



Defense Travel Management Office



Introduction to the Defense Travel System for Transportation Specialists

Connect 2011 Seminar

April 2011

For Official Use Only



Pilot Course

- Transportation Specialist portion of Connect 2011 is a pilot
 - Queried transportation specialists for desired content
- Your feedback is important
 - Comments on each session you attend
 - Comments on Seminar as a whole
 - Contact us through the Travel Assistance Center

***Help us stay on target
for next year!***





Agenda

- Program Background and Benefits
- Defense Travel Administration Team
- Defense Travel System (DTS) Overview
- Communications with the Commercial Travel Office
- Centrally Billed Account Reconciliation
- Conditional Routing
- Policy Reminders & Preaudits
- Reports
- CBA Use for Group Travel
- Resources





Program Background

National Performance Review recommended re-engineering DoD travel

PMO-DTS established as OSD Special Interest Initiative; authorized “proof of concept” pilot site deployments

SEP
'93

JUL
'94

DEC
'95

MAY
'02

OSD implemented DoD Task Force (TF) to Reengineer Travel; published “Report of the DoD Task Force to Reengineer Travel” (Red Book)

DTS received full Authority to Operate (ATO); designated an Acquisition Category IAM program





Program Background (continued)

DTS received signed DTS Acquisition Decision Memorandum (ADM) and Initial Operating Capability (IOC)

DEC '03

Management Initiative Decision # 921 was signed, which mandated use of DTS and the establishment of a consolidated office for commercial travel management

OCT '04

Defense Travel Management Office was created

FEB '06

Travel Transformation effort underway in coordination with General Services Administration

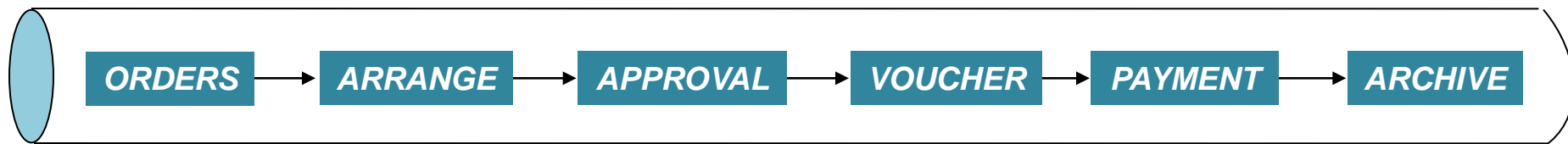
2009- Present





DTS Vision

A seamless, paperless, temporary duty travel system that meets the needs of travelers, commanders, and process owners.

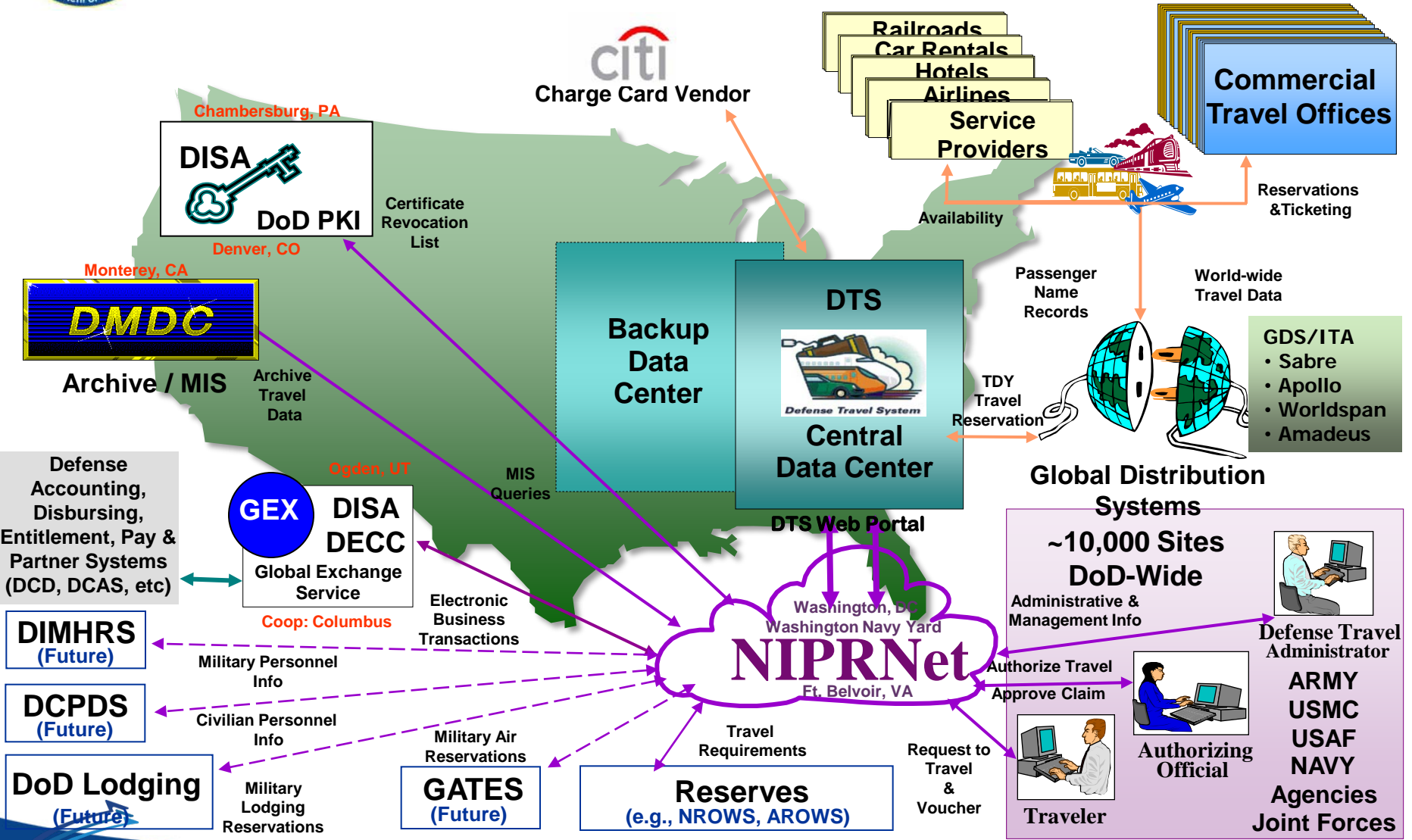


- Fully integrated end-to-end travel and financial management system for DOD TDY





Defense Travel System Interfaces





DTS Benefits

DTS AUTOMATES . . .

- ~ Authorization
 - ~ Reservation
 - ~ Voucher Processing
 - ~ Payment
 - ~ Archiving
- . . .of DoD Travel Transactions





DTS Benefits (continued)

DTS SAVES TIME . . .

- Average payment time for DTS vouchers – 6.1 days from final traveler signature to payment (performance target is ≤ 7.5 days)
 - Payment of travel claims three times faster than mandated
- Split disbursement and electronic funds transfer facilitates on-time payment of charge card debt
- Available online 24/7 (>99% of the time – other than scheduled maintenance)





DTS Authorization Process

Interface with CTO for transportation, lodging and rental car

2



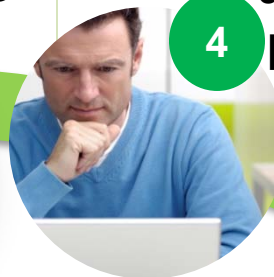
AO stamps doc *APPROVED* using digital signature

3



Traveler receives completed authorization; can print if necessary

4



5

ATM advance if required; ticketing



1

Traveler/Clerk/NDEA inputs authorization in DTS



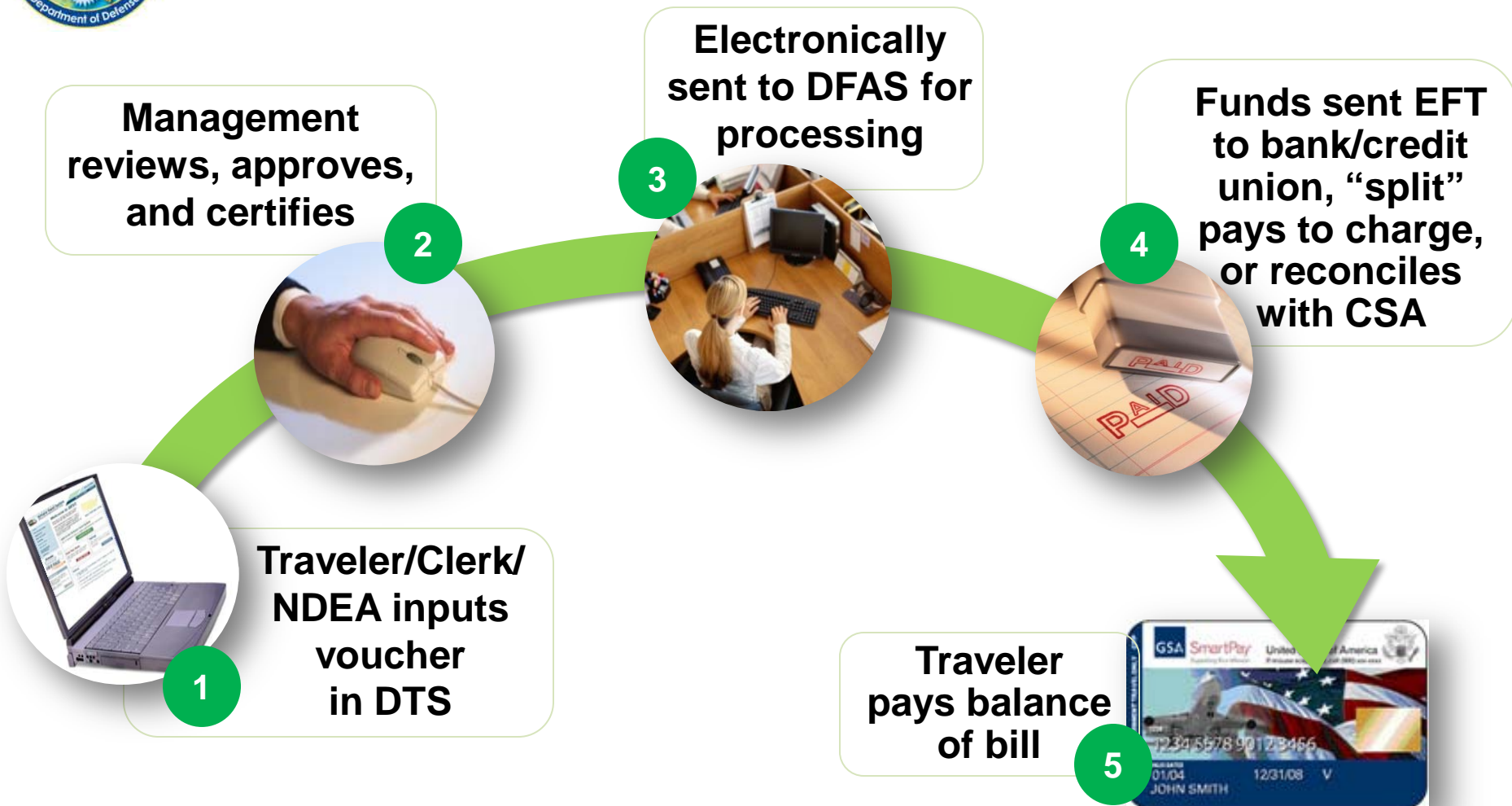
6

TDY





DTS Voucher Process





Defense Travel Administration Team

- Defense Travel Administration (DTA) is a team effort
- Functional areas that should be represented -
 - Administration (profile management, routing lists, groups)
 - Transportation (centrally billed accounts, travel service contract oversight, transportation policy oversight - enforce Patriot Express use, monitor city pair use, monitor CTO fees)
 - Budget (funds management)
 - Accounting (travel reimbursement questions)
 - Government Travel Charge Card Agency Program Coordinator (account set-up, card activation/deactivation, monitor delinquencies)



Communication With The CTO


- Travelers can ask for CTO assistance for all or selected reservations

D I will be returning from my TDY by - (Select from the list below)

Commercial Air	Rail	Rental Car	Other	Time:
<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11:30 AM <input type="button" value="v"/>

(Claim private vehicle transportation in Expense-Mileage. Use of government vehicle is non-reimbursable, show this in Expense-Non-Mileage.)

E Check this box if you have other ticketed transportation not listed above:



- Use of CTO Assist comments may incur higher CTO fees





Preformatted Comments to CTO

This screen contains pre-populated information from the traveler's itinerary. You can now add or modify comments to help the CTO understand the reservation needs of the traveler.

RES: Arlington, VA - CRAIG, AK departing 04/04/2011 at 09:00AM

CTO Comments - Air

If necessary, add additional comments to the CTO:

CTO, please assist traveler with air reservations: from RES: Arlington, VA to CRAIG, AK 04/04/2011 at 09:00AM

CRAIG, AK - RES: Arlington, VA departing 04/08/2011 at 12:00PM

CTO Comments - Air

If necessary, add additional comments to the CTO:

CTO, please assist traveler with air reservations: from CRAIG, AK to RES: Arlington, VA 04/08/2011 at 12:00PM

- Comments can be edited as needed





Preformatted Comments to CTO (continued)

CRAIG, AK 04/04/2011 - 04/08/2011

CTO Comments - Car

If necessary, add additional comments to the CTO:

CTO, please assist traveler with rental car reservations: compact car for CRAIG, AK from 04/04/2011 to 04/08/2011

CRAIG, AK 04/04/2011 - 04/08/2011

CTO Comments - Hotel

Please provide in the box below any additional information the CTO may need, such as hotel name or zip code:

CTO, please assist traveler with lodging reservations: CRAIG, AK from 04/04/2011 to 04/08/2011

Cancel CTO Assistance

Send Comments to CTO





DTS Preview Screen

Defense Travel System - Welcome to DTS - Windows Internet Explorer
https://dtsdwebgov.defense.travel/osd/ml/dts/app

Leave: 08-Apr-11

Air Travel:
[Edit](#)

Carrier: [blank]
Flight: [blank]
Fare: \$0.00
Airport Passenger facility charge included in ticket price
Depart: ARLINGTON, VA
04-Apr-11 09:30AM
Arrive: CRAIG, AK
04-Apr-11 12:00AM
Method Of Reimbursement: GOVCC

Comments to the Travel Agent:
CTO, please assist traveler with air reservations: from ARLINGTON, VA to CRAIG, AK 04/04/2011 at 09:30AM

Rental Car:
[Edit](#)

Company: REQUEST ASSISTANCE
En-Route: No
Cost: \$0.00
Location: [blank]
Pick-Up: 04-Apr-11 12:00AM
Drop-Off: 08-Apr-11 12:30PM
Method Of Reimbursement: GOVCC
Restrictions: [blank]

Comments to the Travel Agent:
CTO, please assist traveler with rental car reservations: compact car for CRAIG, AK from 04/04/2011 to 04/08/2011

Lodging:
[Edit](#)

Name: REQUEST ASSISTANCE
Cost: \$0.00 / Night
Tax: 0%
Check-In: 04-Apr-11 12:00AM
Check-Out: 08-Apr-11 12:30PM
Method Of Reimbursement: GOVCC
Total Room & Tax: \$0.00 / Night excluding additional fees

Comments to the Travel Agent:
CTO, please assist traveler with lodging reservations CRAIG, AK from 04/04/2011 to 04/08/2011





Comments From the CTO

Document Comments

Comments to the Approving Official:

None



Comments from the Travel Agent:

Air Comments: CTO BOOKED-PLS REVIEW SEGMENT DATES AND TIMES

The use of a Government-Contracted Commercial Travel Office(CTO) to arrange official travel is mandatory. If the contracted CTO is not used to make official travel arrangements, the traveler must provide a statement in detail as to exactly why the CTO is not available or otherwise not being used.

Other Trip Information

Trip Type: AA-ROUTINE TDY/TAD

Trip Purpose: CONFERENCE ATTENDANCE

Trip Description: National Travel Forum 2010 PNR Locator:BHZLTV



Passenger name record locator





Communication With The CTO

- What do the CTO stamps mean?

DTS Stamp	Meaning
CTO Submit	Document signed by traveler and sent to CTO for assistance and quality control
CTO Booked	Processed by CTO and returned to DTS for processing IAW routing list
CTO Amendment	Document level created based on CTO returned information via the passenger name record
CTO Ticketed	CTO has issued ticket and returned updated cost and ticket information to DTS

- Report to TAC any documents stuck at CTO Submit





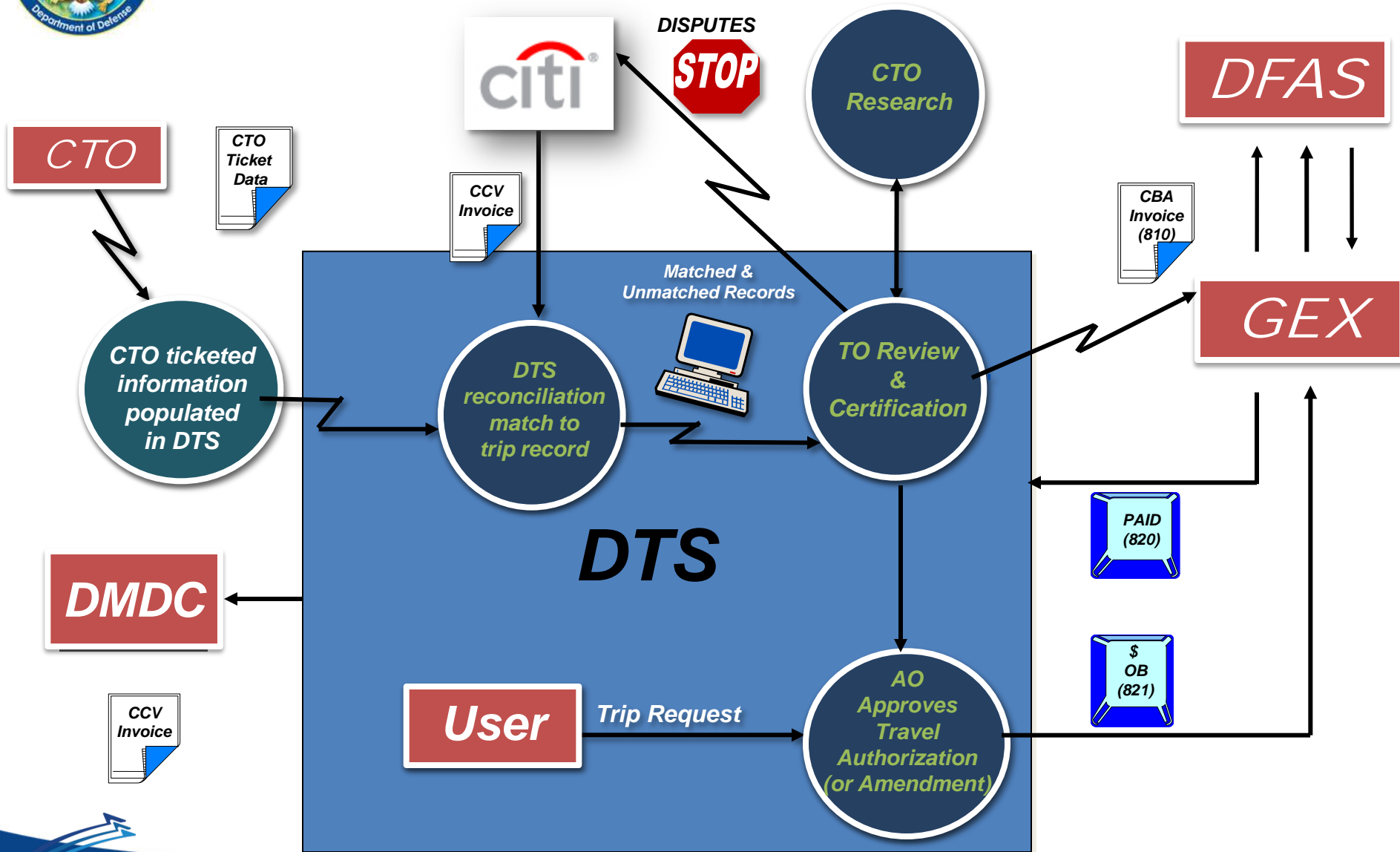
Centrally Billed Account Reconciliation

- Centrally Billed Account (CBA) Reconciliation Module
 - Automates ticket matching with travel authorization
 - Identifies ticket/authorization mismatches
 - Prepares electronic invoice for digital signature
 - Eliminates need to file and send paper copies of invoices and authorizations
 - Automates authorization amendment if needed





DTS CBA Automated Process Flow





Conditional Routing

- Allows transportation specialist to review trip requests before being authorized
 - Routed to you after CTO BOOKED (if sent to the CTO)
 - You must review before trip can be approved
- Conditions for consideration
 - Overseas travel - enforce Patriot Express, theater/country clearance, passports/visas, threat briefing, shots
 - Emergency leave – proper transportation routing
 - Use of CBA – enforce use of IBA, control your CBAs
 - Group travel – coordinate group fares with CTO





Conditional Routing (continued)

Table 5-7: Process Name Descriptions

PROCESS NAME DESCRIPTIONS	
PROCESS NAME	DESCRIPTION
BYPASS PNR	Applies if the Travel feature is not used to make reservations. In such a case, the authorization will not require CTO processing.
FOREIGN TRAVEL	Applies if the traveler's duty station is CONUS, e.g., California to Korea or Virginia to Japan.
OCONUS/CONUS	Applies if the traveler's duty station is an OCONUS location and one or more TDY locations on the document are CONUS, e.g., Germany to Virginia.
OCONUS/OCONUS	Applies if the traveler's duty station is an OCONUS location and one or more TDY locations on the document are OCONUS and not in the same country, e.g., Germany to Austria. Also applies to those stationed in non-foreign U.S. territories and OCONUS states.
PREMIUM CLASS FARE	Used when policy allows purchase of premium air fares.
SPECIAL CIRCUMSTANCES	Checks the Special Circumstances trip type used and routes the document to the designated Routing Official. See Section 5.6.2.3.1.

Chapter 5, DTA Manual



Conditional Routing (continued)

PROCESS NAME DESCRIPTIONS

PROCESS NAME	DESCRIPTION
TRAVEL MODE ROUTE	Checks the transportation mode used during TDY travel and routes the document to the designated Routing Official for that transportation mode. See Section 5.6.2.3.2.
TRAVELER NUMBER	Checks the number of travelers in a group authorization and routes the document to the Transportation Officer (TO) if the group exceeds 9 travelers.
LEAVE REQUESTED	Checks the voucher for annual or non-duty leave and routes the voucher to the applicable Routing Official. See Section 5.6.2.3.3. This option is available for voucher only.





Conditional Routing – Travel Mode



User Name: George Greiling
 Organization Access: (All)
 Group Access: - None
 Permission: 0, 1, 2, 3, 4, 5, 6, 7, 9
 Run Date: March 29, 2011 - 13:58 EDT

Screen ID: 7205.1

[DTA Home](#) | [Help for this Screen](#) | [Logout](#)



DTA Tools:

Routing Lists

[Search Routing List\(s\)](#) | [Create Routing List\(s\)](#) | [View Routing List List](#) | [View Delegated Authorities List](#)

Add Routing Element

* Required

Routing List Name: **George**

Organization Name: **DTMOHRA**

Document Type: *

Document Status: *

Signature Name: *

Level: *

Process Name:

<input type="checkbox"/> CA	<input type="checkbox"/> CB	<input type="checkbox"/> CF	<input type="checkbox"/> CF-C
<input type="checkbox"/> CF-I	<input type="checkbox"/> CP	<input type="checkbox"/> CP-C	<input type="checkbox"/> CR
<input type="checkbox"/> CR-C	<input type="checkbox"/> CV	<input type="checkbox"/> GA	<input type="checkbox"/> GB
<input type="checkbox"/> GP	<input type="checkbox"/> GV	<input type="checkbox"/> PA	<input type="checkbox"/> PM
<input type="checkbox"/> PP	<input type="checkbox"/> PV	<input type="checkbox"/> TB	<input type="checkbox"/> TP
<input type="checkbox"/> TR	<input type="checkbox"/> TV		

Travel Mode(s): *

ODTA can add TO for CBA conditional routing





Policy Reminders and Preaudits

Air Travel

Modify Search

Please Note: A **Red Star (*)** indicates a field is required.

* Departure Airport (or city, state):

* Arrival Airport (or city, state):

* Arrival or Departure:

Air Travel

Please select flights for **DCA - Washington Ronald Reagan National Apt to FRA - Frankfurt International Apt** departing on **04/11/2011** Skip This Flight

RESERVATIONS SUMMARY:
 AIR: \$0.00

DOD Policy requires travelers to utilize the GSA Contract Carrier Fare when available. Exception to this policy requires justification and is subject to approval by your Authorizing Official.

Sort By: Departure Time Arrival Time Elapsed Time Price Default





City Pair Preaudit Flag

1.	Reason Flagged	Item Description	* Justification to Approving Official <Help>
	<p>→ NON-CONTRACT FARE</p>	<p>→ Air Fare selected is not a GSA City Pair, GSA City Pair w/Capacity Limits although one was available at time of selection: US - 3268 DCA-Washington Ronald Reagan National Ap 04/11/2011 - 01:50 PM PHL-Philadelphia International Apt 04/11/2011 - 03:02 PM GSA Fare: \$798.30 Fare Selected: \$652.30 Fare Price Difference: \$ -146.0</p>	<p>Reason Codes</p> <div style="border: 1px solid #ccc; height: 150px; position: relative;"> ^ v </div>
2.	Reason Flagged	Item Description	* Justification to Approving Official <Help>
	<p>→ NON-CONTRACT FARE</p>	<p>→ Air Fare selected is not a GSA City Pair, GSA City Pair w/Capacity Limits although one was available at time of selection: US - 700 PHL-Philadelphia International Apt 04/11/2011 - 04:20 PM FRA-Frankfurt International Apt 04/12/2011 - 06:10 AM GSA Fare: \$798.30 Fare Selected: \$0.00 Fare Price Difference: \$ -798.3</p>	<p>Reason Codes</p> <div style="border: 1px solid #ccc; height: 150px; position: relative;"> ^ v </div>





Reason Codes for Non-City Pair Use

Pre-Audit Reason Codes for NON-CONTRACT FARE

Select	Reason Code & Description	Authority Source Reference
<input type="checkbox"/>	<p>C1 - Does not meet mission requirements</p> <p>Scheduled contract fare flights are not available in time to meet mission requirements or use of contract service would require the traveler to incur unnecessary overnight lodging costs, which would increase the total cost of the trip.</p> <p>Space on scheduled flights (including a confirmed pet space (see note)) is not available in time to accomplish the purpose of travel, or use of contract service would require the traveler to incur unnecessary overnight lodging costs that would increase the cost of the trip. *Note: When pet shipment is the determining factor for non-use of the lower cost GSA Airline City Pairs fares, the traveler and not the Government is responsible for costs exceeding the most economical travel routing.</p>	<p>DTR, Appendix H JTR, Chapter C2002A, JFTR, Chapter U3145A-4a</p>
<input type="checkbox"/>	<p>C2 - Outside normal working hours</p> <p>The contractors flight schedule is inconsistent with explicit policies of individual Federal department and agencies where applicable to schedule travel during normal working hours.</p> <p>The contractors flight schedule is inconsistent with explicit policies of individual federal departments and agencies to schedule travel during normal working hours.</p>	<p>DTR, Appendix H JTR, Chapter C2002A, JFTR, Chapter U3145A-4a</p>
<input type="checkbox"/>	<p>C3 - Lower non-contract fare available to the general public</p>	<p>DTR, Appendix H JTR, Chapter C2002A, JFTR, Chapter U3145A-4a</p>
<input type="checkbox"/>	<p>C4 - Seat not available on contract air carrier</p>	<p>DTR, Appendix H</p>
<input type="checkbox"/>	<p>C5 - Used contract fare for portion of trip, but not entire trip.</p>	<p>DTR, Appendix H</p>
<input type="checkbox"/>	<p>C6 - Lower Non-contract fare used on contract carrier</p>	<p>DTR, Appendix H</p>
<input type="checkbox"/>	<p>C7 - Traveler refused contract fare because:</p> <p>(a) Airport Specified (b) Carrier specified (c) Routing specified (d) Time specified (e) Personal reasons.</p>	<p>DTR, Appendix H</p>
<input type="checkbox"/>	<p>C8 - No cost ticket (e.g. Frequent Flyer).</p>	<p>DTR, Appendix H</p>
<input type="checkbox"/>	<p>C9 - Foreign Military Service (FMS)</p>	<p>DTR, Appendix H</p>
<input type="checkbox"/>	<p>C10 - Rail service available and cost effective</p> <p>Rail service is available and that service is cost effective and consistent with mission requirements.</p>	<p>DTR, Appendix H JTR, Chapter C2002A, JFTR, Chapter U3145A-4a</p>





Reason Codes for Non-City Pair Use

Code	Reason
C1	Does not meet mission requirements
C2	Outside normal working hours
C3	Lower non-contract fare available to the general public
C4	Seat not available on contract air carrier
C5	Used contract fare for portion of trip, but not entire trip
C6	Lower non-contract fare used on contract carrier
C7	Traveler refused contract fare
C8	No cost ticket (e.g., frequent flyer)
C9	Foreign Military Sales (FMS)
C10	Rail service available and cost effective





Preaudit Completed

1. Reason Flagged	Item Description	* Justification to Approving Official <Help>
<p>→ NON-CONTRACT FARE</p>	<p>→ Air Fare selected is not a GSA City Pair, GSA City Pair w/Capacity Limits although one was available at time of selection: US - 700 PHL-Philadelphia International Apt 04/11/2011 - 04:20 PM FRA-Frankfurt International Apt 04/12/2011 - 06:10 AM GSA Fare: \$798.30 Fare Selected: \$0.00 Fare Price Difference: \$ -798.3</p>	<p><u>Reason Codes</u> (C1) - Does not meet mission requirements</p> <p>Meeting at the Pentagon will not be over in time to get contract carrier flight.</p>

Fare Selected: \$0.00
Fare Price Difference: \$ -798.3

The following are provided for advisory purposes only

3. Advisory	Advisory Description <Help>
<p>→ FOREIGN TRAVEL</p>	<p>→ FOREIGN TRAVEL DOC. SEE DEFENSE TRAVEL ADMINISTRATOR(DTA) PERSONNEL FOR SPECIAL PROCESSING REQUIREMENTS.</p>

Save And Proceed To Digital Signature

Proceed to the following page: Digital Signature Continue

Done

start | Monthly Report In... | Internet Explorer | Microsoft Offic... | 2011 Connect Semi... | T:\General DTMO I... | 11:43 AM





Preaudit For CBA Use By IBA Cardholder

Defense Travel System - Welcome to DTS - Windows Internet Explorer

Logged In As: [George A Greiling](#) Document Name: GGFRANKFURTAM041111_A01 Screen ID: 1040.1
Traveler Name: [George A Greiling](#) Document Type: Authorization

Defense Travel System
A New Era of Government Travel

Itinerary Travel Expenses Accounting Additional Options Review/Sign

Preview Other Auths Pre-Audit Digital Signature

Other Authorizations

The following are the additional authorizations that were selected based on the trip details. Enter comments to your Approving Official in the "Remarks" boxes provided.

> Add Additional Authorizations For This Trip

Other Authorizations

	Other Authorization	Remarks	Remove
1	INCORRECT USE OF CBA	<p>This trip currently uses a Centrally Billed Account (CBA) as the form of payment for Air or Rail tickets. The traveler is a Non-Exempt cardholder and must use their Individually Billed Account (IBA) - GTCC.</p> <p>The AO must personally ensure that any use of a CBA by this traveler is authorized by local business rules and/or Service / Agency policy. The AO approval of this non standard use of a DEPARTMENT CBA account will be recorded in the archive. The Other Auth can only be removed if the CBA form of payment is changed.</p> <p>Local business rules - use CBA for OCONUS trips</p>	

Save and Proceed to Pre-Audits

Proceed to the following page: Pre-Audit



Useful Reports

- Provides transportation specialist the ability to:
 - Monitor non-use of city pair – educate your travelers and authorizing officials
 - Monitor unused tickets – recover unused funds
 - Monitor travelers that used your CBA
 - Monitor travel agent fees – part of your QAE responsibility
- To run reports you need:
 - Organization access to see all travelers
 - Permission levels 0,1, 5
 - Depending on DTS organizational structure, may need multiple user profiles





City Pair Program-Related Reports

- Reason Code Report
 - Travelers that did not use GSA City Pair flights
 - Included flight details
- Reason Justification Report
 - Tracks reason codes and traveler provided justifications
- Both reports are run by organization for up to 31 day periods





CBA TO Report

- Lists trips that charged a CBA for tickets and CTO fees within a departure date range not to exceed 31 days
- User can request a report for all trips with a CBA charge or a report of the exceptions (e.g., missing a ticket number, an amount, or a ticket date)
- Report contains:
 - Traveler, AO, and DTA contact information
 - Authorization number
 - Ticket details



Unused Ticket Report

- Lists trips that potentially have unused air tickets; trips identified are candidates for further research.
- Trips in this report that meet one of two criteria:
 - Ticket amount on the authorization does not match the ticket amount on the voucher.
 - Authorization has an air ticket, but does not have a signed voucher”
- CTO contracts require cancellation of tickets 30 days after last scheduled flight segment
- CTOs also provide an unused ticket report



CTO Fee Report

- Travel agent fees charged during report period
- CBA-related charges can also be monitored via charge card invoices
- Report is run by organization for up to 31 day periods
- Errors should be reported to your Contracting Officer Representative





CBA Use For Group Travel

- Group travel – two or more travelers with same itinerary
- DTS can not process PNRs with multiple names
 - DTS can send CTO a message with desired arrangements
 - All coordination with CTO is outside DTS
 - It is up to lead traveler or travel clerk to manually input flight arrangements and cost to DTS group authorization
 - DTS produces a manifest that must be manually sent to CTO
 - Tickets can be charged to CBA or IBA
 - Once group authorization is signed and individual authorizations created, all changes must be made to individual documents





Resources



DTMO Website

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

www.defensetravel.dod.mil



Travel Explorer (TraX)

- Access e-learning, instructor resources, and reference materials
- Access FAQ through Knowledge Center

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

