

# DFAS -Indianapolis, Travel Pay Operations

## The Reserve Traveler



Volume I, Issue XXII, June 2011

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.

### Digital Signatures

Digital signatures are ONLY acceptable on the May 2011 version of form 1351-2 as of August 2011. Using a digital signature on previous versions of 1351-2 will result in the claim being returned.

### 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.
- Listing the hotel as a travel destination. The city and state are required for the destination.

### Booking Hotels with Online Agents

Booking through online travel agencies has become a popular way to get great deals on travel and hotels in recent years, but did you know that using an online booking agency can prevent you from being reimbursed for lodging expenses?

Federal regulations state that government travelers cannot be reimbursed for lodging expenses when the lodging is booked using online booking agents such as Expedia.com or Hotels.com unless an itemized receipt is provided. An itemized receipt in this context is a receipt that shows the daily room rate and daily applicable taxes, not just a total amount charged for the room. Most online booking agencies do not have receipts with this level of detail and this is grounds to deny reimbursement. A 'lost receipt' form cannot be used as a substitute for an itemized online hotel booking receipt. Lodging should be booked with the CTO or directly with the hotel chain to ensure proper reimbursement.

### Non-reimbursable Travel Expenses

- Curbside baggage check-in service.
- Prepaid communication services (unless use is determined to be official business by AO).
- Fees for cashing salary checks/drafts.
- Losses resulting from currency conversions.

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

#### Vouchers Returned (May 2011):

Orders (missing, incomplete, illegible)	2,946
1351-2 (incomplete, missing, illegible)	566
Missing Receipts	5
Incomplete Advance	0
Unauthorized Expense	0
Miscellaneous/DTS claims	1,508

