

Defense Travel Dispatch

Volume I, Issue 2 Summer 2008



*The DoD Center
for Travel Excellence*



Operation: New DoD Travel Card

All government travel cardholders will receive new cards during the summer of 2008. [Story](#)

DTMO Responds to Traveler Feedback

As part of the annual QuickCompass survey, users were given the opportunity to answer standard questions and provide additional comments on travel-related issues. Review a snapshot of frequently asked questions based on those user comments. [Story](#)

Valid Receipts for Travel Vouchers

Although a receipt is a seemingly simple item, a great deal of confusion exists around what qualifies as a valid receipt for travel reimbursements. It is important to understand the common misconceptions and requirements of valid receipts. [Story](#)

DTS Update

The DTMO and PMO-DTS are actively working to release new functionality and mitigate future risks. [Story](#)

Airlines Institute Baggage Fees

American Airlines, United Airlines, and US Airways have implemented a \$15 service fee that now applies to a first checked bag. [Story](#)

DoD Awards Task Orders Under Worldwide CTO Contract

DoD has awarded two task orders to date under DoD's Worldwide Commercial Travel Offices (CTO) Services Contract to assist travelers with reservations for air, rail, ground transportation, and lodging. [Story](#)

DTMO Conducts DTS Usability Review

DTMO began conducting a usability review of DTS in order improve user satisfaction by enhancing the effectiveness and efficiency of the system. [Story](#)

Director's Message

Welcome to the summer edition of the Defense Travel *Dispatch*. In this issue we continue to provide you with newsworthy travel-related information aimed at both informing and educating the DoD travel community.

This edition includes useful information about the upcoming Government Travel Charge Card transition, guidelines for what constitutes a valid receipt for travel vouchers, an update on DTS, as well as an update on DTMO activities.

DTMO hopes that you find the *Dispatch* useful, and as always, invites your feedback as we prepare future issues.

-Sheila M. Earle,
Acting Director, DTMO

Quick Links

[DTMO Website](#)
[DTS Website](#)
[Provide Feedback](#)
[Training](#)

The Defense Travel Management Office

The DTMO was established to serve as the single focal point for commercial travel within the Department of Defense to establish strategic direction, set policy and centrally manage commercial travel programs.

The DTMO maintains central oversight for commercial travel management, travel policy and implementation, customer support and training, DoD travel card program management and functional oversight for the Defense Travel System.

Operation: New DoD Travel Card

Issued by Citi®

Check your mail for the new Government Travel Charge Card, arriving this summer.



DoD's current Government Travel Charge Card (GTCC) contract with Bank of America is ending this year. Citi® was awarded the contract as the new GTCC provider and will continue to support the mission needs of over 1.2 million DoD travel cardholders.

(November 29-30, 2008), charge all official travel expenses up to, and including, November 29, 2008, on your current GTCC. Travel expenses incurred from 12:00 a.m. EST on November 30, 2008, should be charged to the new GTCC issued by Citi®.

What Cardholders Need To Know

As the Travel Card Program transitions from one vendor to another, all government travel cardholders will receive new cards beginning in August 2008.

Current cards expire on November 29, 2008, at 11:59 p.m. Eastern Standard Time (EST). New GTCCs issued by Citi® will be ready for use on November 30, 2008, at 12:00 a.m. EST.

Outstanding Charges

Pay all outstanding, undisputed charges on your Bank of America® GTCC before November 29, 2008. If you currently have a credit balance, call the phone number on the back of the card to request a statement. After the cutover, Bank of America will continue to accept and receive payments for charges previously made on its cards.

What to Expect

Since the new card will also be VISA® branded, cardholders will have the same worldwide charging privileges as they do with the current program. Charge limits will remain the same and APCs will have the authority to raise limits to meet mission requirements.

Cardholder Checklist

- Confirm or update address with Bank of America®
- Verify receipt of new card by phone or online
- Do not discard current GTCC, as new cards will not be ready for use until November 30, 2008
- Pay all outstanding charges on current GTCC by November 29, 2008
- If traveling over the cutover, carry both cards
- Contact your APC if you have any questions



Cardholders are advised to confirm their mailing addresses on file with Bank of America® as new travel cards will be mailed to that address. If you are scheduled for a Permanent Change of Station (PCS) move, ensure that your new address and date of move is on file with Bank of

America®. Cards that are sent to an incorrect address will be returned to Citi®. Agency Program Coordinator (APC) will not have the option to forward the mail to your new address. If you do not receive a new travel card by October 31, 2008, please notify your APC.

Important Note: Verify receipt of your new travel card immediately by phone or online, to ensure that you will be able to use it on November 30, 2008. Contact information for verification will be printed on a sticker affixed to the new card. As part of the receipt verification process, you must agree to the Terms & Conditions in order to use your new card.

Traveling During the Cutover

If you will be traveling during the cutover

For More Information

Your primary contact for the transition is your APC. For more information, visit www.defensetravel.dod.mil, www.gsa.gov/smartpay or send questions to dtmotc@dtmo.pentagon.mil.

DTMO Responds to Traveler Feedback



Understanding customer concerns and acting on customer feedback are key to ensuring that programs and processes are improved to meet the needs of customers. In an effort to solicit feedback, DTMO and the Defense Manpower Data Center (DMDC) conducted the 2007 QuickCompass, a web-based customer satisfaction survey of Defense Travel System (DTS) users. Approximately 34,000 randomly selected DTS users participated. In addition to the standard questions, users were given the opportunity to provide additional comments on travel-related issues. Below is a snapshot of frequently asked questions based on those user comments. For complete survey results, contact the Defense Travel Management Office.

To provide additional feedback please visit our website and click on the *ICE* icon. A comprehensive list of Frequently Asked Questions is available at the Knowledge Center at the DTMO Passport (<http://www.defensetravel.dod.mil/passport>).

Q. Where are the tri-folds located on the DTMO website? These were a great reference.

A. The tri-folds are located in the DTS Training Center under "How to Use DTS Guides" at http://www.defensetravel.dod.mil/Training/DTS/How_to_Guides.cfm.

Q. How do I change my personal profile in DTS?

A. The traveler/NDEA may update a profile when creating/editing a travel document. At the navigation bar across the top of the screen, click on "Additional Options" and your personal profile will display. Update your profile, check the "Save to Permanent Profile" box and click the "Update Personal Information" button at the bottom of the form. Your updates will be saved. A formal Change Request has been submitted to make the "Personal Profile" accessible to the traveler at any time from their homepage. We will announce this revision as soon as it is released.

Q. Will my reservation be cancelled if my authorization/order is not signed by the AO within 24 hours?

A. No, the authorization/order must

be signed by the *traveler* within 24 hours in order to hold the reservation.

Q. Can I be reimbursed for accepting GPS on a rental car while on TDY?

A. No. A GPS unit in the rental car is a personal option and is not a reimbursable expense.

Q. Can I use a fare other than the government fare in a City Pair market?

A. The Defense Transportation Regulation states that when traveling on official business, use of the GSA Contract City Pair program is required, with a few exceptions. Non-contract City Pair flights may be used if the lower fare is also offered to the general public and the contract carrier does not offer the same or lower fare. Non-contract carriers that offer lower fares only to government travelers are not a valid exception. Justification will be required when choosing a non-contract carrier. For exceptions and specific guidelines regarding the use of contract air service, see the Joint Federal Travel Regulation/Joint Travel Regulation, Appendix P and DOD 4500.9-R, Part I, Chapter 103, pars. A2 and E.

Q. How can I check the status of my reimbursement?

A. To view the actions taken and current document status go to the "Review/Sign→Digital Signature" tab inside of the document. This page displays the complete document history in chronological order and any pending (uncompleted) routing actions for the document.

Q. How do I change the reimbursement to have more sent to my Government Travel Charge Card when I charge a meal?

A. On the voucher, the "Additional Options→Payment Totals" screen allows the traveler to update the split disbursement amounts for the Government Travel Charge Card and personal Electronic Funds Transfer (EFT) account.

Q. What is the difference between an adjustment and an amendment?

A. Adjustments are changes made to a DTS document prior to approval. Amendments are changes made after the document has been approved.

Valid Receipts for Travel Vouchers

FOCUS on the Traveler

Submitting Receipts

In the Defense Travel System, the traveler or the non-DTS Entry Agent (NDEA) must fax uploaded receipts to the voucher as a substantiating record on the Expenses screen. If the voucher is created and “T-Entered” by a NDEA, a copy of the DD Form 1351-2 signed by the traveler, must be attached to the DTS voucher as well.

If it is impossible to furnish a receipt, a full explanation must be included on the travel voucher submitted for a travel reimbursement. This statement must include an explanation of the circumstances, and contain all of the information that would be included in a valid receipt.

Unused Ticket Policy

DoD’s Unused Ticket policy requires special documentation to be attached to travel vouchers along with other receipts. The policy requires all unused tickets be turned in to the Transportation Office (TO) or Commercial Travel Office (CTO) and the amount of the ticket be refunded back to the government. Upon return, the TO or CTO will provide a document stating that the ticket has been officially returned to the government. Just as with receipts, this form must also be electronically attached to the voucher.

For more information regarding invalid receipts, please visit the Knowledge Center at the DTMO Passport (<http://www.defensetravel.dod.mil/passport>).

Although a receipt is a seemingly simple item, a great deal of confusion exists around what qualifies as a valid receipt for travel reimbursements. Both travelers as well as Certifying Officers should understand the common misconceptions and requirements of valid receipts.

The Joint Federal Travel Regulation and Joint Travel Regulations require receipts for all lodging expenses, regardless of the amount, and for all individual expenditures of \$75 or more. This includes, but is not limited to lodging, car rentals, and transportation expenses reserved through DTS, even when paid using a Government Travel Charge Card.

What is a Valid Receipt?

A receipt is a written acknowledgement that a vendor has been paid for providing goods or services. To be valid for substantiating a travel claim, the receipt **must** show:

- Name of the company providing the goods or services
- Date the specific services were rendered or articles purchased
- Unit price of the item(s)/service
- Total amount due
- Total amount due was paid

If a receipt does not contain all of these requirements, it will not

qualify for travel reimbursement.

Often, travelers submit documents that are similar to a receipt, but lack all of the required detail for travel reimbursement. Documents that are **not** considered valid receipts include:

- Charge card statements
- Hotel bills given to the traveler before checking out
- Rental car contracts that are signed when a car is picked up
- Travel itineraries/invoices emailed to the traveler before an airline reservation is ticketed and charged
- Electronic records for airline tickets in the Defense Travel System (DTS)

Most vendors will gladly provide a receipt upon request. If you forget to get a final, paid receipt from a vendor, contact the vendor directly to have a receipt mailed, faxed or emailed. Without a valid receipt, an authorized reimbursement for hotel costs or individual expenses over \$75, and any payments made for expenses that are not substantiated by receipts are considered to be improper payments. If a paid voucher without receipts is chosen for audit, the traveler and/or the certifying officer could be liable for repaying the amount of the improper payment.

Helpful DTS Hints



Double Claims for Rental Car Reimbursement

DTS automatically captures the estimated cost of a rental car reservation made in the Travel/Reservation Module. This cost can be viewed and edited from the "Preview Trip" screen: this is the first screen in "Review/Sign" section. If the rental car was reserved in DTS, there is no need to enter the rental car expense in Non-Mileage Expenses. Manually entering a "Commercial Auto" expense for a rental car reservation will result in a duplicate payment for the same expense.

Comparing an Amendment

Approving Officials and Routing Officials can easily compare an amendment to the previously approved version. The Preview Trip screen from "Review/Sign" has a button in the upper right labeled "Amendment Preview Screen." This feature has a compare and contrast display that shows the changes from the previous approved document to the current pending amendment.

DTS Update

During the week of April 21, DTS users experienced performance issues as a result of a software release aimed at adding system functionality. An investigative team was quickly established and identified the issue. As an interim solution, DTS was returned

back to the previous version. A re-release is planned for the summer. The DTMO and PMO-DTS team is developing a plan to improve the overall process for development and deployment of future releases. This plan includes the development and implementation of an improved emergency action plan to mitigate future risks.

Training Update

DoD Traveler Course

The new DoD Traveler Course is now available in the DTS Training and Resource Center at http://www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm

Suited for first time travelers or great for refresher training, this course provides information on:

- City Pair Program
- Defense Travel System
- Travel Card
- Travel Policies
- Rental Car Program

Instructor materials are available for your classroom facilitated training. Download the instructor guide, student guide, and supporting PowerPoint presentations.

New Distance Learning Courses Available in August

Scheduled to be released in August 2008, the Fiscal Year Crossover course will provide an overview of the upcoming fiscal year crossover process for Finance DTAs and Budget DTAs.

Also beginning in August 2008 and running through November 2008, the Government Travel Charge Card (GTCC) Transition course is specifically designed to provide DTAs with information on the upcoming GTCC SmartPay^{®2} transition.

For more information, visit the DTS Distance Learning Program webpage at <http://www.defensetravel.dod.mil/Training/DTS/DLearning.cfm>.

Airlines Institute Baggage Fees

Just a short time after instituting a second checked bag fee, American Airlines, United Airlines, and US Airways have implemented a \$15 service fee that now applies to a first checked bag. Depending on the specific carrier policy, government and military travelers may be exempt from these fees. As long as your Authorizing Official approves the charge, it is considered a reimbursable expense. For a full list of carriers charging additional fees for checked baggage, visit the Baggage Allowance Fact Sheet on the GSA website, www.gsa.gov (City Pair Program/Fact Sheets) or visit the carrier's website.

What's New @ DTMO

DoD Awards Task Orders Under Worldwide CTO Contract

The Department of Defense has awarded two task orders under DoD's Worldwide Commercial Travel Offices (CTO) Services Contract to assist travelers with reservations for air, rail, ground transportation, and lodging.

In May 2008, Carlson Wagonlit-SatoTravel was selected to provide travel management services for the United States Marine Corps Continental United States (CONUS) locations and select Defense Agencies.

The task order is valued at ~ \$14 million.

Also in May, Carlson Wagonlit-SatoTravel was selected to provide travel management services for the



United States Army Defense Travel Area 1 (DTA 1) locations. DTA 1 consist of the states of Arizona, California, Colorado, Idaho, Montana, New Mexico, Nevada, Oklahoma, Oregon, Utah, Washington and Wyoming. The task order is valued at ~ \$11 million.

Planned implementation of these task orders is staggered based on current contract expiration dates from July 1, 2008, through December 1, 2008.

These task order awards are two of approximately eleven task orders to be awarded under DoD's Worldwide Commercial Travel Offices (CTO) Services Contract. DoD anticipates completing award of the remaining task orders by the end of 4Q FY08.

The Worldwide CTO Services Contract is a key part of DoD's initiative to consolidate CTO services for the Department. The anticipated benefits of this consolidation include standardizing CTO services requirements, capturing quality performance measures, and reducing contract administration costs.

DTMO Conducts Usability Review

In April 2008, DTMO began conducting a usability review of DTS in order improve user satisfaction by enhancing the effectiveness and efficiency of the system. The review is helping DTMO better understand how users interact with DTS, identify DTS deficiencies and defects, and optimize DTS as a travel enabler.

Our focus is on the areas which are most critical, have the greatest impact on user performance and where users have the most difficulty. During the review, DTS users are observed as they complete several scenarios based on their respective DTS role. Keystrokes are captured to access the overall ease of use, and intuitiveness.

The review concluded at the end of June. Preliminary results are expected as early as July with final results and long term recommendations provided to the DoD Travel Governance Boards by the end of the fiscal year. Based on the usability review report, DTMO will formulate actionable recommendations and/or change requests to be considered as

enhancements to DTS. The corresponding improvements made to DTS will result in a more intuitive, user-friendly tool for travelers. We would like to thank the DTS Program Offices and the site POCs for their assistance in ensuring successful visits.

Defense Travel Dispatch

The *Defense Travel Dispatch* is a quarterly publication issued by the Defense Travel Management Office, Office of the Under Secretary of Defense (Personnel & Readiness).

The use or reproduction of the Dispatch is prohibited without the expressed written consent of the Defense Travel Management Office.

To subscribe to the *Dispatch* or to submit comments or questions, visit www.defensetravel.dod.mil

Volume I, Issue 2
Summer 2008

