



DFAS - INDIANAPOLIS, TRAVEL PAY OPERATIONS

The Reserve Traveler

June 2012

Are You Submitting More Than One TDY Claim At One Time?

Recently DFAS Travel Pay Operations has been receiving several travelers' claims in one travel claim submission. These travel claims appear to have been submitted as one large submission, though there were multiple travelers' claims included. In an effort to enhance our level of service to our customers, DFAS Travel Pay Operations is requesting that in the future when multiple travelers' claims are being submitted as one submission that the attached separator page be used. The separator page should be placed between each individual traveler's claim. This will ensure that each traveler's claim is handled in the appropriate manner.

Copies of the separator page can also be found on our website at: <http://www.dfas.mil/tdytravel/forms.html>

Below are brief instructions on how to use the separator sheet:

- Insert the Separator page between each traveler's claim.
- Use a new Separator page each time, as this will increase the quality of the page and its effectiveness.
- If applicable, insert the separator page electronically.

We appreciate all that you do and thank you for your continued support as we strive to provide you with the most timely and accurate travel pay service.

What Happens if a Voucher is Submitted More Than Once?

It is recommended that you only submit your claim once. Multiple submissions of the same voucher has the ability to negatively impact the traveler. If a claim is submitted multiple times, the potential for duplicate payments increases resulting in the traveler being placed in a debt status.

After submitting a claim, allow 24 hours for the claim to be logged into the travel system. Within the first 24 hours, the traveler should receive a notification that their claim has been received. If this notification is not received, then resubmit the claim.

Send Comments, Questions, and/or Ideas to:

TheReserveTraveler@dfas.mil

Note: This is NOT a method of travel claim submission

Do You Know Where to Submit a Travel Claim?

Travel Pay Operations is trying to help you get your travel claim to the correct processing location. If you are unsure of where to file your travel claim, please click on the picture below and navigate through the guide to find the correct submission channel. The guide is meant to be tailored to your unique travel situation in order to ensure you get paid as quickly as possible.



The Five Showstoppers

Any voucher not meeting the below requirements **WILL** be returned to the traveler for correction and will subsequently delay 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.
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**