



The Reserve Traveler

August 2012

Are you getting your claim returned?

DFAS Travel Pay Operations has been receiving several travelers' claims without the orders attached. When this happens our examiners have to return the claim. The order sending a service member on temporary duty is the key document authorizing the travel. Without the travel orders in the claim submission the claim package is dead in the water, and the claim can not be paid.

Another reason that claims are being returned is that the remarks on the annexes do not authorize the entitlements claimed. When submitting a travel claim it is important to read the order annex to determine whether or not an entitlement can be claimed on the travel voucher.

Any discrepancies with what the orders state has to be dealt with by the order issuing authority. DFAS Travel Pay Operations can not pay any entitlements that are not properly authorized on the orders or properly approved after the fact on the DD Form 1351-2 (this is done by the approver signing and dating the claim in block 21, and remarking the additional entitlement in block 29 on the back of the form). The order issuing authority can issue an amendment adding entitlements. Claims should be submitted to DFAS Travel Pay Operations with both the original orders plus any amendments for the claim to be paid.



Top Return Reasons

ORDERS ARE NOT ATTACHED	1469	79.75%
ORDERS: REMARKS ON ANNEXES DO NOT AUTHORIZE ENTITLEMENTS CLAIMED.	339	18.40%
INSIDE COMMUTING DISTANCE, FILE A 24-R W/YOUR RCP SO FOR POV MILEAGE	237	12.87%
MISSING DD FORM 1351-2; PLEASE ATTACH RETURN FOR PROCESSING	231	12.54%
ACCOUNTING CLASSIFICATION IS INCOMPLETE/MISSING/ILLEGIBLE.	198	10.75%

Send Comments, Questions, and/or Ideas to:

TheReserveTraveler@dfas.mil

Note: This is NOT a method of travel claim submission

Where to Submit a Travel Claim

ACTIVE: dro-armytravel@dfas.mil

FAX: 317-275-0329

RESERVE: reserve_travel@dfas.mil

FAX: 317-275-0334

RESERVE/NG CONTINGENCY:

contingency_travel@dfas.mil

FAX: 317-275-0332

The Five Showstoppers

Any voucher not meeting the below requirements **WILL** be returned to the traveler for correction and result in delayed settlement payment to the traveler.

1. Complete Block 1. Electronic Fund Transfer (EFT) **MUST** be checked!
2. Complete Blocks 2 through 6. Name, Grade, SSN (all nine digits please!), Type of Payment, and Address **MUST** be filled out!
3. Complete Block 15. Itinerary **MUST** be fully completed so that it identifies the period of time the traveler is seeking reimbursement and reflects what the traveler actually did.
4. Complete Blocks 20a through 20d. Both the Claimant (Traveler) and the voucher reviewer **MUST** sign and date in their respective blocks. Digital Signatures are acceptable only on the May 2011 version of the form.
5. Include all orders covering travel dates and locations. All travel orders associated with the travel dates listed on the itinerary **MUST** be included with the submission of the travel voucher.



To check the status of your travel claim, call

1-888-332-7336.

* Please allow 24 hours for claim to be logged into our system