



U.S. ARMY



# U.S. Army Financial Management Command

Army Military Pay Office – PCS In-processing via Smart Voucher

**Version 1.1**

As of 13 NOV 20

9875 Michic Place

Bldg 219

Fort Belvoir VA 22060



# IN PROCESSING Smart Voucher

1. Create DD form 1351-2 within smart voucher
2. Upload Complete set of PCS Orders
3. Upload Completed PCS DA form 31
4. Other Supporting Documents may include
  - a. TLA documents
  - b. TLE documents
  - c. Receipts for reimbursable expenses

Note: The DD form 1351-2, PCS Orders and PCS DA form 31 are the documents the technician will use to process Soldiers arrival transaction and change the zip code (BAH) to the new duty station

**Service to Soldiers!**





# Key Supporting Documents Required

- **PCS Orders and Amendments**
- **DD Form 1610 and Amendments, (if TDY enroute)**
- **DD Form 1351-2 - Travel Voucher (will be created within the Smart Voucher System, directions are later in the brief)**
- **DA Form 31 - Leave Request Form**
- **Receipts for any reimbursable expense \$75.00 and over**
  - Lodging/Hotels regardless of cost
  - Airfare
  - Excess Baggage





# Smart Voucher Instructions

## Instructions for Completing PCS Travel Voucher via Smart Voucher





# Smart Voucher Information

- **SmartVoucher is a self contained system that allows travelers to complete travel voucher submissions and routes them to the finance office for review and subsequent routing to DFAS-Rome for final computation, audit and payment. Payments are made to the government travel card (if chosen by the traveler) and to the traveler.**
- **Once the finance office reviews the voucher and everything is correct your documents will be downloaded to process all required changes to your military pay account, to include BAH; no further action is required unless there are any additional documents that were not included.**





# Smart Voucher Instructions

- **Information Required:**
  - New unit of assignment (as reflected on your PCS order)
  - Date of marriage
  - Date(s) of birth of child(ren)
  - E-mail address (add [dfas-smartdocs@mail.mil](mailto:dfas-smartdocs@mail.mil) to your address book and review your spam folder for notifications)
- **A separate voucher (Supplemental voucher) is required to be completed for dependents period of travel if the Soldier moved his dependents to the new duty station and did not accompany them**
- **A separate voucher (Supplemental voucher) is required for POV drop-off and/or pick-up if the trip was done separately from the actual PCS travel (example, soldier reported to Fort Belvoir/Myer 1 JUL and POV pick-up took place 15 JUL)**





# Smart Voucher Instructions

- Go to <https://mypay.dfas.mil/#/> – do not log in
- Select “Quick LinVA”

myPay ACCESSIBILITY/SECTION 508 SECURITY FAQ QUICK LINKS CONTACT US STAY CONNECTED WITH DFAS

Welcome

myPay

Simpler | Streamlined | Mobile-Friendly

Sign In

Login ID

Password

Sign In

Forgot your Login ID?

Forgot or Need a Password?

Smart Card Login  
DoD CAC | PIV  
(Insert Card First)





# Smart Voucher Instructions

- Under DFAS Resources, select “Smart Voucher – Complete a DD Form 1351-2”

## QUICK LINKS

### DFAS Resources

- [Affordable Care Act](#)
- [AskDFAS Tax Statement Reissue Requests](#)
- [DFAS - Home](#)
- [How to read a DoD Civilian LES?](#)
- [How to read a DoDEA LES?](#)
- [Pay Inquiries: Army \(Active/Reserve/Guard\), Navy \(Active/Reserve\) Air Force \(Active/Reserve/Guard\)](#)
- [SmartVoucher - Complete a DD 1351-2](#)
- [Travel Voucher Checklist](#)





# Smart Voucher Instructions

- Log in with your credentials
- Click “I Agree” twice
- Click “Login with CAC”
  - Make sure it is **NOT** your email certificate



## SmartVoucher



Welcome to Travel Pay Service's SmartVoucher!

This website has been tested on IES, Firefox and Chrome

### Login with myPay Username and Password

Fields are case-sensitive:

Login ID

(Same as myPay, NOT your Social Security Number)

Password

(Same as myPay, NOT Interactive Voice Response System (IVRS) Personal Identification Number (PIN))

Login

Forgot your Login ID or Password, click [HERE!](#)

To enter your Password more securely, click on the On-Screen Keyboard button below.

On-Screen Keyboard

### Login with DoD CAC



You may also log in with YOUR own personal Common Access Card (CAC). You cannot use someone else's CAC.

Please select your NON-Email certificate.

Login with CAC





# Smart Voucher Instructions

## Smart Voucher homepage

- Able to view old vouchers and create new vouchers
- Navigate through the voucher using the menu at the top of the page
- Click on “Create New Voucher”
- Click on “Create Dependent Voucher” if your dependents traveled separately

Menu User Type Initial Advances Personal Itinerary Reimbursables Meals Misc Finish Preview View/Print Logoff

General Instructions (show help)

Create New Voucher Create Supplemental Voucher Create Dependent Voucher

TDY Vouchers

No TDY travel Vouchers have been entered through SmartVoucher.

PCS Vouchers (show help)

No PCS travel Vouchers have been entered through SmartVoucher.

Create New Voucher Create Supplemental Voucher Create Dependent Voucher



# Smart Voucher Instructions



## SmartVoucher



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[Misc](#)
[Finish](#)
[Preview](#)
[View/Print](#)
[Logoff](#)

### User Type Selection

Step 1 of 11

- \* What is your category of travel?
- \* What type of user are you?
- \* What DMPO are you submitting from?

**Permanent Change of Station (PCS)** - the official relocation of an active duty service member and/or civilian--along with valid dependents-- to a different duty location, such as a military base. A permanent change of station applies until replaced by another military PCS order, completion of active duty service, or some other such preemptive event.

For **Military Temporary Change of Station (TCS)** - select TDY

**Note:** If retiring/separating and filing final PCS voucher, select user type from which you retired.

[Back](#)

[Next](#)

- **Category of travel will be “PCS”**
- **Type of user is “Active Duty”**
- **Select “Fort Belvoir, VA” as your AMPO (Finance Office)**
- **Select “Next”**





# Smart Voucher Instructions

## Dependents Step 5 of 12

**Instructions:** Please provide dependent information. You must use the "Save" button before going to the "Next" button. Separate vouchers are needed for any dependent that traveled to/from a separate location or during a different timeframe. You may use the "Create Dependent Voucher" feature found on the Menu screen to begin a dependent travel claim.

\* On this voucher, are you claiming dependents?

Yes ▾

The dependent address should be the address upon receipt of orders.

**NOTE:** For PCS travel to/from CONUS locations orders must authorize dependents. For PCS travel to/from an OCONUS location, dependents must be Command Sponsored

- My dependents left the previous duty station with me and arrived at my new duty station on the same day.
- My dependents traveled separately from me to my current duty station.
- My dependents traveled to designated location authorized on my PCS orders.

Back

- If your dependents traveled with you and they are here, select "Yes" for claiming dependents.
- If your dependents traveled separately or are arriving at a later date, this voucher will be for your travel only. Another voucher for your dependents will be completed upon their arrival.
- Separate vouchers are needed for any dependent that traveled to/from a separate location or during a different timeframe. You may use the "Create Dependent Voucher" feature found on the Menu screen to begin a dependent travel claim.





# Smart Voucher Instructions

Note: If your dependents have different permanent addresses then you will have to complete a separate itinerary (block 15a-15f) on a DD form 1351-2 for each dependent.

Note: SmartVoucher currently only allows for sixteen (16) dependents to be added.

\* Dependent First Name:

Dependent Middle Initial:

\* Dependent Last Name:

\* Dependent Relationship:

Note: Children over 21, wards and parents require approval memorandum from Dependency Entitlements (DFAS).

\* Date of Marriage:

 MM/DD/YYYY

\* Dependent Street:

Note: Use dependent address upon receipt of orders.

\* Dependent City:

\* Dependent State:

\* Dependent Country:

\* Dependent Zip Code:

[Zip Code Lookup](#)

Dependent completed travel?




- Each dependent who traveled with you will be entered on separate pages
- **Dependent Street, City, State, Country and Zip Code is your OLD address (address at last duty station) OR your dependent's address when you received your orders**
- Don't forget to mark off "Yes" if your dependent completed travel
- Click "Save" to add another dependent



# Smart Voucher Instructions



Edit	Delete	First Name	MI	Last Name	Address	Date of Birth/Marriage	Traveled
<a href="#">Edit</a>	<a href="#">Delete</a>	Jane		Smith	1234 Main ST Fort Hood TX, 76542 USA	12/15/2011	<input checked="" type="checkbox"/>

  

\* Dependent First Name:

Dependent Middle Initial:

\* Dependent Last Name:

\* Dependent Relationship:  Note: Children over 21, wards and parents require approval memorandum from Dependency Entitlements (DFAS).

\* Date of Birth:  MM/DD/YYYY

\* Dependent Street:  Note: Use dependent address upon receipt of orders.

\* Dependent City:

\* Dependent State:

\* Dependent Country:

\* Dependent Zip Code: [Zip Code Lookup](#)

Dependent completed travel?

- Click “Add Dependent”
- Address will automatically populate
- Again, don’t forget to mark “Yes” for completed travel
- In order to get reimbursed for all dependent travel, you need to list **ALL** dependents that moved with you
- Once they are all listed and saved, select “Next”
- *If you are claiming a secondary dependent, the approval memo from DFAS is required*





# Smart Voucher Instructions

## POV Drivers Only

**Add/Edit Itinerary Leg**

**Departure Information**

What day did your travel begin?  MM/DD/YYYY  
Note: Date of departure on your leave form.

What country did you depart from?

What is the zip code of your departure location? [Zip Code Lookup](#)

Installation/Base/City

State

What was your mode of travel?

Did you own or were you personally responsible for the operating expenses of the motorcycle?   
Note: If you drove a rental vehicle, select "Yes"

How many vehicles did you drive?   
NOTE: Per JTR, Reimbursement for the use of more than two vehicle's, within the same household for PDT, must be authorized/approved through the Secretarial Process.  
 NOTE: Reimbursement for the use of more than two vehicle's must be authorized.

Were you the operator of the vehicle?   
Note: Select 'No' if you were a passenger.

**Next Stop Information**

What date did you arrive?  MM/DD/YYYY

Was this leg of travel to or from a terminal?   
Note: Terminals include airports, bus depots, train stations, and/or ports of call.

What country did you arrive in?

What is the zip code? [Zip Code Lookup](#)   
Note: If the reason for stopping at this location is Mission Complete, enter the arrival zip code on your orders.

City

State

What was your reason for stopping?   
Definitions  
 Authorized Delay (AD) - A period of time that a member is authorized, by regulations, to delay while en route to the PCS point.  
 Authorized Return (AR) - Authorized travel home periodically on weekends or non-workdays while at PCS point.  
 Awaiting Transportation (AT) - Necessary delay while awaiting further transportation after travel status has begun.  
 Hospital Admittance (HA) - Admittance to Medical Facility for inpatient treatment.  
 Hospital Discharge (HD) - Discharge from Medical Facility after inpatient treatment.  
 Leave en route (LV) - Authorized to travel to leave point (No Per Diem authorized while at leave site), then on to the PCS point.  
 Mission Complete (MC) - Completion of PCS upon arrival to new permanent duty station, home of record, home of selection, or designated duty station.  
 Temporary Duty (TD) - Official Duty while at Temporary Duty Site.  
 Voluntary Return (VR) - Unauthorized travel home periodically on weekends or non-workdays, for personal convenience, while at PCS point.

Did you drop off/store, or pick up a vehicle at this location?

If you drove from your last duty location to Fort Belvoir, this is what your Next Stop should look like

- Mode of travel: "Automobile"
- Were you personally responsible for the operating expenses? "Yes"
- How many vehicles did you drive? 1 or 2
- Were you the owner/operator? "Yes"
- Arrival country: USA
- Arrival city: is always duty location on your orders
- State: duty location on your orders Zip: on your Orders
- Reason for stopping: "Mission Complete"
- **Arrival Date is the day you physically arrived**
- Click "Save"





# Smart Voucher Instructions

Miscellaneous Information Step 9 of 12

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**Voucher Attachments**

Allowed file types: bmp,gif,jpeg,pdf,pjpeg,png  
File size Limit: 2 mb

Select a file to upload:

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**Unused Tickets**

I do have unused tickets from this trip:  If yes, turn those tickets into the Transportation Office (T/O) or Commercial Travel Office (CTO).

NOTE: If lodging was required as part of this trip, you must include a receipt regardless of amount. All other expenses over \$75 require a receipt.

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**Remarks**

Specify any general remarks regarding this voucher:

Remaining Characters:

- Attach the PCS order(s), DA31, and all receipts required
- Specify if you have any unused plane tickets; this may be left blank
- Specify any general remarks





# Smart Voucher Instructions

Split Disbursements

Step 10 of 12

## Split Disbursement

### Instructions:

Split disbursement is mandatory. If you have indicated you paid certain expenses with a government charge card, it is noted below.

NOTE: A split disbursement is only necessary when a GTCC is used while on official travel for the Government.

To check the current balance on your GTCC please call 1-800-200-7056 or visit the Citibank website: [Check GTCC Balance](#)

You indicated that you charged this amount to your Government  
Travel Charge Card for this voucher: **(Format: 100.00)**

NOTE: Traveler may change the calculated amount.

NOTE: If you have made any changes to your expense or lodging amounts, please verify your split disbursement amount before submitting.

\$5.00 – Expenses not applied to Government Travel Charge Card



- Split Disbursement is used if you have a GTCC and used it
- You can opt to have a specified amount go straight to your GTCC
- Select “Next”





# Smart Voucher Instructions

UNCLASSIFIED

## Verify all of your information then select "Next"

### Initial Data Step 11 of 12

**Instructions:**  
Please review and click edit to make necessary changes.

Edit	Travel Order	Reimbursement Type
<a href="#">Edit</a>	123456	Direct Deposit

**Advances**  
No Advances information is available.

### Personal Information - [Edit](#)

Question	Answer
First Name:	John
Middle Initial:	H
Last Name:	Smith
Grade/Rank:	O-4
Organization:	CGSC, Fort Leavenworth, KS 66027
Street:	823 McClellan Ave
City:	Fort Leavenworth
State:	KS
Country:	USA
Zip Code:	66027
Email:	john.h.smith.mil2mail.mil
Phone Number:	(111) 222-3333
Government Travel Charge Card:	No

**Dependent**  
No Dependent information is available.

### Itinerary Information

Edit	Departure Date	Departure City	Departure State	Departure Country	Arrival Date	Arrival City	Arrival State	Arrival Country	Mode of Travel	Reason for Stop	POC Miles	Owner / Operator	Lodging
<a href="#">Edit</a>	06/02/2020	Fort Wainwright	AK	USA	06/02/2020	Fort Leavenworth	KS	USA	PA	MC	0	Yes	\$0.00

**Reimbursable Expenses**  
No Expenses information available.

**Meal Expenses**  
No Meal Expenses information available.

### Miscellaneous Information

Edit	Question	Answer
<a href="#">Edit</a>	Leave Taken:	
<a href="#">Edit</a>	Unused Tickets:	
<a href="#">Edit</a>	Remarks:	

[Back](#) [Next](#)

# Smart Voucher Instructions



## View/Print Voucher Step 12 of 12

Based on your responses to the associated questions throughout the SmartVoucher it has been determined that your travel package will require the following documentation:

Item Number	Documents	Comments
1	Travel Order 123456	In addition to this travel order, please ensure you include all corresponding amended orders.
3	Temporary Lodging Expense Form	TLE is intended to partially pay for lodging/meal expenses when a member/dependent(s) occupy temporary quarters in CONUS due to a PCS.

### Instructions for Opening PDF

To view and print your travel claim, click on the View Travel Voucher button below. When the File Download dialog box appears, do the following steps:

- Click **Open**
- Select **Print...** from the menu.
- Once you have printed or saved it to your hard drive, check the 'X' in the upper right hand corner to close the window.

### Submission Instructions

To ensure a **high quality** submission to prevent rejects/returns:

- Ensure your fax / scanner is set to **300 dpi** (also called "fine" or "super-fine").
- Verify your scanner or printer settings are set to **black and white** not grayscale.
- Make sure you do not have seams in the document from folding it.
- Make sure the glass on your fax/scanner is clean (no fingerprints, dust, or smudges).

1. After printing a hard copy of your travel claim, be sure to sign block 20a, and obtain all other required signatures.
2. Attach all the required documents listed above.  
 Note: Ensure you submit pages 1 and 2 (front and back) of the 1351-2 and all continuation pages.  
 Note: **RETAIN A COPY OF ALL SUBMITTED DOCUMENTS FOR YOUR OWN RECORDS.**
3. Use the following link to determine the correct Travel Pay location to submit your travel claim:



### Additional Information

Please ensure any changes made throughout this process are reflected on your voucher prior to submission.

If you want to view or change your claim, click the 'Menu' tab and all the travel claims created via SmartVoucher will be listed. Click on the 'Edit' link next to the travel claim that you would like to view/edit with the applicable Travel Order.

To create a new travel claim, click on the 'Create New Voucher' button and follow the instructions.

To create a supplement travel claim, click on the 'Supplemental Voucher' button and select the travel claim that you would like to supplement with the applicable Travel Order.

[Back](#)
[View Travel Voucher](#)

- Review these comments. If you need any supporting documents, Smart Voucher will let you know what is needed.
- Click on "View Travel Voucher" to preview what your Smart Voucher will look like.





# Smart Voucher Instructions

Menu User Type Initial Advances Personal Dependents Itinerary Reimburses Misc Finish Review **View/Print** Logout

### View/Print Voucher Step 12 of 12

Based on your responses to the associated questions throughout the SmartVoucher it has been determined that your travel package will require the following documentation:

Item Number	Documents	Comments
1	Travel Order 12345	In addition to this travel order, please ensure you include all corresponding amended orders.

### Instructions for Opening PDF

To view and print your travel claim, click on the **View Travel Voucher** button below. When the File Download dialog box appears, do the following steps:

- Click **Open**
- Select **Print...** from the menu.
- Once you have printed or saved it to your hard drive, check the 'X' in the upper right hand corner to close the window.

### Additional Information

Please ensure any changes made throughout this process are reflected on your voucher prior to submission.

If you want to view or change your claim, click the 'Menu' tab and all the travel claims created via SmartVoucher will be listed. Click on the 'Edit' link next to the travel claim that you would like to view/edit with the applicable Travel Order.

To create a new travel claim, click on the 'Create New Voucher' button and follow the instructions.

To create a supplement travel claim, click on the 'Supplemental Voucher' button and select the travel claim that you would like to supplement with the applicable Travel Order.

### Signature

By clicking "Submit Travel Voucher" you are legally signing this document to be submitted for routing and approval.  Sign

[Back](#) [View Travel Voucher](#) [Submit Travel Voucher](#)

- Check the sign box (if you are unable to check the box go back to the "User Type" tab and verify you chose Fort Belvoir under the "What AMPO are you submitting from?" option
- Click submit travel voucher.





# Smart Voucher Concerns

- Missing Complete Set of PCS Orders
- DA form 31 missing information
  - a. signature from sign out date, sign in date and approved extension
  - b. Soldier departs duty station(on travel voucher) prior to the start date of leave on the DA form 31
  - c. Dates on the DA form 31 and DD form 1351-2 do not match
- DD form missing information
  - a. "X" member/employee
  - b. block # 6 and #13 are the same address even though dependents PCS'ed with the Soldier to the new duty station (if dependent travel and Soldier's travel dates are different, the Soldier can do two separate travel vouchers
  - c. Smart voucher rejected back to the Soldier however the Soldier is not making necessary corrections and resubmitting the travel voucher via smart voucher





# Smart Voucher Concerns continued

- d. Uploading more documents than necessary
- e. Uploading pictures of documents that are usually distorted and not legible
- f. Missing zero balance receipts for TLE and TLA payments
- g. Missing DFAS form 9098 TLE: <https://www.dfas.mil/MilitaryMembers/travelpay/forms/>





# AMPO Points Of Contact

**AMPO Director: Douglas (Doug) J Madej** [douglas.j.madej.civ@mail.mil](mailto:douglas.j.madej.civ@mail.mil) 703 805-5318

**AMPO Deputy Director: Jacqueline L Haylock** [jacqueline.l.haylock.civ@mail.mil](mailto:jacqueline.l.haylock.civ@mail.mil) 703 805-3724

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## Supervisors:

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**Separations**

**Processing**

**Reserve**

**MilPay Review**

**Mercedes Case** [Mercedes.r.case.civ@mail.mil](mailto:Mercedes.r.case.civ@mail.mil) 703 805-3855

**Customer Service**

**Debt Management**

**In/Out Processing**

**FLPB**





# U.S. Army Financial Management Command



## Army Military Pay Office

