

Virtual Inprocessing Guide

Active Component

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Introduction

Hello new arrivals. Welcome to Camp Shelby, MS. We are here to assist you with your inprocessing although in an unconventional manner. Inprocessing is now fully digital as of July 1st 2021.

Be assured that we have made every consideration for the timely and accurate processing of both your Travel and Pay Entitlements.

This guide will walk you through the changes this PCS move will have on your entitlements, help ensure your pay is updated accurately and timely, and best of all - allow you to get your travel paid **faster using SmartVoucher (SV)! This will all be done virtually with the assistance of a technician.**

Please strictly follow the guidance contained in the pages following.

Thanks for your service and our best regards to you and your family.

Inprocessing Scheduling

- 1) You will be required to report to Building 701 (ALOC) to inprocess with S1 and receive inprocessing information. You will be asked to provide your name, phone #, and email.
- 2) You will be emailed the digital inprocessing documents. Once that is done you will receive a follow-up call or email within 72hrs.
- 3) Once you have completed your smart voucher you will report back to the S1 office with confirmation from Smart Voucher to confirm you have completed your inprocessing.
- 4) **DO NOT INCLUDE ANY PPM (DITY) EXPENSES DURING THIS PROCESS. (see Kessler transportation office information on page 17). Once your packet is completed and signed by Kessler transportation return it to us for forwarding to DFAS for payment.**

Things To Remember Before You Get Started

(Please read this Guide in its entirety before getting started)

Have access to the following:

- Computer, Laptop or Smart Device
- WIFI/ Internet

Have the following information ready:

- Date of Marriage
- Date of Birth of Children
- New Unit of Assignment

Pre-scan the following in preparation for upload:

- **Orders** including original, amendments, and any needed 1610(TDY orders)
- **PCS Leave Form (DA Form 31)** with block 14 and 16 completed and control number in upper right
- **If claiming** Temporary Lodging Expense (TLE), you will need to attach hotel receipts for hotels at old and/or new duty location only (**see page 6 for form completion**)
(HOTELS USED EN-ROUTE TO THE NEW DUTY LOCATION ARE COVERED UNDER THE FLAT TRAVEL PER DIEM AND ARE NOT REIMBURSABLE ON THE TLE CLAIM)
- **DA Form 5960 (Claim For Basic Allowance For Housing)** – (only needed if 1) a life changing event occurred prior to your inprocessing i.e., marriage, divorce, birth of a child, etc. OR 2) signed into housing with the housing program)
- **Temporary Lodging Allowance (TLA) Local Form** - with lodging receipts and statement of non-availability from the Housing office (OCNUS) duty location
this entitlement is not to be confused with TLE, (see page 11)

PCS SmartVoucher (SV) Quick Start Guide



Mission: Lead our customers in finance and accounting by ensuring the delivery of efficient, exceptional quality pay and financial information.



Camp Shelby, MS and Fort Rucker, AL



Get your Permanent Change of Station (PCS) travel voucher paid faster. Once you submit your 1st PCS SV, your next voucher will be even easier to prepare.

Streamlining the SmartVoucher Process



Step-by-Step Instructions:

Step 1:

- **If you have access to a Government computer or CAC reader:**
 - Click the link to the right - <https://smartvoucher.dfas.mil/>
 - "use your CAC to log into the site" (be sure to use your "authentication certificate")
- **If you are using a non-CAC personal computer or smart device follow these steps:**
 - <https://mypay.dfas.mil/#/>
 - Click on **"Quick Links"** (top menu bar)
 - Under **"DFAS Resources"** click on **"SmartVoucher - Complete a DD 1351-2"**
 - Under **"Login with myPay Username and Password"** enter your **"Login ID and Password"**

.....continued on next page

Our Core Values

INTEGRITY | SERVICE | INNOVATION



PCS Smart Voucher Quick Start Guide

Mission: Lead our customers in finance and accounting by ensuring the delivery of efficient, exceptional quality pay and financial information.

Step 2:

- Once you are logged into the SV:
 - Click on **"Create New Voucher"**
 - Under **"User Type Selection"**:
 - * What is your category of travel? Using the drop down arrow select **"PCS"**
 - * What type of user are you? Using the drop down arrow select your **"duty status"**
 - * What DMPO are you submitting from? Using the drop down select **"Fort Rucker, AL"**

Step 3:

- From this point forward you will enter your initial information click next and answer all questions relevant to your move
- Remember your In-processing Travel Technician will be available to guide you through the remainder of the process if needed
- Should you decide to proceed through the SV process without the assistance of the technician remember:
 - Attach scanned copies of PCS orders, leave form, amendments, any appropriate "zero" balance receipts, TLE claim form (DFAS 9098) with "zero" balance receipts, etc.
 - Electronically sign the SV in the **"View/Print Voucher"** menu after performing your voucher review (**correct any errors discovered during the review** (see page 5 below for **"most common errors"**) **prior to signing the SV**) by checking the box in the **"signature"** area and clicking on **"Submit Travel Voucher"**, the voucher will be sent to your new DMPO for their review
 - If you make any errors, the **DMPO or DFAS Rome Travel Office** will return the voucher to you in SV so check your email daily until you receive your settlement for any follow-on messages

✓ **Step 1**
Before signing the voucher you must review it by clicking **"View Travel Voucher"** (you will be able to print the voucher after reviewing it for errors)

✓ **Step 2**
Check the sign box
✓ Click submit travel voucher

✓ This sends the voucher to the DMPO you selected for review

SmartVoucher Instructions

9 MOST COMMON ERRORS

SMARTVOUCHER

TRAVEL VOUCHER OR SUBVOUCHER				Read Privacy Act Statement, Penalty Statement, and Instructions on back before completing form. Use typewriter, ink, or ball point pen. PRESS HARD. DO NOT use pencil. If more space is needed, continue in reverse.			
1. PAYMENT <input checked="" type="checkbox"/> Electronic Fund Transfer (EFT) Payment by Check: <input type="checkbox"/> Pay the following amount of this reimbursement directly to the Government Travel Charge Card contractor: \$				2. NAME (Last, First, Middle Initial/Prefix or Type) Smith, John			
3. ADDRESS - a. NUMBER AND STREET 4700 Mow Way Rd		b. CITY Fort Sill		c. STATE OK		d. ZIP CODE 73503	
7. DAYTIME TELEPHONE NUMBER & AREA CODE (680) 442-1234				8. TRAVEL ORDER NUMBER/AUTHORIZATION 123456		9. PREVIOUS GOVERNMENT PAYMENTS/ADVANCES	
11. ORGANIZATION AND STATION 3/2 Fort Sill OK 73503				12. DEPENDENTS (If and complete as follows) <input checked="" type="checkbox"/> ACCOMPANIED a. NAME (Last, First, Middle Initial) Smith, Jane Smith, James		13. DEPENDENTS' ADDRESS ON RECEIPT OF ORDERS (Include Zip Code) 1234 Main St Fort Worth TX 76542	
15. ITINERARY a. DATE 01/01/19 b. PLACE (Home, Office, Base, Activity, City, and State, City and Country, etc.) Camp Casey, AA, KOREA Ozan, AA, KOREA Ozan, AA, KOREA Lawton, OK, USA Lawton, OK, USA Fort Sill, OK, USA				14. HAVE HOUSEHOLD GOODS BEEN SHIPPED? (If yes) <input checked="" type="checkbox"/> YES a. MEANS / MODE OF TRAVEL GB CP CA b. REASON FOR STOP AT AT MC c. LODGING COST 0 0 0 d. POC MILES 0 0 0		16. COMPUTATIONS	
17. DURATION OF TDY TRAVEL 12 HOURS OR LESS MORE THAN 12 HOURS BUT 24 HOURS OR LESS MORE THAN 24 HOURS <input checked="" type="checkbox"/>				18. GOVERNMENT-DEDUCTIBLE MEALS a. DATE b. NO. OF MEALS c. DATE d. NO. OF MEALS			
19. SUMMARY OF PAYMENT (1) Per Diem (2) Actual Expense Allowance (3) Mileage (4) Dependent Travel (5) DLA (6) Reimbursable expenses (7) Travel (8) Less Advance (9) Amount Owed (10) Amount Due				20. CLAIMANT SIGNATURE Signature			
21. APPROVING OFFICIAL'S PRINTED NAME Signature				22. ACCOUNTING CLASSIFICATION			
23. COLLECTION DATA				24. COMPUTED BY			
25. AUDITED BY				26. TRAVEL ORDER/AUTHORIZATION POSTED BY			
27. RECEIVED (Payee Signature and Date or Check No.)				28. AMOUNT PAID			

- This is your SmartVoucher generated travel voucher in PDF format.
- Look for the following common errors customers make:
 - 1. Check all the boxes applied, if not checked, will not be paid
 - 2. Dependents address when SM received PCS order - the previous address dependents moved from
 - 3. If dependents relocated and claiming dependent travel pay, should be checked for ACCOMPANIED and list all dependents
 - 4. DEP date from ODS and ARV date at NDS must match with the dates in blocks 14 and 16 on PCS leave form
 - 5. City / State of ODS and NDS
 - 6. Most common Mode of Travel:
 - PA - Private Auto
 - CA - Commercial Auto (taxi)
 - CP - Commercial Plane
 - GA or GP - GOVT Auto or Plane
 - TP - Plane ticket issued by GOVT
 - 7. Owner/Operator box must be checked to be reimbursed for POV mileage
 - 8. Claim expenses for CP ticket, taxi, etc. - require receipts for above \$75 (do not claim hotel for TLE - claim it on TLE claim form, (DFAS 9098).
 - 9. TLE must be submitted later as a supplemental claim if you are still in TLE status when submitting you initial travel claim



DFAS Form 9098 (Claim For TLE)

DFAS Form 9098

Click the link below

[https://www.dfas.mil/Portals/98/travel DFASform9098.pdf](https://www.dfas.mil/Portals/98/travel_DFASform9098.pdf)

After completing the form you will have to do the following to save and sign the form:

1. Click on “File” (upper left corner)
2. Select “Print”
3. From the “Printer” dropdown select “Microsoft Print to PDF”
4. Click “Print”
5. When the next box opens type the “File name” (bottom of box) then select “Desktop” from the left menu and click “Save”.

You will then be able open the file and digitally sign the document and repeat steps 1-5 after signing and attach to the SmartVoucher.

Documents for Military Pay Entitlement/ Station Allowance Processing

- As previously mentioned on page 2 you will have to complete a few other documents (if needed) to finalize your inprocessing
 - Please complete and sign as needed
 - These documents should be included in your attachments to the SmartVoucher

--- Please Proceed To The Next Page ---

Claim for Temporary Lodging Allowance

Data required by the Privacy Act of 1974 Authority: JFTR, par U5700.

Principle Purpose: To establish the amount payable for Temporary Lodging Allowance.

Routine Uses: Reference is used to substantiate payment of Temporary Lodging Allowances.

Information placed on this document is covered by the Privacy Act of 1974 and must be protected from unauthorized access or use.

FOR OFFICIAL USE ONLY!

Grade:	Name (last name, first name):	SSN:	CONTACT NUMBER:				
Mailing Address: Number & Street:		City/State:	Zip Code:				
Current Unit Assignment:							
EMAIL:							
Marital Status:							
<input type="checkbox"/> Single		<input type="checkbox"/> Divorce	<input type="checkbox"/> Married				
<input type="checkbox"/> Dual Military		<input type="checkbox"/> Dual Military					
If Dual Military, Spouse's SSN:		If Dual Military, Spouse's Current Duty Station:					
LIST DEPENDENTS YOU ARE CLAIMING TLA FOR:							
Name(Last, First):		Relationship:	Date of Marriage/DOB Children:				
Date HHG Picked Up:		Did you do a FULL DITY/PPM move? YES NO					
Date HHG Delivered:		If Yes, what date?					
Did you stay in off-post Lodging?	<input type="checkbox"/> YES <input type="checkbox"/> NO	STATEMENT OF NON-AVAILABILITY #: (Without SNA # you are only authorized on post rate)					
LODGING INFORMATION							
PCS VOUCHER, COPY OF LODGING RECEIPTS, AND A FULL COPY OF ORDERS MUST BE ATTACHED TO THIS FORM.							
I hereby certify that I was required to obtain temporary lodging for the following days:							
DAY:	Date:	Location of Lodging (City, State, Country) NO ADDRESS	Daily Lodging Costs (W/TAXES)	Cooking Facilities? (YES/NO)	# Persons Claimed		
					# SM	# Over 12	# Under 12
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
Departure date from old duty station:							
Arrival date at new duty station:							
SIGNATURE OF SERVICE MEMBER:				DATE:			
This payment will be made electronically to your current direct deposit account.							
Signature of Finance Clerk:				DATE:			

Document Submission Requirements

- The TLE Form is not processed within SmartVoucher instead you must complete the TLE Form and submit as an attachment along with the other voucher attachments (see page 6 of this guide for instructions on the completing the TLE Form)

*****Note:** You must lodge within a 75 mile radius of your old/new duty location “in order for you to claim TLE upon departure/ arrival.

- If a life changing event (marriage, divorce, birth of a child, etc.) has occurred prior to your inprocessing at Fort Rucker/Camp Shelby OR you signed for housing with the housing office you will need to have DA Form 5960 for BAH completed and signed by your new unit commander prior to inprocessing along with the required marriage/divorce/birth certificate, etc. or housing memo (if this does not occur you may be over/ under paid BAH until the document is received and processed)
- You must ensure that you DA Form 31 for PCS Leave is signed out by your last PDS and signed in by your gaining PDS (blocks 14 and 16 must contain Full Name, Title (not rank), signature of department/ return authority (S-1, SDNCO, etc.)

Entitlement/ Allowance/ Travel Facts

1. ENTITLEMENTS:

<u>TYPE</u>	<u>Start</u>	<u>Stop</u>
a. Assignment Incentive Pay	Day of arrival	Day of departure
b. Basic Allowance for Housing	Day of arrival (New)	Day of departure (old)
c. Cost of Living Allowance	Day of arrival/sponsored	Day of departure
d. Family Separation Allowance	Day of separation	Day prior to departure
e. Foreign Language Pay	IAW orders	IAW orders
f. Hazardous Duty Incentive Pay – Demolition, Dive, Parachute, etc.	IAW orders	Day of departure from qualified assignment or date qualification ends or IAW orders
g. Hostile Fire Pay	Day of arrival	Day of departure
h. Special Duty Assignment Pay	IAW orders	Day of departure from qualified assignment or IAW orders

2. REIMBURSEMENT FOR STATE LICENSE AND CERTIFICATION COSTS:

- 1) Army Directive 2020-01, dated 16 Jan 2020 authorizes a reimbursement for State license and certification costs for the spouse of a soldier arising from a PCS.
- 2) This directive is effective retroactively to 12 Dec 2017 and applies to RA, AGR, RC, and NG.
- 3) Eligibility – It is authorized, so long as the spouse, while married to the soldier, held the license at any prior duty station state, and PCS to a new state and renews his/her license when authorized movement of the soldier's dependents to the soldier's PDS or to a designated location as part of the soldier's reassignment.

3. BAH:

- a. Will be updated to your duty location per your PCS orders, or as stated in your BAH Waiver approval memorandum (if applicable). If the duty location zip code on your orders is incorrect, you must get with the orders issuing authority for an amendment.
- b. BAH with dependent rate is not affected by the PCS move. If you terminate government family housing your BAH start date will be the date you terminate housing. If you terminate contract housing your allotment will be stopped by the provider, since BAH is not affected there is no need to notify Finance.
- c. BAH while in-transit is based on your losing permanent duty station (PDS). The BAH rate for your gaining Permanent Duty Station will be effective the date you sign in for duty. Soldiers in the accession pipeline are entitled to BAH-T "without dependents" while they are in a travel status or leave status between PDS and BAH-Partial when on station.
- d. DA Form 5960 and supporting documents are required to be in iPerms. Recertification is required annually through your unit/HR/S-1 and commander. You must report life changing events - marriage, divorce, birth of a child, or any other change to dependent status that may affect the entitlement. If required, the DA 5960 for the change will be forwarded by your S-1 to Finance for updating of your entitlement. See ALARACT 001/2018 for requirements.

4. **DA 31:** Soldiers must ensure the entire period between their old PDS departure and their new PDS arrival is covered in the DA 31 "From" and "To" leave date blocks; even if they take no leave enroute. If authorized PTDY, it must be signed by a LTC (O-5) or designee (must have delegation of authority or assumption of command memorandum). If block 10 has a wet signature, it must also contain a date. Blocks 14 and 16 must contain Full Name, Title (not rank), signature of departure/return authority (S-1, SDNCO, etc.).

5. **BAS:** All Soldiers, SSG and above or accompanied by dependents, are entitled to full BAS. Enlisted Soldiers PV1 through SGT, without dependents or unaccompanied, may be authorized to mess separately if their assigned duties cause them to miss more than 20% of their meals on a monthly basis. Must apply and be approved for at least 20 missed meals for 3 consecutive months before being authorized to mess separately. See your S-1 for completion of the applicable paperwork.

6. **ENLISTMENT BONUS:** You will need to submit the following; DD Forms 4/1, 4/2, and 4/3 (when applicable), Annex B or DA Form 3286, MOS award orders or AIT diploma, college transcript (when applicable), Airborne training certificate (when applicable), and Ranger training certificate (when applicable).

7. ADVANCE PAY (DD Form 2560):

- a. To provide funds to a member to meet extraordinary expenses incident to a government-ordered relocation. It is intended to assist with the out-of-pocket expenses, not typical of day-to-day military living, that precede or exceed reimbursements incurred in a member's change of duty locations.
- b. A member may be paid an advance of basic pay not to exceed 3 months less deductions.
 1. With dependents – if this is your first Advance Pay then you do not have to itemize your expenses
 2. Without dependents – regardless of grade will need to itemize expenses
 3. Soldiers in the pay grade of E-3 and below, and all Soldiers requesting a 2nd or 3rd advance pay, must obtain their Commander's signature and must itemize their expenses

8. TRAVEL:

- a. Ensure your Travel Payment EFT information in myPay is current.
- b. Settlement information will be available in MYPAY.
- c. Review your Advice of Payment (AOP).
- d. If you have been overpaid (advances, etc.), you will be notified by DFAS Debt Management for repayment options (payroll deduction may appear on your LES).
- e. All travel is settled by DFAS-Rome.

9. TEMPORARY LODGING:

- a. TLE (CONUS) – partially offsets the added living expenses within CONUS incurred by a member and dependents incident to a PCS. You are authorized 10 days of TLE on a CONUS to CONUS move or OCONUS to CONUS move and 5 days on a CONUS to OCONUS move. You will need the DFAS Form 9098 and your lodging receipt with a zero balance. These will be submitted using SV.
- b. TLA (OCONUS) – partially reimburses for occupying temporary lodging while awaiting housing OCONUS. You must have the following for reimbursement; TLA authorization from housing (Housing Authority Approval Form/Letter), Itemized receipt (original lodging receipt with a zero balance), PCS travel orders and amendments.

NOTE: There are no exceptions to the 5/10 Day TLE maximums.

10. ENTITLEMENTS:

- a. Mileage and Transportation Allowance - Covers the cost for Soldier and their dependents for mileage reimbursement. Reimbursement as of 1 Jan 21 is:
One vehicle - \$0.16
Two vehicles - \$0.32
POV reimbursement for the use of more than two POCs, within the same household for PCS travel, may be authorized/approved if determined to be appropriate, through the Secretarial Process (it must be stated in the orders).
- b. Per Diem - To assist with payment of lodging and meals for Soldiers and dependents while enroute, rate as of 1 Oct 19 is:
When driving POV:

Soldier	\$151.00 per day
Dependents 12 and over	\$113.25 per day
Dependents under 12	\$ 75.50 per day

While traveling by commercial air or bus:

Soldier	\$ 41.25 per day
Dependents 12 and over	\$ 30.94 per day
Dependents under 12	\$ 20.63 per day
- c. Dislocation Allowance (DLA) - To partially reimburse a member, with or without dependents, for the expenses incurred in relocating the member's household on a PCS. All Soldiers, regardless of rank when accompanied with dependents will receive DLA at the "with dependent" rate. Single or unaccompanied SSG and above will receive DLA at the "without dependent" rate (SGT and below with CNA from the housing office) DLA Rates can be found at the following web site:
<https://www.defensetravel.dod.mil/site/otherratesDLA.cfm>

11. TEMPORARY DUTY TRAVEL (TDY):

- a. Soldiers who are authorized movement of family members at Government expense and are directed to TDY schooling with PCS assignment will have the following option for locating their family members while they perform their TDY: [Soldiers may] elect to move dependent(s) from present CONUS and/or overseas station to new CONUS duty station prior to reporting to the TDY station. The gaining commander may authorize up to 10 duty days to settle Soldier's dependent(s), in government quarters (if available) or on the local economy. SOLDIER WILL SIGN INTO THE NEW CONUS DUTY STATION, THEN PROCEED TDY FOR SCHOOLING. Soldier will be authorized government transportation to and from TDY station (applies to CONUS to CONUS, and overseas to CONUS PCS movements).
- b. Army G-1 has clarified that the new Permanent Duty Station BAH is payable the day the service member signs in at the new PDS. The travel voucher for the service member will be filed upon return from TDY to the new PDS.

KESSLER TRANSPORTATION OFFICE INFORMATION

Transportation Service Provider Responsibilities at Destination

Responsible to begin delivery on the scheduled date between the hours of 0800 and 1700.

At the customer's request, the TSP will perform a one-time placement of rugs and heavy items, unpack and unwrap all cartons, boxes and crates and place each item or carton on a flat surface in the room dictated.

- This service includes unpacked articles in cabinets, cupboards or on kitchen shelves when it is convenient and safe.
- TSPs only have to place each item **ONCE** and are not required to arrange items inside of cabinets or on shelves.

If items were **disassembled** by the TSP at origin then the TSP is responsible for **reassembling** of these items at the time of delivery, placing all furniture and equipment in the room designated, removing all packing and blocking from appliances and removing all packing materials.

TSPs are **NOT** required to disassemble or reassemble outdoor items or equipment. This is the responsibility of the member.

If unpacking is waived at the time of delivery the TSP is **NOT** required to return to remove packing materials. Responsible for providing a written record identifying any loss and/or damages at the time of delivery.

Customers will be provided and should complete Notification of Loss or Damage Delivery form; the form will be signed by the TSP and the customer or customer's agent. The TSP must provide the customer or agent with a copy of the signed form prior to departure.

Being available will prevent additional unnecessary handling and reduce the chance of loss or damages to the property and reduce or eliminate storage expenses.

TSPs cannot be required to complete deliveries on weekends or holidays. You may accept delivery on a weekend if convenient to both you and the TSP but the government offices will be closed and unable to assist.

Government will not pay for overtime on weekend and holidays.

To start or submit an application and get step by step by step guidance:

Go to: www.move.mil

DPS Technical Assistance DPS Service Response Center

Phone: 1-800-462-2176 option 5

Email: usarmy.scott.sddc.mbx.g6-src-dps-hd@mail.mil



Customer Satisfaction Surveys must be completed 7 days after delivery.

How you score a TSP on the survey determines whether they receive more or less DOD house hold good shipments in the future.

How to access the survey

Go to: www.move.mil or

call 1-800-462-2176 or 1-618-5052

Helpful Links Customer Responsibilities

www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf

DOD Civilians

www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_2.pdf

Where is my car

www.pcsmypov.com/



81 LRS
Personal Property Processing
Office
500 Fisher Street
Bldg 701, RM 114
Keesler AFB

Commercial Phone:

228-376-8533/8532/8737/8527/8531

DSN PHONE:

591-8533/8532/8737/8537/8531

Email:

81lrs.tmf@us.af.mil