Introduction to the Defense Travel System for Transportation Specialists

Connect 2011 Seminar
April 2011

For Official Use Only
Pilot Course

• Transportation Specialist portion of Connect 2011 is a pilot
  – Queried transportation specialists for desired content
• Your feedback is important
  – Comments on each session you attend
  – Comments on Seminar as a whole
  – Contact us through the Travel Assistance Center

Help us stay on target for next year!
Agenda

- Program Background and Benefits
- Defense Travel Administration Team
- Defense Travel System (DTS) Overview
- Communications with the Commercial Travel Office
- Centrally Billed Account Reconciliation
- Conditional Routing
- Policy Reminders & Preaudits
- Reports
- CBA Use for Group Travel
- Resources
Program Background

National Performance Review recommended re-engineering DoD travel

PMO-DTS established as OSD Special Interest Initiative; authorized “proof of concept” pilot site deployments

SEP ‘93

OSD implemented DoD Task Force (TF) to Reengineer Travel; published “Report of the DoD Task Force to Reengineer Travel” (Red Book)

JUL ‘94

DTS received full Authority to Operate (ATO); designated an Acquisition Category IAM program

DEC ‘95

MAY ‘02
Program Background (continued)

DTS received signed DTS Acquisition Decision Memorandum (ADM) and Initial Operating Capability (IOC)

Management Initiative Decision # 921 was signed, which mandated use of DTS and the establishment of a consolidated office for commercial travel management

Defense Travel Management Office was created

Travel Transformation effort underway in coordination with General Services Administration
DTS Vision

A seamless, paperless, temporary duty travel system that meets the needs of travelers, commanders, and process owners.

- Fully integrated end-to-end travel and financial management system for DOD TDY
DTS Benefits

DTS AUTOMATES . . .

~ Authorization
~ Reservation
~ Voucher Processing
~ Payment
~ Archiving

. . . of DoD Travel Transactions
DTS Benefits (continued)

**DTS SAVES TIME . . .**

- Average payment time for DTS vouchers – 6.1 days from final traveler signature to payment (performance target is ≤ 7.5 days)
  - Payment of travel claims three times faster than mandated
- Split disbursement and electronic funds transfer facilitates on-time payment of charge card debt
- Available online 24/7 (>99% of the time – other than scheduled maintenance)
DTS Authorization Process

1. Traveler/Clerk/NDEA inputs authorization in DTS
2. Interface with CTO for transportation, lodging and rental car
3. AO stamps doc APPROVED using digital signature
4. Traveler receives completed authorization; can print if necessary
5. ATM advance if required; ticketing
6. TDY

Office of the Under Secretary of Defense (Personnel and Readiness)
DTS Voucher Process

1. Traveler/Clerk/NDEA inputs voucher in DTS
2. Management reviews, approves, and certifies
3. Electronically sent to DFAS for processing
4. Funds sent EFT to bank/credit union, “split” pays to charge, or reconciles with CSA
5. Traveler pays balance of bill
Defense Travel Administration Team

- Defense Travel Administration (DTA) is a team effort
- Functional areas that should be represented -
  - Administration (profile management, routing lists, groups)
  - Transportation (centrally billed accounts, travel service contract oversight, transportation policy oversight - enforce Patriot Express use, monitor city pair use, monitor CTO fees)
  - Budget (funds management)
  - Accounting (travel reimbursement questions)
  - Government Travel Charge Card Agency Program Coordinator (account set-up, card activation/deactivation, monitor delinquencies)
Communication With The CTO

• Travelers can ask for CTO assistance for all or selected reservations

• Use of CTO Assist comments may incur higher CTO fees
Preformatted Comments to CTO

This screen contains pre-populated information from the traveler's itinerary. You can now add or modify comments to help the CTO understand the reservation needs of the traveler.

RES: Arlington, VA - CRAIG, AK departing 04/04/2011 at 09:00AM

CTO Comments - Air

If necessary, add additional comments to the CTO:

CTO, please assist traveler with air reservations: from RES: Arlington, VA to CRAIG, AK 04/04/2011 at 09:00AM

CRAIG, AK - RES: Arlington, VA departing 04/08/2011 at 12:00PM

CTO Comments - Air

If necessary, add additional comments to the CTO:

CTO, please assist traveler with air reservations: from CRAIG, AK to RES: Arlington, VA 04/08/2011 at 12:00PM

- Comments can be edited as needed
Preformatted Comments to CTO (continued)

CRAIG, AK 04/04/2011 - 04/08/2011

CTO Comments - Car

If necessary, add additional comments to the CTO:

CTO, please assist traveler with rental car reservations: compact car for CRAIG, AK from 04/04/2011 to 04/08/2011

CRAIG, AK 04/04/2011 - 04/08/2011

CTO Comments - Hotel

Please provide in the box below any additional information the CTO may need, such as hotel name or zip code:

CTO, please assist traveler with lodging reservations: CRAIG, AK from 04/04/2011 to 04/08/2011
DTS Preview Screen
**Comments From the CTO**

<table>
<thead>
<tr>
<th>Document Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Comments to the Approving Official:</strong></td>
</tr>
<tr>
<td><strong>Comments from the Travel Agent:</strong></td>
</tr>
</tbody>
</table>

The use of a Government-Contracted Commercial Travel Office (CTO) to arrange official travel is mandatory. If the contracted CTO is not used to make official travel arrangements, the traveler must provide a statement in detail as to exactly why the CTO is not available or otherwise not being used.

<table>
<thead>
<tr>
<th>Other Trip Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Trip Type:</strong></td>
</tr>
<tr>
<td><strong>Trip Purpose:</strong></td>
</tr>
<tr>
<td><strong>Trip Description:</strong></td>
</tr>
</tbody>
</table>

Passenger name record locator
Communication With The CTO

- What do the CTO stamps mean?

<table>
<thead>
<tr>
<th>DTS Stamp</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTO Submit</td>
<td>Document signed by traveler and sent to CTO for assistance and quality control</td>
</tr>
<tr>
<td>CTO Booked</td>
<td>Processed by CTO and returned to DTS for processing IAW routing list</td>
</tr>
<tr>
<td>CTO Amendment</td>
<td>Document level created based on CTO returned information via the passenger name record</td>
</tr>
<tr>
<td>CTO Ticketed</td>
<td>CTO has issued ticket and returned updated cost and ticket information to DTS</td>
</tr>
</tbody>
</table>

- Report to TAC any documents stuck at CTO Submit
Centrally Billed Account Reconciliation

- Centrally Billed Account (CBA) Reconciliation Module
  - Automates ticket matching with travel authorization
  - Identifies ticket/authorization mismatches
  - Prepares electronic invoice for digital signature
  - Eliminates need to file and send paper copies of invoices and authorizations
  - Automates authorization amendment if needed
DTS CBA Automated Process Flow

- **CTO**
  - CTO Ticket Data
  - CTO ticketed information populated in DTS

- **DMDC**
  - CCV Invoice

- **User**
  - Trip Request

- **DTS**
  - DTS reconciliation match to trip record
  - Matched & Unmatched Records

- **CTO Research**
  - TO Review & Certification

- **DFAS**
  - CBA Invoice (810)
  - PAID (820)
  - $ OB (821)

- **GEX**
  - $OB (810)

- **Connect 2011**

Office of the Under Secretary of Defense (Personnel and Readiness)
Conditional Routing

- Allows transportation specialist to review trip requests before being authorized
  - Routed to you after CTO BOOKED (if sent to the CTO)
    - You must review before trip can be approved
- Conditions for consideration
  - Overseas travel - enforce Patriot Express, theater/country clearance, passports/visas, threat briefing, shots
  - Emergency leave – proper transportation routing
  - Use of CBA – enforce use of IBA, control your CBAs
  - Group travel – coordinate group fares with CTO
### Conditional Routing (continued)

**Table 5-7: Process Name Descriptions**

<table>
<thead>
<tr>
<th>PROCESS NAME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>BYPASS PNR</td>
<td>Applies if the Travel feature is not used to make reservations. In such a case, the authorization will not require CTO processing.</td>
</tr>
<tr>
<td>FOREIGN TRAVEL</td>
<td>Applies if the traveler's duty station is CONUS, e.g., California to Korea or Virginia to Japan.</td>
</tr>
<tr>
<td>OCONUS/CONUS</td>
<td>Applies if the traveler's duty station is an OCONUS location and one or more TDY locations on the document are CONUS, e.g., Germany to Virginia.</td>
</tr>
<tr>
<td>OCONUS/OCONUS</td>
<td>Applies if the traveler's duty station is an OCONUS location and one or more TDY locations on the document are OCONUS and not in the same country, e.g., Germany to Austria. Also applies to those stationed in non-foreign U.S. territories and OCONUS states.</td>
</tr>
<tr>
<td>PREMIUM CLASS FARE</td>
<td>Used when policy allows purchase of premium air fares.</td>
</tr>
<tr>
<td>SPECIAL CIRCUMSTANCES</td>
<td>Checks the Special Circumstances trip type used and routes the document to the designated Routing Official. See Section 5.6.2.3.1.</td>
</tr>
</tbody>
</table>

**Chapter 5, DTA Manual**
### Conditional Routing (continued)

<table>
<thead>
<tr>
<th>PROCESS NAME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRAVEL MODE ROUTE</td>
<td>Checks the transportation mode used during TDY travel and routes the document to the designated Routing Official for that transportation mode. See Section 5.6.2.3.2.</td>
</tr>
<tr>
<td>TRAVELER NUMBER</td>
<td>Checks the number of travelers in a group authorization and routes the document to the Transportation Officer (TO) if the group exceeds 9 travelers.</td>
</tr>
<tr>
<td>LEAVE REQUESTED</td>
<td>Checks the voucher for annual or non-duty leave and routes the voucher to the applicable Routing Official. See Section 5.6.2.3.3. This option is available for voucher only.</td>
</tr>
</tbody>
</table>
Conditional Routing – Travel Mode

ODTA can add TO for CBA conditional routing
Policy Reminders and Preaudits

Air Travel


RESERVATIONS SUMMARY:

AIR: $0.00

GSA Contractw/Limited Availability
GSA Contract Airfare
Other Gov't Airfare
Other Airfare
AltGSA

DOD Policy requires travelers to utilize the GSA Contract Carrier Fare when available. Exception to this policy requires justification and is subject to approval by your Authorizing Official.

Sort By: ☐ Departure Time ☐ Arrival Time ☐ Elapsed Time ☐ Price ☐ Default
## City Pair Preaudit Flag

<table>
<thead>
<tr>
<th>Reason Flagged</th>
<th>Item Description</th>
<th>* Justification to Approving Official</th>
</tr>
</thead>
<tbody>
<tr>
<td>NON-CONTRACT FARE</td>
<td>Air Fare selected is not a GSA City Pair, GSA City Pair w/Capacity Limits although one was available at time of selection: US - 3268 DCA-Washington Ronald Reagan National Ap 04/11/2011 - 01:50 PM PHL-Philadelphia International Apt 04/11/2011 - 03:02 PM GSA Fare: $798.30 Fare Selected: $652.30 Fare Price Difference: $ -146.0</td>
<td>&lt;Help&gt;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reason Flagged</th>
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</tr>
</thead>
<tbody>
<tr>
<td>NON-CONTRACT FARE</td>
<td>Air Fare selected is not a GSA City Pair, GSA City Pair w/Capacity Limits although one was available at time of selection: US - 700 PHL-Philadelphia International Apt 04/11/2011 - 04:20 PM FRA-Frankfurt International Apt 04/12/2011 - 06:10 AM GSA Fare: $798.30 Fare Selected: 50.00 Fare Price Difference: $ -798.3</td>
<td>&lt;Help&gt;</td>
</tr>
</tbody>
</table>
# Reason Codes for Non-City Pair Use

## Pre-Audit Reason Codes for NON-CONTRACT FARE

<table>
<thead>
<tr>
<th>Select</th>
<th>Reason Code &amp; Description</th>
<th>Authority Source Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>□</td>
<td>C1 - Does not meet mission requirements</td>
<td>DTR, Appendix H, JTR, Chapter C2002A, JFTR, Chapter U3145A-4a</td>
</tr>
<tr>
<td>□</td>
<td>C2 - Outside normal working hours</td>
<td>DTR, Appendix H, JTR, Chapter C2002A, JFTR, Chapter U3145A-4a</td>
</tr>
<tr>
<td>□</td>
<td>C3 - Lower non-contract fare available to the general public</td>
<td>DTR, Appendix H, JTR, Chapter C2002A, JFTR, Chapter U3145A-4a</td>
</tr>
<tr>
<td>□</td>
<td>C4 - Seat not available on contract air carrier</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>C5 - Used contract fare for portion of trip, but not entire trip.</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>C6 - Lower Non-contract fare used on contract carrier</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>C7 - Traveler refused contract fare because:</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>(a) Airport Specified</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>(b) Carrier specified</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>(c) Routing specified</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>(d) Time specified</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>(e) Personal reasons.</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>C8 - No cost ticket (e.g., Frequent Flyer).</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>C9 - Foreign Military Service (FMS)</td>
<td>DTR, Appendix H</td>
</tr>
<tr>
<td>□</td>
<td>C10 - Rail service available and cost effective</td>
<td>DTR, Appendix H, JTR, Chapter C2002A, JFTR, Chapter U3145A-4a</td>
</tr>
</tbody>
</table>

Rail service is available and that service is cost effective and consistent with mission requirements.
<table>
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<tr>
<th>Code</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1</td>
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<tr>
<td>C9</td>
<td>Foreign Military Sales (FMS)</td>
</tr>
<tr>
<td>C10</td>
<td>Rail service available and cost effective</td>
</tr>
</tbody>
</table>
Preaudit Completed

<table>
<thead>
<tr>
<th>1.</th>
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<td></td>
</tr>
</tbody>
</table>

* Reason Codes
  (C1) - Does not meet mission requirements

Meeting at the Pentagon will not be over in time to get contract carrier flight.

The following are provided for advisory purposes only

<table>
<thead>
<tr>
<th>3.</th>
<th>Advisory</th>
<th>Advisory Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FOREIGN TRAVEL</td>
<td>FOREIGN TRAVEL DOC, SEE DEFENSE TRAVEL ADMINISTRATOR(DTA) PERSONNEL FOR SPECIAL PROCESSING REQUIREMENTS.</td>
</tr>
</tbody>
</table>
Preaudit For CBA Use By IBA Cardholder
Useful Reports

• Provides transportation specialist the ability to:
  – Monitor non-use of city pair – educate your travelers and authorizing officials
  – Monitor unused tickets – recover unused funds
  – Monitor travelers that used your CBA
  – Monitor travel agent fees – part of your QAE responsibility

• To run reports you need:
  – Organization access to see all travelers
  – Permission levels 0, 1, 5
  – Depending on DTS organizational structure, may need multiple user profiles
City Pair Program-Related Reports

• Reason Code Report
  – Travelers that did not use GSA City Pair flights
  – Included flight details

• Reason Justification Report
  – Tracks reason codes and traveler provided justifications

• Both reports are run by organization for up to 31 day periods
CBA TO Report

• Lists trips that charged a CBA for tickets and CTO fees within a departure date range not to exceed 31 days

• User can request a report for all trips with a CBA charge or a report of the exceptions (e.g., missing a ticket number, an amount, or a ticket date)

• Report contains:
  – Traveler, AO, and DTA contact information
  – Authorization number
  – Ticket details
Unused Ticket Report

• Lists trips that potentially have unused air tickets; trips identified are candidates for further research.

• Trips in this report that meet one of two criteria:
  – Ticket amount on the authorization does not match the ticket amount on the voucher.
  – Authorization has an air ticket, but does not have a signed voucher

• CTO contracts require cancellation of tickets 30 days after last scheduled flight segment

• CTOs also provide an unused ticket report
CTO Fee Report

• Travel agent fees charged during report period
• CBA-related charges can also be monitored via charge card invoices
• Report is run by organization for up to 31 day periods
• Errors should be reported to your Contracting Officer Representative
CBA Use For Group Travel

- Group travel – two or more travelers with same itinerary
- DTS can not process PNRs with multiple names
  - DTS can send CTO a message with desired arrangements
  - All coordination with CTO is outside DTS
  - It is up to lead traveler or travel clerk to manually input flight arrangements and cost to DTS group authorization
  - DTS produces a manifest that must be manually sent to CTO
  - Tickets can be charged to CBA or IBA
  - Once group authorization is signed and individual authorizations created, all changes must be made to individual documents
Resources

DTMO Website
- Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool

Travel Explorer (TraX)
- Access e-learning, instructor resources, and reference materials
- Access FAQ through Knowledge Center

Travel Assistance Center (TAC)
- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX

www.defensetravel.dod.mil/Passport