

FREQUENTLY ASKED QUESTIONS (FAQs)

- [CRS](#) – Customer Service Representatives
- LES – Leave and Earning Statement
- T&A – Time and Attendance
- EFT – Electronic Funds Transfer

DoDEA is committed to providing its employees with quality service. In response to questions we have received regarding pay inquiries, we have prepared answers to your most frequently asked questions (FAQ). The following FAQs are provided as a reference for Employees, Supervisors and Managers. The FAQs provided below are not expected to address every situation. Individuals are encouraged to review DoDEA Resource Management Web Site: Customer Service Representative Section at <http://www.dodea.edu/fiscal/csrlink.htm>.

Q: What do I do if my pay is late?

A: Contact your timekeeper to verify that your T&A was transmitted to the payroll office. If your T&A was done by the timekeeper, then contact your CSR.

Q: What do I do if the balance on my LES for annual leave, educator leave, sick leave, home leave, comp time or overtime is incorrect?

A: First, contact your timekeeper. If your timekeeper cannot resolve the discrepancy, contact your CSR. The CSR will research the problem and take the appropriate action to resolve your pay issues.

Q: What do I do when a document such as my LES or W-2 is lost?

A: Mypay can be accessed at <https://mypay.dfas.mil/mypay.aspx>. Mypay allows you, as a Department of Defense Military Member, Civilian Employee, Military Retiree or Annuitant to make certain changes to your pay information. 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 statements (LES) and W-2 using Mypay.

Q: What do I do if the amount of pay I receive is incorrect?

A: Contact your timekeeper to insure that a proper T&A was submitted. If the T&A is correct, then contact your CSR.

If you received less than 90% of your basic pay and allowances, your CSR may request a special pay from DFAS. DFAS will process the request for special pay. Within 3-5 days after processing by the Disbursing Office, your pay will be deposited in your banking account via EFT.

If you receive 90% or more of your paycheck, the correction will be made, and the difference will be included in the next biweekly pay.

Q: What should I do when I have a change in address for reasons such as retirement, resignation, termination, transfer, or leave without pay?

A: You must submit an address change to your CSR immediately to ensure that documents such as LES, bonds and W-2s will reach you during your transition.

Q: How do I purchase savings bonds?

A: Forward the purchase request forms to your CSR for processing.

Q: How are awards paid?

A: Awards are processed with employees' net pay. Employees will receive their award in the same manner as their biweekly pay.

Q: Who is my CSR for pay inquiries, and how can I reach him or her?

A: Your [CRS](#) for DoDEA can be contacted by calling (703) 588-3312. Pay inquiries supporting documentation should be faxed to (703) 588-3709. The CSR will respond to you within 24 hours with the status of your inquiry.