



Understanding a Travel Debt

July 23, 2024

Introduction

A travel-incurred debt means you* received a payment, but must return some or all of it because either:

- A trip was cancelled after you* received a travel advance.
- The total of your previous payments (i.e., travel advances, scheduled partial payments, and previous vouchers**) exceed the total allowable payment. **Note:** Vouchers in this paper also applies to local vouchers.
- A post-payment review determined that a paid voucher contains an unauthorized payment.

In DTS, processing a voucher to correct an overpayment results in a travel-incurred debt also referred to as a **DUE US** voucher.

**In this information paper, unless stated otherwise, “you” are a traveler; however, the actions described also apply to anyone who creates documents for you, such as a Non-DTS Entry Agent or travel clerk.*

Identify a travel debt

You can identify a debt in a DTS voucher by selecting Financial Summary from the Progress Bar. On the Review Financial Summary screen, look at the Net to Traveler and the Balance Due US lines located in the Credit Summary section. If you see \$0 dollars coming to you and any amount other than zero in the Balance Due US line, then you owe money back to the government (Figure 1).

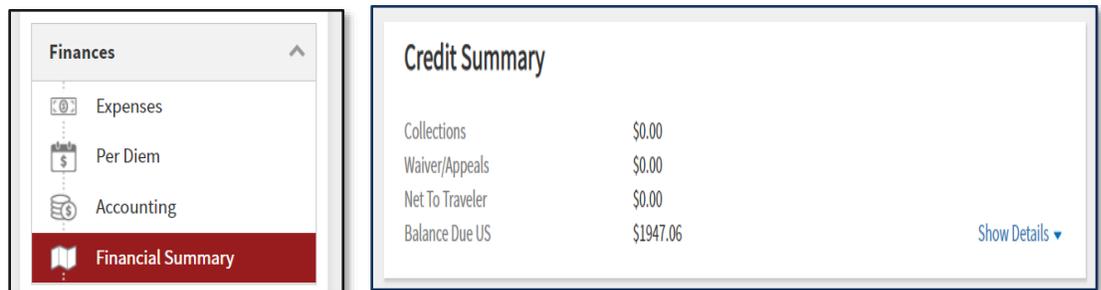


Figure 1: Credit Summary (Balance Due US) Section

DTS provides the traveler two notices of debt. The traveler receives a message identifying the debt during document signing (Figure 2) serving as the initial notice. The second alert is a Debt Notification email.

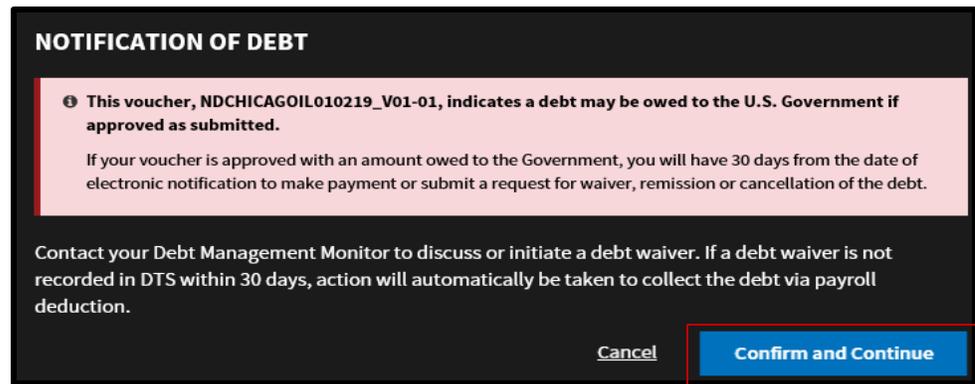


Figure 2: Initial Notification of Debt (Signing)

The Authorizing Official (AO) is aware of the debt during document approval (Figure 3). DoD *Financial Management Regulation (DoDFMR), Volume 16* requires the AO to notify the traveler of their debt.

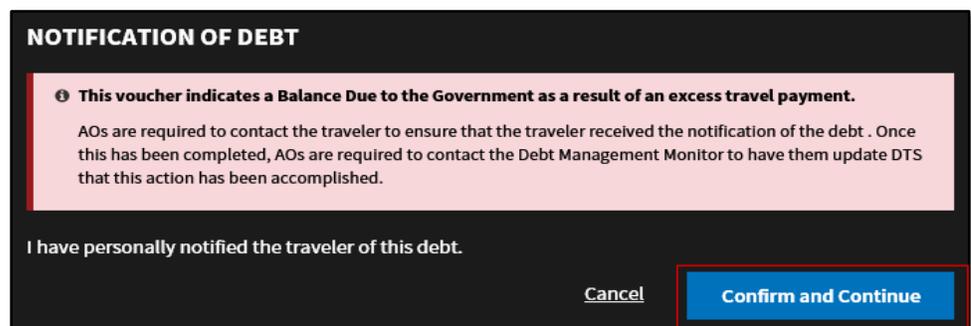


Figure 3: Notification of Debt (Approving)

The traveler should receive the Debt Notification email usually within 5 working days after the AO, approves a voucher indicating a travel-incurred debt (which DTS stamps **DUE US** on the **Digital Signature** page). This email provides details of the debt amount and lays out your rights and responsibilities regarding the handling of the debt (e.g., right to apply for a waiver, options for paying it off). The debt email is frequently referred to as *Due Process* or *Demand* letters.

DTS and DUS US Voucher

When DTS sends a **DUE US** voucher to the Defense Accounting and Finance Service (DFAS), DFAS creates an accounts receivable. The accounts receivable must be in place before any debt processing (e.g., waivers, payments) can be started. When DFAS is ready to process the debt, DTS stamps the voucher **AR SUBMITTED**, which DFAS acknowledges with a **POS ACK RECEIVED** stamp. The **POS ACK RECEIVED** stamp triggers DTS to send the *DTS Debt Notification* email. If you do not receive this email after the normal timeframe, contact your Debt Management Monitor (DMM) or Defense Travel Administrator (DTA).

Repayment options

This section does not apply to DIA civilians or USMC members. Both DoD Components have established their own methods of handling the debt repayment process. Contact your DMM for more information. DIA personnel also have the option of sending an email to: DTSDebtCollection@dodiis.mil.

For DoD personnel (other than identified as above) most have 30 days from the date of the *Debt Notification* email to make a payment, request payroll deduction, or submit a waiver request. If you take none of these actions within 30 days, the DMM will automatically begin payroll deduction. **Note:** You should contact your DMM as soon as possible to declare your intentions.



Note: Do not attempt to initiate any of the following processes before you receive the Debt Notification email.

If you have incurred a travel-related debt, you have a couple of options to pay off the debt (known as direct remittance):

1. The [Pay.gov](https://www.pay.gov) website. You must use the direct link to access the required DTS Debt form. From the **DTS Notification of Debt** email, under **Pay Electronically**, select the (full) URL and the **DTS Travel Debt Collection** form loads or Navigate to [Pay.gov](https://www.pay.gov) by selecting the direct link <https://www.pay.gov/public/form/start/64632045> and the **DTS Travel Debt Collection** form loads.
 - a. Complete the form.
 - b. Submit the information.
 - c. Monitor for confirmation and additional action.
2. Pay by check or money order.
 - a. Make out a check to **DFAS**.
 - b. Include a copy of the *Debt Notification* email with your payment.
 - c. Mail the payment to the address in the *Debt Notification* email. **Note:** It usually takes 7-10 days for acknowledgement of your payment to reach DTS. You should inform your DMM once you mail your payment, to prevent payroll deduction beginning while your payment undergoes processing.
3. Payroll Deduction.
 - a. Within 30 days of receiving the *Debt Notification* email, contact the DMM to request payroll deduction.
 - b. If you do not request payroll deduction within 30 days, the DMM will automatically request the payroll deduction. **Note:** Payroll deduction usually takes 2-4 weeks to set up and appear on your *Leave and Earnings Statement*. It may take an additional 2-4 weeks for the deductions to begin.

Obtaining a CCV

Once the traveler repays their debt following the system process, the disbursing office processes a **Cash Collection Voucher (CCV)** posting the collection to the accounting system. DTS receives the **Advice of Collection (AOC)** and posts it to the traveler's voucher.

If the **Advice of Collection (AOC)** fails to post in DTS, then the DMM can use the **Manual Collections** feature in the DTS **Debt** module to record the direct payment from an indebted traveler. The DMM uses the **Response Imaging** link to attach a copy of the CCV to the voucher. Note: Only use a manual collection if the collection is not recordable in DTS by means of an automated **Advice of Collection (AOC)**.

Every effort should be made to obtain the copy of the CCV to verify debt repayment and execute closure. To request the CCV copy from DFAS, submit a TAC Help ticket through [TraX](#). **Note:** You can learn more about the entire process in the [Guide to Managing Travel-Incurred Debt](#).

Travelers, supervisors, and DMMs should be aware 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.
- If the Component and TAC are both unable to obtain a CCV, a local business rule should be implemented to:
 - Declare what is acceptable documentation to verify the collection was made.
 - Perform the **Manual Collection** within the **Debt Management Tool**.
 - Outline any additional requirements to support audits.

Waiving a travel debt

When a debt results from the combination of a trip cancellation and a paid travel advance or a SPP or payment submission, the total debt amount is due immediately and cannot be waived or appealed, 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 members.*

When a debt situation is not a result of trip cancellation and a received payment (advance or SPP) as described above, then you can request a waiver/remission of debt. Your DoD Component determines the process for waiver submission. Refer to your local business rules to determine the applicable process.

Most travelers request a waiver within 30 days of the notification of a debt; however, have up to three years (for civilians) or five years (for military members) to do so. You may request a waiver for any amount up to the full amount of the original debt, regardless of previous collections. You may also request a waiver for a debt that has already been satisfied. If your waiver request is denied (or only partially approved) for any reason, you may file an appeal. The results of the appeal are final.

Resources

The DTMO provides a variety of resources in the **Training Search Tool** at <https://www.travel.dod.mil/Training/Training-Search/>. You can find the specific resources addressed in this document and many more on the DTMO website.

- For more about vouchers, see the [DTS Guide 3: Vouchers](#)
- For more information debts, see the [Guide to Managing Travel Incurred Debt](#)
- For more on updating documents, see [Making Changes to DTS Documents](#)