Defense Travel Management Office

Debt Management Monitor Refresher

2011 Connect Seminar

April 2011

For Official Use Only

Agenda

- Current Debt Management Monitor (DMM) Functionality

- Common Issues and Troubleshooting

- Resources

Current Functionality

- Electronic Due U.S. notifications
  - Screen notifications displayed to traveler, Authorizing Official (AO)
  - Email to traveler, AO, and Debt Management Monitor (DMM)

- Electronic financial transactions
  - Accounts receivables (A/Rs)
  - Centralized collections
  - Waiver/appeals
  - Out-of-Service (OOS) transfers
  - Write-offs

- DMM profile indicator
  - Must have a Permission Level 6 and be specifically designated as a DMM

Current Functionality (continued)

- DMM Gateway
  - Tasks centralized in one area

- Debt Management Report
  - Available through Report Scheduler

- Debt Management Payroll Collection (DMPC) Report
  - DMM can generate encrypted email to pay office to initiate payroll offset
  - Automated Marine Corps Total Forces System (MCTFS) Payroll Collection

Current Functionality:
MCTFS Payroll Collection Process

Marine requests payroll deduction to offset travel debt

DMM completes and submits Notice of Collection (NOC) via DMM Gateway
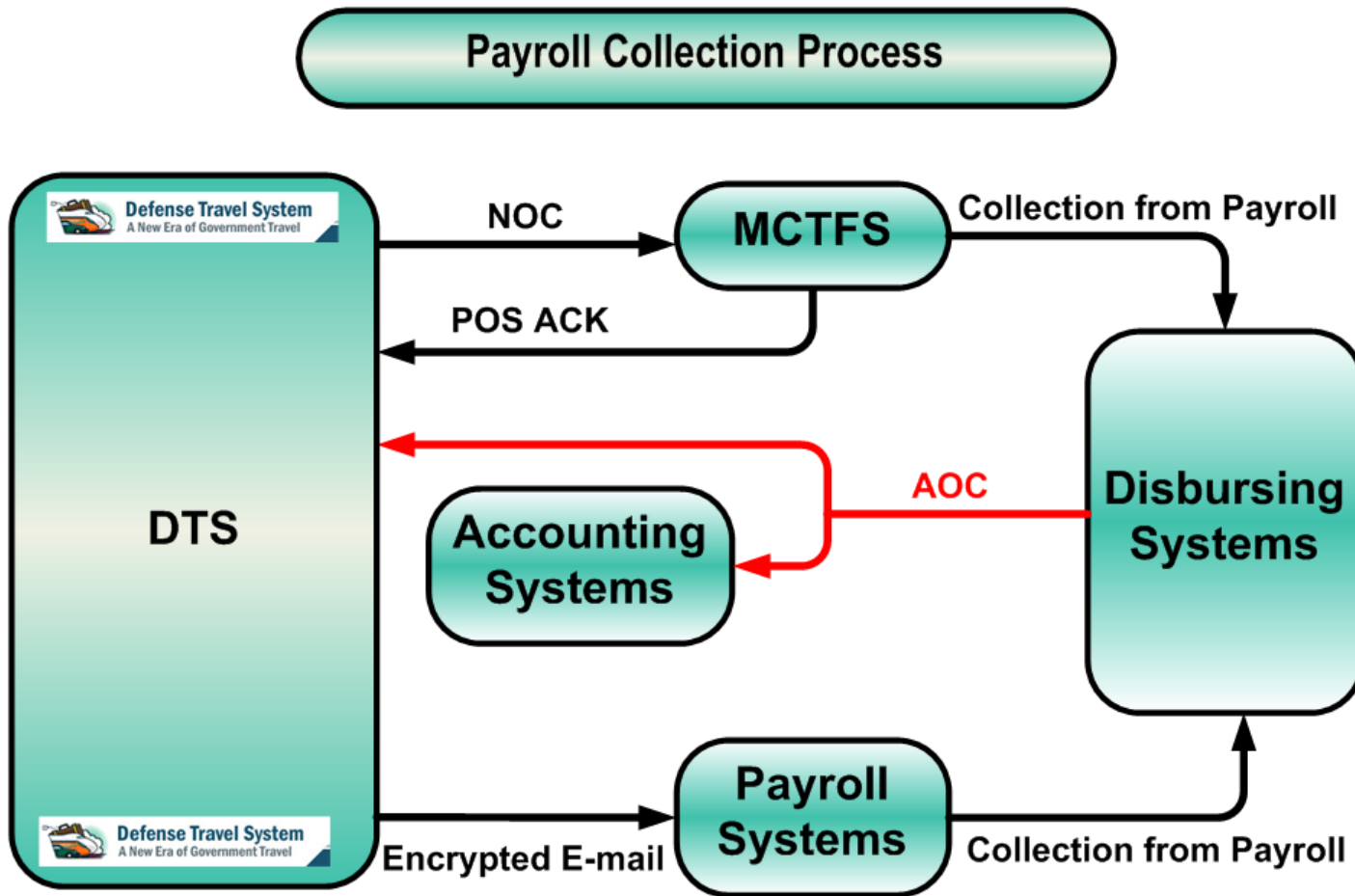
DTS sends notification to DMM, AO, traveler

Notice states: payroll collection will be initiated automatically in five days if no action is taken (if Marine has not submitted a waiver request and still has an outstanding debt after 27 days)

MCTFS provides positive/negative response directly to DTS

• DMM has ability to prevent collection from being submitted through DMM Gateway
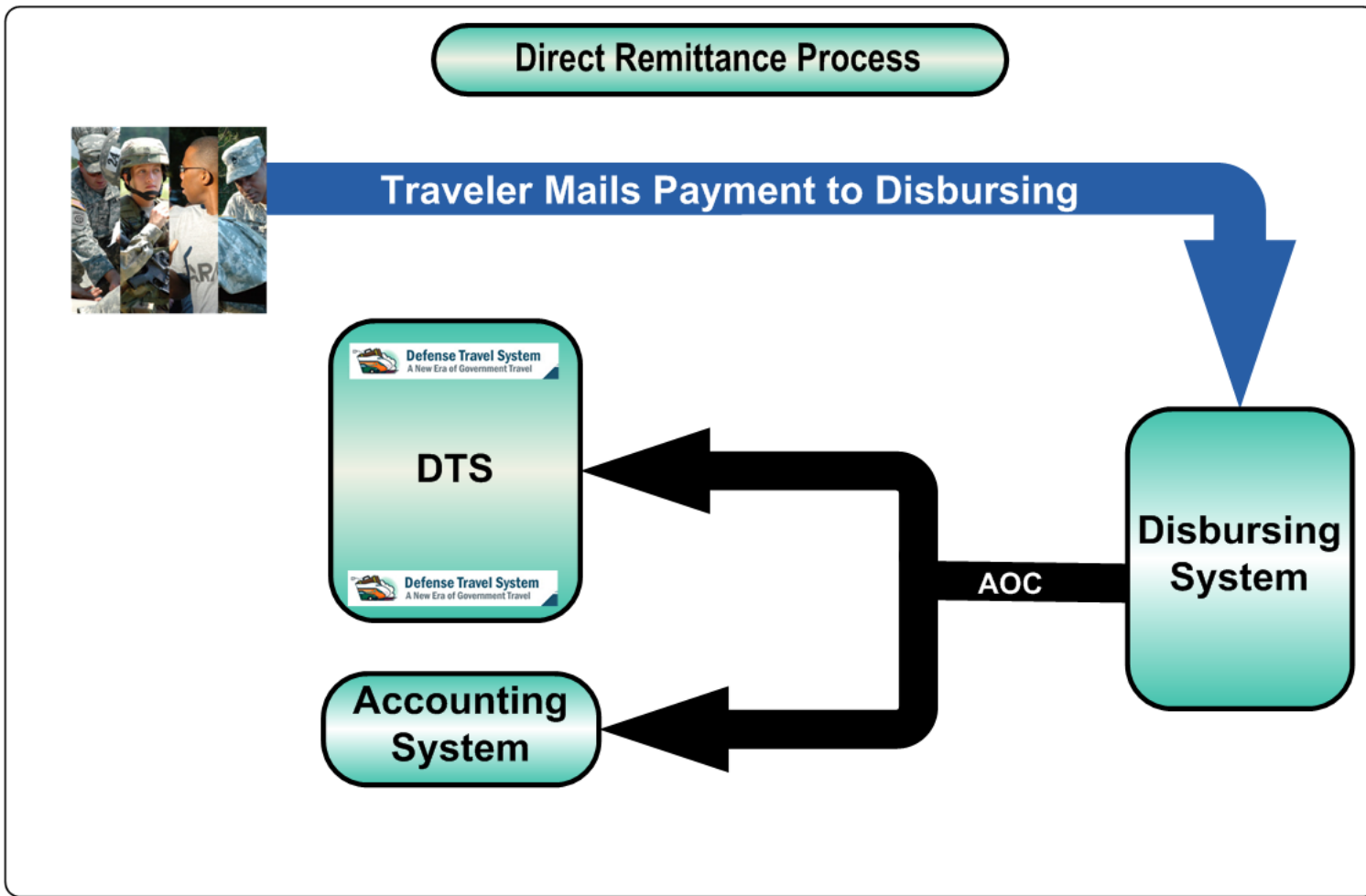 – If DMM does not take any action, DTS will submit NOC to MCTFS on day 32

Day
32

DoD & USMC Collection Processes

Payroll Collection Process

DTS — NOC → MCTFS — Collection from Payroll → Disbursing Systems
MCTFS — POS ACK → DTS
Disbursing Systems — AOC → Accounting Systems (red)
DTS — Encrypted E-mail → Payroll Systems — Collection from Payroll → Disbursing Systems

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Direct Remittance

Current Functionality

- Tracking waivers/appeals
  - Stamps document and stops debt clock but must be filed offline

- Response Imaging
  - Creates an amendment and attaches documentation under Substantiating Records-must be Approved to Archive

- Automate the Out of Service (OOS) Debt Process
  - DMM can generate encrypted email to OOS Office to refer OOS debts

- Allocate debt across multiple Lines of Accounting (LOAs)

Common Issue: No Options Appear in DMM Gateway

Defense Travel System
A New Era of Government Travel

Due Process   Debt Lookup   Action Required   Awaiting Response   All Debt

Debt Details

Certain functions the DMM gateway require all prior Accounting and Disbursing transactions for this travel document to have been acknowledged.
The DMM functions will be made available as soon as responses are received.

Organization Name :	DFCWT
Traveler Name:	Eric Fritts
Traveler SSN:	XXXXX6543
Travel Document Number:	0NVD9M
Travel Document Name:	EFHICKAMAFBHI050705_V01
Original Amount of Debt:	$789.80
Date Traveler Notified of Debt:	04/14/05

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	04/14/05	789.80	789.80

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Common Issue: No Options Appear in DMM Gateway (continued)

- Not all transactions have been Pos Acked or A/R has rejected
  - Check document history to confirm

- Amend voucher to address reject
  - Review reason code, if not enough information, contact accounting system POC to determine cause of reject

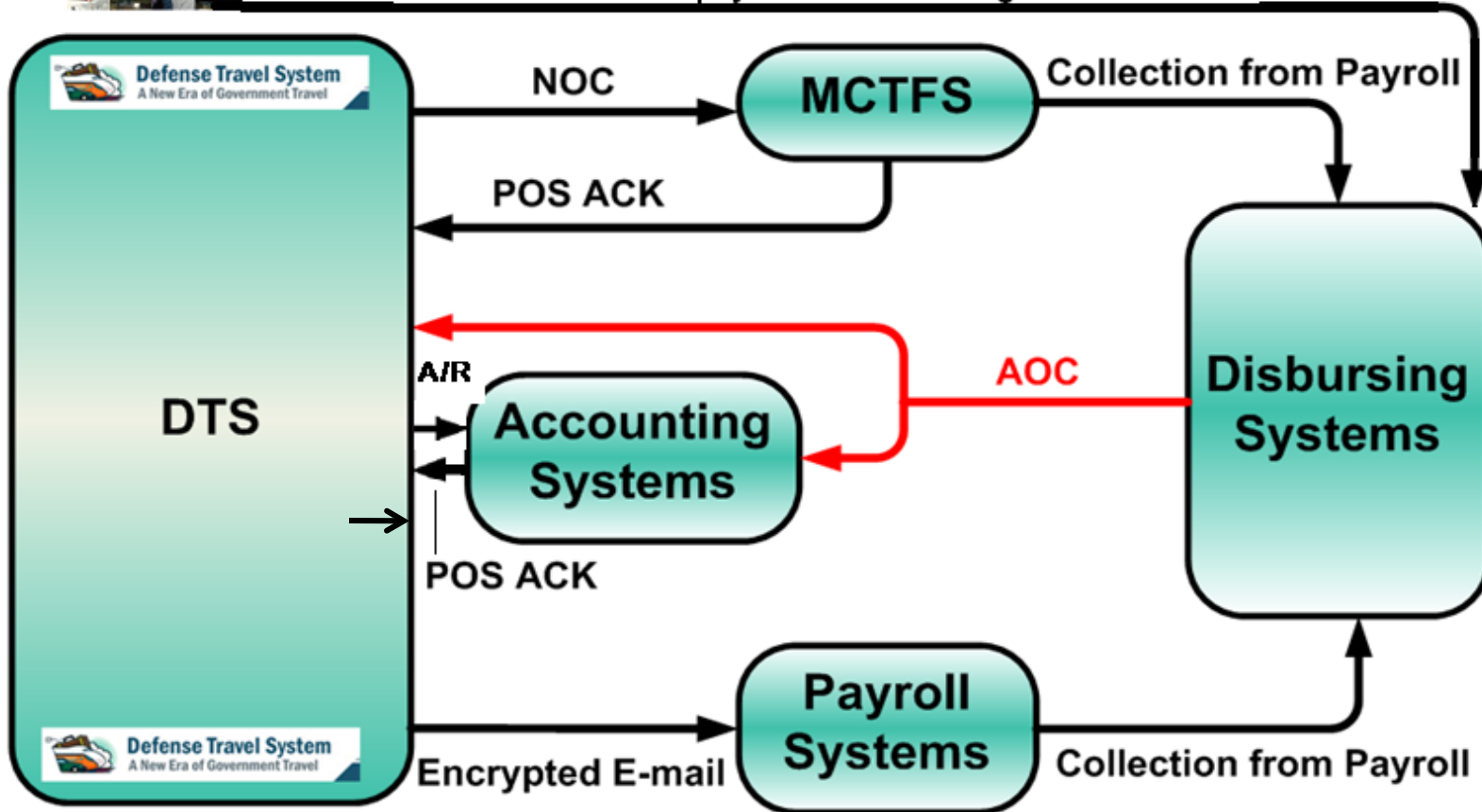 - Upon approval of amendment, A/R will be resent

Transactions During Debt Processing

Common Issue: No Collection Shows in DTS

- A/R rejected
  - Check document history to confirm
- If Traveler mailed check, DFAS sent Cash Collection Voucher (CCV) to traveler, AO, DMM(s)
- If options available in DMM Gateway, use Manual Collection link to enter collection
    - Attach CCV to document through Response Imaging
      - Generates amendment that must be approved for archive purposes
  - If no options available through DMM Gateway:
    - Must correct A/R, then follow steps from previous slides
  - **If no CCV, FIRST submit a TAC ticket** . The TAC receives copies of CCVs. If you need additional support for your request contact DFAS at CheckRemittanceInquiry@dfas.mil. Make sure to include traveler's last name, TANUM, LOA, dollar amount

Transactions During Debt Processing

Traveler mails check payment to disbursing

DTS

Defense Travel System — A New Era of Government Travel

NOC → **MCTFS**

POS ACK

Collection from Payroll

A/R → **Accounting Systems**

AOC

Disbursing Systems

POS ACK/REJECT

Encrypted E-mail → **Payroll Systems** → Collection from Payroll

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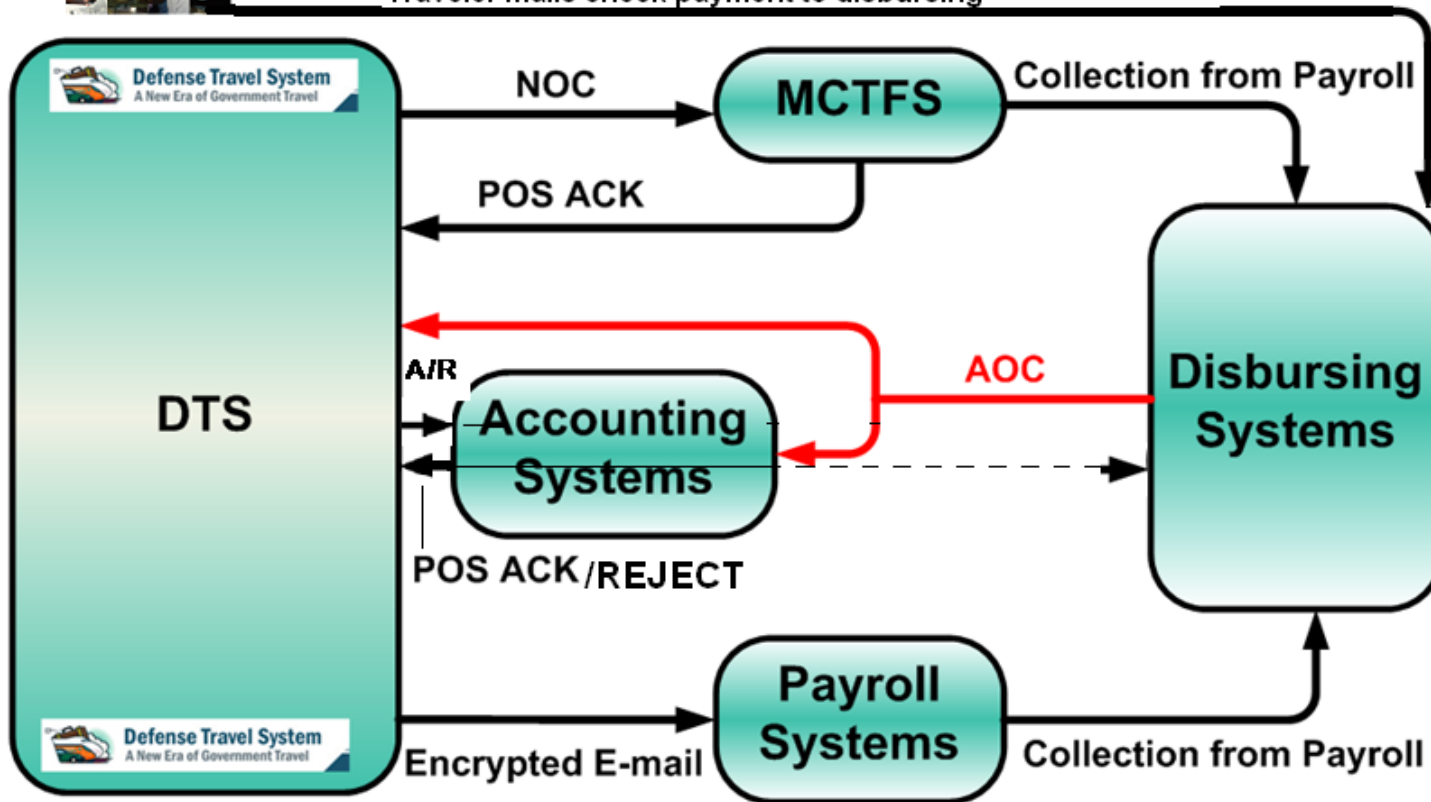
Common Issue: No Response/Collections from Pay Office

- Frequently, collections won't start for several weeks depending on when request received

- If it has been longer, contact pay office

  - Civilians: 1-800-538-9043 or DSN 699-0580
  - Navy Civilians/Agencies(Cleveland): 1-800-729-3277
  - Navy: 216-204-4350
  - Army: 317-410-4517 or DSN 699-4517
  - Air Force: 317-510-6449 or DSN 699-6449
  - Marine Corps: HQMC_RFF_DTSDEBT@usmc.mil

Common Issue: Clearing Old Debts

- Old debts remain in DTS (or on DM report) for more than a year

- Debts that remain open require research to determine status
  - Can be cleared once current status confirmed

- Check document history
  - May have an A/R that rejected/never posted and needs to be corrected

- Contact traveler and ask about current status
  - Did they pay the debt?
  - Where did they pay the debt?
  - Do they have a copy of the Cash Collection Voucher (CCV)?

Common Issue: Clearing Old Debts (continued)

- If debt was paid to DFAS Indianapolis, **FIRST submit a TAC ticket** . The TAC receives copies of CCVs. If you need additional support for your request contact DFAS at CheckRemittanceInquiry@dfas.mil. Make sure to include traveler's last name, TANUM, LOA, dollar amount

- If debt was paid locally, traveler must provide a copy of CCV

- If traveler never paid or cannot produce proof that debt was paid, it can be referred to payroll immediately (if older than 30 days)

Common Issue: "Debt Satisfied" But Still on Debt Report

- Somewhat common with debts incurred prior to April 2006 (Monroe Release) that were satisfied after April 2006

- Debt documents should be amended (no changes), re-signed, and approved

- DTS will generate a *zero dollar* (no pay due) disbursement transaction

    – Older LOAs must still be able to pass Treasury-level edits

- 30 days after re-approval, debt document should drop off debt report

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Common Issue: Debt for a Traveler Who Left Organization

- If traveler has retired/separated, debts over $225 can be referred to OOS Debt Office
  - OOS Debt Office will not accept out-of-service debts of less than $225

- Must be sent to payroll first to confirm that traveler is out-of-service
  - ALWAYS attempt to collect debt before referring to OOS Debt office or writing off

- If the OOS debt is less than $225, follow debt write-off procedures

Common Issue: Debt for a Traveler Who Left Organization (continued)

- If traveler has "PCS'd", coordination is required with DMM at new site
  - DMM at prior organization has responsibility for the debt
  - New DMM has responsibility for (and access to) the traveler

- Use the **Local Help Desk Contact Numbers** located under Travel Assistance on the DTS website:

  http://www.defensetravel.dod.mil/site/localSupport.cfm

- Contact your Service office to obtain a DMM POC at the new organization

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Resources

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

  www.defensetravel.dod.mil

Travel Explorer (TraX)
- Web-based training (FDTA – Debt Management Monitor)
- Distance Learning (Debt management Monitor)
- Financial Field Procedures Guide
- Guide to Managing Travel Incurred Debt

  www.defensetravel.dod.mil/Passport

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

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