Defense Travel Dispatch

Volume X, Issue 2
Fall 2017

The DoD Center for Travel Excellence

Inside

Update on DTS & Travel System Modernization 2

Learn about the new effort to modernize DoD travel and what is being done to sustain the current Defense Travel System.

Where is the Document Processing Manual? 5

In an effort to increase its user friendliness, the Document Processing Manual will no longer exist as a single, large document but be divided into several individual documents.

Coming Soon: The Government Travel Charge Card Transition 8

In November 2018, the current Government Travel Charge Card contract will expire. As part of the transition, all cardholders will receive a new travel card. Learn how you can prepare.

2018 Excellence in Practice Awards 10

This year's awards recognize top performers in DoD Travel for the value and the services they provided during FY2017. Nominations are due in November.

A Message from the DTMO Director

Secretary of Defense Mattis is focused on making DoD business operations more efficient in order to shift resources toward increasing the lethality of the warfighter. DTMO's strategy to reform our travel enterprise aligns perfectly to the Secretary's direction to reform the Department's enterprise-wide business operations, as well as to the President's broader reform efforts to create an efficient, effective and accountable Federal Government.

The Department is focused on foundational changes to modernize DoD IT infrastructure to be more efficient, cost-effective, and secure. Modernizing our travel system is my highest priority and with the establishment of the Cross-Functional Team for Travel (CFT-T) it is now a priority at the highest levels of the Department's executive leadership. The team is working to modernize and streamline the Department's travel management by leveraging industry proven capabilities as they relate to streamlined travel regulations, redesigned business processes, and IT modernization. While the CFT-T is on the fast-track, we must still sustain our aging travel system. Through our strong partnership with the DTS Program Management Office at DMDC we are working together to ensure DTS can bridge the gap to our next generation travel solution.

In this issue, learn more about CFT-T and some exciting enhancements coming to DTS. If that's not enough, learn how you can prepare for the Government Travel Charge Card transition to SmartPay3. The details and other good travel management information are inside. These are indeed exciting times for Defense travel.

— William Mansell, Director, DTMO

About the Defense Travel Management Office

The Defense Travel Management Office 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 and station/housing allowances.

DTMO maintains central oversight for commercial travel management, travel policy and implementation, customer support and training, DoD travel charge card program management, functional oversight of the Defense Travel System, and station and housing allowances program management.

Update on DTS & Travel System Modernization

Over the last year, the hot topic in Defense Travel has been travel system modernization. The Department just is wrapping up a travel system pilot led by the Defense Digital Service. The purpose of the pilot was to test the feasibility of using a Commercial-off-the-Shelf, Software as a Service travel and expense system for DoD travel. The lessons learned from the pilot will inform the next phase of modernization, an effort initiated by the Deputy Secretary of Defense to accelerate the pace of modernization as part of a broader initiative to reform the Department's enterprise business operations. This article outlines this new effort to modernize DoD travel and provides an update on what is being done to sustain the current Defense Travel System (DTS).

Travel System Modernization

Secretary of Defense Mattis is focused on making DoD business operations more efficient in order to free up funds to redirect to increasing the lethality of the warfighter. The Secretary tasked the Deputy Chief Management Officer and Chief Information Officer to identify enterprise-wide lines of business and lead cross functional teams (CFTs) to deliver improved effectiveness and efficiencies. In a June 2017 memorandum, the Deputy Secretary of Defense directed the Deputy Chief Management Officer, Under Secretary of Defense for Personnel and Readiness, and the Chief Information Officer to establish a cross functional team to improve travel performance outcomes (CFT-Travel). CFT-Travel is reviewing existing policy, service delivery approaches, and technology to modernize travel and identify potential areas of efficiency while preserving or improving overall mission performance. This work will result in an acquisition strategy that will revolutionize the way DoD procures its travel capability.

CFT-Travel has provided increased momentum, visibility, and resources for DTMO modernization efforts. It will leverage industry proven capabilities as they relate to a streamlined travel policy, redesigned business

(Continued on page 3)

processes, and IT modernization. The vision of modernization remains the same—to transition from our aging legacy travel system to a more user-friendly, secure, efficient, and effective travel solution to book travel, manage travel related expenses, and initiate travel-related financial transactions. However, with joint executive leadership from the Deputy Chief Management Officer, USD (Personnel & Readiness), and the DoD Chief Information Officer, CFT-Travel brings renewed focus, collaboration, and resources to the task.

The work of CFT-Travel has been on the fast-track since its inception. Utilizing the Department's new and more agile Business Capability Acquisition Cycle (Framework outlined in DoDI 5000.75, the team completed the Capability Need Identification and Business Solution Analysis phases and is nearing completion of the third phase, Business System Functional Requirements & Acquisition Planning. With an Industry Day held on October 12, CFT-Travel is partnering with the C5 Consortium, a part of the U.S. Army Armament Research, Development and Engineering Center (ARDEC). C5 was created to utilize DoD's Other Transaction Authority to serve as a platform for public/private collaboration, enabling industry to work with DoD in providing research and development of critical technologies that meet and advance the Department's needs and capabilities

The quick progress of CFT-Travel is made possible largely by the Department's travel system pilot. Lessons learned from testing the feasibility of Commercial-off-the-Shelf, Software as a Service travel and expense system enabled the team to move quickly through the Business Capability Acquisition Cycle Framework to arrive at an acquisition strategy to modernize DoD travel. When completed, CFT-Travel solution is expected to improve Defense travel by reducing process and workflow complexity, improving customer satisfaction, reducing cost, and align to commercial/industry best practices. DoD is seeking a travel capability that reduces costs for travel transactions and lowers the overall cost per trip and empowers travelers to make travel decisions that benefit their organizations. To address overhead costs, the solution will minimize customization while leveraging the flexible configuration of a modern commercial travel and expense technology. In addition to the pilot's lessons learned, this effort will build on the recent re-write of the Joint Travel Regulations. DTMO will continue to work to align our travel policies with standard industry practice, but without negatively affecting usability, auditability, compliance, or security.

DTS Sustainment

While the Department is moving toward a modernized travel system, it is still necessary to sustain the current travel system that processed over 4.3 million travel vouchers and over $6 billion in DoD travel spend in Fiscal Year 2017. There are several initiatives underway to sustain DoD's legacy system until the Department fields its next generation travel system.

In 2015, the new DTS Program Management Office recognized the need to improve the outdated DTS infrastructure. Last year, it began a Java Framework Update to improve security, increase stability, and ensure 508 compliance. DTS Program Management Office is updating the Java Framework incrementally through DTS monthly maintenance releases. Additionally, the Department is incorporating some noteworthy usability improvements including: enhanced itinerary screens; consolidation of the Reservation, Mileage/Non-Mileage, and Substantiating Documents into a new, combined My Expenses screen; a new Trip Workbook; and new receipt functionality. Updates to the Java Framework will continue through July 2018. Plans also include updates to the DTS rules engine; a user interface redesign, and new capability for flat rate per diem calculations and the ability to select lowest logical airfare fares. Here is a summary of the upcoming changes to DTS:

(Continued on page 4)

Java Framework Update and System Improvements	*Purpose:* • Improves security and stability • Enhances 508 compliance • Updates public key infrastructure • Redesigns DTS user interface to give it a modern look and feel *Timeline:* Delivering through 2018. Redesigned user interface and reservation screens targeted for December 2017 and Spring 2018 releases.	*Impact to user:* • Improves navigation through travel booking process • Enables system access via mobile devices *(future capability)* • Allows access through other web browsers
Lowest Logical Airfare	*Purpose:* • Displays lowest logical airfare, to include restricted fares *Timeline:* FY18	*Impact to user:* • Allows users to easily find and book restricted airfares directly in DTS without need to contact a Travel Management Company for assistance
Flat Rate Per Diem	*Purpose:* • Enhances capabilities used to calculate Flat Rate Per Diem *Timeline:* FY18	*Impact to user:* • Reduces the need for users to calculate Flat Rate Per Diem

Resources and Outreach

To keep informed of DTS releases, monitor the DTS homepage, TraX announcements or the DTMO website. The following resources are also helpful to understanding any changes related to DTS.

- Travel Assistance Center Outreach Calls – TAC Outreach Calls are held on the second and fourth Tuesday of the month at 8am and 1pm eastern time and are designed to inform and educate the DoD travel community on issues and topics related to travel and DTS. Information about how to participate can be found in the announcement section of Travel Explorer (TraX), www.defensetravel.dod.mil/passport.
- Software Update Information Notes – Prior to the implementation of an EWTS/DTS release, a summary of the what is included in the release is posted in the DTS and EWTS downtime announcements in the Notices section of the DTS homepage, TraX announcements, and also on the Recent Releases webpage on the DTMO website. Besides the contents, this document may also include a section of frequently asked questions related to the release.
- Look-Aheads – Depending on the release content, our travel training team may hold look-ahead sessions or post information papers on the upcoming changes. Any sessions or additional information will be published on the DTMO website, usually in the In the Spotlight section of the homepage.

Where is the Document Processing Manual?

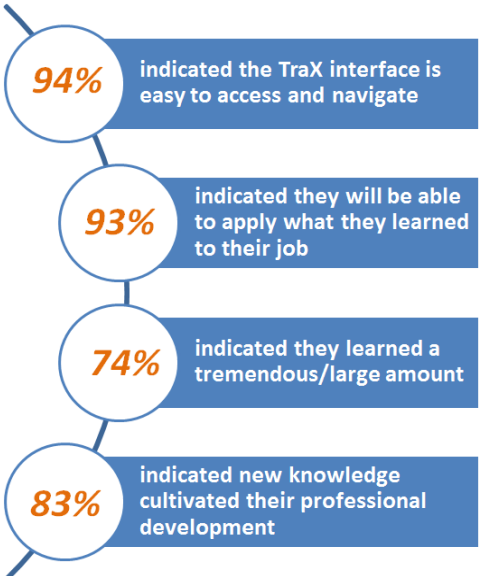
Over the years the Document Processing Manual evolved into a large document covering many related, but largely independent, subjects. Recent customer feedback combined with the fact that our web-based training (WBT) modules now include more robust content than ever, pointed out a need to reformat the Document Processing Manual. Instead of one large manual, it will be divided into separate documents based on topic. This change is expected to increase its user friendliness. The new documents, which include guides, information papers, and tri-folds, cover all the topics previously included in the Document Processing Manual. You can view any of the new documents by selecting the URL below or copying it into the browser. All documents are also available through the DTMO website. To ensure that all the information that previously resided in the Document Processing Manual remains easy to find, each new document provides a reference page at the end to guide you to other available documents that address related topics.

Guide/Information Paper/Tri-fold	URL
DTS Guide 1: Getting Started	www.defensetravel.dod.mil/Docs/DTS_Guide_1_Getting_Started.pdf
DTS Guide 2: Authorization	www.defensetravel.dod.mil/Docs/DTS_Guide_2_Authorization.pdf
DTS Guide 3: Voucher	www.defensetravel.dod.mil/Docs/DTS_Guide_3_Voucher.pdf
DTS Guide 4: Local Voucher	www.defensetravel.dod.mil/Docs/DTS_Guide_4_Local_Voucher.pdf
DTS Guide 5: Group Authorization	www.defensetravel.dod.mil/Docs/DTS_Guide_5_Group_Authorization.pdf
Desktop Guide for Authorizing Officials	www.defensetravel.dod.mil/Docs/Training/AO_CO_Guide.pdf
Special Circumstances Travel Guide	www.defensetravel.dod.mil/Docs/Special_Circumstances_Travel_Guide.pdf
DTS Overview information Paper	www.defensetravel.dod.mil/Docs/DTS_Background_Information_Paper.pdf
DTS Trip Template Information Paper	www.defensetravel.dod.mil/Docs/Trip_Template_Information_Paper.pdf
Import/Export Tri-fold & Information Paper	www.defensetravel.dod.mil/Docs/Training/TriIEAuth.pdf www.defensetravel.dod.mil/Docs/Import_Export_Information_Paper.pdf
Permissive travel Information Paper	www.defensetravel.dod.mil/Docs/Permissive_Travel_Information_Paper.pdf
Renewal Agreement Travel Information Paper	www.defensetravel.dod.mil/Docs/Renewal_Agreement_Travel_Information_Paper.pdf
Adjustments & Amendments Tri-fold and Information Paper	www.defensetravel.dod.mil/Docs/Training/UpdatingItineraryAuth.pdf www.defensetravel.dod.mil/Docs/Training/UpdatingItineraryVou.pdf www.defensetravel.dod.mil/Docs/Adjustments_and_Amendments_Information_Paper.pdf
Self-Approving Official Information Paper	www.defensetravel.dod.mil/Docs/Self-Approving_Official_Information_Paper.pdf
Foreign Military Sales Guide	www.defensetravel.dod.mil/Docs/Foreign_Military_Sales_Information_Paper.pdf
Constructed Travel Worksheet Instructions & Information Paper	*Instructions for Authorization CTW:* www.defensetravel.dod.mil/CnstTvl/CT_Authorization_Instructions.pdf
	Instructions for Voucher CTW: www.defensetravel.dod.mil/CnstTvl/CT_Voucher_Instructions.pdf
	www.defensetravel.dod.mil/Docs/Constructed_Travel_Information_Paper.pdf
Cancellation Procedures Tri-fold & Information Paper	www.defensetravel.dod.mil/Docs/Training/Cancel_A_Trip_Tri-fold.pdf www.defensetravel.dod.mil/Docs/Training/Cancellation_Procedures_Information_Paper.pdf

Hear What People are Saying About . . .

Travel Certificate Program

In 2015, DTMO launched the Travel Certificate Program (TCP), a knowledge, skill and assessment-based professional development program to validate the capabilities of personnel who manage travel for the Department of Defense. The program is designed to be a comprehensive, travel manager program that assists in standardization of knowledge and skills across the Department. At this time, certificates are available for Defense Travel Administrators (DTAs) and for Authorizing Officials (AO). Over the course of the program, we have received lots of positive feedback.



- "The activity in EWTS was very intimidating at first, but after I accomplished it, I felt much more confident in DTS. Great learning experience. Great program!"
- "I am proud to be a part of a program in which leaders/developers cared to produce a valuable learning forum. The robust curriculum was appreciated."
- "I liked that each course was listed and checked off once accomplished."
- "I found it very helpful to revisit courses as often as necessary to deepen my understanding."
- "Even after 10 years of being a DTA . . . I learned a lot and saw areas I need to review frequently using the resources available."

About the Program

Both certificate programs include:

- Approximately 20 hours of training. Candidates have one year to complete the required training and may receive credit for training previously completed through Travel Explorer (TraX).
- Support from a local coach. As part of the program, candidates find someone at their local organization, known as an "Endorser," to coach them on local review and approval procedures. This ensures that candidates get both a DoD and a local level look at their responsibilities. For more information on Endorsers, refer to the Organizational Knowledge Checklist in the TCP Guide.
- Final Assessment. Upon completions of coursework, candidates must pass a comprehensive final assessment.

If you are interested in participating, additional information can be found at: https://www.defensetravel.dod.mil/site/travelcp.cfm. Certificate administration is managed through Travel Explorer (TraX). In the TraX *Training Section*, a *Travel Certificate Program* tab will be visible if a certificate is offered for the TraX user's designated role.

Travel Smarter: Participate in TSA Precheck

You may have seen signs at airport security advertising TSA Precheck, but what you may not realize is that as a member of the Department of Defense you are eligible to participate in the program free of charge. TSA Precheck allows travelers to keep on their shoes, belt, and light jacket, and leave laptops and 3-1-1 compliant liquids in your carry-on bag when going through dedicated Precheck airport security lanes. Often TSA Precheck security lines are shorter and move faster than traditional airport security lines. To participate:

1. L**ocate your DoD ID number** (10-digit number found on the back of your Common Access Card (CAC)). If you do not have a DoD ID number listed on your CAC, you can locate it by logging in to MilConnect (www.dmdc.osd.mil/milconnect) and clicking on the "My Profile" tab.
2. **Opt-in to the program** *(applies to DoD civilians only).* Civilians need to log in to the MilConnect website (www.dmdc.osd.mil/milconnect), click on the "My Profile" tab and then click on the "CIV" tab. In the Personnel Status information box, click on the "TSA PreCheck Program" checkbox and scroll to the bottom of the page and click "submit." Service members are already eligible and do not need to opt in to the program.
3. **Save your DoD ID Number in the "Known Traveler Number" field of your DTS profile.** To ensure your future airline reservations automatically include your DoD ID number, save it in your profile. For instructions, see How to Enter your DoD ID Number and Update Your DTS Profile.
4. **Ensure your DoD ID Number is included when making reservations.** *For official travel:* If you saved your DoD ID number as part of your profile, it will automatically pre-populate in your reservation. You may also participate by entering your DoD ID number in the "Known Traveler Number" field when prompted to verify your Secure Flight Information (name, DOB, gender) each time you make a reservation. If making a reservation through a Travel Management Company (TMC), provide your DoD ID number as the "Known Traveler Number" when asked to verify your Secure Flight Information. *For leisure travel:* Enter your DoD ID number in the "Known Traveler Number" field when making reservations.
5. **At the airport, look for dedicated TSA Precheck security lanes.** The program is available at over 200 domestic airports. Click here for a complete list of participating airports.

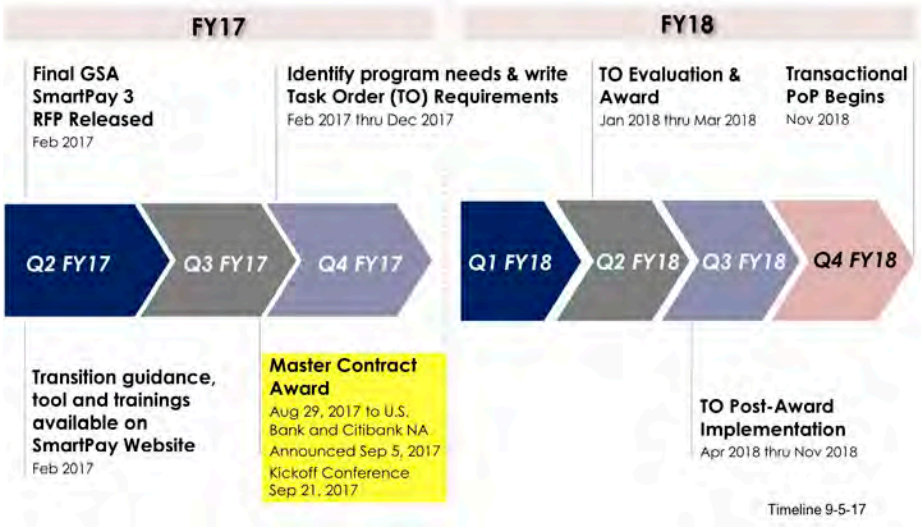
Who Can Participate in TSA Precheck for FREE?

- DoD and Coast Guard civilians
- Service members (including Reservists, National Guardsmen, and members of the Coast Guard)
- Students at the U.S. Military Academy, U.S. Naval Academy, U.S. Air Force Academy, and the Coast Guard Academy.

Coming Soon: Government Travel Charge Card Transition

In November 2018, the current GSA SmartPay2 Government Travel Charge Card (GTCC) contract and the DoD task order with Citi will expire, and the program will transition to the new GSA SmartPay 3 contract. DTMO, with responsibility for GTCC program management for the Department, will lead the transition to the new vendor. GSA recently awarded the SmartPay3 Master Contract, and DoD is in the process of selecting a vendor for award under a DoD tailored task order.

Preparation for the SP3 transition began in early 2015 and will require extensive coordination across the Department. As part of the transition, travelers will receive new cards that must be receipt verified prior to the cutover to the new contract. Current travel cards will expire on November 29, 2018 and new GTCC cards will be effective on November 30, 2018. In addition, the transition will also greatly impact DTS, other travel systems, and Travel Management Company (TMC) operations.



What You Can Do to Prepare

Agency Program Coordinators (APCs) and Defense Travel Administrators (DTAs) will play an increasingly important role in this transition process. The good news is that you can start preparing for the transition today. Here is how:

For APCs:

- Get to know your DTA. This will be a valuable partnership over the next year.
- Stay abreast of transition activities and keep travelers, cardholders, and management informed of transition timelines/actions.
- Ensure current Centrally Billed Accounts (CBA) and Individually Billed Accounts (IBA) remain in good standing, and each account has no past due balance.
    - From a CBA perspective, this means reconciling, certifying, and paying CBAs

(Continued on page 9)

promptly. Schedule and review mandatory CBA Aging Analysis Reports and CBA Delinquency Reports and aggressively address delinquent accounts.

- From an IBA perspective this means scheduling and reviewing mandatory IBA reports to include the IBA Aging Analysis Reports and IBA Delinquency Reports on your Component's cycle date; using GTCC Regulations format letters to inform cardholders of 61+, 91+, 121+ delinquencies and suspected misuse; pulling credit balance reports to advise DTS DTAs of cardholders with credit balances (possible debt (DUE U.S.)); requiring cardholders to maintain their accounts and clean-up any past due or out-of-balance situations; providing guidance with disputes; transferring transactions; and resolving negative balances. All current IBAs will be reconciled and paid off, closed, and new account numbers and cards issued to travelers. None of these actions/responsibilities are new and should be integral to the daily management of your program; but they take on more importance as the transition date approaches.

- Maintain and update hierarchies (CBA and IBA) utilizing Aging Analysis Reports to review the ratio of cardholder accounts to hierarchy level. Roll-up/consolidate lower level hierarchies with few cardholders to the next higher-level hierarchy, if possible. Also, review hierarchy structure for organization name changes, close out and remove hierarchies no longer needed, and remove CPMs/APCs no longer with the program.
- Review EAS Returned Mail Reports and contact cardholders to update mailing addresses.
- Review personnel losses and separations reports and close, deactivate, or transfer accounts.
- Maintain and update cardholder and account listings (name/name change, work email address, mailing address, phone, SSN for IBA split-disbursement, hierarchy level).
- Remind cardholders to keep their DTS profile information up-to-date.
- Encourage cardholders to register for CitiManager® access.
- APCs should monitor payments, process transfer transactions, resolve negative balances, and pay applicable prompt payment fees on CBAs.
- Zero out and close CBAs no longer needed and make sure all CBA out-of-balances are corrected. All CBAs will be reconciled and paid off, closed, and new account numbers issued under SP3.

For DTAs:

- Get to know your APC. This will be a valuable partnership over the next year.
- Work with CPMs/APCs to update and maintain GTCC information (card numbers and expiration dates) in DTS.
- Remind cardholders to keep their DTS profile information up-to-date.

Additional information on the GTCC transition will be published in the upcoming months. In the meantime, learn more about the SmartPay 3 transition through these resources:

- DTMO website: http://www.defensetravel.dod.mil/site/govtravelcard.cfm
- APC Toolkit RSS Feed: http://www.defensetravel.dod.mil/site/rssCat.cfm?id=49
- GSA SmartPay website FAQs: https://smartpay.gsa.gov

DTMO is pleased to announce the

2018 Excellence in Practice Awards

DTMO is pleased to announce the 2018 Excellence in Practice awards, which recognizes top performers in DoD travel for the value and the services they provided during FY2017. This year, we will hold an official awards ceremony in conjunction with National Defense Transportation Association's GovTravels Symposium and DoD Connect being held March 5-7, 2018.

This year's awards include:

- ***The Champion*** – recognizes a Lead DTA who goes above and beyond in providing mentoring and training to their organization.
- ***The Elite*** – recognizes a local help desk team whose superior efforts result in continuous improvement and outstanding customer care.
- ***The Icon*** – recognizes a major command or agency whose strategies and tactics enhance their travel program capabilities for their subordinate sites.
- ***NEW! The Premier*** – recognizes an Agency Program Coordinator who demonstrates an extraordinary and exemplary commitment to cardholders and stakeholders through proactive education, responsive customer service, and outstanding program Coordination.

Nomination forms are available at:
http://www.defensetravel.dod.mil/site/award.cfm

NOMINATIONS DUE
NOVEMBER 16, 2017

Save the Date: GovTravels & DoD Connect

Mark your calendars for the National Defense Transportation Association's GovTravels 2018 symposium being held Monday, March 5 – Wednesday, March 7 at the Hilton Mark Center in Alexandria, VA. This year's theme is the future of government travel. DTMO will once again partner with the National Defense Transportation Association to co-sponsor this event.

GovTravels allows us to gain a better understanding of the challenges facing travel managers across the federal government and the travel industry, and provides a relevant backdrop to help inform the strategic direction of the Defense Travel Enterprise as we consider new technologies and adopt applicable best practices.

Just as last year, DTMO will host our annual invite-only DoD Connect meeting during GovTravels. DoD Connect provides DTMO leadership, governance members, and senior-level travel representatives from across the Department an opportunity to network, collaborate and learn more about initiatives impacting the Defense Travel Enterprise.

Additional information on GovTravels 2018 is available at:
www.ndtahq.com/events.

LDTA Shows Some Love For Job

We love to hear stories about enthusiasm and love for one's job, especially when it is related to the Defense Travel Enterprise. Such is the case for Mary Jo Richmond-Stremcha who works as a lead DTA supporting Army Support Division in Ft. McCoy, WI. Pictured here is Mary Jo with her famous license plates. Her love of her job and dedication to those in the field is to be commended.

Live Chat Expands to CTO Submit

This summer, the Travel Assistance Center launched a live chat capability to handle Defense Travel System and DTMO Passport login issues. Due to its success and positive customer feedback, this capability has been expanded to support travel documents "Stuck at CTO Submit."

Live Chat is available Monday through Friday, 8am-5pm ET. To access chat, click on the "Live Chat" icon on the DTS homepage or on the DTMO Passport login help screen.

For more information about documents stuck at CTO submit, see our RSS Feed, Authorizations "Stuck" at CTO SUBMIT"

JTR Computation Examples & Appendices Move to DTMO Website

Since 2011, DoD has been working to combat the complex rules and regulations that have encumbered DoD travel. In 2015, the effort gained momentum and DoD implemented a surge capability for the travel policy reform effort already underway. Since then, many changes have been made to eliminate redundancies, reduce confusion for travelers and Authorizing Officials, and pave the way for a complete re-write of the JTR with clearer, simpler language.

In May, the JTR was published under a new framework and chapters 1-4 were rewritten in plain language. In August, chapter 6 was published in the same rewritten format as chapters 1-4. Since August, there has been an effort to replace the long and often cumbersome computation examples in the JTR with URLs that link to specific examples now housed on the DTMO website. This effort not only shortens the book, but also makes it more user friendly. Additionally, there has been a similar effort to combine and pair down the JTR appendices and make them available on the DTMO website. Direct links have also been added to the JTR throughout the text.

All changes to the JTR are published through the Travel Regulations RSS Feed.

About the Defense Travel Dispatch

The Defense Travel Dispatch is a quarterly publication issued by the Defense Travel Management Office.

The reproduction of the Dispatch is permissible for official use only.

To subscribe or to view previous editions, visit www.defensetravel.dod.mil

Volume X, Issue 2 – Fall 2017