

Travel Policy Compliance Program

Travel Policy Compliance Tool User Guide

October 26, 2018

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Revision History

Revision No.	Date	Authorization	Revision/Change Description	Chapter
1.0	4/21/15	Defense Travel Management Office (DTMO) This material has been reviewed by the Per Diem, Travel and Transportation Allowance Committee staff as PDTATAC Case D15008.	Replaced Travel Policy Compliance Tool Information Paper.	All
1.1	10/27/15	DTMO	Updated formatting; updated Section 5 to reflect OOS debt transfers.	Chapter 5
1.2	12/12/16	DTMO	Updated to reflect automatic updates for traveler debt repayments; modified process of applying “No Error” and “\$0 Correction” manual statuses; added/updated error statuses and their associated functions.	Chapter 5 (5.4 & 5.5), Chapter 7 (7.3), Appendix B
1.3	5/18/17	DTMO	Updated JTR references.	Appendix A
1.4	8/17/17	DTMO	Updated to reflect revisions to automatic updates for traveler debt repayments; replaced DTS Non-Mileage Expenses screen references with Expenses screen; added/updated error statuses and their associated functions.	Chapter 5 (5.5), Chapter 7 (7.4.2), Appendix A, Appendix B
1.5	9/19/17	DTMO	Added Overpaid Flat-Rate M&IE: Non-Foreign query.	Appendix A
1.6	5/1/18	DTMO	Added Overpaid Off-Base Lodging: Foreign OCONUS query.	Appendix A
1.7	8/13/18	DTMO	Updated Overpaid Flat-Rate M&IE: Non-Foreign query. Updated Statuses.	Appendix A Appendix B
1.8	10/26/18	DTMO	Added Overpaid Off-Base Lodging: Version 2 query; removed retroactive 7.6 section; updated “On Hold” section in App B	Appendix A Chapter 7 Appendix B

Chapter 1: Introduction

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

- *Joint Travel Regulations (JTR)*
<http://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>
- *DoD Financial Management Regulation (DoD FMR) (DoD 7000.14-R)*
<http://comptroller.defense.gov/fmr>
- *DTS Regulations*
<http://www.defensetravel.dod.mil/Docs/regulations/DTS.pdf>
- *DTS Financial Field Procedures Guide*
http://www.defensetravel.dod.mil/Docs/Training/Financial_Field_Procedures_Guide.pdf
- *DTS Document Processing Manual*
http://www.defensetravel.dod.mil/Docs/Training/Document_Processing_Manual.zip
- *Defense Travel Administrator's (DTA) Manual*
http://www.defensetravel.dod.mil/Docs/Training/DTA_Manual.zip
- *Guide for Managing Travel-Incurred Debt*
http://www.defensetravel.dod.mil/Docs/Guide_to_Managing_Travel_Incurred_Debt.pdf
- *DoD Guidebook for Miscellaneous Payments*
<http://www.dfas.mil/contractorsvendors/miscpaymentguide>

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

CTAs are the intended audience of this guide; 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 developed and maintains functional oversight of the Compliance Tool, 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 each DoD Component to 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 and DoD FMR – to say nothing of Component or organization-specific travel policy – the Compliance Tool can never verify adherence to every facet of travel policy. As such, it only targets adherence to specific policies. As the Travel Policy Compliance Program matures – and based on data trends and Component input – the Compliance Tool will incrementally expand its reviews to identify more and more improper claims on DTS vouchers. For the latest listing of items within the scope of the Compliance Tool, see **Appendix A** of this guide.

The Travel Policy Compliance Program is not intended to serve as an official audit of DTS vouchers. As such, the Compliance Tool does not supplant or override any existing audit procedures, such as Defense Finance & Accounting Service (DFAS) Postpay Audits or any locally-mandated audits of DTS vouchers.

2.3 Compliance Tool Lifecycle

The Compliance Tool reviews approved DTS vouchers twice-weekly and checks them for policy compliance. If they contain any items that appear contrary to policy, the Compliance Tool opens a record to document the potential errors and then emails the traveler, the Authorizing Official (AO) that approved the DTS voucher, and (if applicable) the Non-DTS Entry Agent (NDEA) that submitted the voucher on behalf of the traveler.

With the exception of errors that are of an administrative nature or cumulatively amount to \$10.00 or less (see **Section 5.3**), the traveler is responsible for amending the voucher to remove any improper claims, either by making the amendments themselves or by having the NDEA make the amendments. After the AO approves the amended voucher, the traveler is responsible for repaying the Government for any overpayments associated with an improper claim.

As the traveler, NDEA, and the AO make changes to the voucher, the Compliance Tool automatically updates the associated record. Once the voucher complies with policy and all associated debts are satisfied, the Compliance Tool closes the record.

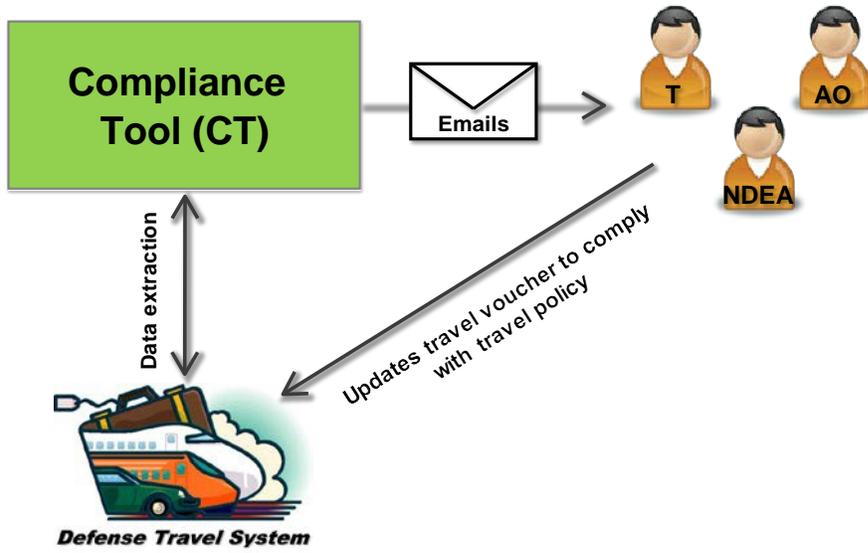


Figure 2-1 – Summary of Compliance Tool Lifecycle

Chapter 3: Compliance Tool Administrator

3.1 Appointment

Each Component must establish its own procedures for appointing CTAs. This responsibility may be delegated to individual organizations.

- *Check with your Component for specific CTA appointment requirements.*

The CTA role is not intrinsically linked to a particular DTS role. For example, unless appointment procedures specify differently, a CTA is not required to be a Defense Travel Administrator (DTA) or a Debt Management Monitor (DMM). Likewise, unless those procedures specify differently, not every DTA is required to be a CTA.

The Compliance Tool does not permit CTAs to certify payments on behalf of the Government; hence, CTAs are not considered Accountable Officials 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 the following:

- Examining Compliance Tool records for accuracy.
- Tracking Compliance Tool records to ensure that travelers and AOs are correcting vouchers in a timely manner.
- Running Compliance Tool reports of records belonging to their organization and any suborganizations.
- Troubleshooting Compliance Tool false-positives (i.e., times when the Compliance Tool incorrectly identified an item as an error).
 - *If a record contains a false-positive, consult your Service/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.*

In general, CTAs are not responsible for the following:

- Amending vouchers for travelers.
- Providing policy interpretations to travelers or AOs.

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/approval.
- How the debt management lifecycle works.
 - *Debt management procedures vary by organization.*

3.4 Compliance Tool Usage

There are two types of Compliance Tool access:

- 1) Access to Compliance Tool records only.
- 2) Access to Compliance Tool records and the ability to grant Compliance Tool access to others.

See **Section 8.1** for information on granting access to other people.

Helpful Hint:

**Your Lead DTA is a great POC
for Component guidance.**

Don't know who your Lead DTA is?

Try looking [here](#).

Chapter 4: Navigating the Compliance Tool

4.1 Accessing the Compliance Tool

The Compliance Tool is accessed 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*).



Figure 4-1 – Passport Access Screen with Compliance Tool icon (far right)

4.2 Basic Navigation of the Compliance Tool

The Compliance Tool home screen offers four navigation options (*Figure 4-2*):

- **Generate Reports** – where you retrieve the Compliance Tool records belonging to your organization.
- **My Working List** – where you store your favorite Compliance Tool records for easier retrieval.
- **Admin** – where you grant Compliance Tool access to others.
- **Tutorials** – not currently active.



Figure 4-2 – Compliance Tool Home Screen

With the exception of the home screen, every Compliance Tool screen has a shortcut toolbar to improve navigation to other Compliance Tool screens (Figure 4-3).



Figure 4-3 – Compliance Tool Shortcut Navigation Toolbar

4.3 Generate Reports

The Generate Reports section is where you search for and retrieve Compliance Tool records (hereafter referred to as “records”) for your organization.

4.3.1 Generate Reports Search Screen

You have the option to search for records using any of the following search filters (Figure 4-4):

Helpful Hint:
If you want a report of all your organization’s records, leave the search filters blank and select the View Results button.

This pulls in every record, regardless of age, error, and record status.

- **DTS TANUM** – allows you to search for a record associated with a specific voucher.
 - A Travel Authorization Number (TANUM) is a unique identifier 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.
- **CT Record Status** – allows you to search for records based on the status of the record (i.e., **Open, Closed, \$10 or Less**).
- **Error Status** – allows you to search for records based on the status of one or more errors in the record. See **Appendix B** for detailed descriptions of each error status.
- **Error** – allows you to search for records containing one or more potential errors. 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.
- **Org Status** – no longer used.
- **Fiscal Year** – allows you to search for records associated to a specific fiscal year.
- **Date Range** – allows you to search for records that contain errors claimed during the date range you specify.
- **Traveler / NDEA / Authorizing Official** – allows you to search for records based on the personnel associated with the voucher.

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

Figure 4-4 – Generate Reports Search Filters

4.3.2 Generate Reports 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.

Tip: If you need to execute a new search, select the **Back to Report Search** button to return to the search screen.

To view a record’s details, use your mouse to select the row. The details display in a pop-up window.

Status	Age	TANUM	DTS Org	People	Errors	Error Amt
Open	48 days	F23L05	DFORG2	Boone, G. Hopkins, A. Bert, D.	3	\$196.16
Open	133 days	F13T01	DFORG1	Evans, D. Bonner, D.	3	\$195.90
Open	4 days	F13L05	DFORG1	Williams, R. Fuller, K. Holden, S.	3	\$163.55
Open	136 days	F23D02	DFORG2	Flowers, B. Tyler, J.	3	\$163.55
Open	140 days	1HBNX8	DFORG1	Painter, V. Malleck, R.	3	\$125.80
Open	141 days	F12D05	DFORG1	Flowers, B. Tyler, J. Bert, D.	2	\$125.80
Open	133 days	F22T01	DFORG2	Fuller, C. Humes, C.	2	\$125.80

Figure 4-5 – Generate Reports Search Results

4.3.3 Exporting Generate Reports 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 is great because it allows you to organize and analyze the data using standard spreadsheet tools.

To export your search results, select the **Create Excel/CSV File** button (Figure 4-6).

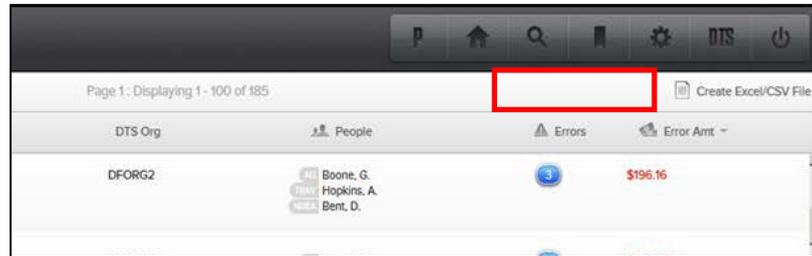


Figure 4-6 – Generate Report Search Results – Detail on Create Excel/CSV File Button

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 Generate Reports search results screen. The record details appear in a pop-up window.

The pop-up window displays the status of the record (**Open** or **Closed**), the TANUM associated to the record, a bookmark icon to add the record to My Working List, and an **X** button to close the pop-up and return to your search results (Figure 4-7).

Most of the record details are clustered under four headers (the ① icons provide a reference that correspond with their positions in Figure 4-7):

Contacts ① – 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 extracted the contact information from each individual's DTS personal profile.

DTS Information ② – Displays information specific to the voucher, including the TANUM, the DTS travel document name, the trip locations, the trip dates, and the voucher status.

Errors ③ – 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, and use the **Manual Status** drop-down to override the system status.

Record Notes ④ – 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.

Helpful Hint:
If you find outdated contact information in a record, update it in the record for easier reference in the future.

Simply select the blue pencil icon next to the Phone or Email fields and make the changes. While the changes won't transfer into DTS, at least you'll have the right information the next time you access a record!

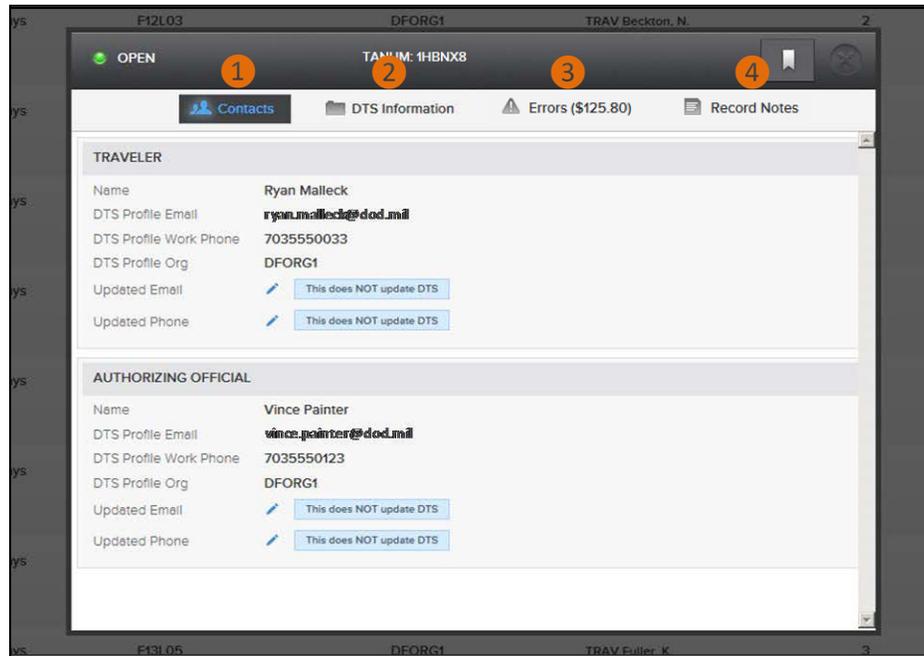


Figure 4-7 – Record Details Pop-up Window

4.4 My Working List

You can store favorite/frequently-needed records for easier access in the My Working List section.

Whereas the Generate Reports section requires search filters to retrieve records, the My Working List section automatically displays any records you have added to it (Figure 4-8).

Note: Records added to My Working List are still accessible via Generate Reports.

To view a record’s details, use your mouse to select the row. The details display in a pop-up window.

Status	Age	TANUM	DTS Org	People	Errors	Error Amt.
Closed	days	F22D03	DFORG2	TRAV Beamer, B. AD Randall, B.	2	\$0.00
Open	days	F23D05	DFORG2	TRAV Beckton, N. AD Hyman, J. NDEA Baker, N.	3	\$704.00
Open	days	F23T02	DFORG2	TRAV Painter, V. AD Malleck, R.	3	\$200.00

Figure 4-8 – My Working List Screen

To add a record to My Working List, open the record and select the bookmark icon (Figure 4-9).

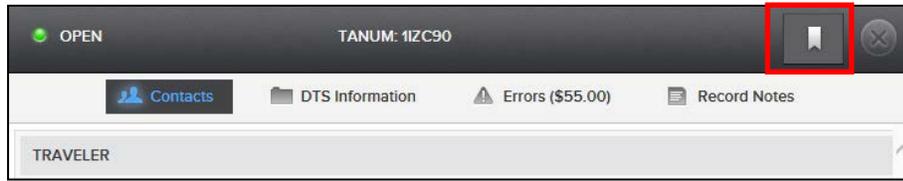


Figure 4-9 – Record Details Close-up – Bookmark Icon

To remove a record from My Working List, open the record and unselect the bookmark icon (Figure 4-10).

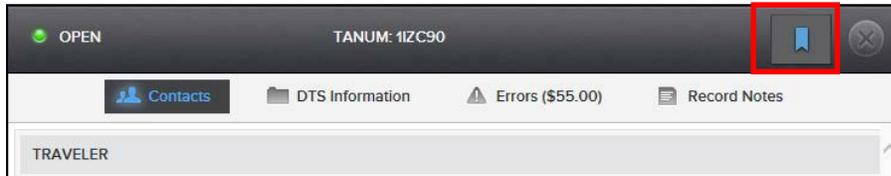


Figure 4-10 – Record Details Close-up – Bookmark Icon Selected

4.5 Admin Access

You can view your own Compliance Tool access, view the Compliance Tool access of other CTAs in your organization, and, if authorized, grant access to another person in Admin Access.

You can view a list of the organizations to which you have Compliance Tool access by selecting the **Your Current CT Access** button on the Admin Access screen (Figure 4-11).

For more information on granting/removing Compliance Tool access, see **Chapter 8**.

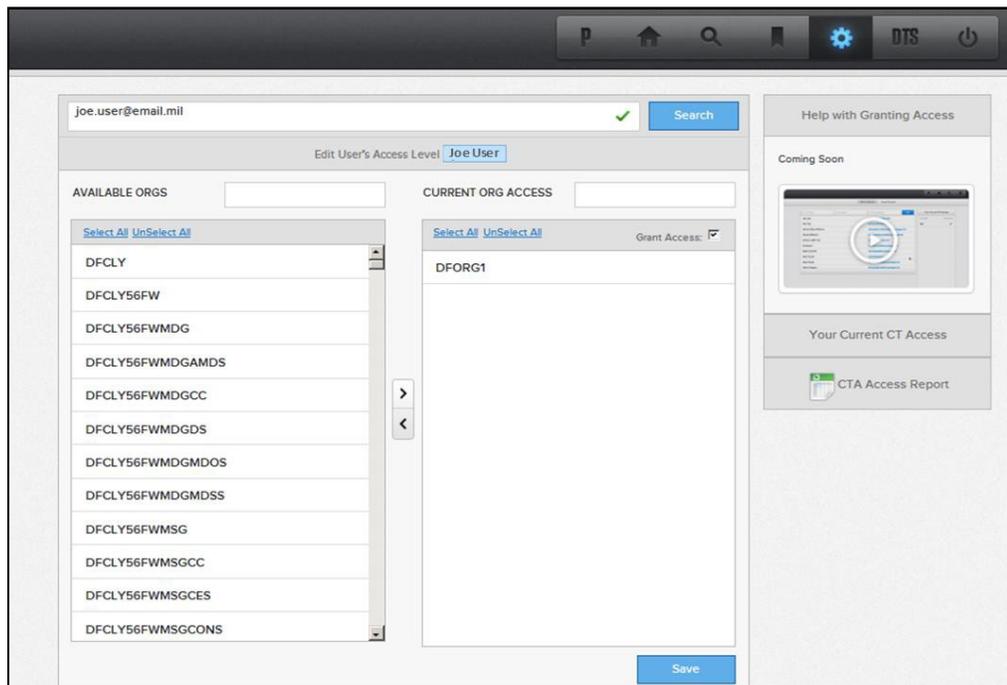


Figure 4-11 – Admin Access Screen

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 start-to-end process of how you should – and should not – 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 **Generate Reports** screen (Figure 4-4).
- 2) (OPTIONAL) Use filters to narrow your search results.
- 3) Select **View Results**.
- 4) Select the row of the record you need to work (Figure 4-5).
The Records Details pop-up appears (Figure 4-7).

Helpful Hint:
If you regularly access a record, add it to My Working List.

Thereafter, you won’t have to perform Steps 1-3 (to the left of this box) – you’ll simply go to **My Working List**.

See **Section 4.4** for more details.

5.3 Records Labeled \$10.00 or Less

If the traveler’s voucher had cumulative errors totaling \$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 (if applicable) NDEA receive an email notifying them of the improper claims on the voucher – but the email also tells them not to amend the voucher.

You are not required to take action on any record labeled **\$10 or less**, but these records will display on reports for tracking purposes.

Status	Age	TANUM ▲
● Closed	0 days	1N3Y07
● Open	82 days	1N461U
● \$10 or Less	N/A	1N4QRP

Figure 5-1 – Generate Reports – \$10 or Less Record

5.4 Working an Open Record

CTAs are responsible for tracking the open records for your organization and ensuring they are closed in a timely fashion.

Compliance Tool records automatically update to reflect traveler amendments and debt repayments. Therefore, the only actions you should have to undertake are from a troubleshooting perspective. 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.*

SYSTEM(DATA) (FEBRUARY 05, 2015)		ORIGINAL ERROR AMT: \$19.08
Original Error Amount		\$19.08
Manually Increase		\$0.00
Manually Decrease		\$0.00
Updated Error Amount		\$19.08
Not an Error		\$0.00
\$0 Correction Amount		\$0.00
Awaiting Collection Amount		\$0.00

Figure 5-2 – Record Details, Errors Tab

5.5 Applying Manual Statuses

As part of your regular duties, you may have to apply a manual status to override the status assigned by the Compliance Tool (Figure 5-3).

- *Manual statuses are available to all CTAs, but your Component may have an operational policy limiting who should apply them. Consult your Component guidance for more information.*

The screenshot shows a web interface for a compliance record. At the top, it says "ERROR: OCONUS LAUNDRY (\$19.08)" and "Status Descriptions". Below this, the "System Status" is "Pending". The "Manual Status" is currently blank, and a drop-down menu is open, showing the following options: "\$0 Correction", "AO Repaid", "No Error", "None" (which is highlighted), "On Hold", "Partially Collected", and "Traveler Repaid". A "Save Changes" button is visible to the right of the drop-down menu.

Figure 5-3 – Record Details, Errors Tab, Manual Status Drop-down

Here are the manual statuses and when you should apply them:

- **\$0 Correction** – This manual status indicates that the traveler corrected an error, but it didn't result in a travel debt.
 - When do I apply it to an error? Only when directed to do so by your Service/Agency Headquarters level CTA or the DTMO. Refer to your Component for guidance about applying this status.
- **AO Repaid** – This manual status indicates that the AO assumed pecuniary liability for an improper claim and repaid the travel debt associated to an error.
 - When do I apply it to an error? When the AO repaid a debt linked to a Compliance Tool error. When you apply this status, be sure to include the debt repayment details from the voucher) in the **Comments** field.
- **No Error** – This manual status indicates that the item identified by the Compliance Tool wasn't actually an error (known as a false-positive).
 - When do I apply it to an error? Unless you are the Service/Agency Headquarters level CTA for your Component or work at the DTMO, you must not apply this status to an error. If you do, it will result in corrective action by your Service/Agency Headquarters for a first-time offense; if you apply the **No Error** status a second time, your Compliance Tool access will be revoked (in addition to any Component disciplinary measures).
- **None** – This manual status removes any manual status, thereby restoring the system status.
 - When do I apply it to an error? When you want to remove a previously-applied manual status.
- **On Hold – For DTMO-USE Only.** You (CTAs) are not to use this status.
- **Partially Collected** – This manual status indicates that the traveler has partially repaid the amount of the debt associated with an error.
 - When do I apply it to an error? When you've confirmed that the traveler's debt has been partially satisfied, but the Compliance Tool didn't automatically record the

partial repayment, such as for a manual debt collection (tip: check with your organization's DMM). When you apply this status, be sure to include the debt repayment details (from the voucher) in the **Comments** field.

- Do **NOT** apply the **Partially Collected** status when the system status is **Partially Collected (Auto)**. Manually applying this status should be very rare.
- **Traveler Repaid** – This manual status indicates that the traveler has repaid all the full amount of the debt associated with an error.
 - *When do I apply it to an error?* When you've confirmed that the traveler's debt has been satisfied, but the Compliance Tool didn't automatically record the repayment, such as for a manual debt collection (tip: check with your organization's DMM). When you apply this status, be sure to include the debt repayment details (from the voucher) 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; wait until the traveler satisfies the entire debt before applying this status.
 - 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 is not in debt until they amend the voucher to correct an improperly-claimed expense. Since a record will not close until the traveler satisfies the debt, you are encouraged to have a general knowledge of debt management.

- *Many debt management procedures are governed by Component procedures. Therefore, be sure to consult all applicable procedures for guidance beyond the scope of this Guide.*

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. Hence, the Compliance Tool does not require a traveler to amend the voucher if the record contains a cumulative error amount of \$10.00 or less.

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

6.3 Travel Debts Greater than \$10.00

A traveler with a record containing more than \$10.00 worth of errors is required to amend the voucher and satisfy all associated debts.

After the traveler amends the voucher and the AO approves the amendment, the voucher's status changes to **DUE US**, which prompts the Compliance Tool to update the status of all associated errors from **Pending** to **Awaiting Collection**. After the traveler satisfies their debt, the Compliance Tool records any debt repayment information and updates the statuses of all the errors in the record.

The debt management process for Compliance Tool-related vouchers is the same as all other vouchers with travel-incurred debt. For information on debt management, including guidance on how to track travel-incurred debt, 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 / Troubleshooting

7.1 How Often to Run Compliance Tool Reports

As you can imagine, each DoD organization is different – which, in turn, impacts how frequently you should run a Compliance Tool report of the records belonging to your organization.

CTAs do not receive emails when the Compliance Tool creates or updates a record – hence, generating a Compliance Tool report is the only way you keep your finger on the pulse of your organization’s records. If your organization travels a lot, you may want to generate a Compliance Tool report weekly to look for new records and to track updates to existing records. If your organization rarely travels, you may find that a monthly Compliance Tool report is sufficient. Hence, your local needs will dictate how often you run Compliance Tool reports.

- *Your Component may have a prescribed frequency of running Compliance Tool reports.*

Helpful Hint:
Tuesday is the best day to run a Compliance Tool report.

New data is uploaded into the Compliance Tool on Mondays and Fridays, so waiting until Tuesday ensures that you get any updates from the previous week and the weekend.

7.2 Compliance Tool Email Notifications

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

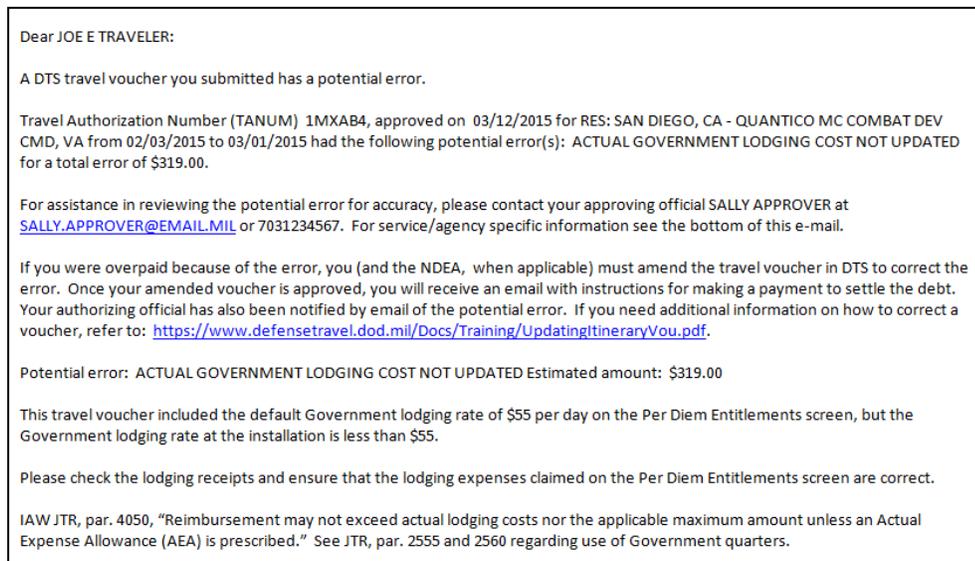


Figure 7-1 – Sample Compliance Tool Email (for travelers)

Encourage the impacted individuals to closely read all Compliance Tool emails, as they instruct the traveler on how to amend the voucher.

If a record isn’t closed within 15 days, the traveler, AO, and (if applicable) NDEA receive a reminder email that directs them to take appropriate action.

7.3 Compliance Tool Misidentified an Expense as an Error

The Compliance Tool compiles and cross-references a variety of data sources before classifying a claim as an error. However, there are times when a traveler claimed an expense in compliance with travel or finance policy, but the Compliance Tool mistakenly identified it as an error. This is known as a false-positive.

When you think you have a false-positive on your hands, first validate that the traveler acted in compliance with policy. Open the traveler's voucher and closely examine the item in question. Speak with the traveler and the AO to determine the context of the claim.

If, after conducting your investigation and comparing the claim against the JTR/DoD FMR, you determine that the traveler acted in compliance with policy:

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

7.4 Records Belonging To Travelers Who Are No Longer In Your DTS Organization

The Compliance Tool identifies improper travel claims in near-real-time. Therefore, the likelihood of having a record for a person who has left your organization should be low. However – as new queries (see **Appendix A**) are added to the Compliance Tool, vouchers from previous fiscal years are scanned for high-dollar errors (see **Section 7.6**) – which may cause this issue to arise.

One thing to remember – AOs are pecuniary liable for improper claims that they certify. Therefore, if a traveler has separated from an organization – and the debt cannot be collected from the traveler – the AO may have to repay the amount of the debt.

The most likely reasons the Compliance Tool would create a record for a traveler who no longer is in your DTS organization is because they:

- Filed a voucher shortly before PCS'ing
- Were TDY en route to a new duty station
- Filed a voucher in a previous fiscal year that contained a high-dollar error (see **Section 7.7**)
- Separated from Government service

7.4.1 Traveler Who PCS'd

You have two ways to work a record belonging to a traveler who has PCS'd:

- 1) Ask the traveler to amend the voucher. After the traveler amends the voucher, they'll have to satisfy all associated debts.

If the traveler refuses to amend the voucher, escalate the matter to your

Component representative, who 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, and then have a NDEA amend the voucher for the traveler.
 - For information on DTS groups, see the [DTA Manual, Chapter 6](#).

In either case outlined above, after the traveler/NDEA amends the voucher, the Compliance Tool updates the record to reflect any amendments and debt repayments.

7.4.2 Traveler Who Separated From Government Service

If you have a record belonging to a traveler that has separated from Government service (e.g., retired), you have two options for working the Compliance Tool record:

- 1) Collect the debt from the AO (who is pecuniary liable for the improper payment until they request relief from liability).
 - After the AO satisfies the full amount of the debt, apply the **AO Repaid** manual status (see **Section 5.5** for more information on the **AO Repaid** manual status).
- 2) Pursue a debt collection from the traveler.
 - 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.
 - Have a NDEA amend the voucher.
 - The Compliance Tool updates the record to reflect that the traveler's debt has been transferred for collection.
 - If the traveler's debt is less than \$225 – and the debt could not be collected from the 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 – and the debt could not be collected from the AO – the debt may be referred to a collection agency. In this situation, the Compliance Tool automatically updates the error status to **Out of Service**.

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:

a. The traveler and the AO 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.

b. 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 and/or the traveler's DTA to remind them to amend the voucher – after all, your organization has a vested 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, who will work with the DTMO and DoD IG to ensure that the situation is handled correctly.

c. The traveler belongs to your organization:

- Out of courtesy, notify 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 CONUS and foreign OCONUS locations. The traveler claimed lodging tax on the voucher – for both the CONUS and foreign OCONUS locations – as a single non-mileage expense, resulting in a Compliance Tool error of “Foreign OCONUS Lodging Tax.” Since a traveler is authorized to claim CONUS lodging tax separately, you should decrease the amount of the “Foreign OCONUS Lodging Tax” error to remove the cost of the CONUS lodging tax.

Note: Manually decreasing the error amount must **not** be used to reflect a partial repayment by the traveler. A traveler's partial repayment of a debt is automatically recorded by the Compliance Tool; when it's not, use the process outlined in **Section 5.5** for processing a partial collection.

Here's your course of action to manually decrease an error amount (the  icons provide a reference that correspond 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.
- Select the  icon  next to **Manually Decrease**.

- Enter the amount that the traveler claimed correctly ②.
- Select the **Save** button ③.
- Enter a comment explaining the situation ④.
- Select the **Save Changes** button ⑤.

Contacts DTS Information Errors (\$81.41) Record Notes

ERROR: OCONUS FOREIGN LODGING TAX (\$81.41) Status Descriptions

System Status: Pending ⑤

Manual Status ④ None Save Changes

SYSTEM(DATA) (FEBRUARY 05, 2015) ORIGINAL ERROR AMT: \$81.41

Original Error Amount	\$81.41
Manually Increase	\$0.00 ② ③ ①
Manually Decrease	23.53 x Save
Updated Error Amount	\$81.41
Not an Error	\$0.00
\$0 Correction Amount	\$0.00

Figure 7-2 – Record Details – Errors Screen – Error Amount Adjustments Section

Chapter 8: Granting / Removing Compliance Tool Access

8.1 Granting Access to another CTA

Compliance Tool access is granted via a person's DTMO Passport account; it is not a permission or access granted via DTS.

- Consult your Component guidance before granting Compliance Tool access.

In order to grant Compliance Tool access to another person, you must have been given the ability to grant access.

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

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

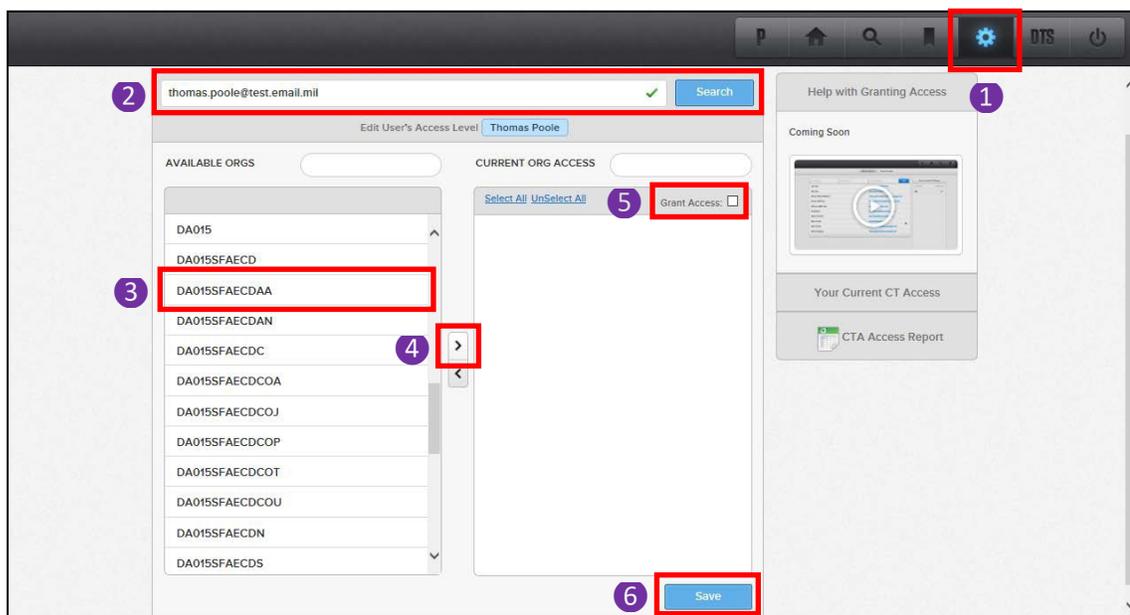


Figure 8-1 – Admin Access Screen

- 1) Go to the **Admin Access** screen ①.
- 2) Enter the person's DTMO Passport username in the open text field and select the **Search** button ②.
- 3) From the **Available Orgs** column (which displays the organizations' to which you can grant Compliance Tool access), select the organization to which the person needs Compliance Tool access ③. You can only grant Compliance Tool access to the organizations to which you have access.
- 4) Select the > button ④ to add the organization to the **Current Org Access** column (which

displays the organizations [if any] to which the person currently has Compliance Tool access).

- 5) (OPTIONAL) To allow the person to grant Compliance Tool access to other people, check the **Grant Access** box **5**.
 - This assumes that you have the ability to grant Compliance Tool access to others.
 - **Note:** the Grant Access allows the person granting privileges to every organization to which they have access.
- 6) Select the **Save** button **6**.

8.2 Removing Access from another CTA

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.

To remove Compliance Tool access from another person (the **1** icons provide a reference that correspond with their positions in *Figure 8-1*):

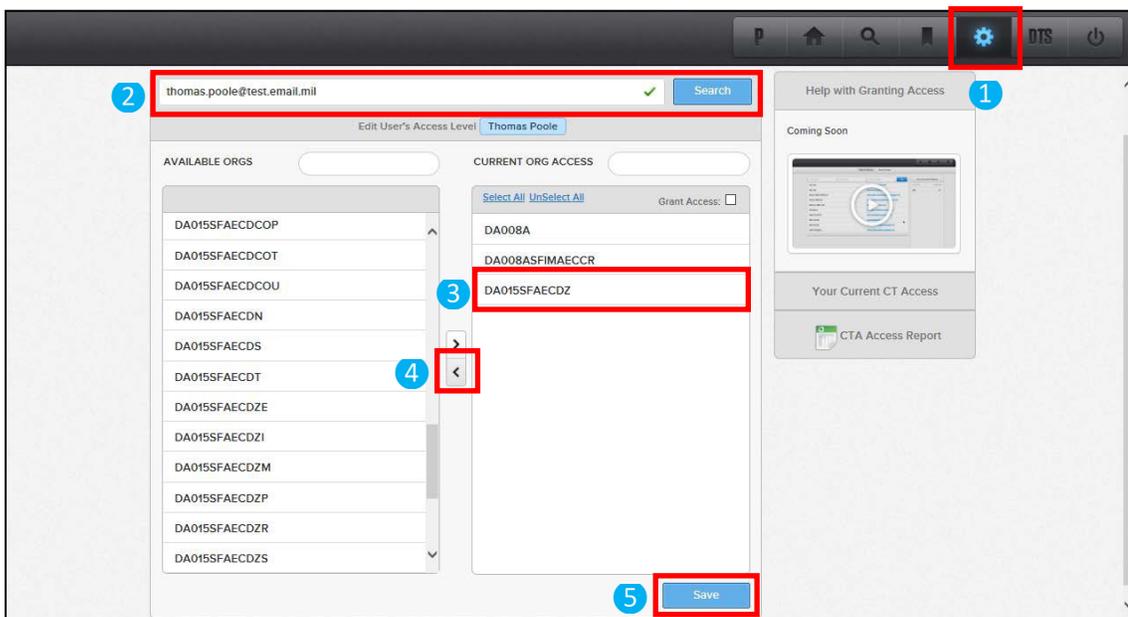


Figure 8-2 – Admin Access Screen

- 1) Go to the **Admin Access** screen **1**.
- 2) Enter the person's DTMO Passport username in the open text field and select the **Search** button **2**.
- 3) From the **Current Org Access** column, select the organizations to which the person should no longer have Compliance Tool access **3**.
- 4) Select the **<** button **4**.

5) Select the **Save** button **5**.

8.3 CTA Access Report

The CTA Access Report provides you with a list of other 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)

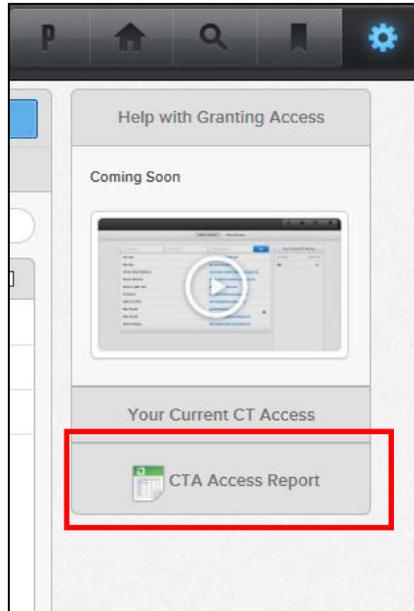


Figure 8-3 – Admin Access Screen Detail – CTA Access Report Button

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 with Government quarters. By default, DTS populated a Government lodging rate of \$55 on the **Per Diem Entitlements** screen – but the Government lodging rate at the installation is less than \$55, resulting in an overpayment to the traveler.

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 [...].”

See JTR, par. 020303 regarding the use of Government quarters.

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in Government quarters.
 - o Tip: If they stayed in Government quarters for multiple nights, the traveler can save time by using the **Values Apply Through** field to update multiple days at once.
- Enter the actual daily amount they paid for Government lodging using the **Lodging** text field.

CONUS Laundry

Implemented in Compliance Tool: September 2013

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

The policy the traveler violated: JTR, par. 020304-E – “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 (abbreviated) steps:

- Go to the **Expenses** screen.
- Remove the laundry/dry-cleaning expense by selecting the trash can icon next to the expense.

Duplicate Lodging

Implemented in Compliance Tool: December 2012

What it means: The traveler was paid twice for the same room – once because they claimed lodging as a non-mileage expense, and another time because they claimed lodging on the **Per Diem Entitlements** screen, AND both lodging amounts were the same or within a similar threshold value.

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 (abbreviated) steps:

- Go to the **Expenses** screen.
- Remove the non-mileage expense for lodging by selecting the trash can icon next to the relevant expenses.
- Go to the **Expenses > Per Diem Entitlements** screen to verify that the lodging costs reflect what they actually spent.

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 – once because they claimed it as a non-mileage expense, and another time because they made a rental vehicle reservation in DTS (which automatically added the cost of the rental vehicle to the voucher).
- The traveler was overpaid because the rental vehicle costs claimed on the voucher was more than what they actually paid to the rental car vendor.

The policies 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.” JTR, par. 010201-C2a – “Expenses must not be approved if they are inflated [or] inaccurate [...]”

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

If the traveler was paid twice for the same rental vehicle:

- Go to the **Expenses** screen.
- Remove the non-mileage expense for the rental car by selecting the trash can icon next to the relevant expense.
- Verify that the cost of the rental vehicle matches the amount paid to the rental vehicle vendor.
 - o If the amounts differ, update the **Cost** field to reflect what the traveler actually paid to the rental vehicle vendor.

If the traveler’s rental vehicle cost less than what they claimed on the voucher:

- Locate the rental vehicle expense on the **Expenses** screen.
- Update the **Cost** field to reflect what the traveler 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 – once because they claimed lodging as a non-mileage expense, and another time because they claimed lodging on the **Per Diem Entitlements** screen, AND the amounts were different. This query also covers a handful of irregular situations, including:

- A traveler who shared a room with another official traveler, but they did not split the cost (i.e., the traveler claimed the full amount of the room, rather than pro-rating the cost).
- A traveler who paid for the room of another official traveler.
- A traveler who was not authorized Actual Expense Allowance (AEA) for lodging, so they entered a non-mileage expense for the lodging costs that exceeded per diem (e.g., per diem rate is \$77.00; room rate is \$107.00; traveler claimed \$77.00 on the **Per Diem Entitlements** screen and a non-mileage expense of \$30.00).
- A traveler whose itinerary is wrong and cannot enter lodging on the **Per Diem Entitlements** 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 (abbreviated) steps:

- Go to the **Expenses** screen.
- Remove the non-mileage expense for lodging by selecting the trash can icon next to the relevant expenses.
- Go to the **Expenses > Per Diem Entitlements** screen to verify that the lodging costs reflect what was actually charged.

Excess Lodging – Gov’t Quarters

Implemented in Compliance Tool: June 2013

What it means: A military traveler went TDY to an installation that has Government quarters, which prompts DTS to set the **Lodging** cost on the **Per Diem Entitlements** screen to \$55.00. From there, the traveler claimed lodging as a non-mileage expense.

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.”

See JTR, par. 020303 regarding the use of Government quarters.

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses** screen.
- Remove the non-mileage expense for lodging by selecting the trash can icon next to the relevant expenses (*exception*: CONUS lodging tax).
- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in Government quarters.
 - o Tip: If they stayed in Government quarters for multiple nights, the traveler can save time by using the **Values Apply Through** field to update multiple days at once.
- Enter the actual nightly amount they paid for Government lodging using the **Lodging** text field.

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 a non-mileage expense rather than combining it with the lodging cost on the **Per Diem Entitlements** screen.

The policy the traveler violated: JTR, par. 020303, Table 2-15 – “If a traveler is lodged in a foreign area OCONUS, then 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 (abbreviated) steps:

- Go to the **Expenses** screen.
- Remove the non-mileage expense for foreign OCONUS lodging tax by selecting the trash can icon next to the relevant expense.
- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in a foreign OCONUS location.
 - o Tip: If they stayed in a foreign OCONUS location for multiple nights, the traveler can save time by using the **Values Apply Through** field to update multiple days at once.
- Enter the combined cost of lodging AND lodging tax into the **Lodging** text field.

Foreign OCONUS Lodging Tax (Admin Only)

Implemented in Compliance Tool: April 2013

What it means: The traveler claimed foreign OCONUS lodging tax as a non-mileage expense rather than combining it with the lodging cost on the **Per Diem Entitlements** screen, but they were not overpaid.

What the traveler should do: NO ACTION REQUIRED. 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 **Per Diem Entitlements** 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 [...].”

See JTR, par. 020303 regarding the use of Government quarters.

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses** screen.
- Remove the non-mileage expense for lodging by selecting the trash can icon next to the relevant expenses (*exception:* CONUS lodging tax).
- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day they stayed in Government quarters.
 - o Tip: If they stayed in Government quarters for multiple nights, the traveler can save time by using the **Values Apply Through** field to update multiple days at once.
- Enter the actual nightly amount they paid for Government lodging using the **Lodging** text field.

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 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 (abbreviated) steps:

- Go to the **Expenses** screen.
- Remove the laundry/dry-cleaning expense by selecting the trash can icon next to the expense.

Overpaid Flat-Rate M&IE: Non-Foreign (Prior to 13 August 2018)

Implemented in Compliance Tool: September 2017

Modified in Compliance Tool: August 13, 2018

***NOTE:** Flat-Rate Policy was repealed August 13, 2018. Flat-Rate Per Diem only applies to days of long-term travel prior to August 13, 2018.

What it means: The traveler claimed reimbursement for the full locality meal and incidental expense (M&IE) rate while at the same TDY location for more than 30 days, but should have claimed a flat-rate M&IE instead.

The policy the traveler violated: Former JTR, par. 020311 – “Flat-rate per diem applies when a traveler is assigned on a long-term TDY at one location for more than 30 days. It is a percentage of the locality per diem rate and the percentage amount depends on the length of the TDY specified in the travel authorization [...]”

What the traveler should do: Amend the voucher using the following (abbreviated) steps:

- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** beside the first full day at the long-term TDY location.
- On the **Per Diem Entitlement Detail** screen, use the **Values Apply Through** field to select the last day at the long-term TDY location.
- Select **Special Rate**, then enter the correct flat-rate M&IE amount in the **Cost** field.

***Note for Bargaining Unit Employees:** If the traveler’s bargaining unit has not completed bargaining of the November 1, 2014 JTR changes, flat-rate per diem may not apply. If that is the case, contact your Service/Agency Headquarters level CTA and ask that the traveler’s error be manually updated to the **No Error** status.

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 Charge 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 (abbreviated) steps:

- Go to the **Expenses > Per Diem Entitlements** screen.
- Select **Edit** next to the first day of the foreign OCONUS lodging
- Enter the actual daily amount charged for lodging (to include lodging tax) using the **Lodging** text field.

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

Implemented in Compliance Tool: October 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 & Mission Expenses

Implemented in Compliance Tool: March 2014

What it means: The traveler claimed reimbursement for a personal expense or a mission (but not travel)-related expense.

The policy the traveler violated: Personal and mission expenses not listed in the JTR.

JTR, par. 010103-B applies – “[...] If 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 (abbreviated) steps:

- Go to the **Expenses** screen.
- Remove the personal/mission-related expense by selecting the trash can icon next to the expense.
 - o For mission-related expenses, the traveler may still be eligible for reimbursement of the expense – just 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 (in the case of manual statuses) when you should apply them.

The color-coding is as follows:

- **Green:** The error is resolved; no further action is required by the traveler, AO, or NDEA.
- **Orange:** The error is not resolved; further action is required by the traveler, AO, or NDEA.
- **Brown:** The status was applied manually by a CTA. See **Section 5.5** for more information.

STATUS	DESCRIPTION
\$10.00 or Less	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.
Administrative Error	The error has no associated cost and does not require correction.
Collected	The traveler repaid the entire amount of the debt.
Corrected	The traveler amended the voucher and corrected the error, but there was no associated debt.
Out of Service	The traveler is no longer in Federal service, but their debt of \$225 or more was referred to a collection agency.
Waiver/Appeal Granted	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.
Write-Off	The traveler’s debt was written off because they are no longer in Federal service and their debt was less than \$225.
Awaiting Collection	The traveler amended the voucher and the AO approved the amendment, but the traveler has not satisfied the debt.
Partially Collected (Auto)	The traveler repaid a portion of the debt.
Pending	The traveler did not amend the error on their voucher and/or the AO did not approve the amendment.
\$0 Correction	Used by authorized CTAs to indicate that the traveler corrected an error, but there was no associated debt.
No Error	Used by authorized CTAs to indicate that the identified error is a false-positive.
None	Used by the CTA to remove all previously-applied manual statuses. This allows the Compliance Tool to apply the proper system status.
On Hold	Not to be used by CTAs. This function is for DTMO-USE ONLY.
Partially Collected	Used by the CTA if the Compliance Tool record did not automatically reflect the partial debt repayment (e.g., manual debt collection).
Traveler Repaid	Used by the CTA if the Compliance Tool record did not automatically reflect the debt repayment (e.g., manual debt collection).
AO Repaid	Used by the CTA if the Compliance Tool record did not automatically reflect the debt repayment (e.g., manual debt collection).