



Payroll Services Letter

Number: PS11-01
Date: November 21, 2011
Subject: Garnishment Cases
Category: Collections

Purpose

The purpose of this letter is to provide procedures for the processing of court-ordered garnishment documents received by HHS. The correct processing of garnishment documentation is critical for timely collection of garnishment debts.

All court-ordered garnishments are processed by the DFAS garnishment office located in Cleveland, OH. The DFAS garnishment office verifies the validity of the garnishment order, and makes all necessary inputs to start, change, and/or stop garnishment deductions in the Defense Civilian Pay System (DCPS).

When a court-ordered garnishment is received by any office within HHS, the garnishment order should be immediately faxed or mailed to the DFAS garnishment office in Cleveland, OH. The preferred method is fax because it expedites the receipt of the documents. In addition, the DFAS garnishment office is a paperless operation; therefore, all documents received via the postal service are scanned into their Imaging system for processing.

The following information must be included when the documents are faxed:

1. Employee's SSN
2. POC and phone number

The fax number is:

Toll Free: 1-877-622-5930
Commercial: (216) 522-6960

The mailing address is:

DFAS Cleveland
Attn: Garnishment Operations – HGA
P.O. Box 998002
Cleveland, OH 44199-8002

Appendix A provides information from the DFAS garnishment office website (<http://www.dfas.mil/dfas/garnishment/fax.html>) that will ensure the timely processing of garnishment actions.

The following phone number should be used for all questions concerning the submission of garnishment documents and/or garnishment deductions:

Toll Free: 1-888-332-7411
Select Option #6

For further assistance or for questions regarding the information in this letter, please contact your Payroll Service Team.

Appendix A

DFAS Garnishment Operations has undergone a complete conversion from paper to electronic documents. As we receive documents, we scan and convert them to electronic images.

Documents faxed to Garnishment Operations now go through a fax gateway. When we receive faxes, they are automatically converted to electronic images. The paralegal does not receive a hardcopy of your fax.

The document is indexed in the imaging system using the military member or employee's Social Security Number (SSN). After indexing the document, the electronic image is distributed online to the appropriate paralegal.

To prevent delays, please use this list of helpful hints when faxing documents to Garnishment Operations:

1. Clearly write the member/employee's SSN in the body of the fax. DFAS-DGG/CL cannot process documents without an SSN.
2. Ensure the document is legible. If you fax a bad copy, we receive a bad copy and are unable to process the document.
3. Send only one document per individual at a time (only one SSN). If you have multiple documents that are all the same but for many different SSNs, they need to be faxed separately or mailed rather than faxed.
4. Position the document in the fax machine properly and make sure all pages are transmitted.
5. Include a POC and phone number with your fax in case we need to contact you.
6. Do not fax documents that contain highlighted areas. Words that have been highlighted with a highlight marker are not legible on the electronic image.
7. Ensure computer printing does not overwrite any text on a preprinted form. Overwriting results in an illegible electronic image.

Phone Numbers:

216-522-6960 (commercial)

580-6960 (DSN)

877-622-5930 (toll free)

Following this checklist will prevent delays in processing your faxed documents. Failure to follow these helpful hints will result in your fax being rejected from the system and a delay in processing time.