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FM DFAS INDIANAPOLIS IN

TO AIG 4579

BT

SUBJECT/DISCONTINUED SUPPORT OF "VIRTUALLY THERE" (TTM 14-09)

1. EFFECTIVE OCTOBER 21, 2014, "VIRTUALLY THERE," WILL BE DISCONTINUED.

"VIRTUALLY THERE" IS A PROGRAM THAT ALLOWS BOTH TRAVELERS AND CWTSATO TO ACCESS TRAVEL INVOICES. AFTER THIS DATE, TRAVELERS WILL NO LONGER BE ABLE TO REQUEST COPIES OF MISSING INVOICES THROUGH "VIRTUALLY THERE".

TRAVELERS ARE ENCOURAGED TO MAINTAIN THE ORIGINAL COPY OF THEIR INVOICE, ISSUED VIA E-MAIL, AT TIME OF TICKETING. ALSO, A RECEIPT MAY BE OBTAINED AT THE KIOSK AT THE AIRPORT.

2. CWTSATO HAS DEVELOPED A WEB-BASED PROCESS IN THE EVENT THAT YOU LOSE YOUR INVOICE. INSTRUCTIONS ARE AS FOLLOWS:

A. GO TO WWW.CWTSATOTRAVEL.COM

B. FIND THE "TRAVEL OFFICE LOCATOR" ON THE LEFT SIDE OF THE SCREEN.

C. CHOOSE "CIVILIAN GOVT" OR "MILITARY/DEPT OF DEFENSE".

D. TYPE YOUR COMMAND/AGENCY IN THE TEXT BOX AND CLICK "SEARCH".

E. SELECT THE APPROPRIATE OFFICE FROM THE LIST OF AVAILABLE LINKS AND YOU WILL BE AUTOMATICALLY DIRECTED TO THE WEBPAGE FOR THE CWTSATO OFFICE RESPONSIBLE FOR HANDLING YOUR TRAVEL. YOU MAY ALSO CLICK THE "ADVANCED LOCATION FORM" LINK BELOW THE SEARCH BUTTON OF THE TRAVEL OFFICE LOCATOR.

F. SCROLL DOWN AND CLICK THE "ITINERARY/INVOICE REQUEST BOX".

G. PROVIDE THE REQUIRED INFORMATION ON THE FORM, TO INCLUDE A GOVERNMENT EMAIL ADDRESS, AND THEN CLICK "SUBMIT".

3. A COPY OF THE INVOICE WILL BE EMAILED TO THE GOVERNMENT EMAIL ADDRESS PROVIDED OR TO A PERSONAL EMAIL ADDRESS IF THE INVOICE INVOLVES YELLOW RIBBON EVENTS.

4. WHEN SUBMITTING A SETTLEMENT VOUCHER, THE RECEIPT MUST CONTAIN THE DATE OF PAYMENT, AMOUNT OF PAYMENT, FORM OF PAYMENT AND REASON FOR PAYMENT.

5. THE INVOICE CONTAINING THE AIRLINE TICKET NUMBER INDICATES THAT THE TICKET HAS BEEN PURCHASED, AND IS ACCEPTABLE FOR USE AS A RECEIPT.

6. POC FOR THIS MESSAGE IS ENTERPRISE SOLUTIONS AND STANDARDS, 317-212-5094/5090/3917/4655.

BT