



## MyTravel Introduction



### Introduction

This information paper serves as an introduction to MyTravel, the travel booking tool that will eventually replace the Defense Travel System (DTS). It provides basic information and can serve as a helpful guide as your organization gets ready to implement MyTravel. This information paper covers the following topics related to MyTravel, with hyperlinks to jump to topics for ease of navigation:

- [Background](#)
- [Highlights and key features](#)
- [Current scope/future capability](#)
- [Crosswalk of DTS terms vs. MyTravel terms](#)
- [Training resources and other help](#)
- [Measuring success and process improvements](#)
- [Accessing the system](#)
- [Initial preparations](#)
- [Foundation Training Part 1 and Part 2](#)
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### Background

A brief history of MyTravel:

- June, 2017: DoD established a team to recommend travel performance improvements. That team reviewed existing policy, evaluated available technical solutions, and proposed an acquisition strategy for a new travel system designed to save both time and money.
- August, 2018: DoD awarded Concur Technologies, Inc. an agreement to develop a prototype DoD travel system based on its commercial product.
- September, 2021: DoD awarded approval to use the prototype system, now named MyTravel.
- November, 2022: New Travel Allowances module added, which simplifies the transition from trip requests to expense reports, provides a quick way to add travel allowances (a.k.a., *per diem allowances*), and adds several new travel allowance adjustments.

MyTravel makes the preparation of electronic documents to support the official travel process:

- Quicker: By optimizing and streamlining the travel document workflow processes.
- Easier: By leveraging the latest of commercial, industry, and web design “best practices”.

What’s coming next:

- Gradual, iterative expansion of functionality to support all DoD travel needs.
- Gradual expansion to all DoD organizations and accounting systems.

## Highlights and Key Features

Here are just some of the highlights and key features of MyTravel:

- Reduces costs in three ways:
  - Direct costs by including the Travel Management Center (TMC) in the contract (DTS contracts TMCs separately).
  - Indirect costs by reducing overhead spent on document rework.
  - Simplifies and speeds updates to the system.
- For Travelers (\*These also help Approvers!)
  - Air & rental car comparison matrixes help identify options by cost, vendor, or both.
  - Interactive map helps find hotels near TDY location.
  - \*Icons help identify available policy-compliant options.
  - Expiration warning and update link help keep GTCC information current.
  - E-receipts and emailed receipts can provide automatic receipt itemization.
  - Automatic import of air receipts when booked through MyTravel's TMC.
  - Automatic import of GTCC transactions simplify entry of accurate actual costs.
  - \*Hard stops enforce policies and reduce document returns from Approver.
- For Approvers
  - Documents go directly from Traveler to Approver for faster processing.
    - Automated system reviews eliminate the need for a separate review step when processing documents.
  - Approver sees reservation options the Traveler did not chose; provides a more complete picture of availability.
  - Hard stops prevent Traveler from filing if missing mandatory receipts.
- Various apps approved for personal & Government devices:
  - MyTravel mobile: Process travel documents when away from the office: You can [Email the DTMO's Implementation Team](#) to register.
  - Triplt Pro: Flight assistance app – track changes, reserve seats, etc. Download and register via "Alerts" on MyTravel home page.
  - Expenselt: Simplifies expense creation from receipt images.

**Current Scope/  
Future  
Capability**

For the time being, DTS remains active to handle any trip that MyTravel cannot. At the moment, MyTravel can handle all TDY and official local travel, with the following exceptions:

- Travel by Travelers who don't have a GTCC (IBA)
- Trip lengths of 45 days or more
- Cross-organizational funding
- Constructed travel
- Voluntary use of lodging that costs more than the locality lodging limit
- Trips that cross the International Date Line
- Dual persona travel (Guards/Reservists)

**Crosswalk of  
Terminology**

As a corporate product, MyTravel uses terminology that DTS users may not be familiar with. The table below shows many (but certainly not all) of the key terms that differ.

| Term in MyTravel                                      | Term in DTS                                  |
|---|--|
| Trip request (a.k.a., request)                        | Authorization                                |
| Expense report (a.k.a., expense, report)              | Voucher                                      |
| Local travel expense report                           | Local voucher                                |
| Approver, Manager, Business Intelligence (BI) Manager | Authorizing Official (AO)                    |
| Delegate  | Travel clerk, NDEA, AO (delegated authority) |
| Group   | Organization                                 |
| Credit card, company card                             | GTCC (IBA)                                   |
| Request ID  | TANUM/Document name                          |
| Redirect to Card Amount                               | Adjust payment totals (split disbursement)   |
| Reference point                                       | TDY location                                 |
| Travel allowance                                      | Per diem allowance                           |
| Group aware Travel Manager permission                 | DTA role with organization access            |
| Personal expense=not reimbursable                     | Personal expense=paid to own bank account    |

## Training Resources & Other Help

MyTravel has resources available to help you learn how to use it properly and then to get help if you need it.

For training, there are two key sources of materials.

First, the travel system vendor has created extensive training resources. Not all the content is aligned specifically to DoD needs, but it is helpful and informative.

Second, the Defense Travel Management Office (DTMO) has created numerous resources designed to cover topics aligned specifically to DoD needs.

You can find these tools in various places:

- From the [MyTravel home screen](#) (see below), select **Help > Training** to find training videos, Quick Start Guides (longer manuals), Supplements (shorter information papers), and FAQs.
- From the DTMO [MyTravel](#) page, you can access some of the above resources, plus a plethora of DoD-specific help, such as the *New User Launch Guide*, which is the starting point for new users.
- From the DTMO's [Travel Explorer \(TraX\)](#) you can launch various available-on-demand web-based training classes.

If you run into a situation where you need more comprehensive help, you can contact:

- Your organization's help desk. This should always be your first point of contact. Your Lead Travel Manager can let you know how to contact them.
- On-line resources. On the [MyTravel home screen](#) (see below), select **Support** to access the tools to search an online knowledge base, create and monitor *cases* (IOW, *help tickets*), ask questions, watch training videos, or chat with the MyTravel help desk personnel.
  - You can also contact the SAP Concur help desk at 844-308-6880 (Option 1) during their business hours (currently 7am-10pm ET, Mon-Fri, excluding Federal holidays, though that will soon expand to full 24/7 support) or [email them](#) at any time.
- The CWTSato help desk. CWTSato is the official Travel Management Company (TMC) for MyTravel. Their 24-hour number is 844-308-6880 (Option 2). See **Note**, below.
- WalkMe. This tool is an integral part MyTravel. Certain selections you make open advisory screens that provide advice or guidance on the best path forward. There is also a “question mark” button in the bottom right corner of the MyTravel home screen. Select it to see tutorial videos on use of the home screen and how to make reservations in MyTravel.

**Note:** You must contact the MyTravel help desk and the MyTravel TMC – not the Travel Assistance Center or your usual TMC – when you are using MyTravel.

### Measuring Success and Process Improvements

MyTravel has a strong focus on continuous improvement, and feedback is vital to shaping the program moving forward. We collect it from many sources, and through a variety of methods.

Travelers, Approvers, and Travel Administrators should provide their feedback directly to their Lead Travel Manager. DTMO communicates with Lead Travel Managers at weekly meetings to identify potential improvements, propose upgrades to the current system functions and processes, and share the results of previous upgrades.

### Accessing the System

For Travelers, the starting point for accessing MyTravel is the [TravelBot](#). DTMO created this decision-making tool so Travelers can have confidence that they are booking through the correct travel system. The TravelBot steps you through a short series of questions, and if any answer indicates that the trip is out of MyTravel’s scope, it sends you to the DTS home screen. If your trip is fully within MyTravel’s scope, the TravelBot sends you to the MyTravel home screen.

DTMO updates the TravelBot regularly to adapt to new MyTravel functionality. You should use the TravelBot each time you book official travel, as travel that was previously out of scope may now be accommodated.

If the TravelBot points you to MyTravel, you’ll be re-directed to the MyTravel home screen (Figure 1).

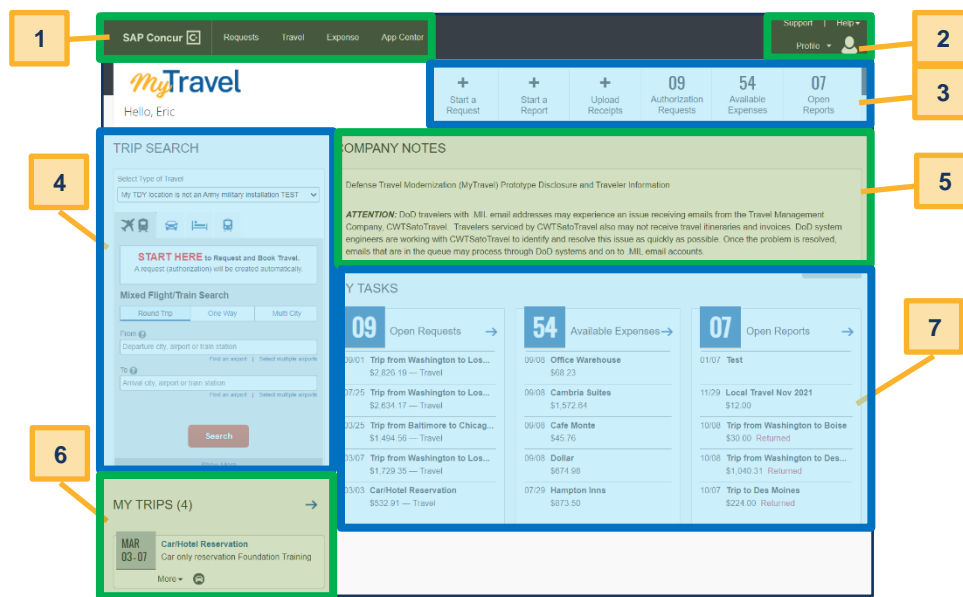


Figure 1: MyTravel Home Screen

The major components of the MyTravel home screen are (list numbers equate to indicators in Figure 1):

1. Top left corner: Select **SAP Concur** to return to this home screen from anywhere in MyTravel. Other navigation options are located in this bar – for example, select **Expense** to see all your expense reports.

## Accessing the System (continued)

2. Top right corner: Select **Support** to get chat or *case* (help ticket) assistance from the MyTravel help desk, **Help** to find training resources (explained above), or **Profile** to update your profile (explained below) or log off the system.
3. Access bar: Select an option to start a new trip request or expense report, see a list of existing trip requests and expense reports, upload receipts, or see available expenses.
4. The tools in the **Trip Search** section allow you search for reservations.
5. The **Alerts** (when present) & **Company Notes** provide travel warnings and DoD-wide messages.
6. **My Trips** shows upcoming trips.
7. **My Tasks** provides another means of accessing trip requests, expense reports, and available expenses.

## Initial Preparations

There are a few actions you should take as soon as you have access to MyTravel.

- Review and update your profile. The list below shows the minimum required actions, but you should review and update your entire profile at regular intervals. To access your profile:
  1. Select Profile > Profile Settings, then, on the Profile Options screen:
    - a. Use **Personal Information** to open the main profile contents:
      - i. Verify 1-3 email addresses. MyTravel accepts documents (e.g., receipts) you [email to MyTravel](#) from a verified email and lets you use them in travel documents. One of those email addresses should be your primary work email.
      - ii. Add your TSA information. Entering your DoD ID number here before you make air reservations allows you to use TSA Pre-Check.
      - iii. Add your GTCC information. The VISA logo must display and all information must be accurate for you to make reservations in MyTravel.
    - b. Use **Personal Car** to enter at least one personal car, motorcycle, or airplane. Identifying the correct vehicle type allows MyTravel to correctly calculate POV mileage allowances when selected in a travel document.
    - c. Use **E-Receipt Activation** to allow an e-receipt-capable vendor (such as the TMC, a hotel, or a rental car agency) to electronically attach your receipt to your MyTravel account, and if necessary, automatically itemize it.

## Foundation Training

Every month, SAP Concur and DTMO conduct Foundation Training, a series of training sessions designed to educate training facilitators and Travel Managers:

- Foundation Training, Part 1 is a 2-hour session taught virtually by SAP Concur instructors for an organization's training **facilitators (instructors)**.
  - DoD is using the train-the-trainer approach to educating Travelers and Approvers.
  - Participants learn MyTravel system basics and learn how to teach them to others.
  - They will later use the knowledge gained to train their organization's Travelers and Approvers.
- Foundation Training, Part 2 is a 3-day curriculum taught virtually by DTMO instructors that includes 8 one-hour classes for **Travel Managers** to learn the basics of MyTravel system administration. In it, Travel Managers learn the basics of the following MyTravel permissions:
  - **Employee Administrator** to create and update user profiles.
  - **Company Card Administrator** to troubleshoot issues with GTCC transaction imports.
  - **Delegate** to create, submit, and/or approve another person's travel documents.
  - **Proxy** to serve a help desk support function.
  - **Request Administrator, Expense Processor, or Cognos Consumer** to serve various types of reporting functions.

If you are interested in attending Foundation Training, see the schedule and attendance instructions in the 3-month distance learning calendar on the DTMO website (<https://media.defense.gov/2021/Nov/09/2002890086/-1/-1/0/DLEARNINGSCHEDULE.PDF>). Always coordinate training attendance with your Lead Travel Manager and chain of command.

## Links

The following list shows the full URLs and email addresses that are linked throughout this paper, in the order shown. If you are reading this in a printed format. You can enter them into the web browser or email tool of your choice.

- Group email address for the DTMO's Implementation Team
  - [dodhra.mc-alex.dmdc.mbx.dmdc-dtmodernizationmobileenrollment@mail.mil](mailto:dodhra.mc-alex.dmdc.mbx.dmdc-dtmodernizationmobileenrollment@mail.mil)
- MyTravel home screen
  - <https://dodtravel.concursolutions.com/>
- DTMO website's MyTravel information page
  - <https://travel.dod.mil/Programs/DoD-Travel-Systems/MyTravel/>
- DTMO's Travel Explorer website
  - <https://www.defensetravel.dod.mil/neoaccess/login.php>
- Group email address for the MyTravel help desk
  - [GOVUSD@sap.com](mailto:GOVUSD@sap.com)
- DTMO's TravelBot decision tool
  - <https://travel.dod.mil/travelbot>
- Email address to send documents to MyTravel
  - [receipts@concur.com](mailto:receipts@concur.com)