

# 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 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.



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.

### Five Show Stoppers

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

#### The Five Requirements

- Complete Block 1. Electronic Fund Transfer (EFT) **MUST** be checked!
- Complete Blocks 2 through 6. Name, Grade, SSN, Type of Payment, and Address **MUST** be filled out!
- Complete Block 15. Itinerary **MUST** be fully completed so that it identifies the period of time the traveler is seeking reimbursement.
- 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.
- 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.

### Reviewer's Signature Missing on DD 1351-2

Service members can help get a travel claim processed by Travel Pay the first time it is submitted by sending in a properly completed Travel Voucher, DD Form 1351-2. Attention to detail is critical when filling out the form, but once you become familiar with the form, it flows much the same way the trip was completed.

You are supposed to file your vouchers within 5 days after completing travel, or after the travel period expires, whichever applies. That isn't very long, and it is easy to rush through filling out the claim. But, if you will take a moment to look over your Travel Voucher one last time for completeness, you may catch details that you missed the first time...if you catch them, it means DFAS won't have to delay your payment while we come back to you to get them fixed.

Having the reviewer's signature missing is a show stopper. DFAS cannot make payment without a reviewer's signature and date on the DD Form 1351-2. The reviewer's signature and date must be after the traveler's signature and date, and both of those must be after the last date claimed on the DD Form 1351-2. In other words, don't sign and date your voucher before the last date on the voucher you are submitting.

If you are doing a permanent change of station (PCS), the review is done at the Defense Military Pay Office (DMPO) at your new PDS. The DMPO can only sign as a reviewer on a PCS voucher. Temporary duty (TDY) vouchers are reviewed by your supervisor/Commander.

Travel Pay Operations is here to serve all of the Reserve travelers. We are ready and willing to assist you. However, you can help yourself, and get quicker service, if you ensure your voucher is complete, and contains the appropriate signatures and dates.

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

#### **Vouchers Returned (Jan 2012):**

Orders (missing, incomplete, illegible)	822
1351-2 (incomplete, missing, illegible)	378
Group Order Annex Incorrect	334
Traveler's Signature Missing	79
Reviewer's Signature Missing	618
Miscellaneous/DTS claims	816