

# 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 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.

### 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.

### Properly Submitting a Claim

There are several things that you as a traveler can do to ensure that your claim is properly submitted:

- When sending claims via email, the preferred file type of the attachments is .PDF. Claims sent in .jpg, .tif format are also acceptable file types for attached documents.
- Attachments in .xps, .xfdl, .mdi, .xls(x), .doc(x) and .pub format are **NOT** acceptable file types for attachments for your claim. Sending in emails with the above mentioned file type extensions may delay processing or Travel Pay not receiving the claim.
- Make sure that when scanning in claims (via email or fax) and related documentation that all pages are facing the same direction in such a way that they appear face up once they are scanned in. Please check to make sure all pages scanned in. A common error is two pages being scanned in as one.
- Whenever possible, when sending your claim via email, please try to save and/or combine all related documents for the travel packet (i.e. DD1351-2, Orders, receipts, etc) into one file (preferably PDF) and attach that one file to the email for submission. Submitting multiple attachments (i.e. DD1351-2 is one attachment, orders are another attachment, etc) on a single email for one travel claim, may result in delay in processing.
- Similarly, if you are submitting multiple claims for different travel periods, Travel Pay prefers for claims to be sent individually with one claim on one email.
- Once you have submitted your claim, please wait for confirmation of your claim being received or not received before attempting to resubmit your claim.
- When attaching a 1351-2 in an email, be sure that there is no active Java script within the .pdf. Java script is active if fields within the 1351-2 are editable.
- When emailing claims, please ensure your file size is less than 5MB's. File sizes larger than 5 MB's may delay processing.

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

#### **Vouchers Returned (Oct 2011):**

Orders (missing, incomplete, illegible)	521
1351-2 (incomplete, missing, illegible)	143
Group Order Annex Incorrect	444
Traveler's Signature Missing	105
Reviewer's Signature Missing	691
Miscellaneous/DTS claims	12