The Incirlik AB Finance Common FAQs

**In-Processing and Out-Processing**

1. **What do I need to in-process with Finance?**

PCS orders, receipts, and anything that would affect leave (RAP memorandum, Flight delay, etc). We need hard copies of everything, because once you get into the briefing room, there is no way to get them elsewhere (printing from the internet, etc). You **MUST** sign up for the brief, and you **must not** be late or you will be rescheduled.

1. **I didn’t sign up for the brief. Can I in-process anyway?**

No, because last minute shows generally do not have all the necessary documents. You must be prepared. It is a very long brief. The good news is that we offer in-processing briefings twice per day, every Tuesday and Thursday.

1. **What’s the process for out-processing?**

Within **30 days** of your departure date, come to our finance office with a copy of your orders and your port call date.

**Pay Issues and LES**

1. **Why does my LES show a different leave balance than leave-web?**

Leave-web only updates once a month, at the end of the month. Leave-web is just a “rough estimate” of what your leave should look like. The amount on your pay record (LES) is correct.

1. **How long will it take for my pay updates to take effect?**

If you come in before the mid-month cut off, usually around the 6th-8th of the month, you will see the updates on your mid-month paycheck. If you come in after the mid-month cut off and before EOM cutoff, usually around the **22nd-24th of the month**; your updates will take effect on the following 1st of the month paycheck.

**SDP**

1. **How do I set up my SDP?**

Member should know before coming in if they want to do check, cash, money order or an allotment. **ONLY** if you do an allotment do you need to come into the finance office as opposed to the cashier cage for a technician to assist you with the process. If you want to contribute via check, cash, or money order then you should go straight to the cashier cage instead of the main front counter. Members should be aware that the cash cage is open from **0730-1200**.

1. **How much can I contribute to SDP?**

The max amount that you can accrue interest on is **$10,000.00**. However, during each month you can only contribute up to your total un-allotted pay and allowances.

**Cashier’s Cage**

1. **What types of payment do you take here?**

We can take in cash, money order or checks.

1. **How much can I cash a check for?**

The daily limit for check cashing is **$250.00**

1. **Do you guys take any currency other than USD and Turkish Lira?**

**No**, the only currency in or out of our office is USD or Turkish Lira.

1. **Can I exchange my Turkish Lira back?**

Yes, you can. However, you must be within **7 days** of departing this installation

**DTS**

**Why did I receive a particular amount paid from my DTS Voucher? Why did I receive a particular amount paid from my partial payments?**

Members can go into DTS and analyze their final voucher payments with the expenses and review tabs in their voucher. Members can navigate DTS, access their authorization if deployed or even see the breakdown of their final voucher summary when coming back from TDY or deployments. Otherwise members can always come to our office or call us for help, we have access to DTS.

If a payment is not correct, then the issue can be identified by seeing if something is missing or inaccurate in expenses claimed and in the per diem entitlements section. If the issue can be identified, then we can amend the vouchers to make the required change and sign it in the review sign tab. Once approved by auditor the payment will be adjusted for the amended voucher.

The same process applies for deployed personnel here that need to adjust their partial payments. We can edit their authorization and then you can go to the partial payments tab to de-schedule current payments and then reschedule with the needed corrections. The finance office is always ready to assist anyone, especially if you are not familiar with the online self-service tools.

**IDP & CZTE**

1. **How much do I receive in Imminent Danger Pay (IDP)? When will I receive it?**

The IDP entitlement is **$225** a month. IDP is a pro-rated entitlement with a **$7.50** daily rate. You should receive your IDP within a month of arrival.

1. **I have been deployed here for over a month but still have not received Imminent Danger Pay (IDP) or Combat Zone Tax Exclusion (CZTE). What Do I do?**

If this is the case then all you have to do is come into our finance office with a copy of your CED orders with your full SSN and DAS on the back. Putting your DAS and SSN on your orders is very important as we cannot start anything without that information. A technician can start your IDP/CZTE with this information alone.

**FSA**

**I am deployed. How do I receive FSA for being separated from dependent?**

You will have to fill out a **DD form 1561** which can be found in

[https://www.dfas.mil/dam/jcr:47a55764-521b-40bd-89f9-fe4b15ecce7b/dd1561.pdf](https://www.dfas.mil/dam/jcr%3A47a55764-521b-40bd-89f9-fe4b15ecce7b/dd1561.pdf)

The finance office also will have these forms on hand. You will need to fill out the form and sign it. The date departed portion of the DD form 1561 will be the date we use to start your FSA. The member will also need to provide his/her orders with the completed form. If the individual is a deployed member, it is recommended that they put their DAS on the orders to assure that we start the entitlement on the correct date.

**DLA**

**What is DLA and can I get an advance?**

The purpose of DLA is to partially reimburse a member for the expenses incurred in relocating the household on a PCS. The DLA rate depends on member’s rank and whether you have dependents or not. The member's relocation to Incirlik AB alone does not warrant DLA because they are assigned to government quarters. However, DLA may be authorized for dependent relocation if the relocation is specifically authorized on your orders and the dependents relocate. Outbound members can file for a DLA advance **10 days** from their date of departure as long as you are not moving into government quarters at your next location or if your dependents are authorized to relocate as stated on the orders. You must bring a copy of your orders.

**BAH**

**How come I didn’t get my BAH?**

Because you are assigned government quarters at Incirlik AB (whether you are living in dorms or houses) you receive single, dorm-rate BAQ. With this BAQ rate, BAH is not authorized.

However, if you have dependents you may be authorized BAH at the with-dependent rate. A member with a dependent who serves an unaccompanied/dependent restricted tour is authorized a dependent’s location-based with-dependent BAH (location must be authorized on the PCS orders), or an old PDS-based with-dependent BAH if the dependent remained in the residence shared with the member before PCS.

**PCS Vouchers**

**How long will it take for my PCS voucher to pay out?**

If every document (orders-amendments, travel related receipts, 1561 form, 1351-2 form, PDT Arrival worksheet) is filled out correctly, signed-dated and submitted, then travel vouchers usually pay out in less than **30** days.

**Travel Voucher**

**What happens if I do not submit the receipts with my travel voucher?**

You will not be reimbursed for the items that require receipts (e.g., **items over $75**, lodging, airfare, etc.) until a receipt is provided. When you have the receipts, you can bring them in to file a supplemental voucher.

**Government Travel Card (GTC)**

**How do I get my money if I have credit on my Government Travel Card (GTC) account?**

There are two ways to do this, via online or phone.

If online, go to

<https://home.cards.citidirect.com/CommercialCard/Cards.html?classic=2>

From here log in. Look to the dashboard on the left and click “Card”. Then look to the right of the screen and click the link “Request Refund”.

If by phone,

-Call the number on the back of your Citi Bank card.

-Give them your information from your card.

-Tell them you have a credit owed on the card and you want it to be transferred to your personal bank account.

-Give them the banking information of the account you want it to be transferred to.

-Money should be transferred to that account within 5-10 business days.

Some suggestions for customers to keep their finances orderly.

1. Check your LES every pay period to make sure everything is fine. If you are not familiar with any entitlements, deductions, allotments that shows up on your LES, come into our finance office as soon as possible to inquire about it.
2. If you are concerned that your SDP is not showing on MyPay yet, please be aware that it can take up to 45 days to be displayed. This window does not mean you missed accruing interest, it just takes the system a little time to build the entry into your MyPay.
3. Follow up on your TDY or PCS vouchers; you can check their bank accounts in regular basis to make sure you got paid for all the expenses.
4. After PCS Travel Voucher is paid out, log in to MyPay. Under your account you should see a bullet that says “Travel Voucher Advice of Payment (AOP)”. Under there you are able to view your voucher summaries from your travels. “Air Force Financial Services Center (AFFSC) will typically make comments on the items the items that were not reimbursed with the reason why.
5. Check GTC account to make sure all payments made to GTC are legitimate and account has not been compromised. Ensure that you are receiving your scheduled partial payments and that you are not exceeding your GTC credit limit.
6. Deployed members receive their partial payments to their GTC and M&IE to their personal accounts. Make sure that you are accurate by checking in DTS and seeing the breakdown of the payments. If members analyze their payments before coming to our finance office, it will speed up the process. Analyzing your payments on DTS can help members avoid debts when you go back to their home unit to do vouchers. It can also help you avoid getting underpaid/overpaid, avoid exceeding GTC credit limits, or lose out on money entitled to them.
7. Do not forget any receipts for any expenses you want to be reimbursed for. You must attach all lodging and airfare receipts regardless of amount and any other reimbursable receipts of **$75** or more.
8. Depending on each member’s situation. If a member got married and would like to update their record, then you will have to bring their marriage certificate.
9. If the member is out-processing, you will need to bring a copy of their orders.
10. You should always bring a copy of your orders when you come to the finance office for assistance. Any and all documentation to the problem at hand should also be brought in (speeds up the process). For example, if your question is related to your TLA, then you need to have a document verifying the dates that you stayed in the lodging.
11. If you have questions about your LES, bring the most recent copy. If your co-worker, friend, or partner has told you about something that you heard about, write down or keep record of what you have said. Then bring it in or call us. This will help you remember and will assist us (speed up the process) in finding or validating your information.