



NEWS RELEASE

DEFENSE FINANCE AND ACCOUNTING SERVICE

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For External Release

Preventing common mistakes ensures speedy travel pay

ARLINGTON, VA (2 Jun 03) -- Members of the U.S. military and Department of Defense civilians can help ensure their travel vouchers are paid promptly by preventing common mistakes.

According to the Defense Finance and Accounting Service, some of the biggest sources of delay in the travel pay process are incorrect or incomplete information on travel vouchers. The most common errors include:

- No claimant's signature or date
- No supervisory/reviewer's signature
- No orders attached
- Blank, incomplete or erroneously filled out itinerary
- Orders do not match itinerary dates and/or location

"Double checking the voucher before submitting it can prevent the voucher from being rejected or paid partially," said Claudia L. Bogard, director of Corporate Communications for DFAS.

DFAS makes every effort to support members of the armed forces and defense civilians by partially paying vouchers that contain some errors rather than rejecting the entire voucher. In these cases, the payable amount is disbursed to the customer with an advice of payment, which explains the reasons for partial payment. The customer may then submit a supplemental claim for the remainder. Before making partial payments or returning the claim for correction, DFAS customer service representatives attempt to contact customers and allow 24 hours to correct the voucher.

"Our goal is to deliver world class finance and accounting services to the men and women who defend America," Bogard said. "Making sure their travel claims are paid accurately and quickly prevents inconvenience and distraction and helps military minds focus on their mission."

About DFAS

The Defense Finance and Accounting Service is the world's largest finance and accounting operation. In fiscal 2002, DFAS paid 5.7 million people, processed more than 11.2 million contractor invoices, made 7.3 million travel payments and disbursed more than \$346.6 billion while reducing overall costs to customers by \$144 million. For more about the Defense Finance and Accounting Service, please visit <http://www.dfas.mil>.

Related Links

- Official DFAS Site -- <http://www.dfas.mil>
- Travel Pay Information -- <http://www.dfas.mil/money/travel/>
- MyPay -- <https://mypay.dfas.mil>