



Instructions for Identifying DTS Documents Affected by the Government Travel Charge Card Transition

This document is intended to provide DTAs with instructions for identifying DTS documents affected by the Government Travel Charge Card Transition (identified documents require Travelers to complete an amendment). Optional instructions for completing a mail merge are also included to assist DTAs with communicating this message to a large number of travelers. A chart that further explains travel scenerios that will be affected by the Government Travel Charge Card Transition is also included.

I. Instructions for Identifying DTS Documents that Require Attention

- Documents **SIGNED prior to November 1, 2008**, which have reservations with a departure date of December 4, 2008 or later AND have a Bank of America® GOVCC as the *Form of Payment* for their reservations will need to be amended. After the transition (after 12:00 a.m. on November 30, 2008), Bank of America will no longer accept charges made to those cards. In early December, these reservations will begin to be ticketed by the CTOs and will require valid forms of payment.
- In order to identify these documents, run the *Depart Status Report*. The Depart Status Report is found under **Reports>Report Scheduler>Status Reports>Depart Status**. The Depart status report will allow a date range up to 31 days. We suggest that the report be pulled from 12/4/08 thru 1/4/08, 1/5/08-2/5-08 and so on until the report returns with 'No Data Found'.
- The report has several columns but you only need to identify those documents that require attention. To do this compare **column R, Departure Date** with **column M, and the PNR Record Locator**. Any document signed prior to November 1, 2008 with a **departure date of December 4, 2008 or later AND has a PNR Record Locator**, will need to be processed according to the instructions for amending DTS documents, available at http://www.defensetravel.dod.mil/DTSOutreach/Adjusting_DTS_Authorization_to_Update_GTCC.pdf.
- It is recommended that DTAs communicate these instructions to travelers whose trips are affected. Email addresses are captured on the *Depart Status Report* in **column AI, titled Traveler Email Address**. If communicating with a large number of travelers, DTAs may find it useful to complete a mail merge. Step-by-step instructions are included below.

II. MAIL MERGE INSTRUCTIONS *(Optional)*

1. Prepare the *Depart Status Report* so you can use it during the mail merge process. Highlight and delete the first five rows, so the column headers become the top-most row. Add your email -

- address to the bottom of the *Traveler Email Address* column. Click **Save** and ensure it is saved as Microsoft Excel 97-2003 Workbook and not a newer version of Microsoft Excel.
2. Open a new document in Microsoft Word.
 3. On the **Tools** menu, point to **Letters and Mailings**, and then click **Mail Merge**.
 4. **NOTE** In Word 2002, on the **Tools** menu, point to **Letters and Mailings**, and then click **Mail Merge Wizard**. In Word 2007, **Mailings** then **Step-by-Step Mail Merge Wizard**.
 5. The **Mail Merge** task pane opens. By using hyperlinks in the task pane, you navigate through the mail-merge process.
 6. The **Mail Merge** task pane opens with a question about what type of merged document you are creating. Choose **E-Mail Messages**.
 7. At the bottom, select starting document hyperlink by choosing **Use the Current Document**.
 8. Next, select recipients by choosing **Browse**.
 9. Browse to find the Microsoft Excel *Depart Status Report* from Step 1.
 10. Click **OK** to Select Table, Click **OK** again to the selected recipients (all should automatically be selected).
 11. Next, click Write your letter.
 12. At this point, construct your message to your travelers and include the instructions for completing an amendment, which is available at http://www.defensetravel.dod.mil/DTSOutreach/Adjusting_DTS_Authorization_to_Update_GTCC.pdf. In this message, you will need to refer to the *document name*, so make a place for this either before your text or in your text. You will insert the *document name* for each traveler later. When complete move on to Select Recipients.
 13. Place cursor on the location where you want to insert the document name.
 14. Click **More Items**.
 15. A pop-up should then appear. Make sure **Insert** has database fields selected. You should see your column headers in the scroll field.
 16. Scroll down to **Document Name**, highlight and click **Insert Once**, then click **Close**. You can use this feature to customize your letter as much as you would like but at least the Document Name must be included.

17. Next, select **Preview Your Letters**. You should see the first travelers' document automatically inserted into the document. This is where you can still edit the email recipients if desired.
18. Next, you should be able to complete the merge. Choose **Electronic Mail**.
19. Click the **To:** drop down to select **Traveler Email Address** from your report.
20. Add a subject line to get your traveler's attention.
21. Click **OK**.
22. YOU should receive the email confirming the email merge was successful.

III. Instructions For Completing a Mail Merge in Microsoft Word 97 and 2000

1. Prepare the *Depart Status Report* so we can use it during the mail merge process. Highlight and delete the first five rows, so the column headers become the top-most row. Add your email address to the bottom of the *Traveler Email Address* column. Click Save and ensure it is saved as Microsoft Excel 97-2003 Workbook and not a newer version of Excel.
2. Open your letter to your travelers. (*Please note: It is recommended that the letter include instructions for completing an amendment, which is available at http://www.defensetravel.dod.mil/DTSOutreach/Adjusting_DTS_Authorization_to_Update_GTCC.pdf.*)
3. Go to the **Tools** menu and select **Mail Merge**.
4. Select **Get Data** in the **Data Source** field. This will be the *Depart Status report*.
5. Select **Create Data Source** from the drop-down menu.
6. Select each of the field names you did not include in your form letter and click **Remove Field Name** to remove each of them.
7. Review the list of fields; if the list includes everything in your form letter, click **OK**; if not, enter the *Field Name* you want to add and click the **Add Field Name** button.
8. Save the file with the name **Data Source**.
9. Click the **Edit Data Source** button and enter the necessary data (names, mailing address, and so on) for the first person you wish to send the letter.
10. Click **Add New** to add a new entry to the **Data Form** window; click **OK** when you have finished adding entries.

IV. E-mailing

1. Open the mail merge letter.
2. Go to the **Tools** menu and select **Mail Merge**.

3. Click the **Merge** button and select **Electronic Mail** from the "**Merge to**" menu.
4. Click the **Setup** button to select the data field containing the e-mail address and to enter text for the e-mail subject line.
5. Select the checkbox "**Send Document As An Attachment**," if you want to preserve the document formatting in Word; otherwise, the document will be sent as text in the body of the e-mail.
6. Click **OK** and **Merge** to send the documents.

GTCC Transition - DTS Travel Scenarios

(Please Note: This is system-wide information; consult with local DTAs or help desks for Service or Agency specific information)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Trip Types	Date of Departure	Date of Return	Date of Reservations	Card Used to Make Reservations			Card Used for Charges			Voucher goes "Positive Acknowledgement"		TRAVELER IS RESPONSIBLE FOR MANUAL PAYMENT TO BANK
2					Flight	Hotel	Auto Rental	Flight	Hotel, Rental Car and Misc.	Early Registration Fees	Before 0900 hrs EST 12/20/08	After 0900 hrs EST 12/20/08	
3	"Pure Bank of America Trip"	Before 11/30/08	Before 11/30/08	Before 11/30/08	Bank of America	Bank of America	Bank of America	Bank of America	Bank of America	Bank of America	Normal split to Bank of America	N/A	No manual payment normally required
4	"Pure Bank of America Trip"	Before 11/30/08	Before 11/30/08	Before 11/30/08	Bank of America	Bank of America	Bank of America	Bank of America	Bank of America	Bank of America	N/A	"Late" Bank of America voucher, split forced to traveler EFT/Personal Bank account. Email notice sent.	All charges to Bank of America
5	"Mixed GTCC Trip"	Before 11/30/08	After 11/29	Before 11/30/08	Bank of America	Bank of America	Bank of America	Bank of America	Both	Bank of America	"Mixed Trip," Split is always forced to traveler EFT/Personal Bank account. Email notice sent.	"Mixed Trip," Split is always forced to traveler EFT/Personal Bank account. Email notice sent.	Traveler must determine the amount owed to each bank
6	"Early Bird Citi Trip"	11/30/08 - 12/3/08	Any date	Any date prior to 11/30/08	Bank of America	Bank of America	Bank of America	Bank of America See Note 2	CITI	Likely Bank of America, split to EFT due to early voucher processing.	"Early" Citi voucher; Split is always forced to traveler EFT/Personal Bank account. Email notice sent.	N/A	Traveler must determine the amount owed to each bank. See Note 2
7	"Early Bird Citi Trip" See Note 2	11/30/08 - 12/3/08	Any date	Any date prior to 11/30/08	Bank of America	Bank of America	Bank of America	Bank of America See Note 2	CITI	Likely Bank of America, manual split change. See Note 2	N/A	Normal split to Citi See Note 2	Manual payment for ticket/early registration fees to Bank of America, if required. See Note 2

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	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Trip Types	Date of Departure	Date of Return	Date of Reservations	Card Used to Make Reservations			Card Used for Charges			Voucher goes "Positive Acknowledgement"		TRAVELER IS RESPONSIBLE FOR MANUAL PAYMENT TO BANK
2					Flight	Hotel	Auto Rental	Flight	Hotel, Rental Car and Misc.	Early Registration Fees	Before 0900 hrs EST 12/20/08	After 0900 hrs EST 12/20/08	
8	"Early Bird Citi Trip with Late Reservations"	11/30/08 - 12/3/08	Any date	11/30/08 - 12/3/08	CITI	CITI	CITI	CITI	CITI	Likely Bank of America, split to EFT due to early voucher processing.	"Early" Citi voucher; Split is always forced to traveler EFT/Personal Bank account. Email notice sent.	N/A	Traveler must determine the amount owed to each bank. See Note 2
9	"Early Bird Citi Trip with Late Reservations"	11/30/08 - 12/3/08	Any date	11/30/08 - 12/3/08	CITI	CITI	CITI	CITI	CITI	Likely Bank of America, manual split change. See Note 2	N/A	Normal split to Citi	Manual payment for ticket/registration fees to Bank of America required. See Note 2
10	"Pure Citi Trip"	After 12/4/08	Any date	After 11/1/08	CITI	CITI	CITI	CITI	CITI	Likely Bank of America, split to EFT due to early voucher processing.	"Early" Citi voucher. Split is always forced to traveler EFT/Personal Bank account. Email notice sent.	N/A	All charges to Citi; any reg. fee to Bank of America, if needed.
11	"Pure Citi Trip"	After 12/4/08	Any date	After 11/1/08	CITI	CITI	CITI	CITI	CITI	If Bank of America, manual split change. See Note 2	N/A	Normal split to Citi	Manual payment of any reg. fee, if needed. See Note 2

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(Please Note: This is system-wide information; consult with local DTAs or help desks for Service or Agency specific information)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Trip Types	Date of Departure	Date of Return	Date of Reservations	Card Used to Make Reservations			Card Used for Charges			Voucher goes "Positive Acknowledgement"		TRAVELER IS RESPONSIBLE FOR MANUAL PAYMENT TO BANK
2					Flight	Hotel	Auto Rental	Flight	Hotel, Rental Car and Misc.	Early Registration Fees	Before 0900 hrs EST 12/20/08	After 0900 hrs EST 12/20/08	
12	Amend a "Pure Citi Trip" See Note 1	After 12/4/08	Any date	Before 11/1/08	Bank of America	Bank of America	Bank of America	CITI - Traveler must amend authorization and change card. See Note 1	CITI	Likely Bank of America, split to EFT due to early voucher processing.	"Early" Citi voucher; Split is always forced to traveler EFT/Personal Bank account. Email notice sent.	N/A	All charges to Citi; any reg. fee to Bank of America, if needed.
13	Amend a "Pure Citi Trip" See Note 1	After 12/4/08	Any date	Before 11/1/08	Bank of America	Bank of America	Bank of America	CITI - Traveler must amend authorization and change card. See Note 1	CITI	If Bank of America, manual split change. See Note 2	N/A	Normal split to Citi	Manual payment of any registration fees, if needed. See Note 2
14	Note 1	The traveler must amend the trip after 1 Nov to change the form of payment for the reservations. Select the Citi GTCC in My Accounts in the document profile, Save to Personal, in Travel request rental car CTO Assistance, and use the SIGNED stamp.											
15	Note 2	Manual split control by traveler. If the voucher is listed as normal split to Citi, and the ticket or registration fee is charged to Bank of America, the traveler must increase the amount of their EFT / Personal amount in the voucher payment totals screen. A pre-audit will trigger, but the reduction in the split disbursement to the GTCC is justified.											
16	Note 3	Colors are applied to rows for readability purposes only.											
17	Terms												
18	"Pure" trip	The trip had charges applied to only Bank of America OR Citi travel card.											
19	"Mixed GTCC Trip"	The trip includes charges applied to both Bank of America and Citi travel cards.											
20	"Early Bird" Trip	The trip includes charges applied to the Citi travel card and is completed in the first three weeks of December.											
21	EFT	Electronic Funds Transfer											