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As we move forward with simplifying and, ultimately, transforming travel, we need to hear from you! As always, we encourage you to submit your ideas for the future to nextgen@dtmo.pentagon.mil.

I'd also ask you to check out our new DoDLive blog, Travel Talk, and engage in discussion on relevant issues. We're learning about blogging as we go, so we've have gotten off to a bit of a slow start, but will be posting much more frequently as we head into spring. I hope you will join the conversation, and tell us what's most important to you.

— Pam Mitchell
Director, DTMO

Quick Links
- DTMO Website
- DTS Website
- Travel Training
- TraX
- Provide Feedback

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.
Changes to U.S. Government Rental Car Program

The U.S. Government Rental Car Agreement has recently been updated with significant input from both government agencies and participating rental car companies.

DTMO manages the U.S. Government Rental Car Program for the Federal Government, and administers the program through an agreement that outlines the terms and conditions of the program.

U.S. Rental Car Agreement Number 4 governs the rental of vehicles by military members, employees of the Federal Government, and employees of the United States Postal Service when a vehicle is authorized while in official travel status.

Federal employees can and should secure government rates under the Agreement by making reservations through their Commercial Travel Office, Defense Travel System, Travel Management Center, E-Gov Travel Service, rental car company website, toll free numbers or walk-up services.

What You Need to Know

The updated Agreement has some key changes and provides clarification on additional terms and conditions. Here’s what you need to know:

- Government personnel on official travel are responsible for ensuring the government rate and the Government Administrative Rate Supplement (GARS) are charged for all rental car transactions. Both should be charged to the rental.
- A mandatory GARS fee of $5.00 per day will be charged during use of the rental vehicle. The GARS fee is intended to cover those costs incurred by the rental car company which are unique to doing business with the Government.
- Official Government Travel Charge Cards (GTCC) and/or travel authorization/orders do not guarantee that government travelers are covered under the terms and conditions of the Agreement, unless the government rate is booked and GARS is charged.
- Government rates for hybrid vehicles are available.
- Ceiling rates have been established for extra hour and extra day charges.
- Pre-charging for fuel is prohibited.
- Damage/accident charges are prohibited from being placed on a traveler’s Government Travel Charge Card.
- Collision Damage Waiver/Loss Damage Waiver and Liability coverage are provided for personal injury, wrongful death and property damage; however some non-U.S. locations may require renters to purchase mandatory insurance due to local laws.
- In most cases, when a vehicle is rented under the terms of the U.S. Government Rental Car Agreement, neither the Government nor the government renter will be responsible for loss or damage to a rental vehicle. There are fourteen exceptions listed on page 9 and 10 of the Agreement for which the rental car company will not be responsible for such costs.

To review the Rental Car Agreement, visit: http://www.defensetravel.dod.mil/Docs/CarRentalAgreement.pdf.

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Defense Travel Management Office | www.defensetravel.dod.mil
Frequently Asked Questions about Basic Allowance for Housing

Basic Allowance for Housing (BAH) provides Uniformed Service members equitable housing compensation based on housing costs in local civilian housing markets within the Continental United States (CONUS) when government quarters are not provided.

- **Who is eligible for BAH?** Service members assigned to permanent duty stations are eligible for BAH when government quarters are not available. This allowance assists Service members with acquiring housing comparable to civilians who are in the same income range.

- **Will BAH cover all my housing expenses?** BAH is NOT designed to cover all housing costs for all members. Some members at a location may have out-of-pocket expenses. This is because BAH rates are based on the median costs of rent. The cost of utilities and renter’s insurance is also considered. A Service member’s actual expenses may be higher or lower based on Service members’ actual choice of housing and where they live. Only a member whose housing costs are exactly at or below the median will have no out-of-pocket expenses.

- **What is BAH rate protection?** If a member’s BAH rate is less than the previous year, BAH rate protection assures that the member receives at least the same amount of BAH as the previous year, provided that the member’s duty location, rank and dependency status stays the same. If a Service member’s BAH increases from one year to the next, the member will receive the higher BAH rate as long as his eligibility is uninterrupted.

- **Does rate protection keep me from getting rate increases?** No. An individual is authorized the larger of: (a) the January 1 published BAH for grade, location and dependency status; or (b) the housing allowance being paid on December 31.

- **Why does the BAH for my grade not cover my mortgage payment?** BAH rates are based on the local rental market data. BAH is based only on rental properties, not homeownership costs like mortgage payments and property taxes. Members are still free to make housing choices that best suit their needs.

- **Why is BAH based on duty location? Why not use my residence location?** The policy decision to use duty location as a basis for BAH is based on the desire to compensate members for the typical housing cost near the member's duty location. Once the duty station is known, the BAH compensation is fixed, regardless of where the member lives. The goal is that members receive BAH that is sufficient to live a reasonable distance (generally, about an hour) from a duty station. Members have the freedom to choose a neighborhood that suits their individual needs; for example, a member may choose to rent more expensive housing close to his duty station or trade-off a longer commute to work for either a larger or less expensive house in an outlying area.

Visit the DTMO website, http://www.defensetravel.dod.mil/site/bah.cfm, for more information about BAH. It includes additional FAQs, a BAH calculator, a short video and other communication products that are designed to increase awareness and understanding of the allowance.
YOU SHOULD KNOW

• In most countries you have no expectation of privacy in Internet cafes, hotels, offices, or public places. Hotel business centers and phone networks are regularly monitored. In some countries, hotel rooms are often searched.

• All information you send electronically – by fax machine, personal digital assistant (PDA), computer, or telephone – can be intercepted. Wireless devices are especially vulnerable.

• Security services and criminals can track your movements using your mobile phone or PDA and can turn on the microphone in your device even when you think it’s off. To prevent this, remove the battery.

• Security services and criminals can also insert malicious software into your device through any connection they control. They can also do it wirelessly. When you connect to your home server, the “malware” can migrate to your agency or company when you return.

• Transmitting sensitive government, personal, or proprietary information from abroad is therefore risky.

• Government officials are most at risk, but don’t assume you’re too insignificant to be targeted.

• If a customs official demands to examine your device, or if your hotel room is searched while the device is in the room and you’re not, you should assume the device’s hard drive has been copied.

BEFORE YOU TRAVEL

• If you can do without the device, don’t take it.

• Don’t take information you don’t need. Back up all information you take; leave the backed-up data at home.

• If feasible, use a different mobile phone or PDA from your usual one and remove the battery when not in use. In any case, have the device examined by your agency or company when you return.

• Create a strong password (numbers, upper and lower case letters, special characters – at least 8 characters long). Never store passwords, phone numbers, or sign-on sequences on any device or in its case.

• Change passwords at regular intervals (and as soon as you return).

• Encrypt all sensitive information on the device. (But be warned: In some countries, customs officials may not permit you to enter with encrypted information.)

• Update your web browser with strict security settings.

• Disable infrared ports and features you don’t need.

WHILE YOU’RE AWAY

• Avoid transporting devices in checked baggage.

• Use digital signature and encryption capabilities when possible.

• Don’t leave electronic devices unattended. If you have to stow them, remove the battery and SIM card and keep them with you.

• Shield passwords from view. Don’t use the “remember me” feature; re-type the password every time. Be aware of who’s looking at your screen, especially in public areas.

• Terminate connections when you’re not using them.

• Clear your browser after each use: delete history files, caches, cookies, URL, and temporary internet files.

• Don’t open emails or attachments from unknown sources. Don’t click on links in emails.

• Empty your “trash” and “recent” folders after every use.

• Avoid Wi-Fi networks if you can. In some countries they’re controlled by security services; in all cases they’re insecure.

• If your device or information is stolen, report it immediately to your home organization and the local US embassy or consulate.

WHEN YOU RETURN

• Change your password.

• Have your agency examine the device for the presence of malicious software.
Q: Why can’t government contractors use DTS to arrange travel?
A: There are several contractual, legal, and financial reasons that preclude government contract personnel from using DTS to arrange travel or for submitting travel claims for reimbursement. Some of the reasons are outlined below.

- DTS directly reimburses a traveler for travel-related expenses. Providing payment directly to a contractor’s employees versus the contractor would be in violation of the Anti-Assignment Act, 41 U.S.C. 15. This law prohibits transfer of Government contracts from the contractor to a third party. In this case, direct payment to a contract employee would constitute transferring a contract to a third party. Although Federal Acquisition Regulation (FAR) 42.1204 outlines certain circumstances in which the Government can pay a contractor's claim to a third party, none of those circumstances permit paying a travel claim to a contractor employee.

- Direct payment to contract personnel would also put the Government at risk for financial loss because the government may be unable to recoup incorrect payments. The DoD Financial Management Regulation, Volume 10, Chapter 18, deals with debt collection against a contractor but not a contractor's employees.

- DTS enforces travel regulations as stated in the Joint Travel Regulations (JTR) and Joint Federal Travel Regulations (JFTR), which only apply to federal employees and uniformed personnel. Neither regulation has the authority to enforce travel regulations for contractors or their employees.

- DTS is not designed to support travel by contract employees because the system provides access to GSA City Pair fares and other government contracted transportation fares. The Joint Federal Travel Regulations (JFTR) and the Joint Travel Regulations (JTR) permit only federal employees and uniformed personnel to use these fares. Contractors and contract employees are not eligible for these program benefits and rates.

- To arrange travel, DTS requires the use of either a Government Travel Charge Card or a Centrally Billed Account, neither of which a contract employee is authorized to use.

For all of these reasons, DTS does not support travel by contractor employees.

Q: Can I be reimbursed for tips while I’m on official travel?
A: Travelers may be reimbursed for tips either through the incidental expenses portion of the Meals and Incidental Expenses (M&IE) per diem rate or as a reimbursable expense.

Tips included as incidental expenses include: fees and tips to porters, baggage carriers, bellhops, hotel maids, stewards or stewardesses and others on ships, and hotel servants in foreign countries. See JFTR/JTR, APP A, Part I under per diem for definition. For an employee with a disability or special need, see par. C7460-item 4, regarding baggage-handling costs incurred as a direct result of an employee's disability.

Tips listed as reimbursable expenses include (See JFTR/JTR, APP G):

- Tips aboard commercial ships (Uniformed Members Only): Tips to stewards and other attendants paid by or on behalf of dependents aboard commercial ships.

- Tips for handling government property: Transportation-related tips for handling government property at terminals and lodgings are authorized.

- Tips, Transportation-Related: Transportation-related tips for the drivers of taxis, limousines, and courtesy transportation are authorized.
New Functionality with Cross-Organization Funding

Recent changes to DTS have enhanced the Cross-Organization (X-Org) Funding functionality. The feature, which allows organizations to share a line of accounting (LOA), now permits a LOA to be shared with a specific traveler.

At any time, the funding organization may remove the LOA label from use by an organization or traveler. The LOA label and the budget will remain the responsibility of the organization controlling the funds. The organization can run reports to determine whether the LOA label was used.

Additionally, the function has been enhanced to allow the funding organization's FDTA to designate a specific routing list to be used for a cross-organization LOA. If a routing list is designated for a cross-organization LOA, the specified routing list will appear as the traveler's default routing list on the affected document's Digital Signature screen. The traveler cannot select another routing list for the document and if a specific routing list is not designated, then the default routing list from the traveler's permanent profile will display on the Digital Signature screen.

For further information about X-Org funding, please see Chapter 8 of the DTA Manual.

Tips for DTAs

With the reissuance of expiring government travel charge cards (GTCC) in full swing and the conversion of many organizations from NSPS to the General Schedule, it is important that the traveler profiles in DTS be reviewed. Using the "View Person List" in the DTS Maintenance Module People option, DTAs can run a report to quickly review various data elements of travelers' profiles.

Among the most important data elements that must be accurate are travelers' organizational addresses and phone numbers, email addresses, charge card numbers with expiration dates, permission levels, and grade. The output of the report is in Excel, so it is easy to sort by any of the data elements such as suborganization. You can also provide extracts of the report to your agency program coordinators (APCs), as well as personnel officers to verify home addresses and grade information.

Your organizational personnel responsible for Internal Controls can review the permission levels to ensure adequate separation of duties. Travelers can review and make necessary updates by logging into DTS and, from the top of their welcome screen, selecting Traveler Setup>Update Personal Profile. Using the links at the top of the page, they can navigate to the different parts of their profile. If there are fields travelers cannot update, they can provide the Organizational DTA with the necessary information. The DTA can make necessary updates using the DTS Maintenance Module.

DTS Update

In December, the process of converting sections of DTS code from Progress to Java, a more commonly used language, was completed. Over the next few months, software updates that focus on correcting system problems causing users the most difficulty will be implemented.

The next software update is currently scheduled for March 2011. In addition to resolving several system issues, this update will include functionality that allows a traveler's social security number (SSN) to be masked when printing a DTS travel document.

For more information on this software update including associated system downtime, continue to monitor the DTS homepage, TraX or the DTMO website.
Travel Trends: Increase in Airline Fees Predicted for 2011

According to the Bureau of Transportation Statistics, in the first nine months of 2010, the nation’s airlines collected more than $2.5 billion from baggage fees. Since airlines began instituting checked baggage fees several years ago, the variety and amount of fees have skyrocketed.

In addition to the baggage fees that many airlines already charge, travelers are likely to see more fees associated with air travel. Some airlines already charge for seats they believe to be premium. Other airline charges travelers may see in 2011 include: fees associated with carry-on bags, an in-person check-in fee (which is a fee to check in with an airline employee instead of checking in online or at a kiosk at the airport), fees for reservation changes, snacks and drinks, as well as pillows and blankets.

Depending on the airline carrier policy, government and military travelers may be exempt from these fees. It is, however, important to note that a waiver of baggage fee charges for military members in uniform may not be extended by U.S. carrier code share flights, as the baggage rules of the code share carrier will apply. Military members should be prepared to pay baggage fees, if and when applicable, on these code share flights. In these instances, baggage fees are reimbursable, provided that the Authorizing Official approves the expense. If the number of bags exceed the baggage allowance set by the airline, then the additional fees incurred must be approved by the Authorizing Official to be reimbursable to the traveler.

A number of airlines also charge for seats they consider premium, such as an aisle seat, a larger seat or a seat in front of the cabin. The choice to pay extra for "premium" seats is personal to the employee and is not a requirement of the government. Accordingly, this is an expense that must be incurred by the employee and may not be reimbursable.

For an up-to-date list of airline checked baggage fees specific to carriers under the City Pair Program, visit the Baggage Allowance and Seat Choice Fact Sheets on the GSA website, www.gsa.gov (City Pair Program/Fact Sheets) or visit the carrier's website.

Connect with DTMO through Travel Talk

Ever wonder what’s on the mind of DTMO’s Director? Check out our new DoDLive blog—Travel Talk with DoD. Travel Talk is designed to share travel news and initiate an ongoing conversation with you, our most important stakeholder.

To access, visit the DTMO website and click on “Talk Back—Click to Participate” link in the Director’s blog section.
DTAs Promote Informal Learning and On-the-Job Training

Defense Travel Administrators (DTAs), hold the key to help Routing Officials (ROs) see the connection between their efforts and the success of your organization’s travel program. As a DTA, you understand that accurate and timely DTS document approval is vital to that success and to achieve that, ROs must perform their tasks quickly, correctly, and completely. DTAs have access to a set of learning resources that can be used to better educate ROs on the tasks they perform.

Whether educating a new member of your travel program, or helping a current one fill in a few gaps in understanding DTS, the DTA Approval Process training materials can be used as designed, or customized to meet your needs and time frame.

Perform a Quick Needs Analysis

Consider the RO’s responsibilities and your travel organization’s need for improved efficiency with respect to the following:

- Do the members of your travel management team require comprehensive, end-to-end instruction?
- Are your team members knowledgeable about most of the route and review process, but need a refresher or reinforcement on a few topics?
- What is this gap in knowledge costing your organization in terms of time?

You will find an instructor guide, a participant guide, and PowerPoint slides that can be used as-is or customized to suit your needs. The instructor guide includes the following:

- Lesson plans that outline how to teach each topic
- Guidance on preparing participants for learning
- Instructions for using the accompanying PowerPoint slides and the participant guide
- Practice exercises and assessments on each topic

The materials enable you to educate your team on selected topics via in-classroom training or web-conference, in which learners participate at their own desks. Most topics can be covered within 10 to 30 minutes each. Topics include:

- Route and Review Process
- Traveler Setup
- Document Reviews/Adjustments
- Route/Sign
- DTS Approval Process Summary

Access the Training Materials and Take a Look

DTA Approval Process training materials can be accessed through Travel Explorer or the new Training Resources Lookup tool on the DTMO website (choose Instructor Resources from the “type” drop down).

Find Your Training

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<th>Enterprise Web Training System</th>
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<tr>
<td>1. Simulates DTS</td>
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<td>2. Customizable</td>
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<th>Travel Explorer (TraX)</th>
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<tr>
<td>1. Access all eLearning resources such as web-based training, Distance Learning and Demonstrations</td>
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<tr>
<td>2. Recommends courses based on role</td>
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<tr>
<td>3. Immediately launch web-based courses or sign up for a Distance Learning course</td>
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<tr>
<td>4. Maintains class schedule and keeps a record of completed training</td>
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<th>Training Types</th>
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<tr>
<td>1. Web-based training – work at your own pace, anytime any place</td>
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<tr>
<td>2. Distance Learning – Interactive course with live instructor (see course schedule for information)</td>
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<tr>
<td>3. Demonstrations - Online simulations of DTS functions</td>
</tr>
<tr>
<td>4. Instructor Resources – Instructor material available for download formatted for formal classroom or web-conferencing presentations</td>
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Engage Your Team

Take a few minutes to see how you can build a more efficient travel organization by helping your team members improve their individual performance. You can select the topics based on the amount of time you have for training, or complete them all within a few weeks via a weekly lunch and learn. An assessment is available at the end of the course. Upon completion, students will receive a class completion certificate.
Additional Insurance Provided for IBAs

Did you know that Citi® and VISA® offer trip, life, and accident insurance coverage for those travelers with an Individually Billed Account (IBA) Government Travel Charge Card (GTCC)*?

Citi provides trip and life insurance that covers both lost luggage and travel accident situations. Additional information on the trip and life insurance may be found in your cardholder agreement posted at http://www.transactionservices.citigroup.com/transactionservices/home/card_solutions/commercial_cards/fed_govt_svcst/forms.jsp.

Travel Accident Insurance
As cardholders, DoD travelers are insured against a plethora of misfortunate accidents. Accidental loss of life, limb, sight, speech or hearing while riding as a passenger in, entering or exiting any licensed common carrier are covered, provided the entire cost of the passenger fare(s), less redeemable certificates, vouchers or coupons, has been charged to your Citi/DoD Travel Card. For more information regarding this policy or to file a claim, call toll-free at 1-800-418-1515.

Lost Luggage Insurance
Cardholders receive coverage for permanently lost, stolen or damaged articles when the carrier fare is charged to your GTCC. This coverage is secondary to the Common Carrier’s liability and only for the amount not covered under the carrier’s coverage. For general information regarding individually billed accounts, call toll-free 1-800-586-8458. If calling from outside the U.S., call collect at 804-673-1673.

Auto Collision Damage
In addition, separate coverage is provided by VISA for auto rental collision damage in certain situations. You may find complete information on auto insurance, to include how to file a claim with VISA, at http://usa.visa.com/corporate/mid_size/payment/bft_auto_rental.html or to speak with a Benefit Administrator at 1-800-VISA-911.

*Coverage/insurance does NOT apply for purchases made on an organization’s Centrally Billed Account (CBA).
Change in Overseas COLA for Service Members in Alaska

As a result of recent increases in the prices of goods and services in comparison to average prices in the U.S., nearly 23,000 Service members stationed at 10 locations in Alaska saw an increase in their Overseas Cost of Living Allowance (COLA) in February. Service members in Kodiak and Nome saw the greatest increase at four-points, while other locations such as Anchorage and Juneau received a two-point increase. Personnel in a few locations did not see an increase in their COLA, as their costs grew at about the same rate as Continental United States (CONUS).

Overseas COLA is intended to equalize purchasing power so that Service members can purchase the same level of goods and services overseas as they could if they were at duty stations in the CONUS. 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/site/colaCalc.cfm.

The calculation tool is updated with the current COLA amounts each pay-period. Learn more about COLA, and other allowances at http://www.defensetravel.dod.mil/site/allowances.cfm.

Are you interested in online travel training? Why not try DTMO’s Distance Learning courses. Distance Learning offers a variety of topics that are delivered through an interactive combination of PowerPoint presentations and live demonstrations with a live instructor via Defense Connect Online.

Participants from around the globe agree that DTMO’s free Distance Learning courses offer an excellent learning experience. Come see what everyone is talking about!

For Distance Learning course descriptions and the current schedule, visit http://www.defensetravel.dod.mil/site/eLearning.cfm.
New Mileage Rates in Effect

CY 2011 POV Mileage Rates

The General Services Administration (GSA) released the CY 2011 privately owned vehicle (POV) mileage reimbursable rates that are in effect for travel after January 1, 2011. Pursuant to the Federal Travel Regulation (FTR) §301-10.303, the 2011 rates are:

- Privately owned automobile: $0.51
- Privately owned motorcycle: $0.48
- Privately owned airplane: $1.29
- Privately owned automobile when a government owned automobile is authorized: $0.19*

Any travel voucher created in 2010 for travel after January 1, 2011, will need to be updated. To update, login to DTS and navigate to the mileage portion of the voucher. Remove the current mileage listed, and re-enter it. DTS will automatically load the new rate and recalculate appropriately.

If you have any questions, contact your Defense Travel Administrator (DTA) or the Travel Assistance Center (TAC). The TAC can be reached by submitting a help ticket online through TraX or by calling 1-888-Help1Go. If calling from overseas, use a DSN to dial directly.

*This reimbursable rate is to be used for travelers who are authorized to use a government owned automobile (GOA) for temporary duty travel and choose to use a privately owned automobile (POA) instead.

PCS MALT Mileage Rate

In January 2011, the Permanent Change in Duty Station/Military Allowance in Lieu of Transportation (PCS/MALT) rate increased from 16.5 to 19 cents per mile. TDY and local rates changed from 50 to 51 cents for a car, 47 to 48 cents for a motorcycle and from 28.5 or 12.5 to a single rate of 19 cents per mile when a privately owned vehicle is used instead of a government vehicle.

Hurry, Seats are Filling Fast!

Connect 2011
DISCOVER NETWORK ENERGIZE
Alexandria, VA
April 19-21

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.

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

Defense Travel Dispatch

The Defense Travel Dispatch is a quarterly publication issued by the Defense Travel Management Office, Office of the Under Secretary of Defense (Personnel & Readiness).

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