

FORT LEE AMPO SEPARATIONS PACKET COVERSHEET

SOLDIER INFORMATION

Name (Last, First, MI): _____ Rank: _____

SSN: _____ DODID: _____

DEPENDENCY STATUS: SINGLE MARRIED DIVORCED SM TO SM
CHILD OTHER (WARD, KIN, PARENT, CHILD OVER 21)

SUBMISSION INSTRUCTIONS

Email all documents in ONE PDF to:

usarmy.lee.fin-mgt-cmd.mbx.ampo-separations@army.mil

To receive your final pay on time, you must submit the documents listed below **10 days prior** to your final transition appointment. Utilize the checklist below to ensure all documents are attached prior to emailing. Any documents missing may result in the return of your packet, which may cause a delay in your final payment. You will receive an email confirmation when we receive your documents.

YOU WILL NOT BE CLEARED FOR FINANCE UNTIL YOUR COMPLETE PACKET IS RECEIVED.

IMPORTANT UPDATE: Briefings and appointments are no longer required after June 1st, 2026.

REQUIRED DOCUMENTS CHECKLIST

- USAFMCOM Separation Worksheet
 - Transition Orders (must include all amendments)
 - Transition & PTDY Leave Forms (IPPS-A Absence Request)
 - Written Service Agreement (DA 7783) (required for Involuntary Severance Pay on orders/DD214)
 - Proof of Clearance from CIF
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SUPPORT & QUESTIONS

Email:

usarmy.lee.fin-mgt-cmd.mbx.ampo-separations@army.mil

Briefings: Soldiers may optionally attend our weekly briefings on **Wednesdays at 0900.**

USAFMCOM SEPARATION WORKSHEET

USAFMCOM

Separation & Retirement Information Sheet

Section I

1. Name (Last, First, MI)			
2. Type of separation		3. Date of separation	

Section II

4. Are you transferring to another service (Air Force, Navy, Marines, Space Force) or Component (National Guard, Reserve) or can be a Retiree Recall? If Yes, you must provide the order to the AMPO.	
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Section III

5. Dates of most recent leave taken:				6. Anticipated leave dates:				
	<u>From</u>	<u>To</u>	<u>Notes</u>		<u>Type</u>	<u>From</u>	<u>To</u>	<u>Notes</u>
a.				a.	TRANSITION			
b.				b.	PTDY 1			
c.				c.	PTDY 2			
d.				d.	PTDY 3			
e.				e.	PTDY 4			
f.				f.	PTDY 5			

7. Name of Bank receiving your direct deposit:

8. Last 4 digits of bank account number:

9. I will keep this direct deposit account open for one year. SM Initials: _____

10. Future Mailing Address (Should be valid for 1 year after separation)

Street

City State ZIP

11. Cell Phone Number

12. Civilian E-Mail Address

13. Are you aware of any pending debt collections from your account? (FLIPL, CIF, AER, Education Center, etc.).

If Yes which organization/agency?

14. Did you have any life-changing events (marriage/divorce/birth or child) in the past year that have not been reported.

14a. If you answered yes to the previous question. Have you provided all the required documents to the AMPO?

Section IV

15. Do you have open allotments? 16. Do you have any open debts?

17. Have you been briefed on open allotments and outstanding debts? SM Initials: _____

18. Have you been briefed on possible Bonus Recoupment? SM Initials: _____

19. Have you been briefed on the DSP / ISP Amount? SM Initials: _____

20. Have you provided all required documentation to the AMPO? Are they included in this form?

21. I understand that final pay cannot be released without documents listed above.	SM Initials _____
22. I certify that I have been given the separation travel information.	SM Initials _____
23. I certify that I was briefed on my entitlements, deductions, and approximate date of final payment.	SM Initials _____
24. Comments/Questions:	
25. I certify that the information listed above is accurate and correct to the best of my knowledge. I further understand that the mailing address I have provided will be used for all future correspondence to include mailing of LES's and W2 tax statements and the current direct deposit information on file is correct and will be used for all payments made. I will leave this account open for a minimum of 90 days to allow processing of all payments. If I decide to change my direct deposit I will provide an FMS 3231 to the AMPO so payments can be processed and made for me.	
Soldier Signature	Date

USAFMCOM Sep Info Sheet, Jan 2026
OBSOLETE

ALL PREVIOUS VERSIONS

SEPARATION/RETIREMENT INTERVIEW CHECKLIST

PLEASE COMPLETE LINES 1-9 AND TURN IN TO FINANCE INTERVIEWER AFTER BRIEFING

1. NAME (LAST, FIRST): _____
2. SSN: _____ DOD ID: _____ RANK: _____
3. FUTURE MAILING ADDRESS (STREET ADDRESS/CITY/STATE/ZIP CODE): _____

4. PHONE NUMBER (HOME or CELL): _____/_____
5. E-MAIL ADDRESS: _____
6. HAVE YOU TAKEN LEAVE THAT HAS NOT BEEN POSTED TO YOUR LES? YES: _____ NO: _____
 - a. FROM: _____ TO: _____ FROM: _____ TO: _____
7. ARE YOU TAKING PTDY IN CONJUNCTION WITH TRANSITIONAL (TERMINAL) LEAVE? YES: _____ NO: _____
8. ARE YOU TAKING TRANSITIONAL (TERMINAL) LEAVE? YES: _____ NO: _____
9. DEPENDENCY STATUS: SINGLE _____ MARRIED _____ DIVORCED _____ SM TO SM _____ CHILD _____ ETC _____

I CERTIFY THE INFORMATION ABOVE IS CORRECT TO THE BEST OF KNOWLEDGE

SOLDIER SIGNATURE: _____ **DATE:** _____

FOR FINANCE USE ONLY

(THIS PORTION WILL BE COMPLETED DURING THE ONE-ON-ONE INTERVIEW IMMEDIATELY FOLLOWING THE BRIEFING)

VERIFY THE MMPA FOR THE FOLLOWING: **CM:** _____ **LEAVE BALANCE:** _____

1. TRANS COMPLETED (i.e. E503/E506/SG03/ETC.) _____ SPD: _____
2. STATUS: _____ LC: _____ TU: _____ TH: _____
3. BAH ENTITLEMENTS: 35 CODE: _____ ZIP CODE: _____ DD 5960 PREP: YES: _____ NO: _____
4. SPECIALTY ENTITLEMENT: FSA: _____ SDAP: _____ FLPP: _____ CZ (14,09,23,FL): _____
5. DOES SM HAVE ANY OUTSTANDING DEBTS OWED TO THE GOVERNMENT? YES: _____ NO: _____ **SM INTLS:** _____
6. IS SM ENTITLED TO ANY SEPARATION PAY? YES: _____ NO: _____
IF YES: FULL: _____ HALF: _____ DISABILITY: _____ # OF MONTHS: _____ (CHECK TT LINE FOR NUMBER OF MONTHS)
7. DOCUMENTS PROVIDED TO SM:
FACT SHEET: _____ TSP: _____ TRAVEL PACKET: _____ DIRECT DEPOSIT: _____ MY PAY: _____ **SM INTLS:** _____

INTERVIEWED BY: _____ **DATE:** _____

STATEMENT OF UNDERSTANDING

Regarding Final Pay, Disability Pay, Severance Pay and Separation Pay

Please **INITIAL** each line indicating that you understand each of the following statements.

_____ 1. Separation payment is made through direct deposit. Your separation payment will be from the day after the last regular pay date (1st or 15th) until your date of separation or retirement, and it will be deposited up to a month after your date of separation or retirement.

***NOTE: LES on the MyPay system for the month of separation will not be accurate.**

***Final LES will not be issued until about 45 days via mail to the address left with the finance office.**

_____ 2. Your final payment for Disability Severance Pay (DSP); Retirees (20+ year and medical); Soldiers not receiving a bonus payment and those taking ten (10) or more days of transitional leave, will be paid one hundred percent (100%) upon the DOS/ETS date. Soldiers receiving a bonus payment, taking nine (9) or less days of transitional leave, Chaptered soldiers with more than 90 days of service, or any separation with an active case to DFAS which has an effect on final pay will be paid eighty percent (80%) of the total amount due at separation. The remaining twenty percent (20%) will be used to satisfy any debts not identified at separation and paid 20 days past the DOS/ETS date. Any residual payment for DSP over 12 years may take up to 60 business days.

_____ 3. Any changes that could affect your final pay, such as orders (change of transition date) and leave form (sign out later than scheduled) must be submitted to the separation section prior to final clearance date or as soon as possible. Last minute changes may delay your final pay. You must have cleared your unit and the entire installation before you are to clear Finance. **Finance is your 2nd to last stop.**

_____ 4. Full and Half Separation pay requires a DA 7783, and the Memorandum of Understanding from Finance. Full Separation also requires the front page of your agreement to serve (5691-R) in the Reserves, from the Reserve Career Counselors. Disability Severance Pay (DSP) is also required to submit the Memorandum of Understanding received from Finance. All required documents must be turned into the Finance office by your clearing date in order to receive full or half separation pay upon discharge. If the required documents are not received by the final out appointment, Separation Pay will not be included in the final separation payment.

_____ 5. Your final pay will be your total entitlements minus your total collections.

- Your entitlements will include the following as a minimum: Basic Pay, BAH, and BAS.
- The following entitlements will be added, when applicable: (such as parachute pay, demolition pay, etc.), separation or severance pay (such as medical, full/half, VSI, SSB separation pays), clothing allowance and accrued leave for honorable and general discharges. Accrued leave is limited to 60 days during your **ENTIRE** military career.
- If you are currently living in the barracks/quarters, your BAH will start/recertify the date you begin your transition leave.
- The following collections will be deducted from your total entitlements: SGLI, Soldiers Home (AFRH), Federal, State, and FICA taxes on base pay, 22% federal tax on separation pays and cashed in leave. This list may also include other debts such as government property lost or damaged (GPLD/ROS), AER, CIF, and garnishments.
- Thrift Savings Program (TSP) and Allotments will stop the month prior to the date of separation and are not withheld from final pay amount except for garnishments. (ETS & Chapters only)
- Chapters that received a bonus but will not serve the full enlistment for the entitlement of the bonus will have the bonus deducted from their pay for the days not served.

PRINT NAME: _____

SIGN NAME: _____ DATE: _____

FINANCE SEPARATION/RETIREE FACT SHEET

1. The purpose of this fact sheet is to explain entitlements to soldiers who separate or retire from the army.
2. **TRAVEL ALLOWANCES:** Upon retirement or separating from Fort Lee, the soldier and his family are entitled to travel pay from Fort Lee to the soldier's home of record. Retirees will get paid up to their home of selection. Now Type 2's (General) discharges will only receive the mileage rate. Type 3's (under other than honorable) will get neither.
 - a. Mileage Driving: The mileage rate is paid at €20.5 per authorized vehicle.
 - b. Per Diem Driving:
 1. Official Travel Time: Taking the official distance between authorized points and dividing it by 350 miles derives travel time. Any remainder greater than 50 miles adds another day.
 2. Calculation of Per Diem: Drivers of vehicles moving on different days or routes will receive \$166.00 per travel day. When traveling in a "convoy", the second driver is counted as a family member. Each family member 12 years or older receives \$124.50 and each family member under 11 receives \$83.00 per travel day.
 3. Commercial Air or Bus: The payment will be based on the location to which the soldier and/or dependents are traveling.
3. **RETIREMENT FROM OTHER THAN FORT LEE:** Soldiers who elect to retire at stations other than Fort Lee will be authorized travel allowances from Fort Lee to home of selection only. The soldier **will not** be authorized to travel from Fort Lee to their elected retirement station. All elapsed time after they depart Fort Lee will be charged as leave or Permissive TDY. It is imperative that the DA-31 includes all permissive TDY and leave up to the date of retirement and that the soldier not be permitted to depart early or excess leave will be charged. Soldiers who are directed to retire at stations other than Fort Lee (i.e. Charlottesville) will be entitled to travel allowances from Fort Lee to Charlottesville and then to home of selection.
4. **DISLOCATION ALLOWANCE (DLA) AND TEMPORARY LODGING EXPENSE (TLE):** *Are PCS entitlements only. You are not authorized or entitled to either upon separation/retirement.*
5. **PAYMENT OF TRAVEL ALLOWANCE:** Soldiers who retire at Fort Lee and who are getting out honorably will have to submit their final travel voucher once they have selected and arrived at their home of selection and do not have a debt to the U.S. Government. It will not be paid until after your ETS date or your Retirement date. Travel pay claims are paid through SmartVoucher.
6. **SUBMISSION OF FINAL TRAVEL VOUCHERS:** Soldiers who retire have three (3) years from the date of retirement or date of move and separating soldiers have six (6) months to submit final travel vouchers to DFAS ROME by fax to (377) 275-0277 or email to DFAS-MILPCS@mail.mil or dfas.rome.jft.mbx.milpcs@mail.mil. You will scan the originals of the DD 1351-2, copy of your ETS orders (all pages and/or amendments) and a copy of your final DD214. No photocopies or whiteout/correction tape will be accepted as well. If you must make corrections, you must line out and initial for corrections **only**.
7. **FINAL PAY/ACCRUED LEAVE:** Accrued leave payments and payments for the final month of active duty will be made up to 20 days after your ETS date. It will include any accrued leave that you have to sell after your ETS. It will be only your base pay minus 22% for federal taxes and applicable state taxes. You can only sell up to 60 days of leave in your whole military career. Honorable and General discharges can sell leave. Dishonorable discharges cannot sell leave. We will automatically sell leave that you have left upon separating/retiring from the Army. You do not have to fill out any forms to sell the days. To calculate leave days to be sold: Base Pay /30 x amount of leave days sold = pre-taxed amount.
8. **THRIFT SAVINGS PROGRAM (TSP):** Contributions terminate one-month prior to date of separation. This may cause some individuals a disadvantage by missing the ability to make a final contribution. If there is a desire to make the final contribution to TSP, notify the separation technician. For changes made after separation, Form TSP-U-9 must be completed and mailed/faxed directly to TSP, as noted on the information and instruction sheet.

9. **TRANSITION LEAVE:** Soldiers going on transition leave must inform the Finance-out processing technician prior to departing. Separations will require 2 copies of DA Form 31 prior to clearing finance if you are taking leave. Soldiers will receive BAH after submitting a DA-5960.

a. Single soldiers will receive the without the dependent rate while on PTDY/Terminal leave.

10. **ALLOTMENTS:** Allotments are stopped the month prior to your month of separation. Now retirees have the option whether or not they want it to roll over into their retirement paycheck.

11. **RETIREMENT PAY:** The Defense and Finance and Accounting Service-Indianapolis (DFAS) prepares your retirement pay based on information submitted by the servicing Finance office. DA Form 4240, with attachments will be used for that purpose. This form and attachments are prepared by MILPO. All allotments deducted from the final LES are also deducted from retirement pay unless a DA Form 1341 is received by the cut off date for processing during the final month of active duty (usually the 20th) or submitted with Finance Packet. Effective March 20, 1995, Army retirements will be processed by:

**Defense Finance and Accounting Service
U.S. Military Retired Pay
8899 E 56th Street
Indianapolis, IN 46249-1200**

**Commercial: 317-212-0551
Toll Free: 1-800-321-1080
Fax: 1-800-469-6559**

12. **CHANGES DURING PROCESSING:** Any changes in the separating/retiring process should be brought to the attention of the Separations Section of Finance **AS SOON AS POSSIBLE!**

13. **RECOUPMENT OF ENLISTMENT/REENLISTMENT BONUS:** Recoupment of unearned portions of an enlistment bonus (regular or selective) is required when a member voluntarily or because of misconduct does not complete the terms of the contract under which the bonus was paid. (DODFMR, VOL 7A, PAR 10931)

14. **PAYMENT COMPUTATION UNDER THE VOLUNTARY INCENTIVE PROGRAM:**

a. FULL SEP: Base pay x 0.1 x number of months of service

1. Requires a 4187 from Reserve counselors as well as front page of Reserves Contract

b. HALF SEP: Base pay x 0.05 x number of months of service

1. Requires a 4187 from Reserve counselors

c. DISABILITY SEP (MEDICAL): Base pay x 2 x number of years in service

Note: The maximum number of year's payable under medical is nineteen years. Computation will be rounded to the nearest year with six months or more rounded up. If a member has less than 6 months of combined service, there is no disability severance pay entitlement.

Note: May be non-taxable. Refer to Separations section for questions concerning taxability.

NOTE: ABOVE PAYMENTS ARE SUBJECT TO A 22% FEDERAL TAX AS WELL AS APPLICABLE STATE TAX

15. **BANK ACCOUNT:** Leave the account where your paychecks are deposited open for a full year. Finance may need to deposit additional funds within that time frame. **IF YOU HAVE ANY CHANGES TO YOUR BANK ACCOUNT, PLEASE NOTIFY SEPARATIONS IN FINANCE AS SOON AS POSSIBLE!**

16. **W-2 FORMS:** Are mailed at the end of January for the tax year that ended December 31st of the previous year to the address shown on the final payment voucher, which should match members' DD214. If this form is received but is incorrect, substantiating documentation should be mailed to: DFAS-IN, ATTN: DFAS-IN/FJED, 8899 East 56th Street, Indianapolis, IN 46249-0875. This is the same if no W-2 is received at all or you may call 1-888-332-7411. If you move, please notify the AMPO ATTN: DFAS Bldg. 1401 Suite 122, Fort Lee, VA 23801. All requests must be in writing and should include your full name, date of separation, SSN, the correct address and signature below the request.

******THIS IS STRICTLY A GUIDE! YOUR CIRCUMSTANCES MAY DIFFER******

******YOU ARE REQUIRED TO CLEAR IN UNIFORM ACCORDING TO GARRISON POLICY******

PLEASE READ CAREFULLY

- **Payment Timeline & Expectations:** You cannot receive your final pay until the actual effective date of your Separation or Retirement. Additionally, please be aware that you may or may not receive a final payment at all. Any final payout is entirely dependent upon a complete audit of your account and the settlement of any outstanding debts (such as CIF charges, overpayments, or other prior debts).
- **Leave Adjustments:** The Finance Office can no longer alter or adjust leave. If you need to modify your leave to prevent going into an excess leave status, your S1 and Commander must amend your leave forms. There are only two exceptions where the AMPO can adjust leave:
 - **Within 10 Days of DOS:** We are authorized to adjust leave if you are within 10 days of your Date of Separation (DOS).
 - **Unit Failed Attempts / System Errors:** If a leave issue needs to be fixed prior to your 10-day window and your unit has attempted to fix or cancel the leave but failed, we can assist. We require a memorandum authorizing the AMPO to correct the leave, along with IPPS-A error screenshots as supporting documentation of the unit's failed attempts.
 - **Posting Requirement:** Additionally, ALL chargeable leave taken must be posted in our pay system before we can issue payment.
- **The Impact of Excess Leave:** If you are in excess leave (took more leave than you have accrued), your final pay will be delayed by a minimum of 20 days. Being in excess leave creates an automatic Case Management System (CMS) case so that DFAS can manually audit and rebalance your account. We cannot process your payment until DFAS fully resolves this CMS case, and we cannot guarantee an exact timeframe for resolution.
- **Retiree PTDY (TAA/ISAA):** Retiring Service Members are authorized a maximum of 20 days of Permissive TDY (PTDY). While PTDY can be taken in a series of trips, it cannot be divided into smaller increments simply to avoid weekends/holidays. The standard and recommended method is to submit two separate IPPS-A Absence Requests for 10 days each. If you choose to split your PTDY into multiple absences, per AR 600-8-10 (5-13e), you must adhere to the following rules:
 - *A regular duty day must be worked between each absence.*
 - *A separate IPPS-A Absence Request must be submitted for each trip.*
 - *The absence must begin and end on post, at your duty location, or where you regularly commute to/from work.*
 - *PTDY may not be combined with ordinary leave, except for transition (terminal) leave.*
- **Payment Percentages (100% vs. 80/20):** To receive 100% of your final pay on your effective date of separation, you must take at least 10 days of chargeable leave. If you do not take at least 10 days, you will receive 80% initially, and the remaining 20% will be held for the standard "20-Day Payment" audit.
- **Leave Balance Calculations:** When calculating your leave, Finance uses your current month balance as shown on your LES, not your projected ETS balance (unless you are actively ETSing). *Please be aware that even if you are ETSing, your projected ETS balance may be inaccurate if you have taken leave that has not yet posted to the pay system.*

We are here to help ensure your transition goes smoothly. Should you have any questions about these guidelines, please reach out via this mailbox usarmy.lee.fin-mgt-cmd.mbx.ampo-separations@army.mil or join us for our optional in-person briefing every Wednesday at 0900 in Room 125.

***Respectfully,
Separations Team
Army Military Pay Office (AMPO)***

THRIFT SAVINGS PLAN INFORMATION SHEET

(All inquiries or requests go to TSP- NOT Finance)

Withdrawal Options:

- You are eligible to withdraw from your account when you separate from the uniformed services. You can do so 30 days after your separation date. You can also leave all or a portion of your account in TSP and withdraw it later.
- You can request either a partial (\$1,000.00 or more) or full withdrawal through the Account Access section on the TSP's website at <https://www.tsp.gov>.
- You can also request a withdrawal through paper form, also available on the website.

Send Check:

- Your withdrawal check will be mailed to you unless you elect an electronic transfer.

Taxes:

- Generally, all the money from your TSP deferred contribution paid directly to you will be taxed as ordinary income for Federal tax purposes in the year (or years) in which you receive it.

Rollover Option(s):

- If you choose to select this option, complete the form, which is also available on the website.
- Fax: 1-866-458-1452 (toll free) or (205) 439-4501 (not toll free)
- Mailing:

TSP Rollover & Transfer Processing Unit
PO Box 385200
Birmingham, AL 35238-5200

Contact Information:

- Phone: 1-877-968-3778 (toll free) or (404) 233-4400 (not toll free)
- Fax: 1-866-817-5023
- Email: thriftline@tsp.gov
- Mailing:
Thrift Savings Plan Thrift Savings Plan
PO Box 385021
Birmingham, AL 35238

Website:

- <https://www.tsp.gov>

Guide for Soldiers Separating or Retiring: Submitting Your Final Travel Voucher via SmartVoucher

BLUF: Final Travel Voucher Submission

Soldiers separating or retiring must submit their final travel claim (DD Form 1351-2) via **SmartVoucher** to receive reimbursement for their final move. Claims should be filed **after** arriving at the final destination. Ensure you use your **myPay** username and password to log in, as CAC access is typically lost after final out-processing.

Section 1: Accessing SmartVoucher

Since you will likely turn in your CAC during out-processing, you must establish a **myPay** username and password before your separation date.

Access Method	Details
Direct URL	https://smartvoucher.dfas.mil/voucher/
myPay Portal	Log in to myPay and select the SmartVoucher link under "Quick Links."
Login Credentials	Use your myPay Username and Password/PIN.

Section 2: Step-by-Step Submission Process

SmartVoucher is an automated tool that guides you through the DD Form 1351-2 by asking interview-style questions.

Step	Action	Description
1	Create New Voucher	Select "PCS" as the travel category and "Active Duty" as the user type.
2	Select Status	Choose " I am retiring from service " or " I am separating from service " in the drop-down.
3	Enter Order Info	Input your original Travel Order Number and Issue Date (not amendment numbers).
4	Add Itinerary	List all stops from your last duty station to your final destination (HOR or HOS).
5	Add Reimbursables	Include POV mileage, tolls, and expenses over \$75.
6	Upload Docs	Attach PDF/JPEG copies of all required documents (see table below).
7	Sign & Submit	Digitally sign the voucher and click "Submit." Monitor your email for status updates.

Section 3: Required Documentation Checklist

Failure to include these documents is the primary reason for claim rejection.

Document	Requirement
Orders & Amendments	A complete set (front and back) of your separation/retirement orders and all amendments.
Absence Request	Your approved leave form (DA Form 31 or IPPS-A Absence Request) for terminal leave.
Receipts	All lodging receipts and any single expense of \$75.00 or more.
Direct Deposit Info	Ensure your "Travel EFT" in myPay is updated; it does not automatically sync with regular pay.
PPM/DITY Paperwork	If you performed a Personally Procured Move, include the certified DD Form 2278 .

Section 4: Key Entitlements & Time Limits

Entitlements differ based on whether you are separating or retiring.

Category	Separating (ETS/Chapter)	Retiring / Disability / Invol. Sep
Final Destination	Home of Record (HOR) or Place Entered Active Duty (PLEAD).	Home of Selection (HOS) — anywhere in the U.S.
Travel Time Limit	Must complete travel within 6 months of DOS.	Must begin travel to HOS within 3 years of retirement.
Authorized Pays	Per Diem and POV Mileage (MALT).	Per Diem and POV Mileage (MALT).
Excluded Pays	DLA and TLE are NOT authorized for final moves.	DLA and TLE are NOT authorized for final moves.

Section 5: DFAS Points of Contact (POCs)

Use these contacts for technical issues or to check the status of a submitted claim.

Resource	Contact Information
DFAS Customer Care Center	1-888-332-7366 (Option 1 for Travel Pay)
askDFAS (Online Inquiry)	Ask Travel Pay Portal
myPay Technical Support	1-888-332-7411
Mailing Address	DFAS Rome, ATTN: Travel Pay, 325 Brooks Road, Rome, NY 13441
Voucher Status Tool	Check Status Online (Requires CAC/myPay login)

Frequently Asked Questions (FAQ)

Q: When will I receive my final active duty pay, and can you give me an estimate of how much it will be?

A: We cannot provide any pay estimates, and we do not know exactly how much you will receive. Your final payout is determined by a complete DFAS audit of your account, which factors in taxes, debts, and deductions.

- **Deposit Timeline:** If your account is in good standing with no system errors, your final payment is typically deposited within **5 to 7 days** after your Date of Separation (DOS) or Retirement. (CMS ticket errors can delay this past 20 days).
- **Prorated Pay:** Your final pay is prorated. You are only paid for the exact number of days you serve in your final month (e.g., if your DOS is June 2nd, you only receive two days of pay for June).

Q: Can I close the bank account tied to my direct deposit once I separate?

A: NO. You must keep your current bank account open for at least **one year** after your DOS. Closing your account prematurely will result in rejected payments and massive delays in receiving your money.

Q: Why didn't I receive my normal mid-month or end-of-month paycheck right before I got out?

A: As you approach your DOS, your account switches to "T-Status" (Transition), which stops your regular automated pay. Do not panic—any unpaid earnings from that period will simply roll over and be paid out entirely in your final separation payment.

Q: What happens if I do receive a regular paycheck right around my separation date?

A: If your account was not stopped in time and you receive a regular paycheck that you shouldn't have, it may result in an overpayment. If this happens, you **may incur an Out-of-Service Debt** that you will be responsible for repaying directly to DFAS. This overpayment is calculated during your final audit.

Q: The "Status Det" LES on MyPay shows a specific amount. Is that exactly what I will get?

A: No. The Status Determination (Status Det) LES is **strictly an estimate**. Your actual payout will likely differ once final taxes and deductions are applied. *Please note: Your MyPay LES will be inaccurate during your final month. Your true, Final LES will be mailed to you approximately 45 days after your separation.*

Q: Will I receive any other payments after my initial final pay?

A: Approximately 20 days after your DOS, DFAS conducts a final audit of your account. Depending on the results and if all debts are settled, you **may or may not** receive a second deposit known as the "20-Day Payment." By regulation, this is only issued if you are still owed \$1.01 or more.

Q: Can the Finance Office tell me how much my official monthly retirement pension will be?

A: No. The AMPO has nothing to do with calculating or issuing your official retirement pay.

- **Payment Timeline:** If you retire on June 30th, you will not receive your first official retirement paycheck until August 1st.
- **Who to Contact:** Once you are completely separated from the active pay system (approximately 20 days after your DOS), our office can no longer access your pay account. From that point on, your Points of Contact (POC) for all pay-related issues are **Retirement Services** and **DFAS**.

Q: How does my marital or dependency status affect my final pay?

A: Your dependency status dictates your housing allowances (BAH).

- **Divorced but coded as "Married":** You will incur a massive debt for overpaid BAH unless you have other eligible dependents or qualify for BAH in your own right.
- **Married but coded as "Single":** You are missing out on your entitlements. You must immediately submit a completed DA Form 5960 and your marriage certificate to update your account.

Q: How do I figure out how much leave I can take before my separation?

A: To determine your correct leave balance, **come to Finance for an accurate "current month balance"** to use as your starting point. You will continue to accrue leave until your DOS based on the exact day of the month you separate:

- **DOS 1st – 6th:** Accrue 0.5 days
- **DOS 7th – 12th:** Accrue 1.0 day
- **DOS 13th – 18th:** Accrue 1.5 days
- **DOS 19th – 24th:** Accrue 2.0 days
- **DOS 25th – 31st:** Accrue 2.5 days

Critical Leave Rules: Under no circumstances should you round up. You cannot take a half day of leave. For example, if your total calculated leave is 20.5 days, you can only take 20 days of leave. The remaining 0.5 days will automatically be sold.

Q: What are the rules for taking Transition (Terminal) Leave?

A: Transition (Terminal) leave must be the **absolute last** leave you take before you separate. Terminal leave must run continuously, ending on your Date of Separation (DOS), and **cannot be broken up** into smaller increments.

- **Front-End Warning:** It cannot be taken on the front end of your transition absences. If you improperly take terminal leave on the front end, you may incur a debt if you do not actually have enough accrued days to cover the entire absence.
- **Separation Requirement:** Terminal leave should absolutely not be taken if you are not officially separating or retiring.

Q: How much will I get paid for the leave I sell, and how do I sell it?

A: Leave is sold **automatically**; there is no additional paperwork you need to submit to sell your unused leave. Also, sold leave is **not a separate lump sum payment**—it is combined into your final separation payment from the Army.

- **Calculation:** Sold leave is calculated using your **base pay only** (it does not include BAH, BAS, or other allowances). To estimate your payout, use this formula: $([Base Pay] \div 30) \times [Number of leave days to be sold] = Pre-tax amount$.
- **Taxes:** This pre-tax amount is taxed at a flat federal rate of **22%**, plus any applicable state taxes.
- **Career Limit:** You may only sell a maximum of 60 days of leave over your entire military career. If you served in other military branches prior to the Army and sold leave during that time, those days **do count** toward your 60-day career limit.

Q: When do I file my final travel voucher, and do I get DLA or TLE?

A: You must complete your final travel voucher **after** your DOS. If you attempt to file it before your DOS, DFAS will automatically reject it because you are technically still on active duty in the military pay system.

- **DLA/TLE Not Authorized:** Separating and retiring Service Members are **not entitled** to Dislocation Allowance (DLA) or Temporary Lodging Expense (TLE). By regulation, DLA and TLE are specifically designed to offset the costs of relocating to a *new* Permanent

Duty Station to continue military service. Since you are transitioning out of the military and not reporting to a new duty assignment, these specific allowances do not apply to your final move.

Q: How do I get my W-2s for tax season after I separate?

A: You can still access your military W-2s through MyPay after your separation. However, once you separate, you will lose CAC access. Before you leave, you **must create a MyPay Login ID and Password**.

- **Issues:** The Finance Office cannot access or print W-2s. If you forget your login information or have issues accessing your W-2s after separation, you must contact **DFAS directly** for assistance.

Q: Can Finance help me with my Thrift Savings Plan (TSP)?

A: No. The Finance Office does nothing with TSP and cannot access or manage your TSP account. Please refer to the informational TSP sheet included in your transition packet for their direct contact information and instructions on what to do with your funds.

Q: What happens to my allotments and CIF records?

A: For standard separating Service Members, all military allotments **stop automatically** upon separation. You must make alternate payment arrangements for bills, insurance, or child support to avoid defaulting. **Retirees, however, have the option to roll over their allotments** so they continue under their retirement pay. Additionally, any unsettled Central Issue Facility (CIF) or property debts will be automatically deducted from your final pay.

If you have questions regarding these procedures, please reach out to this mailbox usarmy.lee.fin-mgt-cmd.mbx.ampo-separations@army.mil or attend our optional in-person briefing held every Wednesday at 0900 in Room 125.

Respectfully,

Separations Team

Army Military Pay Office (AMPO)