

Department of Defense Education Activity

DoDEA
Procedures
For
Filing Travel Claims



September 2010

Thank you for your service to the nation and thank you in advance for referring to this guide as you prepare your travel vouchers. DFAS Rome Travel Pay Operations has customer service personnel, who stand ready to assist you in completing documentation necessary to ensure timely and proper payment.

This guide is intended for use by DoDEA/DoDDS Civilian Relocation Travelers serviced by DFAS Rome Travel Pay Operations. It provides procedures to prepare and submit a “pay ready” travel voucher with the goal of assisting you, the traveler, in receiving a timely and accurate payment. The vouchers most common to a DoDEA /DoDDS travelers include but are not limited to Civilian Relocation, claims for Renewal Agreement Travel, (RAT), En route Travel to include when employees are in a TDY status at the beginning or end of their RAT travel, Miscellaneous Expense Allowance (MEA), Student Educational Travel (SET), Return from Overseas for Separation.

Contact Us	
General Customer Service Questions	1-800-756-4571 (option 3) Email: dro-civrel-questiononly@dfas.mil
Claims (Advances only)	Fax: 216-367-3428 DSN Fax: 580-7839 Email to fax machine: dro-216-367-3428@dfas.mil
Claims (All other)	Fax: 216-367-3422 DSN Fax: 580-7833 Email to fax machine: dro-216-367-3422@dfas.mil
Set-up or change an Electronic Funds Transfer (EFT): Send the DD2762	Fax: 216-367-3430 DSN Fax: 580-7841 Email to fax: cco-216-367-3430@dfas.mil
Mailing Address	DFAS Rome Attn: Travel Pay, Civilian Relocation 325 Brooks Road Rome, NY 13441

Note: If you should receive an error message when sending a fax or e-mail indicating the system was unable to deliver the message as the message size exceeds the size limit of 5 MB, re-send the package in one or more parts indicating on each cover sheet what is included. For example “Part 1 of 2; pages 1 -14” or “Part 2 of 2; pages 15 – ##”. This format can also be followed with the initial send, if you believe your package is too large in size for one fax / e-mail.

Here's What You Need to File a Claim

Every claim package submitted to DFAS Rome Travel Pay Operations should include the following:

- ✓ **DD Form 1351-2**, Travel Voucher or Subvoucher: All claims, to include Return for Separation, must be reviewed, signed and dated by supervisor/reviewing official as provided in the DoD Financial Management Regulation (DoD FMR). Principals and Assistant principals are authorized to sign in these blocks for teachers assigned to their schools. District Superintendents can sign for Principals.

Note: Travelers should not enter any comments in the space beneath the signature blocks. This space should be reserved for the Approving Officer (AO) should that person need to add any comments

Note: Please be sure that each claim submission contains your current contact information in block 2, 3, 4, 6, 7, and 8 of the **DD Form 1351-2**. It is especially important that you keep us informed of any change in your e-mail.

- ✓ **DD Form 1614**, Travel Authorization, including all amendments, as received from your order issuing office. Only one copy of the original order and any amendment are required with claim package submission.
- ✓ **Itinerary of air schedule to include transportation costs and receipt.** If you are claiming reimbursement for airline tickets, make sure you include receipts for the tickets. DFAS has advised that copies of tickets showing the price are not sufficient unless accompanied by proof of payment. If you purchased your own ticket, in addition to providing a receipt to support payment, you must attach signed statement to the travel voucher (or annotate on the travel voucher) certifying that “the airfare in the claimed amount of \$_____ was personally procured and paid by a personal credit card”. As a reminder, if you purchased your own ticket, your reimbursement will be limited to the amount in Block 20b of your orders, DD Form 1614, unless you provide the DFAS paying office a statement from the TMO indicating the actual cost of Government procured tickets to the authorized destination(s). (If this statement is not attached to the claim, then AO validation would be required stating the higher amount as claimed is payable.)

Note: If you paid for your airfare, then please be sure to claim the airfare in Block 18 (reimbursable expenses) on the **DD Form 1351-2**.

- ✓ **Receipts** Please provide any receipt “(regardless of the amount) for:
 - Any expenses of \$75 or more.
 - Any lodging expense
 - Any expense for rental car used as transport to/ from airport /terminal.
 - Airfare or other transportation to / from official duty station.
- ✓ **Direct Deposit Authorization:** If you do not already have a direct deposit authorization on file with DFAS-Columbus with your current banking, a completed **DD2762** for Direct Deposit Authorization (designating your checking or savings account) is required for payment. It is better to complete a new **DD2762** if you are not sure you have an up-to-date form on file. In the absence of **DD2762** your documentation must include the following information:
 - The Traveler's name
 - The Traveler's SSN
 - The Traveler's address
 - The routing number
 - The account number
 - Type of account (Checking or Savings)

Here's Some Additional Information You Might Find Helpful



There are some *common errors* that can stop your claim from being paid:

- # [EFT / Direct Deposit Information](#) is not included with claim
- # Personal information is not accurate or incomplete on the [DD Form 1351-2](#) (blocks 1-14).
- # Incomplete itinerary (block 15) on the [DD Form 1351-2](#).
- # Missing traveler's official signatures/dates (blocks 20 a & b) on the [DD Form 1351-2](#).
- # Missing Reviewer/Approving Official signatures/dates (blocks 20 c & d) on the [DD Form 1351-2](#).
- # Missing orders (DD Form 1614) and / or any and all amendments.
- # Order, DD Form 1614, or amendments are incorrect or incomplete.
- # Missing supporting documentation such as receipts for any expense of \$75.00 or more.
- # Missing or improperly completed statement with a [Miscellaneous Expense Allowance](#) claim.

Please make sure to check for these common errors when filing your travel claim.

In addition, a checklist along with some helpful resources that can be used prior to claim submission by the traveler or reviewing official can be found at: <http://www.dfas.mil/dfas/pcstravel/checklists.htm>

DFAS will strive to make payments to you the traveler in 8 – 10 business from receipt of a claim.

Please do not submit a claim multiple times without first checking with our customer service team who can take steps to verify if your claim was successfully received.

If you would like to check on the status of your claim after faxing or scanning the claim, you can reach DFAS Travel Pay Services at (800) 756-4571 Option 3 or DSN 580-6998. Please listen for the correct option. You must be able to provide how the information was submitted (either scan or fax) and the date the information was submitted to DFAS-Travel Section. DFAS requests that you contact them on the status of your claim only if you have not received a confirmation e-mail. Please allow at least 5 days before contacting DFAS.

Once your claim has been processed, you will receive a copy of the Disbursing Office Voucher (DOV) from DFAS-Travel Pay Services. If you feel you were not paid correctly for your authorized travel expenses, then you may file a supplemental voucher for reimbursement. When filing a supplemental claim, you will need to provide a copy of the original travel voucher submitted and indicate what items listed in Item 18 of [DD Form 1351-2](#), Travel Voucher or Subvoucher, for which you claimed reimbursement need to be recalculated or paid. Requests for supplementals and recalculations of claims can be submitted through the Customer Service Team by contacting them by telephone at 1-800-756-4571 Option 4 or DSN 869-6331 and choosing the option to speak with a customer service representative. If DFAS Travel Pay Operations processed the claim incorrectly, then DFAS Travel Pay Operations will take steps to correct the error. If you omitted information and need to correct the voucher in order for a supplemental claim to be properly processed, then you will be advised to submit the supplemental in the same manner you submitted your original claim. Supplemental claims submitted through the Customer Service team (the preferred method) are reviewed by a Senior Travel Technician.

Appendix A

DoDEA Budget Contacts

ASC/District	Name	Telephone Numer
DoDDS - Europe	Lorrie Eidem	49-611-380-7362
Bavaria	Jackie Devine	49-981-183-7410
Heidelberg	Olga Payne (Acting)	49-611-380-7214
Isles	Bruce Crabtree	DSN - 226-7235
Kaiserslautern	Steve Mitchell	49-631-536-5921
Mediterranean	Dennis Jackson	DSN - 631-8133
DoDDS - Pacific	Walter Smiley	DSN - 644-5683
Guam	Florentine (Tina) Knaeble	671-344-9502
Japan	Hermie Marquez	DSN - 225-5777
Korea	Larry Alvarado	DSN - 723-6691
Okinawa	Michael Maeda	DSN - 632-8934
DDESS	Virginia Taylor	678-364-8014
Cuba	Laura Bell	678-364-8046
Georgia/Alabama	Tim Woodson	706-545-8233
Kentucky	Paula Rink	502-624-2345
North Carolina	Miriam Oates	910-907-5514
South Carolina/Ft. Stewart	Libby Davis	912-408-3083
Virginia/New York	Diane Miller	703-784-2038
Puerto Rico	Maggie Roman	787-707-4632