Defense Travel Management Office

Travel Policy Compliance Program

Travel Policy Compliance Tool User Guide

December 12, 2016

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Revision History

Revision No.	Date	Authorization	Revision/Change Description	Chapter
1.0	4/21/15	Defense Travel Management Office (DTMO) This material has been reviewed by the Per Diem, Travel and Transportation Allowance Committee staff as PDTATAC Case D15008.	Replaced Travel Policy Compliance Tool Information Paper.	All
1.1	10/27/15	DTMO	Updated formatting; updated Section 5 to reflect OOS debt transfers	Chapter 5
1.2	12/12/16	DTMO	Updated to reflect automatic updates for traveler debt repayments; modified process of applying “No Error” and “$0 Correction” manual statuses; added/updated error statuses and their associated functions	Chapter 5 (5.4 & 5.5), Chapter 7 (7.3), Appendix B

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Chapter 1: Introduction

This purpose of this guide is to provide direction for administrators of the Travel Policy Compliance Tool, known as Compliance Tool Administrators (CTAs). The regulations and publications listed below should be used as references for travel policy, Defense Travel System (DTS) usage, and DoD financial procedures.

- *Joint Travel Regulations* (JTR)
  http://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf
- *DoD Financial Management Regulation* (DoD FMR) (DoD 7000.14-R)
  http://comptroller.defense.gov/fmr
- *DTS Financial Field Procedures Guide*
  http://www.defensetravel.dod.mil/Docs/Training/Financial_Field_Procedures_Guide.pdf
- *DTS Document Processing Manual*
  http://www.defensetravel.dod.mil/Docs/Training/Document_Processing_Manual.zip
- *Defense Travel Administrator's (DTA) Manual*
  http://www.defensetravel.dod.mil/Docs/Training/DTA_Manual.zip
- *Guide for Managing Travel-Incurred Debt*
  http://www.defensetravel.dod.mil/Docs/Guide_to_Managing_Travel_Incurred_Debt.pdf
- *DoD Guidebook for Miscellaneous Payments*
  http://www.dfas.mil/contractorsvendors/miscpaymentguide

In this guide, all instances of the term "Compliance Tool" refer to the Travel Policy Compliance Tool.

CTAs are the intended audience of this guide; throughout this guide, "you" indicates a CTA action.

- ➢ *The arrows and italicized text indicate areas where local business processes should be inserted.*

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Chapter 2: Background

2.1 Congressional Mandate

In the National Defense Authorization Act (NDAA) for Fiscal Year 2012, Congress directed the Secretary of Defense to establish a program that enforces travel policy compliance and minimizes improper travel claims. Accordingly, the Defense Travel Management Office (DTMO) implemented the Travel Policy Compliance Program on behalf of the Department.

2.2 Travel Policy Compliance Tool

In keeping with the intent of the NDAA, the DTMO developed and maintains functional oversight of the Compliance Tool, an enterprise-level tool that reviews all Defense Travel System (DTS) vouchers for adherence to DoD travel policy. Under Secretary of Defense (Comptroller) guidance requires each DoD Component to be responsible for administering the Compliance Tool and developing any policies or standard procedures regarding Compliance Tool administration.

Given the breadth of DoD travel policy defined in the JTR and DoD FMR – to say nothing of Component or organization-specific travel policy – the Compliance Tool can never verify adherence to every facet of travel policy. As such, it only targets adherence to specific policies. As the Travel Policy Compliance Program matures – and based on data trends and Component input – the Compliance Tool will incrementally expand its reviews to identify more and more improper claims on DTS vouchers. For the latest listing of items within the scope of the Compliance Tool, see **Appendix A**.

The Travel Policy Compliance Program is not intended to serve as an official audit of DTS vouchers. As such, the Compliance Tool does not supplant or override any existing audit procedures, such as Defense Finance & Accounting Service (DFAS) Postpay Audits or any locally-mandated audits of DTS vouchers.

2.3 Compliance Tool Lifecycle

The Compliance Tool reviews approved DTS vouchers twice-weekly and checks them for policy compliance. If they contain any items that appear contrary to policy, the Compliance Tool opens a record to document the potential errors and then emails the traveler, the Authorizing Official (AO) that approved the DTS voucher, and (if applicable) the Non-DTS Entry Agent (NDEA) that submitted the voucher on behalf of the traveler.

With the exception of errors that are of an administrative nature or cumulatively amount to $10.00 or less (see **Section 5.3**), the traveler is responsible for amending the voucher to remove any improper claims, either by making the amendments themselves or by having the NDEA make the amendments. After the AO approves the amended voucher, the traveler is responsible for repaying the Government for any overpayments associated with an improper claim.

As the traveler, NDEA, and the AO make changes to the voucher, the Compliance Tool automatically updates the associated record. Once the voucher complies with policy and all associated debts are satisfied, the Compliance Tool closes the record.

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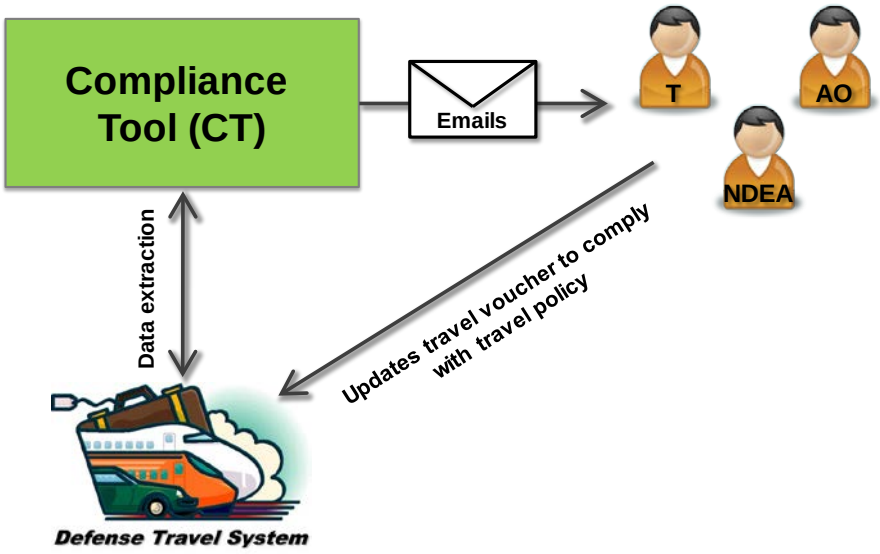

Figure 2-1 – Summary of Compliance Tool Lifecycle

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Chapter 3: Compliance Tool Administrator

3.1 Appointment

Each Component must establish its own procedures for appointing CTAs. This responsibility may be delegated to individual organizations.

- *Check with your Component for specific CTA appointment requirements.*

The CTA role is not intrinsically linked to a particular DTS role. For example, unless appointment procedures specify differently, a CTA is not required to be a Defense Travel Administrator (DTA) or a Debt Management Monitor (DMM). Likewise, unless those procedures specify differently, not every DTA is required to be a CTA.

The Compliance Tool does not permit CTAs to certify payments on behalf of the Government; hence, CTAs are not considered Accountable Officials and should not be appointed on DD Form 577. DoD regulations do not prohibit contractor personnel from serving as CTAs.

3.2 Responsibilities

In general, CTAs are responsible for the following:

- Examining Compliance Tool records for accuracy.
- Tracking Compliance Tool records to ensure that travelers and AOs are correcting vouchers in a timely manner.
- Running Compliance Tool reports of records belonging to their organization and any suborganizations.
- Troubleshooting Compliance Tool false-positives (i.e., times when the Compliance Tool incorrectly identified an item as an error).
  - *If a record contains a false-positive, consult your Service/Agency Headquarters level CTA for them to take appropriate action.*
- If authorized, granting administrator privileges to other personnel.
  - *You should consult your Component guidance before granting access to another person, and only grant Compliance Tool access to qualified personnel.*

In general, CTAs are not responsible for the following:

- Amending vouchers for travelers.
- Providing policy interpretations to travelers or AOs.

3.3 Knowledge Levels

CTAs should have a strong knowledge of DoD travel and finance policy (e.g., the JTR, the DoD FMR, and Component-specific regulations) and DTS functionality. Recommended knowledge includes, but is not limited to:

- How to locate travel policies in the JTR and the DoD FMR.
- How to amend vouchers.
- How vouchers route for review/approval.
- How the debt management lifecycle works.
  - *Debt management procedures vary by organization.*

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3.4 Compliance Tool Usage

There are two types of Compliance Tool access:

1) Access to Compliance Tool records only.
2) Access to Compliance Tool records and the ability to grant Compliance Tool access to others.

See **Section 8.1** for information on granting access to other people.

Helpful Hint:

Your Lead DTA is a great POC for Component guidance.

Don't know who your Lead DTA is?

Try looking here.

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Chapter 4: Navigating the Compliance Tool

4.1 Accessing The Compliance Tool

The Compliance Tool is accessed through the DTMO Passport – the same web portal used for accessing Travel Explorer (TraX).

After logging into the DTMO Passport, select the **Compliance Tool** button on the **Passport Access** screen (*Figure 4-1*).

Figure 4-1 – Passport Access Screen with Compliance Tool icon (far right)

4.2 Basic Navigation Of The Compliance Tool

The Compliance Tool home screen offers four navigation options (*Figure 4-2*):

- **Generate Reports** – where you retrieve the Compliance Tool records belonging to your organization.
- **My Working List** – where you store your favorite Compliance Tool records for easier retrieval.
- **Admin** – where you grant Compliance Tool access to others.
- **Tutorials** – not currently active.

Figure 4-2 – Compliance Tool Home Screen

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With the exception of the home screen, every Compliance Tool screen has a shortcut toolbar to improve navigation to other Compliance Tool screens (*Figure 4-3*).

Figure 4-3 – Compliance Tool Shortcut Navigation Toolbar

4.3 Generate Reports

The Generate Reports section is where you search for and retrieve Compliance Tool records (hereafter referred to as "records") for your organization.

4.3.1 Generate Reports Search Screen

You have the option to search for records using any of the following search filters (*Figure 4-4*):

- **DTS TANUM** – allows you to search for a record associated with a specific voucher.
  - A Travel Authorization Number (TANUM) is a unique identifier assigned by DTS when the AO approves a travel document.
- **Total Error $ Range** – allows you to search for records associated with a total error amount.
- **CT Record Status** – allows you to search for records based on the status of the record (i.e., **Open**, **Closed**, **$10 or Less**).
- **Error Status** – allows you to search for records based on the status of one or more errors in the record. See **Appendix B** for detailed descriptions of each error status.
- **Error** – allows you to search for records containing one or more potential errors. See **Appendix A** for the latest list of errors identified by the Compliance Tool.
- **DTS Org** – allows you to search for records associated with a specific DTS organization.
- **Org Status** – no longer used.
- **Fiscal Year** – allows you to search for records associated to a specific fiscal year.
- **Date Range** – allows you to search for records that contain errors claimed during the date range you specify.
- **Traveler** / **NDEA** / **Authorizing Official** – allows you to search for records based on the personnel associated with the voucher.

Helpful Hint:
If you want a report of all your organization's records, leave the search filters blank and select the View Results button.

This pulls in every record, regardless of age, error, and record status.

After entering your search criteria, select the **View Results** button.

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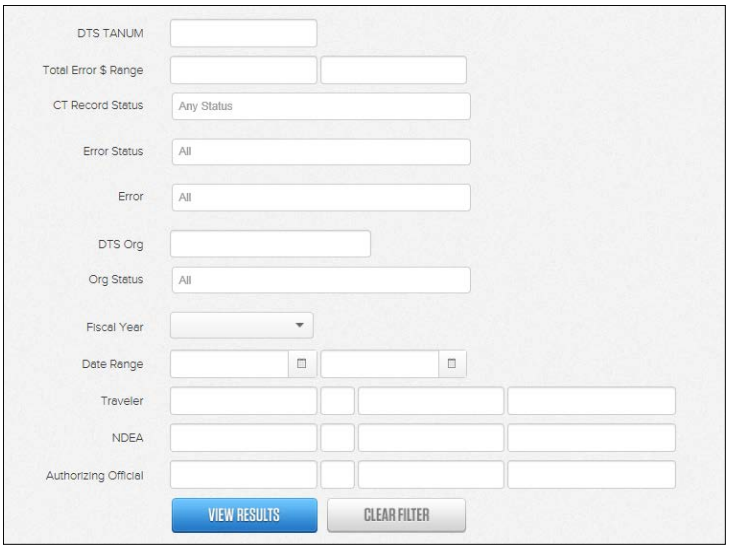

Figure 4-4 – Generate Reports Search Filters

4.3.2 Generate Reports Search Results

The Compliance Tool displays records that meet the criteria identified in your search (*Figure 4-5*). Results display high-level details about each record.

Tip: If you need to execute a new search, select the **Back to Report Search** button to return to the search screen.

To view a record's details, use your mouse to select the row. The details display in a pop-up window.

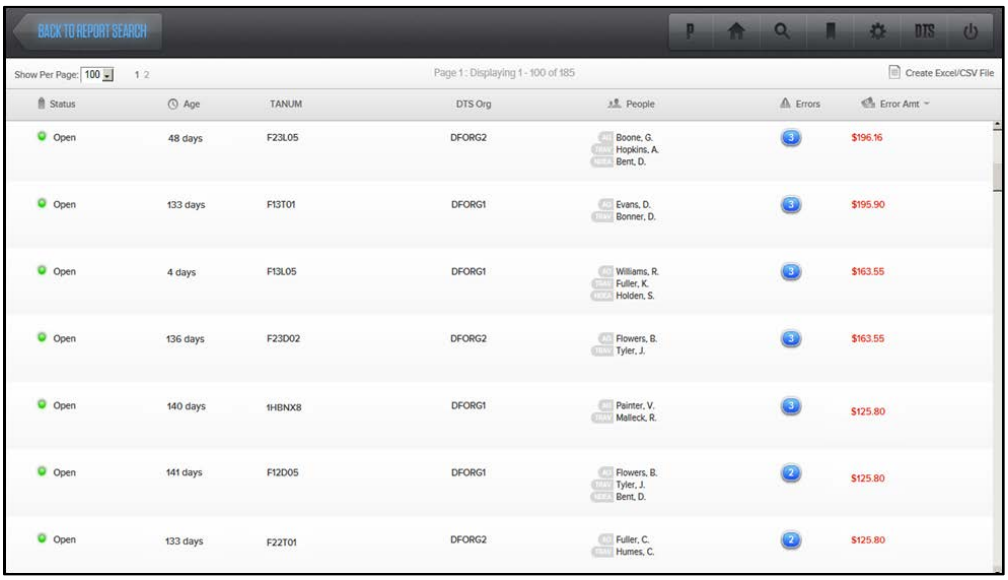

Figure 4-5 – Generate Reports Search Results

4.3.3 Exporting Generate Reports Search Results

You can easily export your search results into a .csv file, which is compatible with

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Microsoft Excel and many similar programs. Exporting data into a .csv file is great because it allows you to organize and analyze the data using standard spreadsheet tools.

To export your search results, select the **Create Excel/CSV File** button (*Figure 4-6*).

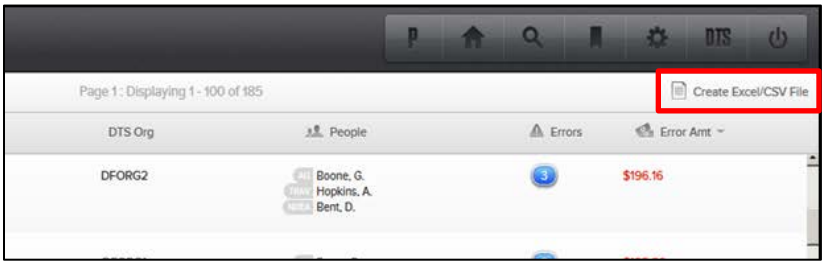

Figure 4-6 – Generate Report Search Results – Detail on Create Excel/CSV File Button

The exported file includes every detail of every record in your search results.

Helpful Hint:

If you find outdated contact information in a record, update it in the record for easier reference in the future.

Simply select the blue pencil icon next to the Phone or Email fields and make the changes. While the changes won't transfer into DTS, at least you'll have the right information the next time you access a record!

4.3.4 Record Details

You can view the details of a record by selecting the record from your Generate Reports search results screen. The record details appear in a pop-up window.

The pop-up window displays the status of the record (**Open** or **Closed**), the TANUM associated to the record, a bookmark icon to add the record to My Working List, and an **X** button to close the pop-up and return to your search results (*Figure 4-7*).

Most of the record details are clustered under four headers (the 1 icons provide a reference that correspond with their positions in *Figure 4-7*):

Contacts 1 – Displays the contact information of the traveler, the AO that approved the voucher, and (if applicable) the NDEA that submitted the voucher for the traveler. The Compliance Tool extracted the contact information from each individual's DTS personal profile.

DTS Information 2 – Displays information specific to the voucher, including the TANUM, the DTS travel document name, the trip locations, the trip dates, and the voucher status.

Errors 3 – Displays the errors contained in the voucher by type (e.g., Excess Lodging), along with the amount and status of each error. In addition, for any error, you can enter or view comments, adjust the error amounts, and use the **Manual Status** drop-down to override the system status.

Record Notes 4 – Displays the age of the record, the email history (including dates of initial and latest emails), and a text field to enter general comments about the record.

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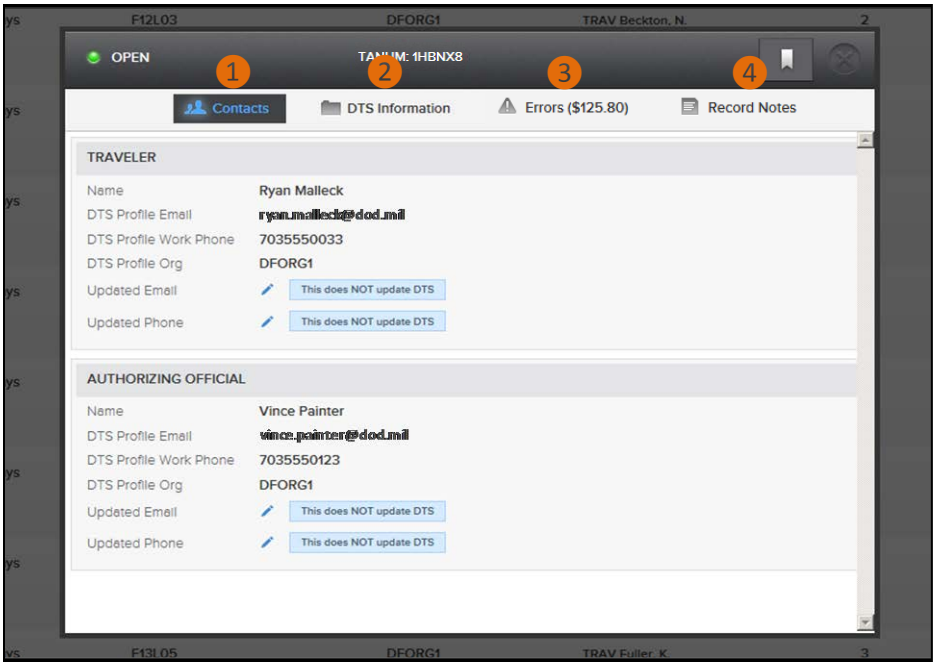

Figure 4-7 – Record Details Pop-up Window

4.4 My Working List

You can store favorite/frequently-needed records for easier access in the My Working List section.

Whereas the Generate Reports section requires search filters to retrieve records, the My Working List section automatically displays any records you have added to it (*Figure 4-8*).

Note: Records added to My Working List are still accessible via Generate Reports.

To view a record's details, use your mouse to select the row. The details display in a pop-up window.

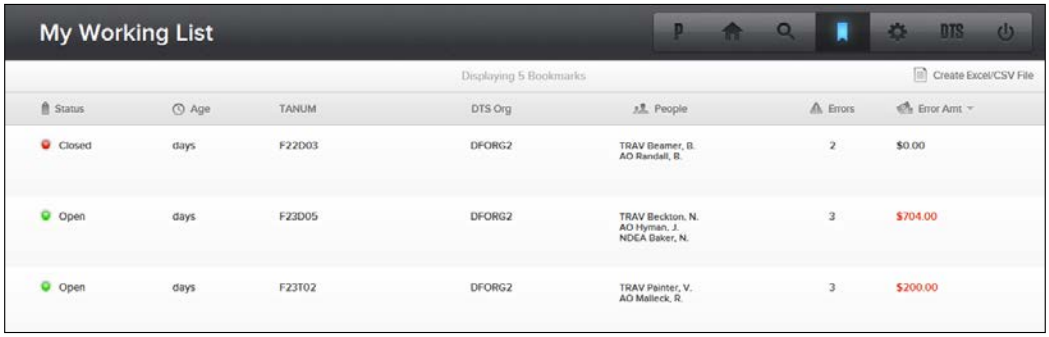

Figure 4-8 – My Working List Screen

To add a record to My Working List, open the record and select the bookmark icon (*Figure 4-9*).

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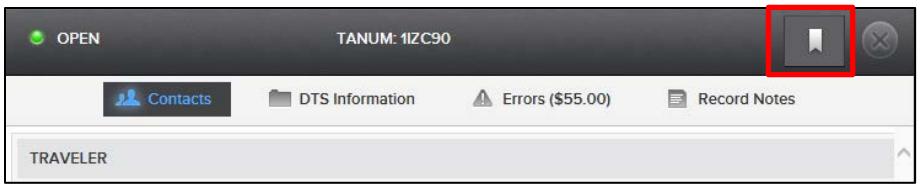

Figure 4-9 – Record Details Close-up – Bookmark Icon

To remove a record from My Working List, open the record and unselect the bookmark icon (*Figure 4-10*).

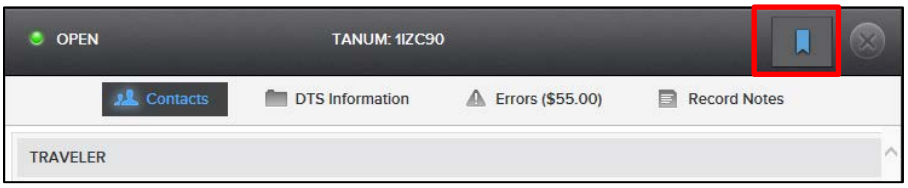

Figure 4-10 – Record Details Close-up – Bookmark Icon Selected

4.5 Admin Access

You can view your own Compliance Tool access, view the Compliance Tool access of other CTAs in your organization, and, if authorized, grant access to another person in Admin Access.

You can view a list of the organizations to which you have Compliance Tool access by selecting the **Your Current CT Access** button on the Admin Access screen (*Figure 4-11*).

For more information on granting/removing Compliance Tool access, see **Chapter 8**.

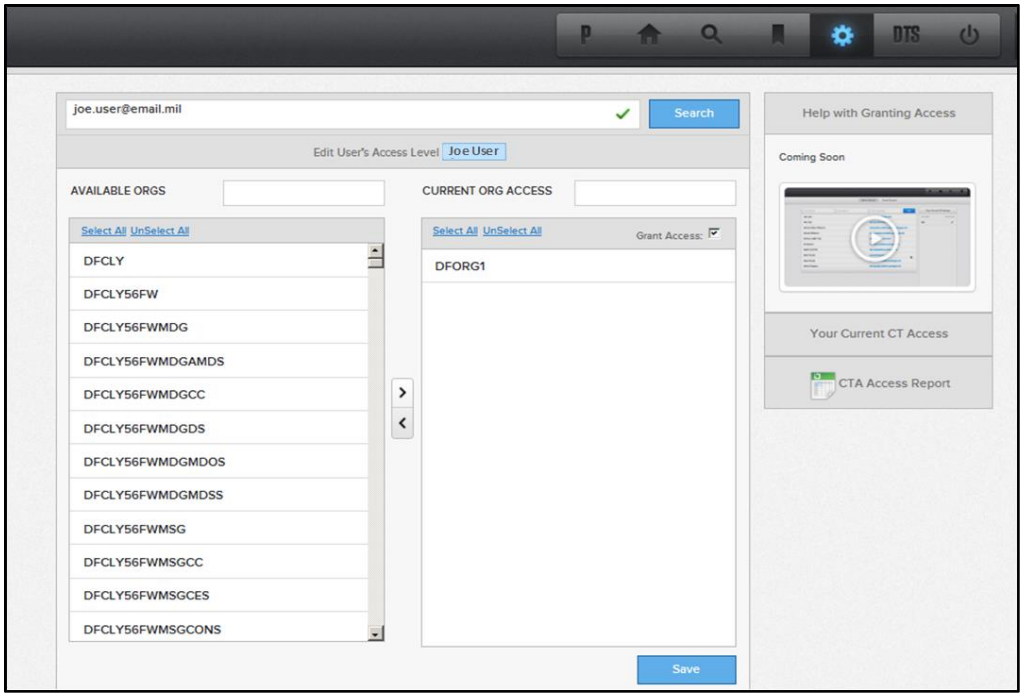

Figure 4-11 – Admin Access Screen

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Chapter 5: Working a Compliance Tool Record

5.1 Overview

To supplement the automatic features of the Compliance Tool, you must manually perform certain Compliance Tool tasks. This section covers the start-to-end process of how you should – and should not – work a record.

- *Your Component may require actions beyond what is covered in this section – or may recommend an alternate method of working records. Consult your Component guidance.*

5.2 Locating A Record

In order to work a record, you first need to access it. Here's how:

1) Go to the **Generate Reports** screen (*Figure 4-4*).

2) (OPTIONAL) Use filters to narrow your search results.

3) Select **View Results**.

4) Select the row of the record you need to work (*Figure 4-5*). The Records Details pop-up appears (*Figure 4-7*).

Helpful Hint:

If you regularly access a record, add it to My Working List.

Thereafter, you won't have to perform Steps 1-3 (*to the left of this box*) – you'll simply go to **My Working List**.

See **Section 4.4** for more details.

5.3 Records Labelled $10.00 Or Less

If the traveler's voucher had cumulative errors totaling $10.00 or less, the traveler does not have to amend it. The DoD FMR does not require DoD to collect debts that are $10.00 or less.

The traveler, AO, and (if applicable) NDEA receive an email notifying them of the improper claims on the voucher – but the email also tells them not to amend the voucher.

You are not required to take action on any record labelled **$10 or Less**, but these records will display on reports for tracking purposes.

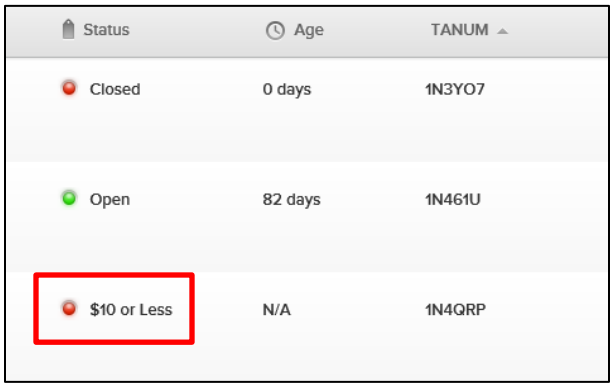

Figure 5-1 – Generate Reports – $10 or Less Record

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5.4 Working An Open Record

You're responsible for tracking the open records for your organization and ensuring that they are closed in a timely fashion.

Compliance Tool records automatically update to reflect traveler amendments and debt repayments. Therefore, the only actions you should have to undertake are from a troubleshooting perspective. For more information on best practices and troubleshooting, see **Chapter 7**.

- *Your Component may have administrative procedures that supplement the automatic updates performed by the Compliance Tool. Consult your Component guidance for more information.*

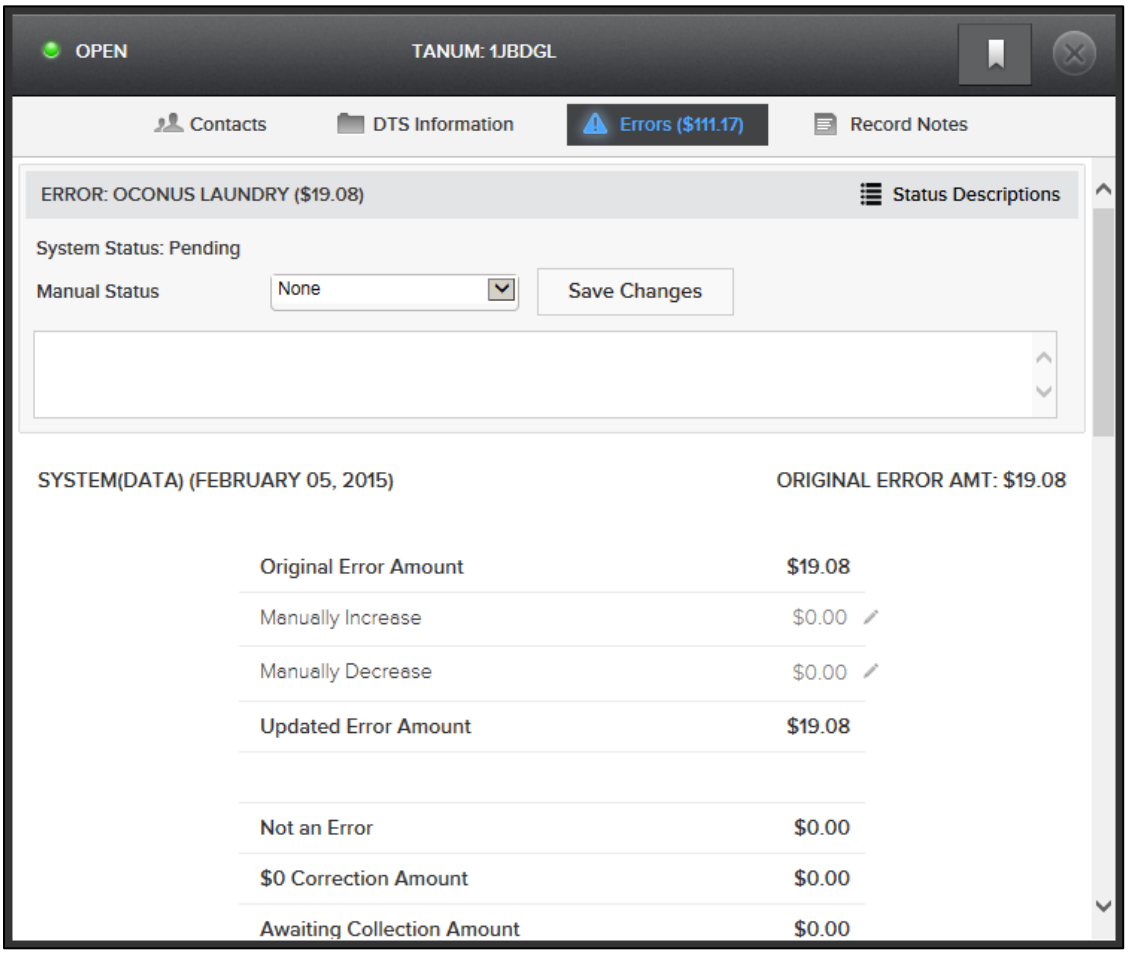

Figure 5-2 – Record Details, Errors Tab

5.5 Applying Manual Statuses

As part of your regular duties, you may have to apply a manual status to override the status assigned by the Compliance Tool (*Figure 5-3*).

- *Manual statuses are available to all CTAs, but your Component may have an operational policy limiting who should apply them. Consult your Component guidance for more information.*

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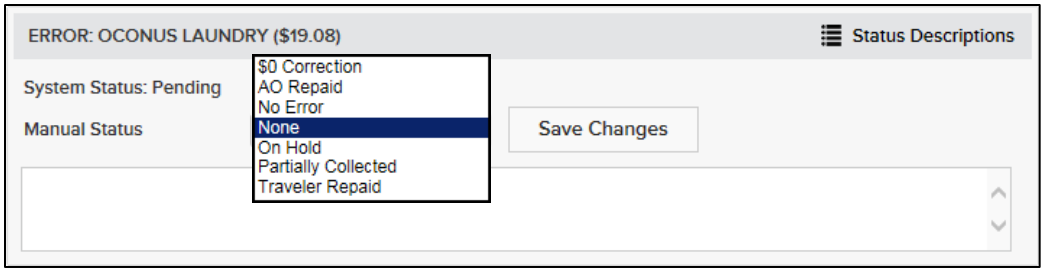

Figure 5-3 – Record Details, Errors Tab, Manual Status Drop-down

Here are the manual statuses and when you should apply them:

- **$0 Correction** –This manual status indicates that the traveler corrected an error, but it didn't result in a travel debt.
  - *When do I apply it to an error?* Only when directed to do so by your Service/Agency Headquarters level CTA or the DTMO. Refer to your Component for guidance about applying this status.

- **AO Repaid** – This manual status indicates that the AO assumed pecuniary liability for an improper claim and repaid the travel debt associated to an error.
  - *When do I apply it to an error?* When the AO repaid a debt linked to a Compliance Tool error. When you apply this status, be sure to include the debt repayment details from the voucher) in the **Comments** field.

- **No Error** – This manual status indicates that the item identified by the Compliance Tool wasn't actually an error (known as a false-positive).
  - *When do I apply it to an error?* Unless you are the Service/Agency Headquarters level CTA for your Component or work at the DTMO, you must not apply this status to an error. If you do, it will result in corrective action by your Service/Agency Headquarters for a first-time offense; if you apply the **No Error** status a second time, your Compliance Tool access will be revoked (in addition to any Component disciplinary measures).

- **None** – This manual status removes any manual status, thereby restoring the system status.
  - *When do I apply it to an error?* When you want to remove a previously-applied manual status.

- **On Hold** – This manual status prevents the Compliance Tool from sending emails to the traveler, AO, and (if applicable) NDEA reminding them to amend the voucher.
  - *When do I apply it to an error?* When the traveler won't be able to amend the voucher for an extended time (e.g., deployment, extended medical leave). **On Hold** is not intended to be a permanent status – it is a temporary status that you should remove after the traveler returns to work from an extended absence.

- **Partially Collected** – This manual status indicates that the traveler has partially repaid the amount of the debt associated with an error.
  - *When do I apply it to an error?* When you've confirmed that the traveler's debt has been partially satisfied, but the Compliance Tool didn't automatically record the

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partial repayment, such as for a manual debt collection (tip: check with your organization's DMM). When you apply this status, be sure to include the debt repayment details (from the voucher) in the **Comments** field.

- **Traveler Repaid** – This manual status indicates that the traveler has repaid all the full amount of the debt associated with an error.
    - *When do I apply it to an error?* When you've confirmed that the traveler's debt has been satisfied, but the Compliance Tool didn't automatically record the repayment, such as for a manual debt collection (*tip*: check with your organization's DMM). When you apply this status, be sure to include the debt repayment details (from the voucher) in the **Comments** field.
    - Do **NOT** apply the **Traveler Repaid** status when the traveler has only repaid a portion of the debt. Wait until the traveler satisfies the entire debt before applying this status.
        - For partial payments, apply the **Partially Collected** status (see above for more details).

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Chapter 6: Debt Management

6.1 Debt Management And The Compliance Tool

The Compliance Tool only identifies improper travel payments; it does not establish a debt to the Government. A traveler is not in debt until they amend the voucher to correct an improperly-claimed expense. Since a record will not close until the traveler satisfies the debt, you are encouraged to have a general knowledge of debt management.

- *Many debt management procedures are governed by Component procedures. Therefore, be sure to consult all applicable procedures for guidance beyond the scope of this Guide.*

6.2 Travel Debts Of $10.00 Or Less

In accordance with the DoD FMR, DoD is not required to collect overpayments of $10.00 or less. Hence, the Compliance Tool does not require a traveler to amend the voucher if the record contains a cumulative error amount of $10.00 or less.

For more information on records of $10.00 or less, refer to **Section 5.3** of this guide.

6.3 Travel Debts Greater Than $10.00

A traveler with a record containing more than $10.00 worth of errors is required to amend the voucher and satisfy all associated debts.

After the traveler amends the voucher and the AO approves the amendment, the voucher's status changes to **DUE US**, which prompts the Compliance Tool to update the status of all associated errors from **Pending** to **Awaiting Collection**. After the traveler satisfies their debt, the Compliance Tool records any debt repayment information and updates the statuses of all the errors in the record.

The debt management process for Compliance Tool-related vouchers is the same as all other vouchers with travel-incurred debt. For information on debt management, including guidance on how to track travel-incurred debt, consult the Guide for Managing Travel-Incurred Debt.

For information on the debt management process from the perspective of a traveler, consult the Understanding a Travel Debt information paper.

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Chapter 7: Compliance Tool Best Practices / Troubleshooting

7.1 How Often To Run Compliance Tool Reports

As you can imagine, each DoD organization is different – which, in turn, impacts how frequently you should run a Compliance Tool report of the records belonging to your organization.

CTAs do not receive emails when the Compliance Tool creates or updates a record – hence, generating a Compliance Tool report is the only way you keep your finger on the pulse of your organization's records. If your organization travels a lot, you may want to generate a Compliance Tool report weekly to look for new records and to track updates to existing records. If your organization rarely travels, you may find that a monthly Compliance Tool report is sufficient. Hence, your local needs will dictate how often you run Compliance Tool reports.

- *Your Component may have a prescribed frequency of running Compliance Tool reports.*

Helpful Hint:
Tuesday is the best day to run a Compliance Tool report.

New data is uploaded into the Compliance Tool on Mondays and Fridays, so waiting until Tuesday ensures that you get any updates from the previous week and the weekend.

7.2 Compliance Tool Email Notifications

The Compliance Tool email notifications provide valuable information to the traveler, AO, and (if applicable) NDEA (*Figure 7-1*).

Dear JOE E TRAVELER:

A DTS travel voucher you submitted has a potential error.

Travel Authorization Number (TANUM) 1MXAB4, approved on 03/12/2015 for RES: SAN DIEGO, CA - QUANTICO MC COMBAT DEV CMD, VA from 02/03/2015 to 03/01/2015 had the following potential error(s): ACTUAL GOVERNMENT LODGING COST NOT UPDATED for a total error of $319.00.

For assistance in reviewing the potential error for accuracy, please contact your approving official SALLY APPROVER at SALLY.APPROVER@EMAIL.MIL or 7031234567. For service/agency specific information see the bottom of this e-mail.

If you were overpaid because of the error, you (and the NDEA, when applicable) must amend the travel voucher in DTS to correct the error. Once your amended voucher is approved, you will receive an email with instructions for making a payment to settle the debt. Your authorizing official has also been notified by email of the potential error. If you need additional information on how to correct a voucher, refer to: https://www.defensetravel.dod.mil/Docs/Training/UpdatingItineraryVou.pdf.

Potential error: ACTUAL GOVERNMENT LODGING COST NOT UPDATED Estimated amount: $319.00

This travel voucher included the default Government lodging rate of $55 per day on the Per Diem Entitlements screen, but the Government lodging rate at the installation is less than $55.

Please check the lodging receipts and ensure that the lodging expenses claimed on the Per Diem Entitlements screen are correct.

IAW JTR, par. 4050, "Reimbursement may not exceed actual lodging costs nor the applicable maximum amount unless an Actual Expense Allowance (AEA) is prescribed." See JTR, par. 2555 and 2560 regarding use of Government quarters.

Figure 7-1 – Sample Compliance Tool Email (for travelers)

Encourage the impacted individuals to closely read all Compliance Tool emails, as they instruct the traveler on how to amend the voucher, where to find policy references in the JTR, and what to expect in the debt repayment process.

If a record isn't closed within 30 days, the traveler, AO, and (if applicable) NDEA receive a

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reminder email that directs them to take appropriate action. The reminder email also provides the corrective action.

7.3 Compliance Tool Misidentified An Expense As An Error

Sometimes a traveler claimed an expense in compliance with travel or finance policy, but the Compliance Tool mistakenly identified it as an error. This is known as a false-positive.

When you think you have a false-positive on your hands, first validate that the traveler acted in compliance with policy. Open the traveler's voucher and closely examine the item in question. Speak with the traveler and the AO to determine the context of the claim.

If, after conducting your investigation and comparing the claim against the JTR/DoD FMR, you determine that the traveler acted in compliance with policy:

- Notify your Service/Agency Headquarters level CTA.
- Do not use the **Manual Status** drop-down to change the error status of the false-positive to **No Error** unless your Service/Agency Headquarters level CTA or the DTMO instructs you to do so (see **Section 5.5**).

7.4 Records Belonging To Travelers Who Are No Longer In Your DTS Organization

The Compliance Tool identifies improper travel claims in near-real-time. Therefore, the likelihood of having a record for a person who has left your organization should be low. However – as new queries (see **Appendix A**) are added to the Compliance Tool, vouchers from previous fiscal years are scanned for high-dollar errors (see **Section 7.6**) – which may cause this issue to arise.

One thing to remember – AOs are pecuniarily liable for improper claims that they certify. Therefore, if a traveler has separated from an organization – and the debt cannot be collected from the traveler – the AO may have to repay the amount of the debt.

The most likely reasons the Compliance Tool would create a record for a traveler who no longer is in your DTS organization is because they:

- Filed a voucher shortly before PCS'ing.
- Were TDY en route to a new duty station.
- Filed a voucher in a previous fiscal year that contained a high-dollar error (see **Section 7.7**).
- Separated from Government service.

7.4.1 Traveler Who PCS'd

You have two ways to work a record belonging to a traveler who has PCS'd:

1) Ask the traveler to amend the voucher. After the traveler amends the voucher, they'll have to satisfy all associated debts.

   If the traveler refuses to amend the voucher, escalate the matter to your Component representative, who will work with the DTMO and DoD Inspector

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General (DoD IG) to ensure that the situation is handled correctly.

2) Ask a DTA in your organization to add the traveler to a DTS group owned by your organization, and then have a NDEA amend the voucher for the traveler.

   - For information on DTS groups, see the DTA Manual, Chapter 6.

In either case outlined above, after the traveler/NDEA amends the voucher, the Compliance Tool updates the record to reflect any amendments and debt repayments.

7.4.2 Traveler Who Separated From Government Service

If you have a record belonging to a traveler that has separated from Government service (e.g., retired), you have two options for working the Compliance Tool record:

1) Collect the debt from the AO (who is pecuniarily liable for the improper payment until they request relief from liability).

   - After the AO satisfies the full amount of the debt, apply the **AO Repaid** manual status (see **Section 5.5** for more information on the **AO Repaid** manual status).

2) Pursue a debt collection from the traveler.

   - Have a DTA in your organization add the traveler to one of your organization's DTS groups.
     - **Note**: If the traveler's profile was deleted, your DTA will need to re-create the traveler's profile.
   - Have a NDEA amend the voucher.
   - The Compliance Tool updates the record to reflect that the traveler's debt has been transferred for collection.
     - If the traveler's debt is less than $225 – and the debt could not be collected from the AO – the debt may get written off. In this situation, the Compliance Tool automatically updates the error status to **Waived/Out of Service**.

7.5 Records With Cross-Organizational Funding

If the Compliance Tool discovers an improper payment made to a traveler whose trip was paid with cross-organizational funding, the Compliance Tool assigns that record to the traveler's organization – not the funding organization.

Here are the general procedures for handling records containing a cross-organizational funding:

a. **The traveler and the AO belong to another organization:**
   - Take no action in the Compliance Tool.
   - You (or another person) in your organization may receive a courtesy notification from the other organization.

b. **The traveler belongs to another organization, but the AO belongs to your organization:**
   - Your AO will receive an initial email from the Compliance Tool. If they receive reminder emails from the Compliance Tool, they should contact the traveler and/or

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the traveler's DTA to remind them to amend the voucher – after all, your organization has a vested interest in recovering the overpayment.

- Take no action in the Compliance Tool.
- If the traveler refuses to amend the voucher, escalate the matter to your Component representative, who will work with the DTMO and DoD IG to ensure that the situation is handled correctly.

c. **The traveler belongs to your organization:**

- Out of courtesy, notify the organization that owns the line of accounting (LOA).

7.6 Retroactive Queries

As new queries (see **Appendix A**) are added, the Compliance Tool scans vouchers from previous fiscal years. Just like records for the current fiscal year, the Compliance Tool updates the record to reflect any amendments and debt repayments.

For information on how to work records belonging to personnel who have PCS'd from your organization, see **Section 7.4.1**.

For information on how to work records belonging to personnel who have separated from Government service, see **Section 7.4.2**.

7.7 Manually Decreasing The Error Amount

When a traveler combined a valid expense with an invalid expense, you must decrease the error amount in the record.

Example: A traveler had a multi-location TDY that included CONUS and foreign OCONUS locations. The traveler claimed lodging tax on the voucher – for both the CONUS and foreign OCONUS locations – as a single non-mileage expense, resulting in a Compliance Tool error of "Foreign OCONUS Lodging Tax." Since a traveler is authorized to claim CONUS lodging tax separately, you should decrease the amount of the "Foreign OCONUS Lodging Tax" error to remove the cost of the CONUS lodging tax.

Here's your course of action (the ❶ icons provide a reference that correspond with their positions in *Figure 7-2*):

- Validate that the traveler acted in compliance with policy.
- Identify the amount of the expense that the traveler claimed correctly.
- Select the icon ❶ next to **Manually Decrease**.
- Enter the amount that the traveler claimed correctly ❷.
- Select the **Save** button ❸.
- Enter a comment explaining the situation ❹.
- Select the **Save Changes** button ❺.

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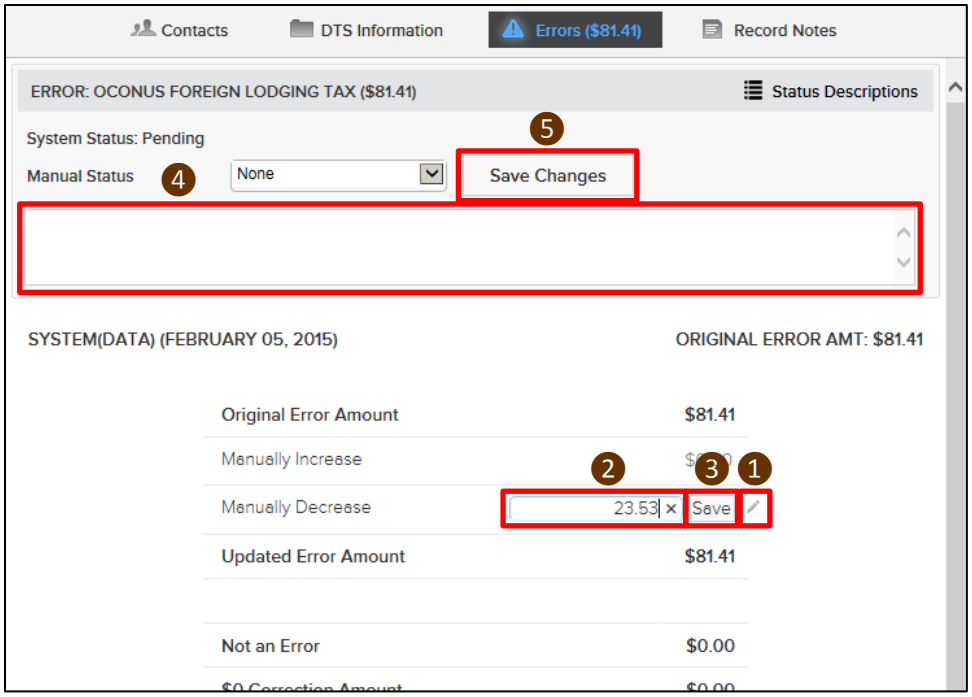

Figure 7-2 – Record Details – Errors Screen – Error Amount Adjustments Section

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Chapter 8: Granting / Removing Compliance Tool Access

8.1 Granting Access To Another Person

Compliance Tool access is granted via a person's DTMO Passport account; it is not a permission or access granted via DTS.

- *Consult your Component guidance before granting Compliance Tool access.*

In order to grant Compliance Tool access to another person, you must have been given the ability to grant access.

Granting Compliance Tool access to an organization also allows the person to view records belonging to all associated suborganizations.

To grant Compliance Tool access to another person (the 1 icons provide a reference that correspond with their positions in *Figure 8-1*):

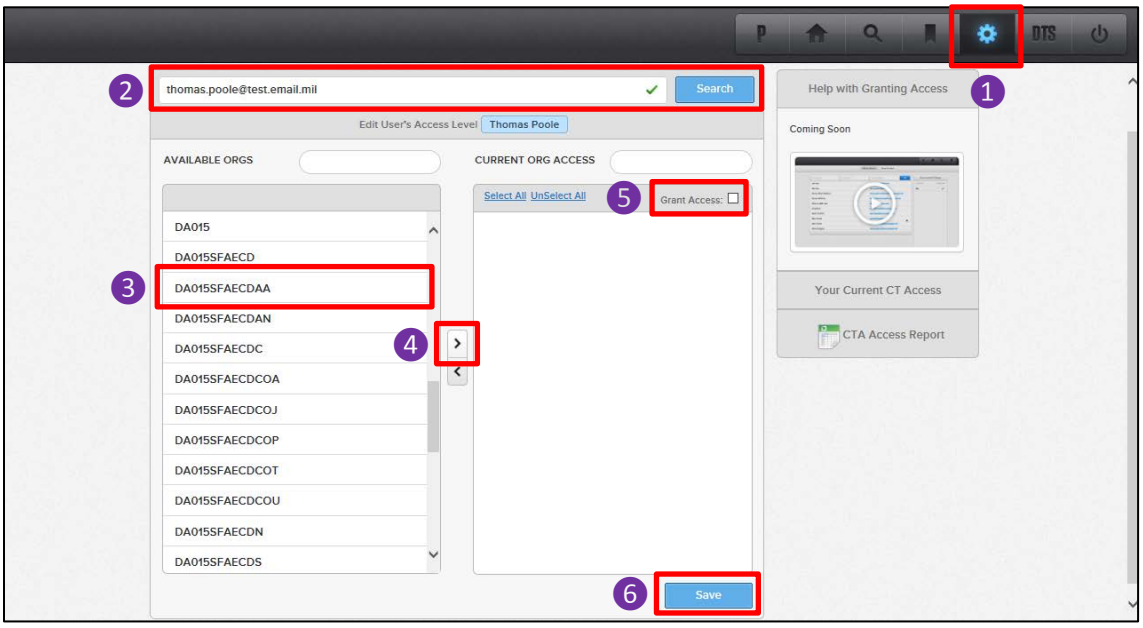

Figure 8-1 – Admin Access Screen

1) Go to the **Admin Access** screen 1.

2) Enter the person's DTMO Passport username in the open text field and select the **Search** button 2.

3) From the **Available Orgs** column (which displays the organizations' to which you can grant Compliance Tool access), select the organization to which the person needs Compliance Tool access 3. You can only grant Compliance Tool access to the organizations to which you have access.

4) Select the **>** button 4 to add the organization to the **Current Org Access** column (which

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displays the organizations [if any] to which the person currently has Compliance Tool access).

5) (OPTIONAL) To allow the person to grant Compliance Tool access to other people, check the **Grant Access** box 5.
   - This assumes that you have the ability to grant Compliance Tool access to others.
   - **Note**: the Grant Access allows the person granting privileges to every organization to which they have access.

6) Select the **Save** button 6.

8.2 Removing Access From Another Person

CTAs with the ability to grant access can also remove Compliance Tool access from a person.

➢ *Consult your Component guidance before removing Compliance Tool access.*

To remove Compliance Tool access from another person (the 1 icons provide a reference that correspond with their positions in *Figure 8-1*):

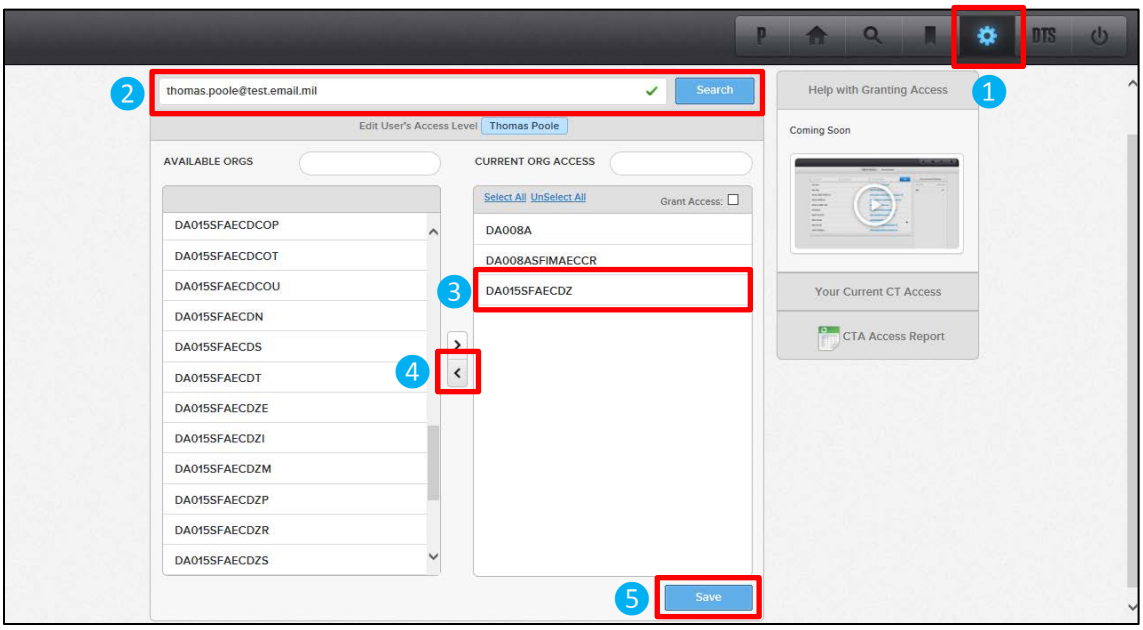

Figure 8-2 – Admin Access Screen

1) Go to the **Admin Access** screen 1.

2) Enter the person's DTMO Passport username in the open text field and select the **Search** button 2.

3) From the **Current Org Access** column, select the organizations to which the person should no longer have Compliance Tool access 3.

4) Select the **<** button 4.

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5) Select the **Save** button 5.

8.3 CTA Access Report

The CTA Access Report provides you with a list of other CTAs in your organizational hierarchy. The CTA Access Report is only available to CTAs that have the ability to grant access to others.

The report identifies each CTA's:

- First name
- Last name
- Component affiliation
- DTMO Passport username
- Ability to grant access (known as "Admin" on the report)
- Main organization (i.e., the highest-level organization to which they have access)

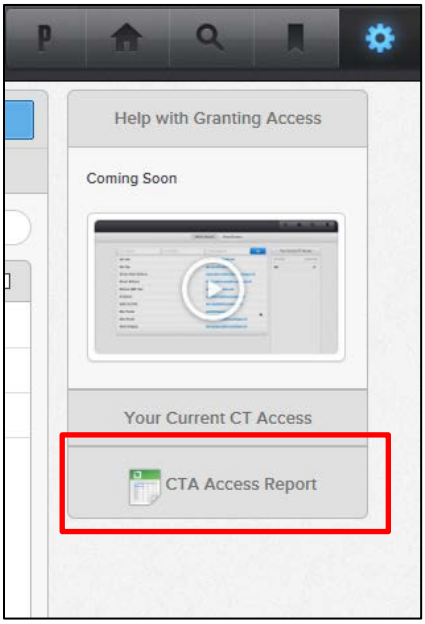

Figure 8-3 – Admin Access Screen Detail – CTA Access Report Button

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Appendix A: Compliance Tool Queries

Given the sheer volume and scope of the travel and finance policies contained in the JTR and DoD FMR, there is no way the Compliance Tool can verify adherence to every policy. Therefore, the Compliance Tool only performs targeted checks for specific items (known as "queries") on DTS vouchers. The DTMO, in close partnership with representatives from the DoD Components, DFAS, and DoD IG, will continue to expand the scope of the Compliance Tool's queries as the Travel Policy Compliance Program matures.

Actual Government Lodging Cost Not Updated

Implemented in Compliance Tool: July 2013

What it means: The traveler went TDY to an installation with Government quarters. By default, DTS populated a Government lodging rate of $55 on the **Per Diem Entitlements** screen – but the Government lodging rate at the installation is less than $55, resulting in an overpayment to the traveler.

The policy the traveler violated: JTR, par. 4050-A11 – "Reimbursement may not exceed actual lodging costs nor the applicable maximum amount unless an AEA is prescribed."

See JTR, pars. 2555 and 2560 regarding the use of Government quarters.

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in Government quarters.
    - Tip: If they stayed in Government quarters for multiple nights, the traveler can save time by using the **Values Apply Through** field to update multiple days at once.
- Enter the actual nightly amount they paid for Government lodging using the **Lodging** text field.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

CONUS Laundry

Implemented in Compliance Tool: September 2013

What it means: The traveler claimed reimbursement for laundry/dry cleaning while TDY at a CONUS location.

The policy the traveler violated: JTR, par. 2830-G – "**Laundry/Dry Cleaning Expenses.** Laundry/Dry Cleaning expenses, ICW official travel, are covered in the IE portion of per diem and are ***not reimbursable***."

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to the laundry/dry-cleaning expense.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

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Duplicate Lodging

Implemented in Compliance Tool: December 2012

What it means: The traveler was paid twice for the same room – once because they claimed lodging as a non-mileage expense, and another time because they claimed lodging on the **Per Diem Entitlements** screen, AND both lodging amounts were the same.

The policy the traveler violated: JTR, par. 1030 – "A duplicate payment is a Gov't payment claimed by a traveler for an expense paid to the traveler by another entity or two payments for the same expense. […] The traveler is financially responsible for returning duplicate payments received, including any allowances covered in JTR."

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to any lodging-related expenses.
- Go to the **Expenses > Per Diem Entitlements** screen to verify that the lodging costs reflect what they actually spent.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

Duplicate Rental Vehicle

Implemented in Compliance Tool: April 2015

What it means: The traveler was paid incorrectly for their rental vehicle. This query covers two types of improper rental vehicle payments:

- The traveler was paid twice for the same rental vehicle – once because they claimed it as a non-mileage expense, and another time because they made a rental vehicle reservation in DTS (which automatically added the cost of the rental vehicle to the voucher).
- The traveler was overpaid because the rental vehicle costs claimed on the voucher was more than what they actually paid to the rental car vendor.

The policies the traveler violated: JTR, par. 1030 – "A duplicate payment is a Gov't payment claimed by a traveler for an expense paid to the traveler by another entity or two payments for the same expense. […] The traveler is financially responsible for returning duplicate payments received, including any allowances covered in JTR." JTR, par. 2710-C2a – "Expenses must not be approved if they are inflated/inaccurate…"

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

If the traveler was paid twice for the same rental vehicle:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to the rental car-related expense.
- Verify that the cost of the rental vehicle on the **Travel > Rental Car** screen matches the amount paid to the rental vehicle vendor.
    - If the amounts differ, update the **Cost** field to reflect what the traveler actually paid to the rental vehicle vendor.
- Re-sign the voucher.

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- Repay any resulting debt to the Government.

If the traveler's rental vehicle cost less than what they claimed on the voucher:

- Locate the rental vehicle expense.
    - If it originated from a reservation in DTS, go to the **Travel > Rental Car** screen.
    - If the traveler entered it as a non-mileage expense, go to the **Expenses > Non-Mileage** screen.
- Update the **Cost** field to reflect what the traveler actually paid to the rental vehicle vendor.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

Excess Lodging

Implemented in Compliance Tool: May 2013

What it means: The traveler was paid twice for the same room – once because they claimed lodging as a non-mileage expense, and another time because they claimed lodging on the **Per Diem Entitlements** screen, AND the amounts were different. This query also covers a handful of irregular situations, including:

- A traveler who shared a room with another official traveler, but they did not split the cost (i.e., the traveler claimed the full amount of the room, rather than pro-rating the cost).
- A traveler who paid for the room of another official traveler.
- A traveler who was not authorized Actual Expense Allowance (AEA) for lodging, so they entered a non-mileage expense for the lodging costs that exceeded per diem (e.g., per diem rate is $77.00; room rate is $107.00; traveler claimed $77.00 on the **Per Diem Entitlements** screen and a non-mileage expense of $30.00).
- A traveler whose itinerary is wrong and cannot enter lodging on the **Per Diem Entitlements** screen.

The policy the traveler violated: JTR, par. 4050-A11 – "Per diem rates include a maximum amount for lodging expenses. Reimbursement may not exceed actual lodging costs nor the applicable maximum amount unless an AEA is prescribed."

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to any lodging-related expenses.
- Go to the **Expenses > Per Diem Entitlements** screen to verify that the lodging costs reflect what they actually spent.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

Excess Lodging – Gov't Quarters

Implemented in Compliance Tool: June 2013

What it means: A military traveler went TDY to an installation that has Government quarters, which prompts DTS to set the **Lodging** cost on the **Per Diem Entitlements** screen to $55.00. From there, the traveler claimed lodging as a non-mileage expense.

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The policy the traveler violated: JTR, par. 4050-A11 – "Per diem rates include a maximum amount for lodging expenses. Reimbursement may not exceed actual lodging costs nor the applicable maximum amount unless an AEA is prescribed."

See JTR, pars. 2555-2560 for use of Government quarters.

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to any lodging-related expenses (*exception*: CONUS lodging tax).
- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in Government quarters.
    - Tip: If they stayed in Government quarters for multiple nights, the traveler can save time by using the **Values Apply Through** field to update multiple days at once.
- Enter the actual nightly amount they paid for Government lodging using the **Lodging** text field.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

Foreign OCONUS Lodging Tax

Implemented in Compliance Tool: December 2012

What it means: The traveler was overpaid because they claimed foreign OCONUS lodging tax as a non-mileage expense rather than combining it with the lodging cost on the **Per Diem Entitlements** screen.

The policy the traveler violated: JTR, par. 2830-G – "Lodging tax in foreign OCONUS areas is part of per diem/AEA and is ***not separately reimbursable***."

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to foreign OCONUS lodging tax expense.
- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in a foreign OCONUS location.
    - Tip: If they stayed in a foreign OCONUS location for multiple nights, the traveler can save time by using the **Values Apply Through** field to update multiple days at once.
- Enter the combined cost of lodging AND lodging tax into the **Lodging** text field.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

Foreign OCONUS Lodging Tax (*Admin Only*)

Implemented in Compliance Tool: April 2013

What it means: The traveler claimed foreign OCONUS lodging tax as a non-mileage expense rather than combining it with the lodging cost on the **Per Diem Entitlements** screen, but they were not overpaid.

The policy the traveler violated: JTR, par. 2830-G – "Lodging tax in foreign OCONUS areas is part of per diem/AEA and is ***not separately reimbursable***."

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What the traveler should do: Nothing, but they should avoid making the same mistake in the future. Because the traveler was not overpaid, they aren't required to amend the voucher.

Government Quarters Used But Maximum Lodging Rate Claimed

Implemented in Compliance Tool: January 2014

What it means: The traveler claimed the maximum locality lodging rate on the **Per Diem Entitlements** screen, but actually stayed in Government quarters at a lower cost.

The policy the traveler violated: JTR, par. 4050-A11 – "Per diem rates include a maximum amount for lodging expenses. Reimbursement may not exceed actual lodging costs nor the applicable maximum amount unless an AEA is prescribed."

See JTR, pars. 2555-2560 for use of Government quarters.

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to any lodging-related expenses (*exception*: CONUS lodging tax).
- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in Government quarters.
    - Tip: If they stayed in Government quarters for multiple nights, the traveler can save time by using the **Values Apply Through** field to update multiple days at once.
- Enter the actual nightly amount they paid for Government lodging using the **Lodging** text field.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

Government Quarters Used But Maximum Lodging Rate Claimed (*Extended*)

Implemented in Compliance Tool: January 2015

What it means: The traveler claimed the maximum locality lodging rate on the **Per Diem Entitlements** screen, but actually stayed in Government quarters at a lower cost at one or more locations during the TDY period. This is similar to **Query #9** with expanded criteria.

The policy the traveler violated: JTR, par. 4050-A11 – "Per diem rates include a maximum amount for lodging expenses. Reimbursement may not exceed actual lodging costs nor the applicable maximum amount unless an AEA is prescribed."

See JTR, pars. 2555-2560 for use of Government quarters.

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to any lodging-related expenses (*exception*: CONUS lodging tax).
- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in Government quarters.
    - Tip: If they stayed in Government quarters for multiple nights, the traveler can save

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time by using the **Values Apply Through** field to update multiple days at once.

- Enter the actual nightly amount they paid for Government lodging using the **Lodging** text field.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

OCONUS Laundry

Implemented in Compliance Tool: December 2012

What it means: The traveler claimed reimbursement for laundry/dry cleaning while TDY at an OCONUS location.

The policy the traveler violated: JTR, par. 2830-G – "**Laundry/Dry Cleaning Expenses.** Laundry/Dry Cleaning expenses, ICW official travel, are covered in the IE portion of per diem and are ***not reimbursable***."

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to the laundry/dry-cleaning expense.
- Re-sign the voucher.
- Repay any resulting debt to the Government.

Personal & Mission Expenses

Implemented in Compliance Tool: March 2014

What it means: The traveler claimed reimbursement for a personal expense or a mission (but not travel)-related expense.

The policy the traveler violated: JTR, par. 2830-G – "**Mission Related Expenses**. Mission related expenses ***are not reimbursable as travel expenses***."

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Non-Mileage** screen.
- Select the **Remove** link next to the personal/mission-related expense.
- Re-sign the voucher.
- Repay any resulting debt to the Government.
    - For mission-related expenses, the traveler may still be eligible for reimbursement of the expense – just not via DTS. For more information on how to handle mission-related expenses, see this information paper.

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Appendix B: Error Statuses

The Compliance Tool (and, in some cases, you) assigns a status to each error on a record. Not only does this ensure that the Compliance Tool accurately tracks progress toward error resolution, but also affords you with increased granularity in your reporting.

The following table lists the different error statuses in the Compliance Tool, what they indicate, and (in the case of manual statuses) when you should apply them.

The color-coding is as follows:

- **Green:** The error is resolved; no further action is required by the traveler, AO, or NDEA.
- **Orange:** The error is not resolved; further action is required by the traveler, AO, or NDEA.
- **Brown:** The status was applied manually. See **Section 5.5** for more information on manual statuses.
- **Blue:** The status can be applied manually or automatically. See **Section 5.5** for more information on manual statuses.

STATUS	DESCRIPTION
$10.00 or Less	The cumulative amount of all errors on the traveler's voucher was $10.00 or less. According to the DoD FMR, the Government is not required to collect debts of $10.00 or less. This status displays next to each error on the record.
Administrative Error	The error has no associated cost and does not require correction.
Corrected	The traveler amended the voucher and corrected the error, but there was no associated debt.
Awaiting Collection	The traveler amended the voucher and the AO approved the amendment, but the traveler has not satisfied the debt.
Pending	The traveler did not amend the voucher OR the AO did not approve the amendment.
$0 Correction	Used by authorized CTA to indicate that the traveler corrected an error, but there was no associated debt. This is the manual status equivalent of the **Corrected** status above.
No Error	Used by authorized CTAs to indicate that the identified error is a false-positive. The traveler acted in compliance with all policies when they claimed the expense.
None	Used by the CTA to remove all previously-applied manual statuses. This allows the Compliance Tool to apply the proper system status.
On Hold	Used by the CTA to indicate that the traveler is on an extended absence (e.g., deployment) and cannot amend the voucher.
Partially Collected	The traveler repaid a portion of the debt. May also be used by the CTA if the Compliance Tool record did not automatically reflect the partial debt repayment (e.g., manual debt collection).
Traveler Repaid	The traveler repaid the entire amount of the debt. May also be used by the CTA if the Compliance Tool record did not automatically reflect the debt repayment (e.g., manual debt collection).
Waived/Out of Service	The traveler's debt has been waived or the out of service debt has been transfer. This status is also used for appeals and remissions.

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