

# TRAVEL CERTIFICATE PROGRAM

## ORGANIZATIONAL\* KNOWLEDGE CHECKLIST

### DEFENSE TRAVEL ADMINISTRATOR CERTIFICATE

(AO checklist is on next page.)

The endorser is responsible for verifying that a candidate meets local/organizational knowledge requirements. To assist with this, the below checklist should be used by an endorser to determine if a candidate possesses the knowledge necessary to meet the required knowledge that is specific to an organization's processes. While this list includes key elements that a candidate must know, an organization may add additional requirements for endorsement.

**Organization\*/Component Guidance.** This guidance may be in the form of a service instruction, order, or business rules. Candidate should have knowledge of all listed below and the organization may provide additional organizational/component guidance.

- Verbal Orders Process (aka VOCO)
- Permission Levels related to Separation of Duties
- Debt Management
- Centrally Billed Account use
- GOVCC Settings in DTS/GTCC Expiration Date Verification process
- Self-Authorizing Official procedures
- NDEA Processes/Responsibilities/Training
- Extended or long-term TDY procedures
- Other-than-coach-class travel procedures/POC
- Unused or partially used tickets process
- DD Form 577 process & verification
- Training Plan & candidate's responsibility
- Communication Plan & candidate's responsibility
- If applicable, payment for Patriot Express Flights
- If applicable, OCONUS travel requirements
- If applicable, the steps related to local labor bargaining agreements

#### Note on "Depth of Knowledge"

An endorser determines the depth a candidate needs for each of the checklist items, as candidates within an organization may need different types of knowledge, based on their specific role.

Examples related to "Debt Management"

- An Organizational DTA may only need to know how to assist their travels with a basic debt and who to ask if there are additional "sticky" questions.
- A Lead DTA should know the processes associated with an organization's debt management, know who the Debt Management Monitor is, and understand their role in monitoring debt overall.

**Help/Assistance structure for candidate's organization\***

- Organization's process for assisting travelers and AOs
- If applicable, any specific guidance on help desk tickets to 2.5 or TAC

**Commercial Travel Office Support**

- Understanding of process to check documents "stuck at" CTO submit for upcoming travel
- POC in organization to answer questions about CTO support
- Complaint Process and the organization's Quality Assurance Evaluator

**Financial System Troubleshooting Contacts/Process**

- If applicable, LOA rollover process
- Reject Support or central POC
- Understanding of FY Crossover

*\*Note: "Organization" knowledge required may reside at a site, major command or HQ/Agency level. A specific organization may defer up the change-of-command for guidance, training plans, etc. If this is the case, it is important for the candidate to know who is responsible for an area and how to get the information, if needed.*

(Feb 2015)

# TRAVEL CERTIFICATE PROGRAM

## ORGANIZATIONAL\* KNOWLEDGE CHECKLIST

### AUTHORIZING OFFICIAL CERTIFICATE

The endorser is responsible for verifying that a candidate meets local/organizational knowledge requirements. To assist with this, the below checklist should be used by an endorser to determine if a candidate possesses the knowledge necessary to meet the required knowledge that is specific to an organization's processes. While this list includes key elements that a candidate must know, an organization may add additional requirements for endorsement.

**Organization\*/Component Guidance.** This guidance may be in the form of a service instruction, order, or business rules. Candidate should have knowledge of all listed below and the organization may provide additional organizational/component guidance.

- Verbal Orders Process (aka VOCCO)
- Permission Levels related to Separation of Duties
- Understand organization/mission travel requirements
- Debt Management (general procedures/POC)
- Centrally Billed Account use/reconciliation requirements
- Delegate/Remove Delegation procedures
- Extended or long-term TDY procedures (over 30 days)
- Other-than-coach-class travel procedure/POC
- Unused or partially used tickets procedure
- DD Form 577 requirements
- Fiscal Year Crossover procedure
- Training Plan & candidate's responsibility
- Communication Plan & candidate's responsibility
- In/out processing procedures
- Track 4 Statement procedures ("Alternate means, such as...")
- If applicable, OCONUS travel requirements
- 'Leave/leisure in conjunction with official travel' procedure
- GOVCC Settings in DTS/GTCC Expiration Date Verification procedure/POC
- Receipts required beyond JTR, if applicable with organizational rules
- Approval procedure when there are travel deviations from trip authorized

#### Note on "Depth of Knowledge"

An endorser determines the depth a candidate needs for each of the checklist items, as candidates within an organization may need different types of knowledge, based on their specific role.

**Help/Assistance structure for candidate's organization\***

- Organization's process for assisting travelers and AOs
- If applicable, any specific guidance on when to contact the DTA, 2.5 Help Desk, or TAC for normal assistance
- Advance decision about legality of payment/Travelers "breaking" policy POCs

**Commercial Travel Office Support**

- Understanding of process to check documents "stuck at" CTO submit for upcoming travel
- POC in organization to answer questions about CTO support (ticketing process, contacting, contract requirements (as relevant))
- Complaint process and the organization's Quality Assurance Evaluator

*\*Note: "Organization" knowledge required may reside at a site, major command or HQ/Agency level. A specific organization may defer up the change-of-command for guidance, training plans, etc. If this is the case, it is important for the candidate to know who is responsible for an area and how to get the information, if needed. (Jan 2016)*