



PLEASE DISTRIBUTE TO TRAVEL BRANCH SUPERVISORS AND EXAMINERS

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Current / Future Releases

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

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.

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) will be phased out to improve the efficiency of our support services. Please use the MyIT ticketing system for all future requests to ensure prompt and effective handling. If needed, detailed instructions on how to submit a MyIT ticket can be supplied by reaching out to the helpdesk via email. The help desk phone number will no longer be used after the end of the calendar year.

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).

IATS HELP DESK:

Submit MyIT Ticket:

<https://dfasnow.dfas.mil>

Email: dfas.indianapolis-in.ztd.other.iats-help-desk@mail.mil

Travel Tech Messages can be found at the following

URL:<https://www.asafm.army.mil/DFAS-Guidance/DFAS-Policy-Memorandums/>