



# Defense Travel Dispatch

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## Winter 2023

### Inside

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Registration Open for GovTravels 2023	3
MyTravel: Updated Authority and New Travel Capabilities	4
What to do About Lost Luggage	5
DoD Preferred Commercial Lodging in 2023	6
TSA REAL ID Update	7

The Defense Travel Management Office serves as the single focal point for commercial travel within the Department of Defense; to establish strategic direction, set policy, and centrally manage commercial travel programs. The Defense Travel Management Office is a directorate of the Defense Support Services Center under the Defense Human Resources Activity.



# Director's Message

Jennifer McPherson-Todd | Director

This edition of the Dispatch is a testament to multitasking! Much of the DTMO team is currently absorbed with the final planning for the annual GovTravels symposium, which we co-sponsor with the National Defense Transportation Association in conjunction with the General Services Administration.

GovTravels is in-person again, for the first time since 2020, at the Hilton Mark Center in Alexandria, VA, Monday, February 27 through Wednesday, March 1, 2023. If you haven't already registered, there's still time! See the article on page 3 for more detail on our exciting and influential keynote speakers, what you can expect to learn in our Travel Academy sessions, and how to register today.

**Come meet us in person again at GovTravels February 27 through March 1**

Our team has been busy planning for migration of many of our web-based tools and applications to the Cloud, to align with the DoD CIO Strategy. And, our lodging team has selected a new roster of hotels for the DoD Preferred Commercial Lodging program, with new sites in Washington, DC and the nearby metro areas in Virginia and Maryland.

The MyTravel initiative is proceeding apace as well, with the recent implementation of a travel allowances module that provides a significant boost in the system's functionality. Once that new functionality was in place, our training team updated all of their MyTravel training tools and outlines to reflect the new capabilities. MyTravel is being implemented with Fourth Estate organizations now and will eventually expand to the Services, and replace the Defense Travel System (DTS).

With all that said, on reflection, the multitasking to get ready for GovTravels isn't unusual, it's our norm! The world of Defense Travel is dynamic and ever changing, and our job is to sort it all out for you. Come meet us in person again at GovTravels February 27 through March 1! I look forward to seeing you there.



February 27 – March 1, 2023  
Alexandria, VA



## Get Ready for GovTravels!

Please join us February 27 through March 1 for the 2023 GovTravels Symposium hosted by the National Defense Transportation Association and co-sponsored by the Defense Travel Management Office, in association with the General Services Administration. We are pleased to be back in person again this year at the Hilton Alexandria Mark Center in Alexandria, Virginia.

The theme of this year's event is "On the Road Again – Industry and Government Travel Rebounds." Presenters from across Government and the private sector will engage participants with informative presentations and thought-provoking discussions focused on Government and travel industry strategies for meeting the challenges of increased travel volumes, sustaining post-pandemic safety measures, and improving the customer experience through the inspired application of current and emerging technologies.

Attendees will have access to an impressive list of guest speakers and educational Travel Academy sessions. A few notable sessions include:

- Keynote speaker, Mr. Thomas Constable, Principle Deputy Assistant Secretary of Defense for Manpower and Reserve Affairs, who will discuss the impact of the pandemic and DoD's forward focus.
- DTMO's annual DoD Connect meeting where DoD Service members and civilians will hear directly from the DTMO leadership team on the state of the Defense Travel Enterprise.
- Dynamic panels of multi-sector travel executives that will discuss the topics driving trends and reshaping paradigms of business and government travel in 2023 and beyond.
- Demonstration of the Department of Defense's new travel capability, MyTravel, which will eventually replace the aging Defense Travel System.
- Travel Academy educational sessions that will focus on Travel Experience and Safety, Technology, Innovation, and more.
- NDTA Government Passenger Travel Advisory Council (GPTAC) Committee Meetings, broken out by travel industry segments, will be open to all for observation.

**Registration is open. Visit the GovTravels 2023 webpage, <http://www.ndtahq.com/events/gov-travels>, for more information.**



## Updated Authority and New Travel Capabilities

The implementation of MyTravel, designated to replace the Defense Travel System (DTS), is well under way within the Fourth Estate organizations supported by the Defense Agencies Initiative Enterprise Resource Planning platform. Nearly 90% of those organizations are now “live,” and the Defense Travel Management Office is working with these organizations to complete their onboarding activities for all eligible travelers on the new platform.

In October 2022, Under Secretary of Defense, Personnel & Readiness Hon. Gilbert Cisneros issued a memorandum, “Mandatory Use of MyTravel,” which states that MyTravel has been designated as the single official travel system for currently supported functions, as well as those supported in the future, for all organizations that are using MyTravel.

Then, in November 2022, DoD expanded the scope of supported travel capabilities by implementing a new Travel Allowance Module. MyTravel can now support approximately 80% of all travel types across the Department.

With the implementation of the Travel Allowance Module, MyTravel can now support these additional types of travel:

- Travel to multiple TDY locations
- Travel with limited per diem including:
  - Proportional Meal Rate (1 or 2 meals provided, typically as part of a conference/training fee, or 1 or two meals available to Service members in a government dining facility)
  - Government Meal Rate (all meals available to Service members in a government dining facility)
  - Reduced incidental expenses rate for OCONUS TDY at a military installation
  - Other types of travel when a reduced per diem rate is applicable (e.g., Reserve/Guard Travel, Field Duty, Medical Travel, Government Vessel Travel)

A new informational messaging overlay, WalkMe, has been added to provide on-screen tips to step travelers through certain screens. Updated training materials with new workflows and screenshots are now available at the MyTravel resource page, <https://www.travel.dod.mil/Programs/DoD-Travel-Systems/MyTravel/>.

As a reminder, before booking any trip, onboarded travelers should use the DoD TravelBot to determine if they must use MyTravel or the Defense Travel System (DTS). Use of the TravelBot is required to log into DTS for all onboarded organizations. DoD updates the TravelBot regularly to adapt to new MyTravel functionality, so travel that was previously out of scope may now be accommodated.



## The airline lost my luggage. *What do I do?*

So, after waiting for what seems like an eternity at baggage claim, you realize your luggage went to Old York (England) rather than New York! Ugh, what do you do now? Your first stop should be to call your airline to determine what coverage they provide when your luggage is either delayed or permanently lost. General information on air carrier responsibilities can be found on the US Department of Transportation website at: <https://www.transportation.gov/lost-delayed-or-damaged-baggage>.

If your airfare was charged to your DoD Government Travel Charge Card, Citibank (through Visa) offers

coverage for lost luggage that is secondary to your airline coverage. This means that any loss not covered by your airline MAY be covered by Visa and you must file a claim with the airline first. For additional information on this coverage, and the process for submitting a claim, call the customer assistance number on the back of your travel card.

Any costs related to the loss, including replacing personal items, is NOT reimbursable and cannot be claimed on your travel voucher, nor should they be charged to your travel card.

## DTMO Cloud Migration Coming in March



The Defense Travel Management Office is migrating certain website tools to the Cloud, in alignment with the DoD CIO strategy. As a result, select applications will be offline starting March 17, 2023 for a period of time. The timeframe varies based on the application and workarounds for the inaccessible applications will be posted on the DTMO website during the downtime. Thanks for your patience as we complete the alignment with DoD strategy!



# DoD Preferred Commercial Lodging in 2023!

The DoD Preferred Commercial Lodging program has expanded to 80 sites with 420 commercial hotels for the 2023 calendar year.

DoD Preferred lodging facilities are select commercial hotels located off installations that have been vetted to meet strict quality, safety, and security requirements. DoD Preferred properties offer rates below per diem, as well as additional traveler protections (no fee for

cancellations before 4pm, etc.) and conveniences (free internet, free parking, etc.) at no additional cost.

The Joint Travel Regulations (JTR) require DoD travelers on temporary duty (TDY) to an Integrated Lodging Program site or surrounding metro area to book DoD Preferred commercial lodging before other commercial lodging options.

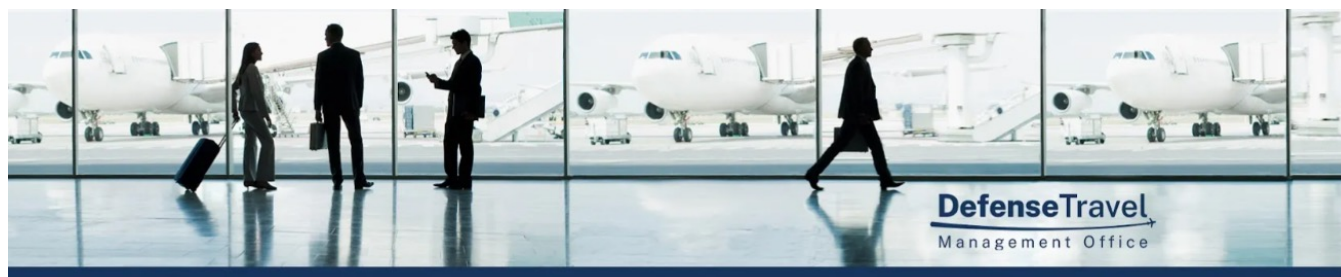


State	Location
DC	Joint Base Anacostia/Bolling
DC	District of Columbia/Navy Yard Area
MD	Joint Base Andrews Area
VA	Dulles Airport Area (includes Sterling, Ashburn)
VA	Fairfax Area (includes Fairfax, Chantilly)
VA	Falls Church Area (includes Falls Church, McLean, Tyson's Corner)
VA	Ft. Belvoir/Springfield
VA	Herndon/Reston

A few 2023 program highlights:

- 93% of participating hotels with 3 or 4 Diamond (AAA) or Crown (NTM) ratings; (up from 83% in 2022)
- 87% of participating hotels include breakfast in the room rate
- 96% of participating hotels offer complimentary parking
- 14% are extended stay hotels

If you're attending GovTravels 2023, come to one of our sessions on Monday, February 27 to learn more. See you there!



Defense Travel Management Office  
@DTMO  
1.99K subscribers

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## Subscribe To Our YouTube Channel

Visit DTMO's YouTube channel at [youtube.com/@DTMO](https://youtube.com/@DTMO) and Subscribe! The button is at the top right side of the page. You will then receive notifications when we post new videos. We have a number of different playlists and topics, including:

- DTMO Who We are
- Defense Travel Program Spotlights
- MyTravel videos
- Lodging Tips for Travelers
- Lodging Tips for Hotels
- Travel Authorizations in DTS

Sign up today and feel free to share with co-workers! Enjoy watching

## Real ID Extended

On December 5, 2022, the U.S. Department of Homeland Security's Transportation Security Administration (TSA) announced that the deadline for the full enforcement date of REAL IDs would be extended from May 3, 2023 to May 7, 2025. These extra 24 months will allow for all states to ensure that their residents will be able to obtain a REAL ID before the enforcement date. This extra time also allows for the improvement of processes to allow travel to be more efficient and accessible.

The extension of the deadline for residents to obtain REAL IDs is necessary. Many state licensing agencies and other agencies are severely backlogged because of the COVID-19 pandemic and are still working to get through all of the residents that tried to obtain a new license during the shutdown. To better work through the overwhelming amount of residents trying to obtain REAL IDs, many agencies are automatically extending the expiration date of licenses and moving to only accepting those with appointments.



The REAL ID increases security standards among all states. These standards include anti-counterfeiting technology, preventing insider fraud, and ensuring that the individual is who they claim to be.

After the deadline, any traveler over the age of 18 will need a REAL ID compliant driver's license or another acceptable form of ID to travel such as a U.S. passport. These standards of the REAL ID are enforced in all 50 states, D.C., and some U.S. territories and have improved the liability and accuracy of state issued identification cards. Even if you have TSA Precheck, you will still need a REAL ID.

*(continued on page 8)*

You may obtain a REAL ID from your state driver's licensing agency. The state website will define what documentation is required. At a minimum, you must provide documentation showing: 1) Full Legal Name; 2) Date of Birth; 3) Social Security Number; 4) Two Proofs of Address of Principal Residence; and 5) Lawful Status.

#### Helpful Links and Resources

- Frequently Asked Questions about REAL ID
- TSA: <https://www.tsa.gov/real-id>, call 866-289-9673 or [@askTSA](https://twitter.com/askTSA)
- DHS: <https://www.dhs.gov/real-id> or email [REALID@hq.dhs.gov](mailto:REALID@hq.dhs.gov)



## Complete your Customer Satisfaction Survey after Travel

Our Defense Travel Enterprise Customer Satisfaction Survey collects traveler feedback on an array of DoD commercial travel programs, including travel management companies, airlines, rental cars, and the travel card.

We know that inboxes are inundated with emails and surveys, but we ask that you be on the lookout for ours and that you take the time to complete it.

Together, we can Improve the DoD Travel Experience. Here's how you can help:

1. After you travel, watch your inbox (it may land in your Junk email folder) for a survey invitation link. Emails are sent on a biweekly basis to a random sample of DoD travelers with qualifying travel vouchers.
2. Block out fifteen minutes in your schedule to fill out the survey. It's okay to do this during the workday.
3. Complete the survey as soon as possible while travel details are still fresh in your mind. The survey is anonymous, so this is your chance to really tell us what you think.

Your participation will truly help us identify problem areas, influence and shape requirements for future defense travel programs and services, and improve your overall travel experience!

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