

Information from ONR Regional Offices to Support Electronic Payments, Refunds, and Reporting

* **PAY ISSUES:** If you have a question about a payment issue for any DoD award that uses Wide Area Workflow (WAWF), please log into WAWF and check the status of the voucher. Verify the award number, approver, and payment office DoDAACs are correct. If the voucher status is “submitted” or “recalled”, it’s likely with ONR for action. In these cases, please contact your assigned specialist and provide award number, voucher number, voucher amount, and date submitted. If the status is anything else, please:

- Use myInvoice located within the “Payment” Section in the PIEE Suite to locate payments and obtain trace number, and/or
- Follow the instructions for submitting a help desk ticket to AskDFAS in separate attachment, “askDFAS Helpdesk Ticket”.

* **REPORTS:** Final reports (or cover letters of final performance reports) required to be submitted to an ONR Regional Office, should be sent to the applicable email address identified below. Doing so generally facilitates the closeout and payment process, particularly during this time. These email addresses can also be used if your assigned Regional Office point of contact for your award is unknown.

ONR_Atlanta@navy.mil;
ONR_Boston@navy.mil;
ONR_Chicago@navy.mil;
ONR_San_Diego@navy.mil; or
ONR_Seattle@navy.mil

* **REFUNDS:** Instructions and screen shots for using pay.gov for refunds to awards using MOCAS pay offices (HQ0337, HQ0338 or HQ0339) can be found at: <https://www.onr.navy.mil/en/work-with-us/manage-your-award/manage-grant-award#refunds> in “Using Pay.gov” paragraph. Summary of Pay.gov Instructions:

Step 1: Website: www.pay.gov

Step 2: Search Field: Type MOCAS-ACCS for HQ0337, HQ0338 or HQ0339

Step 3: Click Continue

Step 4: Click Continue to the Form (If there is no asterisk those fields can be left blank.) For optional fields:

- Credit Invoice: Leave Blank
- Shipment Number: Leave Blank
- Bill of Collection Number: Leave Blank
- Delivery Order; Number: Leave Blank
- ACRN/CLIN: *****Please identify which ACRN(s)/CLIN(s) the funds shall returned*****
- Description of Overpayment: *****Provide the explanation for return of funds*****

Step 5: Click “Yes” to Additional Data to be Submitted, if applicable (Email DFAS.DSCC.JDA.LIST.CCO-CAS-EFT-COLLECTIONS@MAIL.MIL or FAX 216-367-3456 and provide confirmation Number in the Subject Line once Form is Submitted)

Step 6: Proceed with Entering Payment Info/Review and Submit (include ONR Contract Administrator’s email to receive confirmation Payment was sent)

Step 7: Save Confirmation Page

Foreign recipients can’t use Pay.gov. These type of recipients and recipients of awards that identity pay offices other than MOCAS, should contact their assigned ONR Regional Office point of contract for guidance if they need to submit a refund.