GUIDE

Guide for Managing Travel-Incurred Debt

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V2.14

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Revision History

Revision	Date	Authorization	Change Description	Page, Section
2.7	11/04/20	DTMO	Updated CCV request process	Pages 41, 73, and Appendix D
2.8	02/08/21	DTMO	Updated Message Center screen shots	Chapter 4
2.9	11/09/21	DTMO	Updated Payroll Collection Added AskDFAS link Updated for new formatting	Chapter 5 Appendix D Throughout
2.10	02/18/22	DTMO	Updated due to Rebranding effort and new website links	Throughout
2.11	09/26/22	DTMO	Updated DMM screens	Throughout
2.12	11/08/22	DTMO	Updated askDFAS Updated footer format	Appendix D Throughout
2.13	04/11/23	DTMO	Added AO email Updated CCV section Added DTS email for MCTFS reject Added Document History payroll action stamps	Page 13 Page 17 Page 23 Page 49
2.14	08/30/23	DTMO	Removed STARs and STARs-FL from Table 3-1: DoD Accounting Systems	Page 19

Chapter 1: Introduction

The purpose of this guide is to serve as a resource for all concerned individuals regarding their roles in satisfying traveler debt. It describes the responsibilities of travelers, Authorizing Officials (AOs), and Debt Management Monitors (DMMs), and explains the roles of the Defense Travel System (DTS), DoD offices, and financial systems.

This manual provides guidance for all Components; however, you must use it in conjunction with local business rules that outline the organization's business process outside DTS.

A travel-related debt results when one of the following occurs:

- The traveler received an advance and then cancelled the trip.
- The total previous payments (i.e., travel advances, scheduled partial payments [SPPs], and previous vouchers or local vouchers) exceed the actual reimbursable expenses.
- A post-payment review (PRR) determines that the paid voucher contains an unauthorized expense that the Government must recover.

The DTS Debt Management feature allows the monitoring of the debt situation, the collection process, and the management of travel documents that are due to the United States (**DUE US**). Much of the Debt Management process occurs automatically in DTS, but coordinating certain actions within the tool against the debt and recording the results of those actions is your responsibility.

Table 1-1 identifies the typical activities involved in the Debt Management process.

Table 1-1: Typical Debt Management Activities by Role

TYPICAL DEBT MANAGEMENT ACTIVITIES BY ROLE					
Step	DMM	DTS	Traveler	AO	Due Process Clock
1		Screen alert (Figure 2-1). If signed by NDEA, an email is sent to the traveler	Applies **SIGNED** (or NDEA applies T-ENTERED stamp)		

		TYPICAL DEBT MANAGEMENT ACTIVITIES BY ROLE			
Step	DMM	DTS	Traveler	AO	Due Process Clock
2		Screen alert (Section 2.2 and Figure 2-3)		Applies **APPROVED** stamp	
3		If **DUE US**, sends adjusting obligation and A/R to accounting (Section 3.1.1)			
4		When A/R is created, emails traveler, AO, & DMM (Section 3.1.1)			
5	Applies **DUE PROCESS SERVED** stamp			Informs traveler of the debt	
6	Instructs traveler on options		May request waiver (Section 5.3.1), make payment, (Section 6.1), or request payroll deduction (Section 5.4)		

					TYPICAL DEBT MANAGEMENT ACTIVITIES BY ROLE					
Step	**DMM**	**DTS**	**Traveler**	**AO**	**Due Process Clock**
7	If traveler requests waiver: Submits waiver, makes DTS entry, awaits response (Section 5.3.1)	If traveler makes payment: Updates trip record, archives if debt satisfied			Stops if waiver requested or paid in full
8	Receives result of waiver request, makes DTS entry (Section 5.3.1.1)	Updates trip record, archives if paid in full	May request appeal (Section 5.3.2)		Starts if waiver denied or partially approved. Stops if appeal requested or debt satisfied
9	If traveler requests an appeal: Submits appeal, makes DTS entry, awaits response (Section 5.3.2)				
10	Receives result of appeal request, makes DTS entry (Section 5.3.2.1)	Updates trip record, archives if paid in full			Starts if appeal denied or partially approved. Stops if debt satisfied
11	Requests payroll deduction when due process clock expires or at traveler request (Section 5.4)				
12	Receives result of payroll deduction request, makes DTS entry	Updates trip record every time a payment is made, archives when paid in full			

		TYPICAL DEBT MANAGEMENT ACTIVITIES BY ROLE			
Step	**DMM**	**DTS**	**Traveler**	**AO**	**Due Process Clock**
13	If traveler is no longer DoD employee, the out of service (OOS) process applies. If debt is less than $225, attempts to collect. If cannot collect, selects OOS Write Off (Section 5.5.1) If debt is $225 or more, requests OOS Transfer, waits for response (Section 5.5.2)	DTS automatically creates an amendment to the voucher and adds "Uncollectible Debt" in the amount of the debt as an expense to the amended voucher DTS sends an encrypted email with the debt information to the OOS Office. The OOS Office receives the email and determines the effective transfer date. It then notifies you via email that the debt transfer has been accepted.			
14	Receives result of OOS request, makes DTS entry	Updates trip record, archives			If written off, applies **APPROVED** stamp

*The activities listed in Table 1-1 are typical; however, your organization may follow different procedures. Check with your Component's DMM to determine if there are specific DMM procedures for your organization.

**The Defense Intelligence Agency (DIA) follows unique debt management processes. All DIA DMMs should check with the DIA Lead Defense Travel Administrator (LDTA) or Finance Defense Travel Administrator (FDTA) for accurate guidance in processing travel-incurred debts.

Chapter 2: Roles in Debt Management

Debt Management, from identification of the debt through debt satisfaction and archiving, is a process involving coordination and communication among several individuals including:

- Traveler
- AO
- DMM

When certain actions take place or are required, DTS and other integrated systems automatically send emails to the traveler, DMM, and other DTS users. For a complete list of these emails, see the *DTA Manual, Appendix E*.

2.1 Traveler

After TDY travel is complete, the traveler must create a voucher and update the estimated expenses that DTS pulled from the authorization to reflect the actual expense amounts. If the actual expense amounts are less than advances or SPPs the traveler received, DTS identifies the trip as **DUE US**. In addition, if a Post Payment Review (PPR) discovers reimbursement for ineligible expenses, the traveler must file an amended voucher to remove all ineligible expenses from the document.

2.1.1 Recognizing a Debt Situation

When you look at a DTS voucher, you can identify a debt by selecting **Financial Summary** on the **Progress Bar**. When the **Review Financial Summary** screen opens, look at the following two lines located in the *Credit Summary* section:

Net to Traveler*:* If this line reads $0.00, the Government does not owe the traveler any money. This line will always read $0.00 in a debt situation.

Balance Due US: If there is any amount on this line other than $0.00, the traveler owes money to the Government.

To assist in the debt management process, DTS keeps those two fields current by including collection, waiver, and appeal amounts.

If a debt situation occurs, review the expenses to verify every reimbursable expense has been included. Adding a missing reimbursable expense may prevent the debt or reduce the amount owed.

When a traveler or NDEA signs a potential **DUE US** voucher, DTS displays a screen stating the traveler will owe money to the Government, if the AO approves the voucher in its current state. When the AO approves the voucher, if the balance due is equal to or less than $10.00, DTS creates an expense item instead of establishing the amount as a debt. No payment is due.

2.1.2 Traveler's Initial Notification of Debt

When a traveler signs a voucher, the **Digital Signature** screen displays a **Notification of Debt** (Figure 2-1) if a debt situation exists. This notification serves as the traveler's initial notification of the debt. Selecting **Confirm and Continue** accepts the notification and continues the signing process. The traveler will be in debt if the

AO approves the document as is. Selecting **Cancel** returns the traveler to the voucher to make any necessary adjustments.
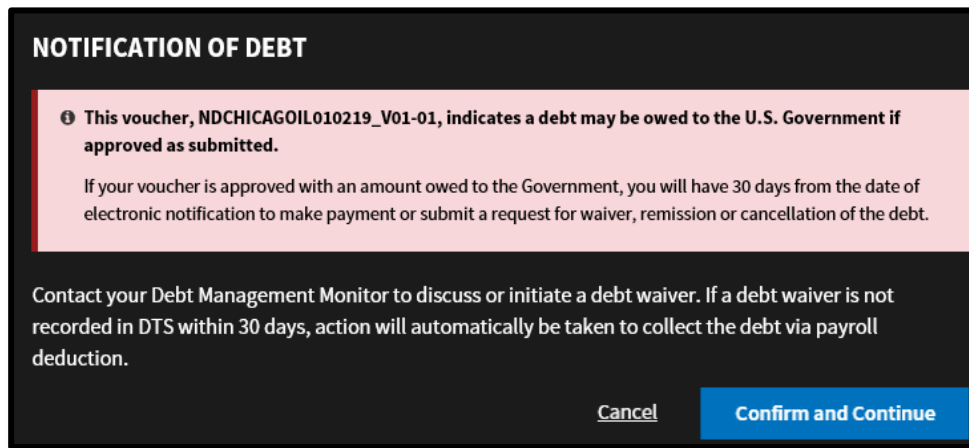

Figure 2-1: Traveler's Initial Notification of Payment Due to the Government

If a Non-DTS Entry Agent (NDEA) creates and signs a **DUE US** voucher, DTS sends an email to the traveler to serve as the traveler's initial notification of a potential debt situation.

When the AO approves a **DUE US** voucher, DTS:

- Notifies the accounting system to decrease the reimbursement to the amount already paid to the traveler, if necessary.
- Sends the disbursing system a "no payment due voucher" with zero dollars due to the traveler.
- Applies the **DUE US** stamp to the voucher.

2.1.3 Traveler's Second Notification of the Debt

After 96-hours, DTS sends an initial accounts receivable (A/R) to the accounting system to set up the traveler's debt. The following events occur:

- The accounting system notifies DTS that the A/R has posted.
- DTS emails the due process notification of debt to the traveler, AO, DMM, and the pay system.

Then the traveler has 30 days from this notification to repay the debt, or request a hearing to contest the validity, or amount of the debt, or the offset schedule, or request a waiver to cancel all or part of the debt. If the traveler does none of these things within 30 days, the DMM takes action to have the pay system automatically deduct the debt from the traveler's paycheck. *Sections 5.3* and *5.4* provide details for requesting a hearing or waiver, as well as the appeal process.

2.1.4 Trip is Cancelled After a Travel Advance or SPP is Paid

When a traveler receives an advance payment, but travel does not occur then the traveler must immediately pay back the amount received.

The first step in repayment is for the traveler to submit a voucher in accordance with DTS cancellation procedures, see the information paper, *Trip Cancellation Procedures*. If the traveler acquired expenses before

cancelling the trip, they may use the voucher process to credit those expenses against the debt and reduce the amount that they owe to the Government.

If a traveler made reservations on the authorization, they must follow appropriate cancellation procedures to avoid incurring unnecessary ticketing fees or hotel charges, and clam reimbursement of all fees and charges that were unavoidable. If they used a centrally billed account (CBA) to purchase tickets on the authorization, the cost of those tickets will not be included in the amount due to the Government.

When a debt results from the combination of a trip cancellation and a travel advance or a scheduled payment, the total debt amount is due immediately and a waiver or appeal is not permissible, regardless of amount. In DTS, if the traveler does not voluntarily pay the debt in full, the DMM may begin involuntarily payroll deduction actions 15 days after notification of the debt for civilians, and 30 days after notification for military member.

2.1.5 Traveler Debt is Identified After Payment

When travel-related debt is identified after payment, the process shown below begins:

1. The organization conducting the audit or review informs the traveler's LDTA and/or DMM that a debt exists.

2. The DMM instructs the traveler or NDEA to amend the voucher according to the auditing organization's findings to establish the debt in DTS.

3. The traveler or NDEA amends the document and signs it to initiate routing to the AO for approval.

4. The AO approves the voucher amendment.

5. DTS provides the traveler, AO, and DMM with official notifications.

After approximately five days, the traveler receives a DTS-generated email that provides options for repaying the debt.

Note: Although any authorized organization may conduct a PPR, the Defense Finance and Accounting System (DFAS) PPR is the most common. Travelers should direct any questions to their organization's DMM.

2.2 AO

The AO first learns of the potential debt situation when approving a voucher that has a negative balance. If a potential debt situation exists, the AO may ask the traveler to review the expenses to verify that every reimbursable expense has been included.

Adding a missing expense may prevent the debt from occurring.

If the amount of the debt is less than or equal to $10.00, the **Digital Signature** screen displays a **Notification of Debt** (Figure 2-2) that indicates the debt will not be collected.
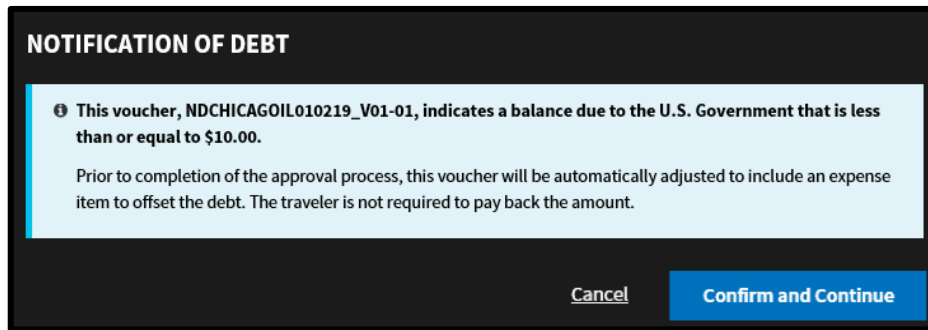
Figure 2-2: Balance Due Government of Less Than or Equal to $10.00 Screen

When the AO selects **Confirm and Continue**, DTS automatically adjusts the voucher by adding an expense item (**Debt under 10 Dollars**) to offset the debt. The traveler is not required to pay back the amount.

If the amount of the debt exceeds $10.00, the AO sees a **Notification of Debt** (Figure 2-3) indicating the need to inform the traveler and the DMM about the debt.
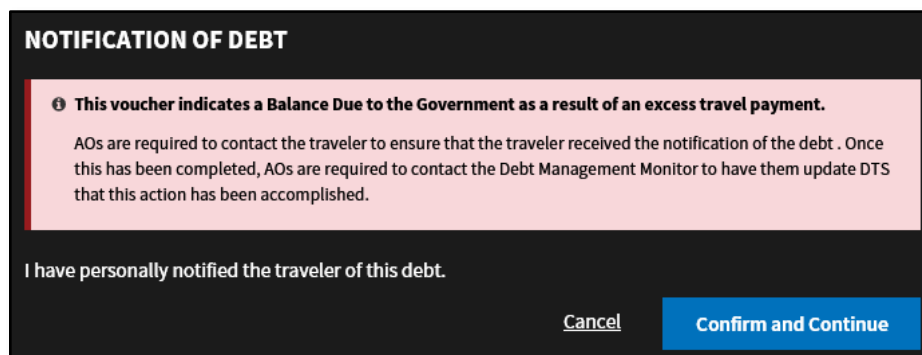

Figure 2-3: AO Notification of Debt Screen

To meet the due process requirements in the *DoD Financial Management Regulation (DoD FMR)*, *Vol. 16*, the AO and DMM must verify that the traveler has received notification of the debt. Selecting **Confirm and Continue** completes the signing process. The AO should notify the traveler of the debt immediately.

In addition to the DTS **Notification of Debt** screen, the AO does receive a notification email when a voucher or local voucher has a **Due US** amount greater than $10.00 and the voucher does not contain a FACTS DSSN. The email is sent after A/R is setup. The notice provides the AO the trip specifics (e.g., TA number, Traveler etc.) including each **Due US** LOA with a sum calculation when there are multiple LOAs impacted.

Note: Collection actions that reduce the balance of an existing debt to less than $10.00 will not result in DTS automatically closing the DTS record. A traveler who originally owed the Government more than $10.00 is required to pay back the full amount of the debt before the debt is considered satisfied.

2.3 DMM

In accordance with the *DTS Regulations*, par. 030403*, "DMMs may be appointed as DAOs to track the debt collection process in DTS due to overpayment of travel funds to travelers."

*Authorized by *DoDI 5154.31, Volume 3.*

Debt Management (DM) identifies the process of monitoring and managing debt. DMMs use DTS to communicate with the appropriate offices and systems to track the DM process for an organization. It is not necessary for a DMM to be located at each site, but each organization within DTS must have at least one DMM assigned.

2.3.1 Eligibility Requirements for DMMs

Components must identify DMMs and decide whether to appoint them as Departmental Accountable Officials (DAOs). If appointed as DAOs, DMMs should have a *DD Form 577* appointment, as outlined in *DoD FMR, Vol. 5, Ch. 5, par. 050401*.

DMMs must have permission level 6 and the Debt Management Monitor indicator set to **Yes** in their DTS user profile. This grants access to DTS Debt Management functionality. The DTA must also grant the DMM organization access to allow them to run the Deb Management Report and group access so they can access the documents of the travelers who are in debt.

2.3.2 Overview of Responsibilities for DMMs

The role of the DMM in the DM process is crucial to the accurate tracking, processing, and recording of all actions related to traveler debt.

Below briefly lists the DMM duties and responsibilities with more details in Section 5:

- Ensure that the traveler has been served due process or notification of the debt and has an opportunity to repay the debt, generally within 30 days of receiving notice
- Apply the **DUE PROCESS SERVED** stamp to the document
- Provide additional instructions to the traveler on how to satisfy the debt
- Monitor emails DTS generates as travelers, NDEAs, and the AOs sign **DUE US** documents
- Provide instructions on the waiver and appeal process
- Maintain all records pertinent to the waiver and appeal process
- Initiate payroll collection
- Follow up with payroll administrators for payroll collections awaiting response or overdue
- Enter approval or rejection of payroll deduction requests
- Manually record any collections against the debt that do not flow back from the disbursing system
- Initiate an out of service (OOS) Debt Transfer Request report to DFAS Indianapolis for a debt owed by an individual who no longer works for DoD, when the debt was rejected for collection by payroll, the amount owed is $225 or greater, and the debt is uncollectible
- Enter the **OOS Write Off** when the debt has been rejected for collection by payroll, the amount owed is less than $225, and the debt is uncollectible
- Facilitate accomplishment of the PPR process to establish a debt
- Use the Debt Management report to monitor DTS travel debt
- Follow all local business processes for DMM

Chapter 3: The Debt Management Process

The debt management process involves coordination and communication between automated systems, and external offices, including the:

- Defense Travel System (DTS)

- DoD offices and entities such as payroll offices and accounting systems (e.g., the Defense Finance Accounting Service [DFAS])

3.1 DTS

When travel-related debt occurs, DTS identifies the trip record as **DUE US**. DTS notifies the traveler of the debt, ages the debt according to established policy (see *Section 2.3.3*), and report the status of the debt as collectible.

For transactions that result in a traveler owing a debt to the Government, DTS:

- Identifies the **DUE US** situation

- Notifies the traveler of the debt

- Establishes the A/R and updates it as necessary

- Tracks and reports the status of the debt as it is processes through DTS. Actions outside of the system will be shown on the report; however, specific data and statuses cannot be determined without contacting the responsible party

- Records collections to the travel record when received from the disbursing office

- Allows a DMM to record waiver/appeal requests and responses

- Allows a DMM to electronically request collection via payroll deduction

- Allows a DMM to transfer an uncollectible debt for an out of service (OOS) member to the OOS Debt Management Office

- Sends the travel record to the DoD archives/Management Information System (MIS) after the debt is satisfied

Note: If a DMM does not have access to the traveler's organization, DTS sends debt notification emails to the DTA ID reject email address for the traveler's organization.

3.1.1 Post-Approval Actions

When the AO approves a voucher containing a debt, the actions indicated below occur:

1. DTS generates and sends an adjusting obligation to the accounting systems to decrease the obligation to the amount previously disbursed, if necessary. See Figure 3-1, Steps 1 and 2.

2. DTS sends a "no pay due voucher" with a zero-dollar net to traveler to the disbursing system. See Figure 3-1, Steps 3 and 4.

3. A 96-hour delay allows transactions to post to accounting and disbursing.

4. DTS transmits an initial A/R to the accounting system to set up the debt. See Figure 3-1, Step 5.

5. Upon receipt of the positive acknowledgement from accounting system, the A/R successfully posted.

(Figure 3-1, Step 6), DTS emails the due process notification of debt to the traveler, AO, DMM, and the Central Disbursing System (CDS).
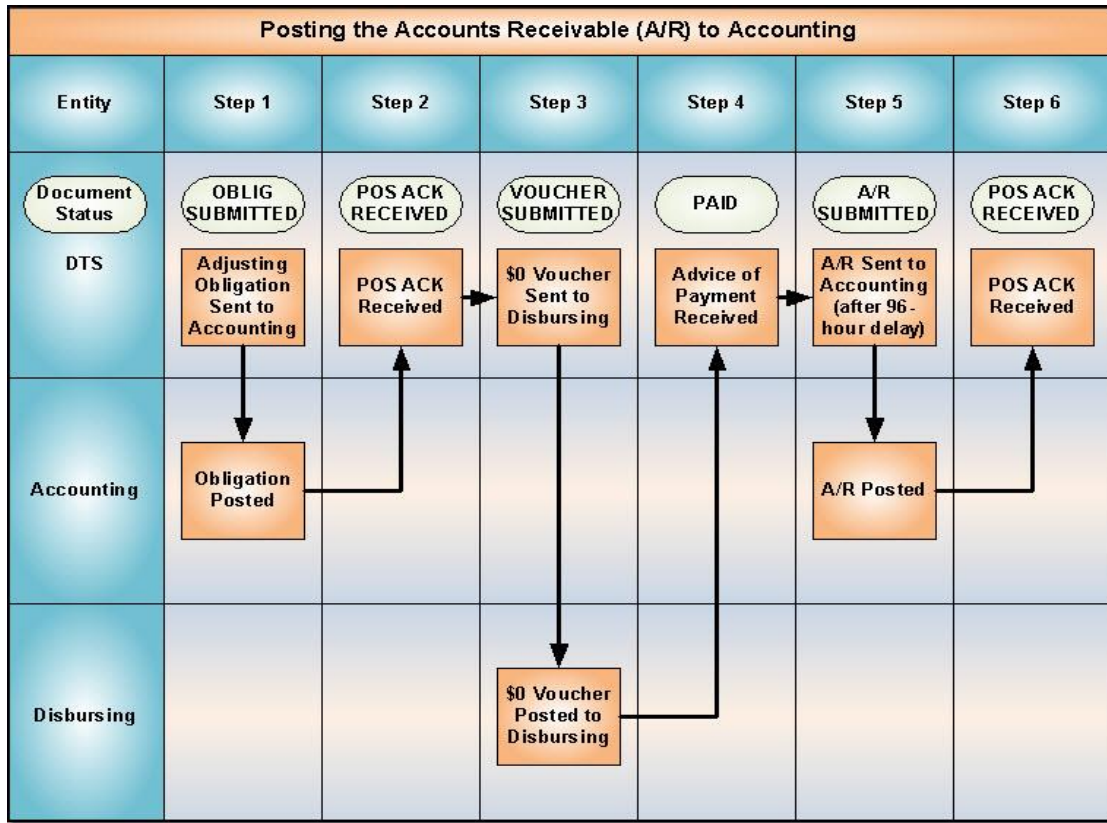

Posting the Accounts Receivable (A/R) to Accounting

Entity	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Document Status	OBLIG SUBMITTED	POS ACK RECEIVED	VOUCHER SUBMITTED	PAID	A/R SUBMITTED	POS ACK RECEIVED
DTS	Adjusting Obligation Sent to Accounting	POS ACK Received	$0 Voucher Sent to Disbursing	Advice of Payment Received	A/R Sent to Accounting (after 96-hour delay)	POS ACK Received
Accounting	Obligation Posted				A/R Posted	
Disbursing			$0 Voucher Posted to Disbursing			

Figure 3-1: Posting the A/R to Accounting

The traveler has 30 days from the email notification to repay the debt or request a waiver of the debt before initiating payroll deduction to collect the unpaid debt. *Section 5.3* provides details on the waiver and appeal process.

If the traveler is repaying the debt directly, they should include a copy of the notification email when submitting the payment to the disbursing system.

6. DTS tracks the **DUE US** situation and reports it in the Debt Management report, as described in Section 4.1. Actions outside of the system appear on the report; however, specific data and statuses cannot be determined without contacting the responsible party.

   The DMM Gateway provides the DMM the ability to take action against the debt. DMMs must apply the **DUE PROCESS SERVED** stamp before other options in the DMM Gateway become available. Application of the **DUE PROCESS SERVED** stamp is not contingent upon the receipt of the positive acknowledgement of the A/R.

Note: If a **DUE US** voucher contains multiple LOAs, the traveler will not receive a reimbursement against one LOA while being in debt on another. An example is a voucher containing two LOAs. The traveler is in debt on LOA 1, but is authorized reimbursement on LOA 2. The reimbursement from LOA 2 that would have gone to the traveler instead pays against the indebted LOA 1, reducing the debt. Once DTS has transmitted the adjusting obligations, settlement voucher, and A/R, DTS sends a final adjusting obligation for each **DUE US** LOA. The system applies the total amount due to the traveler against the **DUE US** LOAs on a proportional basis.

3.1.2 Adjustments Affecting an Established Debt

If the traveler amends a **DUE US** voucher after the A/R for the debt is setup, and the amendment changes the amount of the debt, DTS will send an adjusting A/R to the appropriate accounting systems.

If the amended voucher creates an expense that the Government owes to the traveler, the actions indicated below occur:

1. DTS sends an adjusting or canceling transaction to close out the A/R in the accounting system.

2. DTS sends a supplemental obligation and a corresponding supplemental voucher to generate the payment to the traveler.

When a trip record indicates a **DUE US** situation, the trip record remains open until the debt has been satisfied (i.e., paid, collected, waived, or written off). DTS determines that a debt has been satisfied in one of several ways:

- DTS receives an automated **Advice of Collection** (**AOC**) from the disbursing office that reduces the debt to zero.

- The DMM receives a notice that a waiver applies for the full debt, and enters it against the document in DTS.

- An AOC or waiver/remission of debt is entered against the document in DTS which, when combined with all previous AOCs and waivers, reduces the debt to zero.

If a **DUE US** amount is waived after the establishment of the A/R, DTS generates a waiver of debt A/R adjustment to the applicable accounting systems. The waiver may be full or partial, depending on the amount approved (Figure 3-2).
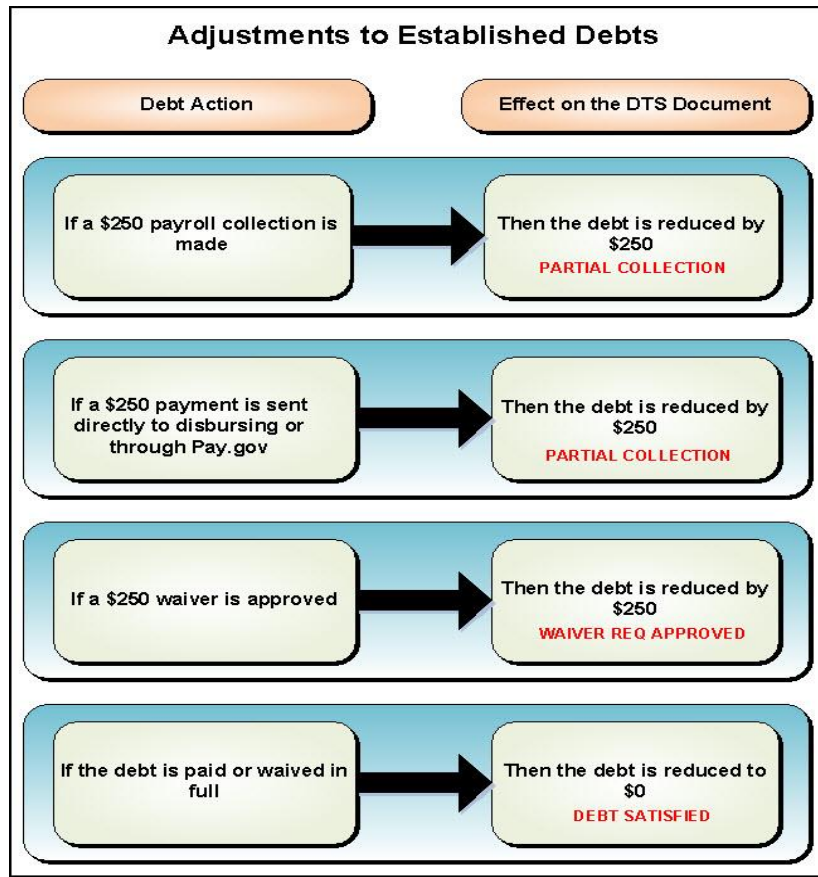
Figure 3-2: Adjustments to Established Debts

3.1.3 Aging the Debt

When there is debt record, DTS tracks the number of days that the debt remains outstanding. Aging starts on the day that the AO approves the document and ends on the day the satisfied debt archives. A DMM can view the age of the debt via the Debt Management report and the Debt Management Gateway.

3.1.4 Recording the Satisfied Debt

When the debt is satisfied, DTS records the event, closes the record, and sends it to the archive. The record will be closed when an AOC satisfies the debt completely or if you receive and record notification that a waiver of debt has been granted.

3.2 Other DoD Offices and Systems

DoD offices external to the traveler's organization and certain financial systems play a role in the management and resolution of travel-incurred debt. DTS and the DMM interact with other DoD offices and financial systems, such as DFAS and various payroll systems, to share information and ensure the accurate recording of transactions.

The following sections explain the roles of other DoD offices and systems during the various stages of the Debt Management process.

3.2.1 Stage 1: Adjusting Obligations Transactions

When processing a regular voucher, the adjusting obligation changes the original obligation to match the amount of the disbursement. However, when processing a **DUE US** voucher, the adjusting obligation reduces the outstanding obligation to zero.

In the first stage of the Debt Management process, DTS sends an adjusting obligation (Figure 3-3) to the appropriate accounting system. The steps below occur:

1. DTS transmits the adjusting obligation to the accounting system.

2. The accounting system processes the transactions and transmits a positive or negative acknowledgement (**POS/NEG ACK**) back to DTS. The **POS ACK** indicates that the accounting system has accepted the transaction. The **NEG ACK** indicates that the accounting system has rejected the transaction.
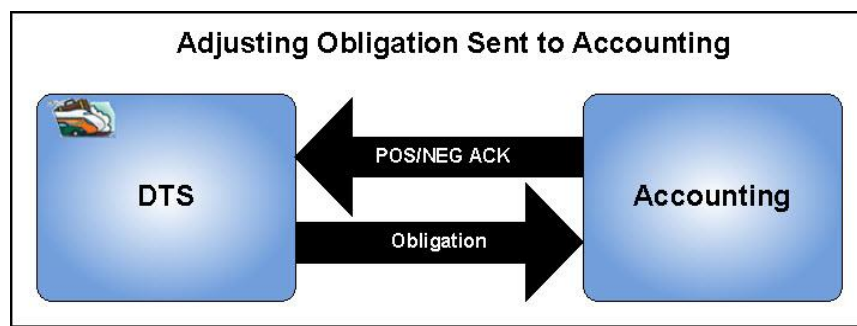
Figure 3-3: Adjusting Obligation Transactions

Each DTS LOA is associated with a specific accounting system. DTS uses the information in an LOA to identify the accounting system that will receive the obligation. Table 3-1 provides a list of the accounting systems.

Table 3-1: DoD Accounting Systems

DOD ACCOUNTING SYSTEMS		
Accounting System	**Acronym**	**Service or Agency**
General Accounting and Finance System	GAFS	Air Force
Standard Finance System	STANFINS	Army
Logistics Modernization Program	LMP	Army
General Fund Enterprise Business System	GFEBS	Army
General Fund Enterprise Business System – Sensitive Activities	GFEBS-SA	Army
Defense Agencies Initiative	DAI	DoD Agencies, Marine Corps
FMS - Financial Accounting and Corporate Tracking System	FMS-FACTS	Defense Intelligence Agency
Enterprise Business System	EBS	Defense Logistics Agency

Standard Accounting and Budget Reporting System	SABRS	Navy
Navy Enterprise Resource Planning	Navy ERP	Navy, Navy Research Labs, Marine Corps
Military Sealift Command – Financial Management System	MSC-FMS	Navy Military Sealift Command
Transportation Financial Management System	TFMS-M	Surface Deployment and Distribution Command
Defense Enterprise Accounting and Management System	DEAMS	Air Force
Financial Accounting Management Information System	FAMIS-CS	DISA
Management Information System for International Logistics	MISIL	Navy
Navy Systems Management Activity	NSMA	Navy

3.2.2 Stage 2: $0 Voucher

After DTS receives the positive acknowledgement from the accounting system, it sends a $0 voucher to the associated disbursing system. The disbursing office processes the voucher and sends an advice of payment (AOP) back to DTS. Disbursing also sends a copy of the transaction to the accounting system to close out the obligation. Figure 3-4 shows this process.
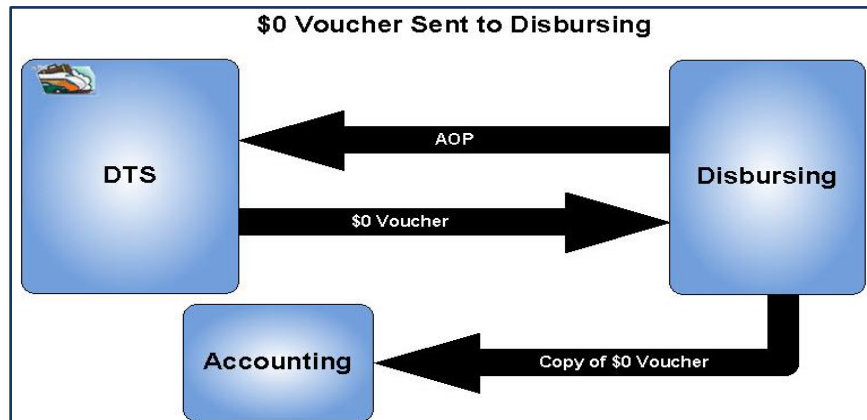
Figure 3-4: Voucher Sent to Disbursing

3.2.3 Stage 3: A/R Transaction

When 96 hours have passed after DTS receives the AOP, DTS sends an A/R transaction to the accounting system to establish the debt. The purpose of the 96-hour delay is to ensure that the $0 voucher sent by disbursing to the accounting system has ample time to post in the accounting system. The accounting system sends a **POS ACK** back to DTS. Disbursing receives a copy of the A/R to facilitate the collection of payments. The systems used in this portion of the process are the same as those listed in Section 3.2.2. Figure 3-5 shows the process.
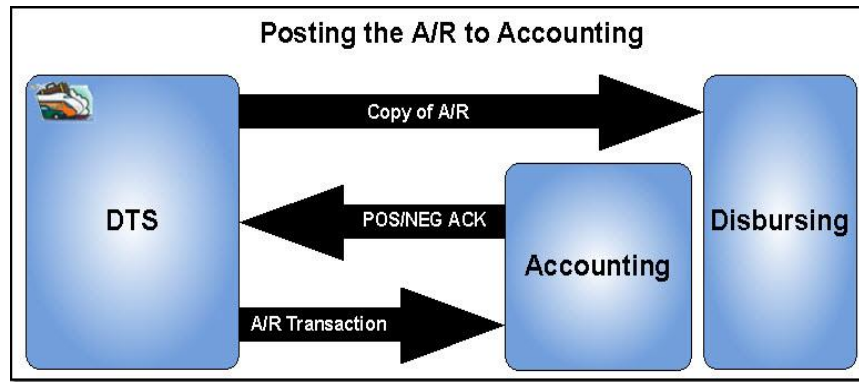
Figure 3-5: A/R Posted to Accounting

3.2.4 Stage 4: Debt Settlements Actions

The final stage of the Debt Management process is the settlement action that satisfies the debt. The Stage 4 action that occurs depends on the traveler's intentions and other circumstances. The following sections explain the Stage 4 alternatives and the interactions with systems outside of DTS:

- 3.2.4.1 Traveler Mails a Payment
- 3.2.4.2 Traveler Makes a Payment Online
- 3.2.4.3 Traveler Requests a Waiver or Appeal
- 3.2.4.4 Debt is Referred to Payroll for Collection
- 3.2.4.5 DMM Refers Debt to the Out of Service (OOS) Office

3.2.4.1 Traveler Mails a Payment

If the traveler mails the payment directly to the disbursing office, disbursing will process the collection. The traveler should include a copy of the debt letter received from DTS. After the collection is processed, disbursing will send an AOC to the accounting system and to DTS. If the AOC is for less than the full amount of the debt, the partial collection is annotated. Figure 3-6 shows this process.
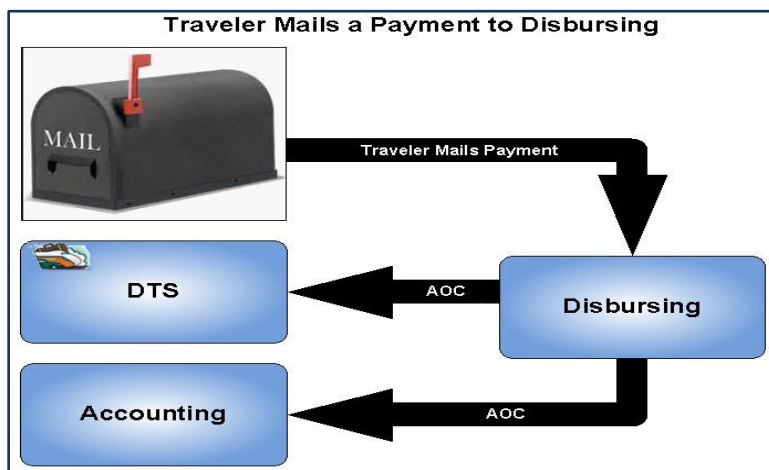
Figure 3-6: Debt Settlement – Traveler Mails a Payment

The CDS Debt Office at DFAS Indianapolis processes debt payments, and creates AOCs to update most travelers' debt records in DTS and the accounting system. The FACTS Debt Office provides these services for travelers assigned to DIA.

3.2.4.2 Traveler Makes a Payment Online

If the traveler makes a payment online using Pay.gov, the Department of the Treasury will forward a Pay.gov detail report containing the payment information to the CDS Debt Office. The CDS Debt Office will process the collection and send an AOC to the accounting system and to DTS. If the AOC is for the entire amount of the debt, the debt is closed and archived. If the AOC is for less than the full amount of the debt, the partial collection is annotated. Figure 3-7 shows this process.
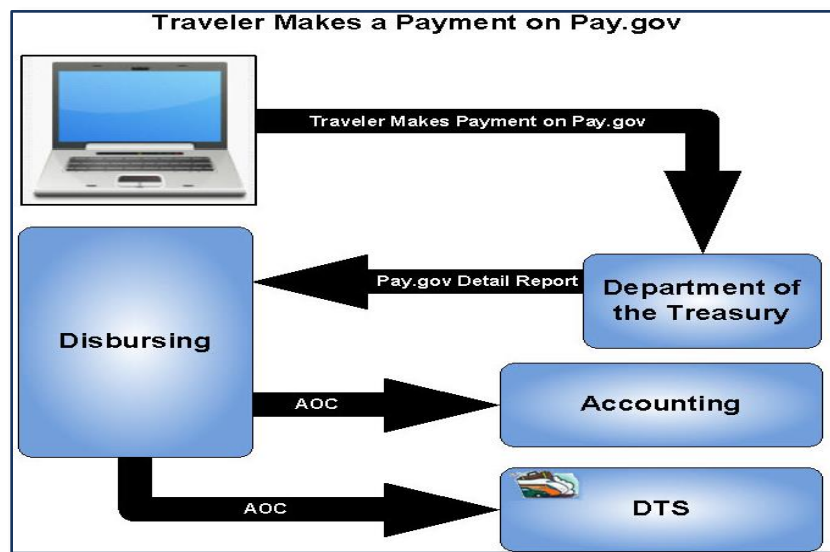
Figure 3-7: Debt Settlement – Traveler Makes a Payment Online

The Deposit Team at the Department of the Treasury and the CDS Debt Office at DFAS Indianapolis are associated with this part of the process.

3.2.4.3 Traveler Request a Waiver or Appeal

The Components determine the applicable processes and offices for waivers. Refer to local or Component Business rules to determine the applicable office.

If the traveler requests a waiver to an outstanding debt, the DMM will enter the waiver request in the DMM Gateway. The Debt and Claims Management Office (DCMO) at DFAS Indianapolis handles all waiver requests and response activities outside of DTS.

The DCMO may approve, deny, or partially approve the waiver. For an approved waiver request, follow the guidelines set forth in *Section 5.3*. For a denied or partially approved waiver request, the traveler can request an appeal of the decision to the DCMO, which will forward the request to the Defense Office of Hearings and Appeals (DOHA). The appeal request process occurs outside of DTS, see *Section 5.3.1.*

Other external offices may be involved in this part of the process as determined by local business rules.

3.2.4.4 Debt is Referred to Payroll for Collection

There are two processes for the referral of debt to payroll for collection. The typical process applies to all DoD travelers except members of the U.S. Marine Corps (USMC). The Marine Corps uses a separate, automated process. DTS initiates the collection process by using the information in the traveler's profile to determine the traveler's Component and status.

See the appropriate section as listed below:

- 5.4.1 All travelers other than members of the USMC
- 5.4.2 USMC travelers

In this first process, you will refer the debt to payroll for collection. DTS sends an encrypted email to the payroll system. The external systems used in this part of the process are:

- Defense Civilian Pay System (DCPS). All DoD civilians.
- Defense Joint Military Pay System (DJMS). All military members not serving in the Marine Corps.

The Marine Corps uses an automated debt process. The only external system used in this part of the process is the Marine Corps Total Force System (MCTFS). When you use the DMM Gateway to mark the record **DUE PROCESS SERVED**, DTS sends a Notice of Collection (NOC) transaction to MCTFS. MCTFS sends a **POS ACK** transaction back to DTS.

Collection action begins once the NOC is loaded into MCTFS. The collection goes to CDS. CDS processes the collection and sends an AOC to the applicable accounting system and to DTS. If the AOC is for less than the full amount of the debt, the partial collection is recorded. Figure 3-8 shows this process.

Note: When DTS receives a negative acknowledgement or reject from MCTFS for a previously sent Notice of Collection (NOC), DTS indicates the collection reject status on the **Digital Signature** page, *Document History* section. In addition, DTS sends an email to the traveler, DMM, and DTA Reject informing them of the reject status.
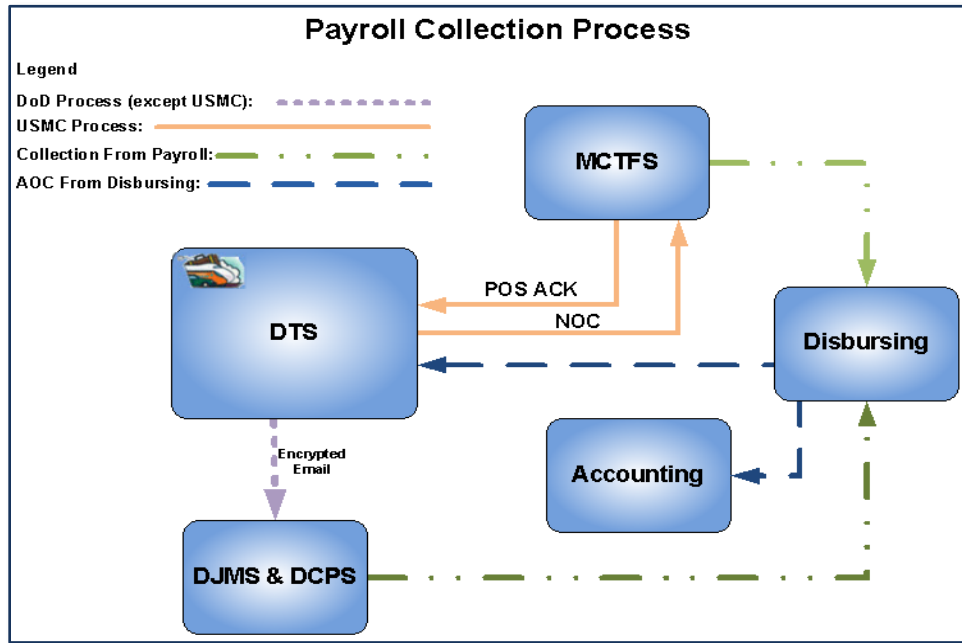
Figure 3-8: Debt Settlement: Debt is Referred for Payroll Collection

Chapter 4: DMM Tools in DTS

In order to manage debt records for an organization's travelers, DMMs use the following two DTS modules that are accessible from the **DTS Dashboard's Administration** menu (Figure 4-1):

- **Debt Management Tool**. Allows the DMM to initiate all debt-related actions. You can only see debt information for travelers in the group to which you have group access.

- **Report Scheduler**: Provides the ability to run the Debt Management report. Your organization access determines which documents will be included when running the Debt Management report.
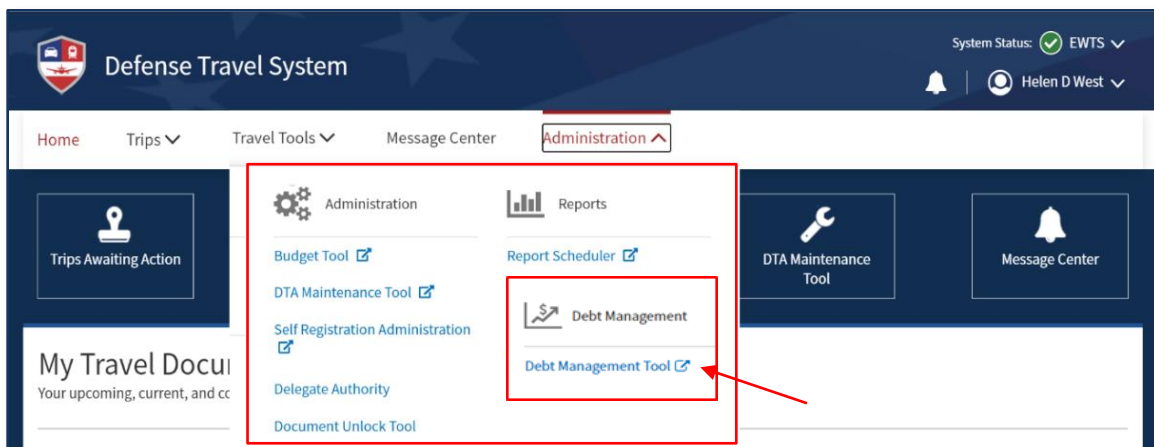
Figure 4-1: DTS Dashboard – Administration Menu

4.1 Debt Management Report

DTS allows you to generate a **Debt Management** report from the **Report Scheduler**. This report helps you monitor compliance with regulatory guidance. See the *DTA Manual, Chapter 10* for details on running this report.

The report displays:

- Traveler information
- Travel authorization number (TANUM) and document name
- Dates pertaining to age of the debt
- Dollar amount of the original debt and the amount remaining after the last offset
- Last offset action
- Other relevant information

A **DUE US** document appears on the **Debt Management** report for 30 days after the debt is satisfied. The **Last Offset Date** resets to the date on which you requested a waiver or appeal or DTS recorded a collection.

When you request a Debt Management report through the DTS **Report Scheduler**, DTS reschedules the report to generate when user activity in DTS is low. DTS sends an email to the requestor when the report is available. The Debt Management report format is viewable using Microsoft Excel or similar programs. You can request the report to be run with the debt history (Figure 4-2), which provides a row for each action that has been taken against the debt, or without the debt history (Figure 4-3).

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Title Report: Debt Management													
2	Report Run Date: Monday September 19 09:30 EDT 2022													
3	Search Criteria:													
4	Organization=DTMO-TRAINING IncludeDebtHistory=Y				Include Sub Orgs=Y									
5														
6	Organization	Traveler Last Name	Traveler First Name	Traveler Middle Initial	SSN	TANUM	Document Name	Date Debt Incurred	Traveler Notified of Debt	Orginal Amount of Debt	OffSet Date	Last Offset Action	Offset Amount	Balance Due
7	DTMO-TRAINING	Cruz	Jace	T	*****9583	001HYK	JCFTCAMPBE	3/25/2022	3/25/2022	$205.00	4/24/2022	DUE US	$205.00	$205.00
8	DTMO-TRAINING	Cruz	Jace	T	*****9583	001HYK	JCFTCAMPBE	3/25/2022	3/25/2022	$205.00	4/24/2022	POS ACK RECEIVED	$205.00	$205.00
9	DTMO-TRAINING	Cruz	Jace	T	*****9583	001HYK	JCFTCAMPBE	3/25/2022	3/25/2022	$205.00	4/24/2022	DUE PROCESS SERVE	$205.00	$205.00
10	DTMO-TRAINING	Cruz	Jace	T	*****9583	001HYK	JCFTCAMPBE	3/25/2022	3/25/2022	$205.00	4/24/2022	WAIVER REQ SUBM	$205.00	$205.00
11	DTMO-TRAINING	West	Eric	T	*****9743	001ZL	EWQUANTIC	7/29/2022	7/29/2022	$92.30	8/28/2022	DUE US		$92.30
12	DTMO-TRAINING	West	Eric	T	*****9743	001ZL	EWQUANTIC	7/29/2022	7/29/2022	$92.30	8/28/2022	POS ACK RECEIVED		$92.30
13	DTMO-TRAINING	West	Eric	T	*****9743	001ZL	EWQUANTIC	7/29/2022	7/29/2022	$92.30	8/28/2022	DUE PROCESS SERVED		$92.30
14	DTMO-TRAINING	West	Eric	T	*****9743	001ZL	EWQUANTIC	7/29/2022	7/29/2022	$92.30	8/28/2022	PAY COLLECTION RE		$92.30

Figure 4-2: Debt Management Report with History

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Title Report: Debt Management													
2	Report Run Date: Monday September 19 09:30 EDT 2022													
3	Search Criteria:													
4	Organization=DTMO-TRAINING IncludeDebtHistory=N				Include Sub Orgs=Y									
5														
6	Organization	Traveler Last Name	Traveler First Name	Traveler Middle Initial	SSN	TANUM	Document Name	Date Debt Incurred	Traveler Notified of Debt	Orginal Amount of Debt	OffSet Date	Last Offset Action	Offset Amount	Balance Due
7	DTMO-TRAINING	Cruz	Jace	T	*****9583	001HYK	JCFTCAMPBE	3/25/2022	3/25/2022	$205.00	4/24/2022	WAIVER REQ SUBM	$205.00	$205.00
8	DTMO-TRAINING	Jones	Kim	T	*****4106	001HYN	KJNORFOLK	6/19/2022	6/19/2022	$465.00	7/18/2022	DUE PROCESS SERVED		$465.00
9	DTMO-TRAINING	West	Eric	T	*****9743	001ZL	EWQUANTIC	7/29/2022	7/29/2022	$92.30	8/28/2022	PAY COLLECTION RE		$92.30

Figure 4-3: Debt Management Report without History

4.2 DMM Gateway

DMMs access the DMM Gateway by selecting the **Debt Management Tool** on the **DTS Dashboard's Administration** menu line (Figure 4-1). The DMM Gateway (Figure 4-4) provides access to payments, collections, waivers/appeals, and allows DMMs to initiate all actions on **DUE US** documents.

Figure 4-4: DMM Gateway

The links on the **Navigation Bar** allow you to display a filtered list of **DUE US** trips as described in Table 4-1.

Table 4-1: DMM Gateway Link Descriptions

DMM GATEWAY LINK DESCRIPTIONS	
Link Name	**Link Description**
Due Process	Locates and displays all approved DUE US documents for which DMMs have not confirmed that travelers have been advised of their due process rights.
Debt Lookup	Locates and displays a particular debt based on the following search criteria: traveler's Social Security number (SSN), name, and organization; travel authorization number (TANUM); or document name.
Action Required	Locates and displays all debts for which DMM intervention is required.
Awaiting Response	Locates and displays all debts that are awaiting response from sources external to DTS.
All Debt	Locates and displays all debts to which the DMM has access.

4.2.1 Due Process

You cannot take any action against a debt until the document bears the **DUE PROCESS SERVED** stamp. Therefore, until the document receives the **DUE PROCESS SERVED** stamp, **Due Process** is the only link that displays. AOCs generate from the disbursing system to update the document, but **Payroll Collection** and **Waivers/Appeals** will not be available options.

Note: DTS automatically applies the **DUE PROCESS SERVED** stamp to USMC documents that are in debt. See Section 5.4.2.

Beginning on the **DMM Gateway** screen (Figure 4-4), use the steps below to stamp a voucher **DUE PROCESS SERVED**:

1. Select **Due Process** from the **Navigation Bar**. The **Due Process** screen displays (Figure 4-5). This screen lists all approved **DUE US** vouchers that have not had the **DUE PROCESS SERVED** stamp applied. You should confirm that the AO has informed the traveler of the debt, and inform the traveler of their due process rights before applying the stamp.
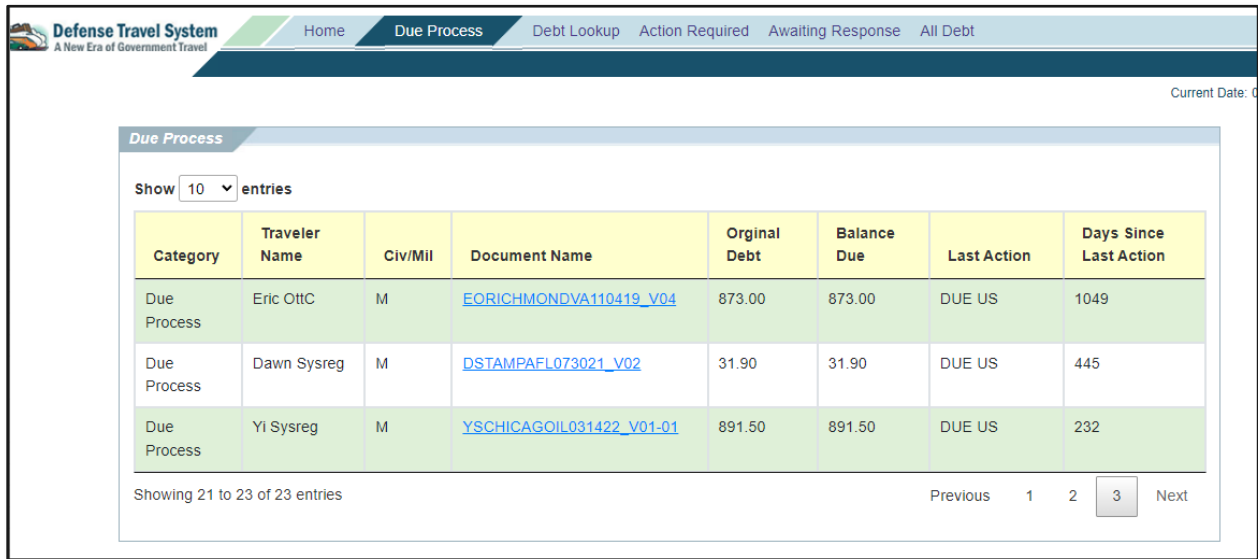
Figure 4-5: Due Process Screen

2.   Choose the link on the appropriate document. The **Debt Details** screen opens.

3.   Select **Due Process**. DTS displays the **Confirmation of Due Process Served** screen (Figure 4-6).
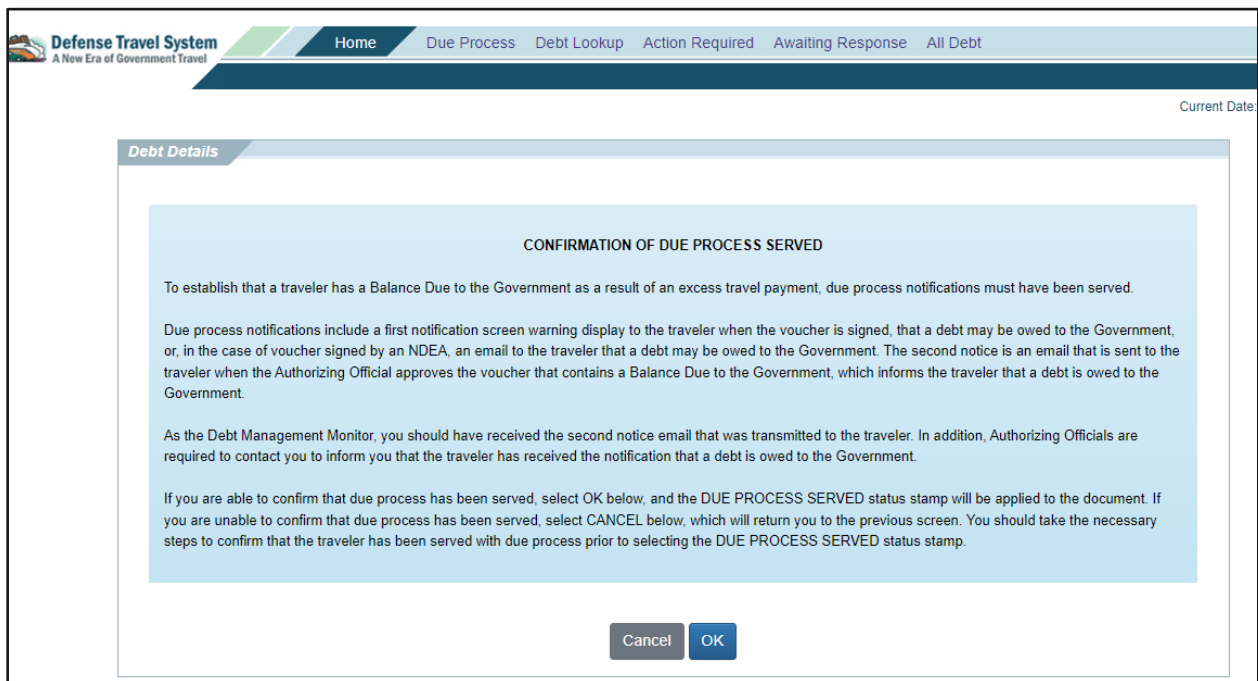
Figure 4-6: Confirmation of Due Process Served

4.   Select **OK**. Choosing **OK** acknowledges that due process was served to the traveler. DTS applies the **DUE PROCESS SERVED** stamp to the most recent voucher associated with the debt.

After completing this action, the **Due Process** option will no longer display on the **Debt Details** screen for this debt; however, the options shown below will be available:

- **Manual Collection**. Used to track payments made by the traveler when no AOC is returned to DTS

- **Waiver/Appeal**. Used to record waivers or appeals requested by the traveler
- **Payroll Collection**. Used to refer the record to the pay office to initiate payroll deduction
- **Response Imaging**. Used to electronically attach pertinent paper documents to the trip record

4.2.2 Debt Lookup

The **Debt Lookup** feature allows you to locate a specific **DUE US** voucher. You can **Search By**:

- **Traveler Social Security Number**

- **Traveler Last Name**

- **Organization**

- **Travel Authorization Number**

- **Document Name**

- You can check the box **Include Satisfied Debts**

Beginning on the **DMM Gateway** screen (Figure 4-4), follow the steps below to use the **Debt Lookup** function:

1. Select **Debt Lookup** from the **Navigation Bar**. The **Debt Lookup** screen opens (Figure 4-7).
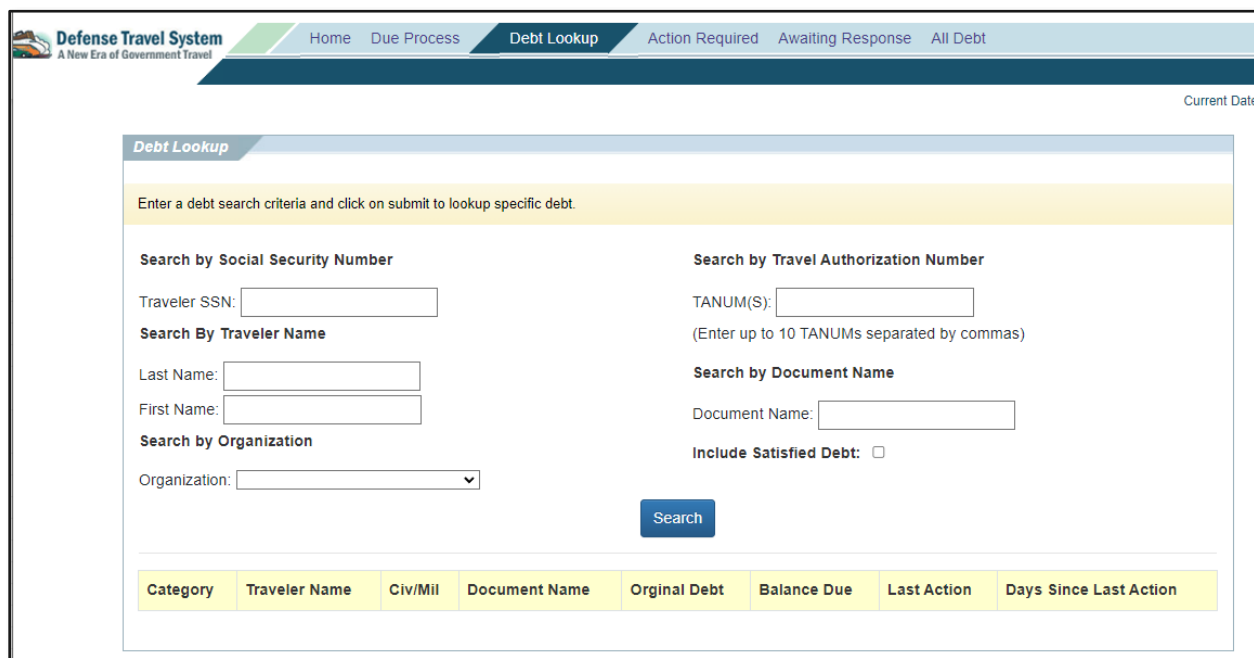
Figure 4-7: Debt Lookup Screen

2. Complete the search criteria fields to refine the search to a specific debt.

3. Select **Search**. The debt records display on the **Debt Lookup** results screen (Figure 4-8). The grouped records display together according to the **Last Action** taken: **DUE US, Due Process, Waiver/Appeal, Payroll Collection**, or **Out of Service.** These categories show what has happened to the debt, not what action you should take next.

Figure 4-8: Debt Lookup Search Results Screen

4. Choose the link on the appropriate document. The **Debt Details** screen opens (Figure 4-9). It displays the debt information and status history for the selected document. The links that display above the yellow information box will vary depending on the state of the debt. Select an option to take action on the debt.

Figure 4-9: Debt Details Screen

4.2.3 Action Required

The **Action Required** screen displays a list of **DUE US** vouchers requiring your action (Figure 4-10). Some examples include documents that require the **DUE PROCESS SERVED** stamp, referral to payroll for collection, and referral to the **Out of Service** (**OOS**) Debt Management Office.

Figure 4-10: Action Required Screen

Beginning on any screen in the DMM Gateway, follow the steps below to view the action required for a document:

1. Select **Action Required** from the **Navigation Bar**. The **Action Required** screen displays (Figure 4-10). The grouped documents display according to the action they require: **Due Process, Payroll Collection, Write Off,** and **Out of Service**. These debts require your immediate attention.

2. Choose the link on the appropriate document. The **Debt Details** screen opens (Figure 4-9). It shows the details and status of the debt. The links that display above the yellow information box depend upon the state of the debt.

4.2.4 Awaiting Response

Beginning on any screen in the DMM Gateway, follow the steps below to view a list of documents that is organized by the type of response you require:

1. Select **Awaiting Response** from the **Navigation Bar**. The **Awaiting Response** screen opens (Figure 4-11).

Figure 4-11: Awaiting Response Screen

This screen displays a list of all debts that are waiting for a response from an entity outside of DTS (Figure 4-11). This includes:

- **Waiver/Appeal**. Documents awaiting a waiver/appeal response
- **Payroll Collection**. Debts that have been referred to the payroll system to request collection
- **Out of Service**. Debts that have been transferred to the OOS Debt Management Office to request collection

If a debt displays on this screen for an excessive amount of time, you should follow up with the appropriate outside entity to resolve the matter (Section 7.3).

2. Choose the link on the appropriate document. The **Debt Details** screen opens (Figure 4-9). It shows the details and status of the debt. The links that display above the yellow information box depend upon the state of the debt.

4.2.5 All Debt

The **All Debt** feature allows you to view a list of all **DUE US** vouchers. DMMs with access to smaller groups may find this screen to be an easy-to-access list of all debts. However, using it may be time consuming for DMMs with high-level group access because the lists of debts may be very long.

Beginning on any screen in the DMM Gateway, follow the steps below to view a list of all debts:

1. Select **All Debt** from the **Navigation Bar**. The **All Debt** screen displays (Figure 4-12). It shows all outstanding debts and groups them into categories:

   - **DUE US**
   - **Due Process**
   - **Waiver/Appeal**
   - **Payroll Collection**
   - **Out of Service**

Category	Traveler Name	Civ/Mil	Document Name	Orginal Debt	Balance Due	Last Action	Days Since Last Action
Due Process	Maria CITICSA	E	MCPALISADENJ080111_V01-01	100.00	100.00	DUE PROCESS SERVED	923
Due Process	Patrick CITICSA	C	PCATLANTAGA070619_V01-01	4175.43	375.43	COLLECTION	869
Due Process	Tamera Depp	C	TDTRENTONNJ091018_V01	578.39	578.39	DUE PROCESS SERVED	869
Due Process	Betty GAFS	O	BGDETROITMI022117_V01-01	600.15	579.15	WAIVER DISAPPROVED	1607
Due Process	Betty GAFS	O	BGSANFRANCISC041918_V01-01	202.60	350.00	DUE US	1609
Due Process	Dave GAFS	C	DGCHICAGOIL060617_V01-01	30.00	30.00	DUE PROCESS SERVED	1081
Due Process	Ed GAFS	C	EGDALLASTX061617_V02-01	30.00	30.00	DUE PROCESS SERVED	894
Due Process	Chris GFEBS	O	CGINDIANAPOLI061120_V01-01	600.00	600.00	DUE PROCESS SERVED	819
Due Process	Eric Ott-B	C	EOHEARTWELLNE032818_V01	2418.00	2418.00	DUE PROCESS SERVED	923
Due Process	Eric Ott-B	E	EOROCHESTERIL052021_V01	4516.25	4516.25	DUE PROCESS SERVED	448

Showing 1 to 10 of 65 entries   Previous 1 2 3 4 5 6 7 Next

Figure 4-12: All Debt Screen

2. Choose the link on the appropriate document. The **Debt Details** screen opens (Figure 4-13). It shows the details and status of the debt. The links that display above the yellow information box depend upon the state of the debt.

Figure 4-13: Debt Details Screen

Chapter 5: DMM Responsibilities

To record any action on a debt, access the DMM Gateway and open the **Debt Details** screen (Figure 5-1) for any **DUE US** document.
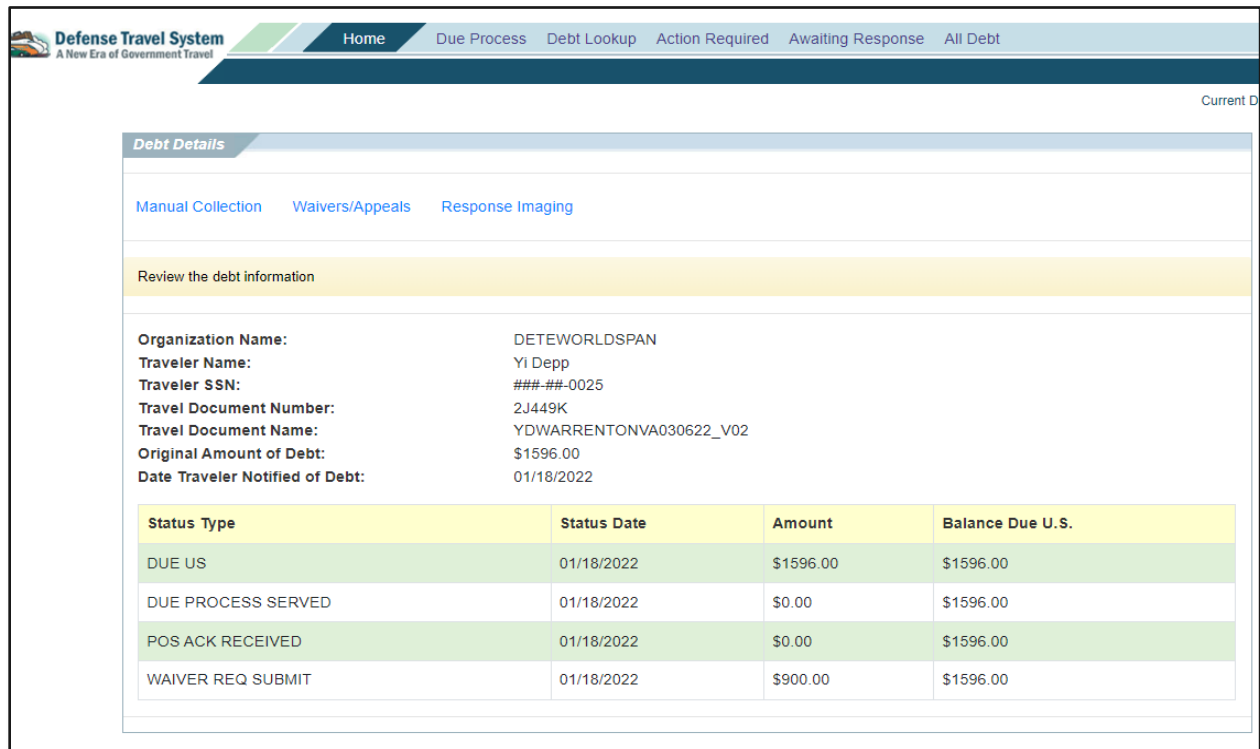

Figure 5-1: Sample Debt Details Screen

DTS controls the DM process by displaying links only for actions that you can take against the debt, given the current document status. Two examples are:

- If **DUE PROCESS SERVED** is awaiting the document, you will only see the **Due Process** link. No other actions are available because applying this stamp is always the first step in the DM process.

- If awaiting rejection from the payroll system as an out of service (OOS) debt, you will not see a link to transfer the debt to the OOS Office for collection or write the debt off.

Most of the functions available through the details screen depend on available A/R information. More information will be available once the accounting system has positively acknowledged the initial A/R.

The **Debt Details** screen allows you to record:

- Request for a debt waiver

- Approval, disapproval, or cancellation of a waiver request

- Request for an appeal of a debt waiver decision

- Approval, disapproval, or cancellation of an appeal request

The history of the debt includes the dates and dollar amounts associated with each occurred action against the debt, from **DUE US** through **DEBT SATISFIED**, as well as the debt remaining after the applied action.

5.1 Due Process

If the **Due Process** link displays, it means that you have not applied the **DUE PROCESS SERVED** stamp. You should:

1. Confirm the AO informed the traveler of the debt

2. Inform the traveler of their due process rights before applying the stamp

No debt actions are available before you apply the **DUE PROCESS SERVED** stamp. This means delaying actions such as payroll collections, if you do not apply that stamp in a timely manner (Section 4.2.1).

5.2 Manual Collections

Use the Manual Collections feature to record a direct payment from an indebted traveler. **Note**: Only use a manual collection if the collection is not recordable in DTS by means of an automated AOC. **Example**: A collection occurred before the A/R could post in accounting.

You should only record a manual collection when directed by DFAS Indianapolis, the FACTS Debt Office, or the *Travel Assistance Center (TAC)*. When recording a manual collection, you must attach a copy of the cash collection voucher (CCV) to the DTS voucher. In most cases, disbursing will automatically update DTS with each collection.

If you need to request a **CCV**, log into the DTMO *Passport* portal and create a **TraX Help Ticket** requesting TAC assistance. Include the traveler's name, TANUM, and the amount of the collection in the ticket. If available, the TAC will obtain the **CCV** and provide a copy of the document with detailed instructions to the DMM in the **TraX Help Ticket**. See the *Required TAC Ticket* Information paper for more details on help tickets.

DMMs should be aware and inform the travelers and supervisors that:

- DFAS response for the CCV copy may take 1 to 2 months.
- DFAS only retains CCVs for five years.
- DFAS may not be able to produce a CCV for older trips.

When the Component and TAC are unable to obtain a CCV copy, the DMM must refer to their local business rules to provide the *acceptable* documentation to verify the collection was made. The locally *approved* documentation must be included with manual collection record. In addition, follow any actions to support audit requirements.

5.2.1 Record a New Collection

If it is necessary and proper to record a collection manually, access the **All Debt** screen (Figure 5-12), and follow the steps below:

1. Choose the link on the appropriate document.

2. Select **Manual Collection**. The **Manual Collection** screen opens (Figure 5-2).
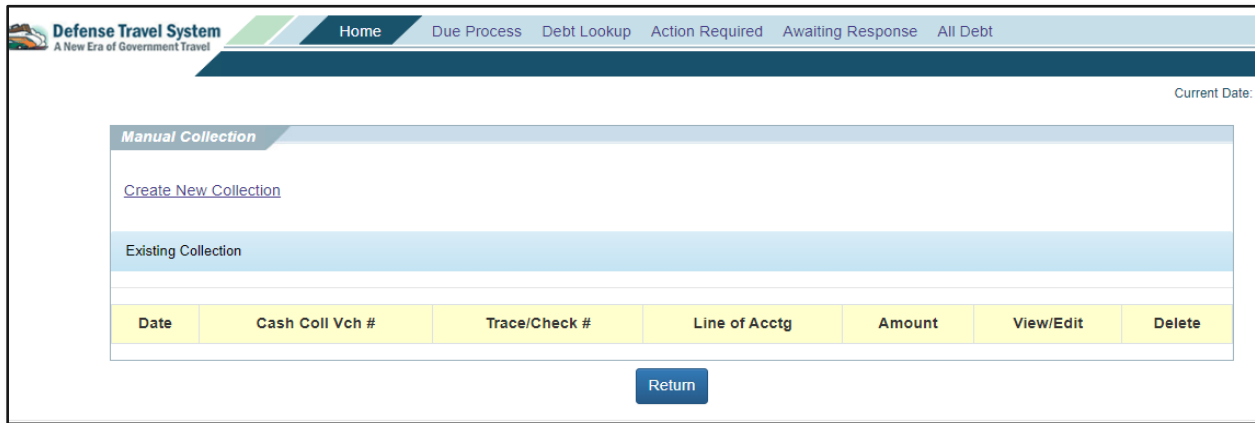
Figure 5-2: Manual Collection Screen

3. Select **Create New Collection**. The **Edit Advice of Collection** screen opens (Figure 5-3).
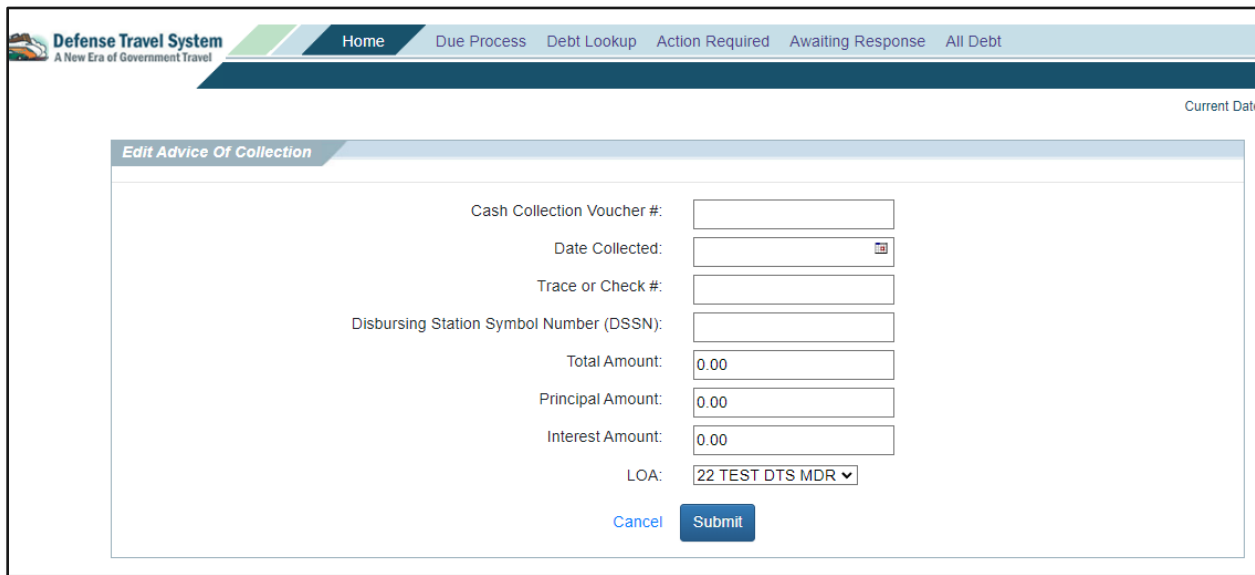

Figure 5-3: Edit Advice of Collection Screen

4. Complete all the fields.

Note: Enter the amount listed on the AOC in the **Total Amount** and **Principal Amount** fields. DTS does not compute interest, so the **Interest Amount** field will display zero.

5. Select **Submit**. DTS applies one of these stamps:

    - **PARTIAL COLLECTION**. If the amount of the collection is less than the debt amount then the due process clock resets.

    - **DEBT SATISFIED**. If the amount of the collection is equal to or greater than the amount due then the due process clock stops.

6. Attach a copy of the CCV to the voucher through the **Response Imaging** link (*Section 5.6*). **Note**: When a CCV is unobtainable from DFAS, (*Section 5.2*) then the DMM must provide the *alternative* documentation as described in their local business rules. After attaching the substantiating record, the

Review Financial Summary screen of the voucher displays a collection entry amount in the *Credit Summary* area*,* view the **Collections** link.

5.2.2 Delete a Collection Entry

Beginning on the **Manual Collection** screen (Figure 5-2), use the steps below to delete the entry for a collection:

1. Select **Delete** to the right of the collection. A confirmation pop-up window opens.

2. Select **OK** to delete the collection. The **Edit Advice of Collection** screen opens (Figure 5-3).

5.2.3 Edit a Collection Entry

It is not possible to edit a manual collection. If a change is necessary, you must delete the collection and re-enter it with the correct information. To delete the collection, follow the process described in *Section 5.2.2*. When the **Edit Advice of Collection** screen opens, enter the correct data according to the process described in *Section 5.2.1*.

5.3 Hearings

As part of due process, a traveler may request a hearing in order to dispute the debt before involuntary payroll collection begins. The traveler may contest the validity, amount of the debt, or the payment schedule. Generally, a traveler receives only one hearing. The traveler has 30 days from the date on the debt notification letter to file a hearing petition. Filing the hearing petition stops the collection proceedings and the due process clock. The traveler receives a written decision from the hearing official within 60 days after filing the hearing petition. The entire hearing process is available in the *DoD Financial Management Regulation, Vol. 16, Ch. 4*.

There is no DTS action to record for a filed hearing. Until DTS receives an update, please use the waiver recording steps in *Section 5.4.1.1* to do one or more of the following:

1. If the hearing finds the debt to be invalid, follow the waiver approved process.

2. If the hearing finds the debt to be valid, the traveler may request a waiver.

    -   If the traveler submits a waiver, do nothing until the waiver decision occurs, then follow the normal waiver approved or disapproved process.

    -   If the traveler does not submit a waiver, then continue with collection proceedings.

5.4 Waiving/Appealing the Debt

A traveler may request a debt waiver. If that request is denied or partially approved, they may appeal the decision. Each Component must define the process it uses to apply for a waiver or appeal, but all requests will ultimately route to the Debt and Claims Management Office (DCMO) at DFAS Indianapolis for adjudication.

In accordance with DoD business processes, actual waiver and appeal activities occur outside of DTS. DMMs use DTS to track waivers and appeals for **DUE US** documents and reduce or cancel the debt, depending on the amount of an approved waiver or appeal. You will enter the outcome of each step of the waiver and appeal process into DTS. You must electronically attach all documentation supporting waiver and appeal requests and results to the DTS voucher, see *Section 5.6*.

A traveler may request a waiver up to three years (for civilians) or five years (for military members) from the date of the identified debt. A traveler may request a waiver for any amount up to the full amount of the original

debt, regardless of previous collections. A traveler may also request a waiver for a debt that has already been satisfied.

5.4.1 Waiver Requests and Results

After a traveler requests a waiver and you initiate the process outside of DTS, you use the DMM Gateway to record the request in DTS. Upon return of the waiver result, you use the DMM Gateway to record the outcome. Follow the steps outlined in *Sections 5.4.1.1* and *5.4.1.2*.

5.4.1.1 Record Waiver Requests

Beginning on the **Debt Details** screen (Figure 5-1), follow the steps below to record waiver requests:

1. Select **Waivers/Appeals**. The **Waivers/Appeals** screen opens (Figure 5-4).
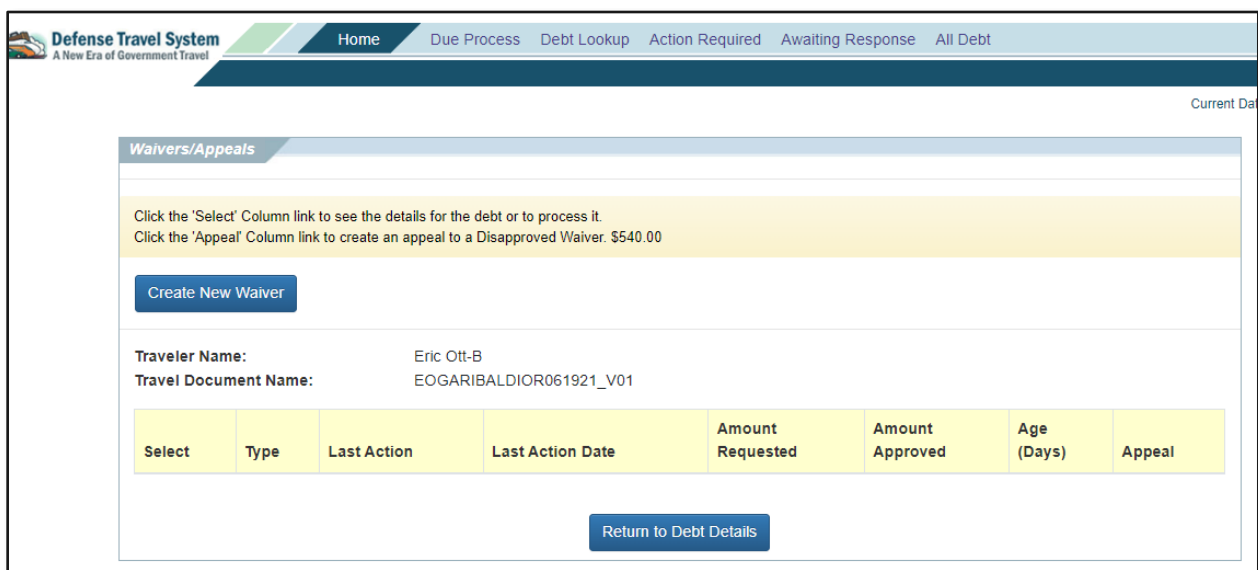
Figure 5-4: Waivers/Appeals Screen

2. Select **Create New Waiver** for this document. The **Record Waiver Request Submission** screen opens (Figure 5-5).
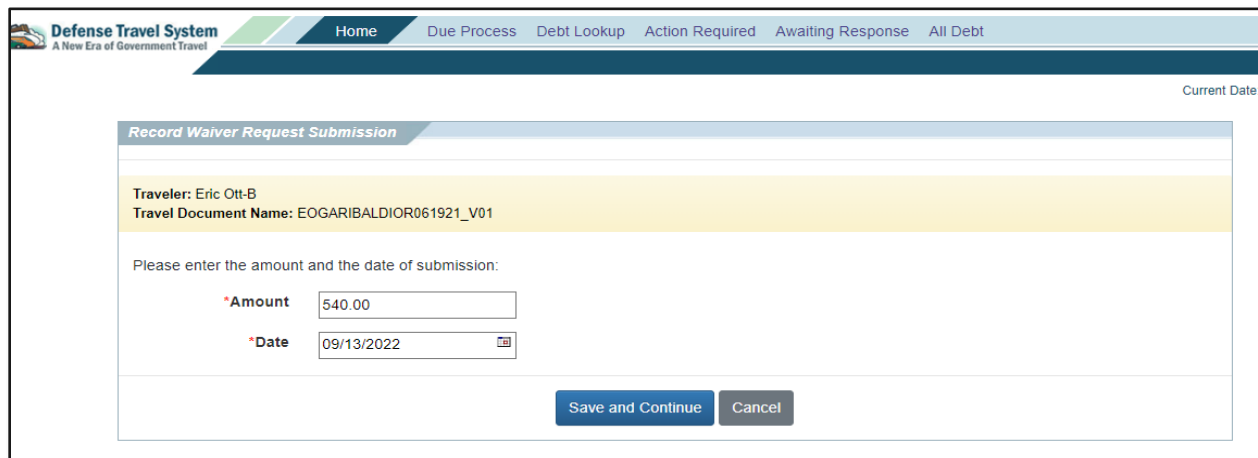

Figure 5-5: Record Waiver Request Submission Screen

3. Complete the **Amount** field with the amount of the waiver request.

4. Complete the **Date** field with the request submission date.

5. Select **Save and Continue**. DTS updates the travel record to indicate that a waiver request is being processed. The system sends an email to the traveler informing them of the request status.

5.4.1.2 Enter the Results of a Waiver Decision

Beginning on the **Debt Details** screen (Figure 5-1), use the steps below to enter the results of a waiver decision:

1. Select **Waivers/Appeals**. The **Waivers/Appeals** screen opens (Figure 5-4).

2. You will need to edit the appropriate waiver. The **Record Waiver Disposition** screen opens (Figure 5-6). This screen records the result of a waiver request that was previously submitted or it reflects the cancellation of a waiver request.

Figure 5-6: Record Waiver Disposition

3. If the waiver was approved, complete or edit the fields as indicated below:

   a. Change the entry in the **Effective Date** field, if necessary.

   b. If only a portion of the request was approved, in the top text box in the **Amount** column, enter the amount that was denied.

   c. Edit the entry in the **Approved Amount** field, if necessary. The value defaults to the original amount requested. The values in the Amount field and the Approved Amount field must add up to the amount in the **Requested Amount** field.

   d. Select the **Approved** radio button.

4. If the waiver was disapproved, complete or edit the fields as indicated below:

   a. Change the entry in the **Effective Date** field, if necessary.

   b. Edit the entry in the **Approved Amount** field, if necessary. The value defaults to the original amount requested. The values in the **Amount** field and the **Approved Amount** field must add up to the amount in the **Requested Amount** field.

   c. Select the **Disapproved** radio button.

   d. Select **Save** to save changes to the record.

Note: If you select **Save** without selecting either the **Approved** or **Disapproved** radio button, DTS only updates the amount and date of the submission.

If you selected the **Approved** radio button, DTS:

- Creates an amendment to the voucher if one is not already open.
- Adds an expense (**DEBT WAIVED**) for the approved waiver amount to the amendment.
- Stamps the amended voucher **WAIVER REQ APPROVED**.
- Routes the amended voucher to the AO for approval.
- Stops the due process clock if the amount approved satisfies the debt; otherwise, resets the due process clock.
- Closes the window and returns to the waiver list screen.

When the AO approves the amended voucher, DTS generates an adjusting A/R to the appropriate accounting system for the approved waiver amount. Electronically attach a copy of the waiver response into DTS. See Section 5.7.

If you selected the **Disapproved** radio button, DTS:

- Stamps the voucher **WAIVER DISAPPROVED**.
- Resets the due process clock, if the voucher is still **DUE US**.
- Closes the screen and returns to the **Waivers/Appeals** screen.

If you selected the **Cancel** radio button, DTS:

- Stamps the voucher **WAIVER REQ CANCELLED**.
- Resets the due process clock, if the voucher is still **DUE US**.
- Closes the screen and returns to the **Waivers/Appeals** screen.

5.4.1.3 Waiver Status Stamps

DTS uses the stamps below to allow you to record a waiver request:

- **WAIVER REQ SUBMIT** records the submission of a request for a waiver request and suspends the due process clock.
- **WAIVER REQ APPROVED** records the full or partial approval of a waiver request.
- **WAIVER REQ DISAPPROVED** records the disapproval of a waiver request and resets the due process clock.

- **WAIVER REQ CANCELLED** records the cancellation of a previously submitted waiver request.

DTS applies these stamps to **DUE US** documents based on your actions in the DMM Gateway. These stamps activate and deactivate the **Waiver Request** flag on the DTS travel record. See Section 5.3.3.

5.4.2 Appeal Requests and Results

For a denied or partially approved waiver, a traveler may appeal the decision to the DCMO, who forwards the request to the Defense Office of Hearings and Appeals (DOHA). You can track these submissions and subsequent results in the same manner as you tracked waiver requests and appeals. The **Appeal** link displays on the **Waivers/Appeals** screen corresponding to a denied waiver request. Follow the steps outlined in *Sections 5.3.2.1* and *5.3.2.2*.

5.4.2.1 Record Appeal Requests

Beginning on the **Debt Details** screen (Figure 5-1), follow the steps below to create an appeal:

1. Select **Waivers/Appeals**. The **Waivers/Appeals** screen opens (Figure 5-4).

2. Select **Create** in the **Appeal** column of the disapproved or partially approved waiver. The **Record Appeal Request Submission** screen opens (Figure 5-7).

Figure 5-7: Record Appeal Request Submission Screen

3. Complete the **Amount** field with the amount of the **Appeal** request.

4. Change the date in the **Date** field, if necessary.

5. Select **Save and Continue**. DTS applies the **APPEAL REQ SUBMIT** stamp to the document.

5.4.2.2 Record Results of Appeal Decision

Beginning on the **Debt Details** screen (Figure 5-1), follow the steps below to record the results of an appeal decision:

1. Select **Waivers/Appeals**. The **Waivers/Appeals** screen opens (Figure 5-4).

2. Select link of the document for an appeal request. **The Record Waiver Disposition** screen opens (Figure 5-8). The amount previously entered displays in the **Approved Amount** field. The **Effective Date** field defaults to the computer system's date.

Figure 5-8: Record Appeal Disposition Screen

3. If the waiver is approved, complete or edit the fields as indicated below:

   a. Change entry in the **Effective Date** field, if necessary.

   b. Enter the denied amount, if only a portion of request was approved.

   c. Edit the entry in the **Approved Amount** field (if necessary). The value defaults to the previously entered submission amount. The values in the **Amount** field and the **Approved Amount** field must add up to the amount in the **Requested Amount** field.

   d. Select the **Approved** radio button.

4. If the waiver was disapproved, complete or edit the fields as indicated below:

   a. Change the entry in the **Effective Date** field, if necessary.

   b. Edit the entry in the **Approved Amount** field, if necessary. The value defaults to the original amount requested. The values in the **Amount** field and the **Approved Amount** field must add up to the amount in the **Requested Amount** field.

   c. Select the **Disapproved** radio button.

   d. Select **Save** to save changes to the record.

Note: If you select **Save** without selecting either the **Approved** or **Disapproved** disposition radio button, DTS only updates the amount and date of the submission.

If you selected the **Approved** radio button, DTS:

- Creates an amendment to the voucher if one is not already open.
- Adds an expense (**DEBT WAIVED**) for the approved waiver amount in the amendment.
- Stamps the amended voucher **APPEAL REQ APPROVED**.
- Routes the amended voucher to the AO for approval.
- Stops the due process clock if the amount approved satisfies the debt; otherwise, resets the due process clock.
- Closes the window and returns to the waivers list screen.

Once the AO approves the amended voucher, DTS generates an adjusting A/R to the appropriate accounting entity for partial or full waiver amount. Attach an electronic copy of the waiver response to the voucher in DTS (Section 5.7).

If you selected the **Disapproved** radio button, DTS:

- Stamps the voucher **APPEAL DISAPPROVED**.
- Resets the due process clock, if the voucher is still **DUE US**.
- Closes the screen and returns to the **Waivers/Appeals** screen.

If you selected the **Cancel** radio button, DTS:

- Stamps the voucher **APPEAL REQ CANCELLED**
- Resets the due process clock, if the voucher is still **DUE US**.
- Closes the screen and returns to the **Waivers/Appeals** screen.

5.4.2.3 Appeal Status Stamps

DTS uses stamps to allow you to record appeal requests for disapproved waivers:

- **APPEAL REQ SUBMIT** records the submission of an appeal request and suspends the due process clock.
- **APPEAL REQ APPROVED** records the approval of an appeal request.
- **APPEAL DISAPPROVED** records the rejection of an appeal request and resets the due process clock.
- **APPEAL REQ CANCELLED** records the cancellation of an appeal request and resets the due process clock.

DTS applies these stamps to **DUE US** documents based on the actions you take in the DMM Gateway. These stamps activate and deactivate the Appeal Request flag on the DTS record.

5.4.3 Waiver Flag

The **WAIVER REQ SUBMIT** or **APPEAL REQ SUBMIT** stamp activates (or resets) the waiver/appeal flag on the voucher and sends an email to the traveler and AO.

When you receive a response from the appropriate authority regarding the acceptance or rejection of a waiver/appeal request, enter the amount of debt reduction (if any) through the **Waivers/Appeals** link on the **Debt Details** screen.

DTS applies the appropriate stamp:

- **WAIVER REQ APPROVED**
- **WAIVER DISAPPROVED**
- **APPEAL REQ APPROVED**
- **APPEAL DISAPPROVED**

You must electronically attach all substantiating documentation to the DTS voucher for archival purposes. See the *DTS Guide 2: Authorizations* or *DTS Guide 3: Vouchers* for steps on how to attach a document to the travel record.

Once you have entered the decision into DTS, the system sends an email notification to the traveler, AO, DMM, and the associated Component's Waiver Office informing them of the disposition of the waiver/appeal.

The due process clock resets to zero upon deactivation of the waiver flag if the voucher remains in a **DUE US** status.

5.5 Payroll Collection

You may choose to use the **Payroll Collection** option shown on the **Debt Details** screen to submit a request to payroll administration to begin automated deduction from a traveler's paycheck. You may wish to use the **Debt Details** screen to indicate the response (approve or reject) to the payroll collection request. The exception is for Marine Corps DMMs, for whom involuntarily automate payroll collection. A description of this process is in *Section 5.5.2*.

The DTS due process clock determines when a debt can go to payroll collection. Civilian employees with a debt on a cancelled trip have up to 15 days to settle the debt. All other civilian employees and service members have up to 30 days. Although DMMs are required to initiate this process after 15 days (for civilians with cancelled trips) and 30 days (for all other cases), DMMs can initiate this process earlier at the request of an indebted traveler.

You can initiate payroll collection in two situations:

- If during the due process period, the traveler requests payroll collection to pay the debt.
- If the due process clock expires with the debt still unresolved.

5.5.1 Process for Civilians and Non-Marine Corps Military Members

You can initiate the process by generating a **Debt Management Payroll Collection** (**DMPC**) report. Use the **DMM Gateway** to submit the DMPC report to the appropriate payroll office with the information required to initiate a collection action for the amount owed to the Government.

Beginning on the **Debt Details** screen (Figure 5-1), follow the steps below to generate the DMPC report:

1. Select **Payroll Collection**. The **Payroll Collection** screen opens (Figure 5-9).

Figure 5-9: Payroll Collection Screen

2. Complete all the required fields.

Note: The pay office is not required to accept the amount entered in the **Amount/Pay Period**. They will consider the requested amount; however, pay offices have guidelines for the minimum and maximum collectable amounts per pay period. Completing all required fields, including **Special Notes**, may provide justification for the requested approval payment amount.

3. Select **DMPC Report**. The DMPC report is a preview of the email that DTS will send to payroll. It allows you to review the debt information before sending to a payroll administrator to begin payroll deduction.

4. Review the **DMPC Report** and make the appropriate selection to proceed.

5. DTS does the following actions:

- Encrypts the report and sends it via email to the appropriate payroll system.

- Applies the **PAY COLLECT REQUESTED** stamp to the voucher.

- Uses the branch of service or their status as a civilian (found in the traveler's profile) to determine the appropriate payroll system to receive the email. The payroll systems are:

  o Defense Civilian Pay System (DCPS). All DoD civilians.

o   Defense Joint Military Pay System (DJMS). Military members not serving in the United States Marine Corps.

o   MCTFS. Military members serving in the United States Marine Corps.

After you submit the DMPC report, the following occurs:

- The **Payroll Collection** link continues to display on the **Debt Details** screen.

- The Traveler and AO receive a DTS email the request for a payroll deduction submission to the payroll system.

- The DMM receives an email from the payroll administrator indicating a payroll collection acceptance or rejection.

To help track the payroll actions, DTS updates the document's **Digital Signature** page, *Document History* section to capture the following actions: **PAY COLLECT REQUESTED**, **PAY COLLECT APPROVED**, and/or the **PAY COLLECT REJECTED**.

After the DMM receives the payroll collection email, access the DTS **DMM Gateway** to record the payroll system administrator's response using the steps below:

1. Select **Payroll Collection** from the document's **Debt Details** screen. The **Payroll Collection** screen opens (Figure 5-10). You cannot edit anything on this screen. You must select one of the options at the bottom of the screen.

Figure 5-10: Payroll Collection Screen (Uneditable)

2. Select one of the buttons described below:

    a. Select **New DMPC Report** to generate a new collection request. The **Payroll Collection** screen opens (Figure 5-9).

        o   Follow the steps outlined above to complete and submit the new DMPC report. Upon submitting a new report, the view only **Payroll Collection** screen opens (Figure 5-10).

b. Select **Re-Submit Report** to resend the original DMPC report or a changed DMPC report to the appropriate payroll system. **The Payroll Collection** screen opens (Figure 5-9).

  o Follow the steps outlined above to complete to submit the **New DMPC Report**, with the two exceptions: 1) identify the request as a resubmittal, and 2) in the **Special Notes** section of the DMPC report provide the reason for resubmittal. When you submit the new report, the **Payroll Collection** screen opens (Figure 5-10).

c. Select **Approve** to indicate that the payroll system administrator accepted the payroll deduction request. The **Debt Details** screen opens (Figure 5-1).

  o Select **Response Imaging** to electronically attach the advice of acceptance to the voucher.

  o DTS applies the PAY **COLLECT APPROVED** stamp to the document.

  o Each pay period, the payroll system sends funds to the disbursing office. The disbursing office processes these collections the same way that it processes a direct remittance from a traveler. It then sends an AOC back to DTS and accounting to automatically update the debt balance. Figure 5-11 provides an example of $1,000 collected over four pay periods.

  o Upon receipt of the final collection AOC from disbursing, DTS closes the record, applies the **DEBT SATISFIED** stamp, and notifies the traveler and AO that the debt has been satisfied. DTS archives all data related to the trip record.

  o If the traveler is a Government employee, but circumstances do not allow for immediate the debt collection, the payroll system administrator enters the debt into the payroll system to begin collection at a future date. Examples of this situation include a traveler who is paying off previous debts at the maximum allowable limit or a reservist who incurred the debt while on active duty, but has since returned to reserve status.
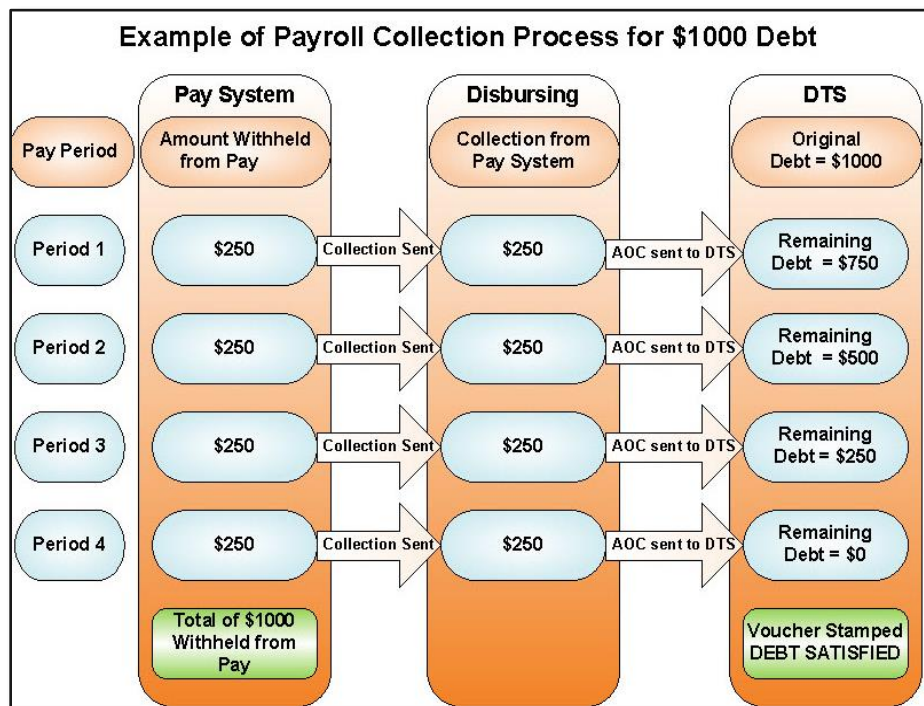

Figure 5-11: Payroll Collection Process

d.   Select **Reject** to indicate the payroll system administrator did not accept the payroll collection request. The **Debt Details** screen opens (Figure 5-9).

   o   Select **Response Imaging** to electronically attach the advice of rejection to the voucher.

   o   Follow the OOS procedures outlined in **Section 5.5**. The debt will continue to be active against the traveler, even if the traveler is in another organization, has retired, or has become a DoD civilian instead of a military member.

e.   Select **Cancel** to return to the **Debt Details** screen.

5.5.1.1 Terminating Payroll Collection

Once the DMM initiates the payroll collection, the payroll system administrator accepts the payroll deduction request and withholdings are occurring, it is best to allow the defined process to work until the debt is reconciled. When a traveler pays their debt in full (by check or online using Pay.gov) even though the payroll collection is in place, the DMM can terminate the action to prevent additional withholdings and over collection.

1. In the **Debt Management Module** navigate to **Payroll Collections** (Figure 5-10).

2. Select the **New DMPC Report** button.

3. The **Payroll Collection** screen loads providing all the traveler information and travel debt. From the **Transaction Type** dropdown menu, select **Stop. Note:** The **Special Notes** text box provides the option to enter comments.

4. Review the information and when ready select **Submit.**

5. The **Payroll Collection** screen re-appears.

When the traveler pays the debt balance, the disbursing office processes the payment. DTS receives the AOC and posts it to the traveler's record, applies the **DEBT SATISFIED** stamp, and notifies the traveler and AO that the debt has been satisfied. DTS archives all data related to the trip record.

Note: How quickly the stop collection action occurs within the payroll system can vary. The traveler should closely monitor their pay to make sure additional withholdings do not occur.

5.5.2 Process for the Marine Corps

DTS has a special interface with the Marine Corps Total Force System (MCTFS) for the collection of Marines' debts. The interface allows MCTFS to provide an automated response of collection acceptance or rejection to DTS without DMM input. It also automates the collection process if the Marine does not voluntarily remit payment or request a waiver. The automatic payroll collection will occur after 32 days have passed.

However, before those 32 days have passed, if a Marine requests payroll deduction to offset a travel debt, you initiate the payroll collection. This process begins on the **Debt Details** screen.

1. Select **Payroll Collection**. The **Payroll Collection** screen opens. If you select the **Payroll Collection** link, and there is no payroll collection in place, the document is stamped **PAY COLLECT REQUESTED** and the **Notice of Collection** (**NOC**) screen displays (Figure 5-12).

Figure 5-12: Notice of Collection Screen

2. Enter the amount in the **Amount/Pay Period** field.

Note: MCTFS is not required to accept this amount. They will consider the requested amount; however, pay offices have guidelines for the minimum and maximum collection amounts per pay period.

3. Select **Notice of Collection**. DTS displays a screen for review.

4. Select **Submit** at the bottom of the review screen. DTS sends the NOC transaction to MCTFS.

If the Marine does not have a waiver request and still has an outstanding debt after 27 days, DTS sends a notification to the member, DMM, and AO. This notification informs them that payroll collection will occur automatically in five days, if they take no action.

At this point, you can use the DMM Gateway to prevent the collection from being submitted, by selecting the **De-Schedule** option on the **Notice of Collection** screen (Figure 5-13). If you opt to de-schedule the payroll collection, the due process clock resets to zero. If you do not take any action, DTS submits the NOC to MCTFS on day 32.

Note: DTS automatically applies the **DUE PROCESS SERVED** stamp to USMC documents that are in debt. This facilitates the automation of the MCTFS payroll collection process.
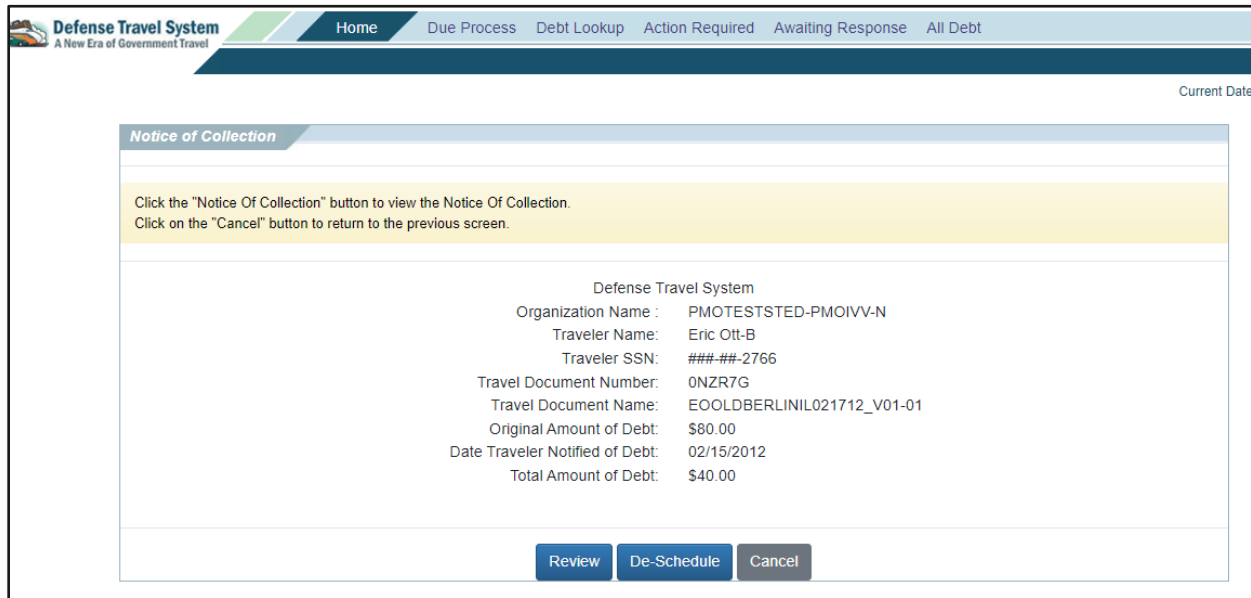
Figure 5-13: Notice of Collection Screen – De-Schedule an Automated Collection

After submitting the NOC, MCTFS provides a positive or negative response directly to DTS. If MCTFS provides a positive response, no further action is required from you. Collections will proceed and post automatically in DTS. See Figure 5-14.
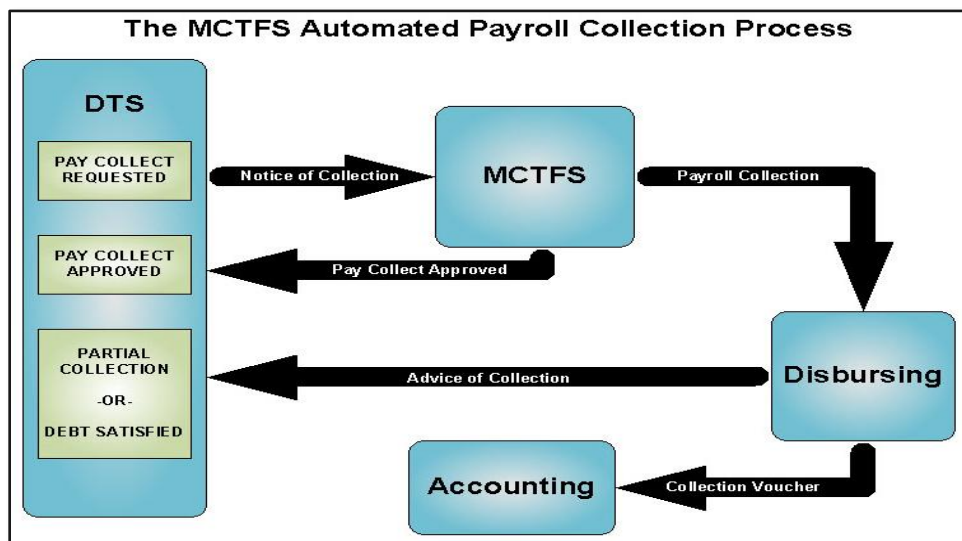

Figure 5-14: The MCTFS Automated Payroll Collection Process

If MCTFS rejects the transaction, you should consult the error message to determine which action is required:

- Correct and resubmit the transaction if there was a transaction error.
- Begin the OOS process if the Marine has separated from service, see *Section 5.5*.

If a Marine leaves the service after a payroll collection is in place, MCTFS indicates that the debt is no longer collectible. You can begin the OOS process.

5.6 DTS Out of Service Debt Process

If you receive a notice from the payroll system indicating that payroll collection is not possible because the traveler no longer receives a salary or other payments from the DoD, you must pursue debt collection via locally established procedures.

If the debtor has not responded for 90 days, the debt may be uncollectible. If the debt is less than $225, follow the **Debt Write-Off** process (*Section 5.6.1*). If the debt is $225 or more, follow the **OOS Debt Transfer** process (*Section 5.6.2*). DTS ensures that you use the correct process by activating only the appropriate link.

Note: The **Write-Off** or **Out of Service** links are not available, if the document has not been stamped **PAY COLLECT REJECT**.

5.6.1 Write-Off Process for Uncollectible Debts of Less Than $225

You may write off debts of less than $225 that the OOS office cannot collect. When the payroll system rejects the **Payroll Collection** request, use the **Response Imaging** link on the **Debt Details** screen to attach documentation of the response to the debt record, see *Section 5.6*.

Use the steps below to write off an uncollectible debt of less than $225:

1. Access the **Debt Details** screen for the document via the DMM Gateway.

2. Select **Write Off** on the Debt Details screen. The **Write Off** screen opens.

3. Select **Write Off**. DTS automatically creates an amendment to the voucher and adds an expense called "Uncollectible Debt" for debt, in the amended voucher.

4. If a copy of the response is not in the document, attach one through **Substantiating Documents**. See the *DTS Guide 2: Authorizations* or *DTS Guide 3: Vouchers* for more information on how to upload and attach files to DTS documents.

After the AO approves the voucher amendment, DTS generates an A/R transaction to the accounting systems to close out the debt, and then archives the document. Figure 5-15 illustrates this process.
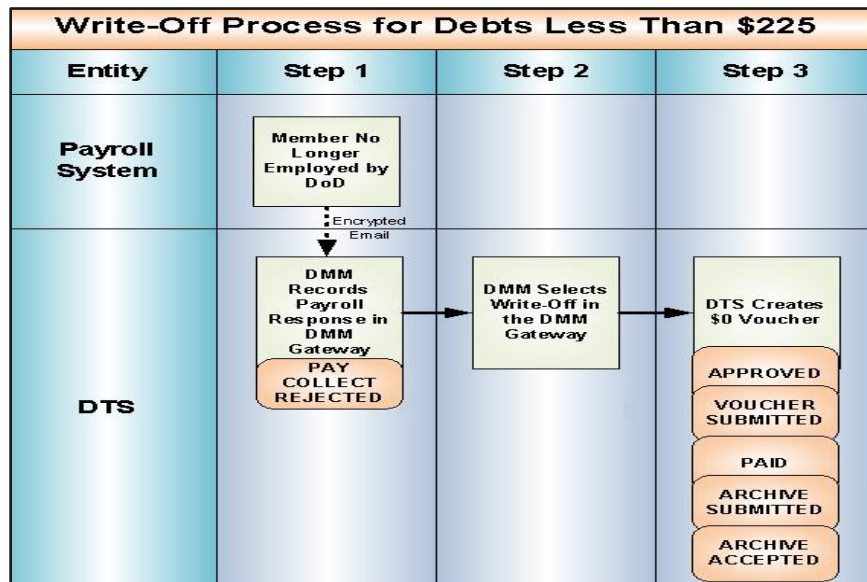

Figure 5-15: Write-Off Process for Debts Less Than $225

5.6.2 Out of Service Transfer Process for Uncollectible Debts of $225 or More

When you forward a request for collection of a debt for $225 or more, the **OOS Office** initiates collection via the Defense Debt Management System (DDMS).

A description of the transfer process is below:

1. Access the **Debt Details** screen for the document via the DMM Gateway.

2. Select **Out of Service** on the **Debt Details** screen. The **Out of Service** screen opens (Figure 5-16). This screen displays information associated with the debt.

Figure 5-16: Out of Service Screen

3. Complete all required fields that are not populated. The following options display:

   - **Debt Mgmt. Monitor**: (name, phone number, and email address).

   - **Date of Separation**: Type it in or use the calendar icon to enter.

   - **Special Notes**: This option can help identify the OOS transfer as a re-submittal and the reason for the re-submission.

   - **Traveler's** (**Last Known**) **Mailing Address**: (Address Line 1 and 2, City, State/Country, and Zip Code).

4. Select **OOS Report** to create the report. The **OOS Document** screen opens to display the message going to the OOS Office.

5. Select appropriate option to send the report. The **Out of Service** screen opens (Figure 5-17).

Figure 5-17: Out of Service Screen

DTS sends an encrypted email with the debt information to the **OOS Office**. The **OOS Office** receives the email and determines the effective transfer date. It then notifies you via email of the accepted debt transfer. The Debt Management process resumes when you receive the email notification of debt transfer. See Figure 5-18.

Note: If the **OOS Office** does not respond within 60 days of the date you submitted the OOS report, follow up with them to obtain the status of the action.
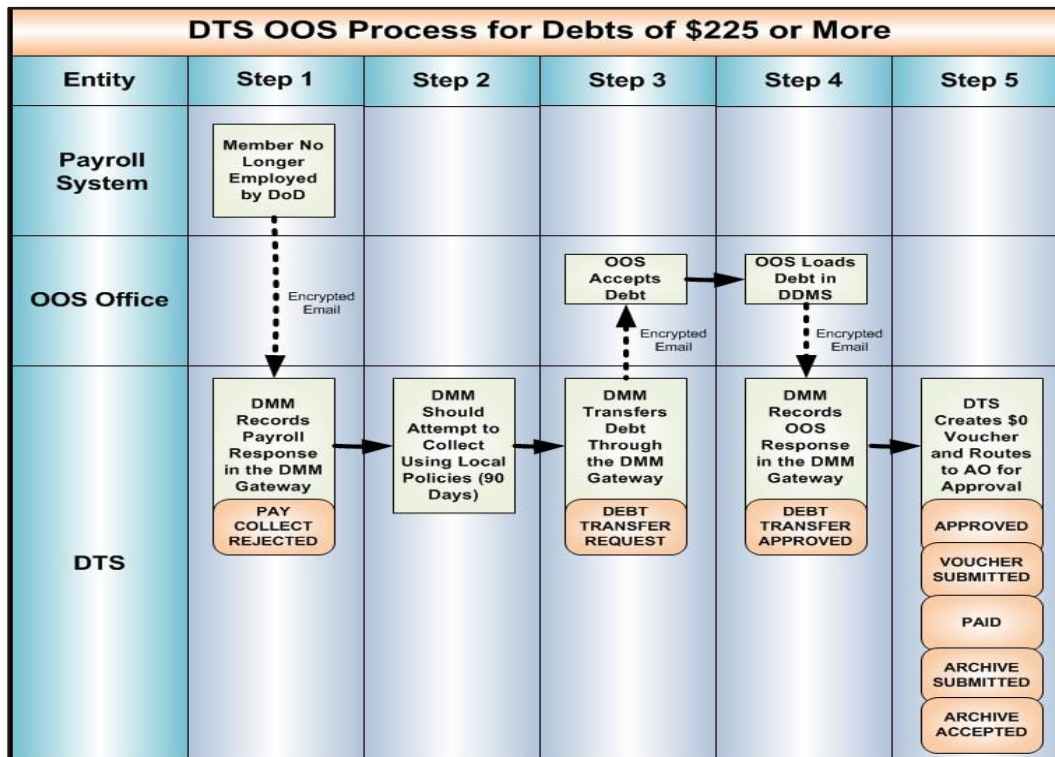
Figure 5-18: DTS OOS Process for Debts of $225 or More

5.6.3 Enter a Response From the OOS Office

Use the steps below to enter the response received from the **OOS Office**:

1. Access the **Debt Detail**s screen for the document via the DMM Gateway.

2. Select **Out of Service**. The **Out of Service** screen opens (Figure 5-17).

3. Select one of the buttons shown below:

   a. Select **OOS Report** to generate a new transfer request. The **Out of Service** screen opens (Figure 5-17).

      o Complete all the required fields.
      o Select **OOS Report**.

   b. Select **Re-Submit** to resend the original OOS report or a changed OOS report. The **OOS Document** screen opens to display the message going to the OOS office.

      o Review the **OOS Report**, make any necessary changes, and select **Submit**. The **Out of Service** screen opens (Figure 5-17).

   c. Select **Approve** to indicate that the **OOS Office** approved the debt transfer request. The **Debt Details** screen opens (Figure 5-1).

      o DTS does the following:

         ▪ Creates a voucher amendment, if one is not open.
         ▪ Adds an expense called "Uncollectible Debt" for the remainder of the debt.

- Applies the **DEBT TRANSFER APPVD** stamp to the amendment.

- Routes the amendment to the AO for approval.

- Stops the due process clock.

- The DMM selects **Response Imaging** to electronically attach the advice of acceptance to the voucher, see *Section 5.6*.

d. Select **Reject** to indicate the **OOS Office** did not accept the debt transfer. The **Debt Details** screen opens (Figure 5-1).

    o DTS applies the **DEBT TRANSFER REJ** stamp to the amendment.

    o Select the **Response Imaging** link to electronically attach the advice of rejection to the voucher. See Section 5.6.

e. Select **Cancel** to return to the **Debt Details** screen.

5.7 Response Imaging

When you receive a response from outside DTS, record the response appropriately in DTS and attach a scanned image of the response document or email. Since you can only change a voucher (even if only to attach a document) while it is in an editable mode, if there is not an open amendment when you select **Response Imaging**, DTS will automatically create one.

The **Response Imaging** link on the **Debt Details** screen allows you to attach electronic images of OOS responses to requests for waivers, appeals, manual collections, payroll collection actions, or other documents.

Beginning on the **Debt Details** screen (Figure 5-1), use the steps below to attach documentation using the **Response Imaging** feature:

1. Select **Response Imaging**. The **Amend Document** screen opens (Figure 5-19).

Figure 5-19: Amend Document Screen

2. Complete the **Comments** field with a valid justification.

3. Select **Amend Document**. The **Enter Expenses** screen opens (Figure 5-20). See the *DTS Guide 3: Vouchers* for steps on how to attach a file to the DTS document.

Figure 5-20: Enter Expenses Screen

Chapter 6: Traveler Payments

A traveler who has a **DUE US** voucher may choose to repay the debt before any collection processes begin. When this occurs, the disbursing office processes a **Cash Collection Voucher** (**CCV**) posting the collection to the accounting system. DTS also receives the **Advice of Collection** (**AOC**) and posts it to the traveler's record. See Section 3.1.4 for details on satisfied debts.

6.1 Direct Remittance

When a traveler makes a payment toward a debt, disbursing sends an AOC to DTS. The AOC shows the payment amount and the reduced debt amount. DTS applies a **PARTIAL COLLECTION** stamp to the document for each collection transaction received, if a debt balance remains after the collection. The DTS voucher remains open until the final payment has been posted, indicating that the debt has been fully satisfied. At this point, DTS applies the **DEBT SATISFIED** stamp to the document.

When a traveler makes a direct payment, the disbursing system generates an AOC and transmits it to DTS with all details of the collection. Disbursing also sends a copy of the AOC to the accounting system to adjust the A/R.

When DTS receives the AOC, it updates the travel records and the **DTS Budget Administration Tool** module with the collection data.

- If the AOC is less than the amount of the debt on the **DUE US** document, DTS applies the amount of the payment to the document.
- If the AOC covers the full amount of the debt, DTS closes the record, applies the **DEBT SATISFIED** stamp, and notifies the traveler and AO of the satisfied debt status.

When the debt is completely satisfied, DTS archives all data related to the trip record. DTS tracks repayment of the debt and records outstanding debt on the **Debt Management** report.

Note: If the traveler opted for payroll collection instead of direct remittance, DTS helps the traveler track payroll actions, by updating the **Digital Signature** page, *Document History* section to capture the following actions: **PAY COLLECT REQUESTED**, **PAY COLLECT APPROVED**, and/or the **PAY COLLECT REJECTED**. Once the debt is cleared, DTS applies the **DEBT SATISFIED** stamp to the document.

6.2 Overpayments

If a traveler overpays a DTS debt, the actions shown below occur:

1. DTS records the overpayment and shows the amount of the overpayment as a balance due the traveler.
2. DTS applies the **DEBT SATISFIED** stamp to the document.
3. DTS notifies the traveler, AO, and DMM to submit a no-change amended voucher to claim the money due the traveler.
4. The traveler amends the voucher and the AO approves it.
5. DTS generates a payment transaction for the overpayment amount.

If there are additional posted collections, DTS sends another email to the traveler, AO, and DMM advising of the overpayment amount, and the process outlined above repeats.

Chapter 7: Common Issues

This section provides resolution options for common issues pertaining to DTS Debt Management.

7.1 No Options Display in the DMM Gateway

You may not have an option in the DMM Gateway, if one or more transactions are missing the positive acknowledgement, or the A/R transaction has rejected.

Try these steps:

1. Check the document history to confirm that there was a reject.

2. Review the reason code. If the reason for the reject is not clear, contact the accounting system POC.

3. Amend the voucher to correct the reason for the reject.

Upon approval, the A/R re-sends.

7.1.1 Record a Collection When the Manual Collection Link Does Not Display

If you need to record a collection manually, but the **Manual Collection** link does not display, you can cause the link to appear by routing the voucher through the approval chain again. Amend the document, then have the traveler sign to route the trip for AO approval.

In order to process a prior year document, several conditions must exist:

- The AO must be available to approve the document. If the AO is not available, update the routing list with a new AO.

- The voucher must identify a Line of Accounting (LOA). All elements of the LOA must still be active in accounting to pass Treasury-level edits. If the LOA does not exist in the **DTA Maintenance Tool**, DTS will trigger a pre-audit flag. It states that the LOA does not exist in the master tables. Contact the FDTA for LOA additions/corrections.

- An active budget must exist to correspond to the LOA.

After the AO approves the voucher and the document receives a positive acknowledgement from the accounting system, you should be able to access the document via the DMM Gateway and select the **Manual Collection** link. For more details, see *Section 5.2.1* of this manual.

Note: If there are many debts for one fiscal year, the FDTA may create one wildcard budget at the highest level of the hierarchy for each format map and share the budget to all sub-organizations. By doing so, all LOAs will fund against this budget. Refer to the *DTA Manual, Chapter 9* for more information on creating wildcard budgets.

7.2 No Collection Shows in DTS

Check the document history to confirm that there is an A/R reject.

If disbursing sent a **Cash Collection Voucher** (**CCV**) to the traveler, AO, and DMM, and options are available in DMM Gateway, then perform the steps below:

1. Use the **Manual Collection** process to enter the collection, see *Section 5.2*.

2. Use the **Response Imaging** process to attach the **CCV** to the document, see *Section 5.6*. DTS generates an amendment requiring approval then archive the record.

If disbursing sent a **CCV** to the traveler, AO, and DMM, but options are not available through the DMM Gateway, then perform the steps below:

1. Check the document history to confirm that there was a reject.

2. Review the reason code. If the reason for the reject is not clear, contact the accounting system POC.

3. Amend the voucher to correct the reason for the reject.

If disbursing did not send a **CCV**, log into the DTMO *Passport* portal and create a **TraX Help Ticket** requesting TAC assistance. Include the traveler's name, TANUM, and the amount of the collection in the ticket. The TAC will obtain the **CCV** and provide a copy of the document with detailed instructions to the DMM in the **TraX Help Ticket**.

7.3 No Response/Collections From Pay Office

If you do not receive a response from the pay office, refer to your Component guidelines for contacting the pay office.

7.4 Accounting System Rejects A/R Transactions

In some situations, the accounting system cannot process the A/R transactions that DTS generates. For example, the accounting system receives the initial A/R from DTS before it receives the **No Pay Due** voucher that reduces the obligation to zero. The accounting system cannot accept an A/R if there is an open obligation. The result is the A/R reject back to DTS.

In order to resubmit the A/R transaction, the traveler, NDEA, or DMM must create an amendment to the voucher. Upon approval, this will resubmit the A/R transaction to the accounting system.

- For an approved amended voucher with no changes, DTS re-submits the rejected transaction.
- If the amended voucher includes modifications, DTS sends the applicable transactions to the accounting system prior to the re-submittal of the A/R.

7.5 Clearing Old Debts From DTS

Debts that remain open require research to determine their status. The DMM may clear them after confirming the current document status. Use the actions shown below to confirm that a debt still exists:

1. Check document history

   - Verify that the A/R never rejected
   - Verify that the A/R was accepted

2. Contact the traveler and ask about the status

   - Did they pay the debt?
   - Where did they pay the debt?
   - Do they have a copy of the CCV?

- If a debt was paid, but you need a copy of the **CCV**, create a **TraX Help Ticket** requesting TAC assistance. Include the traveler's last name, TANUM, LOA, and the dollar amount in the ticket. For more on help tickets, see the *Required TAC Ticket Information.*

- If the traveler paid the debt locally, the traveler must provide a copy of the **CCV**.

- If the traveler did not pay or cannot produce proof that the debt was paid then refer the debt to payroll immediately, if the due process time requirements have been met.

7.6 Satisfied Debts Still Display on Debt Report

Older Satisfied Debts displaying on the Debt Report can occur when debts transpired and were satisfied prior to April 2006 (i.e., prior system functionality). Use the steps below to remove the **DUE US** documents from the list:

1. Amend the document, but make no changes.

2. Route the document through approval.

3. DTS will generate a zero dollar (no pay due) disbursement transaction.

The document should drop off the debt report 30 days after approval. If document does not drop off or if you receive a Treasury-level edit reject, contact the *Travel Assistance Center (TAC)*.

Note: Prior year LOAs may have issues with the Treasury-level elements of the LOA. The document will reject if the Treasury-level elements are no longer valid.

7.7 Debt for a Traveler Who Has Left the Organization

If the traveler has retired or separated, see these sections in this manual:

- Section 5.5.1 if the debt is for $225 or less
- Section 5.5.2 if the debt exceeds $225

If the traveler has transitioned to a different organization, coordinate with the DMM at the new site. Both parties should be aware that:

- The DMM at the prior organization has responsibility for the debt.
- The DMM at the new organization has responsibility for (and access to) the traveler.

Contact your Component office to obtain contact information for the DMM at the new organization.

If the traveler has transferred to a different Component, create a **TraX Help Ticket** requesting TAC assistance on obtaining contact information for the DMM at the new organization.

Appendix A: Waiver/Appeal Guidelines, Policy and Procedures

Regulations

10 USC 2774, 32 USC 716, AR 37-104-4, 4 CFR, parts 91&92 (1-1-2000), DoDFMR Vol 7A, Chapter 50 Department of Defense Financial Management Regulation (DoDFMR), Volume 5, Chapter 29

Procedures

Each Component is responsible for developing its own internal procedures for processing waiver/remission applications and forwarding them to the adjudicating office. Those procedures must include these actions:

1. The member is notified of the **DUE US** situation.

2. The member uses *DD Form 2789,* Waiver/Remission of Indebtedness Application to submit waiver requests to their DMM.

3. The DMM forwards the *DD Form 2789* to the appropriate pay office.

Note: The application must be received within three years (for civilians) or five years (for military members) of the date that the erroneous payment was discovered.

4. The supporting pay office completes Section 11 of the application. The pay office must:

   - Explain the cause of the debt in detail.
   - Provide the circumstances under which the debt was incurred and the member's knowledge of the debt.
   - Attach legible copies of supporting documentation, such as leave and earnings statements, vouchers, military pay orders, and debt computations to support the debt for which the waiver is being requested.
   - Ensure the application of waiver is annotated in DTS.
   - Ensure the debt is posted to the pay account.

Note: For group waivers, the entire package is submitted at one time.

5. The entire package is forwarded to the Debt and Claims Management Office (DCMO) at DFAS Indianapolis, who will serve as the adjudicating office.

6. When the waiver determination is made, the adjudicating office will provide the decision to the DMM.

7. The DMM will enter any reduction of the **DUE US** amount into DTS.

8. DTS will notify the traveler via email of the result of the waiver request.

Collection may be suspended at any time with the concurrence of the Component authority governing debt. Examples of reasons for suspension may include:

   - There is a reasonable possibility the waiver will be approved or that the debt (in whole or in part) will be found to be not due by the debtor.
   - The Government's interests would be protected by reasonable assurance that the debt could be recovered if the debtor does not prevail.

- Collection of the debt will cause financial hardship. Financial hardship is not a factor in determining whether a waiver is appropriate.

The Director, DFAS Indianapolis has the ability to:

- Approve waivers up to $1,500 (for civilians) or $10,000 (for military members).

- Deny waiver requests up to $50,000.

- Make a recommendation to the Defense Office of Hearings and Appeals (DOHA) for partial or full approval of waiver requests for amounts that exceed $1,500 (for civilians) or $10,000 (for military members).

If the aggregate amount of a waiver request exceeds $50,000 or is a group waiver, the Director of Military and Civilian Pay Services is responsible for denying the waiver request or referring it to DOHA with a recommendation for full or partial approval.

Appendix B: Acronym List

Table B-1: Acronym List

ACRONYM LIST	
Acronym	**Definition**
A/R	Accounts Receivable
AO	Authorizing Official
AOC	Advice of Collection
CBA	Centrally Billed Account
CCV	Cash Collection Voucher
DCPS	Defense Civilian Pay System
DDMS	Defense Debt Management System
DFAS	Defense Finance and Accounting Service
DJMS	Defense Joint Military Pay System
DMM	Debt Management Monitor
DMPC	Debt Management Payroll Collection
DoD	Department of Defense
DoDFMR	Department of Defense Financial Management Regulation
DOHA	Defense Office of Hearings and Appeals
DSSN	Disbursing Station Symbol Number
DTA	Defense Travel Administrator
DTS	Defense Travel System
FACTS	Financial Accounting and Corporate Tracking System
FDTA	Financial Defense Travel Administrator
LDTA	Lead Defense Travel Administrator
LOA	Line of Accounting
MCTFS	Marine Corps Total Force System
NDEA	Non-DTS Entry Agent
NOC	Notice of Collection
OOS	Out of Service
PPR	Post Payment Review
SDN	Standard Document Name
SPP	Scheduled Partial Payments
SSN	Social Security Number

TAC	Travel Assistance Center
TANUM	Travel Authorization Number
TDY	Temporary Duty

Appendix C: Debt Management Stamps

Table C-1: Debt Management Stamps

DEBT MANAGEMENT STAMPS		
Stamp	**How Applied**	**Purpose**
CREATED	Automatic	Indicates that the voucher has been created
SIGNED	Manual (Traveler)	Signifies that the voucher is complete and ready for submission to the Authorizing Official (AO)
APPROVED	Manual (AO)	Signifies that the voucher is complete and ready for submission to the disbursing system
APPROVAL FAILED	Automatic	Indicates that the voucher has failed the DTS established audits
PAY LINK	Automatic	Indicates that the transaction has been sent to the DTS Payment module and is pending transmission to the accounting system
DUE US	Automatic	Indicates that the voucher's balance indicates the traveler was overpaid more than $10.00
OBLIG SUBMITTED	Automatic	Applied to the voucher when DTS sends an obligation to the accounting system
POS ACK RECEIVED	Automatic	Applied to the voucher when a finance system or MCTFS accepts a transaction
REJECT	Automatic	Applied to the voucher when a finance system or MCTFS rejects a transaction
VOUCHER SUBMITTED	Automatic	Applied to the voucher when DTS sends the voucher to the disbursing system
PAID	Automatic	Applied to the voucher when DTS receives an advice of payment from the disbursing system; on DUE US vouchers, this is a $0 transaction
AR SUBMITTED	Automatic	Applied to the voucher when DTS sends the accounts receivable (A/R) to the accounting system
AR REJECT	Automatic	Applied to the voucher when a partner system rejects a transaction
DUE PROCESS SERVED	Manual (DMM)	Signifies that the DMM has verified that the traveler has received due process notification of the debt
PARTIAL COLLECTION	Automatic	Applied to the voucher when DTS receives an advice of collection in an amount less than the amount of the remaining debt
DEBT SATISFIED	Automatic	Applied to the voucher when DTS receives an advice of collection in the amount of the remaining debt

DEBT MANAGEMENT STAMPS		
Stamp	**How Applied**	**Purpose**
ARCHIVE ACCEPTED	Automatic	Signifies that the archive accepted the voucher
ARCHIVE REJECT	Automatic	Signifies that the archive did not accept the voucher
WAIVER REQ SUBMITTED	Manual (DMM)	Indicates that the DMM submitted a waiver request through their Service or Agency procedures and is now waiting for the results of that request
WAIVER REQ APPROVED	Manual (DMM)	Indicates that the waiver authority fully or partially approved a waiver request
WAIVER REQ DISAPPROVED	Manual (DMM)	Indicates that the waiver authority disapproved a waiver request
APPEAL REQ SUBMITTED	Manual (DMM)	Indicates that the DMM submitted an appeal to the Defense Office of Hearings and Appeals (DOHA) and is now waiting for the results of that appeal
APPEAL REQ APPROVED	Manual (DMM)	Indicates that the DOHA has fully or partially approved an appeal request
APPEAL REQ CANCELLED	Manual (DMM)	Indicates that the traveler has withdrawn the appeal request
APPEAL REQ DISAPPROVED	Manual (DMM)	Indicates that the DOHA has disapproved an appeal request
PAY COLLECT REQUESTED	Manual (DMM)	Indicates the DMM referred an outstanding debt to the payroll system to begin payroll collection
PAY COLLECT APPROVED	Manual (DMM)	Indicates the payroll system approved a payroll collection request
PAY COLLECT REJECTED	Manual (DMM)	Indicates the payroll system rejected a payroll collection request
WRITE OFF	Manual (DMM)	Indicates that the debt is less than $225 and the payroll system has informed the DMM that the traveler is no longer in Government service
DEBT TRANSFER REQUEST	Manual (DMM)	Indicates that the debt is $225 or more, the traveler is no longer in Government service, and the DMM requested the debt be transferred to the Out of Service (OOS) Office
DEBT TRANSFER APPROVED	Manual (DMM)	Indicates that the OOS Office accepted an OOS debt transfer request
DEBT TRANSFER REJECT	Manual (DMM)	Indicates that the OOS Office rejected an OOS debt transfer request

Appendix D: Contact Information and Direct Remittance

TAC Help Ticket

For all DTS debt status inquires, log into the DTMO *Passport* portal and create a TraX Help Ticket requesting TAC assistance. Include the traveler's last name, TANUM, LOA, and the dollar amount in the ticket. See the *Required TAC Ticket Information* for more on submitting help tickets.

AskDFAS

If you need to contact DFAS about the debt, go to the *askDFAS* site at *https://www.dfas.mil/dfas/AskDFAS/* to send an inquiry.

Figure D-1: askDFAS Home Page

1. Once on the site, select Military Member, Civilian Employee, or Retired Military. A list of questions appear under the customer type.

2. If you need to inquire about debt, select the "Questions about a debt?" Link.

3. If a DoD Consent warning appears select, "I consent to the above for system access".

4. The Debt and Claims Management -- Online Customer Service main page loads. On this page you can:

   • Select FAQ to find information.

   • Submit A Ticket

5. Select Submit A Ticket. The page refreshes.

6. Select your **Category** and if required select a **Subcategory.**

   • Some FAQs appear.

   • Scroll down the page, to see the form.

       o Enter the required information on the page.

       o Select **Submit** to transmit the data.

Monitor your email for a reply. Once you receive a response then log back into *askDFAS* to see the ticket answer.

All Personnel With the Exception of DIA Personnel

For direct remittance, travelers either mail in their payment or pay online. If paying by mail, make the check or money order payable to: U.S. Treasury, DSSN 3801. Send the payment along with a copy of the DTS Debt Notification email to the below address:

Disbursing Operations

ATTN: 3801 DTS Remittance

8899 E 56th Street

Indianapolis, IN 46249

If paying online by a bank account or by credit/debit card:

1. Go to *Pay.gov* by selecting the link or pasting the URL: *https://www.pay.gov/public/home* into your browser's search function.

2. The **Pay.gov** main page displays.

3. On the **Pay.gov** main page, in the Search field enter "DTS" and select **Search**.

4. The **Defense Travel System** (**DTS**) **Debt Notification Payment** option displays.

5. Select **Continue** to advance.

6. An information page appears. Select **Continue to the Form**.

7. A **Pay.gov** message displays, select **OK.** Follow the on-screen instructions to complete and submit the form.

For technical issues or questions regarding Pay.gov, please contact *pay.gov.clev@clev.frb.org*

Personnel Assigned to DIA

For direct remittance, travelers assigned to DIA may mail in their payment.

Make the check or money order payable to: U.S. Treasury, DSSN 6944. Send the payment along with a copy of the DTS Debt Notification email to the address below.

Finance and Accounting Office

9800 Savage Road

Attn: Disbursing, Suite 6858

Ft. Meade, MD 20755-6858

For all other inquiries or requests, send an email to *DTSDebtCollection@dodiis.mil*