

Defense Travel Dispatch

VOLUME V, ISSUE 2

SUMMER 2012



The DoD Center for Travel Excellence

A Message from the DTMO Acting Director

As you know, the Defense Department has undertaken an effort to promote further efficiencies and become more cost conscious. DTMO is responding with a focus on transforming the Defense Travel Enterprise.

Statutory reform is the principle catalyst for simplification of thousands of business rules and more than one hundred allowance computations. Because of the magnitude of this change, implementation must be organized into manageable tracks incrementally over time.

The three primary tracks will consist of: 1) consolidation and simplification of travel purposes; 2) simplification of allowance computations; and 3) reengineering of travel processes and business rules.

Additionally, we will implement a compliance program in 2012, complete online processing of travel claims within five years (i.e., NextGen system), conduct Congressionally approved pilot programs to gain efficiencies and rewrite and consolidate the JTR and JFTR. Changes will be vetted through governance boards and collaborated through multiple Services, Agencies and staffs. I look forward to sharing the way forward with you and leveraging smart technologies as travel becomes simple and efficient.

— Harvey Johnson
Acting Director, DTMO

Inside

DoD Enhances Travel Policy Compliance 2

In response to the 2012 NDAA, DTMO is establishing a compliance program that will employ an automated application, known as the Travel Compliance Tool.

Air Reservation Auto Cancellation 3

As of October 1, 2012, any authorization that includes air travel that is not approved within 72 hours in advance of the trip start date will be automatically cancelled.

New Options to Help Manage GTCC Accounts 5

Citi now offers refunds by direct deposit, paperless statements, and mobile alerts.

Travel Assistance Center Achieves ISO Standards 7

The TAC continues to improve their services by being certified against International Organization for Standardization (ISO) standards for quality management, information technology service management, and information security management.

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.

DoD Enhances Travel Policy Compliance

The 2012 National Defense Authorization Act required the Department of Defense to create and maintain a compliance program to ensure that travel and transportation reimbursements do not exceed reasonable or actual expenses, as well as minimizing inaccurate, unauthorized, overstated, inflated, or duplicate claims. The new legislation further requires that this compliance program be implemented by the end of December 2012.

In response, DTMO is establishing a compliance program that will employ an automated application, known as the Travel Compliance Tool, to review all DTS travel vouchers in near real time and identify duplicate or incorrect payments. When an error is identified, the tool will automatically notify the traveler, the Non-DTS Entry Agents (NDEA), and the Authorizing Official who approved the voucher, via an email that includes instructions for correcting the error. The tool will continue to send reminder emails until action is taken. Additionally, the Travel Compliance Tool includes a user interface that provides Service and Agencies points of contact with access to a reporting and records management capability that will allow for tracking and monitoring of vouchers that have been identified as having an error.

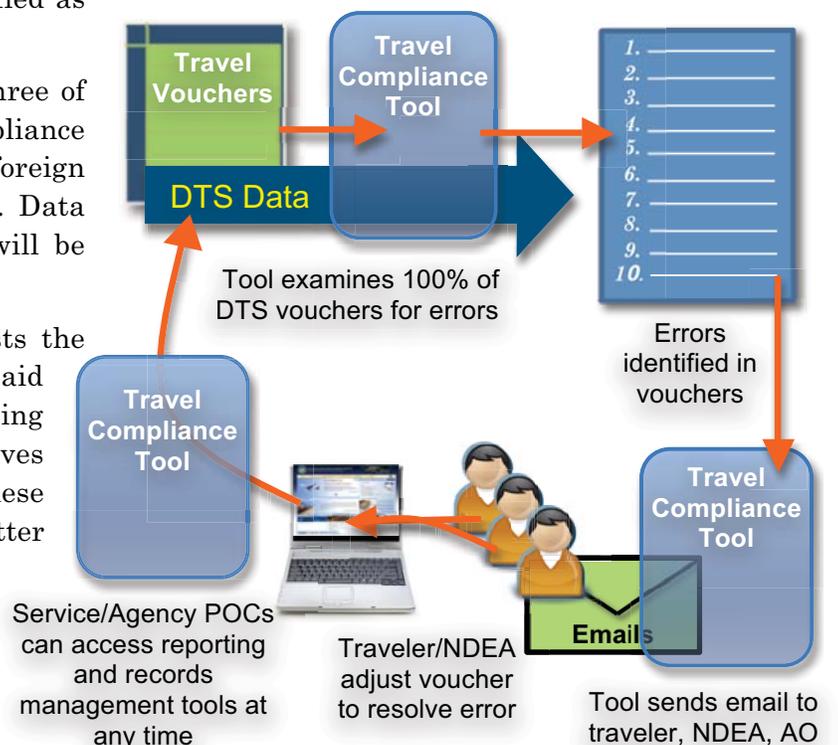
Initially, the tool will focus on indentifying three of the most common and clear cut policy compliance errors: OCONUS laundry expense, OCONUS foreign lodging tax, and duplicate lodging payments. Data queries that will identify additional errors will be added in the near future.

This new compliance program not only assists the Department with ensuring travel claims are paid in accordance with regulations and recouping funds from erroneous payments, but also serves as a learning tool. By being alerted to these errors, travelers and administrators will be better able to recognize and prevent errors prior to the approval of future claims. Further, the Compliance Tool will identify trends and training needs, and identify opportunities for greater controls within

the next generation travel solution.

The Travel Compliance Tool will be implemented through a phased approach. The first phase, scheduled to begin in December 2012, will include a pilot of the tool for a limited user group that currently includes DLA, DISA, Marine Corps, and select organizations within the Navy. The second phase, which is not expected to begin until early next year, will implement the tool across the Department. The program will be further expanded to add data queries to identify additional types of errors. Additional data sources including those from legacy systems, local vouchers, and the Government Travel Charge Card (GTCC) will also be incorporated in a later phase.

DTMO has been collaborating with the Services and Agencies to ensure the Compliance Program and supporting tool meets their needs, and to help define roles and responsibilities in regards to the Travel Compliance Tool. The Service and Agencies are in the process of determining which administrators will have access to the tool and how it will be implemented within their organizations.



72-Hour Auto Cancellation

Beginning October 1, 2012, any authorization that includes air travel must be approved within 72 hours in advance of the trip start date to avoid airline reservation cancellation. This is due to the new policy being instituted by the airlines under the FY13 GSA City Pair Program contract.

Under the new policy, if an Authorizing Official (AO) does not approve an authorization within 72 hours of departure, the airline reservation will be cancelled and the traveler will arrive at the airport without a ticket or a reservation in the airline's system. This applies to all City Pair and non-contract government flights that are either booked through DTS or through a Commercial Travel Office (CTO).

Those travelers making travel plans within 72 hours of departure must have their authorization approved

within 24 hours of creation to avoid cancellation.

Arriving at the airport without a ticket can impact mission, travel funds, and put unnecessary stress on the traveler. Travelers are not advised to rebook at the airline counter. Often, counter agents are not familiar with GSA's City Pair Program and may book the traveler on a full priced fare at a much higher cost due to the last minute booking. To rebook a flight, travelers should follow their normal travel ticket procurement process.

In the near future, DTS will be modified to automatically send a notification to the traveler before cancellation occurs. Until this change can be implemented, travelers will not receive any notification.

In the current fiscal environment where it is necessary to be conservative with travel budgets, monitoring the statuses of travel documents and ensuring travel authorizations are approved, is the best way to avoid unnecessary costs and stress associated with rebooking travel.

Tips for Travelers

- **Monitor the status of your travel authorization.** If your trip is approaching and your authorization hasn't been approved, contact your Authorizing Official (AO) immediately. If your AO is not available, contact your DTA.
- **Ensure your DTS Profile is current.** Often, travelers forget to update their profile with the GTCC expiration date if they received a new card. Without a current card in your profile, a reservation cannot be purchased.
- **Check the status of your GTCC.** Some organizations deactivate a traveler's GTCC if he/she is not scheduled for any travel. It is important to ensure that your card is reactivated so your airline ticket can be purchased upon travel authorization approval.
- **Cancel reservations as soon as you know the trip is cancelled.** This opens up inventory to those that may need that seat.
- **Take your travel itinerary with you to the airport.** If your reservation has been cancelled, the itinerary will provide contact information for assistance, as well as, reservation details to help you rebook.

Tips for DTAs

- **Run the Approved Status Report** more frequently to assist travelers and AOs with travel that is "at risk" of cancellation.
- **Run Traveler Status Reports** to notify Agency Program Coordinators (APCs) which travelers are scheduled for travel to ensure GTCCs are activated.
- **Run an Accounts Information Report** monthly and send to your APC to verify validity and expiration dates of GTCCs in DTS profiles.

Tips for AOs

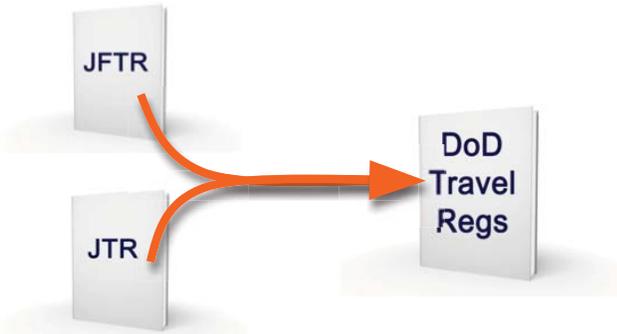
- **Monitor documents awaiting your approval.**
- **Ensure a back-up AO is designated** if you will be on leave or deployed.

Tips for APCs

- **Review the Accounts Information Reports** and advise DTAs regarding invalid and expired GTCCs.
- **Review the Approved Status Report** and ensure GTCCs are activated for travelers with upcoming travel.

Did You Know?

There is a long-term effort underway to consolidate the Joint Federal Travel Regulations (JFTR), Vol. 1 and Joint Travel Regulations (JTR) Vol. 2 into a single set of regulations. Current regulations are filled with redundancy, often with the same information being repeated in both the JFTR and JTR.



The approach is to align the two sets of regulations so that the same material is found in the same paragraph of each regulation. While much of the regulations are similar, there are some differences due to the fact that the JFTR applies to the seven Uniformed Services, whereas the JTR applies to civilian employees. If there are any differences in a regulation for civilians and Service members, it will appear at the end of the appropriate paragraphs or in appropriate chapters, parts, and sections.

Thus far, the JTR has been reduced from 16 chapters to 7 to align with the JFTR and the first three chapters of each set of regulations have been aligned and reissued. Look for JFTR/JTR, Chapters 4 to be issued this year. A complete consolidated set of regulations is scheduled to be completed in 2013.

	JFTR	JTR
Audience	Members of the Seven Uniformed Services	Civilian Employees
Authority	Statutory – has the power and effect of law; are not administrative regulations or guides	
Supporting Documentation	Directly converted from statute law, legal decisions, and policies of the seven Uniformed Services	Based on external regulations including GSA’s Federal Travel Regulations (FTR), Department of State Standardized Regulations (DSSR), and OPM policy



DTMO MAILBOX

QUESTION: *Each year, what is required for an Authorizing Official to continue to approve travel authorizations and authorize travel payment within DTS?*

Answer: Per the DoD Financial Management Regulation Volume 5, Chapter 33, Authorizing Officials (AOs) must complete refresher training. This may be accomplished through the organization's annual training program, by completing a web-based refresher module or a combination of these two. For more information on this annual requirement, read the information paper available at: [http://www.defensetravel.dod.mil/Docs/Training/Training for Accountable Officials.pdf](http://www.defensetravel.dod.mil/Docs/Training/Training%20for%20Accountable%20Officials.pdf).

QUESTION: *What guides are available for Fiscal Year Crossover?*

Answer: To help navigate the FY Crossover process, DTMO offers several resources. DTAs should review Chapter 8, section 8.3.4 of the [DTA Manual](#) along with the [DTS Guide for Establishing Lines of Accounting for New Fiscal Year](#) and [DTS Guide for Processing Authorizations for the New Fiscal Year](#). These are available through the [Training Resource Lookup Tool](#). Additionally, DTMO offers FY Crossover training geared toward local finance and budget DTAs. The course covers the fiscal year process, including a review of lines of accounting, roll-over/copy functions and the process for setting up associated budgets for the new fiscal year. The course is offered as an on-demand web-based training via TraX or as a distance learning course with a “live” instructor. The distance learning schedule is available at: <https://www.defensetravel.dod.mil/Docs/DLearningSchedule.pdf>.

New Options for Managing GTCC Accounts

Refunds Available Through Direct Deposit

Instead of receiving a credit balance refund through a mailed paper check, cardholders can now elect to receive their refund through direct deposit (also known as, electronic funds transfer (EFT)). By simply requesting the refund through the secure CitiManager website, a cardholders can have their refund directly deposited into their accounts within two to three business days.

In order to take advantage of the new direct deposit option, a credit balance of \$4,999.99 or less must be present on your account for at least 10 calendar days and there cannot be two or more unresolved disputed transactions on the account. Credit balance refunds of \$5,000.00 or more must be coordinated directly with Citi.

To request an electronic refund, go to the “Request Refund” tab under the Statement section of the CitiManager website. For step-by-step instructions, review the “Request for Credit Balance Refund” tutorial found under the Resources>Links>Help tab.

Go Paperless

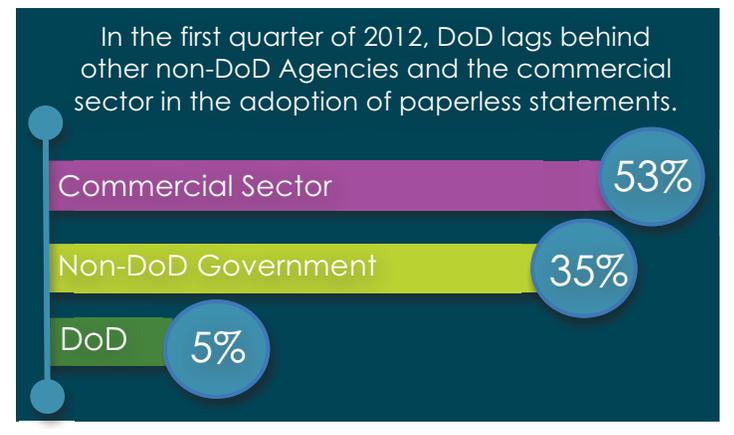
Did you know that in 2011, Citi mailed 8,925,011 Government Travel Charge Card (GTCC) statements to DoD personnel? That amounts to roughly 1,116 trees that could have been saved if DoD cardholders elected to receive electronic statements in lieu of printed statements.

Each month Citi mails more travel card statements to Defense Department personnel than other non-DoD Agencies and the commercial sector. In response, Citi is encouraging DoD cardholders to sign up for its *Go Paperless* program which allows cardholders to receive electronic statements, monitor account activity and make online payments. When cardholders sign up, they will receive a monthly email that alerts them when their statements are ready to be viewed online.

It's easy to sign up for this program – simply log in to CitiManager and select “My Card Account” and

CitiManager© is Citi's user interface for online Government Travel Charge Card (GTCC) assistance, tools and more. To access, go to: <https://home.cards.citidirect.com/CommercialCard/Cards.html>. First time users can register for access by clicking on the “Self Registration for Cardholders” link on the homepage.

select the “Go Paperless” option.



Receive Mobile Alerts

Cardholders can receive mobile alerts regarding their GTCC by registering their phone number with Citi. Two important notifications can be sent directly to a mobile device including:

- **Informational Alerts.** These alerts tell cardholders when a statement is ready, a payment is due, past due or when one has been made. Once a phone number is registered, cardholders must sign up to receive these alerts. Informational alerts may be subject to standard text messaging fees charged by your service provider.
- **Fraud Alerts.** Automatic notifications sent if Citi identifies potential fraudulent activity on a cardholder's government travel charge card account. Once a phone number is registered with Citi, there is no need to subscribe; cardholders will automatically receive fraud alerts. Fraud alerts are provided at no additional cost to the cardholder.

To receive these alerts, cardholders must register their phone number in CitiManager. In order to suspend the optional information alerts, cardholders can text “STOP” to GOCITI (462484).

Congratulations to the 2012 Excellence in Practice Award Winners

THE CHAMPION

MS. A. DUBLIN
US FORCES
AFGHANISTAN

The Champion Award recognizes a Lead Defense Travel Administrator (LDTA) whose wisdom, guidance, and commitment to his or her Organization DTAs (ODTAs) has made a fundamental and long-term positive impact on their travel program. This year's recipient is Ms. A. Dublin for her support to United States Forces Afghanistan. Ms. Dublin demonstrated a strong commitment to training and mentoring her 50 ODTAs. In addition to leveraging video teleconferencing to conduct simultaneous training for her ODTAs, she also assumed great risk to herself in order to travel intra-theater to provide in-person coaching and desk-side training. Her efforts increased the DTS usage for United States Forces Afghanistan by 50% within the first 90 days of her arrival on duty. Ms. Dublin's efforts to increase DTS usage and improve the performance of her ODTAs – even in the midst of a difficult environment – demonstrate what it means to be a champion.

THE ELITE

MISSILE DEFENSE
AGENCY TRAVEL
OFFICE

The Elite Award recognizes a local help desk team whose superior efforts result in continuous improvement and outstanding customer care. This year's recipient is the Missile Defense Agency Travel Office. Among this travel program's highlights are its web-based portal for communicating to its customers, its solid training and continuous process improvement programs, and its centralized travel office that can be reached all hours of the day. The team is so committed to its customer care that it continued to provide support even during a tornado-related blackout – a result of detailed and current continuity of operations procedures. Each of these attributes – strong communications, solid training, and standardized processes – makes the Missile Defense Agency Travel Office an elite team.

THE ICON

OSD POLICY
TRAVEL OFFICE

The Icon Award recognizes a major command or agency whose strategies and tactics enhance their travel program capabilities for their subordinate sites. This year's recipient is the OSD Policy Travel Office. Prior to FY11, OSD Policy did not have a formal travel program to support its travelers.

But in less than one year's time, the newly-created OSD Policy Travel Office identified the agency's travel weaknesses, developed a new approach, and built a structured support team comprised of six core competencies to support its nearly 1,300 travelers nimbly, 65% of whom perform OCONUS travel. Of particular note is the team's Internal Management Controls Program, which has significantly boosted travel policy compliance. Because of its dramatic performance turnaround and its ability to service a complicated travel program with ease, the OSD Policy Travel Office exemplifies what it means to be an icon in the Department of Defense.

About the Excellence In Practice Awards

The Excellence in Practice Awards are designed to recognize DoD travel professionals and organizations who have excelled in travel program management and successfully addressed issues with exemplary professional skill, creativity and resourcefulness. The Awards program is operated on an annual cycle. Our next nomination period will begin in late fall 2012. If you are interested in nominating a fellow travel professional, please continue to monitor the [Excellence in Practice webpage](#) on the DTMO website.

Travel Assistance Center Achieves ISO Standards

The Travel Assistance Center (TAC), the 24/7 travel helpdesk that offers assistance to DoD travelers, is often applauded for the quality of services it provides. The TAC continues to improve these services by being certified against International Organization for Standardization (ISO) standards for quality management (ISO 9001:2008), information technology service management (ISO 20000-1:2005) and information security management (ISO 27001:2005). Achieving these certifications is an important step for the TAC as it shows its dedication to maintaining quality and continual improvement.

ISO International Standards ensure that services provided by an organization are reliable and of good quality. Each ISO certification assesses a unique set of processes that maintain and improve quality. A specific standard outlines certain requirements, specifications, and guidelines that should be used consistently to ensure processes and services are fit for their purpose. For organizations such as the TAC, these standards are strategic tools that are

used to optimize operations, enhance customer service and quality of services, and increase

productivity. Many of the ISO standards, including the ones the TAC is certified against, focus on standardizing management systems. Often business processes are not documented or standardized across an organization. Becoming certified means that those processes are not only documented, but are standardized, and are often reengineered to be more efficient. Continual improvement is a key principle of all ISO standards and an important aspect retaining certification. For TAC customers, this means the TAC will continue to improve the services it provides.

Each year, independent auditors verify that the TAC is in compliance with each of the standards in which it is certified. In addition to the annual audits, the TAC has a dedicated quality team that performs weekly internal audits and other quality checks such as call monitoring, to ensure continued compliance.



ISO 9001:2008

This standard deals with the fundamentals of a quality management system designed to help organizations ensure they meet requirements and needs set forth by customers. It builds the framework for quality and helps keep the service consistent, which translates to consistent and correct information relayed to customers, in depth analysis of problems or potential problems, and a focus on continual improvement. This can be seen when calling the TAC; each analyst answers the phone in the same manner and uses the same work instructions to troubleshoot a call.

Certified: 2006

ISO 20000-1:2005

This standard promotes an integrated process approach to effectively deliver managed services and meet business and customer requirements. It adds a framework for service delivery which translates to greater focus on service level agreements and resources, reduction of risks, creation of a standard and consistent approach to service delivery, proactive rather than reactive processes, and alignment of information technology services and business strategy. Last year the TAC achieved this certification.

Certified: 2011

ISO 27001:2005

This standard specifies a system that is intended to bring information security under explicit management control. This certification adds an additional focus on protecting customers' secure information. This translates to greater security awareness, lower operating costs due to risk identification and mitigation, and continual improvement centered on securing the information for which the service provider is responsible. The TAC handles personally identifiable information on a daily basis. ISO 27001 helps to protect your information.

Certified: 2011



Training Resources: Spotlight on Trifolds

In addition to a variety of training courses, DTMO offers a vast library of information resources. Resources are available in several formats; from short questions and answers (Q&As) to comprehensive manuals.

Quick Access to Printable, Portable, and Practical Information. DTMO publishes a variety of trifolds, which serve as short “memory joggers” that help you recall the basic steps used to perform various DTS tasks. They won’t teach you everything you need to know about each task, but they will help you refresh your memory about what you learned through other training resources.

Trifold Title	When to Use
Create an Authorization/Order	Creating, adjusting, or amending a DTS document
Create a Voucher from Authorization	
Create a Local Voucher	
Authorizing Official Checklist	Reviewing a DTS document for possible approval
Instructions to Cancel a Trip	A planned trip will not take place
Review, Certify, and Approve DTS Documents	DTS has forwarded a document to you for action
Updating Itinerary and Reservations in an Authorization	Modifying an existing DTS document
Updating Itinerary and Reservations in a Voucher	
DTA General Setup	Creating an entire organizational structure in DTS
Partner System Traveler Instructions for Completing an Imported Authorization in DTS	Completing an imported authorization in DTS

Find the Right Trifold. Access trifolds through the DTMO website or through TraX using the methods below.



DTMO Website: Training Resources Lookup Tool

1. Go to the [Training Resources Lookup Tool](#).
2. Select Type > **Reference Materials**; Subtype > **Tri-Folds**.
3. Refine your search by role, topic, or series, and select **Submit** or select **Submit** and scan the titles and descriptions.

OPTIONAL: Use the *Find* feature (press **Ctrl** and **F** on your keyboard) and type in a search term. This will highlight all instances of the search term in the titles and descriptions to help you identify the resource that you need.



Travel Explorer: Knowledge Center

1. Log in to [TraX](#).
2. Click on Knowledge Center icon.
3. Using the search box, Enter “Trifold” to filter the results and click **Search**. To see all results, leave the field blank and click **Search**.

Common Questions *about* Web-Based Training

Q: What are Web-Based Training (WBT) classes?

Web-Based Training (WBT) classes are online, self-paced training modules that can be completed in one to four hours. DTMO offers more than 20 WBTs on topics such as DoD travel policies, initial and annual Certifying Officers Legislation, various DoD programs, beginner and advanced Defense Travel System subjects, and more. At the conclusion of each WBT, users must successfully complete an assessment to earn a training certificate to verify your mastery of the subject matter.

Q: What are the advantages to taking WBTs?

You can access WBTs 24/7. Once accessed, you can work through WBTs at your own pace, and at any depth you choose. Most WBTs were built to be functional at many different levels. Beginners can drill down to learn details about every topic while more experienced users can skim through high-level information to provide an instant refresher class. Anyone can jump into a WBT to answer a specific question. This flexibility makes WBTs a remarkably robust training tool.

Q: How do I take WBT classes?

From any Flash-enabled computer, navigate to www.defensetravel.dod.mil/passport. Passport is a portal that houses, among other online applications, the Travel Explorer (TraX). Once you have registered for a Passport account, log in to TraX and click on the “Training” icon, which will display a selection of recommend WBTs based on the DTS role that is listed in your Passport profile. Select “Launch” next to any class, then “Launch Course” to begin the class.

Q: Can I complete a WBT class more than once?

Of course! You can take WBTs as often as you like.

The Available/Recommended tab defaults to display only the training we recommend based on your DTS role and that you have not yet taken. If the class you want to take does not display, select the View All radio button, which will show all WBTs (as well as demonstrations, distance learning classes, and Citi-provided classroom events) hosted on TraX.

Q: I passed the assessment, but didn't get a certificate. What do I do now?

Occasionally, TraX and your web server fail to properly connect when recording a certificate. If it happens, click the “Help Tickets” icon to create a ticket requesting your certificate. Make sure you state the full class name and the date completed. We'll send you a certificate and it will also show in your completed training list in TraX.

Q: What are the differences between a WBT and a narrated demonstration?

Narrated demonstrations are an excellent “first look” at various DTS processes. They allow the user to see a process being completed, but do not provide the depth of training WBTs offer. They are also much shorter, lasting anywhere from a few minutes to 20 minutes. Demonstrations do not include assessments and therefore, do not offer training certificates upon completion.

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).

The reproduction of the Dispatch is permissible for official use only.

To subscribe or to view previous editions, visit www.defensetravel.dod.mil

Volume V, Issue 2 – Summer 2012