

The Reserve Traveler

August 2013

[DFAS Home](#) | [SmartVoucher](#) | [TDY Travel](#)



New System to Better Serve America's Heroes

We have a new system in place to enhance customer service. The Travel Pay System (TPS) is designed to help us provide more accurate and timely payments. Below are some useful tips when completing your voucher...



STAY
CONNECTED



1. Use the SmartVoucher or type to complete your [DD 1351-2](#)

The [SmartVoucher](#) online application makes filling out your voucher easier by populating the form based on your answers to a series of questions. Our Optical Character Reading (OCR) technology is much more effective at reading typed vouchers than handwritten ones. Submitting a typed voucher can help to reduce legibility issues with travel vouchers and ultimately help you get paid more timely.

2. Scan and send your voucher via email

With TPS, emailed vouchers are automatically scanned into our database and put onto the work-list for processing. When emailed, documents arrive almost immediately into our workflow, eliminating the mail delivery time. For best results, use a document scanner with a Dots Per Inch (DPI) setting of 300 or greater. We recommend you review your user's manual or consult the manufacturer's website for details on how to identify and change DPI settings for your particular scanner.

3. Improved tracking of returned and resubmitted vouchers

TPS helps you get paid promptly for any returned and resubmitted vouchers. When a voucher is returned to you for any reason, you receive a barcode. When you use the barcode cover sheet on top of resubmitted documents TPS automatically pairs the corrected documents with the originals. This ensures we have all documentation pertaining to your claim and can then provide you an accurate payment once it is received. Like original submissions, we recommend use of email and high-quality scanning devices for the most effective resubmission results.

Avoid these Common Mistakes on your 1351-2

- Missing reviewer signature and date (Blocks 20c-f) on your travel voucher.
- Not correctly filling out Block 16 (POC Travel) and Block 17 (Duration of Travel) on the travel voucher.
- Using a digital signature on DD 1351-2 prior to the May 2011 version (digital signatures are ONLY acceptable on the May 2011 version).
- Listing the hotel as a travel location (Block 15d). The city and state are required for the destination.
- Ineligible handwriting. We recommend using the [SmartVoucher](#) online application to complete your voucher. If handwriting is necessary, do not use cursive writing.

Common TDY Expenses Authorized for Reimbursement

ATM Fee	Fee charged for withdrawing money from ATM. (This also includes fees from your bank.)
Laundry	Personal laundry, dry-cleaning and/or pressing costs incurred during TDY travel. They must be listed as a separately reimbursed travel expense. You are allowed actual expenses, not to exceed an average of \$2 per day, for trips of at least seven consecutive nights of TDY lodging when traveling within CONUS.
Baggage Tips	Customary tips for baggage handlers while at a transportation terminal. Applies to both personal and government property. At your lodging establishment, reimbursement for tipping baggage handlers applies only to government property.
Lodging Tax	Taxes on reimbursable lodging costs in CONUS.

Transportation Related Expenses Authorized

Tolls	Fee for driving on a toll road when there is no alternative.
Taxi Charges	Cab fare when going from home of record to airport and airport to temporary duty station then back home again.
Tips	Transportation related tips (shuttle, taxi, etc...)
Parking Fee	While TDY, transportation terminal parking fees "not to exceed" the cost of round-trip taxi fare (including tips) are reimbursed.

TDY Expenses NOT Authorized for Reimbursement

- Haircuts
- Pet Expenses
- Shoe Shining
- Excess Baggage (unless specifically stated in orders)
- Military Gear/Items
- Postage
- Hotel Parking Fees (unless orders specifically state "in/around mileage" or "rental car is authorized")
- Hygiene Items
- Miscellaneous/Mission Expenses
- Printer Ink/Computer Equipment
- Internet Service (unless specifically stated in orders)
- Civilian Clothing
- Books
- Gym Use Expenses
- Cleaning Supplies
- Football tickets, etc...

Look at DOD travel regulations for more details. <http://www.defensetravel.dod.mil/site/travelreg.cfm>

Where to Submit your Travel Claim:

Contingency

email: contingency_travel@dfas.mil

fax: 317-275-0332

Reserve

email: reserve_travel@dfas.mil

fax: 317-275-0334

Active Duty

email: dro-travel@dfas.mil

fax: 317-275-0329

Navy DLA

email: DFASINTravelcolumbus@dfas.mil

fax: 317-275-0150

Wounded Warriors and families of deceased service members

email: DFAS-INTravelcasualty@dfas.mil

fax: 317-275-0138

For Wounded Warrior questions (not voucher submission)

email: DFAS-IN.casualty.customer.service@dfas.mil

phone: 317-212-3562

