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Chapter 1: Introduction

This guide’s purpose is to provide direction for administrators of the Travel Policy Compliance Tool, known as Compliance Tool Administrators (CTAs). The regulations and publications listed below are references for travel policy, Defense Travel System (DTS) usage, and DoD financial procedures.

- **Joint Travel Regulations (JTR)**  
- **DoD Financial Management Regulation (DoD FMR) (DoD 7000.14-R)**  
  [http://comptroller.defense.gov/fmr](http://comptroller.defense.gov/fmr)
- **DoD Guidebook for Miscellaneous Payments**  
- **DTS Financial Field Procedures Guide**  
- **DTS Guides 1-5**  
  [https://www.defensetravel.dod.mil/site/trainingRef.cfm](https://www.defensetravel.dod.mil/site/trainingRef.cfm)
- **Defense Travel Administrator’s (DTA) Manual**  
- **Guide for Managing Travel-Incurred Debt**  


In this guide, all instances of the terms “Compliance Tool” and “CT” refer to the Travel Policy Compliance Tool.

This guide’s intended audience is CTAs. Throughout this guide, “you” indicates a CTA action.

- The arrows and italicized text indicate areas where local business processes should be inserted.
Chapter 2: Background

2.1 Congressional Mandate
In the National Defense Authorization Act (NDAA) for Fiscal Year 2012, Congress directed the Secretary of Defense to establish a program that enforces travel policy compliance and minimizes improper travel claims. Accordingly, the Defense Travel Management Office (DTMO) implemented the Travel Policy Compliance Program on behalf of the Department.

2.2 Travel Policy Compliance Tool
In keeping with the intent of the NDAA, the DTMO develops and maintains functional oversight of the Compliance Tool. The Compliance Tool is an enterprise-level tool that reviews all Defense Travel System (DTS) vouchers for adherence to DoD travel policy. Under Secretary of Defense (Comptroller) guidance requires that each DoD Component be responsible for administering the Compliance Tool and developing any policies or standard procedures regarding Compliance Tool administration.

Given the breadth of DoD travel policy defined in the JTR, DoD FMR, and Component or organization travel policies, the Compliance Tool cannot ensure adherence to every travel policy requirement. Instead, the Compliance Tool targets adherence to specific policies. Based on Component input and data trends, the Compliance Tool will incrementally expand its scope to identify more and more DTS improper payments. For a listing of the latest queries used in the Compliance Tool, see Appendix A of this guide.

The Travel Policy Compliance Program is not an official DTS voucher audit. Therefore, the Compliance Tool does not replace or override any existing audit procedures, such as Defense Finance and Accounting Service (DFAS) Post-pay Audits or any locally-mandated DTS voucher audits.

2.3 Compliance Tool Lifecycle
The Compliance Tool reviews approved DTS vouchers twice-weekly and checks them for policy compliance. If a query identifies an improper payment, the Compliance Tool opens a record to document the potential error and then emails the traveler and the Authorizing Official (AO) that approved the DTS voucher. If a Non-DTS Entry Agent (NDEA) submitted the voucher on behalf of the traveler, the Compliance Tool will also email the NDEA.

The traveler is responsible for amending the voucher to remove any improper payments unless the error is $10.00 or less or an administrative error. The traveler can either amend the voucher themselves or ask a NDEA to do so for them. After the AO approves the amended voucher, the traveler is responsible for repaying the Government for any overpayment.

As the traveler, the NDEA, and the AO process the voucher amendment, the Compliance Tool automatically updates the associated record. Once the voucher complies with policies and all associated debts are satisfied, the Compliance Tool closes the record.
Figure 2-1 – Summary of Compliance Tool Lifecycle
Chapter 3: Compliance Tool Administrator

3.1 Appointment
Each Component must establish its own procedures for appointing CTAs, and may delegate this responsibility to individual organizations.

- Check with your Component for specific CTA appointment requirements.

The CTA role is not linked to a particular DTS role. For example, a CTA is not required to be a Defense Travel Administrator (DTA) or a Debt Management Monitor (DMM). Likewise, not every DTA needs to be a CTA.

The Compliance Tool does not permit CTAs to certify payments on behalf of the Government; therefore, CTAs are not AOs and should not be appointed on DD Form 577. DoD regulations do not prohibit contractor personnel from serving as CTAs.

3.2 Responsibilities
In general, CTAs are responsible for:

- Looking up Compliance Tool records belonging to their organization and any sub-organizations to:
  - Examine them for accuracy.
  - Ensure that travelers, NDEAs, and AOs are correcting vouchers in a timely manner.
  - Troubleshoot false-positives. A false-positive is a record the Compliance Tool incorrectly identified as an error.
    - If a record contains a false-positive, consult your Service or Agency Headquarters level CTA for them to take appropriate action.
- If authorized, granting administrator privileges to other personnel.
  - You should consult your Component guidance before granting access to another person, and only grant Compliance Tool access to qualified personnel.

3.3 Knowledge Levels
CTAs should have a strong knowledge of DoD travel and finance policy (e.g., the JTR, the DoD FMR, and Component-specific regulations) and DTS functionality. Recommended knowledge includes, but is not limited to:

- How to locate travel policies in the JTR and the DoD FMR.
- How to amend vouchers.
- How vouchers route for review and approval.
- How the debt management lifecycle works.
  - Debt management procedures vary by organization.

3.4 Compliance Tool Access
There are two types of Compliance Tool access:

1) Access to Compliance Tool records only, with the ability to Read or Write.
2) Access to Compliance Tool records and the ability to grant Compliance Tool access to others, with the ability to Read or Write

See Section 8.1 for information on granting access to other people.
Chapter 4: Navigating the Compliance Tool

4.1 Accessing the Compliance Tool
You access the Compliance Tool through the DTMO Passport – the same web portal used for accessing Travel Explorer (TraX).

After logging into the DTMO Passport, select the Compliance Tool button on the Passport Access screen (Figure 4-1).

4.2 Basic Navigation of the Compliance Tool
In addition to displaying several graphics that show how much money the Compliance Tool has helped your organization recover, the Compliance Tool home screen offers three navigation links and three shortcuts. The shortcuts take you to the Compliance Tool Home screen, DTS, and Passport (Figure 4-2). The navigation links are:

- **Record Lookup** – where you retrieve the Compliance Tool records belonging to your organization.
- **Admin** – where you grant Compliance Tool access to others.
- **Reports** – where you can find a report on the total number of errors and total balance of errors for your organization.
Chapter 5: Working a Compliance Tool Record

Every Compliance Tool screen displays these same shortcuts and navigation options (Figure 4-3).

4.3 Record Lookup
The Record Lookup section is where you search for and retrieve Compliance Tool records for your organization.

4.3.1 Record Lookup Search Criteria
You can search for records using the following search criteria (Figure 4-4):

- **DTS TANUM** – allows you to search for a record associated with a specific voucher. A Travel Authorization Number (TANUM) is a unique identifier...
Chapter 5: Working a Compliance Tool Record

assigned by DTS when the AO approves a travel document.

- **Total Error $ Range** – allows you to search for records associated with a total error amount.
- **Record Status** – allows you to search for records based on the status of the record (i.e., Open, Closed, $10 or Less).
- **Error Status (System)** – allows you to search for records based on a status that was automatically applied by the CT to one or more errors in a record. See Appendix B for a detailed description of each error status.
- **Error Status (Manual)** – allows you to search for records based on a status a CTA applied manually to one or more errors in a record. See Appendix B for a detailed description of each error status.
- **CT Error** – allows you to search for records containing one or more potential error types. See Appendix A for the latest list of errors identified by the Compliance Tool.
- **DTS Org** – allows you to search for records associated with a specific DTS organization.
- **Fiscal Year** – allows you to search for records associated to a specific fiscal year.
- **Create Date Range** – allows you to search for records that contain errors identified during the date range you specify.
- **Traveler / NDEA / Authorizing Official Name** – allows you to search for records based on the personnel associated with the voucher.

After entering your search criteria, select the **View Results** button.

To look up all your organization’s records, leave all search criteria blank and select the **View Results** button. This type of search will find all records, regardless of age, error type, or record status.
Chapter 5: Working a Compliance Tool Record

4.3.2 Record Lookup Search Results

The Compliance Tool displays records that meet the criteria identified in your search (Figure 4-5). Results display high-level details about each record. To view a record’s details, use your mouse to select the edit pencil icon.

Figure 4-4 – Generate Reports Search Filters

Figure 4-5 – Generate Reports Search Results

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This document is controlled and maintained on the www.defensetravel.dod.mil website. Printed copies may be obsolete. Please check revision currency on the web prior to use.
4.3.3 Exporting Record Lookup Search Results
You can easily export your search results into a .csv file, which is compatible with Microsoft Excel and many similar programs. Exporting data into a .csv file allows you to organize and analyze the data using standard spreadsheet tools.

To export your search results, select the Download CSV File button (Figure 4-6).

Figure 4-6 – Generate Report Search Results – Detail on Download CSV File Button

The exported file includes every detail of every record in your search results.

4.3.4 Record Details
You can view the details of a record by selecting the record from your Record Lookup search results screen.

The page displays the status of the record (e.g., Open or Closed), the TANUM associated to the record, a Back button to close the pop-up and return to your search results, and much more (Figure 4-7).

Most record details appear under four headers (the icons provide a reference that corresponds with their positions in Figure 4-7):

Errors ❶ – Displays the errors contained in the voucher by type (e.g., Excess Lodging), along with the amount and status of each error. In addition, for any error you can enter or view comments, adjust the error amounts, use the Manual Status drop-down to override the system status, and enter a Manual Increase or Manual Decrease to the error amount.

DTS Information ❷ – Displays information specific to the voucher, including the TANUM, the DTS travel document name, the trip locations, the trip dates, and the voucher status.

Contacts ❸ – Displays the contact information of the traveler, the AO that approved the voucher, and (if applicable) the NDEA that submitted the voucher for the traveler. The Compliance Tool extracts the contact information from each individual’s DTS personal profile.

Record Notes ❹ – Displays the age of the record, the email history (including dates of initial and latest emails), and a text field to enter general comments about the record.
4.4 Admin Access

Use this screen to view your own Compliance Tool access and the access of other CTAs access in your organization. If you have the proper authorization, you can also grant access to other CTAs.

You can view a list of the organizations to which someone (including you) has Compliance Tool access by entering their TraX login email address in the Enter User Name field and selecting the Search button on the Admin Access screen (Figure 4-11).

For more information on granting/removing Compliance Tool access, see Chapter 8.
Chapter 5: Working a Compliance Tool Record

5.1 Overview
To supplement the automatic features of the Compliance Tool, you must manually perform certain Compliance Tool tasks. This section covers the process of how to work a record.

➤ Your Component may require actions beyond what is covered in this section or may recommend an alternate method of working records. Consult your Component guidance.

5.2 Locating a Record
In order to work a record, you first need to access it. Here’s how:

1) Go to the Record Lookup screen (Figure 4-4).

2) Use filters to narrow your search results (optional).

3) Select View Results.

4) Select the record you need to work (Figure 4-5).

5.3 Records Labelled $10.00 or Less
If the traveler’s voucher errors total $10.00 or less, the traveler does not have to amend it. The DoD FMR does not require DoD to collect debts that are $10.00 or less.

The traveler, AO, and NDEA will receive an email notifying them of the error on the voucher, but that they do not need to amend the voucher.

You are not required to take action on any record labelled $10 or Less, but these records will display on reports for documentation purposes.

5.4 Working an Open Record
You are responsible for tracking your organization’s open records to ensure they are closed in a timely fashion.

Compliance Tool records automatically update to reflect voucher amendments and debt repayments. For more information on best practices and troubleshooting, see Chapter 7.

➤ Your Component may have administrative procedures that supplement the automatic updates performed by the Compliance Tool. Consult your Component guidance for more information.
5.5 Applying Manual Statuses

You may have to apply a manual status to override the status the Compliance Tool automatically assigned (Figure 5-3).

- Manual statuses are available to all CTAs, but there are certain statuses you may not apply without specific authorization. Also, your Component may have an operational policy limiting who should apply them. Consult your Component guidance for more information.

The following manual statuses are available on a drop-down menu. The list below provides a description and an indication of when you should apply each one:

- **$0 Correction** – this manual status indicates that the traveler corrected their voucher, which eliminated all overpayments.
  - **When do I apply it to an error?** Only apply this status when your Service or Agency Headquarters level CTA or the DTMO directs you to do so. Refer to your Service or Agency policies for additional guidance about when to apply this status.

- **AO Repaid** – this manual status indicates that the AO repaid the travel debt themselves.
  - **When do I apply it to an error?** Apply this status when the AO repaid a travel debt
themselves. When you apply this status, be sure to include the debt repayment details in the Comments field.

- **No Error** – this manual status indicates that the Compliance Tool mistakenly identified the item as an error (also known as a false-positive).
  - *When do I apply it to an error?* Unless you are the Service or Agency Headquarters level CTA for your Component or work at the DTMO, you must never apply this status to an error.
  - If you do, your Service or Agency Headquarters will take corrective action for a first-time offense. If you apply the No Error status a second time, your Service or Agency Headquarters will revoke your Compliance Tool access and may take additional disciplinary measures.

- **None** – this manual status removes the most recently applied manual status and restores the automatic system status.
  - *When do I apply it to an error?* Apply this status when you want to remove a manual status.

- **On Hold – For DTMO-USE Only. Do not use this manual status.**
  - *When do I apply it to an error?* Unless you are the Service or Agency Headquarters level CTA for your Component or work at the DTMO, you must never apply this status to an error.

- **Partially Collected** – this manual status indicates that the traveler partially repaid the debt associated with the error.
  - *When do I apply it to an error?* Apply this status after you confirm that the traveler partially satisfied their travel debt and the Compliance Tool failed to automatically record the partial repayment. Check with your organization’s DMM to identify a manual debt collection. When you apply this status, include the debt repayment details in the Comments field.
    - Do NOT apply the Partially Collected status when the system status is Partially Collected (Auto).

- **Traveler Repaid** – this manual status indicates that the traveler repaid the full amount of the travel debt.
  - *When do I apply it to an error?* Apply this status after you confirm that the traveler satisfied the debt and the Compliance Tool did not automatically record the repayment. Check with your organization’s DMM to identify a manual debt collection. When you apply this status, include the debt repayment details in the Comments field.
  - Do NOT apply the Traveler Repaid status when:
    - The system status is Collected.
    - The traveler has only repaid a portion of the debt.
      - For partial payments, apply the Partially Collected status (see above for more details).
Chapter 6: Debt Management

6.1 Debt Management and the Compliance Tool
The Compliance Tool only identifies improper travel payments. It does not establish a debt to the Government. A traveler does not owe the Government a debt until they amend the voucher and correct the error. Because a record will not close until the traveler satisfies the debt, you should have a general knowledge of debt management processes.

➤ Many debt management procedures are governed by Component procedures. You should consult all applicable Component procedures for guidance.

6.2 Travel Debts of $10.00 or Less
In accordance with the DoD FMR, DoD is not required to collect overpayments of $10.00 or less; therefore, the Compliance Tool does not require a traveler to amend the voucher if the record identifies one or more errors that total $10.00 or less.

For more information about records of $10.00 or less, refer to Section 5.3 of this guide.

6.3 Travel Debts Greater than $10.00
A traveler whose DTS voucher contains errors that total more than $10.00 must amend the voucher and satisfy all associated debts.

After the traveler or NDEA amends the voucher and the AO approves the amendment, if the voucher’s status changes to DUE US, the Compliance Tool updates the error status from Pending to Awaiting Collection. After the traveler satisfies the debt, the Compliance Tool records the debt repayment and updates the Compliance Tool error status accordingly.

The debt management process for vouchers identified by the Compliance Tool is the same as other vouchers with travel-related debt. For information on debt management, including guidance on how to track travel-related debt in DTS, consult the Guide for Managing Travel- Incurred Debt.

For information on the debt management process from the perspective of a traveler, consult the Understanding a Travel Debt information paper.
Chapter 7: Compliance Tool Best Practices and Troubleshooting

7.1 How Often to Look Up Compliance Tool Records

You should look up your organization’s Compliance Tool records as frequently as necessary to identify and respond to errors in a timely manner.

CTAs do not receive emails when the Compliance Tool creates or updates a record; therefore, the only way to oversee your organization’s Compliance Tool records is to regularly consult the Compliance Tool. If your organization has many travelers or travels frequently, you should consult the Compliance Tool weekly to identify new records and track the status of pending records. If your organization has few travelers and travels infrequently, a monthly review of your organization’s records may be sufficient. Your local needs will dictate how often you review your Compliance Tool records.

➢ Your Component may require that you review your Compliance Tool records within a specified time-frame.

7.2 Compliance Tool Email Notifications

The Compliance Tool email notifications provide valuable information to the traveler, AO, and NDEA (Figure 7-1).

---

Subject: FOOU: DoD Travel Compliance - Initial Notification TANUM 21TDY1

**Do not reply to this e-mail**

JOE USER:

A DTS travel voucher you submitted has a potential error.

Travel Authorization Number (TANUM) 21TDY1, approved on 05/25/2021 had the following potential error(s): DUPLICATE RENTAL VEHICLE for a total error of $347.82.

You (or the NDEA, when applicable) must amend the travel voucher in DTS to correct the error within 15 days of this notice per USD(C) memo dated Oct 7 2016. Once your amended voucher is approved, you will receive an email with instructions for making a payment to settle the debt (if a debt is incurred as a result of the correction). Your approving official has been notified by email of the potential error. For assistance, contact your approving official WILLIAM.C.EXAMPLE at WILIIAM.C.EXAMPLE@MAIL.MIL or 703-123-4567.

** For assistance please find your Defense Travel Administrator (DTA)/Helpdesk information using the lookup tool on the following link http://www.defensetravel.dod.mil/site/localSupport.cfm.

Potential error: DUPLICATE RENTAL VEHICLE Estimated amount: $347.82

It appears that the rental vehicle claimed on the voucher was reimbursed twice or was overstated. This error typically occurs when:

1) The traveler made a rental vehicle reservation in DTS, and manually entered an additional rental car expense.
2) The amount the traveler actually paid to the rental vehicle vendor was less than what was claimed on the voucher.

Note: rental agreements, estimated expense "receipts", and credit card statements are not valid receipts. Only a final, itemized receipt showing the actual return date/time (not the “Due in” date/time) and final charges is a valid receipt.

For additional information on DoD’s Travel Policy Compliance Program, please refer to: http://www.defensetravel.dod.mil/site/compliance.cfm.

This email is sent as part of DoD’s Travel Policy Compliance Program, established 1AW 37 U.S.C. § 463. Privacy Act – 1974 as Amended applies – This E-mail contains personal information and it must be protected IAW DoD 5400.11-R and it is For Official Use Only (FOOU).

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Figure 7-1 – Sample Compliance Tool Email (for travelers)
Appendix A: Compliance Tool Queries

You should encourage impacted individuals to closely read all Compliance Tool emails. Compliance Tool emails provide detailed instructions to the traveler or NDEA on how to amend the voucher.

If a Compliance Tool record is not closed within 15 days, the traveler, AO, and NDEA will receive a reminder email. They will continue to receive reminder emails every 15 days until the record is closed.

7.3 Compliance Tool Misidentified an Expense as an Error

The Compliance Tool compiles and cross-references a variety of data sources before classifying an expense as an error; however, it is possible for the Compliance Tool to mistakenly identify a policy-compliant travel expense as an error. This is known as a false-positive.

If you think that an error is a false-positive, first validate and document that the traveler acted in compliance with policy. Review the traveler’s voucher to closely examine the expense and associated documentation. Communicate with the traveler and the AO to gain any necessary background information about the expense.

If you determine that the traveler acted in compliance with policy:

- Notify your Service or Agency Headquarters level CTA.
- Do not use the Manual Status drop-down to change the error status to No Error unless your Service or Agency Headquarters level CTA or the DTMO instructs you to do so (see Section 5.5).

7.4 Records Belonging to Travelers Who Left Your DTS Organization

Because the Compliance Tool identifies errors weekly, it is unlikely that the traveler will have left your organization before the Compliance Tool detects the error. If it does happen though, please note that AOs are pecuniarily liable for improper payments on vouchers that they certify. If the debt cannot be collected from a traveler who has already left your organization, the AO who certified the voucher is liable to repay the debt.

There are several reasons the Compliance Tool may identify an error associated with a traveler who is no longer in your DTS organization, including (but not limited to):

- The traveler filed the voucher shortly before performing a permanent change of station or separating from Government service.
- The traveler was TDY en-route to a new duty station.
- The traveler filed a voucher in a previous fiscal year and a newly implemented Compliance Tool query identified a high dollar-value error (see Section 7.7).

7.4.1 Traveler Who Performed a Permanent Change of Station

You have two ways to work a record belonging to a traveler who has performed a permanent change of station:

1) Ask the traveler to amend the voucher. After the traveler amends the voucher, they must repay all associated debts.

If the traveler refuses to amend the voucher, escalate the matter to your
Component representative. The Component Representative will work with the DTMO and DoD Inspector General (DoD IG) to ensure that the situation is handled correctly.

2) Ask a DTA in your organization to add the traveler to a DTS group owned by your organization, then have a NDEA amend the voucher for the traveler.

   o For information on DTS groups, see the **DTA Manual, Chapter 6**.

### 7.4.2 Traveler Who Separated from Government Service

If you have a record belonging to a traveler who separated from Government service (e.g., retired), you have two options to work the record:

1) Pursue debt collection from the traveler.

   o Have a DTA in your organization add the traveler to one of your organization’s DTS groups.
     
       ▪ **Note**: If the traveler’s profile was deleted, your DTA will need to re-create the traveler’s profile.
   
   o Have a NDEA amend the voucher.
   
   o Have an AO certify the voucher.
   
   o The Compliance Tool updates the record to reflect that the traveler’s debt has been written off or transferred for collection.
     
       ▪ If the traveler’s debt is less than $225, collection from the traveler and AO has been attempted but the debt cannot be collected from the traveler or AO, the debt may get written off. In this situation, the Compliance Tool automatically updates the error status to **Write-Off**.
       
       ▪ If the traveler’s debt is $225 or more, collection from the traveler and AO has been attempted but the debt cannot be collected from the AO, the debt may be referred for collection through a Treasury offset. In this situation, the Compliance Tool automatically updates the error status to **Out of Service**.

2) Collect the debt from the AO, as they are jointly and severally liable for repaying improper payments on vouchers that they certify if the traveler does not.

   o An AO may request relief from the liability.
   
   o After the AO satisfies the debt, apply the **AO Repaid** manual status (see Section 5.5 for more information).

### 7.5 Records with Cross-Organizational Funding

If the Compliance Tool discovers an improper payment made to a traveler whose trip was paid with **cross-organizational funding**, the Compliance Tool assigns that record to the traveler’s organization – not the funding organization.

Here are the general procedures for handling records containing a cross-organizational funding:
1) The traveler and the AO both belong to another organization:
   - Take no action in the Compliance Tool.
   - You (or another person) in your organization may receive a courtesy notification from the other organization.

2) The traveler belongs to another organization, but the AO belongs to your organization:
   - Your AO will receive an initial email from the Compliance Tool. If they receive reminder emails from the Compliance Tool, they should contact the traveler, the traveler’s DTA, or both to remind them to amend the voucher. Please note that your organization has a financial interest in recovering the overpayment.
   - Take no action in the Compliance Tool.
   - If the traveler refuses to amend the voucher, escalate the matter to your Component representative. Your Component Representative will work with the DTMO and DoD IG to ensure that the situation is handled correctly.

3) The traveler belongs to your organization:
   - Notify the traveler, the AO, and the organization that owns the line of accounting (LOA).

7.6 Manually Decreasing the Error Amount

When a traveler combined a valid expense with an invalid expense, you must decrease the error amount in the record.

Example: A traveler had a multi-location TDY that included both CONUS and foreign OCONUS locations. The traveler claimed lodging tax on the voucher by combining CONUS and OCONUS lodging taxes into a single expense. This results in a Compliance Tool error of “Foreign OCONUS Lodging Tax.” Since the JTR allows a traveler to claim CONUS lodging tax separately, you should remove the cost of the CONUS lodging tax to correct the amount of the “Foreign OCONUS Lodging Tax” error.

Note: You must not manually decrease an error amount to reflect a partial payment by the traveler. The Compliance Tool automatically records the traveler’s partial repayment of a debt based on the appropriate entries in DTS. If DTS does not record the traveler’s partial repayment, use the process outlined in Section 5.5 for processing a manual partial collection.

Follow these steps to manually decrease an error amount (the icons provide a reference that corresponds with their positions in Figure 7-2):

- Validate that the traveler acted in compliance with policy.
- Identify the amount of the expense that the traveler claimed correctly.
- Enter the amount the traveler claimed correctly in the Manual Decrease field.
- Enter a comment explaining the situation.
- Select the Save Changes button.
Chapter 8: Granting and Removing Compliance Tool Access

8.1 Granting Access to Another Person

Compliance Tool access is granted via the Compliance Tool’s **Admin** menu. It is not granted via DTS.

- **Consult your Component guidance before granting Compliance Tool access.**

In order to grant Compliance Tool access to another person, another CTA must have given you the ability to grant access. If you need the ability to grant access, consult with your Lead CTA or Headquarters level CTA before trying to grant access to another CTA.

Granting Compliance Tool access to an organization also allows the person to view records belonging to all associated sub-organizations.

To grant Compliance Tool access to another person (the ❶ icons provide a reference that corresponds with their positions in *Figure 8-1*):

1) Select **Admin** on the navigation bar ❶ to open the **Admin Access** screen.

2) Enter the person’s DTMO Passport login email address in the **Enter User Name** field and select the **Search** button ❷. If you enter any other email address, the action will fail.

3) From the **Available Orgs** column (which displays the organizations to which you can grant Compliance Tool access), select one or more organizations to which the person needs Compliance Tool access ❸. You can only grant Compliance Tool access to the organizations to which you have access.

4) Select the > button ❹ to add the organization to the **Current Org Access** column (which already displays the organizations [if any] to which the person currently has Compliance Tool access).
Appendix A: Compliance Tool Queries

Tool access) and any other organization you’ve just added.

5) (OPTIONAL) To allow the person to grant Compliance Tool access to other people, check the Grant Access box ❶.
   • Note 1: Assumes that you have the ability to grant Compliance Tool access to others.
   • Note 2: Selecting Grant Access allows the person to grant privileges to other CTAs in any organization to which they have access.

6) Select Read or Write User Access Level and then select the Save Changes button ❶.
   • Note 1: Write grants the user the ability to view and edit records. Read only grants the ability to view records.

Note 2: The drop-down menu also contains a Super option, which grants super user privileges. This option is restricted to DTMO members. You should never select that option.

8.2 Removing Access from Another Person

CTAs with the ability to grant access can also remove Compliance Tool access from a person.

➢ Consult your Component guidance before removing Compliance Tool access.

1) To remove Compliance Tool access from another person (the icons provide a reference that corresponds with their positions in Figure 8-1): Select Admin on the navigation bar ❶.

Figure 8-1 – Admin Access Screen
Appendix A: Compliance Tool Queries

2) Enter the person’s DTMO Passport login email address in the open text field and select the Search button ❷. If you enter any other email address, the action will fail.

3) From the Current Org Access column, select the organizations to which the person should no longer have Compliance Tool access ❸.

4) Select the < button ❹.

5) Select the Save Changes button ❼.

Figure 8-2 – Admin Access Screen

8.3 CTA Access Report
The CTA Access Report provides a list of all the CTAs in your organizational hierarchy. The CTA Access Report is only available to CTAs that have the ability to grant access to others.
The report identifies each CTA’s:

- First name
- Last name
- Component affiliation
- DTMO Passport username
- Ability to grant access (known as “Admin” on the report)
- Main organization (i.e., the highest-level organization to which they have access)

Figure 8-3 – Admin Access Screen Detail – CTA Access Report Button
Appendix A: Compliance Tool Queries (A – Z)

Actual Government Lodging Cost Not Updated

Implemented in Compliance Tool: July 2013

What it means: The traveler went TDY to an installation and used Government quarters. By default, DTS populated the Government lodging rate on the Per Diem screen, but the actual Government lodging rate at the installation was less than $55.

The policy the traveler violated: JTR, par. 020301 – “The calculation of per diem allowances for each travel day is based on the actual amount paid for lodging, limited to the lodging portion of the locality per diem rate…”

Also, see JTR, 020303 regarding the use of Government quarters.

What the traveler should do: Amend the voucher using the following steps:

- Select **Per Diem** on the **Progress Bar**.
- Select **Adjust Per Diem Amounts**.
- Enter the date range for this lodging period.
- Enter the actual daily amount they paid for Government lodging in the **Lodging Cost** field.
- Select **Save Adjustments**.

CONUS Laundry

Implemented in Compliance Tool: September 2013

What it means: The traveler claimed reimbursement for laundry, dry cleaning, or both while TDY at a CONUS location.

The policy the traveler violated: JTR, par. 020304-E (Note) – “Laundry and dry-cleaning expenses are a personal expense and are not reimbursable as part of per diem, AEA, or a miscellaneous reimbursable expense within the CONUS.”

What the traveler should do: Amend the voucher using the following steps:

- Select **Expenses** on the **Progress Bar**.
- Remove the expense by selecting the options (three dots) icon next to the expense and Delete Expense from the drop-down menu.

Duplicate Lodging

Implemented in Compliance Tool: December 2012

What it means: The traveler was paid twice for the same room. This usually happens when a traveler makes hotel reservations in DTS, which automatically adds a per diem expense for lodging, then manually adds another lodging expense on the Enter Expenses screen. The query triggers when both lodging amounts have the same or a similar value.

The policy the traveler violated: JTR, par. 010302-A – “A traveler cannot be reimbursed more
than once for the same allowance or expense. ... The traveler must repay any such duplicate payments to the Government.”

**What the traveler should do:** Amend the voucher using the following steps:

- Select **Expenses** on the **Progress Bar**.
- Remove the extra lodging expense.
- Select **Per Diem** on the **Progress Bar**
- Select **Adjust Per Diem Amounts**.
- Enter the date range for this lodging period.
- Enter the actual daily amount paid for Government lodging in the **Lodging Cost** field.
- Select **Save Adjustments**.

**Duplicate Rental Vehicle**

**Implemented in Compliance Tool:** April 2015

**What it means:** The traveler was paid incorrectly for their rental vehicle. This query covers two types of improper rental vehicle payments:

- The traveler was paid twice for the same rental vehicle. This usually happens when a traveler makes rental car reservations in DTS, which automatically adds a rental car expense, then manually adds another rental car expense on the **Enter Expenses** screen.
- The traveler was overpaid because the rental vehicle costs claimed on the voucher was more than the amount they actually paid to the rental car vendor as reflected on their GTCC transaction.

**The policies the traveler violated:** JTR, par. 010302-A – “A traveler cannot be reimbursed more than once for the same allowance or expense. ... The traveler must repay any such duplicate payments to the Government.”

**What the traveler should do:** Amend the voucher using the following steps:

*If they were paid twice for the same rental vehicle:*

- Select **Expenses** on the **Progress Bar**.
- Remove the duplicate rental vehicle expense by selecting the options (three dots) icon next to the expense and **Delete Expense** from the drop-down menu.
- Select **Details** below the remaining rental vehicle expense and update the **Expense Amount** to match the amount paid per the itemized receipt (not the initial estimate on the rental vehicle agreement).

*If the rental vehicle cost less than what they claimed on the voucher:*

- Locate the rental vehicle expense on the **Enter Expenses** screen.
- Select **Details** below that expense and update the **Expense Amount** to reflect what they actually paid to the rental vehicle vendor.

**Excess Lodging**
**Implemented in Compliance Tool:** May 2013

**What it means:** The traveler was paid twice for the same room. This usually happens when a traveler makes hotel reservations in DTS, which automatically adds a per diem expense for lodging, then manually adds another lodging expense on the **Enter Expenses** screen. The query triggers when the two lodging amounts were different.

This query also covers a handful of irregular situations, including:

- A traveler shared a room with another official traveler, but did not split the cost (i.e., the traveler claimed the full amount of the room, rather than pro-rating the cost).
- A traveler paid for the room of another official traveler.
- A traveler was not authorized an Actual Expense Allowance (AEA) for lodging, but entered multiple lodging expenses that, when totaled, exceed the lodging per diem limit. For example, the lodging per diem limit is $77.00 and the room rate was $107.00, so the traveler claimed $77.00 for the lodging reservation and added an additional lodging expense of $30.00.
- A traveler whose itinerary is wrong and cannot enter lodging on the **Review Per Diem Amounts** screen.

**The policy the traveler violated:** JTR, par. 010302 – “A traveler cannot be reimbursed more than once for the same allowance or expense. ... The traveler must repay any such duplicate payments to the Government.”

**What the traveler should do:** Amend the voucher using the following steps:

- Select **Expenses** on the **Progress Bar**.
- Remove the extra lodging expense by selecting the options (three dots) icon next to the extra expense and **Delete Expense** from the drop-down menu.
- Select **Per Diem** on the **Progress Bar**.
- Select **Adjust Per Diem Amounts**.
- Enter the date range for this lodging period.
- Enter the actual daily amount they paid for lodging in the **Lodging Cost** field.
- Select **Save Adjustments**.

**Excess Lodging – Government Quarters**

**Implemented in Compliance Tool:** June 2013

**What it means:** This usually happens when a traveler went TDY to an installation and reserved Government quarters in DTS, which automatically added a per diem expense for lodging, then manually added a lodging expense on the **Enter Expenses** screen.

**The policy the traveler violated:** JTR, par. 010302 – “A traveler cannot be reimbursed more than once for the same allowance or expense. The traveler must repay any such duplicate payments to the Government.”

Also, see JTR, pars. 020303 for use of Government quarters.

**What the traveler should do:** Amend the voucher using the following steps:
Appendix A: Compliance Tool Queries

- Select Expenses on the Progress Bar.
- Remove the extra lodging expense by selecting the options (three dots) icon next to the extra expense and Delete Expense from the drop-down menu.
  - CONUS and Non-foreign OCONUS lodging tax must be claimed on the Enter Expenses screen.
- Select Per Diem on the Progress Bar.
- Select Adjust Per Diem Amounts.
- Enter the date range for this lodging period.
- Enter the actual daily amount they paid for lodging in the Lodging Cost field.
- Select Save Adjustments.

Foreign OCONUS Lodging Tax

Implemented in Compliance Tool: December 2012

What it means: The traveler was overpaid because they claimed foreign OCONUS lodging tax as an expense rather than combining it with the lodging cost on the Review Per Diem Amounts screen, and the total of the two expenses exceeded the lodging per diem limit.

The policy the traveler violated: JTR, par. 020303, Table 2-15 – “If a traveler is lodged in a foreign area OCONUS, the lodging tax is considered part of the lodging portion of per diem and is not separately reimbursable.”

What the traveler should do: Amend the voucher using the following steps:

- Select Expenses on the Progress Bar.
- Remove the foreign OCONUS lodging tax expense by selecting the options (three dots) icon next to that expense and Delete Expense from the drop-down menu.
- Select Per Diem on the Progress Bar.
- Select Adjust Per Diem Amounts.
- Enter the date range for this lodging period.
- Enter the actual daily amount they paid for lodging + tax in the Lodging Cost field.
- Select Save Adjustments.

Foreign OCONUS Lodging Tax (Admin Only)

Implemented in Compliance Tool: April 2013

What it means: The traveler claimed foreign OCONUS lodging tax as an expense rather than combining it with the lodging cost on the Review Per Diem Amounts screen, but they were not overpaid.

What the traveler should do: The traveler is not required to take action. Travelers should use this flag as a learning tool to prevent future occurrences.

Government Quarters Used but Maximum Lodging Rate Claimed

Implemented in Compliance Tool: January 2014
What it means: The traveler claimed the maximum locality lodging rate on the Review Per Diem Amounts screen, but actually stayed in Government quarters at a lower cost.

The policy the traveler violated: JTR, par. 020301 – “The calculation of per diem allowances for each travel day is based on the actual amount paid for lodging, limited to the lodging portion of the locality per diem rate...”

Also see JTR, par. 020303 regarding the use of Government quarters.

What the traveler should do: Amend the voucher using the following steps:

- Select Expenses on the Progress Bar.
- Remove the expense for lodging by selecting the options (three dots) icon next to that expense and Delete Expense from the drop-down menu.
  o (Exception: CONUS and non-foreign OCONUS lodging tax).
- Select Per Diem on the Progress Bar.
- Select Adjust Per Diem Amounts.
- Enter the date range for this lodging period.
- Enter the actual daily amount they paid for lodging in the Lodging Cost field.
- Select Save Adjustments.

Government Quarters Used but Maximum Lodging Rate Claimed (Extended)

Implemented in Compliance Tool: January 2015

This query is just a broader version of the above “Government Quarters Used but Maximum Lodging Rate Claimed.” There is no difference in actions taken and CTAs should use above guidance for reference.

OCONUS Laundry

Implemented in Compliance Tool: December 2012

What it means: The traveler claimed reimbursement for laundry, dry cleaning, or both while TDY at an OCONUS location.

The policy the traveler violated: JTR, par. 020304-E2 – “The portion of per diem reimbursement for incidental expenses includes ... laundry and dry cleaning while OCONUS.”

What the traveler should do: Amend the voucher using the following steps:

- Select Expenses on the Progress Bar.
- Remove the laundry or dry cleaning expense by selecting the options (three dots) icon next to that expense and Delete Expense from the drop-down menu.

Overpaid Off-Base Lodging: Foreign OCONUS

Implemented in Compliance Tool: May 2018

What it means: The traveler claimed reimbursement for lodging that exceeds the amount
charged to their Government Travel Chard Card (GTCC).

The policy the traveler violated: JTR, par. 020301 – “The Government pays per diem on a daily basis, for whole days. ... The calculation of per diem allowances for each travel day is based on the actual amount paid for lodging, limited to the lodging portion of the locality per diem rate ...”

What the traveler should do: Amend the voucher using the following steps:

- Select Per Diem on the Progress Bar.
- Select Adjust Per Diem Amounts.
- Enter the date range for this lodging period.
- Enter the actual daily amount they paid for lodging + tax in the Lodging Cost field.
- Select Save Adjustments.

Overpaid Off-Base Lodging: Foreign OCONUS (Version 2)

Implemented in Compliance Tool: May 2018

This query is just a broader version of the “Overpaid Off-Base Lodging: Foreign OCONUS” query released in May 2018. There is no difference in actions taken. CTAs should reference the above “Overpaid Off-Base Lodging: Foreign OCONUS” for further details.

Personal and Mission Expenses

Implemented in Compliance Tool: March 2014

What it means: The traveler claimed reimbursement for a personal expense or a mission-related expense. Only travel-related expenses may be reimbursed on a DTS voucher.

The policy the traveler violated: JTR, par. 010103-B – “...[l]f the JTR does not say something can be reimbursed, then it cannot be reimbursed as a travel claim.”

What the traveler should do: Amend the voucher using the following steps:

- Select Expenses on the Progress Bar.
- Remove the personal or mission-related expense by selecting the options (three dots) icon next to that expense and Delete Expense from the drop-down menu.
  - The traveler may still be eligible for reimbursement of mission-related expenses; however, not via DTS. For more information on how to handle mission-related expenses, see this information paper.
Appendix B: Error Statuses

The following table lists the different error statuses in the Compliance Tool, what they indicate, and when you should apply them.

The color-coding is as follows:

- **Green**: The error is resolved. The traveler, AO, and NDEA and not required to take any further action.
- **Yellow**: The error is not resolved. The traveler, AO, or NDEA are required to take further action.
- **Red**: The status was applied manually. See Section 5.5 for more information on manual statuses.

<table>
<thead>
<tr>
<th>STATUS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>$10.00 or Less</td>
<td>The cumulative amount of all errors on the traveler’s voucher was $10.00 or less. According to the DoD FMR, the Government is not required to collect debts of $10.00 or less. This status displays next to each error on the record.</td>
</tr>
<tr>
<td>Administrative Error Collected</td>
<td>The error has no associated cost and does not require correction. The traveler repaid the entire amount of the debt.</td>
</tr>
<tr>
<td>Corrected</td>
<td>The traveler or NDEA amended the voucher to correct the error; the corrected voucher has no associated debt.</td>
</tr>
<tr>
<td>Out of Service</td>
<td>The traveler is no longer in Federal service, and their debt of $225 or more was referred to a collection agency.</td>
</tr>
<tr>
<td>Write Off</td>
<td>The traveler is no longer in Federal service, but their debt is below $255, so DoD will not pursue collection of this debt.</td>
</tr>
<tr>
<td>Waiver/Appeal Granted</td>
<td>The traveler amended the voucher and corrected the error, but they do not have to repay the debt because their waiver/appeal/remission was approved.</td>
</tr>
<tr>
<td>Awaiting Collection</td>
<td>The traveler amended the voucher and the AO approved the amendment, but the traveler has not satisfied the debt.</td>
</tr>
<tr>
<td>Partially Collected (Auto)</td>
<td>The traveler repaid a portion of the debt.</td>
</tr>
<tr>
<td>Pending</td>
<td>The traveler did not amend the voucher, the AO did not approve the amendment, or both.</td>
</tr>
<tr>
<td>$0 Correction</td>
<td>Used by authorized CTA to indicate that the traveler corrected an error, but there was no associated debt.</td>
</tr>
<tr>
<td>No Error</td>
<td>Used by authorized CTAs to indicate that the identified error is a false-positive.</td>
</tr>
<tr>
<td>None</td>
<td>Used by the CTA to remove all previously-applied manual statuses. This allows the Compliance Tool to apply the proper system status.</td>
</tr>
<tr>
<td>On Hold (DTMO Only)</td>
<td>Not to be used by CTAs. This function is for DTMO-USE ONLY.</td>
</tr>
<tr>
<td>Partially Collected</td>
<td>Used by the CTA if the Compliance Tool record did not automatically reflect the debt repayment (e.g., manual debt collection).</td>
</tr>
<tr>
<td>Traveler Repaid</td>
<td>Used by the CTA if the Compliance Tool record did not automatically reflect the debt repayment (e.g., manual debt collection).</td>
</tr>
<tr>
<td>AO Repaid</td>
<td>Used by the CTA if the Compliance Tool record did not automatically reflect the debt repayment (e.g., manual debt collection).</td>
</tr>
</tbody>
</table>