



PLEASE DISTRIBUTE TO TRAVEL BRANCH SUPERVISORS AND EXAMINERS

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Massive Multiple Traveler Input **Mark Tedrick**

Ever have a group of travelers that went to the same location? Enter each one at a time. Order pretty much the same. Wouldn't it be great to process them in a quicker way? Well there is! By entering maintenance and selecting Configuration, you can click on **Mass Multi Travel** and have the capability to process many claims using the same itinerary. Entering one claim as the skeleton and then identifying the travelers and order numbers for the mission could potentially pay in time savings. You could also attach document images or receipts (requires license) to each request being paid. To find out more go into the Help section of the program and search for Skeleton Requests or visit www.profsft.com Support page.

Navy BBS FTP Contact Information

If you have questions regarding access to the DFAS-Cleveland BBS FTP, contact address is to the FTP Mailbox. This is monitored and is our preferred contact method. 'CCL-DFAS-FTP' or by phone DSN 580-5890/6122, commercial number 216-522-5890/6122 or email to ccl-dfas-ftp@dfas.mil to obtain answers to your questions.

Memory Upgrade Requirement Change **Rob Carpenter**

With all the improvements to IATS over the past 5 1/2 years, we are now recommending that all IATS workstations contain a minimum of 1GB of RAM. In June, we will be moving from Sybase 9 to Sybase 10 when IATS 6.1.2 is released. For now, you may be able to get by with less than 1GB of RAM, but once Sybase 10 is installed your PC will require a minimum of 1GB of RAM.

Here are some suggestions that may speed up your IATS response time:

The first six suggestions below are covered by the help screens. Go as far as you are comfortable and click the help button, if necessary.

1. Delete old return letters. From Examiner's View, click FILE, RETURN REQUESTS and PURGE RETURN REQUESTS. Select the PURGE DATE and click OK. Returned Voucher info will remain on the History Card, but you will not be able to reprint a return letter.
2. Delete old Blocks. From the Sys Admin view, click BLOCK PROCESSING, DELETE BLOCKS. Select your old blocks, click OK, input your confirmation password and click OK. You will be able to print old vouchers through the History Card and if you ever need the block again, you can recreate it in Utilities in the Sys Admin view.

3. Stop the SQL service (on the server) or log out of IATS on a standalone and run defrag on the drive containing the iats database. Defrag at a minimum of quarterly. Once defrag is complete, restart the service on the server.

4. Run the Database Backup in Maintenance to shrink and reset the log file.

5. If you are issuing an advance that will be settled in another database at another site, mark the advance as a transient advance when processing it. This will keep the "debt" off your suspense listing.

6. Purge old data. First, backup your DB. On the Sys Admin view, click UTILITIES, PURGE DATA, click on the type of claims to delete, a purge date and click OK. Follow the prompts. If you are not comfortable purging your DB, contact the IATS Tech Support Desk for help. You can FTP them your DB, they will purge it for you and FTP it back. You will NOT be able to process claims while your DB is being purged.

7. This has nothing to do with the DB, but ensure you have a minimum of 1GB of RAM in each IATS PC.

8. If the DB is on a server, reboot the server periodically.

Contact the following to obtain assistance

Functional related problems: *Travel Systems Office*
Commercial: (317) 510-xxxx DSN: 699-xxxx

<u>Name</u>	<u>Extn</u>	<u>E-Mail</u>
Steve Bennett	7809	steven.bennett@dfas.mil
Mike Canada	7679	mike.canada@dfas.mil
Alan Fidel	3003	alan.fidel@dfas.mil
Ray Bachur	2743	ray.bachur@dfas.mil
Mel Manuel	2744	imelda.manuel@dfas.mil
John Keneipp	3123	john.keneipp@dfas.mil

Software installation or technical related problems:
IATS Technical Support Office.

Email: IATS-HELP-DESK@dfas.mil

Commercial: (317) 510-xxxx DSN: 699-xxxx

<u>Name</u>	<u>Extn</u>	<u>E-Mail</u>
Bob Freeland	3512	bob.j.freeland@dfas.mil
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