



**PLEASE DISTRIBUTE TO TRAVEL BRANCH SUPERVISORS AND EXAMINERS**

**Volume XXV**

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## ***CURRENT/FUTURE RELEASES***

The latest version of IATS 8.4.0 is now available and sites should have received it via mail or DoD Safe. Please reach out to the help desk if you did not receive it. As a reminder, the DFAS provided Sybase license expired September 30, 2022 and all sites should be migrating to MSSQL. If your agency has procured a Sybase license of your own, you may contact the IATS helpdesk for rate updates for Sybase. This latest IATS version has many changes including policy changes, so it is imperative that you install it as soon as you receive it.

### ***Inability to Access Traveler profile with IBAN EFT***

An issue has been identified with how IBAN information is stored within IATS. The error only occurs when creating a new traveler profile with an IBAN and does not occur when modifying a traveler profile. To avoid encountering the error, when creating a new traveler profile that requires an IBAN, create the profile without the IBAN and save it. You can then modify the traveler profile to add the IBAN information. This issue will be corrected in version 8.5. Until then, please utilize the workaround noted above.

#### **IATS HELP DESK:**

Email: [dfas.indianapolis-in.ztd.other.iats-help-desk@mail.mil](mailto:dfas.indianapolis-in.ztd.other.iats-help-desk@mail.mil) Commercial: (317) 212-7718  
DSN: 699-7718

**Travel Tech Messages can be found at the following:**

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

## ***“Date” is not valid error using IATS***

If a user receives an error containing **“Conversion from string ‘MM/DD/YYYY’ to type ‘Date’ is not valid”**, **check the date format**. Compare using two computers’ dates in lower right side. The PC that works will have a date format of MM/DD/YYYY and the one getting the error was something different. Change the PC receiving the error to a date format of MM/DD/YYYY and that should resolve the error.

### ***IATS Help Desk***

To obtain assistance with IATS, submit a myIT ticket: The IATS help desk has moved over to using myIT/ServiceNow for help desk tickets instead of emailing issues to the IATS help desk mailbox. The link to access the ticketing system is:

[https://servicenow.dfas.milcloud.mil/myit\\_sp](https://servicenow.dfas.milcloud.mil/myit_sp)

Click on “Application & System Support”; then select “Report a System Problem” to report an issue, Click on “Request Functional Assistance with a System” for help with migrations, general questions, rate updates, etc. Click “Create Demand” to request an enhancement to IATS.

Once you have selected one of those options, make sure you select IATS in the product field and select your Agency (Navy, Army, etc) from the Agency field which will route your submission to the correct IATS team at DFAS.

If you are not familiar with myIT or would like a user guide sent to you, please email the IATS help desk and a myIT userguide can be sent to you. Any user with a CAC can submit tickets via this method.

# ***IATS Version 8.4***

Version 8.4 was released the end of May 2023. Refer to the official IATS SCR 8.4 Document found on the DVD for more detailed information on each issue and the fix. Here's some of the enhancements included:

- Allow Multiple Claims to Be Processed for TDY partials/Civilian Relocation  
TQSE
- System Admin Emails for Account Suspension Notifications (STIG)
- Fix an EFT Reject Report Coding Error
- Expand the Length of The Display screen When the Disbursing Upload Is  
Complete
- CBA Airfare Turned IBA Tax Adjustments
- Allow Reprinting of IRS Forms 941-X and W2C and updated 941/941X
- Fix IATS Merge and Purge Issues
- Fix Errors on Supplemental Claims
- with Two HHT Itineraries, NTS Not Allowing More Than 60 days and Calculating  
at An incorrect Rate, Suspense Doubling When Returning a Supplemental PCS  
Claim
- Special Leave Transportation Allowance (Alaska new order type)

*As always, we appreciate your feedback. Let us know if there is an enhancement you would like to see in IATS!*