Department of Defense Travel Policy Compliance Program
Frequently Asked Questions

1. General

1. Why did I get an email from the Compliance tool?
If you received an email from “DTMO - Travel Policy Compliance Tool,” it means that a potential improper payment or error was identified on a travel voucher that you submitted or approved.

2. Now that I received the email, what do I do next?
If you are a traveler or Non-DTS Entry Agent (NDEA), carefully review the email you received. It includes a description of the potential error, instructions for correcting it, and information on who to contact at your Service or Agency.

After verifying that the error was not a valid payment, if the total amount of the error(s) resulted in an overpayment of more than $10, you must log into DTS and amend the voucher to correct the error(s). You will then receive an email from DTS containing instructions for repaying the travel-related debt.

If the total cost of the error(s) is $10.00 or less, you are not required to correct the voucher. The DoD Financial Management Regulation (DoDFMR) does not require any corrective action for errors $10 and under. You received an email alerting you of the error for educational purposes, but no further action is required on your behalf.

If you believe that the Compliance Tool incorrectly identified an item as an error, notify your designated Service and Agency point of contact listed in the email or your Defense Travel Administrator to reconcile the error in the DoD Travel Policy Compliance Tool.

If you are an Authorizing Official, you will need to approve the corrected voucher once it is signed by the traveler.

3. What happens if action isn’t taken to correct the error?
If no action is taken to resolve the potential error, you will receive an email reminder every 30 days until you resolve the error or provide justification as to why the payment was valid.

Your Service or Agency tracks and monitors vouchers with potential errors to ensure they are resolved and that you return any overpayments. Unresolved errors are subject to further administrative action by your Service or Agency.
4. **If I correct the error and it shows that I owe money, what happens?**

   If the corrected voucher indicates a debt, you will receive a Debt Notification email that provides instructions for settling the debt.

5. **What if my voucher is correct and the payment was valid but I got an email about an error?**

   If you believe that a payment was incorrectly identified as an error, notify your designated Service and Agency point of contact (listed in the email) or your Defense Travel Administrator to provide justification as to why the payment was valid.

6. **As an Authorizing Official, am I liable for the overpayment errors that I approved?**

   Yes. As an Authorizing Official, you are pecuniarily liable for any erroneous payments you approve. If you approve or certify for payment an authorization or voucher that includes expenses that are not legal, proper, or correct, you may have to pay all or part of the disputed expenses. Pecuniary liability is enforced whether the erroneous payment was made accidentally or intentionally. For more information, review the Department of Defense Financial Management Regulation (DoDFMR), Volume 5, Chapter 33, Paragraph 3309 [here](http://comptroller.defense.gov/fmr/05/05_33.pdf).

7. **What is the Travel Policy Compliance Tool?**

   The Travel Policy Compliance Tool is an automated application that reviews all DTS travel vouchers in near real time and identifies potential improper payments, including duplicate payments. When the Tool identifies a potential error, it sends an email to the traveler, Non-DTS Entry Agency (NDEA) if applicable, and the Authorizing Official (AO) that approved the voucher with instructions for correcting the error. The tool continues to send reminder emails until the traveler resolves the error or justifies why the payment was valid. Additionally, the Travel Policy Compliance Tool includes a user interface that provides Service and Agency points of contact with access to a reporting and records management capability that allows for tracking and monitoring of vouchers identified as having a potential error.

8. **Why is this program being implemented?**

   The National Defense Authorization Act (NDAA) for Fiscal Year 2012, included requirements to minimize inaccurate, unauthorized, overstated, inflated, or duplicate travel claims in near real time, and to establish and maintain a travel policy compliance program within one year. With oversight for commercial travel policy for the Department, the Defense Travel Management Office (DTMO) has taken on the initiative to implement a compliance program by the end of 2012.

9. **When will this program be expanded across the entire Department of Defense?**

   The Travel Policy Compliance Program is being implemented through a phased approach. The first phase, which began in December 2012, includes a pilot of the Travel Policy Compliance Tool for a limited user group that includes several Agencies and select organizations within Services. The second phase, which is not expected to begin until the first part of 2013, will implement the tool across the Department.
10. Where can I get more information?

Additional information on the DoD Travel Policy Compliance Program is available at: [http://www.defensetravel.dod.mil/site/compliance.cfm](http://www.defensetravel.dod.mil/site/compliance.cfm). Consult your Service or Agency business rules for more information about how this program is being applied to your organization.