

# DFAS -Indianapolis, Travel Pay Operations

## The Reserve Traveler



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Do you know where to file your 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 above 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

To check the status of your travel claim, call 1-888-332-7336.

\* Please allow 24hrs for claim to be logged in our system

Send Comments, Questions, and/or Ideas to:  
[TheReserveTraveler@DFAS.MIL](mailto:TheReserveTraveler@DFAS.MIL)

Note: This is NOT a method of travel claim submission.

### Common Claim Mistakes

Are you tired of receiving returned travel claims? Avoid these common pitfalls and save yourself time and hassle:

- Missing reviewer signature on your travel voucher.
- Not correctly filling out block 16/17 on the travel voucher.
- Using a digital signature on vouchers that are not the May 2011 version of 1351-2 (Digital signatures are ONLY acceptable on the May 2011 version as of August 2011).
- Listing the hotel as a travel destination. The city and state are required for the destination.

### Blank/Encrypted Email Issue

Recently Travel Pay has encountered issues with blank or encrypted emails sent to travelers through AKO. When email is accessed through AKO, three options are provided to access the email: web mail 2.0, email lite or classic. At the time of publication, any email opened in any format other than classic will appear blank. Travel pay is currently working to correct this issue. For your convenience, please open emails from Travel pay sent through AKO in a classic format if at all possible.

### Incomplete Vouchers

Please remember to double check that your orders are attached with the voucher and that the Traveler's and Reviewer signature lines are signed. This simple check can help ensure that your claim is processed in a timely manner.

### Non-reimbursable Travel Expenses

- Mission-related expenses are not reimbursable as travel expenses.
- Personal expenses such as batteries, tools, film, gifts, pet care, gym fees and similar items are not reimbursable.

It is important to get your claim right so this doesn't happen to you...

#### Vouchers Returned (Aug 2011):

Orders (missing, incomplete, illegible)	1265
1351-2 (incomplete, missing, illegible)	300
Group Order Annex Incorrect	1951
Traveler's Signature Missing	272
Reviewer's Signature Missing	1863
Miscellaneous/DTS claims	25