and after making any changes in myPay, the system notifies you at the top of the screen of the pay date the changes will affect. Please allow 72 hours for the changes to be reflected in myPay. MyPay also sends a confirmation email within 24 hours of you making the change, if you haven't received one make sure your contact information is updated in myPay.

I am separating, what do I need to do to ensure I receive my final pay?

Typically your last paycheck on active duty is computed and manually released by your Servicing Finance Office. If you have a pending or short notice separation notify Finance immediately. You need to set up a separation work file and schedule your out-processing date with our office. We cannot release payment in a timely manner if we are unaware of your separation.

How do I update my Special Duty Pay (SDP) entitlements?

IAW AFI 36-3012 MPF is responsible for all actions related to SDP.