

# ORIGINAL



UNITED STATES MARINE CORPS  
MARINE CORPS AIR STATION  
BEAUFORT, SOUTH CAROLINA 29904-5001

IN REPLY REFER TO:  
ASO 4500 WJCH 1  
CR  
13 APR 2005

AIR STATION ORDER 4500 WJCH 1

From: Commanding Officer  
To: Distribution List

Subj: DEFENSE TRAVEL SYSTEM PROCEDURES

Ref: (a) DoD Management Initiative Decision (MID) 921  
(b) Defense Transportation Regulation (DTR)  
(DoD 4500.9-R)  
(c) Joint Federal Travel Regulations (JFTR)  
(d) Joint Travel Regulations (JTR)

1. Purpose. To publish regulations, procedures, and instructions governing the operation and use of the Defense Travel System.
2. Background. The Defense Travel System (DTS) is the product of the Department of Defense (DoD) Temporary Duty (TDY) Travel Reengineering Initiative. DTS is designed to meet operational requirements, improve service to the customer and reduce overall cost to the Government.
3. Policy. DoD Management Initiative Decision 921 directed use of the DTS. Commanders will use the Defense Travel System as the primary means of authorizing and settling all temporary additional duty travel (TAD) that falls within the capabilities of DTS.
4. Action. The procedures outlined in this order will be used by Commanders when utilizing the (DTS). Commanders will notify the Lead Defense Travel Administrator if any inconsistencies or errors are found in this order.
5. Concurrence. The Commanding Officer, Marine Aircraft Group 31, concurs with this Order insofar as it pertains to MAG 31 units stationed aboard Marine Corps Air Station Beaufort.

  
H. A. STOCKWELL

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MARINE CORPS AIR STATION  
BEAUFORT, SOUTH CAROLINA 29904-5001

IN REPLY REFER TO  
ASO 4500 CH 1  
COMPT

31 OCT 2007

AIR STATION ORDER 4500 CH 1

From: Commanding Officer, Marine Corps Air Station  
To: Distribution List

Subj: DEFENSE TRAVEL SYSTEM PROCEDURES

1. Purpose. To direct a change in the basic order.
2. Action. Add sub paragraph 2.7 "Department Heads DTS Authorizing Officials" under paragraph 2, Roles and Responsibilities. "The Department Heads are the Authorizing Official (AO) for all official TDY travel within his/her respective Departments. The Department Head, will appoint an alternate to serve as the AO in his/her absence to review and approve travel documents (Travel Authorization, Vouchers, and Local Vouchers) submitted by the traveler or an appointed representative. Authority should be limited to an Officer or a Staff Non Commissioned Officer."
3. Point of contact is Mr. Ludovic Lopez, Defense Travel Administrator at 228-6394.

A handwritten signature in cursive script that reads "R. W. Lanham".

R. W. LANHAM

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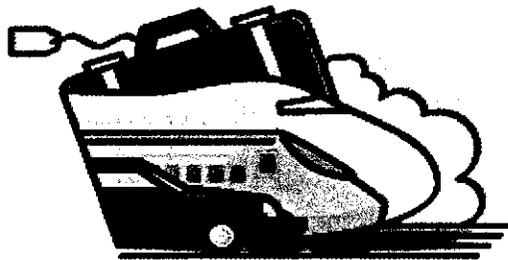


**MARINE CORPS AIR STATION  
BEAUFORT, SC**

**LOCAL BUSINESS RULES GUIDE**

**FOR THE**

**THE DEFENSE TRAVEL SYSTEM**



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## ABBREVIATIONS AND ACRONYMS

Acronym	Definition
AAA	Authorizing Accounting Activity
ABSS	Automated Business Services System
ADSN	Accounting and Disbursing Station Number
AO	Authorizing Official
BDTA	Budget Defense Travel Administration
BoA	Bank of America
CAC	Common Access Card
CBA	Centrally Billed Account
CED	Contingency, Exercise, Deployment
CONUS	Continental United States (48 contiguous States)
CSS	Command Support Staff
CTO	Commercial Travel Office
CUI	Common User Interface
DADS	Defense Accounting and Disbursing Systems
DEBX	Defense Electronic Business Exchange System
DoDFMR	DoD Financial Management Regulation
DFAS	Defense Finance/Accounting Service
DMDC	Defense Manpower Data Center
DMM	Debt Management Monitor
DMPC	Debt Management Payroll Collection Email
DISA	Defense Information Systems Agency
DoD	Department of Defense
DTA	Defense Travel Administration
DTS	Defense Travel System
FO/DO	Finance Officer/Disbursing Officer
EFT	Electronic Funds Transfer
FAQ	Frequently Asked Questions
FDTA	Financial Defense Travel Administrator
FSO	Financial Services Office
FY	Fiscal Year
GATES	Global Air Transportation Execution System
GDS	Global Distribution System
GOVCC	Government Travel Charge Card
IBA	Individual Billed Account

GSA	Government Service Agency
JFTR	Joint Federal Travel Regulations (military)
JTR	Joint Travel Regulations (Civilian)
LDTA	Lead Defense Travel Administrator
LICWO	Leave In Conjunction With Official Travel
MCTFS	Marine Corps Total Forces System
NAFI	Non-Appropriated Fund Instrumentalities
NDEA	Non-DTS Entry Agent
NGMS	Northrop Grumman Mission System
OCONUS	Outside the Continental United States
ODTA	Organizational Defense Travel Administration
PCS	Permanent Change of Station
PKI	Public Key Infrastructure
PLOT	Personal Leave with Official Travel
PMO-DTS	Program Management Office-Defense Travel System
PNR	Passenger Name Record
PRF	Personnel Readiness Function
RA	Resource Advisor
SABRS	Standard Accounting and Budgeting Reporting System
SDDC	Surface Distribution Deployment Center (formerly MTMC)
TA	Travel Authorization
TV	Travel Voucher
STARS-FL	Standard Accounting and Reporting System-Field Level
TDY	Temporary Duty (TDY) Travel)
TMO	Traffic Management Office
VOCO	Vocal orders of the Commander

## 1. Purpose

The purpose of this document is to discuss roles and responsibilities of Marine Corps Air Station, Beaufort (MCAS Beaufort) users of the Defense Travel System (DTS) and establish local transportation and financial business rules for using DTS at MCAS Beaufort. The DTS Business Rules Guide shall apply where no local business rules are listed in this document. However, the following overarching directives shall apply in resolving travel or financial policy issues:

- a. Defense Transportation Regulation (DTR) (DoD 4500.9-R)
- b. DoD Financial Management Regulation (FMR) (DoD 7000.14-R)
- c. Joint Federal Travel Regulations (JFTR)
- d. Joint Travel Regulations (JTR)
- e. Automated Government Transportation Request (SOP)
- f. DoD Management Initiative Decision (MID) 921

### 1.1 Overview of the Defense Travel System (DTS)

#### Background

- a. The Defense Travel System (DTS) is the product of the Department of Defense (DoD) Temporary Duty (TDY) Travel Reengineering Initiative. DTS is designed to meet operational requirements, improve service to the customers and reduce overall cost to the Government. Department of Defense Travelers are reminded that DTS is the mandatory source of electronic travel services for use by DoD travelers. DTS is operated and maintained by Northrop Grumman Mission Systems (NGMS) under "Requirements" type contract provisions. Under this "Requirements" arrangement, the DTS system must be used as the source for meeting all official DoD travel service requirements covered by the contract. Obtaining electronic travel services from other contractual vehicles exposes the Government to liability for violating the agreement with NGMS. If other contract vehicles are established to provide services that encroach upon the contract with NGMS, liability for costs in conjunction with the termination of such vehicles is also a potential risk. Provisions of

Appendix O, Joint Federal Travel Regulation (JFTR) and Joint Travel Regulation (JTR), govern simplified entitlements under the DTS. A copy may be found at <http://www.dtic.mil/perdiem/jftr/jftr-ao.txt>. Where Appendix O is silent on an issue, other portions of the JFTR/JTR apply.

b. DTS is a WEB based application which uses the Local Area Network (LAN)/Wide Area Network (WAN) to enable a paperless and fully automated travel reservation, authorization and voucher processing system. It allows travelers to request commercial transportation, commercial lodging and rental car arrangements and prepare authorizations and vouchers - all from a desktop computer. Each part of the streamlined travel process, including travel document creation, transfer, approval, computation, accounting, disbursement, and retention is accomplished electronically.

**Note:** Where inconsistencies exist, this document will take precedence as local policy and procedures. The business rules and instructions contained within this document should be considered a "living document" and subject to frequent updates.

## **2. Roles and Responsibilities**

### **2.1 Lead Defense Travel Administration (LDTA)**

Responsible for day-to-day DTS operations at the installation: This individual is appointed in writing and is assigned to coordinate DTS deployment and sustainment activities. The LDTA interpret entitlements when questions between travelers, Authorizing Officials (AO's) and organization DTA's (ODTA's) arise; provide customer support regarding system operation, procedures, and entitlements; establish permission levels for ODTA's; assist ODTA's with signature profiles, based on commanders' designation for routing travel authorizations and vouchers; coordinate any system issues, including upgrades and system discrepancy reports with higher headquarters. Other duties include, but are not limited to:

- Provide Tier 2 help-desk support.
- Approval Override. Specific individuals are given Approval Override authority to ensure mission accomplishment when a traveler's AO is unavailable. The

Commanding Officer (Station and MAG-31), or equivalent, must appoint individuals with approval override authority in writing.

- Remove Separates/Retirees from DTS (See DTS DTA Policy and Procedures Guide).
- Provide training as needed.
- Input and assign lines of accounting for all installation organizations.
- Provide information technology support.

## 2.2 Organizational DTA's (ODTA's)

The point of contact for travelers and Approving/Certifying Officials (AO/CO) assigned to their respective organization for DTS operations is the Organizational Defense Travel Administrator (ODTA). The ODTA provides enhanced Tier 1 Help Desk support after traveler and/or AO/CO has exhausted all other means of resolving DTS issues for themselves. If the ODTA's cannot resolve the issue, contact the Tier 2 Help Desk for assistance/resolution (843-228-6515/6187/7992/6394 or email at MCAS BFT DTS HELPDESK). The ODTA is responsible to ensure travelers and AO's have valid PKI Certificates and passwords or a Common Access Card and password.

- Non DTS Entry Agent (NDEA). The Commanding Officer (Station and MAG-31) or equivalent shall appoint NDEA's in writing. The NDEA shall have the authority to prepare and sign authorizations and vouchers on behalf of travelers other than themselves. When a NDEA signs a voucher from authorization on behalf of a traveler other than them self, the NDEA must retain a copy of all documentation and receipts provided by the traveler to support the voucher from authorization.

## 2.3 Budget DTA (BDTA)

The Budget Defense Travel Administrator (BDTA) is responsible for coordinating with the LDTA and Authorizing Official (AO) to ensure sufficient funds are available in the DTS "checkbook" or budget. Depending on the commander's preference, BDTA's may be required to request or generate budget reports from DTS.

## 2.4 Information Technology

The Information Technology Department ensures efficient access to the common user interface (CUI) for DTS users. This

section is responsible for issuance and revocation of the Public/Private Key Infrastructure (PKI) certificates, necessary for users to access the system. Ensures local networks are in place and able to support DTS operations. They also provide local system troubleshooting as required.

## **2.5 Installation Personnel Administrative Center (IPAC)**

Produce Military Pay Reports from the DTS Management Information System (MIS) (at least weekly). This information includes, but is not limited to, vouchers for temporary duty travel over 30 days, TDY travel involving personal leave, overseas travel, field conditions, deductible meals, or enlisted travelers Basic Allowance for Subsistence updates.

Issue of the Common Access Card (CAC)

## **2.6 Traffic Management Office (TMO)**

(TMO) is responsible for:

Conducting quality control of travel contract support, ensuring the supporting CTO is in compliance with contractual requirements and that travel policies are followed (e.g., city-pair fares are used whenever possible, use of non-city pair fares is properly justified, justifications for non-standard reservations/accommodations).

Reconciling DTS-generated tickets charged to the Centrally Billed Accounts (CBA). Until the automated reconciliation module is resident in the DTS, TMO will use the manual CBA reconciliation process described in Appendix A. Once the automated CBA Reconciliation Module is ready to use within DTS, the TMO will certify payments of the CBA invoices within DTS. The TMO is also involved in all processing of OCONUS travel relative to use of Patriot Express and assignment of Cost Identification Codes (CIC). This is further discussed under "Patriot Express TDY Travel".

## **3. Business Processes**

### **3.1 Government Travel Charge Card (GTCC) Program**

Travelers who have an Individual Government Travel Charge Card (GOVCC-I/IBA) are required to use the GOVCC for mandatory expenses IAW Public Law 105-264, DoDFMR Vol 9, Chapter 3. Mandatory expenses applied to the IBA include rental car and lodging. *Marine Corps directive states that commercial air*

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*travel expenses are to be charged to a Centrally Billed Account (GOVCC-C/CBA).* The CBA is managed by MCAS Beaufort TMO. **Note:** Non-DTS Only. Prior to the TDY departure, the traveler is required to provide a hard copy of the DTS Authorization (Non-DTS) to the TMO when the CBA is used.

In the event a traveler does not have a GOVCC, travelers may need to make payment with personal funds (cash, check, or credit card) to guarantee hotel or rental car reservations. In these instances, the traveler may request in DTS and the AO may authorize a cash advance, payable into the traveler's EFT account.

### **3.2 Electronic Funds Transfer (EFT) and Split Disbursements**

DTS automatically computes travel entitlements and initiates EFT disbursements to traveler's bank account as indicated on the travelers profile in DTS, eliminating the expense of processing check payments and improving timeliness of reimbursement to the traveler. Split Disbursements are mandatory for all military and DoD civilian personnel in accordance with Public Law 107-314 and MARADMIN 515/03. The DTS default "split-disburses" certain reimbursements automatically to the traveler's GOVCC card account for commercial airline, lodging and rental car expenses. *It is the traveler's responsibility to change the default payment setting from "GOVCC" to "Personal" if they did not use their GOVCC, if they do not have a GOVCC, or when the Centrally Billed Account (CBA) is used to pay for airline tickets.*

\*Travel Authorizations that require a cash advance, that are funded by another command (external to MCAS Beaufort), and are approved by the AO should be submitted to the local disbursing officer for payment.

### **3.3 Use of the Contracted CTO**

We all have an obligation to EXERCISE PRUDENCE IN TRAVEL.

A key thought to keep in mind when considering travel arrangements is that the regulations on travel are not written to accommodate personal convenience, they are written with mission accomplishment in mind.

Travelers will normally use the DTS Reservation Module to make arrangements for commercial air transportation, commercial lodging, and rental car reservations to meet mission requirements. There are certain circumstances (i.e. short notice travel) where the traveler may have to call the CTO,

using the local or toll free number to make such reservations. Travel arrangements should be charged to the traveler's GOVCC with the exception of commercial air, which should be charged to a CBA.

*Note: The Contract Travel Office (CTO) referred to in this document is Omega World Travel, collocated with TMO in building 799.*

### **3.3.1 Travel Requests Processed Outside of DTS**

This section is an overview of travel requests currently not handled by DTS.

#### **Emergency Leave**

If Emergency Leave is not funded fully by the government, it shall be processed outside DTS IAW local procedures.

#### **Classified Travel**

#### **Emergency Procedures (i.e. Natural Disasters)**

Follow local policies found in the Destructive Weather Base Order in the event of an Emergency.

#### **Permanent Change of Station (PCS)**

The CTO will provide reservation services for permanent duty travel (PDT) following existing procedures. At this time, DTS will not be used to secure PDT reservation services.

#### **Funding Shared by Multiple AAAs**

Only one AAA station can be applied to a DTS TDY order.

#### **AAAs Not Activated on DTS**

Check with Service/Agency providing the funding for a TDY to determine if their AAA/FSN is active in DTS.

#### **House Hunting/Permissive TDY**

#### **Travel Involving Leave or Personal Convenience Travel.**

Within DTS, the CTO only books reservations and issues tickets for official TDY travel. The AO may permit a traveler to combine official travel with leave or personal travel.

*However, contract fare travel must not be used for personal travel. (See JFTR, par. U3145-C, item 12, and JTR, par C2002-C, item 12.) The official portion is to be arranged through CTO. Transportation reimbursement is authorized for the cost*

of official round trip travel between duty stations only. The traveler may make other travel plans and pay the excess above the official cost; no excess costs for travel or M&IE are borne by the Government. For civilian travelers, JTR, par. C4563-C applies. A member is not entitled to per diem on any day leave is charged. **Official tickets must be issued prior to any personal travel changes.** Travelers will be required to contact the airlines themselves and book their desired travel. If the price of their personal ticket exceeds the cost of their official airline ticket to their TDY location, the traveler incurs the additional cost. Contract City Air Fares **may not be** used for any personal travel.

### **Combined Personal and Official Travel**

Order-writer officials are enjoined to screen each TDY/leave request carefully to ensure that TDY orders are not being requested as a means to defray transportation expenses to and from unauthorized destinations.

Travelers who deviate from the authorized itinerary or official necessity travel are not entitled to use GSA contract City Airfares. When travel is to a destination solely for personal reasons, and no official duty is performed at that destination, a GSA contract airfare may not be used for travel to or from that location. CTO will issue tickets to your authorized TDY location. Your entitlement is to travel from your PDS to your TDY and back. However, once you have received your official tickets the passenger always has the option of using the value of the ticket and applying that towards the desired routing directly with the airlines themselves.

If the price of their personal ticket exceeds the cost of their official airline ticket to their TDY location, the traveler incurs the additional cost.

Upon notification of a TDY trip, the traveler should contact the CTO as soon as possible to ensure both low airfare utilization and flight availability. Once official travel reservations are completed, the traveler can review options for the leisure portion of their trip with the CTO.

When you wish to add personal travel to your official travel, please tell the OMEGA agent about your official trip first. Per our contracts, we must issue a ticket charged to the Government that reflects only the travel authorized on your orders. On this official ticket, you must abide by all of the

contract carrier rules. Once the official itinerary is established, a ticket will be issued and charged either to the government credit card or a GTR.

At this point, the personal travel may be added. As is always OMEGA's policy, the CTO will minimize the additional fare that you must pay but we still must abide by the rules that apply to the official travel and that the airlines impose.

#### **DoD Travelers Working Outside DoD**

For example, travelers assigned to non-DoD agencies (Foreign Service Officers).

#### **Contractors**

Contractors are not eligible to use the GSA City Pairs nor can they use DTS for their travel arrangements. However, the contractor can utilize DTS to make travel arrangements for civilian/military personnel.

#### **Formal Schools**

##### **3.3.2 Travel Requests Using "Arrangements Only"**

This section outlines the types of travel where only the arrangements and authorization/order are created and processed in DTS. The voucher associated with the arrangements only order will be processed as they currently are today (handled manually). See DoD DTS Business Rules for detailed instructions on how to create arrangements only Authorizations. See <http://www.defensetravel.osd.mil/>

#### **3.4 Invitational Travel Orders**

Invitational Travel Orders (ITO's) will be created using the arrangements only trip type "Invitational." If the individual traveling on an ITO is a dependent of a DoD uniformed member or civilian employee, the DTA will enter a profile with the mandatory information required. The sponsor's organization will be used in the profile with a rank of "OTHER" and the traveler's name and SSAN. If the traveler is not a dependent of a DoD sponsor the sponsoring organization will be entered in the profile and "OTHER" will be used for the rank in the profile using the DTA's organization and routing list.

#### **3.5 Guard and Reserve Travel**

Reservists not on active duty for a period of 30 days or more may not use DTS. Traditional Reserve Component members, e.g.,

Troop Program Unit (TPU), Individual Ready Reserve (IRR) and Individual Mobilization Augmentee (IMA) will travel under arrangements only procedures. There are multiple arrangements only and other applicable trip types listed in the DTS depending on the member's specific circumstances.

### 3.6 Non-Appropriated Funded Travel

Travel services for Non-Appropriated Fund Instrumentalities (NAFI) personnel traveling on official business shall be provided in the same manner as for appropriated fund personnel. NAFI travel is considered official travel. All accounting actions and travel claims will be handled according to local policies. NAFI travel will be processed using the "arrangements only" process under DTS indefinitely or until NAFI pay systems/processes can be incorporated into the DTS.

### 3.7 Commercial Air Travel

Air travel service shall be obtained using priorities in order of preference established in the Defense Transportation Regulation (DTR), Part 1, Passenger Movement, DoD 4500.9-R. (<http://www.transcom.mil/j5/pt/dtr.html>)

Contract City Pairs (GSA) should be used if available and meet mission requirements. If the flight is a Contract City Pair and auto-books, then the CTO is not required to check for a lower cost fare. In instances where the traveler's flight selection does not auto-book, the CTO shall look for the lowest available fares with the contract carrier near the requested departure or arrival times in accordance with mission requirements. The CTO must notify the traveler of any changes in the traveler's original flight selection, and add remarks in the PNR to the traveler of any changes in the traveler's original flight selection. They may also indicate that a cheaper flight or GSA city pair is available even though not selected by the member.

The Authorizing Official makes the final decision as to the traveler's authorization. The CTO shall review the PNR for accuracy within 24 hours of receipt. The review shall consist of ensuring auto booked air, hotel, and rental car reservations are completed and coincide with airline arrival/departure times as applicable.

#### 3.7.1 Timely Notification of Travel Requirements

Order writing activities/administrative officers/authorizing officials and individuals shall identify travel requirements

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to the Commercial Travel Office (CTO), Passenger Transportation Office (PTO) in a timely manner, i.e., not later than 1000 Wednesday prior to travel, when travel is to begin on a weekend or holiday or as soon as specific travel dates are established. Reservations need not be delayed until orders have been received. Timely identification of travel requirements will enhance the opportunity to use reduced fares.

#### Use of the Contracted CTO.

Travelers will normally use the DTS Reservation Module to make arrangements for commercial air transportation, commercial lodging, and rental car reservations to meet mission requirements.

There are certain circumstances (i.e. short notice travel) where the traveler may have to call the Commercial Travel Office (CTO - Omega World Travel) emergency after hours help desk, using the toll free number to make such reservations. Travel arrangements should be charged to the traveler's GOVCC with the exception of commercial air, which should be charged to a CBA. Note: Calling the (CTO) emergency after hours help desk should be the exception and not the rule. AO's are responsible to ensure that DTS/non-DTS orders are approved for local CTO processing and ticketing and not waiting until the last minute!

### **3.8 Foreign Flag Carriers**

Foreign flag carriers can only be used IAW Joint Federal Travel Regulations (JFTR)/Joint Travel Regulations (JTR), Appendix O. If these conditions are met, then the traveler must call the CTO to make foreign flag carrier reservations and comments to the AO must be notated to this effect. All OCONUS travel will be routed through the TMO to notify the AO if only foreign flag carriers are available. AO must make the determination if use of foreign flag carrier is required to meet the mission. OCONUS travel orders will always be routed to the TMO so they have the ability to check for patriot express (AMC).

### **3.9 First Class Travel**

Secretary of the Navy is the approval authority for First Class travel when necessary to accomplish the mission IAW JTR/JFTR and MARADMIN 476/04.

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### 3.10 Business Class Travel

The Secretary of the Navy is the approval authority for Business Class travel. Business Class travel may be authorized when necessary to accomplish the mission. JFTR/JTR, MARADMIN 476/04, provides guidance on the approval authority for business class travel accommodations.

Since flight availability in DTS is provided for coach class only, the traveler may select the desired flight and add a comment in the remarks to CTO section to book a business class seat. The traveler may also request the desired reservation via a comment in the remarks to the CTO without actually selecting a flight from availability. Ticketing of reservations for business class travel at government expense will be IAW JFTR/JTR (Appendix O), T4060-B(1)(c).

**Note:** DoD regulations allow travelers to upgrade to first class and business class travel using frequent flyer benefits. If the traveler intends to use frequent flyer benefits to upgrade, the traveler must directly contact the carrier to utilize frequent traveler benefits, only after the traveler's Government's e-ticket or paper tickets have been issued. Refusal of the contract city pair carrier is unauthorized for frequent flyer benefit purposes.

USING FREQUENT FLYER MILES (FFM) FOR UPGRADE TO BUSINESS OR FIRST-CLASS. FFM earned during official travel may be used to upgrade official or personal flights to business or first-class accommodations provided that military uniforms are not worn and there is no public advertisement of rank or grade.

#### 3.10.1 Ticketing Changes

If the traveler needs to make changes prior to ticketing, the traveler will make the adjustment to trip criteria through DTS and resubmit the document.

#### 3.10.2 Changes After Ticketing

The CTO is responsible for notifying the traveler, when possible, of any ticketing changes after tickets have been issued.

The CTO should provide the traveler all pertinent information contained in a traveler's finalized ticket itinerary. Any changes or updates to a PNR prior to the trip are required to

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be passed to the traveler via fax or, if short notice, by telephone. At a minimum, this information should include the PNR locator number and all flight, car rental, and commercial lodging information with costs and ticket numbers. If multiple carriers are utilized on an itinerary, the costs should be broken out by ticket number. These changes must be manually input by the traveler into DTS on the appropriate screens (TICKETED TRANSPORTATION, LODGING, or EXPENSES) when filing the travel voucher.

### **3.10.3 Traveler-Initiated Changes**

If the traveler needs to make changes within three working days prior to departure, and tickets have been issued, he/she should make necessary changes in the DTS system. For any travel arrangements incurring additional cost, prior AO verbal approval **should** be obtained before making the changes. For en-route changes, travelers will make itinerary changes directly with the CTO. Upon return, travelers will reflect any changes when completing their voucher.

### **3.10.4 Mission Directed Changes After Departure**

Traveler must contact the CTO to initiate a change to itinerary for any travel arrangements (AO must be notified of any additional cost incurred by traveler). The CTO will contact the TMO for approval if routing is changed or additional cost is incurred. It is the traveler's responsibility to note these changes and any costs incurred in DTS on the voucher.

### **3.11 Ticketing Methods**

Electronic ticketing (e-ticket) is the preferred method of ticketing. However, when a paper ticket is requested, the traveler should make arrangements to pick up the ticket from the CTO three business days prior to departure. In the event a traveler requests a paper ticket for personal reasons, the traveler shall be responsible for any additional fees.

Once the AO has approved the TA, the CTO will, within 72 hours of travel date, purchase the traveler's ticket. E-tickets will be used. To meet new national security requirements, travelers must carry a copy of the itinerary at all times.

(a) Non-Contract Air Fares. If requesting non-contract airfares, the traveler must select, in the Other Authorizations Module, "NON-CONTRACT AIR FARE". The traveler must enter a justification for requesting non-contract air fares (see *NOTE* below) in the Comments sections of BOTH the

Reservations (Air) Module AND the TA Comments Module. The AO/CO must approve use of non-contract airfares for the CTO to have the authority to purchase non-contract fare tickets.

NOTE: Non-contract fares must be approved by the AO/CO when one of the following exceptions can be applied: App "O" has specific exceptions.

(b) No seats/flight available in time to accomplish the purpose of the travel.

(c) A lower priced commercial fare is available. GSA advises travelers to read the restrictions on such fares carefully for possible prohibitions, additional charges, required advance purchases, etc.

(d) All of the flights are outside your core work hours and your agency has a written policy prohibiting travel outside core work hours.

(e) Amtrak offers discount rates to Federal travelers. GSA encourages use of Amtrak when appropriate.

Once the ticket is booked, the supporting CTO will provide the traveler actual flight and cost data and CTO will enter the data into the Ticketed Transportation Module of the DTS. At a minimum, the following data must be entered:

- Ticket Number (e.g., Ticket #123456, Ticket #223456)
- Dates of Travel
- Departure Airport
- Arrival Airport
- Cost

1. During the authorization process, the TMO enters the following elements into the local database (AGTR).

- Traveler Name
- U.S. Navy/U.S. Marine Corps line(s) of accounting (LOA's)
- Social Security Number (SSN)
- Standard Document Number (SDN)
- Travel dates/destination
- Rental car information (not reconciled on CBA)
- Ticket numbers

The TMO will output the travel request form (RTS) from AGTR. This form will be provided to the CTO for travel reservations.

### **3.11.1 Ticket Delivery**

When a paper ticket is issued, the CTO will contact the traveler by email, phone, or fax, to determine delivery address. During the duty day (0730 a.m. to 1630 p.m. Eastern Time, Monday through Friday) the CTO shall contact the TMO (843-228-7204/7117) for assistance in the event the traveler can't be contacted. After these hours, the CTO shall contact the MCAS Beaufort Officer of the Day (843-228-7121) or Marine Corps Aircraft Group 31 Officer of the Day (843-228-7186) to affect delivery. The CTO shall monitor the ticket delivery service to determine if delivery has been made and shall direct the delivery service to attempt a second delivery. In the event the traveler does not receive the ticket, they will contact the TMO or the appropriate Officer of the Day.

### **3.11.2 Itinerary Delivery**

The CTO will provide the traveler an initial itinerary and a final itinerary/invoice by email. If the traveler does not have an individual email account, the CTO shall fax or mail the itinerary as appropriate in accordance with the fax or mailing address provided by the traveler or NDEA.

### **3.11.3 Ticketed Commercial Air Itinerary**

Traveler's can print ticketed itineraries through DTS, or by request the CTO can email/fax a copy of the itinerary to the traveler.

### **3.11.4 Unused Tickets**

Traveler must return unused paper tickets to the CTO as soon as possible. If an e-ticket is unused, the traveler must notify the CTO. In either case, the traveler must note the changes in DTS.

### **3.11.5 Short Notice or Verbal Order of the Commander (VOCO) Travel Arrangements during Duty Hours (0730 - 1630 Eastern Time, Monday-Friday)**

Mission requirements may dictate the need to deviate from the standard process of using the DTS. Short notice is considered travel occurring within three days of making travel arrangements. The traveler must have orders or appropriation data to pay for ticket.

### **3.11.6 DTS Reservation Module Not Used**

If time does not allow the traveler to input an Authorization into DTS, the traveler must contact the CTO directly to make reservations. To process these orders in DTS, traveler should

make every effort to contact their admin/travel clerk to input a travel Authorization. Additionally, the traveler can create the Authorization upon return if unable to contact their admin/travel clerk. The traveler must file his or her own Voucher in DTS upon completion of travel.

### 3.11.7 DTS Reservation Module Used

When possible with short notice travel, the traveler should use DTS to make their travel arrangements. The traveler should then also call the CTO and provide the PNR number to have them process the DTS transaction. CTO has the ability to move a PNR from inbound queue to emergency queue and process in an hour.

### 3.11.8 Short Notice Travel Arrangements (Between 1630-0730)

The traveler would contact the CTO after hours emergency phone number (See pg 28 Key Contact Information) to make travel arrangements.

The traveler should inform the travel agent that they are government employees, on official travel, in order to ensure the government contract rates and it's the responsibility of the AO/traveler to fax an approved copy of travel authorization to the after hours CTO in order to ensure ticketing.

The traveler's admin/travel clerk should input the traveler's information into DTS as soon as possible, normally no later than the next business day, or upon the traveler's return if the admin/travel clerk is unable to do this. Upon return, the traveler must file his or her own Voucher in DTS.

For Government lodging, the traveler shall contact the appropriate billeting office at the location to which he/she will be performing TDY. For assistance in finding government lodging information: [www.dtic.mil/perdiem/lodging.html](http://www.dtic.mil/perdiem/lodging.html). All military personnel must obtain a non-availability confirmation, if the TDY is to any government installation and government quarters are not available prior to creating an authorization

- **MCAS Beaufort** - The process used for confirmation orders (or verbal orders of the commander) will follow the same process as a regular authorization.

- **MAG-31** - The process used for confirmation orders (or verbal orders of the commander) will follow the same process as a regular authorization.
- **Commercial Air Transportation by Individually Billed Account (IBA)** - When the commander authorizes use of an individually billed account (IBA) to secure travel arrangements in support of short notice travel, the Contract Travel Office (CTO) does not require affirmation/confirmation by the Traffic Management Office (TMO). The CTO will provide the traveler with final travel arrangements.
- **Commercial Air Transportation by Centrally Billed Account (CBA)** - When commercial air transportation is to be chargeable to a centrally billed account (CBA), the CTO will contact the TMO for approval. The CTO will provide the travel counselor's name and phone number for a return call. The TMO will coordinate with the appropriate officials followed by a return call to the CTO. The CTO will provide the traveler with final travel arrangements. **MCAS Beaufort and MAG-31** leadership will provide the CTO a list of names of TMO officials authorized to approve use of the CBA.

#### **Points of Contact for After Hours Short Notice Travel**

- Contract Ticket Office - 1-866-888-3010
- Officer of the Day, MCAS Beaufort- 843-228-7121 (DSN 335)  
Officer of the Day, Marine Aircraft Group 31 -843 228-7186 (DSN 335)

#### **3.11.9 Process for Handling Cancellation Fees/Penalties**

Occasionally, travelers will have travel plans cancelled or changed at the last minute due to changes in mission requirements. If they do not have sufficient notice, these travelers may be unable to cancel reservations or registrations, and will be charged for unavoidable expenses or penalty fees for these changes. Also, if a ticket is cancelled after the ticket is issued, the CTO transaction fee (at present time, this fee is (\$20.50) will still be charged to either the IBA or CBA as appropriate. The traveler may be reimbursed these expenses by completing a Voucher in DTS. It is the traveler's responsibility to follow the DTS cancellation procedures. Request for cancellation will be done through the Reservations Module. The CTO will place the

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cancellation numbers in the Remarks block of the authorization.

### **3.12 AO Cancellation Procedures**

<http://www.defensetravel.osd.mil/dts/site/redirect.jsp?docID=996>

#### **3.12.1 Traveler Cancellation Procedures**

[http://www.defensetravel.osd.mil/DTSdocs/QR\\_AOCancellationProcedures\\_100603.doc](http://www.defensetravel.osd.mil/DTSdocs/QR_AOCancellationProcedures_100603.doc)

### **3.13 Personnel Traveling Together (Group Travel)**

Groups are defined as a party of ten or more persons traveling together on the same day, to the same destination, or on the same mission.

The lead traveler will create a travel authorization indicating travel requirements and the total number of travelers for both CONUS and OCONUS. Additionally, for OCONUS travel please contact TMO/CTO for more information prior to booking reservations.

The CTO will make the travel arrangements and provide the information to the TMO. If paper tickets are necessary, they will be forwarded to the lead traveler for distribution.

### **3.14 En-Route Traveler Assistance**

Travelers will make itinerary changes directly with the Airline and/or the CTO while en-route. During travel, a member of the traveler's organization who has group access can create an amendment to the order. Or upon return, travelers will reflect any changes when completing their voucher.

### **3.15 Patriot Express TDY Travel (Foreign/NATO)**

All overseas travel will route through the TMO. The TMO will determine Patriot Express availability. Once confirmed by TMO, the TMO will annotate in the remarks section of the reservations module the GATES generated unique control number and costs associated with the Patriot Express flight(s) into the PNR air remarks for subsequent automatic transfer to the comments section of the DTS itinerary. The CTO will arrange commercial scheduled air service connecting to the Patriot Express flight aerial port of embarkation (APOE) and if needed, onward commercial scheduled air service to the DoD - designated destination. The traveler must contact TMO to receive required instructions on foreign/NATO travel.

**Transoceanic/International Transportation.** When personnel (civilian or military) are directed to perform TDY at an overseas activity, a port call request, as outlined in MCO P4650.37C, will be immediately submitted to TMO. Commercial air transportation shall not be authorized in the TDYs unless the nonavailability of Air Mobility Command (AMC) flights has been verified. The use of commercial air shall not take precedence over the availability of AMC flights, unless specifically authorized in writing by the approving authority. TADOs will include the following statement: "Travel via government transportation is directed outside the United States, when available; otherwise, commercial air transportation is authorized. Transportation Priority II is certified for travel via government aircraft."

When arranging transoceanic/international travel government air will be given first consideration. When government transportation either is not available or will not meet mission requirements, the lowest cost commercial service, which satisfies mission requirements, as arranged by the CTO, will be used.

**Endorsement of orders.** When commercial air is used by the TMO in connection with international/transoceanic travel, the orders will be endorsed to reflect NO GOVERNMENT AIR AVAILABLE.

Order-writing authorities shall not direct the use of commercial air in travel orders involving transoceanic or international travel.

### 3.16 Rental Cars

For normal travel requirements a compact car is the authorized vehicle size. Justification and approval is required to use a larger vehicle. For example, a larger car, van, etc., could be justified because of the requirement to transport several passengers and their luggage. Once the size of vehicle is determined, the traveler is encouraged to select the least expensive vehicle from the list of available companies that have a Military Traffic Management Command negotiated Government rate.

The Authorizing Official has approval authority on rental car expenditures and should be aware of significant price differences for taxes.

### 3.17 Excess Baggage

The traveler will annotate in the air segment comments section, as a minimum, that excess baggage is authorized and, if known, will provide the weight, number of pieces of excess baggage, and any special requirements. The traveler will also indicate excess baggage in the "Other Authorizations" section on the travel authorization. The CTO will advise carriers of excess baggage requirements when making reservations and enter in the trip record all applicable information to the traveler, i.e., estimated cost requirements, special check-in requirements, etc.

The traveler shall make payment for excess baggage using IBA, directly to the carrier at the time of check-in. The traveler will claim reimbursement on the Voucher from Authorization for excess baggage. It is the AO's responsibility to ensure excess baggage is justified. AO's should request guidance from their local TMO on any questions concerning limitations.

### **3.18 Medical TDY**

Traveler should note in their authorization that the TDY is for Medical reasons, utilizing the Medical routing list in DTS. Doctor/Hospital referral is required prior to initiation of orders.

### **3.19 Cross Fiscal Year TDY Travel**

- Currently, travel authorizations that encompass two fiscal years must reflect a termination date of September 30<sup>th</sup> of the fiscal year in which the authorization is issued unless the issue date is after September 15<sup>th</sup>. Upon receipt of authority to obligate funds for a future fiscal year, authorizations must be amended that will permit the traveler to execute the full period of temporary duty.
- **Do not** create a travel authorization (in DTS) citing a future year appropriation until notified by the organization's Comptroller, Fiscal Officer, or LDTA.

When authorized, the BDTA will perform the functions necessary to input the new fiscal year accounting data (using the prescribed 10 X 20 format) and budget targets.

**Do not** create a travel authorization (in DTS) citing a future year appropriation until notified by the organization's Comptroller, Fiscal Officer, FDTA or LDTA.

When authorized, the FDTA will perform the functions necessary to input the new fiscal year accounting data and budget targets.

### **3.20 Lodging**

#### **3.20.1 Government Lodging Availability**

DoD lodging reservations cannot be made via DTS. The traveler is responsible for arranging billeting if available at their TDY location. Use of available government lodging is required for all uniformed military personnel and encouraged for civilian personnel. Traveler should provide a justification or Statement of Non-availability number in the remarks section if billeting is not available on a base.

#### **3.20.2 Commercial Lodging Availability**

If a traveler desires accommodations in a hotel not found in DTS or if no available rooms at the per diem rate are shown (e.g., rooms are blocked for a conference), the traveler should place a request in the comments section of the hotel portion of the reservation module so that the CTO can search and book the necessary lodging on behalf of the traveler or make the reservations themselves.

#### **3.20.3 Changing Lines of Accounting**

- Once an authorization has been approved (in DTS) and the transaction has been accepted by SABRS, travelers or AO's shall not amend accounting data contained within that authorization.
- If the accounting data requires change after the authorization has been approved and the transaction has been accepted by SABRS, the TA may be amended to reflect the correct LOA.

### **4. Tier Three Help Desk Concept of Operations**

The DTS Help Desk concept utilizes a three-tiered approach:

**Tier 1** - Traveler, AO/CO and other users of DTS

**Tier 2** - Local DTA Help Desk

**Tier 3** - Northrop Grumman Missions Systems Help Desk

#### **Tier 1 Help Desk**

- Travelers, Resource Advisors, AO's/CO's. Will receive training tailored to their responsibilities. If they

cannot resolve the issue after exhausting all resources available to them, they will contact their Organizational DTA's for assistance.

- Organizational DTA's Help Desk operations will be trained by the designated DTA's to provide enhanced Tier 1 assistance to personnel assigned to their organization, to include train-the-trainer training. The intent is for these individuals to be the most knowledgeable DTS personnel in their organization. If the ODTA cannot resolve the issue, after exhausting all resources available to them, they will contact the Tier 2 Help Desk for assistance

#### **Tier 1 Available Resources**

- DTS Tri-folds
- Local Subject Matter Experts (SME's)
- MCAS Beaufort Local Business Rules for DTS
- DTS website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil)
  - Computer Based Training (policies and procedures)
  - Web Based Training
  - Procedural guides for creating, reviewing, approving and canceling authorizations
  - Lesson Plans/Training Materials
  - Links to other sites
  - Frequently Asked Questions (FAQ's)

If the issue cannot be resolved after exhausting all resources available, the next step is to contact the Organizational DTA's (ODTA) for assistance (Tier 2).

#### **Tier 2 DTA Help Desk**

MCAS Beaufort Organizational DTA's and Lead DTA serve in the capacity as the DTS Tier 2 Help Desk. The Help Desk will provide enhanced Tier 1 assistance to personnel assigned to their organization, to include train-the-trainer training.

#### **Tier 2 Available Resources**

- All the above resources plus;
- Help Desk CONOPS and Bulletins
- DTS Financial Field Procedures Guide
- DTS Set-up Guide
- Electronic References
- Labor Relations Guide

- Simplified Entitlements (JTR/JFTR, Appendix O)
- Magic Help Desk application

Lead DTA. Individual assigned to coordinate DTS deployment and sustainment activities at the installation. If they cannot resolve the issue after exhausting all resources available to them, they will contact the Tier 3 Help Desk for assistance

### **Tier 3 Help Desk**

- Northrop Grumman Missions Systems operates the DTS Tier 3 Help Desk. Access to Tier 3 is limited to authorized callers only, typically a site's LDTA and selected ODTA's. The LDTA/ODTA will work any issues unresolved through the above means and coordinate resolution with the issues originator.

Program Management Office, DoD (PMO, DoD) and Contractor (NGMS) - As the system implementation contractor, NGMS is primarily responsible for the operation and maintenance of the CUI and will provide DTA's with assistance regarding operation of the CUI software.

- DFAS - DFAS responsibilities for the Defense Travel System extends to each financial area. These include accounting, payment, reporting, and obligation of public funds. DFAS also has the responsibility to disburse and collect funds.

## KEY CONTACT INFORMATION

<b>Officer of the Day (OOD)</b>	Station (843) 228-7121 MAG-31 (843) 228-7186
<b>CTO – Omega World Travel</b>	During Normal Duty Hours (0730-1630) COM (843) 322-0268 or (866) 888-3177 After Hours Emergency CTO contact No. (866) 888-3010
<b>TMO</b>	DSN 335-7117/7204, COM (843) 228-7117 7204
<b>MCAS Beaufort DTS Tier II Help Desk</b>	LDTA email: MCAS BFT DTS HELP DESK DSN-335-7992/6187/6515/6394 Com (843) 228-7992/6187/6515/6394
<b>NGMS DTS Tier III Help Desk</b>	<b>***for authorized callers only***</b>

## 5. Making Transportation Arrangements and Preparing a Voucher

See Appendix B - Arrangements and Vouchering Processes

## 6. Debt Management Process

These procedures reflect manual debt management processing for DTS. These procedures will be modified from time to time as new releases of DTS are fielded. These procedures will be used when DTS settlements result in an amount "DUE U.S." using the direction provided in reference (e) and (f) which can be found at the following Web sites:

[http://63.146.182.178/Secs/CU\\_DMM.cfm](http://63.146.182.178/Secs/CU_DMM.cfm)

<http://www.defenselink.mil/comptroller/fmr/09/index.html>

Travel settlements may result in a negative balance placing a traveler in a "DUE U.S." status. For example, an audit reveals a traveler is overpaid a reimbursable expense. The procedures outlined in this enclosure will be used to remove the traveler from the "DUE U.S." status.

To ensure a sound debt management process is in place a Debt Management Monitor (DMM) will be appointed within each activity that has the authority to approve official Temporary Duty Travel. References (e) and (f) indicate that the "Finance Defense Travel Administrator" (FDTA) for the organization that approves the travel will be appointed as the DMM. DMM duties may be centralized in one location if the command so desires. However, commands that choose to centralize the DMM duties must ensure that the centralized DMM has the necessary organizational access to allow them to access and update all traveler records within the organization(s) they support.

The DMM will be responsible for all DTS debt related activity, to include: identifying, collecting, tracking, and recording of the debt in all related automated systems. The DMM will coordinate debt collection with the following:

a. Accounting Officer - Standard Accounting Budgeting and Reporting System representative (SABRS)

b. Disbursing/Finance Officer - Marine Corps Total Force System (MCTFS) representative

c. Civilian Personnel Office - Defense Civilian Pay System (DCPS) representative

e. Defense Finance & Accounting Service, Army, Air Force, Navy, and other DoD agencies as required

#### **6.1 Appointment of a Debt Management Monitor (DMM)**

a. Appointment of a DMM is a critical element in ensuring sound debt management procedures are practiced. The appropriate Commander will appoint the organization's FDTA as the DMM for that organization. Each organization, regardless of size, that has travel approval authority will appoint a DMM. The appropriate Commander will appoint the DMM in writing using DD Form 577 (APPOINTMENT/TERMINATION RECORD). The appointment record will list the DMM's duties, which can be found in chapter 2 of reference (e).

##### **6.1.1 Identifying DTS claims with a negative "Due U.S." balance.**

a. Travelers receive two notifications identifying "Due U.S." situation. The 1st notification is an on-screen advisory to the traveler when the traveler signs the voucher from authorization. The 2nd notification occurs when DTS sends Email notification directly to the traveler once the Authorizing Official approves the voucher from authorization resulting in a due U.S. balance. The Authorizing Official also receives a notification when approving the voucher.

b. The DMM will have the ability to retrieve debt management reports (DMRpt) from DTS. These reports will be available as a pre-defined report option in the "Reports" section of the DTS main menu after login. The DMM will retrieve the DMRpt on a daily basis. Each traveler has 30 days to repay the overpaid amount before payroll collection action is initiated. The 30 days begins when the Authorizing Official approves the voucher and the traveler receives the DTS Email notification of the indebtedness.

**6.1.2 Accounts Receivable (AR) entry in SABRS.** Procedures for creating the AR in SABRS are awaiting final approval. Until further notice AR entries will not be established for DTS related debts.

**6.1.3 Overpayment \$10 or Less (All travelers, military and civilian).** Refer to reference (f) for detailed guidance.

**6.1.4 Overpayment of more than \$10; Direct Remittance (collection process) of indebted amount, Military and Civilian Travelers.**

a. DTS sends Email notification to a traveler advising the traveler of an overpayment when the voucher is stamped "Approved" by the Authorizing Official. The Email (see the below link for a sample of the Email) notifies the traveler, AO, Defense Travel Administrator (DTA) ID, and DFAS-Denver of the indebtedness and contains instruction to the traveler for remitting payment. The traveler will mail the remittance to the address indicated in the Email.

[http://63.146.182.178/Secs/CU\\_DMM.cfm](http://63.146.182.178/Secs/CU_DMM.cfm)

The remittance will be received and processed by DFAS-Denver. After processing, DFAS-Denver will notify the DMM of the remittance by Email, the notification will include a copy of the collection voucher. The DMM will then follow the procedures outlined in reference (f) to record the collection in DTS.

**6.1.5 Collection process for Service Members (Other than a Marine) and Government Civilian Travelers, overpayment is more than \$10. (If \$10 or less see paragraph 6.1.3 above)**

a. **Debt Management Payroll Collection Email (DMPC.)** If the traveler has not repaid the outstanding amount within the first 30 days after notification; The DMM will request a payroll collection. The DMM will initiate payroll collection by preparing a Debt Management Payroll Collection Email (DMPC) following the instructions outlined in reference (f). This document can be found at the DTS Web site:

The DMPC Email will be forwarded to the point of contact listed in reference (a) for the applicable service or agency. In addition, the DMPC will be forwarded via Email to:

- (1) Traveler's Authorizing Official
- (2) DFAS-Limestone - [DLI-DTS@dfas.mil](mailto:DLI-DTS@dfas.mil)
- (3) DFAS-Denver - [dtsdebtreport-de@dfas.mil](mailto:dtsdebtreport-de@dfas.mil)

b. Do not forward the DMPC to the Marine Corps Total Forces System (MCTFS) POC.

c. After receiving notification that the amount "Due U.S." has been collected, the DMM will update DTS to reflect

amounts collected as notification of collections are received from DFAS-Denver, see reference (f) for details.

**6.1.6 Collection Process for a U. S. Marine, overpayment is more than \$10 (If \$10 or less see paragraph 6.1.3 above)**

a. If the traveler has not repaid the "Due U.s. amount 30 days after receiving notification, The DMM will request a payroll collection. The DMM will initiate payroll collection by preparing a (DMPC) following the instructions outlined in reference (f). This document can be found at the DTS Web site:

<http://63.146.182.178/Secs/CU DMM.cfm>

The DMPC Email will be forwarded to the Marine Corps Disbursing or Finance Office (DO/FO) servicing the installation, requesting payroll collection.

In addition, the DMPC will be forwarded via Email to the following:

- (1) Traveler's Authorizing Official
- (2) DFAS-Limestone: [DLI-DTS@dfas.mil](mailto:DLI-DTS@dfas.mil)
- (3) DFAS-Denver: [dtsdebtreport-de@dfas.mil](mailto:dtsdebtreport-de@dfas.mil)

c. The servicing DO/FO will enter a payroll checkage for the entire amount of the indebtedness using the Miscellaneous Checkage Type Transaction Code (TTC) and the five digit pay code established for DTS overpayments listed in Table 1.

**MCTFS FIVE DIGIT PAY CODES**

Officer / Active Duty	32019
Enlisted / Active Duty	32119
Officer / Reserve on Active Duty	30211
Enlisted / Reserve on Active Duty	31311
Officer / Reserve	56196
Enlisted / Reserve	56296

Table 1

d. The Marine's commanding officer may request a liquidation of the indebtedness. If the Marine's ECC is of sufficient length to support a monthly reimbursement schedule, the DO/FO will prepare a MCTFS diary entry using the TTC for

Check Liquidation of Indebtedness. If the Marine's ECC is not of sufficient length to support a monthly reimbursement schedule, the request to liquidate will be returned with the appropriate explanation.

e. As pay is collected the FO/DO will prepare an SF 1080 for each traveler. The SF 1080 will charge the amount collected to the applicable military appropriation (active or reserve) and credit the original Line of Accounting charged for the travel. See Figure 1 for a sample SF 1080.

f. The Do/FO will notify the DMM of the collection action. Supporting documentation (copy of SF 1080 and unit diary entry) will be included in this notification.

The DMM will continue to monitor the Debt Management Report and track payroll collection requests.

Upon receipt of the debt collection notification from the DO/FO the DMM will update the DTS record as detailed in reference (f).

**6.1.7 Marine separated before collection is complete.** If the Marine is separated before full collection is accomplished follow the instructions contained in reference (f).

**6.1.8 Marine transfers to a different duty location.** The DMM will follow the instructions contained in reference (f) for those Marines transferred to a different duty location before collection is complete.

**6.1.9 Waiver of indebtedness requested.** All travelers have the right to request a waiver of the indebted amount. Waivers will be requested and processed outside of DTS. DTS will be updated by the DMM to reflect the waiver request and to track the request. See reference (f) for detailed guidance.

**6.10 Process complete.** The collection process is complete when the "DUE US" amount has been collected and the DMM has updated the DTS record to reflect full collection or the debt has been transferred to out of service debt, waived, and/or written off.

Standard Form 1080 Revisions April 1982 Department of the Treasury Form 2 2500 1080-103		<b>VOUCHER FOR TRANSFERS                  BETWEEN APPROPRIATIONS AND/OR FUNDS</b>		VOUCHER NO. Completed by DFAS SCHEDULE NO.		
Department, establishment, bureau, or office receiving funds Name and address of activity which funded the travel				BILL NO.		
Department, establishment, bureau, or office charged  Name and address of debt management monitor (finance or disbursing officer)				PAID BY Completed by DFAS		
ORDER NO.	DATE OF DELIVERY	ARTICLE OR SERVICES	QUANTITY	UNIT PRICE		AMOUNT
				COST	PER	DOLLARS AND CENTS
	Date of deduction	Name and identifying information of Marine whose pay is being collected. Include unit and SSN  Payroll collection for overpayment on DTS travel voucher  (Include DTS document name, authorization number, and voucher number)	1			\$0.00
TOTAL						\$0.00
Remittance in payment hereof should be sent to - DFAS-ADO ATTN: Remittance P O Box 173342, Denver, CO 80217-3342						
ACCOUNTING CLASSIFICATION - <i>Office Receiving Funds</i>						
Appropriation that funded the travel  SDN: _____						
CERTIFICATE OF OFFICE CHARGED						
I certify that the above articles were received and accepted or the services performed as stated and should be charged to the appropriation(s) and/or fund(s) as indicated below; or that the advance payment requested is approved and should be paid as indicated.						
				_____ (Authorized administrative or certifying officer)		
_____ (Date)				_____ FINANCE OFFICER OR AGENT (Title)		
ACCOUNTING CLASSIFICATION - <i>Office Charged</i>						
Military pay appropriation (officer or enlisted as necessary)						
Paid by Check No. _____ <small>NSN 7540-00-634-4710      Designed using PerForm Pro software      Previous Editions Are Usable</small>						

Figure 1

## 7. System Response Time Issues

Should a traveler note any system response time problems, they should initiate all self-help methods as taught in training (tri-fold, reboot, etc). If this fails to correct the problem, notify the Tier 2 Help Desk.

## Appendix A - Interim CBA Reconciliation Process

### Assumptions:

1. CBA's will be the normal form of payment for transportation charges.
2. The TMO will obtain a DTS CBA account for appropriated accounting. This account will be used for all transactions generated by personnel using DTS.
3. DTS CBA accounts will be established with a bi-monthly billing cycle.
4. Obligation and billing data will be submitted to DFAS simultaneously with the reconciled invoice.
5. Hard copy authorizations will be provided as substantiation for all charges on the CBA invoice being reconciled for payment.

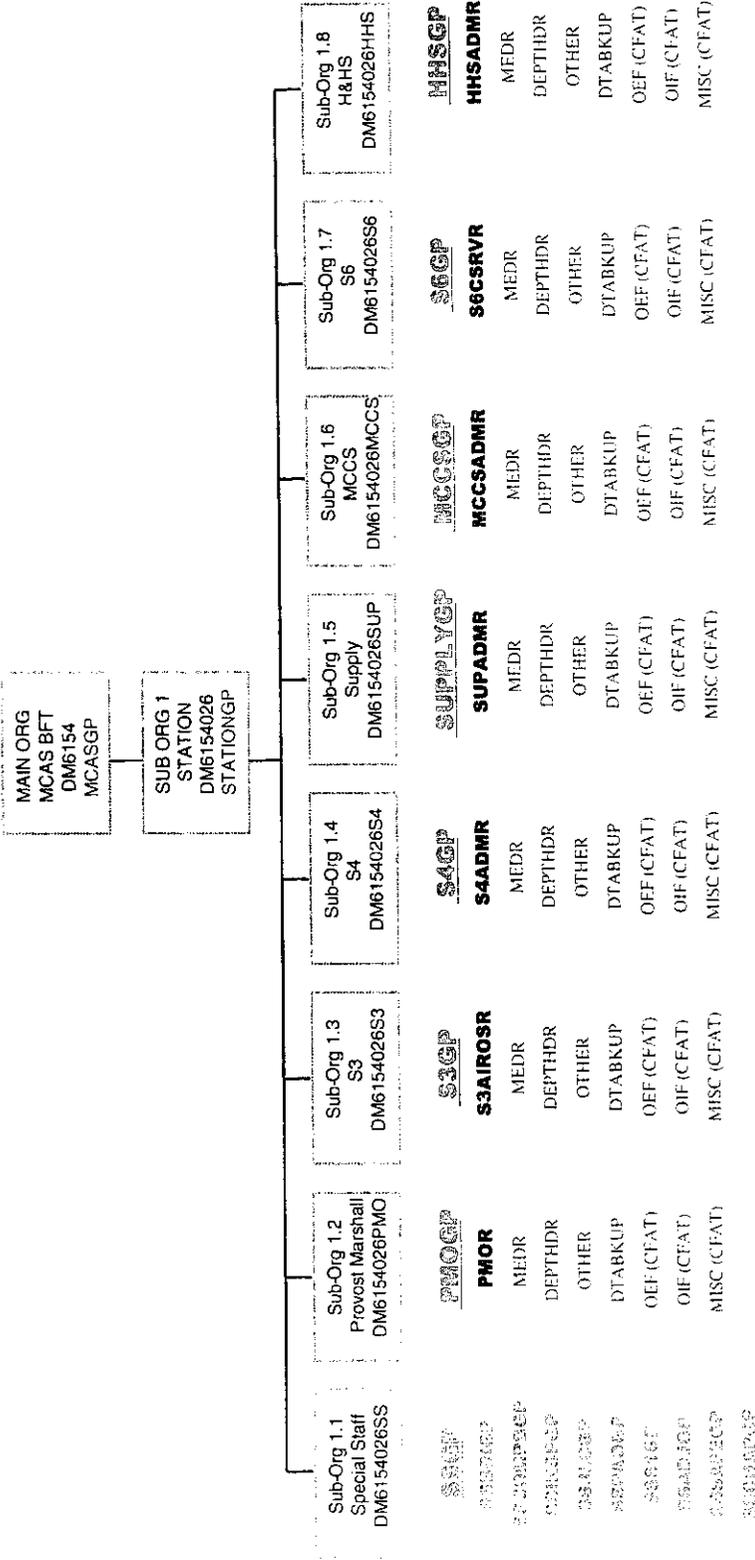
### Process:

1. The CTO provides Ticket number and price from the traveler invoice to the TMO. The TMO updates local AGTR database with the information. Cancellations are captured in a refund log contained in the same database.
2. The CTO receives an electronic version of a Bank of America (BoA) invoice.
3. The TMO receives a hard copy of the BoA invoice. This copy is kept on file.
4. After the CTO does its own reconciliation, the CTO provides a disk to TMO with an electronic version of the invoice information in AGTR format. The TMO loads the data into AGTR. This data has been pre matched to include appropriation data from the AMEDEUS GDS.
5. The TMO reviews any discrepancies and coordinates with the CTO to identify the source. The TMO corrects the discrepancy in AGTR.
6. The TMO will enter the corresponding SDN based on and the authorization number assigned after the TA has been approved.
7. If a dispute must be filed with BoA the TMO completes the dispute form and sends it to BoA.
8. AGTR will create a certification output file. This file contains all reconciled items.
9. After the TMO reconciliation process, the electronic certification file and copies of travel orders are sent to Albany, GA for review and official certification.

Appendix B - Arrangements and Vouchering Processes

**USMC Beaufort, SC  
AIR STATION / MAG 31  
Business Process  
DTS Organization and  
Workshop Process Flow Diagrams**

# STATION ORGANIZATION



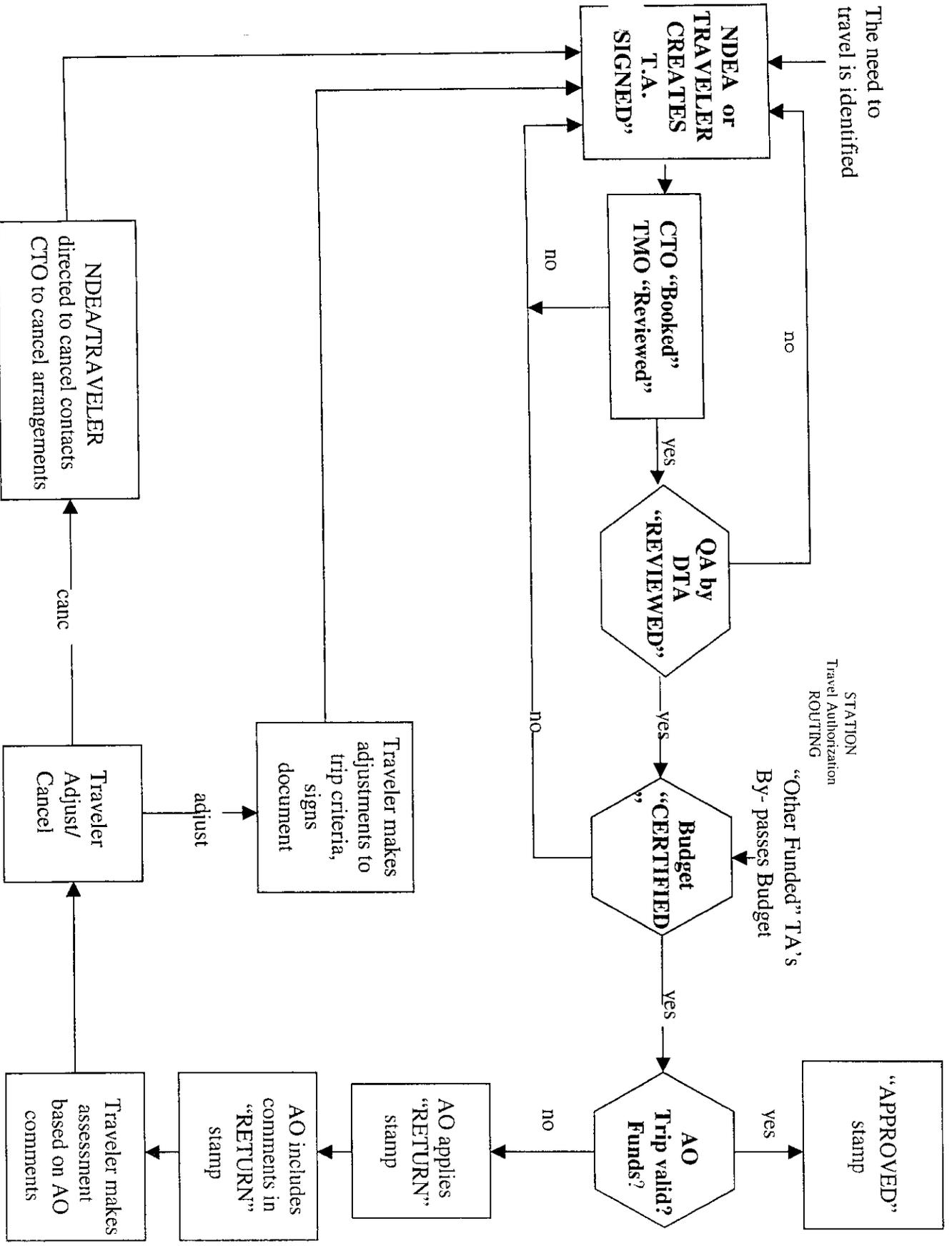
- SSBRIR** OTHERBRI
- SSCOMPBR** OTHERCOMP
- SSINSPR** OTHERRNSP
- SSJLCR** OTHERJLC
- SSPAOR** OTHERPAO
- SSS1R** OTHERS1
- SSADJR** OTHERADI
- SSSAFER** OTHERSAFE
- SSCHAPR** OTHERCHAP

- MEDR
- DEPTHDR
- DTABKUP
- OEF (CFAT)
- OIF (CFAT)
- MISC (CFAT)

## KEY

Organizations Groups Routing List - Bold = Default Routing)

DEPTHDR = Comptroller & Budget Officer



18 APR 2005

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13 APR 2005

## Travel Process - STATION

### Authorization

1. The need to travel is identified.
2. The traveler or NDEA creates the travel authorization and applies the "SIGNED" stamp.
3. The authorization is routed to the CTO. CTO makes necessary travel arrangements. TMO completes an initial review of the entitlements and travel routing to ensure that policy and local rules are followed. The TMO may amend the document if necessary.
4. The TMO applies the "REVIEWED" stamp to the travel authorization.
5. The travel authorization is routed to the DTA for QA. Upon applying the "REVIEWED" stamp it is routed to Budget for funding availability.
6. Budget applies the "CERTIFYED" stamp providing funding is available. If funding is not available the budget technician applies the "RETURNED" stamp with comments indicating why the document was returned to the traveler/NDEA.
7. The authorization is routed to the AO. The AO will make the final entitlement validation and ensure that the travel meets mission requirements. If the travel authorization is not valid, the AO applies the "RETURNED" stamp to the document and the document will be routed back to the traveler/ government entity. If the travel authorization is valid, the AO applies the "APPROVED" stamp to the document. At this point, the authorization is complete and is obligated in the official accounting system

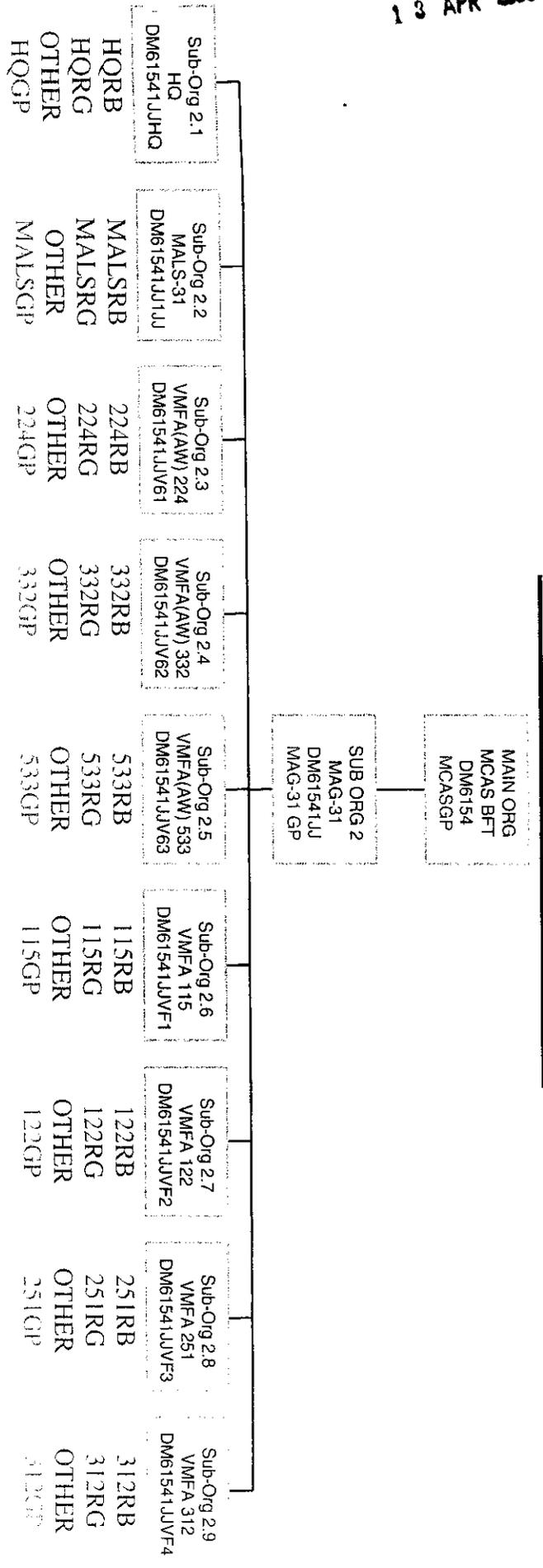
13 APR 2005

## Travel Process - STATION

### Voucher

1. The traveler completes the voucher and applies the "SIGNED" stamp. If the voucher is completed by a NDEA, the NDEA will apply the "T-ENTERED" stamp and retain copies of all required receipts.
2. The voucher is routed to the DTA for QA and then routed to the AO. The AO reviews the document and ensures that any additional expenses are acceptable and meet mission requirements. If the AO finds the voucher invalid, he or she will apply the "RETURNED" stamp to the voucher, thereby routing the document back to the traveler/clerk for amendment. If the voucher is valid, the AO applies the "APPROVED" stamp, which initiates the disbursement process.

# MAG-31 ORGANIZATION

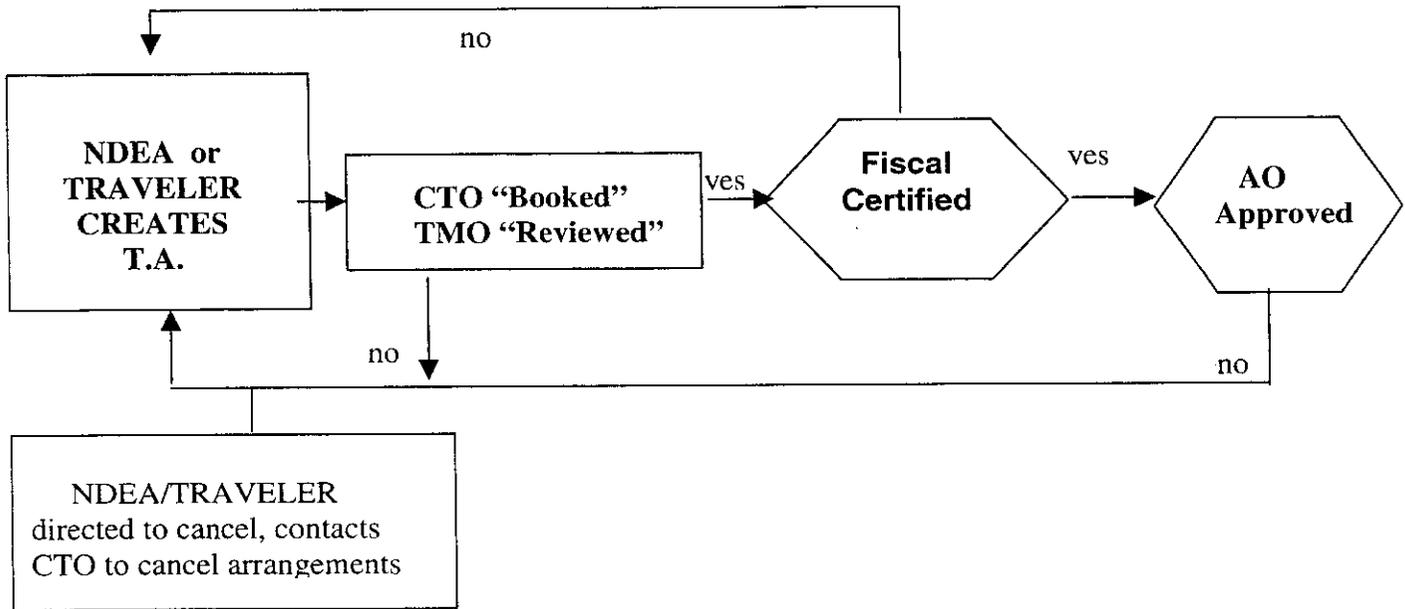


KEY  
Organizations  
Routing List  
Groups

**JTS TRAVEL AUTHORIZATION  
ROUTING  
MAG-31**

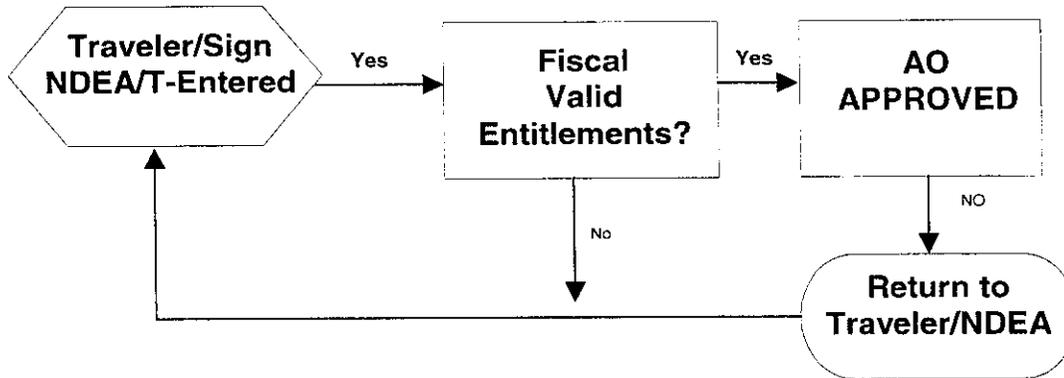
13 APR 2005

The need to  
travel is identified



DTS VOUCHER FROM AUTHORIZATION FLOW

FOR MAG-31



13 APR 2005

### III. Travel Process - MAG 31

#### Authorization

1. The need to travel is identified.
2. The traveler or NDEA (Squadron S-1) creates the travel authorization and applies the "SIGNED" stamp.
3. The authorization is routed to the CTO. CTO makes the necessary travel arrangements. The TMO completes an initial review of the entitlements and travel routing to ensure that policy and local rules are followed. The TMO may amend the document if necessary.
4. The TMO applies the "REVIEWED" stamp to the travel authorization.
5. The authorization is routed to Fiscal "GREEN/BLUE" funding. Fiscal verifies funding availability. If funds are not available, Fiscal applies the "RETURNED" stamp and routes the document back to the traveler/Non-DTS Entry Agent. If funding is verified, Fiscal applies the "CERTIFIED" stamp to the document.
6. The authorization is routed to the AO. The AO will make the final entitlement validation and ensure that the travel meets mission requirements. If the travel authorization is not valid, the AO applies the "RETURNED" stamp to the document and the document will be routed back to the traveler/ government entity. If the travel authorization is valid, the AO applies the "AUTHORIZED" stamp to the document. At this point, the authorization is complete and is obligated in the official accounting system.

13 APR 2005

## Travel Process - MAG-31

### Voucher

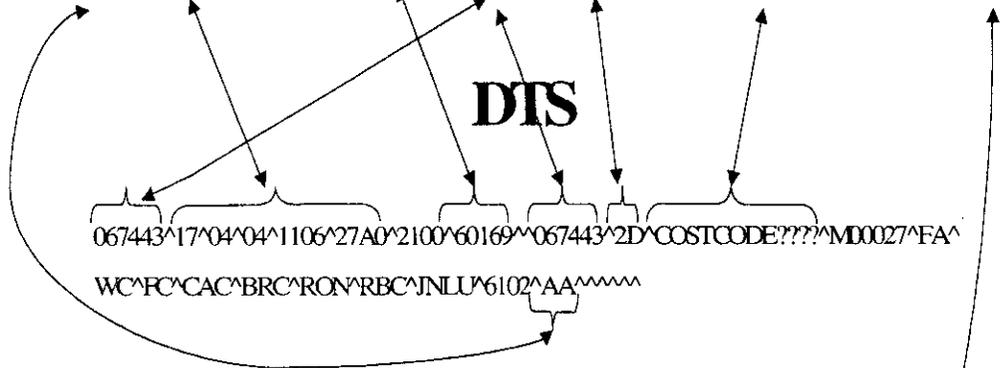
1. The traveler completes the voucher and applies the "SIGNED" stamp. If the voucher is completed by a NDEA, the NDEA will apply the "T-ENTERED" stamp and retain copies of all required receipts.
2. The voucher is routed to the Fiscal office.
3. The appropriate routing is in effect from the authorization process.
4. Fiscal verifies that funding is still available. The office will notify the AO if there is a funding conflict. The Fiscal office will apply the "CERTIFIED" stamp to the voucher.
5. The voucher is routed to the AO. The AO reviews the document and ensures that any additional expenses are acceptable and meet mission requirements. If the AO finds the voucher invalid, he or she will apply the "RETURNED" stamp to the voucher, thereby routing the document back to the traveler/clerk for amendment. If the voucher is valid, the AO applies the "APPROVED" stamp, which initiates the disbursement process.

APPENDIX C  
SABRS and DTS 10X20 Bridge

**SABRS**

This is the 6-digit DTS Travel Authorization Number known as a TON in SABRS

ACRN APPNSH OBJ/CL BCN AAA TT PAAN COST CODE SDN  
AA 1741106.27A0 000 M60169 067443 2D 0NU7FI M601694NU7FI M6016904TONU7FI



**Electronic construction of an SDN (Standard Document Number)**

- Positions 1-6 = AAC (Activity Address Code)
- Positions 7-8 = last two digits of the fiscal year
- Positions 9-10 = TO (Travel Order)
- Positions 11-15 = last five digits of DTS authorization number

**APPENDIX D  
EXAMPLE DTS 10X20 FIELD EXPLANATION**

067443	AAA (AUTHORIZED ACCOUNTING ACTIVITY)	
17	DEPARTMENT CODE	
05	BEGINNING FISCAL YEAR (2)	
05	ENDING FISCAL YEAR (2)	
1106	APPROPRIATION	
27A0	SUBHEAD	
2100	OBJECT CLASS (HARD CODE)	
60169	BCN (BUREAU CONTROL NUMBER)	
067443	AAA	
2D	TRANSACTION TYPE CODE (ALWAYS BE 2D)	
COST CODE	COST CODE (12 BYTE FIELD)	#####
M60169	AAC (ACTIVITY ADDRESS CODE)	
FA	BEA (BUDGET EXECUTION ACTIVITY)	
WC	BESA (BUDGET EXECUTION SUB-ACTIVITY)	
FC	FUND CODE (REQUIRED FOR ALL BASIC SYMBOLS)	
CAC	CAC (COST ACCOUNT CODE) (4 BYTE FIELD)	%%%%%
SIC	SIC (SPL INTEREST CODE) (3 BYTE FIELD, BRC with 0 last )	#####
RON	RON (REIMBURSABLE ORDER NUMBER) (15 BYTE FIELD)	****
RBC	RBC (REIMBURSABLE BILLING CODE) ( 1 BYTE FIELD)	%%%%%
JNLU	JNLU (JON LOCAL USE CODE) (4 BYTE FIELD)	%%%%%
6102	DSSN (DISBURSING STATION SYMBOL NUMBER)	&&&&
AA	ACRN (ACCOUNTING CLASSIFICATION REFERENCE NUMBER)	

#####

These fields are not mandatory for all appropriations

\*\*\*\*

The RON field is a 15 Byte field, not the 3 Byte used in the FIP. If the entire RON is not filled, the record will error in SABRS

If RON is used in O&amp;M appropriation, an RBC must be filled

&amp;&amp;&amp;&amp;

The DSSN will depend on which Disbursing Office is settling the claim

The DSSN will change from 6102 for the MEF commands only

%%%%%

These fields will ALWAYS be blank for other than O&amp;M appropriations

## FREQUENTLY ASKED QUESTIONS (FAQ's)

**What are NDEA's and AO's?**

NDEA - A Non-DTS Entry Agent (NDEA) is a Military member or DoD employee, designated in writing by local command authority, responsible for the input of trip requests (authorizations) and claims for reimbursement (vouchers) in DTS for unconnected travelers who do not have reasonable access to DTS.

AO - Authorizing Official in DTS is the individual in the traveler's supervisory chain who controls the mission, authorizes the trip, and who typically has control of the funds for temporary duty travel.

**Who is responsible for activating the Government Charge Card?**

The traveler must contact the Agency Program Coordinator (APC) to have the GOVCC activated. However, it will only be activated 3 days prior to travel. Ph# 228-6515

**Does DTS make billeting arrangements on board a military installation?**

No. Currently, DTS only makes commercial reservations for air fare, lodging and rental car. The traveler is responsible for making arrangements on board a military installation.

**How do I receive a travel advance?**

If you are not a Government Charge Card holder you may request an advance via DTS and disbursement of funds will be via EFT to your financial institution. GOVCC holders will draw the advance from the ATM.

**Who is responsible to add a traveler to DTS (database)?**

Upon checking into MCAS (disbursing office) you are asked to fill out a DTS check-in sheet. The DTA is responsible for adding your profile in the DTS database.

**Can DTS process other funded travel i.e., travel funded by other commands?**

Yes. A Travel Authorization and a Voucher from Authorization can still be created but, the funding obligation will not be processed via DTS since the travel is other funded the "funded command" is responsible for the obligation in the accounting system.

**Once I request my orders to be created when will I be contacted and by whom?**

The NDEA is responsible to follow up with the AO and provide you a copy if requested.

**When do I create my voucher after I return to my Permanent Duty Station (PDS)?**

Within 5 days upon returning to your PDS.

**How long does it take to get paid after the voucher is created?**

Once the voucher is created and approved by the Authoring Official (AO) generally, disbursement of funds is between 24-48 hours. You will also receive an email from DTS indicating the amount of funds disbursed to your financial and or BOA.

**Why do I receive emails from DTS?**

There are numerous reason why DTS generates emails:

- Travel Authorization or Voucher has not processed correctly.
- Payment has been made to your financial institution.
- Lodging has method of payment of GOVCC and you do not hold a GOVCC.
- Insufficient funding or the accounting classification is not correct.
- If you were overpaid DTS will email the traveler indicating justification on the overpayment.
- CTO notifies the traveler of the commercial reservations made based on your request.
- \*\*\*\*the above are just a few samples of email notifications.

Where do I get my Common Access Card (CAC) and PIN?

From the Installation Personnel Administrative Center (IPAC)

Who do I contact if I have questions regarding my orders?

Your Department or Squadron NDEA.

How soon should I create my orders?

At the minimum 2 weeks in advance.

What is the difference between the contract and non-contract fare (discounted government fares)?

Each fiscal year the GSA awards contracts to the airlines in specific city-pair markets in which they fly. One airline is awarded the contract city-pair in a particular market. The other airlines that were not awarded the contract, but do service that market usually match the contract carriers' fare with a discount government fare. The differences are the contract carrier offers last seat availability and their fares are guaranteed for the entire fiscal year. The discount government fares are capacity-controlled and the airlines may increase the fare at any time and also change or add restrictions. The exceptions for not using the contract carrier are noted below.

Space or scheduled flights are not available in time to accomplish the purpose of the travel, or use of contract service would require the traveler to incur unnecessary overnight lodging costs, which would increase the total cost of the trip.

The contractor's flight schedule is inconsistent with explicit policies of individual Federal departments and agencies or other mandatory users to schedule travel during normal working hours.

A noncontract carrier offers a lower fare available to the general public, the use of which will result in a lower total trip cost to the Government or other mandatory users, to include the combined costs of transportation, lodging, meals, and related expenses. NOTE: THIS EXCEPTION DOES NOT APPLY IF THE CONTRACT CARRIER OFFERS A COMPARABLE FARE AND HAS SEATS AVAILABLE AT THAT FARE, OR IF THE LOWER FARE OFFERED BY A NONCONTRACT CARRIER IS RESTRICTED TO GOVERNMENT AND MILITARY

TRAVELERS ON OFFICIAL BUSINESS AND MAY ONLY BE PURCHASED WITH A GTR, CONTRACTOR ISSUED CHARGE CARD OR CENTRALLY BILLED ACCOUNT.

Rail service is available and such service is cost effective and consistent with mission requirements.

#### **What is e-ticketing?**

E-ticketing is a service that creates a convenient electronic airline ticket, rather than the traditional paper or card ticket. All information that is printed on a paper ticket is stored electronically in the airline's computer database.

#### **How does it work?**

- Make your flight arrangements with the CTO.
- CTO sends an electronic message to the airline confirming that your reservation has been ticketed.
- The CTO will provide you with a confirmation number and will fax or e-mail a copy of your itinerary for use as supporting documentation for reimbursement purposes.
- When you check-in for your flight, provide the gate agent with your confirmation number and photo identification. The gate agent will then issue your boarding pass when applicable.

#### **When can I not use an e-ticket?**

##### **International flights**

Some airlines have started e-ticketing on a select number of international markets, but most international flights still require paper tickets. Customs agents require, however, that you have in your possession proof of your scheduled return. So if you travel internationally with an e-ticket, be sure to have a copy of your full itinerary to present upon demand.

##### **Flying on more than one airline**

If you are traveling outbound on one airline and returning on another, e-ticketing may not be allowed. However, if the two airlines are part of an alliance, it may be possible. Your Omega World Travel agent will always recommend e-tickets whenever they are available.

##### **Making changes to e-tickets**

Making changes to your e-ticket will save you time and expense. Instead of having to deliver or mail your flight

coupons to your Omega Travel agent when a change is made to your reservation, you need only advise of the required change and your agent will handle the rest.

Airlines currently charge approximately \$70 to research and refund a lost paper ticket. Using e-tickets eliminates the worry of losing or forgetting your ticket.

**Why does it take so long to get a refund?**

When a paper ticket is issued, Omega World Travel needs to receive the paper ticket back before the refund process can begin. Once received, Omega World Travel completes the necessary paper work required by the Airline Reporting Corporation for processing. The tickets are then forwarded to a clearing house which all travel companies report to for processing to the bank and airline. If an electronic ticket is issued, Omega World Travel actually prints the unused ticket and follows the same procedures as with a paper ticket. The credit amount of the ticket should be reflected on the next billing statement that TMO receives from the bank. The refund may take six to eight weeks depending on the billing cycle.

**Can I make my own airline reservations instead of calling OMEGA?**

No, use of the commercial transportation office, i.e., OMEGA for airline tickets, and hotel and rental car reservations, is mandated by the JTR/JFTR. The JTR/JFTR also states that it is the command/unit's responsibility to ensure compliance with this mandate and that the travel office may reimburse only up to the lesser of the actual ticket cost and the cost that would have been incurred had the CTO and standard reservations been used. Additionally, travelers violating this regulation are subject to further disciplinary actions. The JTR/JFTR does allow travelers to purchase these things (and to be fully reimbursed for their purchase) when a CTO is not available. However, since travelers can contact a CTO 24 hours a day from anywhere in the US by calling 1-866-888-3010, it is unlikely that a traveler will ever need to purchase a ticket unless he/she is overseas and circumstances otherwise warrant its purchase.

**Can I purchase my own airline tickets?**

DoD policy is that all official travel services shall be arranged through a CTO under government contract. DoD

personnel are required to make all travel arrangements through a contracted Commercial Travel Office if available per JFTR U3120.

**How do I "justify" the use of a flight from a higher cost airport?**

The JTR/JFTR requires the following statement on the Travel Order in order to justify and authorize a contract flight from a higher cost airport: "The approving official is authorizing departure from (name of Airport and the cost). The price from (name the Airport with the lowest cost flight) is (provide the cost) and from (name of Airport with the other lower cost flight) is (provide the cost). Command is aware of higher cost." Please ensure that this statement is provided with all relevant information; this also serves to inform/document to the travel-approving official the full cost of the deviation from the lowest cost

**How do I "justify" the use of a non-contract flight?**

The statement necessary to authorize a Non-Contract flight must include the reason. For example: "Contract flights don't meet mission requirements as traveler is unable to leave NRL prior to 4pm. Command is aware that the price of this fare \$\_\_\_\_\_ exceeds the contract fare of \$\_\_\_\_\_", or "The non-contract rate (which is open to the general public) is cheaper than the contract rate." Either of these statements is sufficient as long as no cancellation penalty is involved.

**Can I select which rental car company I want to use? Can you give me some alternatives?**

Typically you are required to use the lowest cost car rental service whether the rental car company is on-airport or off-airport. Car rental companies are also identified on the Misc. Travel Links page under the heading 'Other'. Additionally, OMEGA agents can provide alternatives or will book companies typically used by government travelers to that destination. Remember, if a rental car is authorized, the size limitation is a Compact Car unless alternative sizes are approved on the Travel Order as follows:

Rental Cars Class:  
 CCAR - Compact Car  
 ICAR - Intermediate Car  
 FCAR - Full size car

There must be a justifiable reason why a larger size car is required. For example, one traveler with one bag normally needs only a compact size car; however, an intermediate or full size car may be needed if the traveler has a large amount of equipment or material associated with official business or there are multiple travelers. OMEGA will book whatever size car the traveler wants. However, note that reimbursement will be limited to the size stated in the Travel Order. Also note that the JTR/JFTR prohibits any reimbursement for a "luxury" vehicle. You may also require a rental car from a rental car company located on-airport, even if it is more costly than companies located off-airport when mission requirements require and are fully documented/justified on the Travel Orders. Failure to justify on the Travel Orders, would of course result in no or limited reimbursement. You may also require OMEGA to book from any company of your choice, but absent specific justification/approval on the Travel Order, your reimbursement would be limited to the lowest cost contract rate.

**Can I reserve my hotel and rental car myself?**

Generally, No. Again, the JTR/JFTR rules for airline, hotel and rental car reservations are the same. The JTR/JFTR mandates use of the CTO unless one is not available. Since (in the continental United States) you may call OMEGA (1-866-888-3010) 24 hours a day, you must ordinarily use CTO unless a legitimate need arises and you are outside the continental United States. However, there are times when it is more efficient/appropriate for the traveler to book the hotel reservations when attending a conference or traveling with a large group. This situation should be limited. OMEGA will make whatever reservations you prefer subject to the approvals and justification statements mandated by the JTR/JFTR. If the CTO makes reservations according to your preferences, you should take care to insure that the rates charged are reimbursable. For hotel rates, per diem rules apply. For rental cars, justification is required for the traveler to be reimbursed more than the cheapest contract rental car rate. If justified/approved on the Travel Order, a traveler may book into a hotel exceeding per diem and be reimbursed up to 125% of the per diem for lodging in a hotel where a block of rooms has been set-aside for conference attendees. However, in such cases, further justification/approval would be required on the Travel Order in order for the traveler to be reimbursed for a rental car.

**Can I request reservations on a foreign carrier?**

The "Fly America Act" requires that all travelers be booked on certified American commercial air carriers. Flights to overseas destinations must be booked on U.S. air carriers as far as possible.

**Can I select the hotel of my choice? Can you give me some alternatives?**

OMEGA will book whatever hotel the traveler chooses. However, reimbursement will be limited to the per diem rate, unless special exceptions (actual expenses or the 125% for conference hotels) are justified/approved on the Travel Order. Also note that, although OMEGA can make reservations at any hotel, they can see (and thus suggest to the traveler) only the hotels that appear in their "SABRE" system. A link to a government sponsored hotel directory can be found on the Misc. Travel Links page under the heading 'Hotels & Lodging'. Sometimes you will find coupons for free (or reduced cost) meals at various hotels.

**Am I allowed to use the frequent flyer miles I earn performing government travel?**

When on government travel, these miles can be used to upgrade to "business class" (normally seen only on foreign flights), but never to "first class". They can also be used to upgrade to a "full size" rental car, but never to a "luxury" car. Finally, they may be used to purchase the airline ticket itself. You may also use them for personal travel.

**Can I fly out of the Airport of my choice?**

As a matter of policy, OMEGA will offer/book the lowest cost contract flights (known as a "city pair") at Savannah, GA, and Charleston, SC airports. However, travelers can require a flight from any of these airports even if the costs are higher as long as adequate justification and approval is documented on the Travel Order. Simply inform the OMEGA agent that you decline the lowest cost airfare and that you will document this decision on your Travel Order.

**Can I take the flight of my choice even if there is a cheaper alternative?**

Similar to the previous discussion, the traveler can inform the OMEGA agent that a more expensive contract flight from any of the two local airports is necessary. With justification you can even "book" non-contract flights and flights with penalties for cancellation.

**How do I get my tickets?**

Tickets (typically electronic, or e-tickets) are normally printed and available for pick up 2 workdays before the flight departure date (e.g. if the flight leaves Monday and no holidays intervene, the tickets would be printed the previous Monday). If you need to pick up your ticket/itinerary earlier than this, please let TMO know. Tickets are available for pick up at the (Passenger Section) Traffic Management Office in building 1075. This office is open from 0730 to 1630 daily.

**Why do I have to fly on the AMC flight? Why can't I fly commercial?**

Per JFTR/JTR, the Marine Corps fully supports the use of appropriate government air transportation for the authorized movement of personnel between CONUS and overseas areas and between and within overseas areas, when it is available and satisfies mission requirements. In this regard, members on permanent change of station (PCS) orders to an overseas destination are directed to use government or government-procured transportation.

#### LEAVE IN CONJUNCTION WITH OFFICIAL TRAVEL

Due to certain airline fare rules and contract rules, a ticket cannot be provided from a point other than an official point-which means only from/to permanent or temporary duty points. A commercial ticket will be provided for the entitlement from the Permanent Duty Station (PDS) to the Temporary Duty Site and return. The traveler may arrange any additional travel with the Commercial Travel Office (CTO) and pay any additional charges directly to the CTO. Any credits are refunded to the government. The ticket can be issued far enough in advance for the traveler to take advantage of discounted general public fares.

## OFFICIAL OR NO-FEE PASSPORTS

The Traffic Management Office/Passenger Section will assist travelers in preparing and submitting requests for Official or No-Fee passports.

TMO provides applications and assistance for No-fee, Official passports. Official Passports are processed by the State Department, Office of Passport Services, Washington, D.C. with an average processing time of two to four months, excluding mail time.

No-fee passports are normally processed in six to eight weeks.

## RESERVATION PROCEDURES

### Transportation Services

OMEGA will provide all transportation services for MCAS, Beaufort to include reservations and ticketing for air, rail, bus, steamship, car and hotel.

### Car Rental Reservations

DOD has negotiated with major rental car company's flat rates for all federal government employees. OMEGA will make reservations with the car rental company offering the lowest rate consistent with the traveler's overall mission requirement.

### Hotel Reservations

We will confirm hotels offering government rates as listed in the Federal Travel Directory, OMEGA's Government Travel and Hotel Directory or assist you in securing the best non-government rate available at the time of booking.

### Late Arrival Guarantees

If you are arriving after 6 p.m., many hotels will not hold a room without a late arrival guarantee. Most hotels require a credit card guarantee if arriving after 6 p.m.. If for any reason you change or cancel your plans, you must advise either OMEGA or the hotel directly by 6:00 p.m. (in some cases by 4:00 p.m.) hotel time. Failure to do will result in a one-night accommodation cost. For your protection, when you cancel the reservation, be sure to take down the name of the person

who cancels the room, the date you cancel and the cancellation number, if applicable.

#### **PROBLEMS OR COMPLAINTS**

When you have a problem or complaint, check the front of your ticket envelope for the name of the agent who arranged your travel plans. Please contact this person first for any problems or complaints concerning your travel arrangements. If your problem is not resolved, we ask that you talk to the OMEGA Site Manager collocated at TMO. If you are still not satisfied, please call the Traffic Management Office (Passenger Section) 843-228-7117.

#### **SEAT ASSIGNMENTS**

The demand for preferential seats has increased among business travelers. We cannot always provide you with the seat of your choice.

Here are some guidelines:

Book your reservations early. Last minute changes mean there is a chance you will not get your desired seat.

Seats can only be reserved within 21-30 days prior to travel. In most cases, seats cannot be assigned less than 24 hours prior to departure, because the seat manifest is under airport control.

When 70% of the seats have been assigned, the balance of the seats are restricted to airport check-in.

Usually there are no pre-assigned seats on commuter flights, flights under 1 hour or shuttle flights.

When holding a middle seat, please check in early at airport gate for a better seat assignment.

At Omega World Travel, we are taking the following steps to ensure preferred seat assignments:

We use the airline seat map in the computer to request a specific seat rather than a generic seat.

We will call the airline to request a specific seat when your request is not available through the computer.

When a passenger is assigned a seat other than that of choice, we will try to obtain the preferred seat 48 hours before flight time.

When only a middle seat is available, we will book the flight and advise the passenger of alternate flights.

**How can I increase my chances of getting my preferred seating?**

Book early! This will increase your chances of obtaining one of those few seats available for pre-assignment.

If your preferred seating was unavailable at the time of reservation, your Omega travel agent can check alternate flights for better seating. Also, the earlier you check-in at the airline ticket counter, the better chance you have of getting a preferred seat.

Join frequent flyer clubs. Airlines hold back a few seat assignments for club members that have reached premier status. *The information above is provided as a service and any details and/or industry rules and regulations are subject to change at any time. Please contact your Omega travel agent with any questions.*

**RESPONSIBILITY OF THE TRAVELER****Verify**

Be sure to verify the itinerary and tickets to assure reservations held reflect your current travel plans.

**Check-In**

Late bags miss flights, and so do travelers. Suggested check-in at most major airports is one hour prior to departure. Checking in less than 20 minutes prior to departure will generally result in loss of seat assignments and special meals.

**Changes**

For your protection, any changes to your planned itinerary should be made directly with OMEGA. This insures that you will be in compliance with GSA/DOD rules and regulations and avoids unnecessary charges for guaranteed hotel reservations and airline cancellation fees. If you are out of town or you must call after working hours, use our toll free 24 hour service 1-866-888-3010.

**Cancellation/No-Shows**

If plans change or you miss a flight, you will be considered a "No Show" if you have not cancelled your reservations. All downline reservations, including hotels and cars, could be cancelled as well. Call OMEGA to assure continuity of your travel arrangements.

**Refunds**

Unused tickets or any portion thereof must be returned for refund as soon as possible for proper credit and processing.

**Lost Tickets**

OMEGA should be notified immediately in the event of a lost ticket. A lost ticket will be refunded within 6 months, if it has not been used. The airline will refund the unused value minus a processing fee. If the ticket is used within one year of date of issue, the passenger will be liable for payment of the tickets.

**Your Itinerary**

One or two copies of your detailed travel itinerary will be delivered with each reservation. Your itinerary will include all your travel arrangements including, air, car, and hotel reservations, with dates, costs and confirmation numbers where applicable. The back of your itinerary contains information on baggage allowances, overbooking, rules, carrier liabilities and other useful traveler information.