Current / Future Releases

The current release is version 8.8. If you are not using version 8.8, please update as soon as possible.

Asking for Help with IATS?

Submit a help desk ticket using DFAS Now: **https://dfasnow.dfas.mil.**

* Please include a dump traveler when you submit a DFAS Now ticket regarding a particular travel claim (as a .zip file). A dump traveler extracts all the data for a given traveler and is useful when attempting to research problems.

**Note: The data in the dump traveler is obscured so Personally Identifiable Information (PII) is protected. When this information is sent to us, the Help Desk can better determine what is causing a particular problem or where an error exists. You will need to rename the dump traveler file from *.zzz to *.zip to attach in DFAS Now.

IATS Helpdesk Phone Support

The IATS helpdesk phone line (Commercial: (317) 212-7718 DSN: 699-7718) has been removed. Please use the MyIT ticketing system for support requests to ensure prompt and effective handling. See the web address below for dfasnow to submit a MyIT ticket.

IATS HELP DESK:
Submit MyIT Ticket:
https://dfasnow.dfas.mil
Email: dfas.indianapolis-in.ztd.other.iats-help-desk@mail.mil

Updated IRS Forms

The IRS forms 941, 941X, W-2 and 1099-INT were updated to the newest versions in the forms in the "update370_Updated IRS Tax Forms(MSQL)" file sent out with the November rate update. Please ensure this filed was installed to use these updated forms.

Navy W-2 POC

Linda Mahmood has retired, so effective immediately, the new DFAS POCs for Navy W2s from IATS are Eric Pusterhofer (eric.j.pusterhofer.civ@mail.mil) and Ryan Serne (ryan.p.serne.civ@mail.mil).

New Certificates Added

DISA has added four new ID certificates. If you are having issues authenticating in IATS (especially for users with new CACs), please retrieve the new file from the SharePoint site to use with IATS.

IATS Web

IATS Web is currently in development. For use of IATS web at your site, please ensure proper communications are taking place with your system admins and network support teams on how this affects your site. (If you do not have a web server, begin the process now to procure one).

Travel Tech Messages can be found at the following URL: https://www.asafm.army.mil/DFAS-Guidance/DFAS-Policy-Memorandums/