



FINANCIAL MANAGEMENT NEWSLETTER
1ST QTR 1 OCTOBER 2011

“ALL ALONG THE CLOCK TOWER”



LETTER FROM THE ACTING DIRECTOR

(By Mr. William H. McQuail)

Greetings! It is not without a little relief that I announce that this will be my final 266th FMC Newsletter at the helm as acting FMC Director during the deployment of the FMC. Perhaps the one year deployment has been unnoticed by you. If so, credit belongs to our Director, COL Crespo, for the preparation of our center for the challenges of meeting the same mission with fewer resources. Credit also belongs to our extremely dedicated and hard working military and civilian workforce who have, without exception, accepted the challenge and performed with distinction. Just a few examples of note. Formerly, the ‘European out’ was the rare exception; a Soldier who elected to separate from the Army overseas. No longer is this the case. We are in the middle of what is projected to be 1,000 separations during the month of September in one of our 12 communities. These complicated and time consuming cases have the potential to negatively impact the Soldier – indeed, and entire family – if not done right. We’ve also processed over 10,000 deployment travel vouchers for re-deploying Soldiers in the midst of our own deployment. Finally, we’ve implemented a program to allow Soldiers receiving overseas housing allowance (OHA) to directly allot money to a foreign bank in Euro.

The last item I’ll discuss is our lean six sigma (LSS) projects. One of last year’s projects, “Improving BAH Validation” by Mr. Scott Ferge, has been nominated by U.S. Army Europe to the Department of the Army for the best LSS project in the Army. We’ll know soon if it wins, but we are honored with this recognition. All three of last year’s projects, and three more projects whose owners are currently going through Green Belt

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training, are described in this Newsletter. We’re proud of what we’ve accomplished for the Army in terms of cost savings and improvements to service (and our own efficiency), and we welcome your suggestions for our ongoing projects or ideas for new projects.



MYPAY CHANGES ENHANCE EASE OF USE

(By Ms. Jan Wittry, DFAS Public Affairs)

myPay, the online pay account management system operated by DFAS recently launched enhancements, inspired by Customer suggestions that are designed to make the site easier and more convenient for customers. The myPay website, a new mobile application and CAC enabled login have been fielded in the past few months.

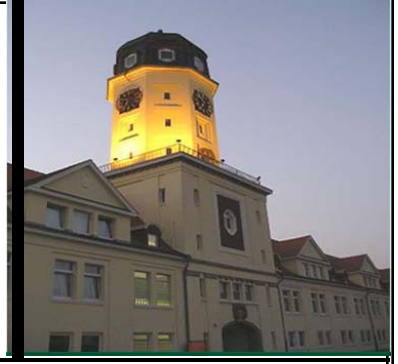
Website Upgrades

The new upgrade reduces the number of steps required to login to myPay and makes the virtual keyboard, an unusual security feature designed to protect usernames and passwords, optional. The new login requirements are similar to those of banks and other financial services. Users now simply enter their Login ID and password on the home page and click once to accept the user agreement for access to their accounts.



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(MYPAY CONTINUED FROM PAGE 1)

Though it is easier, the new login procedure still meets security requirements in private industry worldwide. Security features include encryption to protect sensitive information, firewalls, and intrusion detection software to block outsiders from accessing accounts.

myPay users still have the option of using the virtual keyboard, which provides extra protection against identity thieves, who may use keystroke logging software.

Mobile Application

myPay users can now check pay statements on the go using a Smartphone or other mobile device that has a web browser. The application works by typing in <https://mypay.dfas.mil> on a Smartphone or other mobile device web browser. Then customers login to myPay just as they would on the normal site.

myPay will automatically detect a customer is using the mobile device and load a mobile version of the site. The myPay home page, login, Leave and Earning Statements, and Retiree Account Statements have been optimized for Smartphone's, and key account information is presented in an easy-to-read format.

myPay Mobile meets the same internationally recognized security standards that protect myPay.

myPay does not operate or control any wireless networks, and thus cannot guarantee the security used to access the mobile site. Users should check with their wireless service provider for information about their privacy and security practices. Users should reference their mobile phone's user manual to learn more about using the web browser.

**DoD CAC Login
to myPay**



CAC Enabled Login

Active duty military members, reservists and civilian DoD employees can access their myPay online accounts using their DoD-issued Common Access Cards (CAC) thanks to an upgrade completed late July.

This enhancement offers ease of use and convenience to approximately 3.5million military members and DoD employees. It also provides a reliable and secure way of verifying each myPay user's identity and prevents unauthorized access.

To use the CAC login feature, military members and DoD employees should select the “DoD CAC Login to myPay” link on the home page. The first time they use the feature, each user will be asked to confirm their CAC by entering their Social Security number. If the card is not registered in myPay, the user will be prompted to self register. Some users may also be asked to confirm the official email address associated with their CAC is correct.

New military members and DoD employees using the CAC Login feature will be prompted to create myPay login IDs and passwords so they can log in to their accounts from home. These new customers may need to allow 30 to 45days for their accounts to be established before using myPay.

The myPay Customer Care Center is open Monday through Friday from 7 a.m. to 6:30 p.m. Eastern to assist customers with questions about the browser. The toll-free number is 888-332-7411.



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BANKING

(By CPT Christopher Wurst)

ON-POST FINANCIAL INSTITUTIONS JOIN THE ICE NETWORK

The Interactive Customer Evaluation (ICE) site allows Department of Defense (DoD) customers to rate products and services provided by DoD offices and facilities worldwide. Customer comment card ratings are used to improve the products and services available to service members and their families.

Until recently, the Community Bank did not have the ability to view submitted ICE comments, since accessing the ICE site required a Common Access Card (CAC). As Community Bank employees are contractors, they do not have access to government networks.

Working with Installation Management Command (IMCOM) and ICE administrators, the USAREUR Banking and Credit Union Liaison office has become the ICE administrator and primary point of contact for Community Bank customer comments. All Community Bank locations located on Army installations have been added to the ICE website.

To ensure customer needs are met, customer comments that request a response from the ICE administrator will be answered within 72 hours. Follow-on communication will follow directly from the Community Bank branch that the issue originated from.



Currently, only a handful of overseas credit union locations are listed on the ICE site. The USAREUR Banking and Credit Union Liaison office will continue to work with IMCOM in adding the remaining overseas credit unions located on Army installations. By the end of Fiscal Year 2011, all on-post financial institutions on Army installations will have the capability of responding to ICE customer comment cards.

POLICY

(By Mr. Scott Ferge)

OCONUS ON-BASE INCIDENTAL EXPENSE INCREASE

Soldiers, expect almost a 43% increase for the OCONUS On-Base Incidental Expense daily rate. Effective for FY12 forward the rate is \$5 from \$3.50 to equal the CONUS Incidental Expense. Don't anticipate to receive \$5 daily for your filed temporary duty vouchers for any dates of the temporary duty that are before 1 October 2011 since no legal authority exist prior to this date. Due to no legal authority to pay \$5 daily existing until 1 October 2011; no exception to policy or waiver request for erroneous authorization is applicable.

\$5 may not sound like much but after 365 days downrange that adds up to \$1,825 without even counting the travel days per diem to get downrange and return home. A total increase of \$547.50 so those of you expecting to deploy, remember filing your voucher means all those new gadgets or possibly a new laptop can be purchased with only your filed temporary duty voucher.



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(POLICY CONTINUED FROM PAGE 3)

SECRETARIAL EXCEPTION TO POLICIES

Secretarial Exception to Policy (ETP) is a request by submitting necessary documentation pertaining to Basic Allowance for Housing (BAH), Cost of Living Allowance (COLA), or Overseas Housing Allowance (OHA) for places other than your Permanent Duty Station (PDS) through USAREUR G1 to Army G1 for Secretarial approval. All ETPs must clearly state reasons for the request and have the inclusive dates that you are applying for continued entitlement. Your contact information such as phone number and email address must be within the request.

At a minimum the requests packets submitted to your local finance office must include the following documentation:

- Completed USAREUR G-1 Checklist
- Orders – PCS, TDY and/or TCS. All orders that are relevant to Soldiers request for the Exception to Policy (ETP).
- Memorandum or DA Form 4187 initiated by the Soldier requesting exception to policy. It should include a detailed justification.
- If Soldier is below the grade of E-7 or an officer below the grade of O-4, the request must be endorsed or signed by the first Field Grade Officer in the Soldier’s chain of command, otherwise it can be signed by the respective Company Grade Officer.

- Individual Logistical Support (ILS) approval memorandum. If the request is for less than 90 days, Soldiers must contact their Garrison Commander for approval. Requests for periods beyond 90 days must go through the USAREUR Customs Office in Mannheim, Germany.
- Housing Office approval memorandum to retain Family-Type Government Quarters or Private Rental Quarters (must include From and To dates)
- DD Form 1172 (DEERS Enrollment Form)
- Any other documents supporting the Soldier’s request for exception to policy (e.g. school director’s letter, medical letters, etc.)

More information pertaining to ETP is located on the 266th FMC SharePoint site at https://portal.eur.army.mil/sites/21tsc/staff/266_fm c/Policy/default.aspx.





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PREPARATION IS THE KEY TO HANDLING PAY ISSUES DURING DEPLOYMENT

(By Mr. Steve Burghardt at DFAS Corporate Communications)

A young military spouse needs help. Her husband is thousands of miles away. The allotment started some months ago didn't arrive at their bank and late charges have been slapped on top of the due amount. She's tried to send emails to him, but she hasn't heard from him since he told her he was heading out on an extended patrol.

To make matters worse, she's been staying with her parents away from his stateside duty station. She's tried calling the finance office and the Defense Finance and Accounting Service only to be told that her husband was the only one who can request someone to track down the whereabouts of the deposit.

Uncommon situation? According to DFAS pay offices, not so much. With thousands of troops involved in operations from Afghanistan to Libya to the more routine exercises in the Far East, many find themselves away from family, from telephones and, at times, reliable email services.

The Privacy Act of 1974, along with many DoD and service regulations, protects service member's pay and personnel information by restricting who has access to it. This means spouses, parents, uncles, aunts, tax preparers and others who may become involved in the member's financial business do not have the authority to request or receive information from the member's pay record.

At least not without a valid power of attorney.

According to Rob Smith, an attorney with the DFAS Office of General Counsel, a power of attorney (POA) allows the member's representative to act as if the member was conducting business in person. For DFAS customer service representatives or staff members at the military finance office, it is the first step in assisting with a pay issue when the service member isn't present. Smith, a former Army JAG officer, has seen many situations when a power of attorney has helped family and service members solve problems and avoid exaggerating stressful situations. From house closings to car sales to filing taxes, powers of attorney have enabled trusted representatives to take care of business and allow the service member to concentrate on their immediate mission.



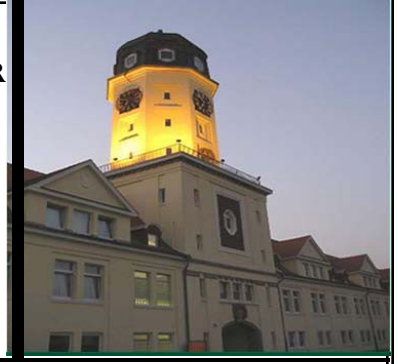
But powers of attorney come in different flavors, he said. Which a member chooses can have an impact on how effective it is. All the more important that finance office staffs know how to advise individual customers, family members, orientation program planners and pre-deployment preparation counselors.

There are several types of POAs, but the most well known are General POAs and Special (or limited) POAs. General POAs are designed to allow representatives to do most everything the service member could do with little limitation. For many, a



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General POA can certainly seem the most convenient and trouble-free way to make sure spouses, parents or other representatives can take care of things while they're away.

“When I was a JAG in the Army, I would counsel against general powers of attorney because they are so broad. You can open lines of credit, credit cards, anything that can come to ruin you may be attainable through a GPOA. So they can be dangerous instruments. Generally, people don't abuse that trust. But there are horror stories about how GPOAs have been misused.” But special POAs are limited in time and scope. SPOAs are often more easily validated by those involved in military pay with fewer opportunities to abuse the privileges the service member has granted.

Smith recommends service members or those who advise them to emphasize the safety and usefulness of SPOAs. Some things to consider include: Preparation: Members need to think ahead before they deploy. Try to anticipate what needs may be arise while they are away and have an SPOA prepared for each. Not only will this keep their financial world in order, but can help reduce the stress on their spouses or other family members.

See the right person: Powers of attorney formats can be downloaded online and can become effective once signed by the member and a notary public. But taking the time to see a military legal assistance office can help them ensure that the SPOAs that are prepared and worded in ways to achieve their goals. Keep it secure: In these days of identity theft and personal security, a power of attorney presents a potential gold mine for unsavory characters. Anyone preparing a SPOA or

GPOA needs to ensure that their representative will keep the original and copies secure.

Presenting a power of attorney, whether to a finance or DFAS representative, a car dealer or a bank, does not guarantee acceptance. However, understanding what goes into an effective document and how to prepare ahead of time can help those who are tasked with helping members' spouses and families when needs and problems arise during deployment, and reduce the distractions and stress on service members abroad and their families back home.





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LEAN SIX SIGMA AND THE 266TH

(By Mr. Scott Ferge)

The 266 Financial Management Center has a wide range of Lean Six Sigma (LSS) projects. A total of 6 projects this year for the 266th FMC in which two are complete. The LSS tools and teachings are helping the growth of the 266th employees whether they are Green Belts or Yellow Belts as well as cutting costs and improving the process for both the voice of the customer and business. Below is a list of projects:

Improving BAH Validation – \$4.6 million in savings to Department of Defense

- First looked at fraudulent claims but then found many cases of Basic Allowance for Housing paid along with dependent COLA.

Improving Meal Collection Procedures – estimated \$1.3 million annually once sustained

- Looking into improving process for meal collections when Soldiers are provide Government meals during field duty.



All single and married Soldiers who receive full Basic Allowance for Subsistence (BAS) should be charged for Government-provided meals provided during field duty IAW AR 600-38 and the Department of Defense Financial

Management Regulation (DoDFMR) Volume 7A. A recent random sampling of USAREUR units indicates that not all units are submitting documentation to charge Soldiers the discounted meal rate (\$9.25 a day) for Government-provided meals during field duty. The absence of meal collections from some USAREUR units is costing the Army millions of dollars which can be better utilized for other initiatives

- The intent of the project is to develop controls that will 1) ensure units understand the meal collection process and regulations, and 2) that units are complying with the meal collection regulations

Improving the UCFR Process – operational benefits of correctly paid Soldiers

- An emphasis on actual turn in of the UCFR, training S-1 and Commanders on correctly reviewing the UCFR, and looking to go electronic in the future to speed up the process.

Improve Pay Inquiry Process – no estimate value as of yet

- Looking at the entire process from customer to finance and hoping to cut process time in half.

Improve the Payroll Process for 266th FMC Local National Employees – no estimate value as of yet

- Looking into the entire process for the Italy Finance Office payroll for local nationals to look to save money and time.



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(LSS CONTINUED FROM PAGE 7)

Improve Implementation, Control, and Termination of Foreign Language Proficiency Bonus – projected savings and cost avoidance could equal to over \$250,000.00 annually.

- Looking into deficiencies of implementation of FLPB program to reduce erroneous payments to zero and establish comprehensive procedures on how to control and terminate FLPB.

SPECIAL COMPENSATION FOR ASSISTANCE WITH ACTIVITIES FOR DAILY LIVING

(By Mr. Scott Ferge)

The central location for all inputs and payments of Special Compensation for Assistance with Activities of Daily Living (SCAADL) is done at DFAS-Indianapolis, Systems Liaison Policy and Procedures Division. All inquiries are to be sent to DFAS-IN.SYSTEMS@DFAS.MIL. The documentation used to pay SCAADL is the DD Form 2948 and either a DoD or VA physician reviews and completes the certification process. Below is the 3 step process for calculating the SCAADL payment:

- 1) First the member is rated into one of three tiers for amount of caregiver assistance hours by the primary care manager (PCM): High Tier - 40 hours a week, Medium Tier - 25 hours a week, or Low Tier - 10 hours a week

- 2) Caregiver assistance hours/tier level is multiplied against the 75th percentile of the Bureau of Labor Statistics (BLS) hourly wage for a home health aide in the geographic region the care was provided

- 3) Step 2 is multiplied by 4.35 (number of weeks in the month)

Example: Service member requires 10 hours of personal care services weekly and the 75th percentile of the BLS hourly wage index for a home health aide is \$10.00 per hour, the monthly stipend for the primary caregiver would be \$435 a month (10 hours x \$10.00 x 4.35 = \$435).

For more information relating to SCAADL please see your local finance office.



ASK THE POLICY GURU

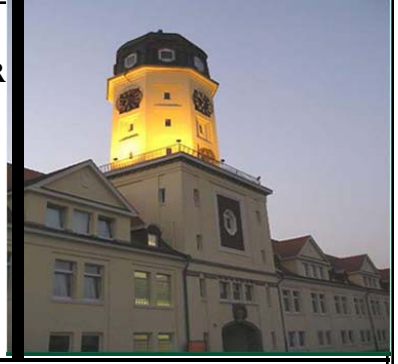
The 266th FMC Policy sections would like to answer your questions

Send your questions / concerns to DL 266FMC-POLICY@EUR.ARMY.MIL and two things will happen you will get a response and then see your question & answer in the next issue of “ALL ALONG THE CLOCK TOWER”- SFC Stenson



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IMPORTANT CONTACTS

Defense Travel System (DTS)
Helpdesk: 483-6746/6747 or email at
266DTSHELPDESK@EUR.ARMY.MIL

BENELUX Finance Office

Building 212, Room 123

| | |
|--|----------|
| <i>OIC</i> | 423-5251 |
| <i>NCOIC</i> | 423-8371 |
| <i>Travel Chief</i> | 423-4843 |
| <i>Disbursing Chief</i> | 423-4687 |
| <i>Accounting Lead</i> | 423-8370 |
| <i>CVS Chief</i> | 423-5397 |
| <i>Military Pay NCOIC</i> | 423-8365 |
| <i>Retirement & Separations Lead</i> | 423-7640 |
| <i>In/Out Processing Tech</i> | 423-8364 |

Hours of Operation

*Military Pay IOP / Retirement & Separations / Ac-
counting / CVS*
Mon – Fri 0900-1600

Disbursing
Mon – Wed, Fri 0900-1600
Thu 0900-1700

ITALY Finance Office (IFO)

| | |
|--|--------------------|
| <i>Director</i> | 634-7612 |
| <i>Travel Chief</i> | 634-6444 |
| <i>Retirement & Separations Lead</i> | 634-8265 |
| <i>In/Out Processing Chief</i> | 634-7450/6734/7531 |
| <i>MILPAY</i> | 634-8855 |

Hours of Operation

*In/Out Processing / Retirement & Separations / Ac-
counting / CVS/Local National Pay*
Mon – Fri 0900-1200; 1300-1600

Disbursing
Mon – Wed, Fri 0900-1600

MILPAY
Mon - Wed, Fri 0900-1200; 1300-1530

266th FMC Separations

Chief of Military Pay
483-6740

Separations Lead
483-6630

MILPAY Technicians
483-7109/7103/6492/6630/6446



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IMPORTANT CONTACTS

FCST Hours of Operation

Mon thru Fri:

0830-1200 Soldier and PAC/S1

Customer Service

1200-1300 Closed for lunch

1300-1600 Soldier and

PAC/S1 Customer Service

Schweinfurt FCST

Building 40 Conn Barracks

FCST Chief
353-8697

Lead Tech and Separations
353-8684

Inprocessing
353-8853

Travel
353-8855

Ansbach FCST

Building 5818 Rooms 308 & 316 Katterbach Kaserne

FCST Chief
467-3337

Lead Tech
467-3322

In and Out Processing
467-3338

Separations
467-3288

Travel
467-3318

Bamberg FCST

Building 7290 Rooms 102 & 108 Warner Barracks

FCST Chief
469-8667

Lead Tech
469-8614

Inprocessing and Customer Service
469-7423

Separations and Customer Service
469-9191

Vilseck FCST

Building 166 Rooms 114-115, & 128

FCST Chief
476-3490

Lead Tech, Customer Service
476-3491

Travel
476-2966

Separations
476-3490

Customer Service
476-2967

Grafenwoehr FCST

Building 244 Room 214

FCST Chief
475-6765

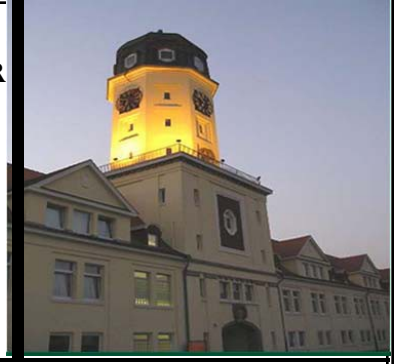
Customer Service
475-8651/6619

Travel
475-7286/6957



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Mon thru Fri:

0830-1200 Soldier and PAC/S1

Customer Service

1200-1300 Closed for lunch

1300-1600 Soldier and

PAC/S1 Customer Service

Baumholder FCST

Building 8670 Rooms 20 & 21 Central Processing Facility

FCST Chief
485-7217

Lead Tech
485-6955/6697

In/Out Processing and Travel
485-6697

Separations
485-6314

Customer Service
485-6697

Hohenfels FCST

Building 10 Room 103

FCST Chief
466-2031

Customer Service and Travel
466-2030

Separations
466-2030

Kaiserslautern FCST

Building 3245 Room 12 Kleber Kaserne

FCST Chief
483-6062

Lead Tech
483-6149

In Processing and Travel
483-6025

Customer Service
483-6008/6009

Wiesbaden FCST

Building 1023W 2nd Floor Wiesbaden Army Air Field

FCST Chief
337-5128

Lead Tech
337-4766

Finance Technicians
337-5529/5431/5501

Heidelberg FCST

Building 3850 Room 180 Heidelberg Shopping Center

FCST Chief
370-8570

Finance Technicians
370-7233/3066/6444



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FCST Hours of Operation

Mon thru Fri:

0830-1200 Soldier and PAC/S1

Customer Service

1200-1300 Closed for lunch

1300-1600 Soldier and

PAC/S1 Customer Service

Stuttgart FCST

Building 2913 Rooms 013-015 Panzer Kaserne

FCST Chief

430-5100

Lead Tech

430-8663

In-Processing

431-3181

Separations

431-3181

Travel

430-5608

Customer Service

430-8324

Mannheim FCST

Building 255 Basement Sullivan Barracks

FCST Chief

385-2745

Customer Service

385-2959/2748

Separations and In/Out Processing

385-2231

Travel and In/Out Processing

385-2741

FINANCE LINKS

Soldier Links

266th FMC Website:

<http://www.21tsc.army.mil/266Finance>

MyPay Website

<https://mypay.dfas.mil/mypay.aspx>

Thrift Savings Plan Website:

<http://www.tsp.gov>

Interactive Customer Evaluation (ICE) Website:

<https://ice.disa.mil/index.cfm>

Overseas Cost of Living Allowance:

<http://www.defensetravel.dod.mil/>

Basic Allowance for Housing:

<http://www.defensetravel.dod.mil/>

Overseas Housing Allowance:

<http://www.defensetravel.dod.mil/>

Government Meal Rates:

<http://www.defensetravel.dod.mil/>

Per Diem Rates:

<http://www.defensetravel.dod.mil/>

Mileage Rates:

<http://www.defensetravel.dod.mil/>

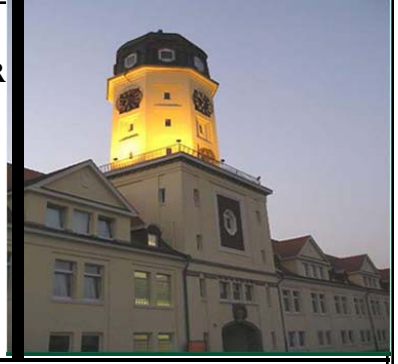
Dislocation Allowance Rates:

<http://www.defensetravel.dod.mil/>



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FINANCE LINKS



Regulation Links

DoD Per Diem, Travel, and Transportation Allowance Committee Website :

<http://www.defensetravel.dod.mil/>

<http://www.defensetravel.dod.mil/>

DoD Financial Management Regulation 7000.14-R

<http://www.defenselink.mil/comptroller/fmr/>

Military Pay Policy Messages

<https://dfas4dod.dfas.mil/centers/dfasin/library/milpay/policy08/index.htm>

Military Personnel Policy Messages

<https://perscomnd04.army.mil/milpermsgs.nsf>



Travel Links

DoD Per Diem, Travel, and Transportation Allowance Committee Website :

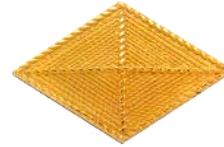
<http://www.defensetravel.dod.mil/>

DoD Defense Travel System:

<http://www.defensetravel.osd.mil/dts/site/index.jsp>

Defense Travel Management Office

<http://www.defensetravel.dod.mil/>



Finance Organization Links

Office of the Secretary of Defense Military Compensation Website:

<http://www.defenselink.mil/militarypay/>

Asst Secretary of the Army for Financial Management and Comptroller

<http://www.asafm.army.mil/>

U.S. Government Accountability Office:

<http://www.gao.gov/index.html>

DFAS Website:

<http://www.dfas.mil/>

US Army Financial Management School

<http://www.finance.army.mil/>

US Army Finance Command

<http://www.asafm.army.mil/fo/fod/fincom/fincom.asp>

US Department of Veteran's Affairs

<http://www.va.gov/>