

Defense Travel Dispatch

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*The DoD Center
for Travel Excellence*



Understanding OCONUS Cost of Living Allowance

Cost of Living Allowance (COLA), a non-taxable supplemental pay allowance, is designed to offset the higher overseas prices of non-housing goods and services so that service members can afford to purchase the same goods and services overseas as they could if they were stationed in the United States. [Story »](#)

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Recent Enhancements Make TraX More User-Friendly

Recent enhancements including the new Common Access Card (CAC) enabled login process and expanded training documentation capabilities have made Travel Explorer (TraX) an even more user-friendly source for travel information. [Story »](#)

We hope that you find the *Dispatch* useful and informative. As always, we encourage your **feedback** so that we may provide you with the most relevant travel information in future issues.

-Pam Mitchell
Director, DTMO

Travel Assistance Center

24 hours a day, 7 days a week

1-888-Help1Go

DSN: 312-564-3950

www.defensetravel.dod.mil/Passport

Contact your local help desk for local business rules.



If you are calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146).

Quick Links

[DTMO Website](#)
[DTS Website](#)
[Travel Training](#)
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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.

Understanding Overseas Cost of Living Allowance

The Overseas Cost of Living Allowance (COLA) has been recently adjusted in Germany. COLA, a non-taxable supplemental pay allowance, is designed to offset the higher overseas prices of non-housing goods and services so that service members can afford to purchase the same goods and services overseas as they could if they were stationed in the United States.

COLA adjustments are either made immediately or incrementally depending on whether it is an increase or decrease. For increases in COLA, adjustments are made immediately. To help minimize the impact of COLA reductions, adjustments are phased in over a period of time. As an example, the recent COLA adjustment for Germany means that an E-5 with 10 years of service, with two dependents, and stationed at a *Full Support** community, saw a daily COLA reduction from the current rate of \$19.07 to \$17.49 on May 1 and will see a drop to \$12.71 on August 1, a decrease of \$190.80 per month. Rank, years of service, and number of dependents determine the COLA payment. These adjustments can also be impacted by currency fluctuations and other data.

Because COLA is an adjustable allowance that can be increased or decreased, service members need to consider COLA fluctuations in household budgeting. Due to the fluctuation, fixed expenses such as car payments should be based on what service members can afford without COLA.

Calculating COLA

Calculating COLA adjustments is a complex process that considers many variables beyond the value of the dollar against foreign currencies. To ensure that they are not disadvantaged by their assignment, a standardized methodology is used to determine COLA for every overseas location where service members are stationed. At the most basic level, prices from each location are compared to those in the United States for equivalent goods and services. This data, coupled with currency fluctuations, can influence the amount that a service member receives.

To determine the costs, overseas commands submit data on where service members and their families shop (on- and off-base), and the specific goods and services purchased, along with their prices. COLA payment rates vary for each service member from location to location due to the differences in the shopping amenities available, amount of purchases made on-base versus off-base, and local prices.

The COLA index is a measured indicator of the differences in cost of goods and services between the United States average and an overseas location. It takes into consideration the importance and use of items such as car insurance, gasoline, and day care, to ensure that more dollar significance is placed on these items. An index of 100 or higher means that prices in a particular location are equal if not higher, than in the United States; an index below 100 signifies that prices are less expensive than in the U.S.

Before COLA adjustments become final, recommendations are reviewed by the Military Advisory Panel (MAP), consisting of a representative

from each of the seven uniformed services. After being reviewed by the MAP, these recommendations are forwarded to the principals, a group composed of Deputy Assistant Secretaries and Directors representing each of the uniformed services, for approval.

Influencing COLA

Because COLA relies on survey data, service members can have a direct impact on COLA indexes. If you are asked to complete a survey or serve as a price collector, you can serve a critical role.

Two surveys are instrumental in the Overseas COLA determination process, the Living Pattern Survey (LPS) and Retail Price Schedule (RPS). The LPS captures input from service members and their families to establish where they purchase goods and services. The RPS, more commonly known as a Market Basket survey, collects prices for goods and services at stores identified in the LPS.

Currently, a bottom-up technical review of the Overseas COLA program is underway to determine and implement potential process improvements. This fresh-set-of-eyes approach will provide valuable input in managing the results of COLA surveys and the overall Overseas COLA program.

For more comprehensive information about COLA, as well as helpful FAQs, visit the DTMO website.

**Full Support communities generally have commissary and exchange facilities within a one hour drive or 50 miles.*

Service members can calculate their COLA rate at:

www.defensetravel.dod.mil/perdiem/ocform.html

TSA Begins Implementation of Secure Flight Program

The Transportation Security Administration (TSA) has begun the phased implementation of the Secure Flight Program, which is aimed at enhancing the security of domestic and international commercial air travel using improved watch list matching. The program shifts the responsibility from individual airlines to TSA for checking travelers' names against the federal watch lists. The goal is to identify known and suspected terrorists and prevent them from boarding aircrafts or gaining access to secure areas of U.S. airports.

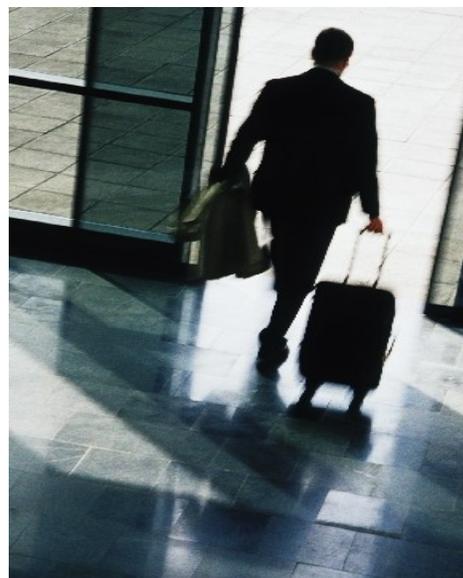
It is anticipated that by mid-August, TSA will require airlines to provide a traveler's Secure Flight Personal Data (SFPD) via a secure web portal, 72 hours before a flight's departure. SFPD consists of a traveler's full name (first, middle, and last) as it appears on their government issued identification, as well as date of birth, and gender. Under the program, airlines will not be 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 will be able to print boarding passes up to 24 hours before departure just as they do today. 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.

With the addition of the expanded SFPD elements, it is expected that the number of misidentified individuals will be reduced. Further, TSA's management of the program is expected to decrease the chance of compromised watch list information, as well as provide expedited notification to law enforcement offices of potential threats.

As the program is implemented, TSA has built some flexibility into the process regarding passenger name accuracy. Initially, small differences between a passenger's ID and the passenger's reservation information, such as the use of a middle initial instead of a full middle name or no middle name/initial at all, should not cause a problem for the passenger. However, travelers should strive for consistency between the name on their ID and their travel information, including any frequent flyer accounts.

For travelers seeking redress for any



adverse screening experiences or to resolve possible watch list misidentification issues, TSA also provides a central point for inquiries through the Department of Homeland Security's Travel Redress Inquiry Program (DHS TRIP) at: www.dhs.gov/trip. Once cleared by TSA, the traveler will be issued a Redress Number that can be used for future flights. The program will offer "consistent application of an expedited and integrated redress process for misidentified individuals," according to TSA.

For additional information about TSA's Secure Flight Program and program FAQs, visit www.tsa.gov/what_we_do/layers/secureflight/index.shtm.

What Secure Flight Means for DoD Travel

The impact of Secure Flight program on DoD travelers will be minimal. To comply with the program, the Defense Travel System (DTS) is being modified to capture the SFPD elements and send them to the traveler's Commercial Travel Office (CTO) during the booking process.

DoD travelers making reservations in DTS will be asked to verify or add their name as it appears on the state or

federal government issued identification that the traveler plans to use at airport security, as well as date of birth and gender. In addition, travelers can provide a TSA-issued Redress Number. This information will be saved to a traveler's profile and the system will continue to prompt travelers to verify or update this information each time they attempt to make any travel reservations. This functionality will go into effect later this summer.

Until the DTS modification is complete, at the airline's request, the CTO may contact travelers to obtain the SFPD.

DTS Makes Strides With Travelers

It is the Department's goal for DTS to enhance the quality of the travel experience by saving time, reducing cost and minimizing the effort required to arrange, execute, and receive timely reimbursement for travel. DTS operates at over 9,500 sites worldwide with approximately 75,000 unique users accessing it on a daily basis. DTS has processed over 11.7 million approved authorizations, over 9.9 million approved vouchers, and is processing on average more than 25,000 transactions daily. The Department monitors DTS on usage, cost and customer satisfaction in order to determine the efficiency and effectiveness of the system.

DTS Voucher Payment Time: More than Four Times Faster than Mandated

The Department tracks DTS Voucher Payment Time (VPT) as a measure of customer satisfaction. VPT is the time from when a traveler last signs a travel claim to the time the traveler is paid. The Travel and Transportation Reform Act of 1998 (Public Law 105-264) and the DoD Financial Management Regulation require that travelers are reimbursed for their travel expenses within 30 days of submission of a proper and complete travel claim. DTS pays travelers more than four times faster than the statutory requirement for reimbursement. Through Q2 FY 2009, the average VPT was 6.6 days.

Quick Compass: Ease of Arranging Travel Using DTS

The Department began collecting

customer feedback through *QuickCompass* surveys in 2007. *QuickCompass* is a simpler, new polling methodology that provides faster turnaround times in providing customer satisfaction data. These surveys assist in identifying user concerns, provide a baseline for trend analysis, and measure progress in responding to those concerns. Results include feedback in arranging airline and rental car reservations using the system.

The 2008 *QuickCompass* survey results showed that 69 percent of DTS users find the system easy to use when making airline reservations; 79 percent of DTS users find it easy to use when making rental car reservations.

DTS TDY Voucher Processing

While DoD travelers submitted more than 5 million TDY travel vouchers in FY 2008, DTS processed over 3.2 million of these vouchers. Through Q2 FY 2009, travelers submitted more than 2.3 million TDY vouchers with over 1.6 million vouchers processed in DTS; this represents 70% DTS usage.

DTS Reservation Module Usage: Reduced Fees to the Department

In 2007, corporate travel managers reported an average online adoption rate of 71 percent. In FY 2008, DTS Reservation Module Usage was 85 percent and this high usage continues into FY 2009. This metric is analogous to private industry's online adoption rate. Using the Reservation Module in DTS to book travel reservations reduces Commercial Travel



Office (CTO) transaction fees for the Department.

DTS Phase III Fielding

DTS Phase III Fielding is 96 percent complete. The remaining Phase III sites include U.S. Army Special Operations Command, Army Corps of Engineers, Air Force Reserve Command, and Navy afloat sites.

Cost Avoidance

DTS not only reduces the time required to process travel vouchers and reimburse travelers, but also reduces the total costs of voucher processing. Through increased DTS usage, the Army and Defense Agencies reduced voucher processing costs by over 40 percent from FY 2007 to FY 2008.

Today, the Department is making strides in improving DTS and increasing customer acceptance of the system. The exponential growth in voucher processing, coupled with the *QuickCompass* survey results, indicate high customer satisfaction. The increased usage of DTS for voucher processing and Reservation Module usage have resulted in substantial cost avoidance for the Department. The Department is continuing to enhance DTS so that it remains a responsive and valued tool for the traveler.

When to Contact a Commercial Travel Office

Commercial Travel Offices are contracted to support travel arrangements made both within the Defense Travel System (DTS) and outside the system. The questions and answers below will assist travelers in determining when it may be necessary to call a CTO directly and when support is readily available in DTS.

Using DTS affords DoD cost reductions in terms of CTO transaction fees and voucher



processing costs. When a CTO intervenes to complete a reservation for a traveler, a transaction fee may be incurred. The request assistance button in DTS offers a traveler the ability to request assistance with booking flights, hotels, and rental cars by entering travel information in the DTS record that is sent directly to the CTO. The CTO should then respond to the traveler's request within 24 hours.

When Should You Call the CTO?

Emergency travel plans – When travel plans need to be finalized immediately, call the CTO to make reservations. Provide the CTO with a copy of your travel authorization for

FOCUS on the Traveler

ticket issuance.

En Route assistance – Travelers who have begun their travel and find themselves needing to make a change should contact the CTO via the CTO's 24-hour toll-free number (included in the CTO provided itinerary/invoice).

Unused Tickets – The traveler must notify the CTO of any unused or partially unused tickets as soon as possible. Unused tickets must be returned in the manner they were received. If you received a paper ticket from the CTO, the ticket must be returned to the CTO to process a refund.

Complex Multiple Stop Itineraries and/or Remote OCONUS Travel

– If you have a multiple stop itinerary that involves remote OCONUS travel to several different countries, it may be necessary to call the CTO to make those arrangements.

Leisure in connection with official travel (LICWO)

– Only official travel arrangements should be made in DTS. After you make your official reservations you may use the request assistance and send the CTO a comment indicating your leisure travel information. Send leisure destination, date(s) of travel, and your email address so the CTO can respond to your request or you may call the CTO directly for your LICWO request.

When Should You NOT to Call the CTO?

Do not call the CTO to make reservations after you already made a reservation in DTS. DTS has processed the original booking based on your reservation. If the CTO is called to make reservations, it may result in duplicate reservations and possible duplicate charges on your government charge card. Any time you call the CTO directly, advise them if you have already made your reservations in DTS.

Do not call the CTO to ask questions about how DTS works.

While the CTO receives and returns your travel requests from/to DTS, the CTO does not have access to DTS. For assistance with questions about how DTS processes your reservations, or other technical DTS issues, call your local Help Desk or the Travel Assistance Center (TAC) at 1-888-HELP1GO (1-888-435-7146). If you are calling from overseas, use DSN 312-564-3950 or dial 1-809-463-3376 (wait for the beep) then dial 1-888-435-7146. The TAC is available to all DoD travelers 24 hours a day, seven days a week, including federal holidays. Staffed by a team of trained analysts, the TAC offers assistance on a range of travel-related-topics.

Do not call the CTO to cancel or make changes to travel plans if you have not yet departed.

DTS can accommodate your initial travel request, as well as process cancellations and changes to existing reservations made prior to travel. When travel has not yet been initiated, follow the procedures for creating a DTS amendment to your authorization and then change/cancel your flights, hotel, and/or rental car arrangements, and expenses not incurred.

DTS Update

Release 6, scheduled to be implemented later this summer, will introduce several *Special Circumstance Travel* trip types that were previously not available in DTS, enhance information and reporting features, as well as increase DTS travel reservation functionality.

Specifically, the release will add 29 new Special Circumstance trip types and nine additional that provide *Information Only* on common travel that is accomplished typically using existing functionality in DTS. Due to the unique nature of these trips, an *Other Authorization* will alert Authorizing Officials of the special circumstances of a trip. For each trip type, Defense Travel Administrators will have the option to create a conditional routing list. Additionally, most new trip types will include a printable information pop-up screen.

The release will also incorporate enhancements to current travel reservation functionality including:

- Traveler profile default airport will be used instead of the airport closest to the starting location
- Frequent guest and rental car programs will be used similar to frequent flyer features
- If the use of “other ticketed transportation” was indicated in the original itinerary, then the reservation module will include that screen after other reservations are completed
- Creation of a Customer ID Code (CIC) upon authorization approval for use in conjunction with travel by Military Air

To prepare for this release, the Travel Assistance Center (TAC) will hold Outreach Calls on July 14 and 28 to present an overview of new functionality. For additional details on participating in the call, see the notice posted in the *Announcements* section of TraX.

More information on this upcoming release, including a complete summary of new functionality, is available at www.defensetravel.dod.mil/Sections/DTSRelease.cfm.

Additionally, over the next year DTS will incorporate several other software enhancements, including a Permanent Duty Travel (PDT) module. Specifically, these future enhancements include:

Release 7, scheduled for FY 2010, will incorporate new functionality to facilitate military members’ Permanent Duty Travel (PDT) when making a Permanent Change of Station (PCS) move. It will provide military members and families an online interface to make transportation and lodging reservations. The functionality will support most facets of PDT to include leave, temporary duty en route, advances, partial settlements, final payments, and debt collection. With the improved interface, travelers will be able to enter itinerary information to calculate PDT allowances and receive timely payments via split disbursement. The process will support the current accounting structures and provide specialized routing of the PDT documents for review and approval.

Release 8 is currently scheduled for summer 2010. This release will incorporate functionality changes to the user interface identified in the DTS Usability Study and fix system issues. Enhancements include:

- Detailed scheduled partial payments to include additional amounts for the Government travel charge card
- Per diem computation for travel crossing the international dateline from east to west
- Improvements to per diem calculation overall
- Masking the social security number on printed authorizations
- Enhancements to cross organizational funding
- Automated receipts checklist
- Import/Export process improvements

Release 9, also scheduled for summer 2010, will establish system capability to support recruit and accession travel from a Military Entrance Processing Stations (MEPS) or from a recruit’s hometown (city, state location), to basic training locations.

Additional information on these releases will be posted on the DTMO website, www.defensetravel.dod.mil, as it becomes available.

Defense Connect Online for Distance Learning

The Defense Information Systems Agency (DISA) and Net-Centric Enterprise Services (NCES) will provide Defense Connect Online (DCO) as the single, official global communications platform for DoD personnel starting this summer.

Beginning in July, DTMO Distance Learning courses will be delivered using DCO, replacing the E-collaboration software. This transition will have minimal impact on participants. The process to register through the Travel Explorer (TraX) remains the same. The only difference will be that participants must briefly wait until an instructor admits them to a session.

Taking courses using DCO does not require users to load any additional software. Participants are encouraged to register as DCO users; however, it is possible to attend as a guest. DCO offers features such as a pre- and post-

session lobby where participants can view a "countdown to class start" clock, access a group chat feature, view both the course slides and Leader Guides for each course, as well as other resources. Distance Learning sessions will now offer a poll at the end of each class in addition to the familiar ICE card.



- To create a DCO account, go to: www.dco.dod.mil
- Visit TraX to register for Distance Learning classes and DTS training resources: www.defensetravel.dod.mil/Passport
- Visit the DTMO website for more information on training resources: www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm

New Web-Based Courses and Instructor-Led Training Materials

Beginning in July, fifteen new "multi-use" DTS courses will be available as web-based training and downloadable instructor-led training materials. Users can choose to navigate quickly through screens to find high level information which can serve as refresher training, or click on "Simulations" and "Explore and Apply" buttons to receive more detailed information.

New courses include a web-based training series made up of five modules dedicated to the use of the DTA Maintenance Tool. The series includes an overview of the tool and in-depth guides for each of its main components: Organizations, Groups, Routing Lists, and People.

Additionally, the following courses are available as web-based training and instructor-led training materials:

- **DTS Orientation** — Discusses the history, how to access and navigate through DTS
- **DTS Approval Process (Route and Review)** — Describes how to review and approve documents
- **PLOT/LICWO** — Discusses combining leave with official travel
- **Constructed Travel** — Discusses requesting alternate forms of transportation
- **OCONUS Travel** — Presents an overview of special considerations when traveling overseas
- **Group Travel** — Discusses procedures for situations when people are traveling together
- **Cancellation Procedures** — Discusses procedures when your trip is cancelled
- **Itinerary Adjustments** — Describes how to adjust travel documents when trip dates or locations change
- **Fiscal Year Crossover** — Discusses creating travel documents when travel will cross fiscal years
- **Reports** — Presents how to research travel data

Courses will be available in TraX, www.defensetravel.dod.mil/passport, beginning in July 2009.

Realizing the Benefits of the City-Pair Program



The Airline City Pair Program (CPP), managed by GSA, offers Government travelers on official travel a 72 percent discount (on average) off comparable commercial air fares – saving the Federal Government billions of dollars annually. The CPP originally covered 11 markets; today, it has over 5,502 city pair routes on 12 carriers. In addition to cost savings, the CCP allows Government travelers flexibility in planning official travel. There are a few exceptions but, in general, only federal employees or uniformed service members and their dependents on official travel are authorized to use CPP. In addition to discounted airfares, benefits to this program include:

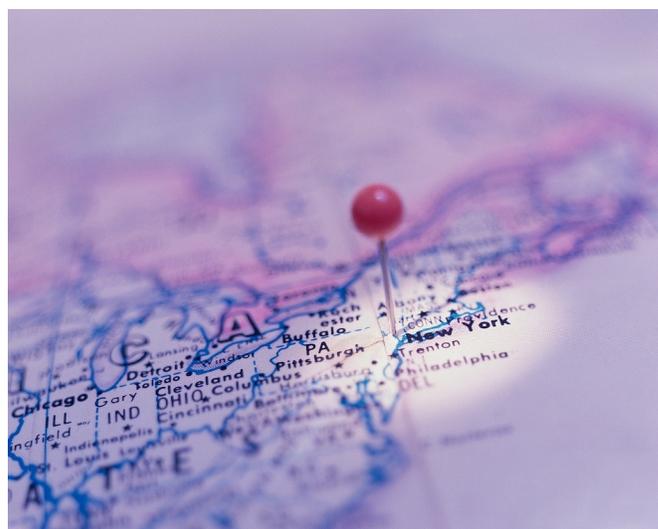
- Fares are priced on one-way routes, permitting travelers to plan multiple destinations
- No advance purchase required or minimum/maximum length of stay required
- Tickets are fully refundable with no charges applied for cancellation or changes
- Last seat availability
- No blackout periods
- Stable prices, enabling travel budgeting
- Fares are bid annually and are effective with the Government's fiscal year
- Dual fare availability in over 2,300 city pairs offers the opportunity for additional cost savings — Two contract fares are offered; a highly discounted, unrestricted fare and a capacity-controlled fare with a deeper discount.
- Nonstop service – awarded in the majority of the markets where nonstop service is offered

Some routes may offer “dual airfares”; one airfare is an unrestricted airfare (fare basis code “YCA”) and the other, a lower cost capacity-controlled airfare (fare basis code “-CA”). The capacity-controlled airfare differs from the unrestricted airfare only in that it is lower in cost and the airline can limit the number of seats offered. Department of Defense (DoD) travelers are en-

couraged to make reservations as far in advance as possible to increase the chance of obtaining lower cost capacity-controlled airfares on the routes offering “dual airfares.”

Travelers on official travel are required to use these reduced airfares in accordance with the Joint Federal Travel Regulation/Joint Travel Regulation, Appendix P and Defense Travel Regulation 4500.9-R, Part I, Chapter 103. Use of non-contract carriers for personal convenience such as frequent flyer benefits, upgrades, or traveler preference are not valid exceptions to CPP. Using city pair fares to the maximum extent helps ensure government discounted official airfares without restrictions, and maximum flexibility for the traveler.

For more information about the City Pair Program, please visit the DTMO website at www.defensetravel.dod.mil or GSA at www.gsa.gov/citypairs.



What's New @ DTMO

Recent Enhancements Make TraX More User-Friendly

Recent enhancements including the new Common Access Card (CAC) enabled login process and expanded training documentation capabilities have made Travel Explorer (TraX) an even more user-friendly source for travel information.

CAC Capability

Users can now use a CAC to login to TraX, allowing easier access to a wealth of travel information, training and travel assistance. Users must have a Passport account to use this feature.

To login to TraX using a CAC, follow these steps:

1. Click on the "Login using your Common Access Card" link at the bottom of the Passport log-in screen.
2. Select the appropriate PKI certificate* and click OK.
3. Enter the email address and password used to login to Passport and click OK.

Training Enhancements

Additional enhancements to the *Training* section of TraX provide users with a more efficient means of retaining training schedules and documentation. A new feature allows users to save a training certificate as a PDF and send it via email. Further, users can print their complete record of training or personal schedule of courses for which they are registered. To access these features, click on the *Training* icon in the navigation bar, and select the *My Completed* or *My Schedule* tab.

**PKI certificates identify the individual named in the certificate, and bind that person to a particular public/private key pair. DoD PKI provides the data integrity, user identification and authentication, user non-repudiation, data confidentiality, encryption and digital signature services for programs and application, which use the DoD networks.*

Travel Explorer (TraX) is a user-friendly web solution that offers a centralized source of travel information. It provides travel assistance, training, access to trip tools and other useful information. To access TraX, users must register through Passport, DTMO's web portal available at <https://www.defensetravel.dod.mil/passport>.

2009 DTA Seminar Deemed a Success

In April, DTMO hosted the 2009 Defense Travel Administrator (DTA) Seminar held in Arlington, Virginia. The first of its kind since 2006, over 450 Defense Travel Administrators from around the globe were offered the opportunity to network with peers while learning the latest information about DoD travel, the Defense Travel System (DTS), and training tools to assist DTAs with their travel-related duties.

The seminar opened with a welcome by Ms. Pam Mitchell, Director of the DTMO followed by a key note address by Mr. David Fisher, Director of the Business Transformation Agency (BTA). "This gave us an opportunity to connect with members of the DTA community and provide them with the latest information to help them perform their jobs," said Ms. Mitchell.

In an energetic atmosphere, attendees were presented a wealth of valuable information on topics such as new DTS functionality, customer support services, as well as Commercial Travel Office (CTO) services and programs. In addition, attendees took advantage of the multiple opportunities to attend more detailed, specialized breakout sessions such as New Training Resources, Debt Management, Lines of

Accounting & Budget, Reorganization in DTS and General DoD Travel Questions.

Of particular interest to attendees was the panel discussion held on the last day of the seminar. Panel participants included subject matter experts from the DTMO who discussed issues surrounding CTOs, document processing, and change management, just to name a few. The seminar concluded with Service and Agency-specific meetings that allowed each group to discuss items of importance.

Participants were encouraged to interact with the presenters, ask questions, and share information with other attendees, which they did with enthusiasm. One participant said, "The seminar was tremendously helpful to me. Every class that I had signed up for was really informative, not to mention the instructors were very well prepared... I look forward to sending my employees to the next one..."

Due to the overwhelming interest, coupled with the success of this year's seminar, DTMO is planning to hold the 2010 seminar at both an east and west coast location. For more information about this event, please continue to monitor the DTMO website.



DTS Helpful Hints

Setting up Split Disbursement

In order to ensure the most accurate payment is made to the Government Travel Charge Card (GTCC) vendor, Citi, travelers should navigate to the *Additional Option>Payment Totals* screen when completing a voucher (including local vouchers) to review split-disbursement amounts. This is especially important for any ATM withdrawals that the traveler makes, as well as charges made on the GTCC for meals or other miscellaneous expenses not already reflected in the split-disbursement amount.

To guarantee that the amount of ATM withdrawals are split-disbursed directly to Citi, enter the total amount of

the cash withdrawals for a trip in the *Add GOVCC ATM* box, then click the *Calculate* link to recalculate the split-disbursement amount. To add charges for meals or other miscellaneous expenses not already reflected in the split disbursement amount, enter the total amount in the *Add'l GOVCC Amt* box and click the *Calculate* link to recalculate the amount.

Verify these amounts by using the *View Government Charge Card Transactions* link on the Non-Mileage Expenses screen, review your paper statement, or access your online statement through CitiDirect. This will ensure the most accurate split-disbursement amount is sent directly to Citi and prevent the traveler from having to make additional payments via check, electronically or by other means. Doing so will ensure a traveler's account remains current, avoiding delinquency.

For more information, review Chapter 4, section 4.8.2, of the Document Processing Manual available in TraX.



Personal Emergencies While on TDY

Emergency situations can strike quickly and without warning. If an emergency situation discontinues or interrupts a TDY travel assignment before completion, travel and transportation expenses *may* be allowed. If an emergency situation occurs while on official travel, travelers should:

1. Contact your supervisor
2. Contact your Authorizing Official (AO) for guidance on allowances and instructions on making travel arrangements
3. Travelers should have travel documents including receipts, handy to help make new travel arrangements and adjustments to vouchers.

For more information on personal emergencies while on TDY, refer to the Joint Federal Travel Regulations and the Joint Travel Regulations.

TAC Outreach Calls Using DCO

Please note that the Travel Assistance Center (TAC) Outreach Calls will now be using Defense Connect Online (DCO) for the interactive portion of the call. To ensure your computer works with DCO, please visit www.dco.dod.mil and click *Test Meeting Connection* under "User Resources."

TAC Outreach Calls are designed to inform and educate the DoD travel community about travel-related issues and topics. Calls are held on the second and fourth Tuesdays of the month at 8:00 am, 1:00 am, and 10:00 pm EDT. For more information, please see the *Announcements* section of TraX.

Defense Travel Dispatch

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