

October Top 10 Tuesday Q & A

**Q:** I saw how to update my home address, but how do I update my billing address or home of record?

**A:** When you say billing address, are you referring to the mailing address in Direct Access? If so, then you update the mailing address using the same process. If you say billing address, you may be talking about the address used by TPax. You would need to log into your TPax account and update your address there. You cannot change your home of record. The HOR is established upon enlistment and cannot be changed unless there is a break in service of over 24 hours. If you do have a break in service, you may establish a new home of record. However, if your HOR is incorrect and documentation can be shown that it was entered into Direct Access incorrectly, then the HOR may be "corrected" to reflect what was initially declared at the time of enlistment.

**Q:** How do we delete an address entry?

**A:** Addresses cannot be deleted. Every time you update/change your address, it is kept for historical purposes by the effective date.