

The Travel Advisor

Covering DTS and GTCC policy and procedures for the Army in Europe

Volume 3, Issue 1

>>>01 JAN 09: POV mileage rates have gone down to .55/mile<<<

February 2009



Defense Travel System

For DTS questions, please contact the 266th FMC DTS helpdesk.

E-mail:
266dtshelpdesk@eur.army.mil

Kaiserslautern Helpdesk:
DSN 483-6746/6747

The Bavaria Helpdesk:
DSN 475-7285/8969

Government Travel Charge Card



USAREUR GTCC Program Manager can be reached at DSN: 483-6740

Upcoming APC classes:

Bldg 1566, Spinelli Barracks, Mannheim, 0900-1200

7 April

5 May

Bldg 3200, Kleber Kaserne

Kaiserslautern, 0900-1200

10 March

Call or e-mail to reserve a seat!

Upcoming DTS training classes

Location: Spinelli Barracks, Mannheim, Germany, Bldg 1566, Rm 404

- Approving Officer Training: 0900-1600: 20 Mar, 17 Apr
- ODTA 3-Day Training: 0900-1600: 17-19 Mar, 14-16 Apr
(includes instruction on set up/re-organize an organization hierarchy in DTS)

Location: Kleber Kaserne, Kaiserslautern, Germany, Bldg 3200, Rm S205

- Approving Officer Training: 0900-1500: 6 Mar, 10 Apr
- ODTA 2-Day Training: 0900-1600: 3-5 Mar, 7-9 Apr

Location: Camp Normandy, Grafenwöhr, Distance Training Facility (DTF), Bldg 3144.

- Approving Officer Training: 0830-1500: 19 Feb, 26 Mar
- ODTA 2-Day Training: 0830-1600: 17-18 Feb, 24-25 Mar

Please contact the DTS Helpdesk if interested in attending a training class, provide name, unit, telephone number and e-mail address.

WE'RE BACK!



Hello! Have you missed us? We have experienced a lot of transition since our last edition, and became somewhat overcome by events. The Travel Service Branch, encompassing DTS and GTCC, merged with the Central Travel Branch (manual claims) effective August 2008, with all three functions now comprising the Travel Service Branch. This means that responsibility for all Travel Operations for the Army in Germany now resides with one POC. So you will now see news articles pertaining to manual travel processing in the Travel Advisor as well.

GTCC has completed the transition to the new contract with Citibank. We have experienced some bumps in the road along the way, but personnel at all echelons, Citibank, DTMO, HQDA, and your local APC's are working on resolving these issues as we move forward. A key issue right now is clearing all Bank of America delinquencies as soon as possible. IAW HQDA policy cardholders who have open debts to BOA will have their accounts with Citibank frozen until these debts are cleared. See more details further into this newsletter.



DTS continues to improve, USAREUR has accomplished a 99% usage rate for the past 12 months for all claims that it is capable of. The big news currently is the movement of the Debt Management Monitor responsibility from the DFAS LDTA's to the Commands.

Central Travel successfully processed TCS claims for three major units during Oct-Dec 2008, totaling 8,494 vouchers, with another 1164 following in January. Since most units experience a 60% turnover rate within 90-120 days after redeployment, we are now experiencing a surge in PCS claims which will probably continue through March-April. All of this has resulted in some backlog, but the staff has worked every non-holiday weekend since October to provide the timeliest service that we can to our customers.

Processing Deployment Travel in the Defense Travel System (DTS)

ATTENTION ACOM POCS

A new document has been approved and added to the Army Business Rules for the Defense Travel System (DTS), Appendix F, which addresses Deployment Travel (formerly known as Temporary Change of Station, TCS, orders for military). This document can be found on the ASA(FM&C) website at <http://www.asafm.army.mil/fo/fod/dts/dts-wp/dr/br/appf.pdf>. Effective date is 27 Jan 2009.

This office has also developed an approved guidance on how to process deployment travel documents. Please refer to the documents referenced on the ASA(FM&C) website at <http://www.asafm.army.mil/fo/fod/dts/dts-wp/dr/dt/dt.asp>. An expense spreadsheet is also provided to assist users and travelers in tracking and claiming allowances. Each year, the month and year at the top of the worksheet should be changed to include the current fiscal year.

Questions concerning deployment travel funding should still be addressed to IMCOM by emailing imcom.ct@hqda.army.mil.

SOLDIER DEPLOYMENT TRAVEL

With an effective start date of 1 June 2008, all Soldier CONUS and OCONUS deployment travel authorizations, with duty that is not to a combat zone or qualified hazardous duty area, shall be processed using DTS. Deployment travel authorizations are centrally funded by the Installation Management Command (IMCOM). Procedures for obtaining funding are included in Personnel Policy Guidance (PPG) on the Army G-1 Web site at <http://www.armyg1.army.mil/MilitaryPersonnel/PPG/PPG.pdf>.

CIVILIAN DEPLOYMENT TRAVEL

Civilian deployment travel can be accomplished in the DTS, if it is for 30 days or less. Travelers, DTA personnel, and routing officials must ensure that the travel is in accordance with the guidance provided on the Civilian Personnel Online Web site at <http://www.cpol.army.mil/library/mobil/civ-mobil.html>. Civilian deployment travel is normally funded by the supporting organization. Civilian travel authorizations and vouchers will be processed in the same way that Soldier deployment travel is processed.

!! HOT!! DEBT MANAGEMENT MONITOR RESPONSIBILITES TRANSFER TO COMMANDS

Effective IMMEDIATELY

Under the previous arrangement, DFAS/Army DTA personnel shared responsibility for tracking and collecting Army travel debt with Army commands and organizations. Effective 1 January 2009 that responsibility transitioned to Army commands and organizations. In an effort to ease the transition, DFAS/Army DTA personnel will continue to have DMM capability (in their profile) and will provide support and assistance to Army commands and organizations through February 2009.

Effective 1 March 2009 DFAS/Army DTA personnel will no longer have DMM capability (in their profile) for tracking and collecting Army travel debts. They will, however, provide consultation concerning Army debt management.

Army DTS Web: <http://www.asafm.army.mil/fo/fod/dts/>

Army Bus Rules for DTS: <http://www.asafm.army.mil/fo/fod/dts/dts-wp/dr/br/br.asp>

Training and resources for DMM procedures and responsibilities can be found on the DTS website
http://www.defensetravel.dod.mil/Docs/DMM_Roles_and_Responsibilities.pdf

COMING SOON!~ The 266th DTS Helpdesk will be providing training to unit designated DMMS.



Wait a Second, I didn't Claim that!

When a traveler digitally signs his voucher claim in DTS, it has the same effect as physically signing a DD Form 1351-2. This includes acknowledging the \$10,000 penalty statement next to the signature block that the claim is accurate and valid. Therefore routing officials should not make monetary changes to the claim without the traveler's knowledge and consent. If a claim requires monetary changes, the recommended method is to return the claim to the traveler with instructions as to how to correct it. The only exception is when a cost comparison is appropriate for mode of travel, etc. in this case DTS will prompt the Approving Official that a cost comparison might be more appropriate. This would allow the AO to choose that option; make the necessary changes required based upon the cost comparison; and inform the AO to attach a cost comparison worksheet to substantiate it.

To Amend or Not to Amend: That is the Question!!!

The traveler makes amendments after the AO has approved the travel document. The traveler usually makes an amendment because trip arrangements are changed prior to the trip, significant additional expenses are identified or accounting codes have changed. First let's discuss some **DON'T'S:**

Travel dates change. If dates of travel change, usually up to seven days before or after the scheduled travel date, no amendment is necessary. To change the airlines reservations, simply call your servicing SATO and request a flight transfer. Once travel is completed, change the dates on the voucher.

Forgot an expense, i.e. laundry, parking, hotel sales tax. To add an expense (with the exception of Registration Fees), no amendment is necessary. Expenses can be added or changed on the voucher.

Remove an expense. No amendment is necessary; remove the expense on the voucher.

Now, some **DO'S:**

If on an extended TDY and receiving Scheduled Partial Pay and there is a significant change in lodging costs, or dates of travel, etc, then an amendment is necessary to ensure that the partial payments are correct and reduce the chances of the traveler ending up in a Due US status.

If there is a major expense change, significant rental vehicle charges or other large expenses added or removed etc, an amendment should be processed to keep the estimated TDY costs as close as possible.

Registration Fee: These fees **must be** on the authorization and can not be added to the voucher. Amend the authorization and add the fees in the expense category.

While there may be other situations where it is necessary to amend an authorization, it is not a requirement to amend for all changes. To lessen potential problems or situations, be cautious when amending. There is no standard answer for when to or not to amend. However, there is one simple rule. **Once your Authorization has received a Pos Ack (positive acknowledgement) stamp, if at all possible leave it alone. Remember, the less changes that are made, the smoother the travel process.**

Obtaining CAC Access at Home

Users who need to access CAC-protected information from home or on the road can, with a few simple steps, make virtually any computer system capable of reading a Common Access Card (CAC). The process is straightforward: simply install DoD certificates in your Web browser, upload CAC middleware onto your hard drive, and buy/attach a CAC reader. Once those steps are completed, you



It's also gotten easier to change the CAC protection level of content on the portal. The Options menu on each page now features an icon to require users to log into AKO with a CAC in order to view the content; a similar link is now in the toolbar for all channels, as well.

For additional information, including links to affordable CAC readers, go to the AKO/DKO Common Access Card (CAC) Resource Center.

To see detailed, step-by-step instructions of the process, visit the [CAC Configuration and Installation](#)

~ONLINE TRAINING UPDATE~

The new DoD Traveler Course has now replaced the Traveler Overview Module. The DoD traveler Course is a series of self-paced, web-based training modules and is intended as initial training for first-time DoD travelers or refresher training for infrequent travelers. The entire process consists of 5 modules : Travel Policy 101 , Defense Travel System 101, Travel Card 101, City-Pair Program 101 , and Rental Car Program 101.

The revised overview module "Routing Official Overview" ,the new "Defense Travel Administrator" module and the required **COL (Certified Officer's Legislation) training** is also now available on [TraX www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport) .

GTCC NEWS

NAVIGATING THROUGH CITI SYSTEMS!!!

<https://home.cards.citidirect.com/CommercialCard/Cards.html>

APCs (Agency Program Coordinators) access for the Government Travel Charge Card (GTCC):

Each APC should have access to the Landing Page (initial login page), Citibank Custom Reporting System (CCRS), and the Citidirect Card Management System (CCMS).

In order to be sure that you have the appropriate permission, please login and click the application icon on the Landing page. Once this is done, you should see card statement and payments, CCRS and CCMS. Please let me know if you do not have these icons.

Navigating the Landing Page:

The landing page has seven different icons.

View Links is the icon with additional links that can be accessed while in the Citi system. If you click this icon you will see the DTS link among others. I would like to bring to your attention the Merchant Category Codes link. This would be helpful for all APCs as these codes would assist in identifying what each merchant's product or service is.

The Search icon in the landing page is useful in finding APCs worldwide. You can search by last name, first name, username, role, and hierarchy name.

Profile is icon with the link that is particular to the user that signed in. It has the user's personal profile information and allows you the ability to update your information, merge IDs (if you have multiple sign-ins), reset challenge questions, and change password.

The Message Board icon will have messages that are posted from Citi. All messages will have a start date and an end date as to when the message will be posted and for how long. Once the end date is reached, the message will then disappear.

The Alerts icon will give the APC the ability to choose what alerts they would like in regards to their cardholders. For example the APC can select the account suspension alert thereby requesting an e-mail from Citi whenever there is an account under their purview that is suspended. This is a great tool to help in the management of your GTCC program.

Admin Functions is the icon that you will use to create a new user, update user information, see pending user requests, and assign/unassign CCRS and CCMS functions. When updating user information, this only pertains to those individuals who have self registered as a cardholder or as an APC.

The Applications icon is the icon that you will use to navigate to CCRS and CCMS.

CCMS:

CCMS is the system you will utilize the most to manage your GTCC program. From this system you will be able to start an application and follow the process until completion, do credit/cash limit increases, transfer accounts and many more functions.

CCRS:

CCRS is the system you will utilize to run your reports for your GTCC program. The account listing, authorizations/declines report, delinquency, transaction activity and aging analysis reports are very useful in monitoring your program. To locate these reports you would have to go to the landing page> applications> CCRS> organizational shared folders> Department of Defense Travel Shared Reports. Once here you will be able to select any report you would like to run. Remember that if you click the "document itself" the report will run with the information in the report template. If you click "edit" then you will be able to remove some items that you may not need.

Remember:

Don't get frustrated as training is available for these systems. Simply check out the training dates located on the front page of the DTS Travel Advisor!!

Thank you for all that you do!!!