ACTIVE COMPONENT IN-PROCESSING INSTRUCTIONS

1. Scan the QR Code: Use the QR code provided to open the virtual in-processing briefing.

2. Complete the Briefing: Go through all parts of the briefing.

3. Answer the Questions: At the end of the briefing, complete the questions.

4. Enter Your Email: In the questionnaire, enter your email address.

5. Receive Further Instructions: After submitting, you'll get an email detailing how to complete your SmartVoucher. Please start the SmartVoucher instructions on page 12. ****Please check your SPAM email****

This sequence ensures that every participant gets the necessary briefing and then receives personalized instructions via email for the SmartVoucher.

ACCESSIONS

Accession - an individual coming from ROTC, inter-service transfer, or prior service from MEPS.

****Please stop by our office (Bldg. 650, Rm 101) for an accession packet checklist****

Additional documents that will be required are:

Orders to Active Duty
Enlistment Contract / Oath of Office (Reserve and Active)
Direct Deposit Information
Marriage License / Birth Certificates
Prior DD 214 (Inter-Service Transfers)

In addition to the in-processing briefing, Accession and Conversion Soldiers will complete additional documents to establish an Active Duty pay account. Please report to the Finance Office (bldg. 650, Rm 101) for additional instructions.

FREQUENTLY ASKED QUESTIONS

Q: Why has my BAH not updated since my arrival?

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 Eustis 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 Eustis 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 attached, 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 hotel 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.