

Defense Travel Dispatch

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*The DoD Center
for Travel Excellence*



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Secure Flight Update

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DTMO is outlining a strategy and course of action for providing travel services in the future. With our partners, we are exploring leading practices and innovations within the travel industry and looking for opportunities to adapt these practices to the Department of Defense environment.

We cannot transform the Defense Travel Enterprise alone. Please let us know what would improve your travel experience. Email your ideas to:

nextgen@dtmo.pentagon.mil.

— Pam Mitchell
Director, DTMO

Quick Links

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About the Defense Travel Management Office

DTMO was established to serve as the single focal point for commercial travel within the Department of Defense to establish strategic direction, set policy, and centrally manage commercial travel programs.

DTMO maintains central oversight for commercial travel management, travel policy and implementation, customer support and training, DoD travel card program management, functional oversight for the Defense Travel System, and allowance and entitlement program management.



Process for Fixing DTS Functionality Issues

Have you ever wondered how functionality issues are identified and fixed in DTS? The Department has a structured process for identifying and resolving functional system issues. The process has several steps and involves identification, documentation, verification, and resolution.

1 Issue is identified, documented, and verified

An issue can be identified by a DTS user, DTMO or by the software engineers who work on the system. When users discover potential issues, they should contact the Travel Assistance Center (TAC) to submit a help desk ticket. Once the ticket is submitted, the TAC conducts a preliminary review to verify the issue. If the issue is a new system problem that has not been previously identified, the TAC elevates the help desk ticket, now called a potential problem ticket (PPT), to DTMO for further research to help identify the scope and impact of the issue.

Another way a system issue is identified is during system testing. Similar to the process listed above, DTMO then conducts further research to identify scope and impact and submits a PPT to the software engineers.

The third way an issue can be identified is by the software engineers. Once identified, the issue is researched and recorded.

2 System Problem Report is created

Once the PPT is sent to the software engineers, a Software Problem Report (SPR) is created. The SPR officially documents the issue in the SPR Information Management (SIM) tracking tool. The record includes the SPR number and description of the issue. SIM access is available, with approval from Service or Agency offices, through Passport.

3 SPR is prioritized and assigned to a software update

SPRs are then vetted at the Technical Review Team Meeting (TRT). The TRT is composed of software engineers and representatives from DTMO, TAC, and Program Management Office-DTS (PMO-DTS). The team meets weekly to determine the SPR priority level, user im-

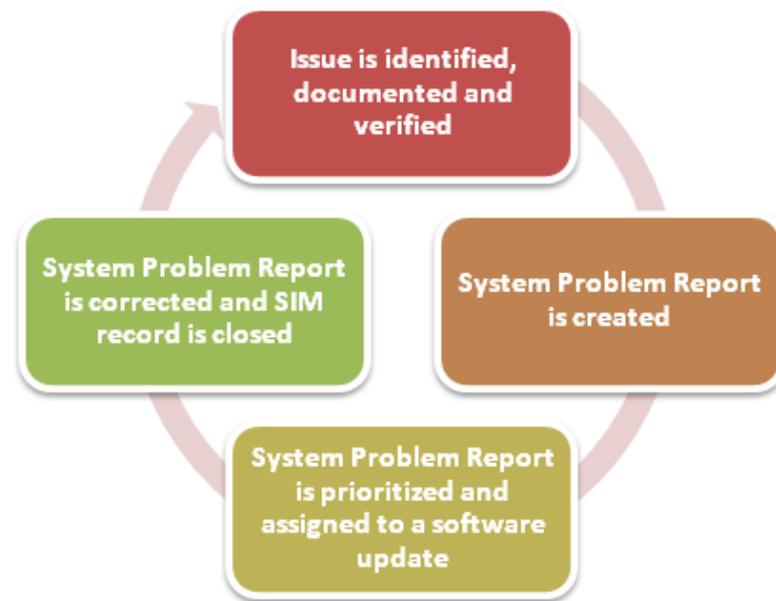
pact, and a workaround. SPRs are prioritized by rank, based on:

- Overall number of affected users
- Effect on computations/payments or reservation processing
- Quality of the proposed workaround
- How easily a user can identify the issue

Once discussed, the SIM record is updated with the SPR's priority, and associated workaround. DTMO and PMO-DTS assign the SPR to a software update or software release which will determine when the issue is resolved. A SPR can be re-prioritized/re-ranked upon recommendation by the Defense Travel Improvement Board (DTIB), which oversees this process.

4 SPR is corrected and SIM record is closed

Once the software engineers make corrections, the SPR is verified at the TRT meeting and the SPR record is officially



closed in the SIM. To help the Department improve the system, it is important that DTS users continue to contact the TAC to document system issues. When reporting a problem, include the description of the problem, a screen shot of the screen in which the issue occurred, and the document name.

Fixing system issues remains a top priority for the Department. Information on upcoming software updates is included in announcements for system downtime which are posted on the DTS website (www.defensetravel.osd.mil), the DTMO website under "What's New," and in the announcement section of TraX.

SIM Access Granted to Defense Travel Administrators

In September, qualifying Defense Travel Administrators (DTAs), were given access to the System Problem Report (SPR) Information Management (SIM) Tool. At that time, those given access were DTAs possessing, as of May 2010, a DTS permission level 6 and an active email address in DTS and Passport, with Passport role of a Lead DTA/Organizational DTA. Alternatively, DTAs who made the request through their Service representative were also given access.

How do I access SIM?

After logging into Passport (www.defensetravel.dod.mil/Passport), a SIM icon will appear next to an icon for TraX. Click on the SIM icon then select the icon for one of the following reports:

- **Production SPRs:** Contains the production SPRs, also known as functional SPRs, which result in an unsatisfactory traveler/AO/DTA experience. SPRs are ranked in order of the highest priority (as determined by the Defense Travel Improvement Board). This prioritization is used as the basis for release planning.
- **Infrastructure SPRs:** Contains SPRs that affect database performance, which may also impact the traveler/AO/DTA. These SPRs are ordered by date created (not prioritized).
- **DTS Change Requests (CR):** Contains all DTS CRs that have been approved by the Governance Boards (Defense Travel Improvement Board and Defense Travel Steering Committee).

If you are a DTA and would like access, please contact your DTS Service Office.

DTS Update

In December, the process of converting sections of DTS code from Progress to Java will be complete. Java is a more commonly used language that is more efficient and facilitates quicker, simpler, changes to the system. Once conversion is completed, the Department will begin implementing software updates that are focused on correcting issues that cause users the most difficulty.

Continue to monitor the DTS homepage, TraX or the DTMO website for any announcements related to upcoming downtimes and software updates.



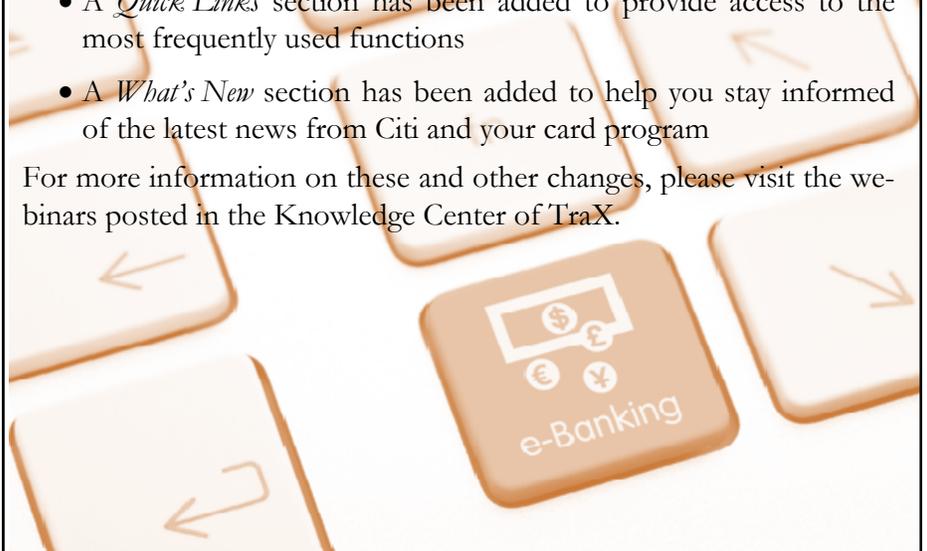
CitiManager Gets Redesigned

CitiManager, Citi's tool that allows government travel charge (GTCC) cardholders and Agency Program Coordinators (APCs) to manage GTCC accounts, now has enhanced design and features. While the look of the tool will change, the functionality will remain the same. Updates will be made in phases, with initial changes providing enhancements to the global navigation menu and home page.

Some of the changes include:

- Left menu bar on the current homepage will appear in a tab format at the top of the screen
- New tabs will be added and some current left menu items will be consolidated under new tabs
- A *Quick Links* section has been added to provide access to the most frequently used functions
- A *What's New* section has been added to help you stay informed of the latest news from Citi and your card program

For more information on these and other changes, please visit the webinars posted in the Knowledge Center of TraX.



DTMO Launches New Website

DTMO is pleased to announce that its redesigned website will be launching by the end of November.

The new design includes an enhanced user interface, improved site navigation, and updated content. This user-centric design showcases our continued commitment to customer service by providing easier access to the information and tools that the DoD travel community needs. This redesign also merges the Per Diem Travel and Transportation Allowance Committee (PDTATAC) and DTMO websites.

New features include:

- ***In the Spotlight*** – Stay abreast of the latest news and events from across the Defense Travel Enterprise.
- ***Director's Blog*** – Hear from Ms. Pam Mitchell, DTMO Director and communicate directly with her and other members of the DoD travel community.
- ***Travel Tools*** – Find comprehensive travel tools in one location, including: DTS, Travel Explorer (TraX), Allowance Calculators, Per Diem Rates, DoD Travel Regulations and Defense Travel Administrator (DTA) locator.
- ***DTS Information*** – Access the latest information about DTS, including system downtime announcements, and system enhancements.
- ***Allowances and Travel Regulations*** – Learn more about CONUS and OCONUS Cost of Living Allowances, Basic Allowance for Housing, Overseas Housing Allowances, and Per Diem programs for which DTMO analyzes and prescribes rates. Calculate your allowances, find current or historical rates, and view immediate and monthly changes to the travel regulations.
- ***Training Resources*** – Find training resources available for travelers and administrators. Link directly to TraX to find out what type of training is right for you.

For more information about the new site and to access short demonstrations on different sections of the website, visit www.defensetravel.dod.mil. If you have comments or recommendations for improvements to the new site, click on the **Website Feedback** link at the bottom of the front page and take a few minutes to complete the questionnaire.

Reshaping the Defense Travel Enterprise Through Results-Oriented Innovation

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Service Members See Overseas COLA Adjustments



This fall, approximately 455 Service members stationed at a number of overseas locations saw an adjustment to their Overseas Cost of Living

Allowance (COLA). Five duty station locations in Bulgaria, Sweden, Spain and Greece received a two to six-point increase in October, indicating that the prices of goods and services have become that much more expensive in comparison to average prices in CONUS. Greece has the largest population with 365 affected Service members.

Overseas COLA decreased in a few other locations, indicating that the prices of goods and services have declined in comparison to average prices in the CONUS. When COLA decreases, it means that the purchasing power for overseas Service members is more in line with that of their counterparts in the U.S.

Overseas COLA is not a fixed amount. Data driven adjustments are either immediate or made incrementally. Increases in COLA are made immediately, whereas reductions are phased in over time to help minimize the impact of the adjustment.

Service members can calculate their COLA rate at: <http://www.defensetravel.dod.mil/perdiem/ocform.html>. The calculation tool is updated with the current COLA amounts each pay-period.

DTS Helpful Hints

Additional Authorizations

Occasionally, a traveler might need advanced approval for additional authorizations. The *Other Authorizations* module provides additional authorizations that are selected by the traveler or triggered by DTS based on the trip details. These authorizations display and print remarks on travel documents, allowing a traveler to select a duty condition, expense item, or anything else that may require additional approval. Within this module is an extensive list of additional authorizations from which to choose, including: excess baggage, variations authorized, etc. Another option is to select **Other** and type the specific remarks for the additional authorization.

Note: While DTS automatically flags additional Authorizations, only the text typed in the Remarks field is printed on the travel document.

To add an additional authorization that is not provided in the list:

1. Select **Review/Sign** from the document menu
2. Select **Other Auths** from the dark blue navigation bar
3. Select **Add Additional Authorizations For This Trip**
4. Select **Other** from the list of options provided
5. Scroll down and select **Add**
6. Type the required remarks in the text box

The Importance of Substantiating Records and Supporting Documentation

It is important that all travelers, Authorizing Officials and Administrators ensure that proper substantiating records are attached to the relevant document. Recent DTS Post Payment Audit findings indicate that there are a growing number of inaccurate payments made in DTS. Findings show that there were more mispayments made through Q3, FY10 than in all of FY09. A significant factor was missing or erroneous substantiating records, which often result in inaccurate or improper payments.

While mandatory receipt requirements (transportation, lodging, rental car and expenses over \$75) continue to be an area of importance, particular attention should be given to the requirement for signed DD 1351-2s or SF 1164s which are used by Non DTS Entry Agents (NDEAs) for input. NDEAs must remember to attach these prior to T-Entering vouchers and local vouchers.

Travel Assistance Center

24 hours a day, 7 days a week

1-888-Help1Go DSN: 312-564-3950

(Overseas) DSN or 1-809-463-3376 (wait for the beep), then dial 1-888-Help1Go

www.defensetravel.dod.mil/Passport

Contact your local help desk for local business rules.

Redesigned Website Offers New Way to Discover Travel Training Resources

Explore the various travel training resources including eLearning, instructor resources, and reference materials on the Training Resources webpage, which is part of DTMO's new website. Discover which training is right for you by using the new Training Resources Lookup Tool.

Search for training resources by *type*, *role*, *topic* or *series*. To view all training resources, leave the criteria fields blank and select submit. Results will appear in a table format that includes the titles and descriptions of the resources available, as well as the type of training, such as demonstration or distance learning, the subject and the training series. Use the arrows in the column headers to display column groupings alphabetically.

All e-learning resources must be accessed through Trax. To access TraX, visit: www.defensetravel.dod.mil/passport. Training resources highlighted in blue can be immediately downloaded directly from the tool.



Travel Tip: Register with Department of State Before Travel

The U.S. Department of State used the recent heightened travel alert for Europe to encourage American citizens traveling or residing overseas to register their travel plans with the appropriate U.S. Embassy or Consulate on the State Department's travel registration website, <https://travelregistration.state.gov/>. Travel registration is a free service provided by the U.S. Government for U.S. citizens who are traveling to, or living in, a foreign country. Registration allows you to record information about your upcoming trip abroad that the Department of State can use to assist you in case of an emergency.

Additional information can be found at the State Department's website at: www.travel.state.gov. Travelers can also obtain up-to-date information on security conditions by contacting State Department's U.S.-based call center from 8:00 am – 8:00 pm Eastern Daylight Time, M-F, at 1-888-407-4747, or if calling from outside the U.S., at 1-202-501-4444.

If an emergency discontinues or interrupts a TDY travel assignment, additional travel and transportation expenses

may be allowed. If an emergency occurs while on official travel, travelers should contact their supervisor for guidance on allowances and instructions on making travel arrangements. Travelers who have begun their travel and find themselves needing to make a change should contact their Commercial Travel Office using the toll-free number listed on their travel itinerary. For all other travel questions, contact the Travel Assistance Center (TAC) at 1-888-Help1Go or submit a help desk ticket through the Tickets section of Travel Explorer (TraX). If calling from overseas, you can now directly dial the TAC at 1-888-Help1Go from any DSN line.

Did you know . . .
Travelers can access destination reports using Travel Explorer (TraX), DTMO's centralized source of travel information. Click on the Trip Tools feature to review location reports that include travel advisories, health and safety considerations, embassy phone numbers and weather forecasts.

TSA Launches Mobile Application

The Transportation Security Administration (TSA) has developed the MyTSA mobile application to provide passengers with 24/7 access via mobile devices to the most commonly re-requested TSA information. No matter where you are, you will have easy access to information you need to get through security and onto the plane safely and smoothly. MyTSA puts the most frequently requested information about security procedures at airport checkpoints right at your fingertips, including the most up-to-date security information. MyTSA has multiple functions, including the following tools:

- **Airport Status:** Users can see which airports are experiencing general delays (not flight specific) or search for conditions at a specific airport. This information is provided by the FAA.
- **'Can I Bring?':** Users can type in an item they plan to bring on a trip to find out if it is permitted or prohibited, and whether they can pack it in carry-on or checked bags.

- **Guide:** Users can get travel tips on an array of some of the most popular topics of air travel, including traveling with children, 3-1-1 rules for liquids, gels and aerosols, special medical needs, packing, how to dress for airport security, military members, and traveling with food and gifts.
- **Security wait times:** MyTSA gives passengers the ability to share their wait time and see what wait times other passengers have posted for U.S. airports. Passengers can also post the approximate amount of time it took them to get through security for other travelers to view.

To get MyTSA on your mobile device, type in <http://www.tsa.gov/mobile>. You can also find the [MyTSA](#) iPhone app on iTunes.



Tips for Getting Through Security Lines Quicker

TSA advises travelers that their passage through the airport can be made more efficient and comfortable by packing smartly.

- Pack an organized carry-on bag using layers and group items by like category. Pack a layer of clothes, then electronics; this helps security officers identify what's in your bag
- Prepare your one quart-sized, clear plastic, zip top bag of liquids before arriving at the airport.
- Don't pack oversized electronics in your checked baggage
- Pack all coats and jackets in checked baggage when possible
- Don't wrap any gifts that you are bringing; unwrapped gifts can be easily inspected
- Film that is undeveloped should go into your carry-on bag
- When in doubt, leave it out

Travelers can also use TSA's new "Can I Bring" tool on their website or download the MyTSA app. For more information on what items can be packed and which are prohibited and to access these tools, visit:

www.tsa.gov.



Focus on the Traveler

DTMO has been working closely with other federal agencies to include greener solutions in the U.S. Government Rental Car Program. This effort will assist in complying with Executive Order 13514, which requires federal agencies to inventory and reduce Green House Gas (GHG) emissions.

DTMO is encouraging rental car vendors to incorporate rental car ceiling rates for hybrid vehicles that would allow federal travelers to rent hybrid vehicles under the U.S. Rental Car Program. To strengthen this initiative, GSA recently released GSA Bulletin FTR 10-06, which encourages federal travelers to rent hybrid vehicles when they become available under the U.S. Rental Car Program.

Until hybrid vehicles become available to federal travelers, there are many other green rental vehicle options and simple solutions that can be included when you are scheduled for official travel.

Here are a few ideas that you can use to help reduce greenhouse gas emissions:

- *Rent the most fuel efficient vehicle that meets mission requirements.* To find out which vehicle has the best fuel economy and lowest air pollution rate, check out EPA's Green Vehicle Guide at: www.epa.gov/greenvehicles.
- *Utilize a Global Positioning System (GPS) device.* A GPS device can help you take the most direct route to your destination, avoid traffic, and prevent you from getting lost in unfamiliar surroundings – all of which helps reduce GHG emissions. Be sure to check with your authorizing official before renting a GPS device. Because a GPS device usually incurs an additional rental expense, your authorizing official may approve your request only if it is considered necessary for official use.

- *Trip planning.* Try to bundle several smaller trips into one larger trip while on official business to reduce fuel consumption and save time. For trips involving multiple travelers, share a rental vehicle instead of renting one for each traveler. For access to helpful trip planning tools, including maps and driving directions, check out Travel Explorer (TraX) at: www.defensetravel.dod.mil/Passport.
- *Use the right fuel.* Use the recommended fuel type for your rental vehicle. The manufacturer's fuel recommendation can be found in the vehicle's user's manual. Also, be aware of whether your vehicle is a Flex-Fuel vehicle, which is capable of running on E85 fuel (a blend of 85% ethanol and 15% gasoline) and fill it up at E85 fueling stations. For a listing of E85 fueling stations, check out www.e85refueling.com.
- *Drive wisely.* Driving the speed limit maximizes your vehicle's performance and improves fuel efficiency. Avoiding rapid acceleration and frequent braking will further increase your vehicle's fuel efficiency. These driving habits not only reduce your greenhouse gas emissions, but help you reach your destination safely.
- For further information about the U.S. Government Rental Car Program, please visit the DTMO website



Secure Flight Update

This fall, the Transportation Security Administration (TSA) completed implementation of the Secure Flight Program, which aims to enhance the security of domestic and international commercial air travel by using improved watch list matching.

As of November 1, 2010, all passengers were required to have Secure Flight Passenger Data (SFPD) in their reservation at least 72 hours prior to departure. You will be unable to travel without providing this information.

SFPD includes traveler's full name, date of birth, gender, and redress number, if applicable. The traveler's full name must match the government issued identification (driver's license, passport, or military identification). For example, if the government identification used contains full middle name, then the SFPD must reflect full middle name.

The Defense Travel System (DTS) was modified in September 2009, to capture and transmit the required SFPD. Travelers making reservations in DTS must verify the SFPD is accurate and complete. Do NOT include rank, titles, suffixes ("CPT", "Mr.", "III", etc.) or special characters in the SFPD. This information will be saved to your DTS "TSA Profile." The system will continue to prompt travelers to verify or update this information each time they attempt to make any travel reservations.

This functionality only applies to individual authorizations. When booking GROUP TRAVEL AUTHORIZATIONS, SFPD information is not transmitted to the CTO via the DTS Request for Group Travel Reservations Email or con-



Effective October 1, 2010, if you contact the commercial travel office directly to make reservations, you will be required to provide SFPD at the time the reservation is requested or the reservation will not be accepted.

tained in the Traveler Manifest Report. Therefore, the primary traveler or NDEA is required to obtain the SFPD data for each traveler and provide it to the CTO prior to booking.

About the Secure Flight Program

The goal of the Secure Flight program is to identify known and suspected terrorists and prevent them from boarding aircrafts or gaining access to secure areas of U.S. airports. Airlines are not allowed to issue a boarding pass until the SFPD is transmitted and an authorization to print a boarding pass is received from TSA. If cleared, travelers are able to print boarding passes up to 24 hours before departure. If a traveler does not pass the review, TSA may provide instructions to the airline to conduct enhanced screening at the airport or to deny flight access.

For additional information about TSA's Secure Flight Program and how it impacts DoD travelers, visit: <http://www.defensetravel.dod.mil/Sections/SecureFlight.cfm>.

On the Move...

DTMO supports critical and high volume travel operations through the Recruit Travel Assistance Program and the Military Bus Program. In the quarter ending September 30, 2010, the Recruit Travel Assistance Program provided support to nearly 10 percent of new enlistees traveling to basic training. Of the 57,336 recruits accessed, nearly 5,000 called the toll free recruit assistance line for various travel problems on the way to initial training. Of those assisted, 3,728 were Army recruits. Through this program, DTMO is able to provide the service member with food, lodging, transportation, counseling and guidance. Recently, 70 percent of the problems were due to weather or carrier related issues. Some of these young adults have never been away from home before. This service acts as a lifeline during their first travel experience as members of the Armed Forces.

Approximately 500 Group Moves were procured by DTMO during the same period, moving 46,516 military personnel and DoD civilians through DTMO's Military Bus Program. These group moves included the procurement of bus travel for wounded warriors from Walter Reed Army Medical Center to various sporting events, tours, and White House visits. In addition to supporting the Wounded Warrior Transition Brigade with its travel requirements, the program accommodated National Training Center rotations between the Army airhead and Ft. Irwin for scheduled, high volume moves. Over four hundred bus, van and limousine carriers participate in the Military Bus Program.

The Defense Travel Management Office is pleased to announce



Connect 2011

The Defense Travel Management Office is pleased to announce the *Connect 2011 Seminar*. Travel managers and administrators from around the globe are invited to participate in this event. The 2011 Seminar is intended to develop functional knowledge, as well as create awareness of emerging industry trends, and educate DoD's travel community on the ever changing Defense travel environment.

At this year's seminar, spend quality time networking with other administrators, and participate in several forums that encourage conversations and seek feedback on the Defense Travel Enterprise.

Alexandria, VA
April 19-21

Registration Opens
January 11, 2011

For more information, visit www.defensetravel.dod.mil

FY2011 Per Diem Rates in Effect

The FY 2011 per diem rates went into effect on October 1, 2010. For FY 2011, the *Standard CONUS* (any location that does not have a specifically defined rate) lodging per diem rate has been adjusted upward to \$77 to reflect the average daily rate for lodging across the country. Additionally, lodging per diem for 82 percent of *Non-Standard Areas* (unique areas identified by Federal agencies as greater than the Standard Rate) has decreased. Reimbursement for meals and incidental expenses remain unchanged from FY2010. They range from \$46 through \$71 for meals per day depending on the location and \$5 for incidental expenses. Visit <http://www.GSA.gov/perdiem> for more information.

Defense Travel Dispatch

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