

Understanding a Travel Debt



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Travel-Incurred Debt

A travel-incurred debt results when one of the following occurs:

- The trip was cancelled after the traveler received a non-ATM advance.
- The total previous payments (i.e., non-ATM advances, scheduled partial payments, and previous vouchers or local vouchers) exceed the actual reimbursable expenses.
- A post-payment review determines that the paid voucher or local voucher contains an unauthorized payment that the Government must recover.

In DTS, processing a voucher to correct an overpayment results in a travel-incurred debt also referred to as a **DUE US** voucher.

What is a Debt Notification Email?

It is the notification provided to you of a travel-incurred debt and explains your rights and responsibilities regarding the handling of the debt. DTS will send a Debt Notification e-mail detailing the debt along with options to rectify the situation. This is also referred to as due process or a demand letter.

When Should I Receive the Debt Notification Email?

The expected timeframe for most **DUE US** travel vouchers to generate the DTS Debt Notification is 5 working days from the date the voucher is stamped **APPROVED**. The subsequent stamps on the **DIGITAL SIGNATURE** page in the **DUE US** voucher will show the progress as the debt is being processed through DFAS. Once the voucher receives an **AR SUBMITTED** stamp, it should receive a **POS ACK RECEIVED** stamp within 24-48 hours. It is this stamp that triggers the DTS Debt Notification e-mail. If you do not receive this e-mail after the normal timeframe, contact your Debt Management Monitor (DMM) or Defense Travel Administrator (DTA).

Repayment Options

You have 30 days from the date of the DTS debt notification to make your payment, request payroll deduction, or submit a waiver request. If one, or a combination, of these actions is not completed within 30 days, action will be taken to collect the debt via payroll deduction. Travelers with travel-incurred debt are encouraged to contact their DMM and declare their intentions during this 30-day period.

- **Direct Remittance:**
 - a. **Make a payment online using Pay.gov.**
 - You can pay online by bank account, or by credit/debit card.
 - Go to [Welcome to Pay.gov](http://www.pay.gov).
 - Select **Make a Payment**.
 - Scroll down to Click here to view a listing of all forms.
 - Scroll down to DTS Debt Notification payment Form.
 - Fill out the form completely.
 - Follow on-screen instructions.



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b. **Mail a check.**

- Make out a check to DFAS.
- Include a copy of the DTS Debt Notification when remitting the payment.
- Mail the payment to the address on the DTS Debt Notification e-mail.
- Inform your DMM you have mailed your payment. If the payment is not annotated in DTS by the 30th day, the DMM may begin payroll deduction while your payment is being processed. This method of payment usually takes approximately 7-10 days to settle a DTS travel-incurred debt.

• **Payroll Deduction:**

- Wait for the DTS debt notification e-mail before requesting payroll deduction.
- Within 30 days of receiving the DTS Debt Notification e-mail contact the DMM to request payroll deduction.
- If you do not request payroll deduction within 30 days, the DMM will request the payroll deduction. This method of payment usually takes approximately 2-4 weeks before you will see the deductions on your Leave and Earning Statement and approximately an additional 2-4 weeks to begin settling the DTS travel-incurred debt.

** DIA personnel have unique processes for their debts. Speak to your DMM or send an email to DTSDebtCollection@dodtiis.mil.*

*** Note: The Marine Corps have established automated payroll deduction. Please contact your DMM for more information.*

**Recourse for a
Travel Debt**

You have the right to submit a request for a waiver/remission of debt. Your particular Service/Agency determines the applicable process for waivers. Refer to your local business rules to determine the applicable process.

A traveler usually requests a waiver within 30 days of the notification of a debt; however, travelers must request the waiver within three years (for civilians) or five years (for military members) of the time the debt was identified. You may request a waiver for any amount up to the full amount of the original debt, regardless of previous collections. You may request a waiver for a debt that has already been satisfied.

**Need More
Information?**

Communicate with your DMM and/or your DTA.