



Defense Travel System

Distance Learning
P300

Travel Policy Compliance Tool
Administration





About This Guide

This Instructor Guide for Distance Learning Classes will enable you to instruct participants on one specific topic using a live instructor web based training application. The significant features of this guide are as follows:

- It provides references to the slide numbers of the PowerPoint presentation prepared to accompany this unit. Slides should be used as the content delivery method for this class.
- It provides suggestions on when to use the online highlighting tools. Whenever you encounter a bold, underlined number (e.g., "**1**") in the script, it indicates:
 - For text-only slides – a highlight (a star, a checkmark, etc.) should appear next to each bullet on the slide.
 - For screenshot slides – a highlight (a box, a line, an arrow, etc.) should be drawn on the slide to attract student attention to a portion of the screenshot. You may accomplish this by using your web conferencing software's highlighting tools, or by incorporating animated highlights into the PowerPoint file.
- This material was designed to be delivered using web conferencing software. This guide does not provide detailed instructions on how to set up or manage any web conferencing software. Instructors are expected to secure this information and skill set independent of this document.
- For purposes of this manual, the following assumptions are made:
 - VoiP (Voice over Internet Protocol) is being used
 - Chat and highlighting tools are available
 - Instructor computers are properly configured
 - Session is created prior to class start time
 - A quiet/private delivery space is being used
 - The invitation to attend has been distributed or posted
 - Support material is available to participants
 - The instructor is familiar with the course material
 - The instructor is experienced with the software
 - Evaluation tools are available for distribution



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Distance Learning Pre-Class Preparation

- **Review** the script, and slides associated with this unit to ensure you are thoroughly familiar with the information to be delivered. Slide numbers are referenced throughout the guide to enable easy coordination of the script with the slides at an appropriate pace.
- **Secure** a technical assistant or co-instructor for the session. This person should monitor and respond to participant questions.
- **Conduct** at least one live practice, with your co-instructor.
- **Ensure** you have appropriate teaching conditions and equipment:
 - Quiet room with minimal background noise
 - Newer model computer with high speed Internet access
 - Headset with microphone
 - Web camera (optional)
 - Web conference software user name and password
 - DTS soft certificate and password for EWTS*** access
 - PowerPoint slides for this unit
 - Website link(s) for this unit
 - Web conference URL; access instructions
 - Help Desk telephone number(s)
 - Notepad and pen
- **Check** software and hardware:
 - Computer works properly with web conference software
 - Software is configured and tested for audio and/or video
 - Headset is plugged into the computer and works
 - Volume control on the headset and computer are properly set
 - Web camera is placed for best visual of instructor
 - Participant to instructor chat room/communication mode is working
 - Highlighting tools open and work as expected
 - Welcome slide includes class name
 - Slides and script are the most current version
 - Slides are properly attached to the session
 - EWTS is up and running before class starts (if appropriate)



Welcome

Display:

	Slide 1: Welcome to Travel Policy Compliance Tool Administration

NOTE TO INSTRUCTORS ONLY

	<p>When this material is delivered via web conferencing software that depends on VOIP (Voice over Internet Protocol), it is important to do a sound check before starting the script.</p> <p>Stop and ask participants if they can hear you clearly, pause and give participants time to respond, and then proceed with the class.</p>
--	--

Hello, my name is (insert name); I will be your instructor today.

Also on the line today is (insert name), who will be monitoring the chat box and dealing with technical details.

Welcome to our class on the administration of the Travel Policy Compliance Tool, hereafter referred to as the Compliance Tool.

ADVANCE TO NEXT SLIDE



Display:

	Slide 2: Class Overview
	<p style="text-align: right;"><small>Defense Travel Management Office</small></p> <h3> Class Overview</h3> <p>Topic: Travel Policy Compliance Tool Administration</p> <p>Target Audience: Compliance Tool Administrators (CTAs)</p> <p>Time: 60 minutes</p> <p>Pre-Requisites: None</p> <p style="text-align: left;"><small>2</small></p>

Explain:

-  Today's class covers the administration of the Compliance Tool and is intended for Compliance Tool Administrators (CTAs)
-  Each Component is responsible for identifying who are the CTAs for each organization; therefore, if you are unsure that you will be a CTA, please check with your Lead DTA or your Component DTS Office.
-  The session today is approximately 60 minutes long, depending on how many questions we receive during class.
-  There are no training pre-requisites for participation in this session.

ADVANCE TO NEXT SLIDE



Display:

	Slide 3: Technical Issues / Attendance Credit
<div data-bbox="453 405 1161 936"><p style="text-align: right;"><small>Defense Travel Management Office</small></p><h3 style="text-align: center;">TECHNICAL ISSUES</h3><p style="text-align: center;">Virtual Class Room Provided by Defense Collaboration Service (DCS)</p><p>Ways to resolve technical issues:</p><ul style="list-style-type: none">▪ Exit Class > Close This Screen > Return to Class▪ Contact your local IT team▪ Call the DISA Help Desk (see <i>Class Reminder Email</i> for phone number)<hr/><h3 style="text-align: center;">ATTENDANCE CREDIT</h3><p>Everyone must:</p><ul style="list-style-type: none">▪ REGISTER for class in TraX▪ Type PRESENT at arrival▪ REMAIN for majority of class teaching time▪ Type LEAVING at end of class / at departure<div style="text-align: right;"></div></div>	

Explain:

Today's class is delivered via DCS: Defense Collaboration Service; if you experience any technical difficulties during class today you must exit the session and try to re-enter.

If that doesn't help, contact your local IT team or refer to DISA Help Desk number we provided in the class reminder email.

To receive proof of attendance, you must be registered for class in TraX, your sign in name must match your TraX registration name, and you must be present for the majority of class time.

Be sure to enter PRESENT in the chat box; and at the end of class, or whenever you leave, enter LEAVING.

Your attendance credit will appear 3-5 business days after class in TraX under the Completed tab, along with an option to print a certificate.

ADVANCE TO NEXT SLIDE



Training Objectives

Display:

	Slide 4: Training Objectives			
<table border="1"><tr><td data-bbox="228 488 466 1012"></td><td data-bbox="466 488 1161 1012"><p style="text-align: right;"><small>Defense Travel Management Office</small></p><p>Training Objectives</p><ul style="list-style-type: none">• Travel Policy Compliance Program Background• Functionality of Compliance Tool (CT)• Role of Compliance Tool Administrator (CTA)<p style="text-align: left;"><small>3</small></p></td><td data-bbox="1161 488 1396 1012"></td></tr></table>			<p style="text-align: right;"><small>Defense Travel Management Office</small></p> <p>Training Objectives</p> <ul style="list-style-type: none">• Travel Policy Compliance Program Background• Functionality of Compliance Tool (CT)• Role of Compliance Tool Administrator (CTA) <p style="text-align: left;"><small>3</small></p>	
	<p style="text-align: right;"><small>Defense Travel Management Office</small></p> <p>Training Objectives</p> <ul style="list-style-type: none">• Travel Policy Compliance Program Background• Functionality of Compliance Tool (CT)• Role of Compliance Tool Administrator (CTA) <p style="text-align: left;"><small>3</small></p>			

Explain:

	<p><i>The purpose of today's class is to provide Compliance Tool Administrators (CTAs) an understanding of how to use the Compliance Tool.</i></p> <p><i>After completing this session, you should be familiar with the following:</i></p> <ul style="list-style-type: none"> ○ <i>The purpose of the Travel Policy Compliance Program;</i> ○ <i>The functionality of the Compliance Tool; and</i> ○ <i>The role of the CTA.</i>
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ADVANCE TO NEXT SLIDE



Compliance Program Background

Display:

Slide 5: Compliance Program Background

Defense Travel Management Office

Compliance Program Background

- Mandated by:
 - National Defense Authorization Act (NDAA) for Fiscal Year 2012
 - Office of the Under Secretary of Defense (Comptroller)

Public Law 112-81
112th Congress

An Act

To authorize appropriations for fiscal year 2012 for military operations, for military construction, and for the Department of Energy, to prescribe military personnel pay, and for other purposes.

Be it enacted by the Senate and House of Representatives of the United States of America in Congress assembled:

SECTION 1. SHORT TITLE.

"This Act may be cited as the "National Defense Authorization Act for Fiscal Year 2012."

SEC. 2. ORGANIZATION OF ACT INTO DIVISIONS. T

(a) DIVISIONS.—This Act is organized into the following:

(1) Division A—Department of Defense

(2) Division B—Military Construction

§ 463. Programs of compliance; electronic processing of travel claims

"(a) PROGRAMS OF COMPLIANCE.—The administering Secretaries shall provide for compliance with the requirements of this chapter through programs of compliance established and maintained for that purpose.

"(b) ELEMENTS.—The programs of compliance under subsection (a) shall—

(1) minimize the provision of benefits under this chapter based on inaccurate claims, unauthorized claims, overstated or inflated claims, and multiple claims for the same benefits through the electronic verification of travel claims on a near-time basis and such other means as the administering Secretaries may establish for purposes of the programs of compliance; and

(2) ensure that benefits provided under this chapter do not exceed reasonable or actual and necessary expenses of travel claimed or reasonable allowances based on commercial travel rates.

Explain:

Let's begin with some background information about the Travel Policy Compliance Program.

★ *When Congress passed the National Defense Authorization Act (NDAA) for Fiscal Year 2012, it mandated that the Secretary of Defense establish a program for enforcing travel policy compliance.*

While DTS already helps guide travelers towards policy compliance, and AOs are supposed to review vouchers for policy adherence, the NDAA requires the establishment of additional protocols to prevent travelers from claiming reimbursement for invalid expenses.

★ *In addition to the Congressional mandate, the Under Secretary of Defense (Comptroller) has made Compliance Tool use mandatory for all DoD organizations.*

ADVANCE TO NEXT SLIDE



Display:

	<p>Slide 6: Compliance Tool</p>
<div style="border: 1px solid black; padding: 10px;">  <p style="text-align: right; font-size: small;">Defense Travel Management Office</p> <h2 style="margin: 0;">Compliance Tool</h2> <ul style="list-style-type: none"> Compliance Tool scans DTS vouchers for adherence to specific policy items <div style="background-color: #1a3d54; color: white; padding: 10px; text-align: center; margin: 10px 0;"> <p>For a full listing of policy items, see the Travel Policy Compliance Tool User Guide <i>(Available on DTMO website & Travel Explorer)</i></p> </div> </div>	

Explain:

<div style="color: red; font-size: 2em; margin-bottom: 20px;">★</div> <div style="border: 1px solid red; width: 20px; height: 20px; margin-bottom: 20px;"></div>	<p><i>To abide by these mandates, the DTMO developed the Compliance Tool to review all DTS vouchers for adherence to travel policy.</i></p> <p><i>Given the breadth of policies within the JTR and the DoDFMR, the Compliance Tool queries vouchers for adherence to policy within pre-determined categories, such as duplicate claims for lodging or claims for foreign OCONUS laundry.</i></p> <p><i>For a full listing of the Compliance Tool queries, see the Travel Policy Compliance Tool User Guide, which is available on the DTMO website and in Travel Explorer; we've also posted a URL for it in the chat pod.</i></p>
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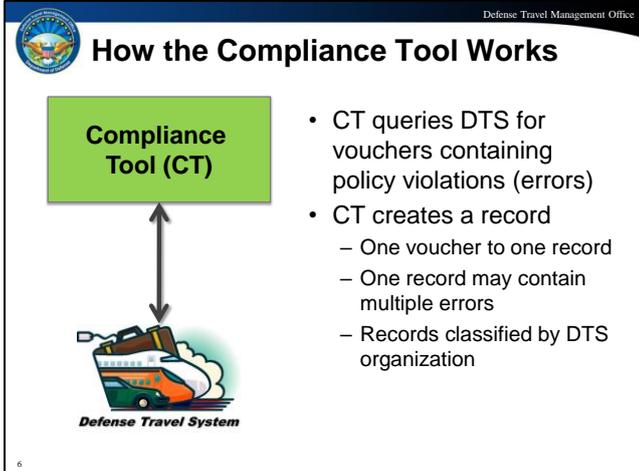
INSTRUCTOR NOTES – DO NOT READ ALOUD:

Post the Travel Policy Compliance Tool User Guide URL in the chat pod:
https://www.defensetravel.dod.mil/Docs/Travel_Policy_Compliance_Tool_User_Guide.pdf

ADVANCE TO NEXT SLIDE

Compliance Tool Basics & Key Terms

Display:

	Slide 7: How the Compliance Tool Works
 <p style="text-align: right;"> <ul style="list-style-type: none"> • CT queries DTS for vouchers containing policy violations (errors) • CT creates a record <ul style="list-style-type: none"> – One voucher to one record – One record may contain multiple errors – Records classified by DTS organization </p>	

Explain:

	<p><i>To help you understand how these policy errors are identified, let's take a moment to describe how the Compliance Tool works.</i></p>
	<p><i>The Compliance Tool queries the DTS database every four days and review all DTS vouchers.</i></p>
	<p><i>If the Compliance Tool identifies a voucher that contains a item contrary to policy, then it will create a record in the Compliance Tool.</i></p>
	<p><i>If the traveler's voucher contains multiple errors, the Compliance Tool associates them all with only one record.</i></p>
	
	<p><i>All CTAs with Compliance Tool access to the traveler's organization will be able to view the Compliance Tool record.</i></p>

ADVANCE TO NEXT SLIDE

Display:

Slide 8: How the Compliance Tool Works

Defense Travel Management Office

How the Compliance Tool Works

```

graph LR
    CT[Compliance Tool (CT)] -- Emails --> T((T))
    CT -- Emails --> AO((AO))
    CT -- Emails --> NDEA((NDEA))
            
```

- When CT creates a record, it sends an email to:
 - Traveler
 - Authorizing Official (AO)
 - Non-DTS Entry Agent (NDEA) – if applicable
- Records not corrected receive reminder emails from CT

7

Explain:

★

★

★

★

★

Whenever a record is created, the Compliance Tool automatically sends an email to the traveler and the Authorizing Official (AO) that approved the voucher.

Non-DTS Entry Agents (NDEAs) who enter vouchers on behalf of other travelers also receive an email alert.

The auto-generated email identifies the voucher by Travel Authorization Number (TANUM), lists the errors on the voucher, provides the policy reference from the JTR, and provides steps for corrective action.

It is the traveler’s responsibility to amend the voucher to remove the errors.

If the traveler fails to make the necessary changes, the traveler, AO, and NDEA (if applicable) will receive reminder emails every 15 days.

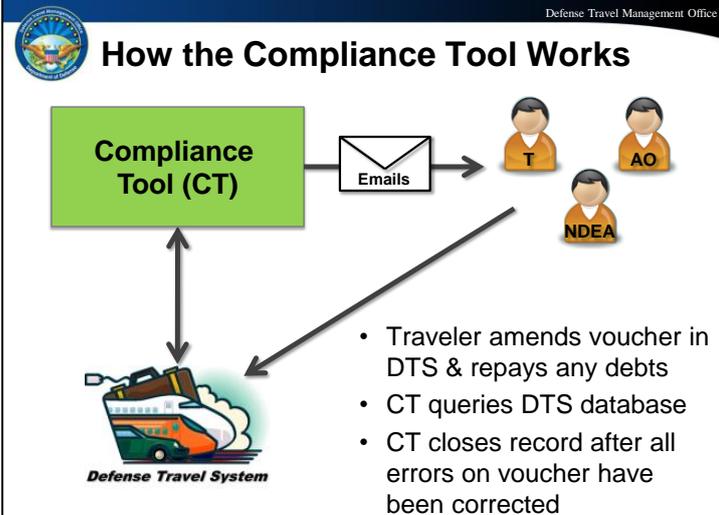
ADVANCE TO NEXT SLIDE

Display:


Slide 9: How the Compliance Tool Works

Defense Travel Management Office

How the Compliance Tool Works



- Traveler amends voucher in DTS & repays any debts
- CT queries DTS database
- CT closes record after all errors on voucher have been corrected

Explain:

- ★

After the traveler amends their voucher and the AO approves the changes, the traveler must repay any debts to the Government.
- ★

Meanwhile, the Compliance Tool continues to perform its regular queries of the DTS database.

When it receives the latest data from DTS, the Compliance Tool updates existing records to reflect any voucher amendments and the latest debt collection status.
- ★

When the traveler's voucher shows no outstanding errors or debts, the Compliance Tool closes the record.

In sum, this chart shows us that the Compliance Tool continually queries DTS for items contrary to policy, notifies the traveler and AO, and updates the Compliance Tool record based on the latest information pulled from DTS.

ADVANCE TO NEXT SLIDE


Slide 9: Latest Compliance Tool Queries


Defense Travel Management Office

Latest Compliance Tool Queries

- CONUS Laundry
- Duplicate Lodging
- Duplicate Rental Vehicle
- Excess Lodging
- Excess Lodging – Gov't Quarters
- Foreign OCONUS Lodging Tax
- Government Quarters Used But Maximum Lodging Rate Claimed
- Government Quarters Used But Maximum Lodging Rate Claimed (*Extended*)
- OCONUS Laundry

- Overpaid Flat-Rate M&IE: Non-Foreign (Prior to 13 August 2018)
- Overpaid Off-Base Lodging: Foreign OCONUS
- Overpaid Off-Base Lodging: Foreign OCONUS (*Extended*)
- Personal and Mission Related Expenses

10

Explain:


*Simply stated, the Compliance Tool **triggers an alert** when it detects a traveler received reimbursement for an **inappropriate** or **disallowed** claim, such as those listed here.*



*It's your job as a Compliance Tool Administrator, to make sure everyone understands the importance of **not making these common mistakes**.*

Visit the DTMO website's Compliance Tool page to find more details about the Compliance Tool program.



Follow the information icon on the next screen to open the Compliance Tool User Guide.

ADVANCE TO NEXT SLIDE



Display:

	Slide 10: Questions?

Explain:

Now that I've discussed the background of the Travel Policy Compliance Program and given an overview of how the Compliance Tool works, I'd like to pause to see if we have any questions.

Please type your questions into the chat pod, and my co-instructor or I will be happy to address them.

ADVANCE TO NEXT SLIDE



Compliance Tool Administrator Responsibilities

Display:

	Slide 11: Role of CTA
<div data-bbox="470 495 1158 1005"><p style="text-align: right;">Defense Travel Management Office</p><h3> Role of CTA</h3><ul style="list-style-type: none">• Reviews records / errors for organization<ul style="list-style-type: none">– Includes any sub-organizations• Ensures errors are corrected in DTS• Runs reports from CT• Grants CT access to others• Other responsibilities, per local business rules<p style="text-align: left;">10</p></div>	

Explain:

	<p><i>The Compliance Tool is designed to run with minimal human intervention; however, there are some basic sustainment tasks that necessitate a Compliance Tool Administrator (CTA) role.</i></p> <p><i>The basic tasks of a CTA include:</i></p> <ul style="list-style-type: none">- <i>Periodically reviewing your organization's records;</i>- <i>Ensuring that travelers and AOs correct errors in a timely manner;</i>- <i>Running reports for leadership review;</i>- <i>Granting Compliance Tool access to others; and</i>- <i>Any other standard procedures directed by your leadership.</i>
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ADVANCE TO NEXT SLIDE



Display:

	Slide 12: Component-specific Procedures				
<table border="1"><tr><td data-bbox="475 421 544 495"></td><td data-bbox="555 450 1075 488">Component-specific Procedures</td></tr><tr><td colspan="2" data-bbox="491 510 1141 752"><ul style="list-style-type: none">• Check with your leadership regarding:<ul style="list-style-type: none">– Required frequency of accessing the CT– Timeframe for travelers to resolve errors– Administrative actions against a traveler / AO that has not corrected an error– Reporting requirements– Requirements before granting access to a new CTA</td></tr></table>			Component-specific Procedures	<ul style="list-style-type: none">• Check with your leadership regarding:<ul style="list-style-type: none">– Required frequency of accessing the CT– Timeframe for travelers to resolve errors– Administrative actions against a traveler / AO that has not corrected an error– Reporting requirements– Requirements before granting access to a new CTA	
	Component-specific Procedures				
<ul style="list-style-type: none">• Check with your leadership regarding:<ul style="list-style-type: none">– Required frequency of accessing the CT– Timeframe for travelers to resolve errors– Administrative actions against a traveler / AO that has not corrected an error– Reporting requirements– Requirements before granting access to a new CTA					

Explain:

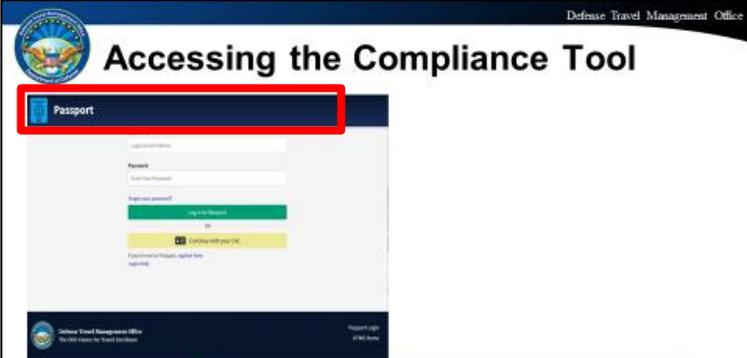
<ul style="list-style-type: none">★★★★★★	<p><i>As I mentioned at the start of class, each Component has identified who is their CTAs, as well as the functions they will perform.</i></p> <p><i>Therefore, it is very important that you check with your Component or organizational leadership for guidance on:</i></p> <ul style="list-style-type: none">- <i>How often you should access the Compliance Tool;</i>- <i>The expected timeframe for resolving Compliance Tool records;</i>- <i>How to handle errors that are not resolved within that expected timeframe;</i>- <i>Any reporting requirements; and</i>- <i>The administrative requirements for granting Compliance Tool access to another user</i> <p><i>In today's class, I will cover the functionality of the Compliance Tool and best practices as they apply to all CTAs; but I encourage you to check with your Lead DTA or Component POC for any Component-specific procedures.</i></p>
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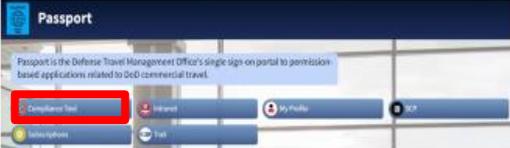
ADVANCE TO NEXT SLIDE



Display:

 **Slide 13: Accessing the Compliance Tool**

1 

2 

Explain:

CTAs receive access to the Compliance Tool when a higher level official in their Component grants access to them.

I will discuss how to grant access to other users later in class.

1 *The Compliance Tool is accessed via the DTMO Passport, which is the same portal used to access the Travel Explorer (TraX).*

All CTAs must have a DTMO Passport account to access the Compliance Tool.

2 *After logging into the DTMO Passport, select **Compliance Tool** from the **Passport Access** screen.*

Compliance Tool Functionality

Display:

Slide 14: Compliance Tool Home

Explain:

The home of the Compliance Tool presents the following options:

- 1** - **Generate Reports**, which allows you to search for vouchers identified by the Compliance Tool;
- 2** - **My Working List**, which provides quick access to records you have labeled as favorites; and
- 3** - **Admin**, which allows you to view your access levels and, with the proper permissions, to grant access to others.

The graph at the bottom of the screen displays the monies that the Compliance Tool has helped your organization to recover through corrected DTS vouchers.

4

*Let's start by discussing the **Generate Reports** section, where you search for and work with Compliance Tool records belonging to your organization.*

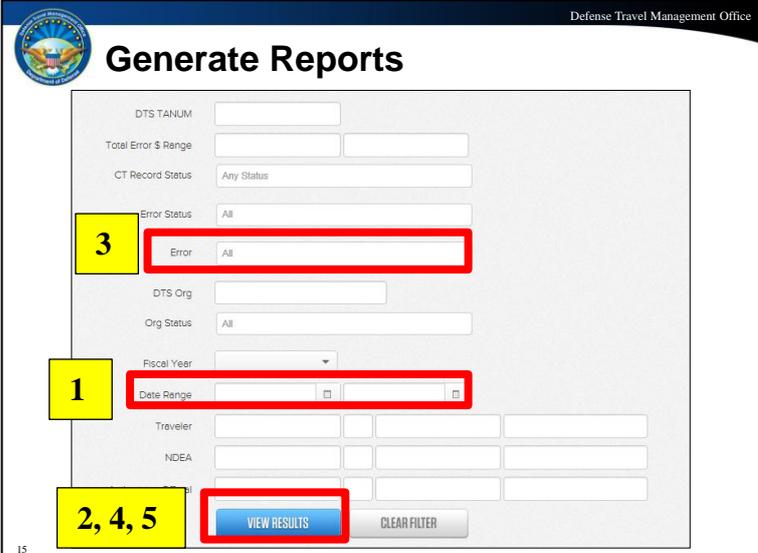
5

ADVANCE TO NEXT SLIDE

Display:



Slide 15: Generate Reports



The screenshot shows the 'Generate Reports' interface with the following callouts:

- 1**: Points to the 'Date Range' input field.
- 2, 4, 5**: Points to the 'VIEW RESULTS' button.
- 3**: Points to the 'Error' dropdown menu.

Explain:

*The first **Generate Reports** screen offers you the opportunity to retrieve your records using one or a combination of filters.*

*Most of the filters are self-explanatory – simply enter your search criteria, then select the **View Results** button at the bottom of the screen.*

1

*For example, if you are looking for records from a specific data range, enter the information into the date filters, and then select **View Results**.*

2

*For example, if you are looking for records from a specific data range, enter the information into the date filters, and then select **View Results**.*

3

*If you want to search for vouchers containing specific errors, use the **Error** field to enter one or more policy items, then select **View Results**.*

4

*Or, if you want to cast the widest search possible, simply leave all the filters blank and select **View Results**.*

5

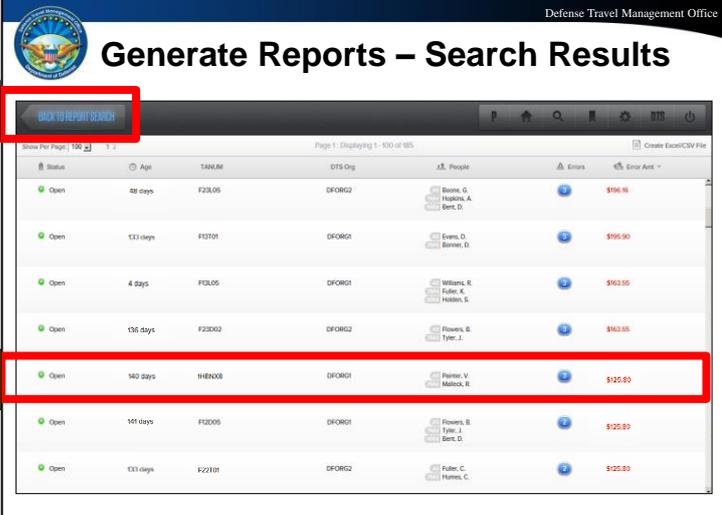
*Or, if you want to cast the widest search possible, simply leave all the filters blank and select **View Results**.*

ADVANCE TO NEXT SLIDE



Display:

 **Slide 16: Generate Reports – Search Results**



Status	Age	TANUM	DTS Org	People	Errors	Error Amt
Open	49 days	F28J05	DFORG2	Bone, G. Hudson, A. Bent, D.	3	\$196.16
Open	131 days	F13T01	DFORG1	Evans, D. Banner, D.	2	\$195.90
Open	4 days	F13J05	DFORG1	Williams, R. Fisher, K. Hadden, S.	2	\$163.55
Open	136 days	F23D02	DFORG2	Flowers, B. Tyer, J.	1	\$163.55
Open	140 days	1HEA03	DFORG1	Palmer, V. Meador, C.	1	\$125.50
Open	141 days	F13D05	DFORG1	Flowers, B. Tyer, J. Bent, D.	2	\$125.50
Open	133 days	F22H01	DFORG2	Fisher, C. Harris, C.	2	\$125.50

Explain:

When you execute a search using the filters, the Generate Reports screen refreshes and displays your search results.

This report allows you to review your organization’s records from a high level.

1 *To re-run the report using different search filters, use the Back to Report Search button and enter the new search criteria.*

2 *Otherwise, in order to work with a particular Compliance Tool record, select that record from this screen.*

ADVANCE TO NEXT SLIDE



Display:


Slide 17: Record Details

Explain:

When you select a record from the Generate Reports screen, the Compliance Tool displays details about it in a pop-up window.

1

*The top-left corner indicates the record status as either **Open** or **Closed**.*

*A record remains in an **Open** status until the traveler removes all errors and repays any associated debts, after which it automatically converts to a **Closed** status.*

2

To the right of the DTS TANUM, the bookmark icon allows you to add this record to your list of favorite records, known as My Working List.

I will discuss My Working List later in class.

3

The Compliance Tool buckets the record details under four tabs:

- **Contacts** provides the contact information of the traveler, AO, and NDEA associated to the DTS voucher;
- **DTS Information** displays details about the DTS voucher, such as the travel dates and locations;
- **Errors** identifies the items that are not in compliance with DoD policy; and
- **Record Notes** allows you to enter comments about the record.

ADVANCE TO NEXT SLIDE

Defense Travel Management Office

v3.5

23 Oct 2020

22

Display:

Slide 18: Contacts

Explain:

- | | |
|---|--|
| 1 | <p><i>The Contacts tab allows you to view the contact information for the traveler, AO, and NDEA if you have any questions about the voucher.</i></p> |
| 2 | <p><i>This information was pulled directly from the person's DTS profile; so if a person's email address or phone number is incorrect, you can update it in the record by selecting the blue pencil icon.</i></p> |
| 3 | <p><i>In this example, I've selected the blue pencil for the traveler's email address, which opened a text box to enter the correct email.</i></p> <p><i>These contact updates don't transfer to DTS, but your updates ensure that you have accurate contact information the next time you access this record.</i></p> |

ADVANCE TO NEXT SLIDE



Display:

Slide 19: DTS Information

DTS INFORMATION	
TANUM	F13D03
Document Name	ADRAMSTEINABF081111_V01
Document Type	Voucher
Travel From	LAS VEGAS, NV
Travel To	HONOLULU, HI
Travel Start Date	12/22/2010
Travel End Date	01/04/2011
DTS Status	ARCHIVE ACCEPTED
DTS Reject Email (Vch)	

Explain:

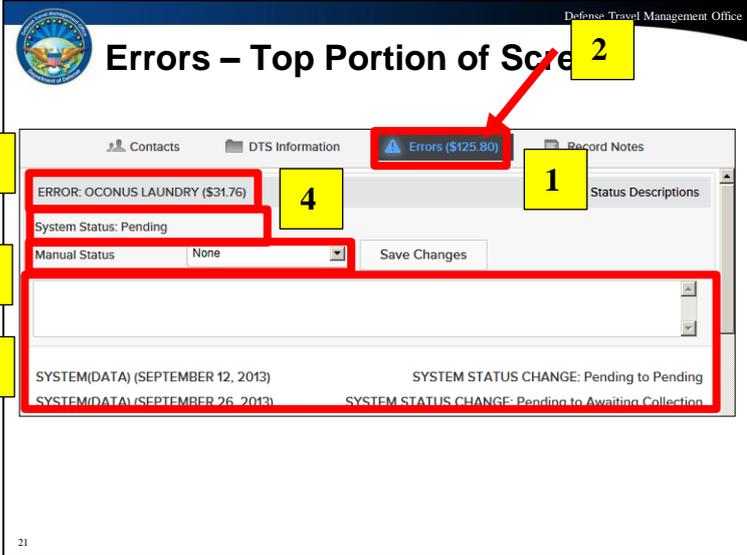
- 1** *The **DTS Information** tab contains details about the traveler's document. Again, this information is helpful if you need to conduct further research on a traveler's voucher.*

- 2** *Most of the fields are self-explanatory and offer details about the trip locations, dates, and the latest DTS document status.*

ADVANCE TO NEXT SLIDE

Display:


Slide 20: Errors



Explain:

- | | |
|----------|--|
| 1 | <i>The Errors tab identifies the errors on the traveler’s voucher.</i> |
| 2 | <i>Next to the Errors icon, the Compliance Tool displays the total value of the errors in the record; in this example, the \$125.80 total record cost resulted from two errors in the traveler’s voucher – an OCONUS laundry expense (which is visible) and a foreign OCONUS lodging tax claim (which is at the bottom of the screen and is not visible).</i> |
| 3 | <i>The Compliance Tool lists the name and cost of each error; in this example, the traveler’s first error was due to a claim of \$31.76 for OCONUS laundry.</i> |
| 4 | <i>Based on the latest data pulled from DTS, this error is in a Pending status and will automatically update after the traveler corrects the error and begins the debt collection process.</i> |
| 5 | <i>Use the Manual Status drop-down during troubleshooting to override the System Status; I’ll be covering how to perform this action later in class.</i> |
| 6 | <i>Use the text field to make any comments specific to the error or view any of the previous comments that appear below it.</i> |

ADVANCE TO NEXT SLIDE

Display:

Slide 21: Record Notes

Explain:

- 1 Finally, use the **Record Notes** section to view the email history to the traveler and to enter comments that apply to the entire record.
- 2 The **Age** field identifies how many days the record has been in the Compliance Tool.

Since some Components may have timeframes in which errors must be corrected, this field will help you identify which travelers are nearing or have exceeded that deadline.
- 3 The **Initial Email Date** is the date that the Compliance Tool created the record and notified the traveler about the errors, while the **Latest Email Date** identifies when the Compliance Tool sent its most recent reminder email to the traveler.

Each of the history sections records the messages sent to the traveler or comments entered by the CTA.
- 4 As a best practice, you should use the **Add Comment** field to record your communications with the traveler or AO, as it will help with future research.

ADVANCE TO NEXT SLIDE



Display:

	Slide 22: Questions?

Explain:

I'd like to pause for a moment to see if we have any questions about how to access the Compliance Tool, how to generate reports, or the contents of a Compliance Tool record.

Please type your questions into the chat pod, and my co-instructor or I will be happy to address them.

ADVANCE TO NEXT SLIDE



Working Compliance Tool Records

Display:

	Slide 23: Working Compliance Tool Records
<div data-bbox="459 495 1206 1048"><p style="text-align: right;">Defense Travel Management Office</p><h3>Working Compliance Tool Records</h3><ul style="list-style-type: none">• Periodically review organizational records• Verify that records are being resolved in a timely manner<ul style="list-style-type: none">– If not, check whether:<ul style="list-style-type: none">• The traveler amended the voucher• The AO approved the amendment• Additional troubleshooting is required<p>24</p></div>	

Explain:

	<p><i>As I mentioned earlier, the Compliance Tool is designed to run with minimal human intervention.</i></p> <p><i>That's because the Compliance Tool automatically updates records based on the traveler's corrections or debt repayments.</i></p> <p> <i>Nevertheless, it's good to periodically review your organizational records to check whether they're being resolved in a timely manner.</i></p> <p> <i>If they're not, check whether the voucher has been amended; you can do this via the Compliance Tool or, preferably, DTS if you access to the traveler's voucher.</i></p> <p> <i>If it has, check whether the AO has approved the amendment.</i></p> <p> <i>If the traveler and AO have done everything they need to do, you may have to perform some troubleshooting to the Compliance Tool record.</i></p>
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ADVANCE TO NEXT SLIDE

Display:

Slide 24: Error Statuses

Defense Travel Management Office

Error Statuses

	Error Status	Explanation	
1	Pending	Amended voucher has not been approved	}
	Awaiting Collection	Traveler is in debt collection process	
2	Partially Collected	Traveler repaid a portion of debt	
	Collected	Traveler repaid the entire amount of debt	}
3	Corrected	Traveler amended voucher, but no debt resulted	
	Administrative Error	Item incorrectly entered on voucher; no action required	
4	Waiver/Appeal Granted	Traveler amended voucher, but debt was waived	
5	Out of Service	Traveler is no longer in Gov't service and debt is ≥\$225	
6	Write Off	Traveler is no longer in Gov't service and debt is <\$225	}
	Traveler Repaid	CT didn't update to reflect that traveler repaid associated debt	
	\$0 Correction	CT didn't update to reflect that traveler corrected no-cost error	
	AO Repaid	AO accepted pecuniary liability and repaid debt	
	On Hold	Stops reminder emails (e.g., deployed traveler)	
	No Error	CT incorrectly flagged an error; traveler followed all policies	

25

Explain:

You can track the progress of a Compliance Tool error and, by extension, the record, by looking at the error status.

1 We've bucketed the error statuses to make things easier to follow:

- **Yellow** indicate that the traveler or AO still need to update the voucher or repay a debt associated with the error.
- **Green** indicate that no further action is required by the traveler or AO and that all debts have been repaid or waived.
- **Gray** are manual statuses that you can apply in troubleshooting situations; I'll cover these in greater detail in a few slides.

2

3 When a record is first created, the Compliance Tool automatically sets the status of an error to **Pending**; from there, after the traveler amends the voucher to remove the error and the AO approves the amendment, the Compliance Tool automatically updates the status to correspond with the debt repayment process.

4

5 For example, when the AO approves the amendment, but the traveler has not begun repaying their debt, the Compliance Tool updates the error status to **Awaiting Collection**.

6 **On Hold** - status is now for DTMO use only, so CTA's are not to use this status.
For more information on each consult the Compliance Tool User Guide.

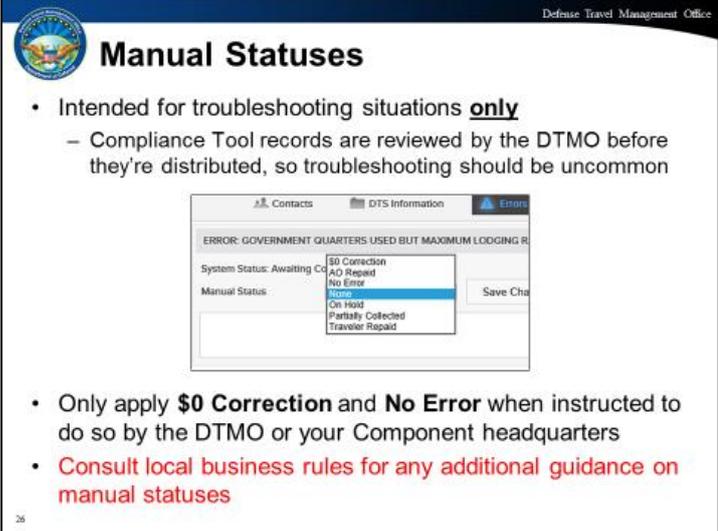
ADVANCE TO NEXT SLIDE



Display:



Slide 25: Manual Statuses



The screenshot shows a slide titled "Manual Statuses" with the following content:

- Intended for troubleshooting situations **only**
 - Compliance Tool records are reviewed by the DTMO before they're distributed, so troubleshooting should be uncommon

(Screenshot of a web form showing a dropdown menu for Manual Status with options: \$0 Correction, AO Report, No Error, None, On Hold, Partially Collected, Traveler Repaid)

- Only apply **\$0 Correction** and **No Error** when instructed to do so by the DTMO or your Component headquarters
- Consult local business rules for any additional guidance on manual statuses

Explain:

- ★

*In troubleshooting situations, you may have to use the **Manual Status** drop-down to work errors that weren't resolved automatically.*
- ★

Since the DTMO reviews all Compliance Tool records before posting them for your action, you shouldn't have to use manual statuses or perform troubleshooting very often.
- ★

In general, manual statuses are your way of telling the Compliance Tool that the traveler is no longer be responsible for correcting the error or repaying the debt.
- ★

*There are no hard stops preventing you from applying a manual status; in particular, do not apply the **\$0 Correction** or **No Error** statuses unless instructed to do so by the DTMO or your Component headquarters.*
- Because of the potential for misuse – and because manual statuses are closely monitored by your Component headquarters – check to see whether your organization or Component has any additional guidance about manual statuses.*

ADVANCE TO NEXT SLIDE



Display:

Slide 26: CT Report

CT Report

Defense Travel Management Office

- Identify search criteria on Generate Reports screen

- CT exports data into Microsoft Excel / CSV file
- Report contains every item from CT record

26

Explain:

As I mentioned earlier, you may need to run reports as part of your CTA responsibilities.

*In reality, whenever you use the **Generate Reports** feature, you're running a report of your Compliance Tool records.*

However, if you want to extract Compliance Tool data into a format that's easier to work with, the Compliance Tool allows you to export your search results.

- ★ *Begin by identifying your search criteria on the Generate Reports filter screen; once the Compliance Tool retrieves your search results, select the Create Excel/CSV File button to export the results into a Microsoft Excel file.*
- ★ *The benefit of this feature is that it pulls every detail from the record, including the error name, error costs, the age of the record, and comments that you entered on the record, to name a few.*

And, because the report displays in Microsoft Excel, you can use standard Excel functions to sort, calculate, and present the data in a format that works best for you or your leadership.

ADVANCE TO NEXT SLIDE



Display:



Slide 27: My Working List

Defense Travel Management Office



My Working List

- Helps locate records that require more attention
- Selecting a record provides same functionality as Generate Reports (e.g., DTS info, Notes)

My Working List P Home Search Settings DTS Power

Displaying 5 bookmarks Create Export CSV File

Status	Age	TASKID	DTS Org	People	Errors	Error Amt
Closed	days	F22003	DFORG2	TRAV Deamer, B. AD Marlow, S.	2	\$0.00
Open	days	F23005	DFORG2	TRAV Becton, N. AD Deamer, B. NCEA Becton, N.	3	\$784.00
Open	days	F23702	DFORG2	TRAV Palmer, V. AD Marlow, S.	3	\$200.00

26

Explain:

*The **My Working List** section is the repository of Compliance Tool records that you have labelled as favorites.*

*As I showed you earlier, you add a record to your **My Working List** section by selecting the bookmark icon within the record details.*

★ *This feature makes it easier to retrieve records that require more frequent attention.*

★ *You access **My Working List** from the Compliance Tool home or using the shortcut toolbar in the upper-right corner of the screen.*

*The records in **My Working List** display in the same format as those in **Generate Reports**.*

*And, just like **Generate Reports**, selecting a record displays its details.*

ADVANCE TO NEXT SLIDE



Granting Access to the Compliance Tool

Display:

	Slide 28: Admin Access - Overview
<p>Admin Access – Overview</p> <p>Follow your local procedures about granting access</p> <ul style="list-style-type: none">• Records tied to a DTS organization<ul style="list-style-type: none">– CT access includes access to any suborg records• CT access independent of DTS org access<ul style="list-style-type: none">– E.g., DTA that has DTS org access to DD14 not automatically given access to DD14's CT records• Two types of CTA access:<ul style="list-style-type: none">– Granting privileges for one or more orgs– No granting privileges <p>27</p>	

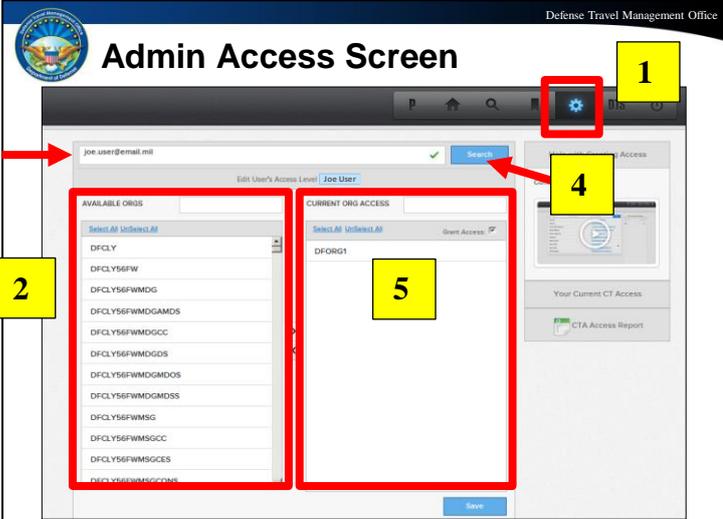
Explain:

	<p><i>Compliance Tool access is granted by one CTA to another following their Component's standard procedures.</i></p> <p>★ <i>To grant access to the Compliance Tool, first determine which organization and sub-organization's records the new CTA will need to access.</i></p> <p>★ <i>Records are displayed by organization, but Compliance Tool access is independent of DTS organization access.</i></p> <p><i>In other words, having DTS organization access does not automatically provide Compliance Tool access.</i></p> <p>★ <i>Once you have determined which records a new CTA needs to access, there are two types of Compliance Tool access.</i></p> <p><i>The first type of access allows a CTA to work with an organization's records, while also having the ability to grant access to others; the second type of access allows a CTA only to work with records.</i></p>
--	--

ADVANCE TO NEXT SLIDE

Display:


Slide 29: Admin Access Screen



Explain:

- | | |
|---|---|
| 1 | <i>Here's a look at the Admin Access screen.</i> |
| 2 | <i>You can see the organizations' records to which you have access by selecting Your Current CT Access.</i> |
| 3 | <i>To get started in granting access to another user, you must have the email address that the person uses to log into the DTMO Passport.</i> |
| 4 | <i>After entering the person's email address, select Search.</i> |
| 5 | <i>The Current Org Access column displays the organizations to which the selected user has access.</i> |

ADVANCE TO NEXT SLIDE



Display:

Slide 30: Granting Access

Explain:

- 1 *In this example, Joe User only has access to the DFORG1's records in the Compliance Tool, based on the **Current Org Access** column.*
- 2 *To grant him access to the Compliance Tool records of DFCLY and all of its suborganizations, select the organization name from the list, followed by*
- 3 *the arrow icon.*
*This adds the organization name to the **Current Org Access** column.*
As I mentioned earlier, there are two types of CTAs – users that can grant access to others and users that cannot.
- 4 *If Joe User should have the ability to grant Compliance Tool access to others, check the **Grant Access** box on the right.*
- 5 *To save the changes, select the **Save** button.*

ADVANCE TO NEXT SLIDE

Display:



Slide 31: Granting Access



Explain:

- | | |
|----------|--|
| 1 | <i>The Current Org Access column shows the name of the highest organization to which Joe User now has access.</i> |
| 2 | <i>The organizations' records to which have granted Joe User access will display as Granted under the Available Orgs column.</i> |
| 3 | <i>Use the CTA Access Report on the right side of the screen to track who has access to the organizations in your hierarchy.</i> |

ADVANCE TO NEXT SLIDE



Conclusion/Additional Training Resources

Display:

	Slide 32: Class Summary
<div data-bbox="453 495 1177 1025"><p style="text-align: right;">Defense Travel Management Office</p><h3> Class Summary</h3><ul style="list-style-type: none">• Travel Policy Compliance Program is mandated by Congress & OUSD (Comptroller)• Compliance Tool will:<ul style="list-style-type: none">– Identify any vouchers with potential errors– Create a record to outline any errors– Notify traveler via email to amend voucher– Update the record based on actions taken in DTS• CTAs should:<ul style="list-style-type: none">– Consult their Component policy on CT usage– Ensure that errors are corrected in a timely manner– Grant access to others, when directed<p style="text-align: left; font-size: small;">32</p></div>	

Explain:

	<p><i>We hope that today's class has provided you with a good introduction to the DoD Travel Policy Compliance Program and prepares you for using the Compliance Tool at your site.</i></p>
	<p><i>The intent of the Travel Policy Compliance Program is not only to abide by the law outlined in the NDAA of 2012 and the direction of the USD (Comptroller), but also to ensure that DoD travelers are properly paid for official travel.</i></p>
	<p><i>The Compliance Tool is responsible for querying DTS vouchers for specific policy items; if the Compliance Tool identifies a voucher with items contrary to policy, it creates a record, notifies the traveler, AO, and NDEA, and automatically updates the record throughout the amendment and debt management processes.</i></p>
	<p><i>Compliance Tool Administrators work with the Compliance Tool in accordance with their Component's local business rules, to include running reports, ensuring errors are resolved in a timely manner, and (for some) granting other CTAs access to the Tool.</i></p>

ADVANCE TO NEXT SLIDE



Display:

	Slide 33: Additional Resources
<div style="text-align: right; font-size: small;">Defense Travel Management Office</div> <div style="text-align: center;">Additional Resources</div> <ul style="list-style-type: none">• Travel Policy Compliance Tool User Guide<ul style="list-style-type: none">– Provides step-by-step guidance and best practices– Identifies latest Compliance Tool queries– Available on DTMO website• Web-based training modules<ul style="list-style-type: none">– JTR Modules A & B– Itinerary Changes– TDY Travel Policies 101• Information Paper: Making Changes to DTS Documents <p style="text-align: center; font-size: x-small;">34</p>	

Explain:

<p>★</p> <p>★</p> <p>★</p> <p>★</p>	<p><i>If you or the personnel you support are interested in additional training on travel policy or travel document amendments, DTMO offers several resources.</i></p> <p><i>The Travel Policy Compliance Tool User Guide is a great resource on how to use the Compliance Tool and to see a table of the latest policy items within the Compliance Tool’s scope of review.</i></p> <p><i>A copy of the User Guide is available on the DTMO website and was accessible via the URL I posted earlier in class via the chat pod.</i></p> <p><i>Our distance learning webinars are taught in the same manner as today’s class, allowing students to ask questions.</i></p> <p><i>Our web-based training modules are self-paced and include interactive exercises.</i></p> <p><i>Finally, the Making Changes to DTS Documents information paper will coach your affected travelers on how to update a voucher flagged by the Compliance Tool; you can locate this helpful resource on the DTMO website.</i></p>
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ADVANCE TO NEXT SLIDE



Display:

	Slide 34: Class Closing
<p>CREDIT FOR CLASS ATTENDANCE:</p> <p>Be sure to enter "LEAVING" in chat box.....</p> <ul style="list-style-type: none">o To receive class credit, you must:<ol style="list-style-type: none">1. Be registered for this class in TraX2. Enter "Present" at start3. Be in class the majority of class time4. Enter "Leaving" before exitingo Credit available in TraX 3-5 days after classo Go to TraX > Training > Completed > Print Certificate <p>Please complete a Class Evaluation:</p> <ul style="list-style-type: none">o Evaluation link is in chat box; <i>copy/paste to a browser</i> <p>Class Script - Instructor Guide being posted now:</p> <ul style="list-style-type: none">o When slide changes; go to lower left corner; click second icon (black arrow)o Click GUIDE or SLIDES; click download for local use; may be edited.	

Explain:

The link to our class evaluation is being posted into the chat box now; please copy and paste it into a browser; your comments are important; we hope you will take the time to give us some feedback.

In just a second the presentation screen will change and you'll see a copy of the Instructor Guide for this class; if you would like a copy, go to the lower left corner of the presentation box and select the black arrow.

Certificates appear in TraX 3-5 days after class in Training > Completed.

To receive credit for any of our distance learning classes you must register for class in TraX, you must enter the word "Present" at the start of class and you must enter the word "Leaving" at the end of class; the time between those stamps must equal the majority of class teaching time.

This concludes our class; to receive your end of class time stamp, go to the chat box now and type the word: Leaving.

Thank you for coming, and be sure to download our class materials; we when we leave the room, you will be pushed out with no way to return.