

CHAPTER 8

PROCESSING TRAVEL CLAIMS0801 GENERAL

This chapter provides general guidance for the preparation, submission and processing of travel claims, and the forms used for travel.

080101. Disbursing Officer Responsibilities

A. Travel Payments. The disbursing officer is responsible for all travel payment operations.

B. Accuracy and Propriety of Payments. The disbursing officer is not responsible for preparation of the traveler's voucher. If requested, however, disbursing office personnel may provide assistance and guidance. The disbursing officer, or if designated, the Certifying Officer is responsible for the accuracy and propriety of payments, ensuring the travel statements and vouchers are accurate and properly supported. The disbursing officer has direct control over the data review and document comparison before and after payment on submitted vouchers. The disbursing officer is not required to pay incomplete, improperly prepared, or doubtful claims.

C. Random Audits. The disbursing office will use random audits using statistical sampling techniques for prepayment examination of travel vouchers to support certification and payment. Random sample quality assurance reviews will be conducted at disbursing offices to provide assurance that travel vouchers are accurate and properly supported. Performance measures and procedures to track the progress of disbursing offices will be used to track the random audit process.

080102. Payment Method. Electronic Fund Transfer is the means by which a travel settlement is made within the Department. Checks may be used to make a travel payment as an exception. Supervisors may authorize check payment in limited situations where the traveler does not have access to an account at a financial institution that can receive EFT transmissions. Split-disbursement, which permits direct payment to the travel card contractor for charges incurred on the travel card and to the card holder for any residual amount, may be used where available.

080103. Adjustments of \$10 or less. The traveler shall be paid all amounts due on the original settlement voucher. However, the disbursing officer is not required to make collections of \$10 or less on a final settlement or on an overpayment that is subsequently detected. Conversely, supplemental payments for \$10 or less shall be processed only when specifically requested by the traveler.

080104. Overpayments. When the disbursing officer detects an overpayment, in excess of \$10, a letter of indebtedness shall be forwarded to the traveler for remittance. The traveler is required to pay the indebtedness within 30 days after the date of notification. If payment is not received within the 30 days, collection action shall be initiated as outlined in Volume 5 of this regulation.

080105. Over Advances. When the disbursing officer determines, upon settlement of the claim, that a traveler has received an excessive travel advance, the traveler is sent a letter of indebtedness and given the opportunity to immediately repay the excess advance. If the traveler does not repay the advance within the specified period, collection action shall be initiated as required by section 0303 of this volume.

080106. Customer Service Information. The disbursing officer should offer courteous customer service to all travelers and develop procedures to aid that effort. Recommend the following be considered:

- A. Locally devised pamphlets;
- B. Information sheets providing travel tips;
- C. Travel information articles in installation or unit newspapers;
- D. Articles in daily/weekly bulletins or notices;
- E. Briefings at commander's calls, organizational meetings, or similar functions.

080107. Income Taxation of Reimbursable TDY Allowances. The definition of TDY payments liable for taxation is found in the JFTR, chapter 2, part D and the JTR, chapter 4, part J. When, during the period contemplated by the orders at one location, the orders are extended to a period exceeding a year, the period subject to taxation will be measured from the date of the order directing the additional or extended duty. Additionally, the taxation is based on the intent of the original orders. If the original orders are for a period of a year or longer and the actual assignment is completed in less than a year, the entire period is subject to taxation. Form W-2 is issued for all entitlements received when TDY assignments are taxable.

0802 FORMS

The following forms may be used by travelers to claim travel and transportation allowances:

- DD Form 1351 (Travel Voucher), a multiple use form;
- DD Form 1351-2 (Travel Voucher or Subvoucher), used by travelers to claim travel allowances for official travel performed and is for dependents' travel and

- other PCS allowances;
- DD Form 1351-2c (Travel Voucher or Subvoucher Continuation Sheet), used by the traveler when the DD Form 1351-2 does not provide sufficient space;
 - DD Form 1351-3 (Statement of Actual Expenses), used by the traveler to claim actual subsistence expenses when the TDY is performed on an actual expense basis;
 - DD Form 1351-6 (Multiple Travel Payment List), used by the disbursing office to make multiple payments for travel and TDY performed under like conditions and circumstances; and
 - SF 1164 (Claim for Reimbursement for Expenditures on Official Business), used by the traveler to claim reimbursement for expenses incurred for recruiting duty and within and around a PDS or TDY station.

Additional forms to include electronic formats, may be used as prescribed in DoD Component instructions.

0803 VOUCHER PREPARATION

080301. Completion. The traveler is responsible for the preparation of the travel voucher. Even when someone else prepares the voucher, the traveler is responsible for the truth and accuracy of the information. When he or she signs the form, the traveler attests that the statements are true and complete and is aware of the liability for filing a false claim. All claims and attached statements must be completed using ink, typewriter, or computer generated forms.

080302. Itinerary. Claims must contain a complete itinerary for the entire period of travel. This includes return to the PDS during temporary duty and periods of leave used. On claims for TDY travel, the first entry should always be the traveler's residence or office, as applicable, except for aircrews (table U2C-1, JFTR) or extended TDY (TDY in excess of 30 days). The first entry on PCS travel claims should be the last PDS. Travel from the residence or office to a carrier terminal does not need to be listed in the itinerary; the mileage or taxi is claimed as a reimbursable expense. This also applies to travel from a carrier terminal to the place of lodging or TDY site. Departure from and arrival at a POE/POD must be listed.

080303. Reimbursable Expenses. The traveler will enter all allowable reimbursable expenses.

080304. Recruiting Expenses. Recruiters will claim reimbursement using the SF 1164 (Claim for Reimbursement for Expenditures on Official Business).

080305. Other Instructions

A. Travelers, with the exception of lodging receipts, are no longer required to provide receipts for travel expenditures less than \$75.00.

B. Travelers are not required to provide departure and arrival times On vouchers for trips in excess of 12 hours. Travelers will receive 75 per cent of the per diem rate on the first and last day of travel.

0804 **SUBMISSION OF TRAVEL CLAIMS**

080401. **General.** All claims must be submitted within 5 days of return to or arrival at the PDS. In the case of extended TDY, the traveler must submit a claim for each 30 day period. That claim must be submitted within 5 days after each 30 day period.

080402. **TDY Claims.** TDY travelers must complete and submit a travel voucher with travel orders, lodging receipts, and any other supporting documents. The following paragraphs identify the steps required by the travelers, AO, and the travel computation units, in order to process a TDY claim.

A. The traveler will:

1. Prepare the travel claim voucher and attach original or legible copies of travel order, receipts, and or supporting documentation.
2. Attach to the voucher the lodging receipt(s) and any other receipts for amounts greater than \$75.00.
3. Sign the travel claim voucher, ensuring that the signature is legible.
4. Forward the original or send a facsimile copy of the travel claim voucher, appropriate receipts, and supporting documents to the AO, or when authorized by the AO, directly to the travel computation unit.

B. The AO must sign the travel voucher when the entitlement or the itinerary has changed. By signing the travel claim in block 22a or block 27, the AO approves the claim, to include after the fact approval of allowable reimbursable expenses and itinerary changes, if any, thereby negating the need for any amendments to the travel orders.

C. The office responsible for computing the travel claims will:

1. Establish adequate internal controls to process travel claims.
2. Notify traveler if travel claim vouchers are received which are incorrectly prepared or missing documentation and request corrected travel claims within two workdays.

3. Notify submitting office/person if travel claims are received at the wrong office for computation.

4. Compute and determine travel entitlement and forward computed travel claim voucher and supporting documents to the disbursing office for payment or interface with the disbursing system for payment.

080403. PCS Claims. PCS claims are submitted directly to the disbursing or liaison office.

080404. Separatees or Retirees

A. A separatee or retired member, who has not received an advance, must forward his or her claim to the disbursing office responsible for their pay accounts prior to separation or retirement. The disbursing office will pay all claims submitted within a 1 year period of separation or retirement. The disbursing office servicing Marine Corps separatees or retirees will pay all claims submitted within a 60 day period of the month of separation or retirement. Claims received after the above stated periods will be forwarded to:

Army:

Retirees, forward claims to:

DFAS-IN

Attn: Director, Network Operations, Dept 3705

8899 E. 56th Street

Indianapolis, IN 46249-3705

Separates, shall forward claims for settlement to the last permanent duty station.

Navy:

DFAS-CO/LTP

P.O. Box 369015

Columbus, OH 43236-9015

Air Force:

DFAS-DE/WSS

6760 E. Irvington Place

Denver, CO 80279-8000

Marine Corps:

DFAS-KC/FBJR

1500 E. Bannister

Kansas City, MO 64197-0001

(NOTE: If the separation point has been disestablished, discontinued, or its travel function reassigned, the claim should be sent for payment to the DFAS Center which supports the Service Member's Component.)

B. Travel allowances payable to a separating or retiring officer are used to offset indebtedness to the government when paid as an advance or settlement. Travel allowances payable in advance to separating or retiring enlisted members for personal travel home may not be used to offset any debts to the government. Travel allowances payable to enlisted members after they have returned home may be withheld and applied against their debts. Also, advances and settlements of dependent travel allowances and household goods can be applied to indebtedness to the government.

080405 Deceased and Next of Kin

A. Unsettled Claims for Deceased Travelers. The individual designated by the Service to settle a deceased member's affairs is responsible for the preparation of travel statements for travel of deceased members. The disbursing officer will compute and forward all claims to the servicing DFAS Center (section 0105) for payment or collection. For deceased employees, any outstanding travel claims may be signed by the surviving spouse or legal representative, the executor, or administrator. These claims are computed locally and forwarded to civilian payroll for inclusion in the death claim payment.

B. Claims for Dependents of Deceased Members. Travel performed under the provisions of JFTR, Chapter 5, paragraph U5241, must be supported by two copies of DD Form 1300 (Department of Defense Report of Casualty).

1. If claim is for travel to a member's home of record as shown on DD Form 1300, no further documentation is required.

2. If claim is for travel to the official residence of a relative, a statement must be furnished to that effect showing the name and relationship of the person to whose residence travel was performed.

Forward these claims to the following applicable address:

Army:

DFAS-IN
ATTN: DFAS-IN/FJER-A
Mail Stop 102
8899 E. 56th Street
Indianapolis, IN 46249-0885

Navy:

DFAS-CL/FMC
Federal Office Bldg.
1240 E. 9th Street
Cleveland, OH 44199

Air Force:

DFAS-DE/FYC
6760 E. Irvington Place
Denver, CO 80279-8000

Marine Corps:

DFAS-KC/FBJR
1500 E. Bannister Rd.
Kansas City, MO 64197-0001

080406. Travel Under Classified Orders. If classification of a TDY order is necessary, the special order must be classified, marked, and handled according to the applicable DoD Component security regulation. These classified orders should be distributed only to persons who have the proper clearance and that require a copy of the order. If an unclassified extract from a classified order furnishes enough information, it may be used to support the payment voucher. This will permit filing an unclassified travel voucher. For classified locations, the traveler must indicate in the itinerary of the travel claim the location by showing site 1, site 2, and so forth. If the disbursing officer can apply the per diem rate, the claim should be paid. However, if the disbursing officer does not have knowledge of the location or the traveler insists on showing the location, process the travel claim and documentation per component instructions.

0805 QUESTIONABLE CLAIMS

080501. Request for Advance Decision. A DoD disbursing officer or certifying officer may request, through the Per Diem, Travel and Transportation Allowance Committee, an advance decision by the Comptroller General on legal issues. Such officers are entitled to an advance decision on any questionable voucher presented for payment. The request is prepared and submitted as required in applicable Component directives, and addressed to the U. S. General Accounting Office, Payment Branch, Claims Group, Room 5446 (GCD), Washington, DC 20548. The first paragraph shall include a statement that the request is made under the authority of 31 U.S.C. 3529 (reference (h)). Submit the original and two copies to the DFAS Center which services the DoD Component that funds the travel order. Appropriate DFAS Centers are listed in section 0105.

A. Amounts More Than \$100. The servicing DFAS Center reviews each request and contacts the disbursing officer to resolve any questions. Amounts for more than \$100 are referred to the Comptroller General. The appropriate DFAS Center submits these requests to the PDTATAC through DFAS-HQ/F.

B. Amounts Less Than \$100. The servicing DFAS Center reviews the case and prepares a decision package for approval or disapproval of the claim by the Center director. If a decision is rendered that the payment is proper, the original voucher is returned to the disbursing officer for payment. The servicing DFAS Center includes a statement in the transmittal letter that if the disbursing officer disagrees, the file may be returned for further adjudication and possible submission to the General Accounting Office (GAO).

080502. Doubtful Travel Claims. If a traveler desires to contest a decision of the disbursing officer concerning an entitlement determination, the disbursing officer will assist in the submission of that claim. It is the traveler's right to have his or her claim forwarded for reconsideration. The disbursing officer has the responsibility of informing the traveler of this right. To have a claim reconsidered, send a copy of the claim, letter of explanation from the traveler, endorsement from approving official, and a letter of position from the disbursing officer through the appropriate DFAS Center (section 0105), to the following address:

Claims involving travel of military members:
Defense Office of Hearings and Appeals
Claims Division
P. O. Box 3656
Arlington, VA 22203

Claims involving travel and relocation expenses of civilian employees:
General Services Administration
Board of Contract Appeals
18th and F Streets, NW
Washington, DC 20405

080503. Unions and Third-Party Review When the claimant is covered by a collective bargaining agreement, neither the DoD, OPM, GSA, nor GAO have jurisdiction over the claim unless the matter of that claim is explicitly excluded from grievance under the agreement procedure.

0806 AO RESPONSIBILITY

080601. Determination of Travel. The AO is responsible for determining that travel was performed as authorized.

080602. Submission of Voucher. The AO is responsible for the submission of the travel voucher or the AO may authorize the traveler to submit the voucher directly to the computation unit when the voucher does not require an AO signature.

080603 AO Signature. The AO is responsible for signing DD Forms 1351/1351-2 when there is a change from the written travel order to the entitlements, itinerary, or reimbursable expenses (e.g., rental car). By signing the travel claim in block 22a or block 27, the AO approves the claim to include after the fact approval of allowable reimbursable expenses and itinerary changes, thereby negating the need for any amendments to the travel orders.

080604. Time Frame. The AO must ensure the claim is forwarded to the appropriate liaison office or travel computation office within 2 working days of the traveler's submission of the claim to the AO.

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