

Q: Why has my BAH has not updated since my arrival to Fort Novosel?

A: Ensure that you attend the in-processing briefing, and your SmartVoucher has been accepted.

Q: My BAH amount is incorrect. How can I correct this?

A: Ensure your LES reflects Fort Novosel zip code (If not, see above). BAH is a daily rate entitlement. You will receive your previous housing allowances through the day prior to your arrival, then Fort Novosel BAH effective the date of your arrival.

Q: Why is there an advance debt on my LES?

A: This often happens when you PCS. This is caused by an adjustment in entitlements upon departure or arrival. The AMPO receives daily notifications of debts and will be contacting the Soldier for anything other than routine PCS adjustments.

Q: I am not able to put my travel mileage in SmartVoucher. How will I get paid for mileage?

A: PCS mileage is automatically computed using the Defense Table of Official Distances.

Q: I received a random deposit from DFAS. What is this for?

A: Most chances are this is your travel reimbursement. Within 24-48 hours, you should receive an email with an Advice of Payment, or you can pull this from myPay. The Advice of Payment will break down the payment received and have additional remarks from DFAS-Rome.

Q: Why were my airfare / hotel / baggage fees not paid?

A: Ensure that the receipt provided had a zero balance. If the receipt was not zero balance, or it was an email confirmation, you must submit a Statement in Lieu Of Receipt. These can be found on the DFAS website under Travel Forms.

Q: I requested a split disbursement on my Travel Voucher. Why has CitiBank not credited my account?

A: Once DFAS sends the split disbursement to CitiBank, it takes 7-10 days to be applied to your account.

Q: I received DLA at my last duty location. Why am I requesting it again?

A: That was a DLA Advance. You must claim that advance on your travel voucher IOT settle the advance received. Otherwise, that advance will remain outstanding and become a debt owed to the government.