



Understanding a Travel Debt

Introduction

A travel-incurred debt occurs in the following situation:

- 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.
- 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, “you” refers to a traveler.*

***Wherever “voucher” appears in this information paper, be aware it also applies to local vouchers.*

Identifying 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).

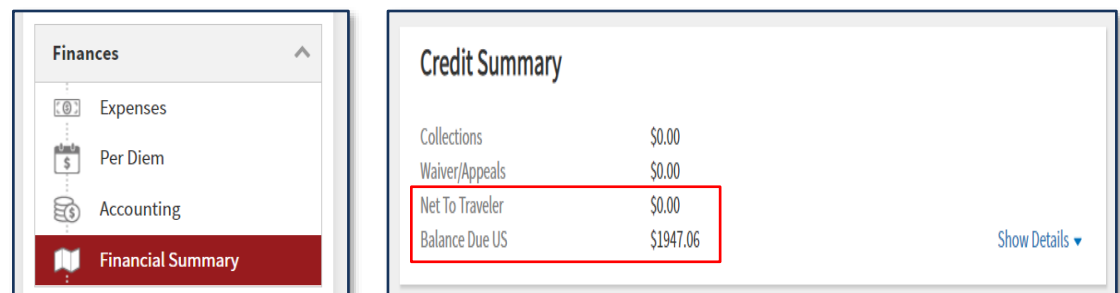


Figure 1: Credit Summary (Balance Due US) Section

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.

Identifying a Travel Debt (continued)

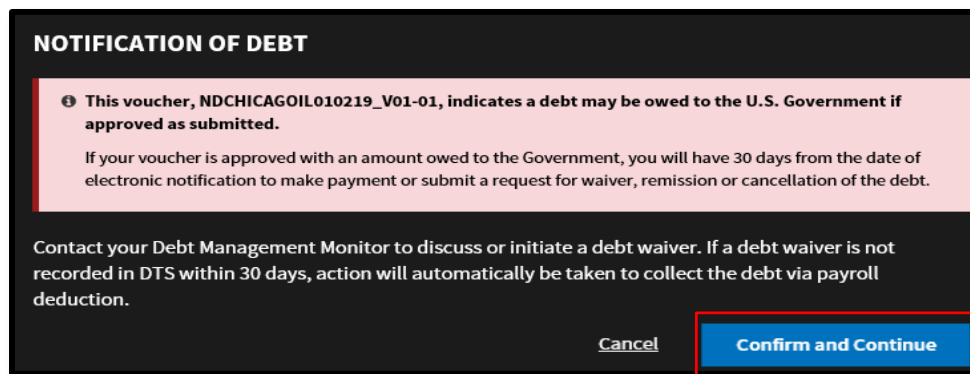


Figure 2: Initial Notification of Debt (Signing)

The Authorizing Official 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.

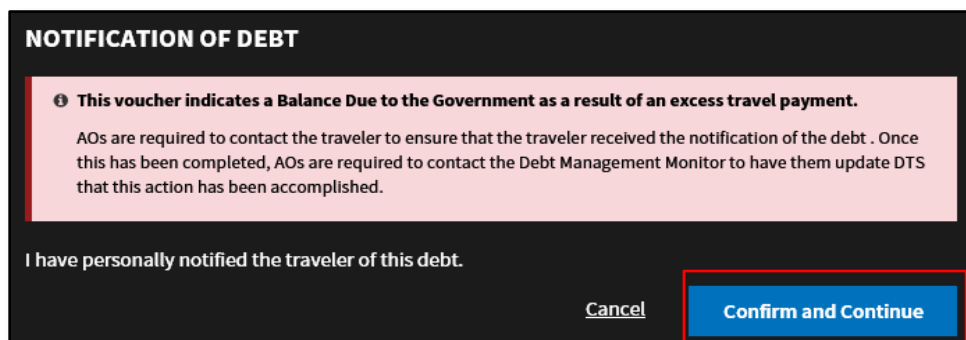


Figure 3: Notification of Debt (Approving)

The traveler should receive the Debt Notification email usually within 5 working days after the Authorizing Official, 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 DUE 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 of these 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@dodis.mil.

Most DoD personnel 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.

Make a payment (also called *Direct Remittance*)

1. Pay online using Pay.gov

Pay online directly from your bank account or by credit/debit card by following these steps:

- Go to [Pay.gov](https://www.pay.gov) by selecting the link or pasting the URL: <https://www.pay.gov/public/home> into your browser's search function.
- The **Pay.gov** main page displays.
- On the **Pay.gov** main page, in the **Search** field enter "**DTS**" and select **Search**.
- The **Defense Travel System (DTS) Debt Notification Payment** option displays.
- Select **Continue** to advance.
- An information page appears.
- Select **Continue to the Form**.
- A **Pay.gov** message displays, select **OK**.
- Follow on-screen instructions to fill out and submit the form.

2. Mail a check

- Make out a check to **DFAS**.
- Include a copy of the *Debt Notification* email with your payment.
- 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

- Within 30 days of receiving the *Debt Notification* email, contact the DMM to request payroll deduction.

**Repayment
Options
(continued)**

- 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 actually begin.

**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

Communicate with you DMM, DTA, Approving Official (AO), or look in the [Guide to Managing Travel-Incurred Debt](#) for answers to debt questions.