



GUIDE



DoD Defense Travel System (DTS) Best Practices Guide

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Revision History

Revision No.	Date	Authorization	Revision/Change Description	Chapter
8.0	06/14/22	DTMO	Added new DTMO website screen shot Added main CTW home page link Replaced older Constructed Travel links with the new links on the DTMO website at travel.dod.mil	Chapter 2 Chapter 2 Section 7.10
8.1	12/30/22	DTMO	Added What is Valid Receipt link Updated CBA section	Page 5 Page 15
8.2	01/23/23	DTMO	Updated the CTW links	Page 19
8.3	05/30/23	DTMO	Updated Constructed Travel zip link Updated Taxpayer id number reference Updated Premium Class reference and Table 2.5	Page 6 Page 11 Page 23-25
8.4	12/06/23	DTMO	General Review Updated DTMO website screen shot Changed DTS for archive of 10 years. Removed DMDC as the archive for 6 years and 3 month.	Throughout Page 6 Page 13 Throughout

Chapter 1: Introduction

The purpose of this guide is to provide direction for organizations as they develop local business rules and processes for using the Defense Travel System (DTS). The regulations and publications listed below are references for creating all travel and financial policies and for resolving concerns with DTS functionality. Select any link to access the source material.

- [Defense Transportation Regulations \(DTR\)](#) (DoD 4500.9-R, Part 1)
- [DoD Financial Management Regulation](#) (DoD FMR) (DoD 7000.14-R)
- [Joint Travel Regulations \(JTR\)](#)
- [Defense Travel System Regulations](#) (authorized by DoDI 5154.31, Volume 3)
- [Government Travel Charge Card Regulations](#) (authorized by DoDI 5154.31, Volume 4)
- [DTS Financial Field Procedures Guide](#)
- [Who May Use the Defense Travel System?](#)
- [What is a Valid Receipt?](#)
- *DTS Guides* – Links to all 5 guides are available on the [DTMO's Training Page](#)
- *Defense Travel Administrator's (DTA) Manual* – Links to all chapters and appendices are available on the [DTMO's Training](#) page

In this guide, all instances of the term “traveler” refer to a traveler, travel clerk, Non-DTS Entry Agent (NDEA), or anyone who creates or signs documents on behalf of a traveler.

- *The arrows and italicized text indicate areas where Components should insert their local business processes.*

Chapter 2: DTMO & TraX Websites

The Defense Travel Management Office (DTMO) serves as the single focal point for commercial travel and policy within the Department of Defense (DoD). The [DTMO's](#) website provides a comprehensive and wide range of sources fostering travel programs and services, training, references, news, and events (Figure 2-1)

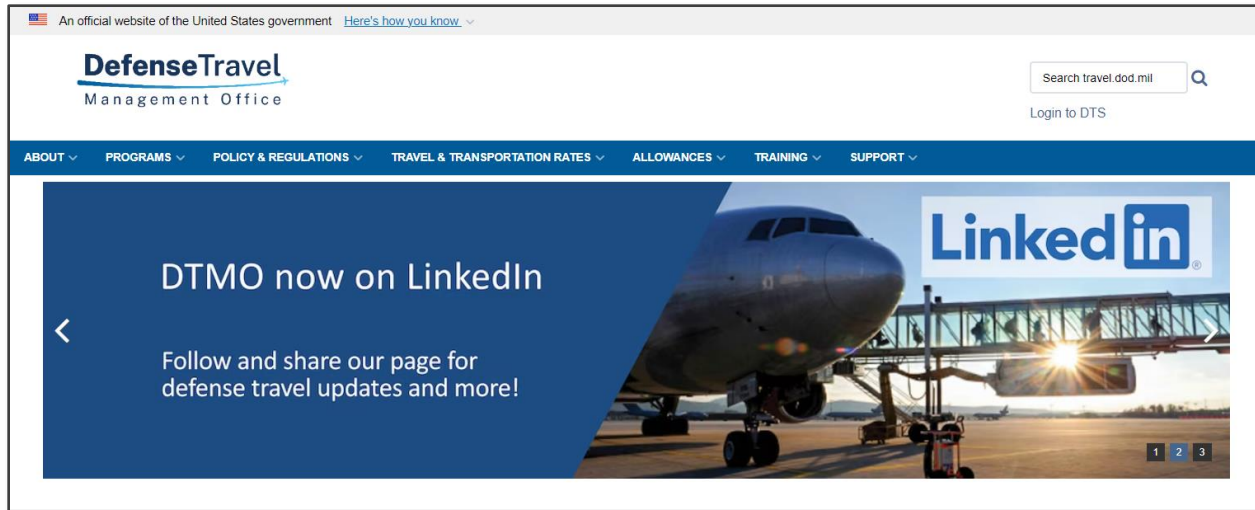


Figure 2-1: DTMO Website

Some of the centralized essential resources and companion programs that serve the entire DoD travel community include:

- [DTMO Travel Policy Compliance Program](#): Improves payment accuracy, and funds recovery. The online application, [Travel Policy Compliance Tool](#) reviews DTS vouchers to identify potential improper payments.
- [Defense Travel System \(DTS\)](#): Manages TDY and local documents.
- [Dine Smart Program](#): Generates rebates when travelers use their GTCC at participating restaurants while on official travel.
- [Enterprise Web Training System \(EWTS\)](#): Allows DTS users to practice vital travel functions.
- [Government Travel Charge Card Program](#): Maintains oversight of DoD's preferred payment method for official travel expenses.
- [Integrated Lodging Program \(ILP\)](#): Ensures DoD travelers on official travel have safe, quality lodging at costs well below the maximum per diem limits.
- [Local Level Travel Assistance](#): Provides help desk services to local DTS users.
- [Component-Level DTS Help Desk](#): Provides help desk services to Component DTS users.
- [Travel Assistance Center \(TAC\)](#): Provides help desk services to all DTS users.
- [Travel Explorer \(TraX\)](#): Provides access to online training, knowledge search for common questions, and help ticket submissions through the [DTMO Passport](#) portal.
- The [TSA PreCheck Program](#): Provides expedited security screening benefits for official travelers in U.S. Airports.

- [Constructed Travel](#): Provides the Pre-Travel and Post-Travel Worksheets and their accompanying guides.
- [Per Diem](#): Provides the per diem rates for lodging, meal and incidental costs incurred while on official government travel.

For the most current information, reference links and downloadable materials, visit the [DTMO's](#) website.

- *The organization should provide any internal website information for travel or training information.*

Chapter 3: DTS Permission Levels, Access, and Roles

3.1 Permission Levels

DTS safeguards data through controlled access called permission levels which contribute to internal management controls and prevent unauthorized access.

To review the permission levels, accesses, and roles provided to personnel in your organization, run the **View Person Lists > Basic Traveler Info List** report from the DTA Maintenance Tool on a routine basis. Coordinate with your Component's DTS Program Office or consult with your *DTS Business Rules* to determine how your local business rules define a "routine basis."

Only provide personnel the minimum permissions and access levels needed to perform their DTS-related duties. When assigning someone the role of Authorizing Official (AO) (permission level 2 and assigned to a DTS routing list), ensure those individuals have completed the required Certifying Officers Legislation (COL) training and have a documented *DD Form 577 "Appointment/Termination Record – Authorized Signature"* appointment on file.

To better control AO assignments within DTS, organizations should consider identifying a DTA to monitor Accountable Official profiles. One option is to allow a DTA with permission level 5 who accesses the **DTA Maintenance Tool, People** and **Routing List** tables to have permission level 2 as well. Organizations could allow the DTA permission level 2 for the specific purpose of granting or removing access/permissions on the AO's profile and updating the necessary routing lists. The DTA could perform a review monthly or review as needed depending on the AO turnover in the organization. By limiting when a DTA has permission level 2, organizations can ensure a separation of duties from the DTA role and the ability to perform an Authorizing Official role.

- *Each organization must establish procedures ensuring all required certifications and appointments are complete and on file, and that personnel have only the access and permission levels necessary to perform their official duties. Organizations must review documentation along with access and permissions on a recurring basis.*

3.2 In and Out Processing for DTS

Upon arrival at a new organization, the DTA receives the individual's profile into DTS allowing access to the system. Based upon local business rules determine if the individual requires specialized access or permission levels and assign appropriately in the profile. When a person departs the organization, the DTA detaches the profile from the system terminating access. Profile detachment removes permissions, organization/group accesses, and AO **Delegated Authority**.

- *The organization should establish local procedures for DTS in and out processing.*

3.3 Authority to Appoint

Per the [DoD FMR, Vol. 5, Ch. 5, par. 0201](#), the DoD Directive 5118.03 delegates the authority to appoint AOs to DoD Component Heads, who may further re-delegate that authority. The appointee may not serve as both a DAO and Certifying Officer for the same types of payments.

Per the [DoD FMR, Vol. 5, Ch. 5, par. 020101](#) based on the separation of duties principles which are cited in Chapter 1, DOs, their deputies, and agents may neither be appointed as, nor appoint COs for payments they will eventually make.

- *Local procedures must address the following:*
 - *Acceptable training (AOs must complete an approved Certifying Officer Legislation (COL) training course applicable to their mission area within two weeks of their appointment and refresher training annually and provide proof of completion to their supervisor).*
 - *Retention of COL training certificates*
 - *Retention of DD Form 577 Appointment/Termination Records*

Resource or other key fund personnel maintaining a system of funds control are responsible for certifying fund availability, and assignment of proper funding citations on commitment and obligating documents. A certification of fund availability is not a certification for payment.

DoD personnel who may be appointed to certify vouchers for payment include, but are not limited to commanders, deputy commanders, resource managers and other key fund control personnel, travel authorizing officials, purchased card and Centrally Billed Account (CBA) approving officials, and other personnel inequivalent position.

- *Local processes must establish the internal management controls and separation of duties.*
- *Local organizations should provide an information letter to contractors who serve as DTAs. The letter should outline their duties, responsibilities, and limitations in DTS.*

3.4 Accountable Official

Accountable Officials are Government employees who serve as control points within an organization to minimize improper travel payments. They can be pecuniarily liable for erroneous payments resulting from their actions. All Accountable Officials must have an approved appointment in writing using a *DD Form 577*. The *DoD FMR, Vol. 5, Ch. 1, par. 010305* provides details on the appointment requirements.

3.5 Authorizing Officials (AOs)

AOs use DTS to apply the **APPROVED** stamp to documents; **APPROVED** is the final status in DTS prior to sending the file to the accounting and disbursing systems. When the AO approves a travel authorization or a voucher, DTS verifies the AO's identity and signature through a DoD public key infrastructure (PKI) certificate that is embedded in the AO's common access card (CAC).

The AO is responsible for approving travel requirements and authorizations, which authorize and adjust obligations and disbursements of Government funds. An AO who applies the **APPROVED** stamp resulting in a payment to the traveler is acting as a Certifying Officer (CO). Payments result from vouchers and local vouchers, but could also result from authorizations containing travel advances or scheduled partial payments (SPPs).

If a document requires cancellation and there are no incurred expenses, then the AO is the only one in the routing list who can apply the **CANCELLED** stamp to close out the record. If there are incurred expenses then the AO will approve the document and traveler will voucher for only those incurred expenses (e.g., TMC fee, hotel cancellation fee). The AO will only approve those unavoidable expenses for reimbursement to ensure travel compliance.

An AO in DTS is pecuniarily liable for erroneous payments due to negligence. This means that if an AO approves or certifies for payment a DTS authorization or voucher including expenses that are not accurate, authorized, and allowable, the AO may have to pay all or part of the disputed expenses. Pecuniary liability is enforceable

whether the erroneous payment was accidental or intentional. For more information on pecuniary liability, see the [Desktop Guide for Authorizing Officials and Certifying Officers](#).

When it comes to an AO reviewing vouchers processed by a Non-DTS Entry Agent (NDEA) on behalf of the traveler, it is important to remember the following:

- Per policy, DTS prohibits a NDEA from stamping the voucher (T-Entered) without the *DD Form 1351-2* or *OF 1164* attachment.
- Missing documentation in a voucher generates an **Audit Fail** record on the **Digital Signature** page. Once the documentation is attached, then the hard stop deactivates allowing stamping action to occur.
- An AO should not approve a voucher stamped by a NDEA without an attached *DD Form 1351-2* (Travel Voucher or Subvoucher) or *OF 1164* (Local Voucher) containing the traveler's written or digital signature.
- The *exception* is on voucher amendments, if it is a Centrally Billed Account (CBA) only claim or a cost decrease, then DTS will not prevent signing without the *DD Form 1351-2* attachment.

For more on NDEAs, see Section 3.8 of this guide.

All AOs must complete the COL training and have an approved *DD Form 577* appointment by the head of the DoD component (or delegated official). The [DoD FMR, Vol. 5, Ch. 5, par. 050304](#) also requires all AOs to complete annual refresher COL training. The DTMO [TraX](#) offers COL online training or Components may use their own approved training programs for completing the COL certification. The [Defense Travel System Regulations, Table 2](#) provides a complete list of required and recommended training. Components may use this guidance or define their own training plan. While not mandatory, AOs may consider taking the AO Vital Skills classes in [TraX](#) to expand their travel proficiency.

Upon termination of the AO's appointment, remove access to the **APPROVED** signature stamp on all DTS routing lists, as well as permission level 2 from the profile.

For a complete list of AO responsibilities, see the [Defense Travel System Regulations](#).

3.6 Finance Defense Travel Administrator

A Finance Defense Travel Administrator (FDTA) is a person in the budget, resource management, accounting, or finance field that is responsible for assisting in the management and support of DTS at the organizational level as designated by the responsible commander.

For a complete list of FDTA responsibilities, see the [Defense Travel System Regulations](#).

3.7 Debt Management Monitor

The Debt Management Monitor (DMM) tracks overpayments and collection actions within DTS. DTS automatically sends the accounts receivable (A/R) to the accounting system when a debt is incurred. After the accounting system acknowledges the A/R, the traveler can make the remittance directly to the Defense Finance and Accounting Services (DFAS), pay online at the Pay.gov website, or request payroll collection initiation in DTS. When the debt is satisfied, and DTS receives the advice of collection from DFAS, DTS will automatically update the traveler's document. For additional information, see the [Guide to Managing Travel-Incurred Debt](#).

- *The Defense Intelligence Agency (DIA) has established unique debt management processes for DIA personnel.*

3.8 Non-DTS Entry Agent

A Non-DTS Entry Agent (NDEA) is a Military member, DoD civilian employee, or a contractor authorized to complete a DTS voucher on behalf of other travelers. The local command authority designates the NDEA in writing. After receiving all required documents from the traveler, the NDEA uses the information to create the voucher and then attaches an electronic copy of all provided documents. The NDEA 's electronic signature only attests that all documentation in the DTS voucher is the same as the information provided by the traveler as contained in the attached documents. Required documents include, but are not limited to:

- Receipts (or locally approved missing receipt forms) for:
 - All lodging expenses
 - Receipts for all reimbursable expenses of \$75.00 or more
- Approvals for other than economy class coach fares
- The *DD Form 1351-2* or *OF 1164* completed and signed by the traveler. Paper or electronically produced official documents (e-forms) are acceptable, but must contain the traveler's written or digital signature.
 - Per policy, DTS prohibits a NDEA from stamping the voucher (T-Entered) without the *DD Form 1351-2* or *OF 1164* attachment.
 - Missing documentation generates an **Audit Fail** record on the **Digital Signature** page.
 - After attaching the record to the document, the hard stop deactivates permitting stamping-action and routing of the document to the AO for review and approval.
- Other items as mandated by component or local policy

3.9 Self-Authorizing Official

Blanket travel orders are not permissible under DTS. Instead, individuals can be designated as Self-AOs in their DTS profiles. Under most circumstances, Self-AOs may approve their own travel authorizations and verify funds availability from the DTS Budget Tool. They cannot approve their own travel vouchers, local vouchers, or authorizations that include travel advances or SPPs.

- *Components should identify individuals requiring Self-AO accessibility in DTS using local procedures. Self AOs must follow guidance as outlined in the DTS Regulations, DoDI 5154.31 and adhere to approval limitations per their local procedures.*

Chapter 4: Use of DTS by Non-Government Employees

4.1 Foreign Nationals and DTS

When meeting specified policies, agreements and conditions, foreign nationals may perform certain DTS roles. For detailed guidance on allowing and restricting DTS use for travel types and circumstances, see the information paper [Who May Use the Defense Travel System?](#)

Foreign Nationals must have a public key infrastructure (PKI) certificate for DTS access and a unique identification number when building their DTS profile. Some of the duties *when authorized* that a foreign national employee may perform include:

- Defense Travel Administrator (DTA)
- Non-DTS Entry Agent (NDEA)
- Authorizing Official (AO)

When a foreign national traveler does not have a social security number (SSN) then the individual must use the taxpayer identification number (TIN) for the DTS profile to receive authorized travel payments.

- *Each organization should consult applicable regulations, policy, and SOFA to establish local procedures for use of DTS by foreign nationals.*

4.1.1 Personnel Exchange Program

A foreign officer who is part of the Personnel Exchange Program (PEP) may use DTS if all conditions are met as outlined in the information paper [Who May Use the Defense Travel System?](#)

4.1.2 Cooperative Program Personnel

Cooperative Program personnel may use DTS if all conditions are met as outlined in the information paper [Who May Use the Defense Travel System?](#)

4.2 Government Contractors and DTS

Except as allowed in the information paper [Who May Use the Defense Travel System?](#)

Government contractors must NOT use DTS for their own official travel. They may not approve DTS travel authorizations, vouchers nor certify Centrally Billed Account (CBA) invoices for payment.

Government contractors can perform certain DTS functions in a manner consistent with the provisions of their contract and when authorized and directed by the Government.

For detailed guidance on allowing and restricting DTS use for travel types and circumstances, see the information paper [Who May Use the Defense Travel System?](#)

- *Organizations should consult applicable policies, regulations, and contractor agreements to establish local processes outlining the DTS functions authorized and permissible for contractors to perform.*

Chapter 5: DTS Finance

5.1 Line of Accounting Format Maps and Labels

Each DoD Component uses a specific line of accounting (LOA) format map. The Finance Defense Travel Administrator (FDTA) should use easy-to-understand, plain English language when assigning LOA labels.

5.2 DTS Budget Tool

The DTS Budget Tool records and tracks funding associated with each DTS LOA. As part of the approval process, DTS displays the amount of requested funds and available funds and prevents approval if there are not sufficient funds in the DTS budget.

- *Establish local processes to conduct periodic reconciliation with the official accounting records in accordance with Component procedures.*

5.3 Future Fiscal Year and Fiscal Year Crossover

Special procedures are required for travel crossing fiscal years or for travel in a future fiscal year. This is due to the year-end electronic processing procedures of the Defense Finance and Accounting Services (DFAS) and other Agency financial systems. Instructions are available on the DTMO website with updates provided on annual bases.

- *FDTAs must establish DTS LOAs for the next fiscal year and load the new fiscal year funding targets into DTS budgets based on local procedures.*

5.4 Funding Travel for Other Organizations

When an organization other than the traveler's organization provides funds for a trip, the traveler's organization typically receives an approval notice from the funding organization. The approval document (e.g., memorandum, email, or message) occurs outside of DTS, and recommend electronically attaching the funding request to the DTS authorization as substantiating documentation. The Cross Organization Funding (X-Org Funding) function in DTS allows an organization to access another organization's LOA. The [DTS Financial Field Procedures Guide](#) provides details on funding travel for other organizations and steps for travel funded by other organizations.

- *Organizations should create local procedures for sharing and receiving funding with other organizations, to ensure that only authorized expenses are charged and that limits are not exceeded.*

5.5 Multiple Accountable Station Numbers

DTS supports funding trips using multiple accountable station numbers (MASNs), (i.e., travel funded by more than one DoD Component). Once approved, the multiple LOAs route to the applicable accounting system, based on the accountable station numbers. For example, an Army organization might agree to fund travel for an Air Force traveler, but not agree to fund the entire amount such as a rental car. The Army LOA would be cross-org'd to the traveler, expenses allocated to the Army LOA except for the rental car. The traveler's Air Force LOA would fund the rental car portion of the trip. The DTS local voucher does not support MASN funding.

5.6 Receipts and Other Substantiating Documents

The [DoD FMR, Vol. 9, Definitions](#) specifies a valid receipt. The traveler must attach receipts and other substantiating records to be a part of the electronic trip record, per the [DoD FMR, Vol. 9, Ch. 5, par. 050203](#). Receipts are required for all individual expenses of \$75 or more and all lodging expenses of any amount. If a NDEA signs and submits a DTS voucher on behalf of a traveler, refer to Section 3.8.

The AO must ensure attachment and verification of all required receipts and other substantiating records before applying the **APPROVED** stamp to the document. Authorized personnel have access to these records for a period of 10 years via DTS.

5.7 Accounting Error Codes (Rejected Documents)

When a financial system rejects a document, DTS sends a reason code to the reject email account established by the organization. The information displays on the **Digital Signature** Page, under the *Trip Authorization* or *Trip Voucher Status* section. Explanations of individual error codes are available in the [DTA Manual, Appendix G](#).

- *The local FDTA is responsible for establishing processes for correcting rejected documents and correcting the errors that caused them.*

5.8 DTS-Tailored for Finance Organizations

If there is not a financial interface (i.e., the finance system has not been certified for use with DTS), DTS may be used as an order writer and to make travel reservations and approve travel orders. The FDTA will enter “DTST” in the first field of the LOAs to block documents to ensure that no financial transaction is processed. Organizations that are DTS-tailored for finance cannot use the travel advance or SPP functionality; travelers requiring an advance or SPPs must process authorizations outside of DTS.

- *Organizations must establish local procedures for manually processing travel vouchers.*

5.9 Non-Appropriated Fund Travel

Travel funded by non-appropriated funds must be obligated and disbursed outside of DTS. For detailed guidance on allowing and restricting DTS use for travel types and circumstances, see the information paper [Who May Use the Defense Travel System?](#) Travel reservations can be booked by contacting the Travel Management Company (TMC) or as specified by the local business rules.

5.10 Foreign Military Sales Program

A U.S. Service member or a civilian employee performing official travel in connection with the Foreign Military Sales (FMS) program may use DTS as outlined in the information paper [Who May Use the Defense Travel System?](#)

Chapter 6: Payment Methods and Reports

6.1 Government Travel Charge Card

The Government Travel Charge Card (GTCC) program facilitates and standardizes payment for official travel expenses, including local travel. DTS supports the use of Individually Billed Accounts (IBAs) and Centrally Billed Accounts (CBAs). As stated in the [DoD GTCC Regulations](#), authorized by *DoD Instruction 5154.31, Vol. 4*, “The DoD policy is that the GTCC will be used by all DoD personnel (Military or civilian) to pay for all costs related to official Government travel.” Refer to the GTCC Regulations for additional guidance on the GTCC program.

- *Organizations must establish local processes for monitoring the appropriate use of GTCCs.*

6.2 Travel Advances

A traveler who does not have a GTCC (or is traveling to locations where use of the card is impractical) may request a travel advance (or simply “advance”) through DTS. The traveler’s profile must be set to “Advance Authorized” to request the advance.

The traveler will receive the advance (payment) to their financial institution account as an electronic funds transfer (EFT) approximately 7 to 10 days before the scheduled departure date. If the requested advance is within 10 days of the traveler’s scheduled departure date, the advance processes for payment immediately upon AO approval and positive acknowledgement of the obligation transaction. If an advance of 80 percent is insufficient for the traveler, causing a financial burden, then the AO may approve an advance of 100 percent.

- *The AO must determine when an advance of 100 % is necessary on a case-by-case basis in accordance with local policy. In these cases, the DTA must select “Full Advance” in the traveler’s profile to allow document advance payment processing.*

DTS will deduct the amount of the advance from the total reimbursable entitlements and identify them as a previous payment on the voucher.

Currently, DTS and the *DoD FMR* permit travelers to request both an advance and SPPs on the same authorization. DTS allows the authorized advance amount to be paid and will pay SPPs until disbursements equal obligations.

6.3 Scheduled Partial Payments

Travelers scheduled TDY for more than 45 consecutive days should request SPPs through DTS. The system computes and schedules the payments in 30-day increments. DTS splits the SPP disbursement between the traveler’s financial institution and the GTCC vendor, thus paying both entities by EFT. Organizations must ensure that travelers who received SPPs submit their vouchers after returning from TDY timely. When a traveler submits a voucher, DTS deducts the SPP amount from the total reimbursable entitlement. Depending on approved expenses amount, either the result is a net payment to the traveler or an overpayment resulting in a debt. The traveler must follow the process to establish the debt and pay back the Government.

6.4 Centrally Billed Accounts

DTS supports the use of CBAs for air and rail transportation for travelers who do not have GTCCs. An organization completes and submits a [CBA Load Worksheet](#) available on the DTMO website. The DTMO associates the DTS CBA account to the organization. Separate CBA accounts must be established for the DTS CBA Tool and for the traditional CBA reconciliation process (outside of DTS), because both forms of reconciliation cannot accommodate the same CBA number.

6.4.1 DTS CBA Reconciliation

The DTS CBA Tool provides an automated CBA reconciliation and payment process, including invoice certification. The charge card vendor (CCV) sends an electronic invoice to DTS. After certification, the invoice routes electronically to the applicable DFAS vendor payment location for payment. Once paid, an advice of payment is returned to DTS, and the information is retained in DTS for 10 years. The [DTS CBA Reconciliation Manual](#) outlines the CBA specialists, CBA-DTAs, and CBA administrator's actions. The process is paperless, except for the formal dispute notification to the CCV as applicable.

- *Component business rules determine who will have the authority and responsibility to certify CBA invoices in the DTS CBA Tool. The assigned person(s) must meet the following eligibility requirements:*
 - Be a Government employee or service member
 - Be trained and appointed as a Certifying Officer (CO)
 - Be trained on the CBA reconciliation and DTS document process

6.4.2 Traditional CBA Reconciliation

Organizations that do not use the DTS CBA Tool must use existing traditional CBA reconciliation procedures. In most cases, this requires the supporting Travel Management Company (TMC; formerly known as the Commercial Travel Office (CTO); DTS still refers to the TMC as the CTO) to perform an initial reconciliation prior to Government approval and certification.

Travelers using the CBA may need to provide a copy of their approved DTS authorization or a Marine Corps Request for Transportation Services to the CTO prior to ticketing, or as required by the CTO contract.

- *Component business rules must include procedures to distinguish the DTS LOA from the traditional LOA, verifying that information entered is correct in the reconciliation tool.*

Failure to ensure the CBA invoice disbursements match the corresponding DTS obligations may result in delayed payment of CBA invoices due to mismatched disbursing and accounting data.

6.5 U.S. Government Transportation Request

Travelers who are required to use a U.S. Government Transportation Request (*GTR*) *Optional Form 1169* as a method of payment must make transportation arrangements directly with the TMC outside DTS in accordance with local business rules.

- *Organizations must establish local procedures for interaction with the TMC.*

Obligations and payments processing for GTRs occurs outside of DTS. To reflect their costs in DTS, the traveler must:

- Create an **Other Expense** in the DTS **Expenses** module:
 - Enter “GTR” as **Other - Create Your Own** expense
 - Enter \$0.00 as the cost
- Enter the estimated ticket cost in the **Comments to the Approving Official** box on the **Review Trip Authorization** screen.

6.6 Payment for Patriot Express Flights

Transportation Officers may make travel arrangements for Patriot Express travel outside of DTS. Commercial air segments with connecting service to the Patriot Express or Air Mobility Command (AMC) service can be booked through DTS. The customer identification code (CIC) generates automatically in DTS upon AO approval. The traveler must provide a copy of the approved authorization with the CIC number at the AMC counter as required. AMC will directly bill the appropriate Component paying office on a monthly basis.

Obligations and payment accomplishment for Patriot Express travel occurs outside DTS. To reflect their costs in DTS, the traveler must:

- Create an **Other Expense** in the DTS **Expenses** module:
 - Enter “Patriot Express” as **Other - Create Your Own** expense
 - Enter \$0.00 as the cost
- Enter the estimated ticket cost in the **Comments to the Approving Official** box on the **Review Trip Authorization** screen.
 - *Organizations must establish local procedures for printing and distributing authorizations, adjusting budgets, and obligating funds outside of DTS.*

6.7 Military Pay Reports

There are five Military pay reports that assist organizations with processing travel-related pay transactions. These identified reports are accessible from DTS:

- Enlisted Basic Allowance for Subsistence (BAS) Report
- Outside the Continental United States (OCONUS) Report
- Family Separation Allowance (FSA) Report
- Military Leave Report
- Special Duty Report

See the [DTA Manual, Chapter 10](#) for information about these reports.

- *Local procedures will establish access and distribution of these reports to the Military Pay Office.*

Chapter 7: Trip Types

7.1 Authorized Trip Types in DTS

Below are the Trip Types to process TDY travel authorizations and vouchers in DTS. Selecting the DTS Trip Type sets the allowances or constraints in the document. The [DTA Manual, Appendix K](#) provides more details about each of these trip types. Also, be sure to review the [JTR](#) for qualifying conditions and restrictions for different types of travel.

- Temporary Duty Travel (Routine)
- Invitational Travel
- Invitational Travel – Transportation Expenses Only
- Dependent Invitational Travel
- Dependent Invitational Travel - Transportation Expenses Only
- Government Funded Leave
 - *Establish local business process for processing specific trip types.*

7.2 Confirmatory Authorizations

Confirmatory authorizations are used when an authorization cannot be completed prior to the traveler's departure. Complete the DTS authorization as soon as possible after the AO grants the verbal approval. The TMC processes the reservations outside of DTS. Manually enter the airfare and rental car costs in the **Expenses** module and update the lodging costs in the **Per Diem** module. Do not use the **Reservations** module, as this will result in duplicate commercial reservations.

- *The TMC may issue the ticket upon verbal authorization, based on contractual guidelines and local processes.*

7.3 Reserve Component Travel

- *Reserve component members should consult their service-level DTS office for procedures.*

7.4 Group Authorizations

DTS supports processing and approving a group travel for up to 40 travelers per group authorization. When the AO stamps the group authorization **APPROVED**, DTS automatically creates the individual authorizations for each traveler, with a unique travel authorization number (TANUM). Upon completion of group travel, each traveler creates an individual voucher for reimbursement of incurred expenses and earned allowances, attaches all required receipts and justifies all **Pre-Audit** flags and **Reason Codes**.

7.5 Verbal Orders of the Commanding Officer

Refer to Section 7.2.

7.6 Permanent Duty Travel

Permanent Duty Travel (PDT) is not currently available in DTS. For detailed guidance on allowing and restricting DTS use for travel types and circumstances, see the information paper [Who May Use the Defense Travel System?](#)

7.7 Extended TDY (180 or More Consecutive Days)

Before approving an authorization for an extended TDY (180 or more consecutive days at the same location), the AO must ensure that there is written approval by the appropriate command level approval authority. The AO's organization may maintain the approval documentation or attach it to the authorization as substantiating documentation.

Additionally, the traveler and AO must also adhere to the Temporary Duty (long-term TDY) guidance outlining restrictions for DTS use within the information paper [Who May Use the Defense Travel System?](#)

- *Establish local procedures for travel of 180 days or more.*

7.8 Personal Leave with Official Travel

Personal Leave with Official Travel (PLOT) is leave taken at an official TDY location; all travel takes place at locations in the official itinerary. The following applies to PLOT:

- Travel dates may vary due to leave.
- Use DTS for reservations and [General Services Administration \(GSA\) City Pair fares](#) are authorized because all travel locations are official.
- The authorization must include all dates of travel (official and personal) away from the permanent duty station (PDS).
- The Per Diem module must show all unofficial days in a non-per diem status (i.e., leave, duty day, non-duty day) to ensure that per diem allowances are not paid for the unofficial days.
- Personal/unofficial expenses shall not be charged to the GTCC.

DFAS certification of DTS for PLOT includes all PLOT except for travel by privately owned vehicle in excess of 400 miles.

- *Process the Official leave documentation outside of DTS. Local procedures determine when official leave is chargeable.*

Refer to Section 7.9 for travel arrangements to leisure locations in conjunction with official travel.

7.9 Leisure in Conjunction with Official Travel

Leisure in Conjunction with Official Travel (LICWO) is a type of PLOT, but includes personal travel to non-official locations. The below items apply to LICWO:

- Initiate the LICWO request through TMC assistance in DTS or by contacting the TMC directly.
- GSA City Pair fares are not authorized to or from places that are not official locations (e.g., leave locations).
- The TMC may be able to make official TDY and LICWO travel arrangements. Any extra costs for arranging LICWO travel are the traveler's responsibility and should not be included in DTS.
- Charging personal/non-official expenses to the GTCC is not allowable.

- *Establish local business rules detailing the LICWO process to include organization-specific forms or approvals.*

7.10 Constructed Travel

Constructed travel assumes the traveler wants to (or did) travel using a transportation mode the AO did not direct. The traveler completes the authorization showing the cost of the trip using their preferred transportation mode (e.g., Private Auto – To/From TDY). If any en route travel leg is over 400 miles one way, they must complete a **Constructed Travel Worksheet (CTW)** to show the constructed cost of the directed transportation mode (e.g., commercial air), and attach it to the authorization.

The DTMO website provides access to the [Constructed Travel Worksheets](#). This page provides the access links to the **Pre-Travel Worksheet (PDF)** for an authorization and **Post-Travel Worksheet (PDF)** for a voucher with their accompanying guides.

- https://travel.dod.mil/Portals/119/Documents/Constructed_Travel/pre-travel-worksheet.zip
- https://travel.dod.mil/Portals/119/Documents/Constructed_Travel/post-travel-worksheet.zip
- <https://media.defense.gov/2022/Jun/01/2003009902/-1/-1/0/PRE-TRAVEL-WORKSHEET-GUIDE.PDF>
- <https://media.defense.gov/2022/Jun/01/2003009907/-1/-1/0/POST-TRAVEL-WORKSHEET-GUIDE.PDF>

The AO reviews the cost-comparison and approves the trip in one of the following ways:

- Approves the full cost of the traveler’s requested transportation mode with full reimbursement
 - Limits the traveler’s transportation reimbursement to what it would have cost to travel by the directed mode
- *Establish local business rules for the constructed travel process.*

7.11 NATO Orders and Foreign Clearance Guide Requirements

Processing authorizations for travel requiring a foreign clearance and/or North Atlantic Treaty Organization (NATO) orders is permissible in DTS; however, DTS neither provides automated foreign clearances nor produces NATO-formatted travel orders.

- *Organizations must comply with foreign clearance requirements and/or NATO travel order procedures in accordance with [DoD Foreign Clearance Guide](#) and any additional local business rules or regulations.*

7.12 Conditional Routing

DTS allows you to include steps on a routing list to guide travel documents to a particular reviewer only if the document meets certain criteria. For instance, if Sam reviews documents containing OCONUS travel, then CONUS only documents won’t route to Sam. Conditional routing can also be used when a CBA is the payment method for transportation, certain transportation modes are used, and much more.

- *If an organization has requirements pertaining to OCONUS travel (e.g., immunizations, theater clearances), they should be included in the local business rules, in coordination with higher headquarters.*

7.13 Blanket Travel Orders

Blanket travel orders are not available in DTS. Refer to Chapter 3, Section 3.9.

7.14 Local Travel In and Around the PDS

DTS local vouchers reimburse authorized travelers for expenses incurred during official travel in the local area. For detailed guidance on allowing and restricting DTS use for travel types and circumstances, see the information paper [Who May Use the Defense Travel System?](#)

Each DoD Installation or base senior Commander must determine the local area in writing. When establishing the local commuting area, an arbitrary distance radius must not be established. See the *Joint Travel Regulations (JTR)*, *Par. 0206* for additional information.

- *Establish local business rules detailing the local area limits.*

Chapter 8: DTS Import/Export Tool

The DTS Import/Export Tool allows organizations with their own order-writing systems (partner systems) to transmit authorizations for official travel into DTS so that certain automated DTS functions may be used in the document process.

- *DTS notifies the traveler via email, and the traveler completes the authorization and makes travel arrangements in accordance with service-specific procedures.*

Chapter 9: Travel Reservations

9.1 Travel Management Company

A [Travel Management Company](#) (TMC) is a commercial entity providing commercial travel and ticketing services for official travel under a contract and/or memorandum of understanding with the Government.

- *Insert local TMC information.*

9.2 Bus Travel

The DTS **Reservations** module does not currently include bus travel. Ticket costs for bus transportation are entered in the **Expenses** module under **Enter Expenses > Add > Ticketed Expenses > Bus Ticket (CBA) or Bus Ticket (IBA)** expense.

- *Travelers should follow the local procedures for reserving and paying for bus travel.*

9.3 Rail Travel

Train schedules in DTS are not live. The schedules are static and may not be 100% accurate, due to post publication changes to the schedule. The following booking options are available:

- To make reservations, in the DTS **Reservations** module:
 - Send the trip details to the TMC via the **Request TMC Assistance** link on the **Select a Train** screen. The TMC will make the reservations and return the details (e.g., time, date, and cost).
 - Select a train on the **Select a Train** screen, and then use the **Send TMC Request** button on the **Confirm Your Train Request** screen to send the details to the TMC. The TMC will make the reservations and return the details (e.g., time, date, and cost).
- To enter the costs, enter tickets purchased via a GTCC or CBA in the **Expenses** module under **Enter Expenses > Add > Ticketed Expense > Train Ticket (CBA) or Train Ticket (IBA)** expense.
 - *Contact the TMC for local ticketing procedures.*

9.4 Car Rental

DTS displays available vehicles from car rental companies that participate in the DTMO-negotiated Government agreements. When completing the voucher, travelers and document reviewers must verify that the actual car rental cost is viewable on the **Review Trip Authorization** screen. If the incorrect cost displays, update the displayed cost in the **Expenses** module. Enter a new rental car in the **Expenses** module by selecting **Enter Expenses > Add > Transportation Expenses > Rental Car To/From TDY** expense if the reservation was made outside of DTS and this is the mode of transportation. DTS has three types of Rental Car expenses:

- **At TDY Area:** Used only at the TDY location
- **To/From TDY:** Used to get to, from, or between TDY locations
- **Terminal:** Used only to travel to and/or from a transportation terminal (e.g., an airport)

9.5 Foreign Flag Carriers

Available U.S. flag air carriers must be used for all commercial air transportation of persons and property when the U.S Government funds the air travel. See 49 U.S.C. §40118, commonly referred to as the “Fly America Act”. Attach the approval for the use of a foreign flag carrier in DTS as substantiating documentation.

9.6 Use of Low-Cost Non-GDS Airlines

Some airlines do not post on the Global Distribution System (GDS) your TMC uses to reserve flights. For them, DTS may show static flight data instead of live availability.

- *Consult local business rules to determine travel processing.*

9.7 Lodging

In many cases, the [JTR](#) directs travelers to use a specific lodging type. DTS aligns with the [Integrated Lodging Program \(ILP\)](#) by automatically displaying those lodging options based upon policy, before other choices and when warranted reduces the lodging reimbursement for declined directed lodging. Travelers who do not use the directed lodging type must justify their choice and select a **Reason Code**.

If required DoD Lodging is not available in DTS, travelers must make their lodging reservations directly with the lodging facility instead of through the TMC. In all other cases, the traveler must use the TMC to make their lodging reservations. In all instances, the traveler must update their lodging cost in the **Per Diem** module when lodging is booked outside of DTS.

- *Arrangements for Military lodging must be coordinated outside of DTS in accordance with local business rules and TMC contract requirements.*

9.8 Premium Class Accommodations (First Class, Business Class, and Premium Economy)

DTS offers travelers economy or coach accommodations on an airplane or train. The management of business class, first class, or premium economy travel approval occurs outside of DTS. The [JTR, par. 020206-J.1, Table 2-4](#) identifies the conditions in which a traveler can upgrade transportation accommodations. According to the [JTR, par. 020206-J.2](#), “Only a person senior to the traveler may authorize or approve an upgraded class of service.” Who can authorize and approve premium class accommodations appears in the [JTR, par. 020206-J.2, Table 2-5](#).

See the [Premium Class Transportation Checklist](#) on the DTMO Website when requesting approval of Premium class accommodations. Attach a copy of the transportation approval to the DTS document before the AO approves it.

- *AOs must be familiar with Component procedures for approving Premium Class travel and must obtain approval before authorizing the accommodations.*

The approving entities for Premium class travel are listed in Table 9-1.

Table 9-1

Table 2-5. PREMIUM CLASS AUTHORITY		
Agencies	First Class	Business Class
Office of the Secretary of Defense & Defense Agencies	Director of Administration and Management.*	Same, but may delegate to three-star level or civilian equivalent.
Joint Staff	Joint Staff Director or as delegated. May delegate to three-star major commander.	Same, but may delegate to two-star level or civilian equivalent.
Combatant Commands	Combatant Commanders or as delegated. May delegate to three-star deputy or vice commander.	Same, but may delegate to two-star level or civilian equivalent.
Military Departments	Service Secretary may delegate to Under Secretary, Service Chiefs, Vice or Deputy Chiefs, and four-star major commanders or their three-star vice or deputy commander.*	Same, but may delegate to two-star level or civilian equivalent.*
U.S. Public Health Service Members Only	Secretary of Health and Human Services.*	Flag officers at the two-star level or their civilian equivalents, to whom authority has been delegated by the first-class authorizing or approving authority.*
National Oceanographic and Atmospheric Administration Members Only	NOAA Corps Director.*	
U.S. Coast Guard Members Only	Secretary of Homeland Security.*	Coast Guard Commandant or Vice Commandant.*
*No further delegation.		

9.9 Ticketing

Ticketing normally occurs three business days before scheduled departure for approved authorizations. When the TMC issues the ticket, they email the traveler the reservation and cost information. If an electronic ticket is available, but the traveler requests a paper ticket for personal reasons, the additional cost is not reimbursable.

- *Local business rules regulate exceptions to the three-business day ticketing rule.*
- *When the traveler requires or requests a paper ticket, local business rules apply, including delivery procedures and contracts.*
- *See Section 9.11 for Auto Cancellation procedures.*
- *See JTR, par. 020206-M.2 for information on the use of restricted airfares.*

Airport security procedures require airline ticket issuance in the same name that appears on the traveler's photo identification issued by a local, state, or Federal Government agency (e.g., driver's license, passport, or military ID).

Before departure, travelers should ensure that the name on the identification they intend to use at the airport matches the name on the reservation/ticket. Misspelled names may result in the carrier needing to reissue the airline ticket at the check-in counter prior to boarding, causing delays or denied boarding. For an international flight, the traveler must present a valid passport, visa, and all required documentation. Incomplete or unacceptable documentation may result in denied boarding.

9.10 Ticketing at the Beginning of a New Fiscal Year

The AO may approve a DTS authorization for travel in the next fiscal year when the next fiscal year's LOAs and budget targets have been loaded into DTS. When a document is stamped APPROVED, DTS sets the tickets are waiting (TAW) date and notifies the TMC of the approval. DTS holds the next fiscal year financial until the accounting system's release date.

- *Local business rules should establish the process for ticketing of travel at the beginning of a new fiscal year.*
- *Consider using the "Fiscal Year Funds" Other Authorization.*

9.11 Auto Cancellation

Any authorization that includes air travel requires approval and ticketing well in advance of the scheduled flight departure to avoid cancellation of airline reservations. The airlines instituted this policy under the [GSA City Pair Program](#) contract. It applies to all City Pair and non-contract Government flights that are either booked through DTS or through a TMC.

Under this policy, under ordinary conditions, if an AO doesn't approve an authorization within 72 hours of departure, auto-cancellation occurs for the airline reservation and the traveler has no ticket or reservation in the airline's system.

If the traveler makes reservations within 72 hours of departure, their authorization requires timely approval and tickets issued within 24 hours to avoid cancellation. When making plans within 24 hours of departure, the AO must approve the authorization and TMC issue the tickets at least 6 hours before flight departure time to avoid cancellation. For cancellation of airline reservations, the TMC will notify the traveler by email or phone.

Arriving at the airport without a ticket can affect mission, travel funds, and put unnecessary stress on the traveler. If this occurs, it is not advisable for travelers to rebook at the airline counter. Often, airline counter agents are not familiar with GSA's City Pair Program and may book the traveler on a full-priced fare at a much higher cost. To rebook a flight, contact the TMC using the travel itinerary to assist with rebooking and ticketing using their normal travel process.

The best way to avoid the unnecessary costs and stress associated with rebooking travel is to monitor the status of the authorization and ensure timely approval.

Tips for the traveler:

- Monitor the status of your travel authorization. If your trip is approaching and your authorization has not yet been approved, contact your AO. If your AO is unavailable, contact your DTA.
- Ensure your DTS profile is current, particularly your Government Travel Charge Card (GTCC) expiration date. The TMC cannot ticket your reservations if you do not have current GTCC information in your profile.
- Take your travel itinerary with you to the airport. If reservation cancellation occurs, the itinerary will provide TMC contact information and reservation details to help you rebook.

Tips for the AO:

- Monitor documents awaiting your approval.
- Ensure you designate a back-up AO when you will be out of the office for any reason.

Tips for the DTA:

- Run the Pending Airline Cancellation report to identify authorizations at risk of auto cancellation.
- Run the Traveler Status Report and notify your Agency Program Coordinator (APC) about travelers with upcoming travel ensuring they activate their GTCCs.

Tips for the APC:

- Review the Accounts Information report and advise the DTA about invalid and expired GTCCs.
- Review the Approved Status report and help activate GTCCs for travelers with upcoming trips.

9.12 Reservations for Travelers without a GTCC (IBA)

A traveler without a GTCC (IBA) may charge air or rail tickets to the organization's CBA or may enter personal credit card information in the DTS authorization to reserve the rental car and lodging based on local policies. A traveler without a personal credit card should contact lodging and car rental vendors directly to make arrangements.

9.13 TMC Transaction Fees

Billing TMC transaction fees are in accordance with the supporting contract task order as either a point of sale (POS) fee or a management fee. The transaction fee applies when the TMC fulfills the reservation request and bills at the time of ticketing or may occur when the TMC confirms lodging or car rental charges without air reservations.

When making travel reservations in the DTS **Reservations** module, travelers should not enter the TMC fee as a separate expense on the authorization. If the POS TMC transaction fee is applicable per support contract, it is automatically included as a separate transaction when the TMC returns the ticketing information to DTS on the amended order (CTO Amendment). If arranging travel outside of DTS and charged a TMC fee on their GTCC, the traveler must enter the fee in the **Expenses** module under **Enter Expenses > Add > Ticketed Expenses**.

- *When a TMC transaction fee is a management fee funded at the service, agency, or major command level, the TMC fee does not come back to DTS. Billing is sent directly to the service, agency, or major command in accordance with established rules or TMC contracts.*

9.14 Cancellation Fees and Penalties

The AO is the only one in the routing who can apply the **CANCELLED** stamp. Before applying the stamp, the AO must verify with the traveler that there are no associated expenses with the trip. See the information paper [Trip Cancellation Procedures In DTS](#).

9.15 Unused or Partially Used Tickets

The traveler must report unused or partially used tickets to the TMC to request a refund. Return the unused paper tickets from a local TMC so that the TMC can process refund. Since the refund of the unused tickets occurs outside of DTS, the traveler must update the voucher to remove the costs of the associated tickets.

The TMC will immediately process refunds for paper tickets upon receipt. TMC processes E-ticket refunds upon notification of non-use. They will assist the Government in research of unused tickets. Additionally, the Government Transportation Office receives the request for refunds via paper or electronic means.

- *In accordance with local procedures for paper tickets, the TO or TMC, must prepare DD Form 730 "Receipt for Unused Transportation Requests and/or Tickets, Including Unused Meal Tickets" and provide a copy to the traveler as receipt for the unused returned ticket.*

9.16 TMC Procedures During National Emergencies

At all times during national emergencies, the TMC will maintain the highest quality customer service. Modifying the operating hours may occur, if agreed to by the Contracting Officer Representative in support of the national emergency.

9.17 En Route Traveler Assistance

Travelers requiring itinerary changes while en route should contact the TMC via the telephone number listed on the TMC-provided invoice. Upon return to the PDS, travelers must update the voucher to reflect the changes.

- *List local TMC information here.*

9.18 DTS-Tailored Organizations (TMC)

If a TMC interface is not available, travelers will not be able to request travel reservations through the DTS Reservations module. Travelers must make arrangements offline with the TMC and manually enter the information into DTS. Organizations tailored for an unconnected TMC cannot use the DTS CBA Tool to reconcile CBA invoices.

9.19 Changing TMC Organization Information in the DTA Maintenance Tool

The pseudo city code (PCC), ticketing pseudo city code (TPCC), Global Distribution System (GDS), and company profile information are commercial tools and are the property of the TMC servicing each site. The PCC and company profile attached to each organization direct how DTS communicates with the TMC. If a change is necessary to the PCC and/or company profile in DTS, the DTMO Commercial Travel Division must approve and coordinate the change with the Component and TMC to minimize any service disruption due to the switchover.

9.20 Restricted Airfares

DTS may offer restricted airfares on some trips. Restricted airfares may have advance purchase requirements and financial penalties for changes to the original ticket. DTS warns the traveler about all restrictions both before and after they book a restricted airfare. Because restricted airfares require payment very soon after booking, and because the airline will cancel the booking if the traveler fails to make payment before the deadline, when considering whether to book a restricted airfare, the traveler should be aware that:

1. To pay for the flight, they may need to receive a travel advance before the trip begins. The information paper [Travel Advances for Restricted Airfares](#) explains how to do so.
2. It is their responsibility to ensure that everyone on the routing list (e.g., TMC, AO) is aware of the need to act promptly, to meet the ticketing deadline. Should the airline cancel the booking due to a missed payment deadline, the traveler must abandon their authorization and begin a new one.

Chapter 10: Miscellaneous

10.1 Frequent Traveler Benefits

DTS allows travelers to include loyalty program numbers in their profile to accrue program benefits resulting from their official Government travel use. Travelers can register for the U.S. Government Frequent Renter Program. Travelers who register for and use a U.S. Government Frequent Renter number will receive the benefits of the U.S. Government Rental Car Program and may be able to by-pass the check-in counter.

10.2 Labor Relations Representatives

Labor decisions must be coordinated with the local labor relations representatives.

- *Coordinate with the Component employment relations specialist to determine the appropriate steps to satisfy local bargaining agreements.*

10.3 Baggage Fees

Air or rail carriers often charge fees for carry-on or checked baggage. Such fees should be included on the authorization and voucher as reimbursable expenses under **Enter Expenses > Add > Other Expenses > Baggage - 1st Checked Bag** expense. The traveler must pay baggage fees directly to the carrier at check-in, using their GTCC as form of payment. Travelers without a GTCC must use an alternate form of payment (e.g., a personal credit card).

- *Travelers should refer to local business rules for additional guidance.*

Chapter 11: DTS Support and Assistance

The DTS assistance program strives to resolve problems at the lowest level, as outlined below.

11.1 Travel Community

After registering for an account on the [DTMO Passport](#), personnel can access online training, and obtain pertinent travel information in TraX.

11.2 Local Assistance

The site Lead DTA is typically responsible for local-level support and establishing a local DTS Help Desk.

- *The local site should establish a DTS training and communication plan.*

11.3 Travel Assistance Center

The [Travel Assistance Center \(TAC\)](#) aids by phone or online 24 hours a day, 7 days a week including Federal holidays. Any uniformed member or civilian employee may contact the TAC for assistance with DTS or any official travel-related question. During high volume times customers may find it faster to receive support by submitting their own TraX Help Desk ticket or using the TAC Callback feature and leave a number for someone to contact them.

Listed below are the contact methods:

- Phone: 1-888-Help1Go (888-435-7146)
- DSN line (if calling from overseas): 1-888-Help1Go
- TAC Callback: Available 0800 to 1500 ET
- [Live Chat](#): Available 0800 to 1800 ET for specific items; DTS Login/Profile, TraX, and CTO Submit/Reservation questions
- [TraX](#): To submit a Help Desk ticket

11.4 DTS Message Center

The DTS Message Center is available from the DTS Dashboard providing inclusive alerts, system notices, and relevant travel news for the DoD global community. Specific and specialized Component alerts may display under the DTS Message Center on a limited basis when an emergency or impactful event warrants extensive communication to the Component's organizations. The Component must coordinate and submit their official message request through the DTMO for data management.

- *The Component should determine the circumstances when a custom message is necessary for submission to the DTMO for Message Center posting.*