

# How to Summit a Secondary Dependence Ticket



To begin the process of summiting a ticket for Secondary Dependence go to <http://www.dfas.mil/> and follow the guidance below:

Select

The screenshot shows the DFAS website header with the logo and tagline "Defense Finance and Accounting Service Providing payment services of the U.S. Department of Defense". A search bar and social media icons are visible. Below the header is a navigation menu with four items: "Military Members", "Retired Military & Annuitants", "Civilian Employees", and "Contractors & vendors". The "Military Members" link is circled in red, with a red arrow pointing to it from the word "Select". Below the navigation menu is a large banner for "SmartVoucher" featuring a soldier and the text "Error Free travel vouchers are a step away". At the bottom of the page, there is a footer with various links like "Separating Members", "Careers", "Contact Us", "Debt & Claims", "Garnishment Information", "Correct a Military Record", "myPay Information", and "Pressroom".



## Secondary Dependency - UPDATE



- ▶ Effective 1 December 2016 – Submissions will only be via askDFAS
  - ✓ Email submissions will no longer be accepted
  - ✓ Fax submissions will no longer be accepted
  
- ▶ Benefits
  - ✓ Accountability
  - ✓ Call center oversight
  - ✓ Increases efficiency
  - ✓ Overall better service to SM

# How to Summit a Secondary Dependence Ticket Cont.



## Defense Finance and Accounting Service

Providing payment services of the U.S. Department of Defense

SEARCH

myPay



Military Members

Retired Military & Annuitants

Civilian Employees

Contractors & Vendors

1-888-332-7411

Frequently Asked Questions  
askDFAS

Select

Pay & Allowances

Pay Deductions

Travel Pay

Secondary Dependency

Wounded Warrior

Mobilized/Demobilized Warrior  
Support

Tax Documents

TSP for Military

Military Employment  
Verification

DFAS Home ► Military Members

### W2s: CURRENT & SEPARATED MILITARY MEMBERS:

Military Members

Need Your W2 Reissued?

[Start Here](#)

### UNDERSTANDING YOUR LES

- [Army](#)
- [Navy](#)
- [Air Force](#)
- [Reserve/National Guard](#)
- [How to obtain your LES Information](#)

### WHAT'S NEW?

**Reserve & Guard Members:** Are you drilling for points in a no-pay status? You're still responsible for your [SGLI](#) premiums. Find out how to keep your coverage up to date.

**Did you have U.S. Savings Bonds in safekeeping with us?** If so (and they weren't mailed to you in 2014).



# How to Summit a Secondary Dependence Ticket Cont.



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- Military Members
- Retired Military & Annuitants
- Civilian Employees
- Contractors & Vendors

1-888-332-7411  
Frequently Asked Questions  
askDFAS

- Pay & Allowances
- Pay Deductions
- Travel Pay
- Secondary Dependence
  - General Info
  - Army SDC
  - Navy SDC Instructions
  - Air Force SDC Instructions**
  - Marine SDC Instructions
- Wounded Warriors
- Mobilized/Demobilized Warrior Support
- Tax Documents

Select

DFAS Home ► Military Members ► Secondary Dependency ► Air Force SDC Instructions

### AIR FORCE: Secondary Dependency Applications: Documents, Forms and Hints

To be considered sufficiently dependent upon the member, the claimed dependent's countable income must be less than 50 percent of his/her expenses, and the member's contribution must exceed 50 percent of the dependent's expenses. The law requires the individual to be "in fact" dependent on the member, so the member's contribution must be more than one-half of the dependent's actual monthly living expenses.

**Keep it current!**  
It is important to remember the status of all secondary dependents should be kept current with the office maintaining your claim. If a secondary dependent dies, or their status changes, you should send the appropriate notification to your service's SDC office.

In the case of a deceased member, the application is submitted including proof that the individual was in fact dependent on the member at the time of the member's death and for the preceding 12 months.

Get a list of **documents and forms** needed for your secondary dependency application. We've also made lists of **Helpful Hints** you can use to make sure the information you submit is complete and correct.

#### Required Documentation by Type of Claim

The following information will be needed as you complete your **initial secondary dependency claim** or prepare to file a redetermination package.

**Verification of income:** If claimed dependent is over the age of 62 or widowed and over the age of 60 and not receiving Social Security payments, we must have a copy of

**Not sure if you should apply?**  
Use our **Secondary Dependency Pre-Screening tool** to see if you might be eligible.



# How to Summit a Secondary Dependence Ticket Cont.



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Frequently Asked Questions  
**askDFAS**

Pay & Allowances

Pay Deductions

Travel Pay

Secondary Dependence

General Info

Army SDC

Navy SDC Instructions

Air Force SDC Instructions

Marine SDC Instructions

Wounded Warrior

Mobilized/Demobilized Warrior  
Support

Tax Documents

DFAS Home ► Military Members ► Secondary Dependency ► Air Force SDC Instructions

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**ASKDFAS -- ONLINE CUSTOMER SERVICE**

[FAQ](#) [Submit A Ticket](#) [Help](#)

Providing responsive, professional finance and accounting services for the people who defend America means delivering timely useful information. Our site allows customers the ability to request support or provide feedback. Every individual is unique but they often face similar issues. Browse our frequently asked questions database before submitting a question for best results.

If your question is related to PAY, ARMY TRAVEL PAY, BENEFITS, TAXES, MYPAY, EMPLOYMENT or RETIRED PAY please choose the appropriate category. Choosing "Corporate - DFAS Web Site" will further delay a response as the question will need to be rerouted to the appropriate party.

**Search (FAQs) from AskDFAS:**

Category:

Subcategory:

No.	Category	Subcategory	Frequently Asked Question	Viewed	Viewer Rating
BP001-00004	Pay & Allowances	Basic Pay	<a href="#">Military Pay Tables</a>	1,695,945	★★★★★
ET001-00004	Pay & Allowances	Entitlements	<a href="#">BAH Rates</a>	899,441	★★★★★
CS001-00002	myPay	Customer Support/Additional FAQ's	<a href="#">Who can help me with pay problems?</a>	764,283	★★★★
BP002-00004	Pay & Allowances	Basic Pay	<a href="#">Viewing/Printing LES Online</a>	273,539	★★★★★
LE004-00002	myPay	LES or Pay Statement	<a href="#">Where can I get an LES or Pay Statement that is not available on myPay?</a>	267,816	★★★★★
PN017-00002	myPay	Password	<a href="#">What can I do if I forget my Login ID?</a>	231,993	★★★★
PN030-00002	myPay	Password	<a href="#">How do I obtain a temporary web Password?</a>	183,593	★★★★
ET002-00001	Pay & Allowances	Entitlements	<a href="#">BAS Rates</a>	174,169	★★★★★

# How to Summit a Secondary Dependence Ticket Cont.



The routing of the ticket will then be selected from this screen.

Step 1: Select SDC – Army/Air Force

Step 2: Select Subcategories

Step 3: Click Submit A Ticket

Defense Finance and Accounting Service  
Providing payment services of the U.S. Department of Defense  
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myPay

ASKDFAS - ONLINE CUSTOMER SERVICE

Step 3: **Submit A Ticket** Help

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

**Categories**

- ▶ All Categories
- ▶ ArmyAF-LES - LES Request
- ▶ CivPay - Indianapolis Civilian Pay
- ▶ ci-ap - A/P SUPPORT DIVISION
- ▶ ci-ar - CNIC - Navy SABRS
- ▶ ci-ar - CNIC-STARs
- ▶ ci-ar - CNO/FSA - Navy SABRS
- ▶ ci-ar - DoN Assistant for Admin - Navy SABRS
- ▶ ci-ar - ONI/NIA - Navy SABRS
- ▶ ci-ar - ONI/NIA - STARs
- ▶ Corporate - DFAS Web Site
- ▶ Corporate - eCommerce WAWF
- ▶ Corporate - Other
- ▶ DCPS - DCPS Password Resets
- ▶ DebtClaims - Account Inquiry

**Subcategories**

- ▶ SDC - Ill Loco Parents
- ▶ SDC - Incapacitated Child
- ▶ SDC - Parents
- ▶ SDC - Parents-In-Law
- ▶ SDC - Student (21 or 22 years old)
- ▶ SDC - Ward (Under 21 years old)



