

# Defense Travel Dispatch

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*The DoD Center for Travel Excellence*

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## A Message from the DTMO Director

As you know, we have been reviewing statutes, policies, business processes, and the way we source travel services in an effort to make it more affordable and efficient. When we started our *travel transformation* effort, we promised to update you along the way. As you will read on page 2, we are making good progress. Being that this is the end of the calendar year, it only seems fitting that we end it with a highlight of what we've accomplished so far, what we're working on, and what's to come. Our goal continues to be to create a simpler travel environment, compensate fairly, provide enhanced travel programs that better meet DoD's needs, and ultimately provide the traveler with an enriched experience. As you'll see, our initiatives do just that.

— Harvey Johnson, Director, DTMO

*About the Defense Travel Management Office*

*The Defense Travel Management Office was established to serve as the single focal point for commercial travel within the Department of Defense to establish strategic direction, set policy, and centrally manage commercial travel programs and station/housing allowances.*

*DTMO maintains central oversight for commercial travel management, travel policy and implementation, customer support and training, DoD travel charge card program management, functional oversight of the Defense Travel System, and allowance and entitlement program management.*



# The Next Big Thing in Defense Travel

Management gurus are always searching for the *Next Big Thing*. But sometimes the *Next Big Thing* happens without any hype or fanfare. It may not be readily apparent, but the *Next Big Thing* in Defense travel is happening now. Travel reform is the *Next Big Thing*; its evolutionary, not revolutionary and continues to gain momentum. Below, we describe our strategy, highlight out initiatives – accomplished and ongoing, and provide a glimpse of what’s to come.

## Our Strategy

Legislative action is paramount to meaningful travel reform. In National Defense Authorization Act for Fiscal Year 2010 (NDAA 2010), Congress directed the Secretary of Defense to develop a comprehensive plan to simplify defense travel. DTMO’s response addressed opportunities to simplify travel policies and reduce travel-related costs; options to leverage industry capabilities; interdependencies with the Defense Travel System; and pilot programs to evaluate the merit of improvements. Considering the complexity of travel policy, Congressional interest, a new generation of traveler, and industry and technology trends, DTMO’s strategy was designed to:

- Enhance the customer travel experience by providing user-friendly, value-added travel products and services to customers;

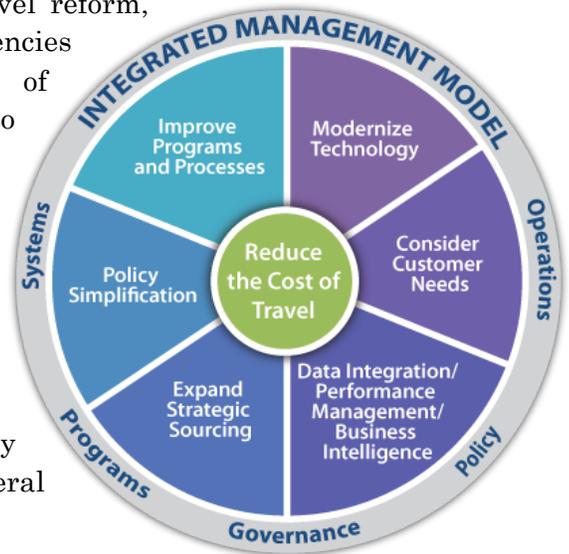
- The National Defense Authorization Act for FY 2010 directed the Secretary of Defense to develop a comprehensive plan to simplify defense travel.
- The National Defense Authorization Act for FY 2012 directed the Department to simplify travel policies, develop a program of compliance, and conduct pilots to test recommended changes.
- In May 2012, the Office of Management and Budget (OMB) directed all Federal Agencies to reduce their travel spend by 30%.

- Make travel policy simpler, as well as to provide more clarity up front concerning travel allowances and entitlements;
- Maximize policy understanding and compliance through clear and concise policies that provide equitable treatment of travelers (military and civilian) and;
- Maximize visibility into travel spend, supplier and traveler behavior and assist decision-makers to better track travel costs and balance travel needs with travel budgets in order to improve cost-effectiveness across the Defense Travel Enterprise.

Our strategy is further enabled by the National Defense Authorization Act for FY 2012 (NDAA 2012). NDAA 2012 provides the Secretary of Defense and other administering Secretaries broader, more flexible authority to prescribe and implement travel and transportation policy that is simple, efficient, and relevant.

While cost-effectiveness has always been a stated goal of travel reform, today’s constrained fiscal environment makes realizing efficiencies that much more imperative. In May 2012, the Office of Management and Budget (OMB) directed all Federal Agencies to reduce their travel spend by 30%. No matter how you slice 30%, it has real consequences for mission readiness. We must find ways to travel *smarter*, not *less*.

DTMO’s success in travel reform is rooted in an Integrated Management Model that combines operations, policy, governance, programs, and systems in order to reduce the cost of travel for the Department. Additional success factors include ongoing stakeholder engagement, participation in industry forums, interactive partnerships with DoD and other Federal representatives through multiple governance boards.



The following are highlights of our ongoing travel reform efforts.

## Initiative Highlights

### Simplify Policy

Policy simplification is the key underpinning to travel reform; it is the basis for future improvements, including a modernized Defense Travel System. The National Defense Authorization Act 2012 created a new Chapter 8, entitled “Travel and Transportation Allowances,” within Title 37 of U.S. Code, the Secretary of Defense and other administering Secretaries have the authority to prescribe and implement simpler travel and transportation policies. As a result, the Department is taking a comprehensive look at travel policy and allowances and has identified, and in some cases already executed, several opportunities.

#### What we’ve accomplished:

**Consolidated JFTR/JTR into “One Book.”** On October 1, 2014, the Joint Federal Travel Regulations (JFTR) and the Joint Travel Regulations (JTR) were officially consolidated into one document, eliminating redundant information found in both regulations, creating a “one-stop-shop” for Civilians and Uniformed Members, and providing aligned language that highlights where allowances are different.

**Implemented policy change/simplification initiatives.**

- **Consolidated Standard POC Mileage Rates** – Working with the General Services Administration (GSA), two mileage rates, one rate for when a car was assigned to the traveler and a different rate when a car was available from a carpool, were standardized into a single rate making it less confusing to travelers and approving officials.
- **Eliminated Conference Lodging Rate/Limit Lodging to Locality Rate** – The conference lodging rate allowed conference attendees to incur up to 125% of the locality lodging rate without having Actual Expense Allowance approved. As a result, travelers often stayed in higher priced hotels near a conference, even when the hotel was not supporting the conference, without considering lower-cost hotel options. This change now requires travelers to look for hotels that are at or below the locality rate and only stay at higher-cost conference hotels when the cost of transportation plus the hotel cost exceeds the cost of staying at the conference hotel. This item is now an Actual Expense Allowance when attending conferences unless travelers can demonstrate that no lodging was available in the area within the locality rate. In addition, through the Federal Travel Regulation (FTR), GSA eliminated the Conference Lodging Rate.
- **Expanded the definition of miscellaneous reimbursable expenses** – The definition of incidental expenses was expanded to include various miscellaneous reimbursable expenses including CONUS laundry, baggage tips, and ATM fees. These expenses are now covered under the incidental expense portion of per diem (\$5/day in CONUS and at various rates OCONUS) and are no longer reimbursed as separate miscellaneous expenses. Data analysis of travel vouchers shows that the incidental expense portion of per diem is sufficient to cover such costs if incurred by the traveler.
- **Eliminated outdated or mission-related miscellaneous reimbursable expenses** – In an effort to simplify the language and reduce confusion, several obsolete items that have not been claimed by any travelers using DTS in the past two fiscal years were removed from the definition of incidental expenses. These obsolete items include telegrams, cablegrams, radiograms and services of typists, data processors, or stenographers. Further, expenses such as, technology equipment use and rental and check cashing, are now designated as mission-related vice travel-related expenses to be paid outside the travel system.
- **Implemented a Flat Rate Lodging Per Diem and M&IE for Long Term TDY** – This new policy reduces per diem to a fixed 75 percent for TDY from 31 to 180 days and to 55 percent for TDY over 180 days. The commercial lodging industry considers stays greater than 30 days to be “extended stays” and typically offers reduced rates to ensure occupancy. Data demonstrates that per diem equal to approximately 75 percent of the locality rate will adequately cover lodging plus meals and incidental expenses. In the event the traveler justifies spending more than the applicable per diem rate on incidental expenses averaged over the TDY period, the Approving Official can authorize Actual Expense Allowance (AEA) for reasonable and necessary meals and incidental expenses.

**What's in motion:**

**Publish the DoD Instruction 5154.31.** Published in September 2011, the DoDI 5154.31 established policy and assigned responsibilities for management of commercial travel programs to DTMO. In FY13, DTMO drafted a concise multi-volume issuance for commercial travel programs to reduce the quantity, diversity, and dispersion of policy and guidance. Volumes include: Commercial Travel Management; General Travel Provisions; Defense Travel System; Per Diem Travel and Transportation Allowance Committee (PDTATAC); Government Travel Charge Card (GTCC); Uniformed Housing and Station Allowances; and

Commercial Surface Travel. These volumes are currently in the DoD coordination process and are expected to be published in early 2015.

**Additional policy change – Directed Lodging.** Legislation included in the NDAA 2015 supports a lodging program (see “Launch a Lodging Pilot,” page 7). An enterprise-wide lodging program will allow DoD to employ a dynamic strategic sourcing model to reduce cost while enhancing traveler care and satisfaction. The program will direct travelers to stay in preferred lodging properties that meet specific DoD “duty of care” standards for quality, safety, and security. In addition, travelers are protected from additional fees and charges and can take advantage of special negotiated rates.

### **Reengineer policy and simplify rules using *Travel Reengineering Information Processing System Proposals*.**

While assessing the Joint Travel Regulations (JTR) rules to identify opportunities to simplify and standardize travel and transportation allowances, it is apparent that the allowances are different depending on the reason for travel, who the traveler is and where the traveler is going. This is further complicated by the many different names for who could approve travel. In order to identify similarities and differences, we developed a database, the Travel Reengineering Information Processing System (TRIPS), to record the allowances for every reason for travel covered by the JTR, based upon who was traveling, where and how they were traveling, and under what conditions. By analyzing the information in TRIPS, we were able to identify 168 reasons for travel and grouped them into the 8 broad categories. Our next step is to further analyze different travel rules and computations for uniformed and DoD civilian travelers so we can determine how to make official travel more consistent and simpler in the future. Of the 8 broad categories established through the TRIPS model, we have completed analysis on deployment and leave travel, and are currently analyzing Business Travel, with Training Travel and Medical Travel to follow. We will develop proposals on ways to change/simplify policy and submit it to PDTATAC for coordination. Resulting policies pave the way for a rewritten JTR and facilitate the development of requirements for the DTS modernization initiative.

#### **What's to come:**

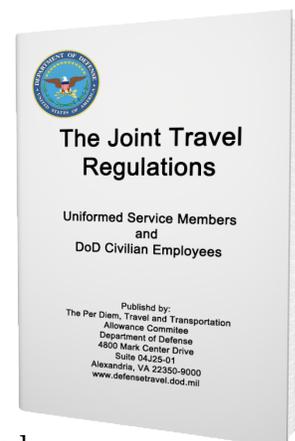
**Comprehensive re-write of JTR.** TRIPS analysis (see above) will pave the way for a comprehensive rewrite of the JTR – considerably reducing the size and providing clearer, simpler language and facilitates the development of requirements the DTS modernization initiative.

## **Create/Enhance Programs Based on New Policy or Authorities**

With the new policies and authorities granted to the Department, DTMO is working to create and enhance travel programs.

#### **What we've accomplished:**

**Launched the Travel Policy Compliance Program.** In December 2012, the Department established a Travel Policy Compliance Program (also required under NDAA 2012) that ensures travel claims do not exceed reasonable or actual expenses. It also minimizes inaccurate, unauthorized, overstated, inflated, or duplicate travel claims. An automated application reviews DTS travel vouchers in near real time and identifies potential improper payments. If a potential improper payment is identified, travelers and their Approving Officials are notified via e-mail to either submit a corrected claim, or explain why the claim is correct. Service administrators are able to run reports to review all identified errors



and track corrections. The Travel Policy Compliance Program not only ensures travel claims are paid in accordance with regulations and assists the Department with recouping funds, but mitigates budget cuts for travel, improves post-pay audits, educates travelers and administrators on travel policy, and identifies travel trends, training needs and opportunities for greater controls in the future.

**Established a Performance Management System.** DTMO relies on rigorous data analysis to guide policy changes and provide credible business intelligence to make better-informed decisions. To that end, DTMO established a performance management framework that is supported by a DoD repository of travel data.

**Consolidated/Streamlined Commercial Travel Office (CTO) Contracts.** DTMO consolidated the total number of contracts from 44 down to approximately 20. By centralizing procurement and management of CTO contracts, the Department has applied best practices, leveraged buying power, standardized CTO service requirements, implemented quality assurance measures, reduced contract administration, improved working relationships between the Government and the travel industry, and gained efficiencies in the procurement and program management process.

**Improved Communications.** In April, DTMO launched a series of RSS Feeds aimed at improving communications with the travel community. To date, we offer four feeds – General DoD Travel News, Travel Regulations, Defense Travel Administrator Toolkit, Travel Assistance Center Updates., and will be launching an Agency Program Coordinator Toolkit in the next few weeks. Additionally, we began utilizing direct email capability to convey important information including the recent policy changes. Email addresses are pulled directly from DTS on a monthly basis to ensure mailing lists are up-to-date.

#### *What's in motion:*

**Expanding the Travel Policy Compliance Program.** To date, all DTS vouchers are being reviewed based on 10 queries. We are working to develop and implement approximately 60 more queries to further identify potential improper payments.

**Integration of new data sources into the Commercial Travel Information Management (CTIM) Tool.** DTMO's Commercial Travel Information Management (CTIM) tool is a solution that integrates all commercial travel data to provide the Department with the business intelligence to improve travel programs and reduce overall travel costs. CTIM currently includes data from the following sources: DTS, CTOs, Government Travel Charge Card, Travel Daily, and Rental Car. Over the next fiscal year, CTIM will be expanded to include additional data sources to enhance business intelligence, better assess the health of the enterprise, and identify opportunities for continuous improvement.



**Enhancing business intelligence capabilities.** Process owners have identified performance measures to assess the health of DTMO programs and are now developing enterprise dashboards to display performance information. This data visualization software will enable enriched analytics and further enhance DTMO's Performance Management System.

**Development of a Customer Satisfaction Index.** DTMO is focused on developing a more comprehensive approach to attaining customer feedback and measuring satisfaction. We are developing customer satisfaction surveys to cover five major program areas: air, lodging, rental car, Commercial Travel Office services, and the Government Travel Charge Card. The information collection will be facilitated by a standardized electronic questionnaire generated via an automated survey tool and designed to roll up into a Defense Travel Enterprise Customer Satisfaction Index to better assess the overall DoD traveler experience.

**Launch a Lodging Pilot.** In this coming year, DoD, in partnership with GSA, will launch a Lodging Pilot that tests the viability of an enterprise-wide lodging program. The pilot is designed to better meet the needs of the traveler by providing standard amenities and offer lower rates in order to reduce the cost of travel and save taxpayer dollars. The pilot is expected to also produce administrative savings through better integration and consolidation of disparate decentralized lodging functions, improved standardization, improved data collection and management of vendor performance, provide greater traveler security, and reduce improperly-paid taxes. In conjunction with the pilot, DTS will be modified to integrate access to all types of lodging inventory including government, privatized, and those commercial lodging properties participating in the pilot. The modification will guide the traveler through the reservation process in accordance with booking priorities, making it easier to book lodging through DTS.



**Training Certificate Program.** Next year, DTMO will launch the Travel Certificate Program (TCP), a professional development program that validates the capabilities of personnel who manage travel for DoD organizations. The TCP combines comprehensive training with robust assessments to impart and verify standardized knowledge and skills across the Department. The initial focus is on the development of a certificate for Defense Travel Administrators (DTAs). Testing is well underway for the Defense Travel Administrator Certificate, with initial public release on target for 2Q FY15. In the near future, DTMO will begin development of certificates for other key travel manager roles, such as Authorizing Officials.

**Increasing GTCC Usage.** Increasing the usage of the GTCC means that there is an opportunity for increased rebates, increased capture to evaluate overall travel spend, cost savings/avoidance and reduced delinquency. In order to do so, we are working on adopting Chip and PIN card technology and working with the Services to expand GTCC usage in support of Permanent Change of Station (PCS) travel.

**Incorporating Chip and Pin technology** - In February 2014, DTMO began a Chip and PIN Pilot for approximately 600 overseas travelers to increase usage of the GTCC. Chip and PIN cards contain an embedded microchip and are authenticated automatically using a personal identification number (PIN), providing an added measure/level of security and data protection over US-based magnetic stripe cards. Chip and PIN technology is prevalent overseas and because GTCC cards did not contain this technology, travelers were restricted where they could utilize the card. Incorporating this technology means increased usage overseas, which has been proven during the pilot. To date, the pilot has captured an additional ~\$1.7M in travel spend. Further, during the course of the pilot, President Obama issued an Executive Order on October 17, 2014, requiring federal agencies to upgrade their current payment cards and systems to employ enhanced security features, to include Chip and PIN technology. Starting in January 2015, DoD cardholders will begin a phased approach of migrating to Chip and PIN cards.



**Expanding GTCC use for PCS travel** – DTMO is working with components to expand their policies on the use of the Individually Billed Account government travel card for Permanent Change of Station (PCS) expenses. When using the GTCC for PCS travel, cardholders do not have to use personal funds to cover expenses, are able to pay for travel and related expenses for authorized dependents, enjoy extended payment period up to 180 days, and much more while the Department gains increased card usage.

To date, usage is mandated by the Air Force (effective May 12, 2008), the Army

(effective July 25, 2014) and is being rolled out in phases by Marine Corps. The policy is under review by Navy and varies within each of the independent Defense Agencies and Office of the Secretary of Defense organizations.

### What's to Come:

**Reclaim Taxes from States that Recognize Exemption.** Each year, DoD pays state and local taxes in states where the federal Government is exempt from paying these taxes. DTMO is developing a plan to recover these improperly paid taxes and expand the number of states that currently provide this exemption for payments made with the Government Travel Charge Card (GTCC). This is the first step in a larger strategy to pursue broader tax exemption for GTCC purchases for travel services.

**DoD Corporate Dining Program.** We are currently exploring the feasibility of establishing a dining program, where DoD travelers can dine at preferred restaurants and receive discounts on meals when using their Government Travel Charge Card (GTCC). Based on GTCC spend capture, DoD would then receive 3% to 5% in rebates from dining vendors managed through a third party provider.

**Social Media Strategy.** We are evaluating the use of social media platforms, such as Facebook and Twitter, as potential vehicles to increase engagement and better communicate with our stakeholders.

## DTS Modernization

The Defense Travel System (DTS), in its current state, does not provide the Department with an optimal travel solution for incorporating future changes resulting from travel transformation. NDAA 2012 requires the Department to process all travel claims electronically by the end of 2016. DTMO is leading an effort to assess the acquisition of a modernized travel solution that incorporates improved processes and transformed business capabilities.



### What we've accomplished:

**Approved Problem Statement and Business Case.** We received approval from the Investment Review Board/Defense Business Council Chair to conduct an Analysis of Alternatives to determine the way forward for a modernized solution.

### What's in motion:

**Conduct an Analysis of Alternatives (AoA) Study.** The Department is in the early stages of determining the best course of action for a modernized travel solution.

## In Closing

We employ guiding principles as we consider new policies, programs and solutions: do no harm, fair compensation, and evidence-based decision making. We can reduce trip costs without harming the traveler or the mission. We will compensate travelers for expenses incurred based on actual behavior, providing travelers the flexibility to make cost effective travel choices. We will use data to test and back up any recommendation and proposal. DTMO is dedicated to providing programs that meet mission requirements, while focusing on the traveler.

### Guiding Principles

- Do not harm
- Fair compensation
- Evidence-based



# Dash for Cash

## *Maximizing Travel Budgets by Booking \_CA Fares*

Booking discounted, capacity controlled \_CA fares can have a direct impact on your travel budget. For FY15, the General Services Administration's (GSA) Airline City Pair Program (CPP) awarded 7,894 city pairs for Government travelers on official travel, 6,921 city pairs in dual fare markets. A dual fare market offers two contract fares - one, a highly discounted, unrestricted fare known as a YCA fare and the other, a capacity-controlled fare with a deeper discount, referred to as \_CA or a dash CA. The \_CA is lower in cost but the airline can limit the number of seats offered. Booking \_CA fares will extend your travel budget.

Travelers on official travel are required to use the City Pair Program in accordance with the Joint Travel Regulations, Appendix P and Defense Transportation Regulation 4500.9-R, Part I, Chapter 103. Use of non-contract carriers is not authorized for personal convenience. For example, frequent flyer benefits, upgrades, or other traveler preferences are not valid exceptions to City Pair Program use.

FY15 City Pair Program routes are offered at rates **21%** off commercial airfares – saving the Government a projected **\$2.1** billion this year.

Because \_CA fares are capacity controlled, travelers are encouraged to make reservations as far in advance as possible to increase the chance of obtaining a \_CA fare. By planning ahead and booking these lower \_CA fares, you can maximize your travel funds in this tightly controlled budget environment.

For more information about the City Pair Program, please visit the DTMO website at [www.defensetravel.dod.mil](http://www.defensetravel.dod.mil) or GSA at [www.gsa.gov/citypair](http://www.gsa.gov/citypair).





# It is **COMING**...

## The Chip and PIN Government Travel Charge Card

On October 17, 2014, President Obama issued an Executive Order requiring federal agencies to upgrade their current payment cards and systems to employ enhanced security features, to include Chip and PIN technology. All DoD GTCC cardholders will begin migrating to Chip and PIN cards beginning in January 2015.

Chip and PIN technology is the next generation of payment card technology being introduced as another tool to help DoD cardholders combat potential fraud. The new cards contain an encrypted microprocessor that requires cardholder authentication via a 4-digit PIN input at the point of sale. The chip also encrypts transaction data to protect the cardholder's personally identifiable information and the Government's sensitive financial information. If the card is lost or stolen, the embedded microchip makes it extremely difficult to counterfeit. Additionally, Chip and PIN cards can be used in regions, like Europe, where Chip technology is already the prevalent point of sale technology.

The cards will continue to include a magnetic stripe for use at non-chip enabled terminals until US merchants transition fully to the new technology.

### Timeline

Citi will replace all magnetic stripe cards with Chip and PIN cards beginning in January. Between January and June, new cards will be issued to cardholders whose cards are scheduled to expire (after January 2014) or require a replacement card. Starting in July and continuing through October, cards will be reissued to all remaining active DoD accounts. Cardholders with no activity within the last 18 months will receive cards as they expire.

### Preparing for Your New Card

In preparation, cardholders should log into CitiManager to review their mailing address, email address and other contact information.

New Chip and PIN cards will have the same account number (unless it is a replacement card) but the expiration date and three-digit security code on the back will change. It is important that after you activate your new card, that you update your DTS profile with this new information. This will ensure that your Commercial Travel Office does not cancel your travel reservations.

### More Information

Additional communications will be issued in the next few weeks. If you have any questions, please contact your Agency Program Coordinator. For a list of frequently asked questions, go to: [www.defensetravel.dod.mil/Docs/faqs\\_chip.pdf](http://www.defensetravel.dod.mil/Docs/faqs_chip.pdf). Additional information is also available at [www.defensetravel.dod.mil](http://www.defensetravel.dod.mil).

### What to Do

1. **Review your contact information.** Log in to CitiManager, [www.citimanager.com/login](http://www.citimanager.com/login) and navigate to My Card/Card Maintenance to ensure your mailing, email and other contact information is correct.
2. **Call to Activate.** When you receive your card, call to activate it by using the number on the front of the card. It is at this time that you will select your 4-digit pin.
3. **Update your DTS profile.** Update your account information to ensure that your travel reservations are not cancelled.

# Introducing the New JTR Distance Learning Modules

ONLINE  
TRAINING



We are pleased to introduce a new series of Distance Learning modules that cover the Joint Travel Regulations (JTR). This eight-module series covers nearly every facet of the JTR – general regulatory guidance, transportation, temporary duty (TDY) travel, evacuation travel, special circumstances travel, and information from the JTR’s appendices.

While we invite all DoD personnel to take the training, we strongly recommend these modules for Authorizing Officials and Reviewing Officials, since both review travel documents for policy compliance. Defense Travel Administrators, who provide policy guidance to their organization’s travelers, will find value also in this training. Of course, all travelers benefit from this training, since we are all duty-bound to abide by the JTR.

Each module is offered on a quarterly basis. For the latest schedule of these (and other Distance Learning) classes – go to: [www.defensetravel.dod.mil/Docs/Training/DLearningSchedule.pdf](http://www.defensetravel.dod.mil/Docs/Training/DLearningSchedule.pdf). If you’re interested in attending, be sure to register in [Travel Explorer](#) in the Training section.

## Breakdown of JTR Distance Learning Module Contents

Module A	<ul style="list-style-type: none"> <li>• Introduction, Chapter 1 (General)</li> <li>• Appendices, A, I, T</li> </ul>
Module B	<ul style="list-style-type: none"> <li>• Chapter 2 (Official Travel)</li> </ul>
Module C	<ul style="list-style-type: none"> <li>• Chapter 3 (Transportation)</li> <li>• Appendices G, H, P</li> </ul>
Module D	<ul style="list-style-type: none"> <li>• Chapter 4 (TDY-DoD Civilian Employees)</li> <li>• Appendix O</li> </ul>
Module E	<ul style="list-style-type: none"> <li>• Chapter 4 (TDY- Uniformed Members)</li> <li>• Appendix O</li> </ul>
Module F	<ul style="list-style-type: none"> <li>• Chapter 6 (Evacuations)</li> <li>• Appendix E</li> </ul>
Module G	<ul style="list-style-type: none"> <li>• Chapter 7 (Special Circumstances - Uniformed Service Members)</li> </ul>
Module H	<ul style="list-style-type: none"> <li>• Chapter 7 (Special Circumstances - DoD Civilian Employees)</li> </ul>

# Expedited Airport Security Screening Now Open to Students

Just in time for the busy holiday travel season, the Transportation Security Administration (TSA) has expanded its expedited airport security screening program, Pre✓™, to students at the four Military Academies. Students at the U.S. Military Academy, the U.S. Naval Academy, the U.S. Coast Guard Academy, and the U.S. Air Force Academy who use their DoD ID number can benefit from not having to remove their shoes, belt, light jacket, and can leave laptops and 3-1-1 compliant liquids in their carry-on bags when traveling at over 120 domestic airports.

## TSA PreCheck open to:

- **DoD Civilians** including Coast Guard personnel
- **Service members** including Reservists, Guardsmen, members of the Coast Guard and students from the U.S. Military Academy, the U.S. Naval Academy, the U.S. Coast Guard Academy, and the U.S. Air Force Academy

To participate:

- 1 Locate your DoD ID number.** Your DoD ID number is the 10-digit number found on the back of your Common Access Card (CAC). If your CAC doesn't have a DoD ID number, find it by signing in to the milConnect website (<https://www.dmdc.osd.mil/milconnect>) and selecting "My Profile."
- 2 Opt-in to the program through milConnect.** (*Applies to DoD civilians only, Service members can skip to step 3*) Go to <https://www.dmdc.osd.mil/milconnect> and click on the "My Profile" tab and then click on the "CIV" tab. In the Personnel Status information box, click on the "TSA PreCheck Program" checkbox and scroll to the bottom of the page and click "submit." Service members already are eligible and do not need to opt in to the program.
- 3 Add your DoD ID number to your DTS profile.** Log in and select *Traveler Setup > Update Personal Profile* from the tabs at the top of the DTS Welcome screen. Then, select *My TSA Information* from the profile update from the links at the top. Add your DoD ID number as the Known Traveler Number and click "save."
- 4 Ensure your reservation contains your DoD ID number.** If your DoD number is part of your DTS profile, it will automatically be part of all of your future TDY airline reservations made through the system. If making a reservation through a Commercial Travel Office, provide your DoD ID number as the "Known Traveler Number" when asked to verify your Secure Flight Information. If making leisure airline reservations, use your DoD ID number as the "Known Traveler Number."

### Additional Information

Service members (including students) do not need to be in uniform to use the program. Family members ages 12 and under that are traveling with a qualified participant can be processed through expedited screening as well.

For more information including frequently asked questions, go to [www.defensetravel.dod.mil](http://www.defensetravel.dod.mil) or TSA's website, [www.tsa.gov](http://www.tsa.gov).

DTMO is pleased to announce the

# 2015 Excellence in Practice Awards

The Defense Travel Management Office (DTMO) is pleased to announce the 2015 Excellence in Practice Awards, which recognize the top performers in DoD travel for the value and the services they provided to their travel program during fiscal year 2014.

Since the Excellence in Practice Award winners are nominated by their colleagues, we encourage you to submit nominations for individuals that make a difference in your travel program.

This year's awards will be presented to individuals in the following categories:

- A Lead Defense Travel Administrator (LDTA) who goes above and beyond in providing mentoring and training to their organization
- A local help desk team whose superior efforts result in continuous improvement and outstanding customer care
- A major command or agency whose strategies and tactics enhance their travel program capabilities for their subordinate sites

Nomination forms and additional information are available on the DTMO website at: <http://www.defensetravel.dod.mil/site/award.cfm>

*The Excellence in Practice Awards are designed to recognize DoD travel professionals who have excelled in travel program management and successfully addressed issues with exemplary professional skill, creativity, and resourcefulness.*

**NOMINATIONS DUE BY  
FEBRUARY 27, 2015**

Have a new  
@mail.mil  
email  
address?

As the Department transitions to the generic mail.mil email address, it is important to remind travelers to update any travel profiles including:

- **DTS Profile** – This is the most important travel profile to update, especially since travel information including flight information is sent to the email address on file. It is also a good time to remind travelers to ensure that their Government Travel Charge Card (GTCC) number and expiration date is up to date.
- **GTCC CitiManager Account** – CitiManager allows users to access GTCC account activity, view monthly statements, make payments and much more. Updating this profile is especially important since information on the new Chip and PIN cards will be sent to the email on file. It is also a good opportunity for cardholders to verify their mailing address so they can ensure they receive their new card.
- **TraX Profile** – An updated email address ensures you'll be able to log in to the system. To update, sign in using your old email address, and click on "User Profile" icon in the top left corner.

**Q:** *On a recent TDY, the airline overbooked my flight and I was bumped. The airline then gave me a seat on the next flight, along with a voucher for a free flight on a future trip. Can I keep it?*



**A:** While there are several variables to these types of situations, they can be summed up into two questions:

- 1) Did you voluntarily give up your seat, or did the airline bump you against your will?
- 2) Did you have to incur any extra costs or any extra per diem?

Let's cover the most obvious thing up-front – you're on travel to perform an official function. Therefore, you should never voluntarily give up your seat if doing so will negatively impact your mission. Assuming you acted in the best interest of your mission, here's how to determine what to do with your free flight voucher...

- *When it comes to **voluntary** "bumping" (termed "seat relinquishing" by the Joint Travel Regulations), you are entitled to keep any payments, free travel vouchers, etc. that the airline offered you. However, if your delay caused you to incur additional per diem or reimbursable expenses – you're personally responsible for those extra costs. Hence, before you raise your hand after hearing, "we've overbooked the flight and we're looking for volunteers to give up their seat," you should consider the impact to your mission and whether you're willing to personally cover any extra costs.*
- *When it comes to **involuntary** "bumping," the Government is entitled to any payments offered by the airline.\* However, if the delay forces you to incur additional expenses, per diem, etc., you're entitled to claim reimbursement for those extra costs.*

So to answer your original question – if you were voluntarily bumped, you're welcome to keep the free flight voucher – but make sure that your DTS voucher does not list any extra costs caused by your delay. If you were involuntarily bumped, make sure the airline issues a check, not a voucher for future travel, made payable to the "Treasurer of the United States" – but do not forget to claim any extra costs caused by your delay.

By the way, to reduce the likelihood of this sort of thing happening again, take advantage of early check-in options to obtain a guaranteed seat assignment, and arrive early at the airport. For more information regarding overbooking and passenger rights, visit the DOT website at: <http://airconsumer.dot.gov/publications/flyrights.htm#overbooking>.

*\*If this happens, make sure that the airline lists the "Treasurer of the United States" as the payee on the compensation check; the check should be forwarded to the U.S. Treasury following your Component's business rules. If you're not familiar with those business rules, check with your Installation Transportation Officer or your Defense Travel Administrator for additional guidance.*

# DTMO Launches New RSS Feeds



DTMO is pleased to introduce two new RSS Feeds – Travel Assistance Center Updates and Agency Program Coordinator Toolkit. Both feeds will provide timely information in an easy to read format that can be delivered straight to your desktop.

The Travel Assistance Center RSS Feed, already available, is intended to provide relevant and timely information about emerging travel issues and provide updates and workarounds related to DTS.

The Agency Program Coordinator Toolkit is intended to provide information for those who manage the Government Travel Charge Card program at the organization level. This feed will be launched within the next month.

These join our other feeds:

- [General DoD Travel Information](#) – provides travel-related news such as, travel program information, transformation initiative updates, and much more.
- [Defense Travel Administrator Toolkit](#) – offers key messages that should be shared with travelers and Authorizing Officials, and provides information to improve DTS maintenance and training strategy.
- [Travel Regulations Update](#) – provides updates on changes to the JTR and other applicable travel regulations.

For more information on DTMO's RSS Feeds, go to: [www.defensetravel.dod.mil/site/rss.cfm](http://www.defensetravel.dod.mil/site/rss.cfm)

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Go to the DTMO website and click on a feed. At the top of the feed, click “Subscribe.” To view using Internet Explorer, go to the Favorites menu and select the tab for RSS Feeds.

## About the Defense Travel Dispatch

The Defense Travel Dispatch is a quarterly publication issued by the Defense Travel Management Office, Office of the Under Secretary of Defense (Personnel & Readiness).

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