



*U.S. General Services Administration*

# Defense Travel Management Office All-hands Program Overview

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**August 2016**

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# Agenda

- Defense Travel Management Office Overview
- Program Management - DTMO
- Program Management - CPM
- Optimizing Program Benefits
- Resources
- Open Discussion

# Defense Travel Management Office

## Scope of the Enterprise

- DoD Travel Spend: \$8.1B (FY15)
- Housing and Cost of Living Allowances: \$23B (FY15)
- Commercial Travel Office Services: \$236M/5 years
- U.S. Car/Truck Rental Program: \$389M (FY15)
- Military Bus Program (Safety Inspection Contract): \$1M annually
- Government Travel Charge Card: ~\$40B/10 Years

### Commercial Travel Program Management

- GSA City Pair – DoD Customer Interface
- U.S. Government Rental Car/Truck
- Military Bus Program
- Recruit Travel & Assistance
- Commercial Travel Office Services
- Premium Class Travel Oversight

### DoD Travel Card Program Management

- Individually Billed Accounts
- Centrally Billed Accounts



### Travel Policy and Implementation

- Joint Travel Regulations (JTR)
- Policy Simplification

### Customer Support and Training

- TAC (Travel Assistance Center)
- Travel Training Resources
- Service and Agency Liaison

### Allowance Program Management

- Basic Allowance for Housing
- CONUS Cost of Living Allowance (COLA)
- Overseas COLA
- Overseas Housing Allowance
- OCONUS Non-Foreign Per Diem Rates
- Currency Adjustments

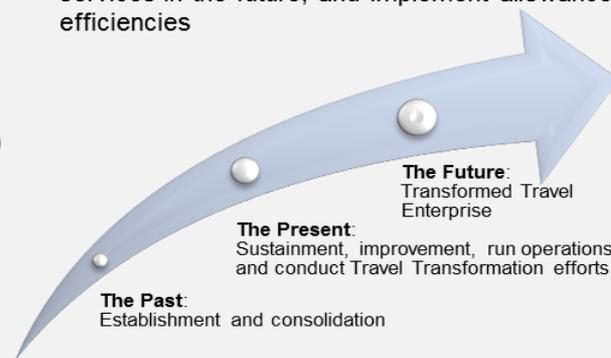
### Defense Travel System

- Functional Requirements and Oversight



### Area of Focus

- Travel and Allowance Reform – Simplify travel policy, explore the best strategy for providing travel services in the future, and implement allowance efficiencies





## Program Management - DTMO

- Travel Card Program manager for all DoD Components
  - Manage DoD's SmartPay® 2 tailored task order
  - Provide guidance and overall management of program
  - Coordinate with GSA, Card vendor, and DoD Components/Agencies
  - Develop DoD travel card policy and procedures
  - Facilitate travel card training for DoD
  - Research and implement innovative solutions

# Program Management – DTMO (continued)

Travel Applications Division  
Travel Enablers Branch  
GTCC Team





## Component Program Management (CPM)

- Provide program oversight
- Serve as a liaison to the DTMO
- Provide direction to Agency Program Coordinators (APC) located at Major Commands and other subordinate organizations
- Ensure Individually Billed Accounts (IBAs), Centrally Billed Accounts (CBAs), Unit Cards are:
  - Properly approved
  - Reasonable credit limits are established and maintained
  - Periodic reviews performed to monitor credit limits and card utilization
  - Delinquency management
- Establish/maintain component's organizational structure <sup>6</sup>

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## Component Program Managers - CPMs

- U.S. ARMY – Frank Rago
- U.S. Air Force – Jim Sisson
- U.S. Marine Corps – Dave Fuqua
- U.S. Navy – Timmy Williams
- Defense Agencies

# Optimizing Program Benefits

Policy/Enforcement	Increase Usage/Spend Capture	Automation/System Improvements
<ul style="list-style-type: none"> <li>• DoDI 5154.31, Volume 4               <ul style="list-style-type: none"> <li>– Approved/Published October 2015</li> <li>– Published GTCC Regulations (replaces DoDFMR, Volume 9, Chapter 3)</li> </ul> </li> <li>• Ongoing (continuing) DoDIG Audit on personal use at casinos and adult entertainment establishments</li> <li>• Expanding Visa IntelliLink® usage throughout the Department               <ul style="list-style-type: none"> <li>– Components to implement down to at least HL3 by March 2016</li> </ul> </li> <li>• Analysis of ATM/cash withdrawal limits and spend within restaurant MCCs</li> </ul>	<ul style="list-style-type: none"> <li>• Chip and PIN (EMV)               <ul style="list-style-type: none"> <li>– Completed issuance to active accounts cardholders (~1.4M) in October 2015</li> <li>– ~290K inactivate accounts in ‘soft close’</li> <li>– Key is verifying receipt and updating DTS profile</li> </ul> </li> <li>• PCS Usage               <ul style="list-style-type: none"> <li>– FY15 spend ~\$220M (↑55% FY14)</li> <li>– Mandate by USMC; Jan ‘16</li> </ul> </li> <li>• Other Initiatives:               <ul style="list-style-type: none"> <li>– Reduce declines</li> <li>– SmartPay 3 Working Group</li> <li>– Rebate transition to ACH</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• DTS               <ul style="list-style-type: none"> <li>– Messaging on profile updates</li> <li>– Increase CBA Module usage (Army and USMC)</li> </ul> </li> <li>• Citi               <ul style="list-style-type: none"> <li>– Increase CitiManager® usage</li> </ul> </li> <li>• Travel System Modernization Goals               <ul style="list-style-type: none"> <li>– Account updates (new issue, expiration date changes)</li> <li>– Card activation/deactivation</li> <li>– Set credit limits</li> <li>– Display account balance</li> </ul> </li> </ul>

## *Benefits*

- Increases data capture; providing business intelligence to improve travel programs, reduce overall travel costs and expand strategic sourcing opportunities
- Supports improved audibility and program management
- Reduces need (and cost) for travel advances/reconciliation
- Improves financial readiness/security of travelers
- Increases rebates, allowing Components to reinvest in their programs



# Policy Enforcement

## DoDI 5154.31, Volume 4

- Published March 16, 2016
- Replaces DoDFMR, Vol. 9, Ch. 3

## Ongoing DoDIG Audit

- Audit on personal use at casinos and adult entertainment establishments
- Draft Report, June 2016/Final Report, August 2016

## Expanding Visa IntelliLink Usage

- Increased Visa's IntelliLink Tool usage
- Components completed implementation to HL3 (March 2016)

## Analysis

- ATM/Cash withdrawal limits
- Spend within restaurant MCCs



# Increase Usage/Spend Capture

## Chip and PIN

- Completed issuance to ~1.4M active account cardholders
- ~290K inactive accounts in 'soft close'
- Key is verifying receipts and updating DTS profile

## PCS Usage

- FY 15 Spend ~\$220M (up 55% from FY 14)
- Mandated by all Services, except the Navy

## Other Initiatives

- Reduce Declines
- SmartPay 3 Working Group
- Rebate transition to ACH



# Automation/System Improvements

## DTS

- Messaging on profile updates
- Increase CBA Module usage (Army and USMC)

## Citi

- Increase CitiManager usage
- Expand online applications

## Travel System Modernization Goals

- Account updates (new issue, expiration date changes)
- Card activation/deactivation
- Set credit limits
- Display account balance



## Cardholder Benefits

- No need to pay using personal funds
- Provides safe method to pay, reducing the need to carry cash
- Provides extended payment terms
- No interest charges or annual fees
- Direct payment via split-disbursement
- No 'hit' against a credit report when applying
- More accurate voucher submissions
- "Mission Critical" status for long-term travel when unable to submit interim travel voucher
- Payments aren't delinquent until 61 days past billing for TDY and 120 days for PCS travel
- Late fees don't apply until 75 days past billing
- Provides Lost Luggage and Travel Accident Insurance



## Department Benefits

- Increases data capture related to spend, providing improved business intelligence capability
  - Promotes initiatives for travel program improvements, enhancements
  - Assists with reducing overall travel costs, expanding strategic sourcing opportunities
  - Supports DoD auditability requirements, providing more exact 'picture' of where DoD travel funds are spent
  - Contributes to improved travel card program management
- Reduces need/costs for travel advances, related reconciliation/ collection
- Improves financial readiness/security of traveler leading to mission completion
- Earned rebates allows Components to bring dollars back to their programs
- Allows use of GSA City Pair Program
- Tax exemption cost savings in select states

# DTMO Website


DEFENSE TRAVEL MANAGEMENT OFFICE  
 THE DoD CENTER FOR TRAVEL EXCELLENCE

Home About ▼ Programs & Services ▼ News ▼ References ▼ Search:  Go

DTIS is available. btWIS is available. Login to DTIS

GOVERNMENT TRAVEL CHARGE CARD

**Agency Program Coordinators**

**Card Holders**

**DTIS CBA Reconciled Accounts**

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CUSTOMER SERVICE SUPPORT

**Call Customer Service**  
1-888-289-7588  
toll-free (7:00-6:00 PM)  
24 hours a day, 7 days a week

**Call DoD Travel Card Helpline**  
1-888-679-6882  
toll-free (7:00-6:00 PM)  
Monday-Saturday  
7:00 am-9:00 pm EST

**Travel Assistance Center**  
1-888-444-4444  
toll-free (7:00-6:00 PM)  
24 hours a day, 7 days a week

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GTCC NOTICES

- New Surcharge on Visa Purchases
- Alert: Recent Visa Traveling Soon
- Your Reimbursement May be Affected: Raising your DTIS Profile Up to 50%

[Programs & Services](#) » Government Travel Charge Card

## Government Travel Charge Card

The Government Travel Charge Card Program (GTCC) provides travelers with a safe, effective, convenient, and commercially available method to pay for expenses associated with official travel. The GTCC includes Individually Billed Accounts (IBAs) and Centrally Billed Accounts (CBAs).

The DoD policy is that the Government-sponsored, contract-issued travel card should be used to pay for all official travel expenses while on TDY/TAD. Personal use of the travel card or using the travel card to pay for someone else's travel expenses is prohibited. The use of the travel card for non-official expenses may result in disciplinary actions.

Service and Agency personnel needing assistance should contact their local Agency Program Coordinator (APC). APCs are responsible for managing the DoD GTCC program.

### Policy

Use of the travel card is mandated by the [Travel and Transportation Reform Act of 1995](#). DoD utilizes the [Government Travel Charge Card Regulations](#) to manage the GTCC program. The Military Services may further reauthorize the policy.

### Individually Billed Accounts

Payment of IBAs is the responsibility of individual travel charge card holders. There are two types of IBAs: Standard and Restricted.

Standard	Restricted
<ul style="list-style-type: none"> <li>• Minimum credit score (\$50)</li> <li>• Total credit limit (monthly cycle): \$7500 (Cash advance limit - \$500)</li> <li>• Split disbursement mandatory</li> <li>• Billing statements mailed to cardholder's address</li> </ul>	<ul style="list-style-type: none"> <li>• Credit score from 500-550 required or credit check declined</li> <li>• Total credit limit (monthly cycle): \$4000 (Cash advance limit - \$200)</li> <li>• Split disbursement mandatory</li> <li>• APC "activation/destination required"</li> <li>• Billing statements mailed to cardholder's address</li> </ul>

### Centrally Billed Accounts

A CBA is a variation of the travel card, under the DoD travel card program. CBAs are used for the Department's specific needs and may be the method of payment for expenses incident to official travel, to include local travel. Payment of CBAs is the responsibility of the government. There are two types of CBAs, Transportation Accounts and Unit Cards.

- Limited use
- Must be approved by the Component Program Manager
- Credit limit consistent with mission
- Government liability
- Account Manager responsible for management and reconciliation

### Travel Card Training

DTMO requires all cardholders to take the [Travel Card Program Course](#) (listed as Programs and Policies - Travel Card Program (Travel Card 101)) available through [Travel Explorer \(TRAX\)](#). To access TRAX, users must register through [Passport DTMO's](#) web portal. For instructions on accessing Travel Card Program training in TRAX, [click here](#).

For FAQs related to the program are available in the [Quick Links and Resources](#) box above and also in [Travel Explorer \(TRAX\)](#) via DTMO's [Passport](#).




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QUICK LINKS AND RESOURCES

- [DDO 515A.21, Volume 4 - Government Travel Charge Card](#)
- [Government Travel Charge Card Regulations](#)
- [Cardholder Reference GTCC Regulations](#)
- [Digital Statement of Understanding](#)
- [GTCC Program Service Links](#)
- [Government Travel Charge Card Chip and PIN Information](#)
- [DTIS CBA Service/Agency Representatives](#)
- [Government Travel Charge Card Fact Sheet](#)
- [Government Travel Charge Card FAQs](#)
- [Top Travel Card Program Myths](#)
- [Direct IBAs](#)
- [Citi Government Services News](#)
- [Citi User Guides](#)

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## Resources

- DTMO website ([www.defensetravel.dod.mil](http://www.defensetravel.dod.mil))
- RSS Feed APC Toolkit/DTS CBA Specialist Toolkit ([www.defensetravel.dod.mil/site/rss.cfm](http://www.defensetravel.dod.mil/site/rss.cfm))
- Travel Explorer (TraX) ([www.defensetravel.dod.mil/passport](http://www.defensetravel.dod.mil/passport))
- Citi DoD Travel Card Resources ([www.citibank.com/tts/card\\_solutions/commercial\\_cards/public\\_solution/dept\\_defense.htm](http://www.citibank.com/tts/card_solutions/commercial_cards/public_solution/dept_defense.htm))
- Citi EAS Log-on (<https://home.cards.citidirect.com/CommercialCard/Cards.html?classic=2>)
- Visa IntelliLink (<https://intellilink.visa.com/>)



# Open Discussion