



## DEFENSE TRAVEL MANAGEMENT OFFICE

# Travel Certificate Program

## Authorizing Official Certificate

### Competencies & Learning Objectives

This document is intended to identify the knowledge and skills a person must demonstrate in order to receive an Authorizing Official certificate through the DTMO's Travel Certificate Program (TCP). The required knowledge and skills are expressed as learning objectives (main and subordinate), which are grouped together into more-generalized core competencies, several of which form a broad category.

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#### I. Definitions

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**Travel Certificate Program:** A knowledge-, skill-, and assessment-based professional development program that validates the capability of personnel who manage travel for Department of Defense (DoD) organizations. The program is managed by the Defense Travel Management Office (DTMO).

Supervisor-approved and organization-endorsed candidates must demonstrate that they possess skills and knowledge to attain at predefined levels of competency. Individuals who earn a certificate are further expected to periodically renew it to demonstrate continued competency.

For more information on the TCP, see the [Travel Program Certificate Guide](#).

**Authorizing Official (AO) Certificate:** The AO Certificate designates the successful completion of the Travel Certificate Program (TCP) requisites which measure specific learning outcomes, demonstrated skill levels, and problem solving capabilities for a person who serves in an Accountable Official /Certifying Officer role for travel documents within the Defense Travel System. In DTS, the same person typically acts as both the Accountable Official and the Certifying Officer, and is referred to as the Authorizing Official.

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## II. Categories

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All learning objectives are ultimately grouped into one of three broad categories that cover support to organizations and travelers and an AO's duties in reviewing and approving travel documents in DTS. Categories include:

### 1. Defense Travel System - Administration

AOs are responsible for ensuring that DTS travel documents are approved in a timely manner and in compliance with all DoD travel and finance regulations. In order to accomplish both of these objectives, AOs may have to perform certain administrative tasks in DTS, such as running reports, conducting basic troubleshooting, delegating signature authority, and assisting with financial transactions. The full extent of these duties may vary by Component/organization.

### 2. Traveler Support

AOs support travelers by coaching them on the details of the mission (i.e., why the traveler's going TDY), travel regulations, local policies/procedures, and DTS functionality. Coaching travelers not only helps get the job done right the first time (saving the traveler and AO from rework later), but it also produces a more-knowledgeable traveler community and enhanced mission performance.

### 3. Defense Travel System - Route and Review

AOs require a thorough understanding of the DTS Route & Review module, which is where they authorize travel, approve payments, and – if necessary – oversee trip cancellations. The Route & Review module merges DTS navigation with the critical skills of being an AO, as AOs use the module to approve travel documents (authorizations, group authorizations, vouchers, local vouchers) that are in compliance with mission requirements, DoD travel and financial regulations, and any local policies. AOs can also use the Route & Review module to return travel documents for correction or adjust travel documents on behalf of the traveler.

### III. Core Competencies

Core Competencies are more specific than Categories, but provide less granularity than Learning Objectives. They help broaden the Category scope without getting into all the specific details. Core Competencies, by Category, include:

<b>Core Competencies by Category</b>	
<p><b>1. Defense Travel System – Administration</b></p> <ul style="list-style-type: none"> <li>1.1 DTS Basics</li> <li>1.2 Finance</li> <li>1.3 Reports</li> <li>1.4 Troubleshooting</li> </ul> <p><b>2. Traveler Support</b></p> <ul style="list-style-type: none"> <li>2.1 Authorization</li> <li>2.2 DTS Basics</li> <li>2.3 Emergency actions</li> <li>2.4 Group Authorization</li> <li>2.5 Local Information</li> <li>2.6 Local Voucher</li> <li>2.7 Training</li> <li>2.8 Travel Documents</li> <li>2.9 Voucher</li> </ul>	<p><b>3. Defense Travel System - Route and Review</b></p> <ul style="list-style-type: none"> <li>3.1 Adjust/Amend for Traveler</li> <li>3.2 Finance</li> <li>3.3 Policy Adherence</li> <li>3.4 Route and Review Basics</li> </ul>

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## IV. Learning Objectives

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Learning Objectives are the smallest sub-division of TCP-driven knowledge and skills. Although some are further broken down into subordinate learning objectives, this is strictly for clarification. Every Learning Objective could be further sub-divided into (sometimes hundreds of) individual tasks, steps, procedures, button clicks, and so on. However, for our purposes, these are not necessary. Learning Objectives, organized by Category and Core Competency, begin on the next page.

The letter in the KSA column indicates the level to which the learning objective must be learned. Options are:

- **K = Knowledge:** Candidate must recall facts about the objective. Facts may be tested in isolation or collectively as a series of steps, tasks, or procedures.  
Example: Which of the following receipts must a traveler attach to a DTS voucher?
- **S = Skill:** Candidate must be able to execute a task or procedure if provided clear guidance. Guidance may be in the form of step-by-step instruction or an overall expectation with minimum direction.  
Example: For an upcoming TDY, a traveler entered an estimate for an improper non-mileage expense. Return the authorization using the DTS screen pictured below.
- **A = Application:** Candidate must be able to execute a specific task using material taken out of context, such as from a scenario.  
Example: The traveler plans to drive their personal vehicle to the TDY location, which is 625 miles from the PDS, and has completed a Constructed Travel Worksheet (CTW) and attached it to their authorization. You have reviewed the traveler's authorization and CTW and have decided to limit their reimbursement to the standard transportation mode. Correctly execute all necessary steps in DTS to accomplish this task.
- **L = Local:** Candidate will gain knowledge in collaboration with their endorser related to Organizational Knowledge.

Category	Core Competency	KSA	Main and Subordinate Learning Objectives
1. DTS Administration	1.1 DTS Basics	S A K  A K A A K K S	<ul style="list-style-type: none"> <li>• Administrative tab                             <ul style="list-style-type: none"> <li>○ Access budget mod.</li> <li>○ Access R&amp;R mod.</li> <li>○ Know how to calculate distance</li> </ul> </li> <li>• Traveler setup tab                             <ul style="list-style-type: none"> <li>○ Edit form preferences</li> <li>○ View available Routing Lists</li> <li>○ Delegate authority</li> <li>○ Un-delegate authority</li> <li>○ Know how to set user preferences</li> <li>○ Know how to view mileage/per diem rates</li> <li>○ Update personal profile</li> </ul> </li> </ul>
	1.2 Finance	K K K K K L	<ul style="list-style-type: none"> <li>• Know due process</li> <li>• Know non-DTS actions</li> <li>• Know options for satisfying debt</li> <li>• Know DTS- related actions</li> <li>• Know AO actions pertinent to CBA process ( e.g., PPA penalties, changing method to IBA for CBA transactions)</li> <li>• Know local CBA process</li> </ul>
	1.3 Reports	K  K  K  K  K  K  K  K  K  K	<ul style="list-style-type: none"> <li>• Know contents of CTO/travel reports                             <ul style="list-style-type: none"> <li>○ FPLP/FEMA</li> <li>○ Reason code</li> <li>○ Reason justification</li> <li>○ CTO fee</li> <li>○ Unused ticket</li> </ul> </li> <li>• Know contents of partner system reports                             <ul style="list-style-type: none"> <li>○ PS travel status</li> <li>○ PS routing status</li> <li>○ PS unused ticket</li> <li>○ PS unsub. Voucher</li> </ul> </li> <li>• Know contents of individual reports                             <ul style="list-style-type: none"> <li>○ Unsubmitted voucher</li> <li>○ Constructed travel</li> </ul> </li> <li>• Know contents of routing reports                             <ul style="list-style-type: none"> <li>○ Adjustments</li> <li>○ Routing status</li> </ul> </li> <li>• Know contents of status reports                             <ul style="list-style-type: none"> <li>○ Signed</li> <li>○ Depart</li> <li>○ Return</li> <li>○ Approved</li> <li>○ Traveler</li> </ul> </li> <li>• Know when to run reports</li> <li>• Know how to view/download report in Report Scheduler &amp; Budget module</li> <li>• Know contents of Budget reports</li> </ul>

Category	Core Competency	KSA	Main and Subordinate Learning Objectives
<b>1. DTS Administration</b>	<b>1.4 Troubleshooting</b>	K K A K K L L L L K K L K L	<ul style="list-style-type: none"> <li>• Be proactive/Use preventive maintenance                             <ul style="list-style-type: none"> <li>○ Know sources of DoD travel regulations</li> <li>○ Know sources of DoD financial regulations (e.g., GTCC) –DoD FMR, DoDI</li> <li>○ Verify travel document adherence to regulations(e.g., GTCC, rental car, lodging, city pair)</li> <li>○ Understand methods of receiving updates to regulations, travel enablers, and common pitfalls (PPR &amp; TAC tickets)</li> <li>○ Know organizational method of notifying travelers &amp; ROs of changes to regulations and travel enablers</li> <li>○ Understand and adhere to local process for reporting stuck DTS documents</li> <li>○ Understand and adhere to Component policy for running reports</li> <li>○ Understand organizational process of communicating w/ traveler/DTA/APC</li> </ul> </li> <li>• Contact TAC                             <ul style="list-style-type: none"> <li>○ Know methods of contacting TAC (TraX help ticket &amp; phone)</li> </ul> </li> <li>• Self- help escalation process                             <ul style="list-style-type: none"> <li>○ Know where to locate and view DTS help screens</li> <li>○ Know where to locate TraX- answer Qs</li> <li>○ Contact local help desk</li> </ul> </li> <li>• Know how to work with traveler on Compliance Tool-generated amendments</li> <li>• Know what to do when there’s budget fail (e.g., insufficient funds, LOA mismatch)</li> </ul>

Category	Core Competency	KSA	Main and Subordinate Learning Objectives
<b>2. Traveler Support</b>	<b>2.1 Authorization</b>	K	<ul style="list-style-type: none"> <li>• Know CTO ticketing procedure</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler how to contact CTO</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach travelers on creating an authorization</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Travel (Reservations) module                             <ul style="list-style-type: none"> <li>○ Coach traveler on how to make reservations in DTS</li> <li>○ Coach traveler on how to change reservations</li> </ul> </li> </ul>
		K	<ul style="list-style-type: none"> <li>• Trip Cancel                             <ul style="list-style-type: none"> <li>○ Coach travelers on removing unsigned authorization</li> <li>○ Coach traveler to manually cancel</li> <li>○ Coach traveler on auto-cancellation (unsigned authorization &amp; airline auto-cancel)</li> </ul> </li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach travelers on rail reservations</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach travelers on trip template</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler on TSA Pre-check</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler on TSA Secure Flight</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Itinerary module</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler on airline regulations (e.g., City Pair use, -CA use, Fly America Act)</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler on lodging regulations (e.g., Government quarters use, DoD Preferred commercial lodging, approve full reimbursement, state tax exemption)</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler on rental car regulations (e.g., Government rate, compact size)</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach travelers on OCONUS special reservation rules (e.g., Fly America Act, rest periods vice first/business-class travel)</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach travelers on PLOT special reservation rules (e.g., cost difference for personal travel, official uses for rental car)</li> </ul>
		L	<ul style="list-style-type: none"> <li>• Know process for reserving other than economy/coach class travel</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler on creating a SCT authorization – Know travel types</li> </ul>
		L	<ul style="list-style-type: none"> <li>• Coach traveler where to enter Track 4 Initiative Statement ("Alternate means, such as SVTC...")</li> </ul>
	L	<ul style="list-style-type: none"> <li>• Know theater/country clearances for foreign travel</li> </ul>	
	L	<ul style="list-style-type: none"> <li>• Know standard transportation modes</li> </ul>	
	L	<ul style="list-style-type: none"> <li>• Know other than economy/coach class travel approval authority</li> </ul>	
<b>2.2 DTS Basics</b>	K	<ul style="list-style-type: none"> <li>• Coach travelers on how to access DTS for first time/set up a profile</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Coach travelers to review/maintain profile</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Coach travelers in basic DTS navigation</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Coach travelers in DTS basics</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Coach travelers in trip planning process</li> </ul>	
<b>2.3 Emergency Actions</b>	K	<ul style="list-style-type: none"> <li>• Coach traveler how to change travel plans during TDY</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Coach traveler how to handle without AO available</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Coach traveler how to report stuck DTS documents</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Coach traveler how to handle short notice (VOCO) travel</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Coach traveler how to solve common booking problems</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Assist traveler stuck at airport with no ticket</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Know troubleshooting escalation process</li> </ul>	
	K	<ul style="list-style-type: none"> <li>• Know what to do for a DTS audit failure</li> </ul>	

<b>2. Traveler Support</b>	<b>2.4 Group Authorizations</b>	K K K K K K K K	<ul style="list-style-type: none"> <li>• Coach traveler how to allocate expenses to travelers in group</li> <li>• Coach traveler how to enter group expenses</li> <li>• Coach traveler how to create GAUTH for 10+ (TO contact)</li> <li>• Coach traveler how to create/edit/update travel team</li> <li>• Coach traveler how to identify travelers for GAUTH</li> <li>• Coach traveler how to lock GAUTH</li> <li>• Coach traveler how to remove/Release Traveler from GAUTH</li> <li>• Coach traveler how to generate a Traveler Manifest</li> </ul>
	<b>2.5 Local Information</b>	L L L L L L L L L L L	<ul style="list-style-type: none"> <li>• Know CTO contact information</li> <li>• Know CTO contract</li> <li>• Know how to verify CTO ticketing</li> <li>• Conference attendance – Coach traveler on paying for attendance</li> <li>• Know TO contact information</li> <li>• Coach traveler on how to return unused tickets</li> <li>• Know local routing policy/process</li> <li>• Understand organization and traveler mission</li> <li>• Know local training requirements</li> <li>• Know local in- and out- processing procedures</li> <li>• Know where local business rules are kept</li> </ul>
	<b>2.6 Local Voucher</b>	K K K K K K	<ul style="list-style-type: none"> <li>• Know local area parameters</li> <li>• Coach travelers on creating a local voucher</li> <li>• Coach traveler on close-out date/combining multiple events on 1 local voucher</li> <li>• Coach traveler on copying expenses</li> <li>• Coach traveler on entering an event purpose</li> <li>• Coach traveler on adjusting mileage</li> </ul>
	<b>2.7 Training</b>	L L L	<ul style="list-style-type: none"> <li>• Create training (as needed) in accordance with Component policy (modify DTMO training)</li> <li>• Locate or create site training plan</li> <li>• Use/refer travelers to DTMO training resources (Travel Explorer, DTMO website)</li> </ul>

<b>2. Traveler Support</b>	<b>2.8 Travel Documents</b>	K	<ul style="list-style-type: none"> <li>• Review/Sign module                             <ul style="list-style-type: none"> <li>○ Coach traveler to spot-check completed travel document</li> <li>○ Coach traveler on how to attach other authorizations</li> <li>○ Coach traveler on proper pre-audit justifications</li> <li>○ Coach traveler on how to attach digital signature</li> </ul> </li> </ul>
	<b>2.9 Voucher</b>	K	<ul style="list-style-type: none"> <li>• Travel (Reservations) module                             <ul style="list-style-type: none"> <li>○ Coach traveler on how to delete reservation</li> <li>○ Coach traveler on how to enter other ticketed transportation costs</li> <li>○ Coach traveler to change payment type</li> </ul> </li> </ul>
K		<ul style="list-style-type: none"> <li>• Coach traveler on how to view existing travel documents</li> </ul>	
		K	<ul style="list-style-type: none"> <li>• Coach traveler on how to adjust existing travel documents</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler on how to amend existing travel documents</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Expenses module                             <ul style="list-style-type: none"> <li>○ Coach traveler how to enter/update/delete expenses (manually, via GTCC transaction)</li> <li>○ Coach traveler how to attach receipts &amp; other substantiating documents</li> <li>○ Coach traveler how to update per diem allowances</li> </ul> </li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach traveler how to change itinerary</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach travelers on special expense rules (e.g., expenses that cannot be claimed OCONUS, combine lodging tax with room rate)</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach travelers how to account for currency conversion</li> </ul>
		K	<ul style="list-style-type: none"> <li>• Coach travelers on creating a voucher</li> </ul>

Category	Core Competency	KSA	Main and Subordinate Learning Objectives
<p style="text-align: center;"><b>3. DTS Route and Review</b></p>	<p style="text-align: center;"><b>3.1 Adjust/Amend for Traveler</b></p>	<p>A S S  K K S S</p>	<ul style="list-style-type: none"> <li>• Create travel document for another person</li> <li>• Itinerary module – adjust itinerary on behalf of traveler</li> <li>• Travel (Reservations) module                             <ul style="list-style-type: none"> <li>○ Create reservations on behalf of traveler</li> <li>○ Adjust reservations on behalf of traveler</li> <li>○ Delete reservations on behalf of traveler</li> <li>○ Enter travel cost on behalf of traveler</li> <li>○ Select payment type on behalf of traveler</li> <li>○ Request CTO assistance on behalf of traveler</li> </ul> </li> <li>• Know Stamp Without Adjustment feature</li> <li>• Know how to record a CTO fee manually</li> <li>• Adjust payment totals (for split disbursement)</li> <li>• Update expenses on behalf of traveler                             <ul style="list-style-type: none"> <li>○ Import GTCC transaction</li> <li>○ Add expense manually</li> <li>○ Edit expense</li> <li>○ Delete expense</li> </ul> </li> </ul>
	<p style="text-align: center;"><b>3.2 Finance</b></p>	<p>K S K  S K  K K K L</p>	<ul style="list-style-type: none"> <li>• Accounting module                             <ul style="list-style-type: none"> <li>○ Know how default LOA is applied</li> <li>○ Change LOA</li> <li>○ Know how to change LOA elements (e.g., wildcards)</li> <li>○ Allocate expenses by LOA</li> </ul> </li> <li>• Additional options module                             <ul style="list-style-type: none"> <li>○ Know if traveler requested partial payments</li> <li>○ Know if traveler requested advance</li> </ul> </li> <li>• Approve DUE US voucher</li> <li>• Know process for approving CBA amendment</li> <li>• Know process for approving CTO ticketing amendment</li> <li>• Execute FY crossover travel                             <ul style="list-style-type: none"> <li>○ Know local guidance for FY crossover travel processing (e.g., accounting system shutdown periods)</li> </ul> </li> </ul>



<b>3. DTS Route and Review</b>	<b>3.3 Policy Adherence (continued)</b>	<p>K</p> <ul style="list-style-type: none"> <li>• Know how to handle deviations from authorized                             <ul style="list-style-type: none"> <li>○ *Know COL requirements</li> <li>○ Local implementation</li> </ul> </li> </ul> <p>L</p> <ul style="list-style-type: none"> <li>• Know separation of duties requirements                             <ul style="list-style-type: none"> <li>○ *Know COL requirements</li> <li>○ Local implementation</li> </ul> </li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Request an advance decision about legality of payment                             <ul style="list-style-type: none"> <li>○ *Know COL requirements</li> <li>○ Local implementation</li> </ul> </li> </ul> <p>L</p> <ul style="list-style-type: none"> <li>• Constructed Travel – Review CTW</li> </ul> <p>S</p> <ul style="list-style-type: none"> <li>• Know OCONUS special reservation rules (e.g., Fly America Act, rest periods vice first/business-class travel)</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Know OCONUS special expense rules (e.g., expenses that cannot be claimed OCONUS, combine lodging tax with room rate)</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Know PLOT special reservation rules (e.g., cost difference for personal travel, official uses for rental car)</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Know how to review invitational travel orders</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Know how to review a SCT-based trip</li> </ul>
	<b>3.4 Route and Review Basics</b>	<p>A</p> <ul style="list-style-type: none"> <li>• Promptly review/approve authorizations to prevent airline auto-cancel</li> </ul> <p>A</p> <ul style="list-style-type: none"> <li>• Approve a cancelled trip w/ expenses</li> </ul> <p>A</p> <ul style="list-style-type: none"> <li>• Cancel an authorization linked to a cancelled trip</li> </ul> <p>A</p> <ul style="list-style-type: none"> <li>• Review/Sign module                             <ul style="list-style-type: none"> <li>○ Apply default digital signature</li> <li>○ Change default digital signature</li> </ul> </li> </ul> <p>A</p> <ul style="list-style-type: none"> <li>• Review travel document in view-only mode</li> </ul> <p>A</p> <ul style="list-style-type: none"> <li>• Review travel document in edit mode</li> </ul> <p>A</p> <ul style="list-style-type: none"> <li>• Approve group authorization                             <ul style="list-style-type: none"> <li>○ 10 or more travelers</li> <li>○ 2-9 travelers</li> </ul> </li> </ul> <p>S</p> <ul style="list-style-type: none"> <li>• Use AO "checklist" to review travel documents</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Know stamp options                             <ul style="list-style-type: none"> <li>○ Return document to traveler</li> <li>○ Execute return</li> </ul> </li> </ul> <p>S</p> <ul style="list-style-type: none"> <li>• Know reasons for return</li> </ul> <p>A</p> <ul style="list-style-type: none"> <li>• Adjust for traveler vice return to traveler</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Know how DTS routes docs</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Review trip w/ PLOT</li> </ul> <p>L</p> <ul style="list-style-type: none"> <li>• Review trip w/ LICWO</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Constructed Travel – know where to locate the CTW</li> </ul> <p>K</p> <ul style="list-style-type: none"> <li>• Know how DTS handles IDL crossing</li> </ul>