

## TDY GUIDE FORT CAMPBELL GARRISON

### Mandatory use of DTS and GTC to book all transportation and lodging reservations: JTR Chapter 3 3045

#### Keeping Your DTS Profile Up to Date:

It is very important that the information in your DTS profile is up-to-date.

Systematic Email Notifications from CTO, DTS will not be received if you have wrong email address (Enterprise email address).

Keep bank account information up-to-date to avoid delay in receiving your reimbursement, only you know when your banking information changes new account, bank has merged etc...

To review/update your DTS profile, log in, select "Traveler Setup", scroll down then click on "Update Personal Profile".

Recommended that you review all sub sections of your profile, pay particular attention to these fields:

**Government Travel Charge Card expiration date and card number** – If you have recently received a new Government Travel Charge Card (GTCC), you must update the card number and/or expiration date in your profile (does not automatically update).

**Email address** – Without a current email address on file, you will not receive your trip details (confirmations) or up-dates on the status of your authorization/voucher.

**Banking information** – account must be active to receive your reimbursement could be delayed; you will receive an EFT Reject notice.

**Phone numbers** – In case there is a problem with your travel reservations, your CTO must have a good number to reach you.

**Billing address/home address** – residential address, no PO BOX, no one should be using work address to receive personal mail.

**Emergency contact information:** supervisors name and phone number, if you enter spouses information be sure he/she knows who/how to contact your supervisor if anything should happen while your TDY.

## **Pre-plan trip before entering it in DTS:**

Departing from duty site or residence date and time

TDY Location: Enter the installation/base/post, if it is not a DOD Installation location then enter city/state.

Date and time of arrival back to residence or duty station

Even though selected for a Training/Conference involving outside or locally funded TDY, you still must get approval from Supervisor/Director to ensure management has knowledge/funds and are informed. Some organization budget analyst are asking that you attach the email approval in DTS under substantial documentation in DTS. That way there are no questions.

Locally funded TDY, obtain email approval for TDY, attach in supporting documentation in DTS.

Read your Letters of Instructions (LOI) and highlight what you are authorized, that should be all you enter in DTS. Most of the time it describes dismissal time on last day, plan your return flight appropriately.

If you have any questions on reimbursement that is not on LOI, contact the POC on the LOI and have them send you a response in writing, so when you file your voucher you have back up if any questions are asked.

Expense dates should align with Departing/Arrival dates.

Mode of transportation from residence or duty station, to airport and return should align with Departing and Arrival dates for TDY.

You will find being proactive instead of reactive with your TDY plans will alleviate some DTS frustrations. The less changes you make in DTS the better the outcome! Once your authorization is approved avoid going back in and making changes!

“Churning” – that is, repeatedly creating and canceling reservations – is another practice that costs the DOD money. Like duplicate bookings, churning “is prohibited” by the airline industry because it ties up seat inventory. In addition, just like with duplicate bookings, the airline can charge a fine a CTO that allows churning to occur. In most cases, the CTO passes responsibility for payment to the DOD component that is churning the inventory.

Reservation cancellation will not process until, you sign document, it routes through CTO submit/booked, routes to reviewer (if applicable) routes through your budget person to be authorize, and routes to be approved by approving official. Once document is approved, it will release

reservations that were changed and cancelled, this is something that we cannot visibly see in DTS, but it is in the background of processing mode.

You must keep in mind; your travel documents have to go through several people with in your DTS routing chain who probably have multiple duties; most employees do these days. Plan appropriately to allow enough time for everyone to review a process your travel documents appropriately.

**Secretary Of Defense Statement is required to be attached in all authorizations/orders:**

The Secretary of Defense memorandum, "Track Four Initiative Decisions" dated March 14, 2011 mandates that all DoD travel requests must include the statement ***"Alternate means such as, Secure Video Teleconference (SVTC) or other web-based communication, are not sufficiently able to accomplish travel objectives."***

**EXPENSES:**

Rental cars are normally not approved by HQ IMCOM (not unless shared with another classmate), request local approval from DTS Approving Official, supervisor or director.

Recently HQ IMCOM has not been covering "In and Around Mileage", request local approval from DTS Approving Official, supervisor or director

Be sure to carry state tax exemption when going TDY: hotel taxes, room taxes

Baggage fees for airlines that charge for baggage

Terminal parking fees and hotel parking fees (check out hotel website)

Toll Fees and rental cars be sure you check with the rental car agent on how toll fees are charged in the area you are TDY, if you don't you may end up paying twice!

<http://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf> APP G, Reimbursable/Non-Reimbursable, Quick Reference Guide.

Conference Fees/Registration Fees paid with Organizations Government Purchase Card (GPC), not in DTS.

**RECEIPTS:** required for all expenses \$75.00 or more

Receipts must show:

- a. when specific services were rendered
- b. when articles were purchased, and
- c. unit price

For audit purposes recommend, you attach all receipts that you are requesting reimbursement for, and then there is no doubt if you incurred that expense. Keep in mind the person doing audit can only go by what they see in the system. So add notes/comments.

**TRAVEL CREDIT CARD** – Before you start your orders in DTS, contact the Agency Program Coordinator to activate your travel card.

Travel cards are “activated and deactivated” based upon the length of TDY. Once you sign your authorization/orders, the DTS reservation module sends notification to CTO to book flight/hotel and rental car (if authorized). Cash advance on your travel card; not recommended it could create you an indebtedness.

Verify receipt of travel card, number from sticker on front of card when received. The CTO will reject reservations if travel card has not been updated to show “verification of receipt with Citi Bank” or if expiration date and account number is not up to date in employees DTS profile”.

**CWT SATO** – “email notifications” shows status, action, Itinerary and E-Ticket, take time to read them.

Be sure to keep the email that says E-Invoice/E-Ticket keep this for vouchering, you will need this one for voucher; it even states it on the form.

## **DECIDE WHETHER TO CONTACT THE CTO:**

As a traveler, weigh the potential help the CTO can provide against the extra cost of requesting that assistance. Most CTO contracts have two CTO pricing levels – a lower fee \$5.60, when strictly electronic processes and higher fee for when personal assistance is required \$19.20 (currently). Each situation judged on its own merits, but there are a few rules:

Do not hesitate to contact CTO when:

- An emergency or mission requirement demands short-notice travel (aka verbal orders of the Commanding Officer/Director
- Changes are required while official travel is in progress
- You need to return any unused paper tickets
- Be sure to let CTO know what you have already booked, avoid duplicate bookings

Think twice about calling the CTO:

- To request pre-travel reservation changes – that's what the DTS travel module is for
- When you are having trouble with DTS – remember the CTO does not have access to the system; instead, try:
  - a. Finding an answer through resources such as DTS help screens, the DTMO website, the Travel Explorer (TRAX) FAQs or Knowledge Center
  - b. Getting advise from your organization level - ODTA, Garrison LDTA, AO, or DFAS LDTA, or other experience travelers
  - c. Contacting the TAC – travel assistance center through DTS.
  - d. Be careful not to double book

## **LODGING: must be booked in DTS, reference JTR App. O, par T4025**

Although it is not mandatory for Civilians, it is encouraged for civilians to lodge at available DOD Lodging Facilities.

Hotel receipt should align with departing/arrival dates of TDY. If lodging at same hotel for leave, have the bills separated.

Lodging selections – when you enter your TDY Location in DTS, it then triggers the reservation module to search for accommodations, which meets your criteria.

The first (lodging) screen displays lodging available at your TDY location, if it is at an Installation/ Post/Base:

The DOD has three major lodging programs. Each governs several lodging types. Not all lodging types are involved in the Integrated Lodging Pilot Program (ILPP). The list below contains a short definition of each lodging type, and addresses whether it is part of the ILPP. This reflects in DTS as:

### **1<sup>st</sup>TAB DOD Lodging:**

Government lodging facilities owned or leased by the DOD. They are usually, but not always, located on a U.S. Government installation (henceforth, simply “installation”) and run by DOD personnel. Lodging types include temporary lodging for official travelers and their families. Mandatory for service members to use DOD Lodging, not in case otherwise stated in Letter of Instructions or ATARRS. Civilians it is highly encouraged at this time, not mandatory yet.

### **2<sup>nd</sup>TAB DOD Preferred/Privatized Program:**

Commercial lodging facilities that used to be Government-owned and -operated, but are now owned by a commercial lodging company. As such, they are corporately branded (e.g., IHG Army Hotels, Holiday Inn Express), but are located on or near installations. New facilities are gradually being added to the ILPP and DTS. See Section 1.1 for more information. Privatized facility types include:

Privatized Army Lodging (PAL) Facilities: Available at many U.S. Army installations in CONUS and non-foreign OCONUS areas.

Public-Private Venture (PPV) Facilities: Available at U.S. installations at many CONUS and non-foreign OCONUS areas.

### **3<sup>rd</sup>TAB Commercial DOD Preferred**

Commercial Lodging Program: Facilities are always located off installations. Owned and managed by corporations. Commercial lodging categories listed below:

DOD Preferred Lodging Facilities have signed agreements with the DOD to meet strict safety, security, service, and adequacy standards, and offer rooms below per diem limits. All are part of the ILPP and display in DTS.

Enhanced Use Lease (EUL) Lodging Facilities: they are acquired via the Department of Defense EUL program and are located on or near some CONUS Air Force installations.

Other Federal Programs: Lodging provided by vendors that have contracts or agreements with other Government organizations. Governing programs include but are not limited to GSA FedRooms\*, Navy Elite, and Army Lodging Success.

**4<sup>th</sup>TAB Fire Safety Act Compliant Lodging Facilities** are not part of the ILPP, but meet all Federal Emergency Management Agency (FEMA) safety requirements. They do not have signed agreements with the Government, not guaranteed to offer the same safety and security standards or match the pricing of the DOD Preferred facilities. They are listed in DTS under the “**Commercial Fire Safety Act Compliant**” tab.

**5<sup>th</sup>TAB Commercial Other Published Other Lodging Facilities** do not meet the criteria for any of the above options (although CONUS and non-foreign OCONUS facilities listed here do meet FEMA safety requirements; FEMA requirements never apply to OCONUS properties). \* Of the “Other Federal Programs”, only GSA FedRooms properties display in DTS.

**TDY Location entered determines which lodging tab becomes available first, then it truncates to the next tab, which has lodging available.**

For more detailed information on lodging: <http://www.defensetravel.dod.mil/site/lodging.cfm>

**Notes:**

1. Follow the links to see:
  - a. DOD and Privatized lodging facilities that are accessible through DTS.
  - b. DOD Preferred lodging facilities are accessible through DTS.
2. Some installations have multiple facility types.

Example: Ft. Bragg, NC has both PAL and PPV facilities.

3. Different facilities at the same installation, even if they are of the same type, may be available under different DTS tabs (see Section 5 for more on DTS tabs). Similarly, a single base may have some facilities that are available in DTS and others that are not.

Example: A PAL facility could appear under the **DOD Privatized** tab because it meets all defined adequacy standards, while another PAL facility at the same installation could appear under the **Commercial Fire Safety Act Compliant** tab because it does not meet those standards.

Section 914 of the FY15 [National Defense Authorization Act \(P.L. 113-291\)](#) authorized the Secretary of Defense to institute a lodging program for government.

**Long Term Lodging** - If a traveler is to be TDY at one location for more than 30 days, make lodging reservations on a weekly, monthly, or other long-term basis if possible. Companies offering long-term lodging arrangements under a General Services Administration (GSA) Schedule these can be located at <http://www.gsa.gov/corporatehousing>. These facilities are typically in an apartment or condominium type property and sometimes furnished with all the amenities of a home. If you need assistance booking these properties, contact your organization's supporting Commercial Travel Office.

**Flat rate Per Diem calculation is at a reduced rate, for TDY's in excess of 30 days.** <http://www.defensetravel.dod.mil/site/perdiemCalc.cfm>

**TRANSPORTATION: Must be booked through DTS**, reference is JTR App. O, par T4025, **Government Contract (aka “City Pair”) fares**

DOD policy directs, as the traveler’s first choice, the use of government contract (aka “City Pair”) fares.

Then “Unrestricted” fares, the problem is not actually a problem in and of itself. It is actually an allowed alternative if done properly. DTS offers unrestricted airfares, some of which are City Pair airfares, making it easy to follow this policy.

However, in an effort to save travel dollars, policy allows the use of restricted airfares, which can be less expensive.

Per Policy, the correct way to take advantage of such airfares:

The traveler must book the fare through the CTO. The traveler must not use alternate methods such as booking directly through the airline or by using any of the myriad non-CTO-owned online booking services.

The AO must fill out and retain the “Restricted Airfare Checklist for AO” in JTR. Using the checklist ensures they consider the ramifications of allowing the use of the restricted airfare.

Some of these potential ramifications are:

- a. Flight changes or cancellation fees should the mission change
- b. Ticket transfer fees should the traveler change
- c. Minimum stay requirements or blackout dates
- d. Advance purchase requirements or short notice travel restrictions
- e. Reservation cancellations if trips aren’t approved or if tickets aren’t purchased or used per arbitrary timeliness requirements
- f. Negative impact on the DOD ability to negotiate lower fares based on high travel volume

Once you make your reservation in DTS, if you do not sign your document when you exit DTS, it gives you a warning “if you do not sign in 24 hours the system will cancel your travel arrangements”. Then if the trip remains unticketed 72 hours before scheduled departure time, the airlines may cancel all flight reservations in order to sell them to someone who is able to travel.

Most cancellations occur because the travel card expiration date is not correct in profile, travel card was not activated before authorization was signed, AO did not stamp the authorization “Approved”, or occasionally the document is stuck at CTO submit! Documents stuck at CTO submit contact Defense Travel Administrator or Technical Assistance Center (on DTS Screen TAC).

**RENTAL CAR: Book through DTS, make rental reservations directly through an approved vendor.**

Present Proof of Official Travel Status, present travel authorization/orders or Government Travel Charge Card.

Look for GARS (Rental Car Only) Confirm that the “Government Administrative Rate Supplement applies” (GARS). A \$5.00 per day fee listed on rental contract at the time of pick-up. This ensures that you are renting through the program and are eligible for program benefits.

“GARS” must be listed on the rental car contract at the time of pick-up, your insurance as Government Employee.

Travelers receive liability coverage for personal injury, wrongful death, and property damages; these are provided at no additional cost.

Coverage does not include does to include personal property.

For more detailed information go to the DTMO website: <http://www.defensetravel.dod.mil/site/rental.cfm>

Rental Car ceiling rates: <http://www.defensetravel.dod.mil/Docs/DomesticCeilingRates.pdf>

Rental Vehicle Assistance Tool to resolve issues: [www.defensetravel.dod.mil/rental](http://www.defensetravel.dod.mil/rental)

See GRMO website on Intranet for posted information.

## TRACK your Travel Documents by checking the Status.

Logged In As: [Redacted] [Help for this screen](#)

**Defense Travel System**  
A New Era of Government Travel

Logoff

Official Travel | Official Travel - Others | Traveler Setup | Reports | Administrative | DMM

Welcome [Redacted]

Organization: DA2A0SERS04  
Org Access: DA2A0SERS04  
Group Access: IMA Campbell  
Permission: 0,1,2,3,5,6

Documents Awaiting Your Approval --> [Click Here](#)

My Signed Documents

Document Name	Current Status	Departure Date	Type
No documents found.			

Message Center

Army personnel needing additional assistance for Army specific issues should first contact their Organizational Defense Travel Administrator (ODTA) for DTS support; use the Contacts link on the DTS website to find your ODTA contact information (preferred), or contact the Department of the Army Tier 2.5 Help Desk at [dfas.indianapolis-in.jft.mbx.in-army-dts-inquiries@mail.mil](mailto:dfas.indianapolis-in.jft.mbx.in-army-dts-inquiries@mail.mil).

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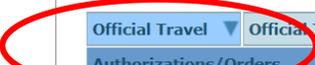
TSA's expedited airport security screening program, TSA Precheck, is free for DoD civilians and Service members (including Reservists and National Guardsmen, and students at the U.S. Military Academy, the U.S. Naval Academy, the U.S. Coast Guard Academy, and the U.S. Air Force Academy). TSA Precheck allows travelers to keep on

OR you can check it this way:

Logged In As: [redacted] [Help for this screen](#)



- Official Travel
- Official Travel - Others
- Traveler Setup
- Reports
- Administrative
- DMM



Authorizations/Orders

Vouchers

Local Vouchers

Group Authorizations/Orders DA2A0SERS04

Org Access: DA2A0SERS04

Group Access: IMA Campbell

Permission: 0,1,2,3,5,6

Documents Awaiting Your Approval --> [Click Here](#)

My Signed Documents

Document Name	Current Status	Departure Date	Type
No documents found.			

**Message Center**

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TSA's expedited airport security screening program, TSA Precheck, is free for DoD civilians and Service members (including Reservists and National Guardsmen, and students at the U.S. Military Academy, the U.S. Naval Academy, the U.S. Coast Guard Academy, and the U.S. Air Force Academy). TSA Precheck allows travelers to keep on



Official Travel

Authorizations

Vouchers

Local Vouchers

Group Authorizations

Current Date: 08-12-2016

Authorizations / Orders

Below is a list of your existing authorizations / orders. Please select the function (Edit, Print, etc.) corresponding to the appropriate authorization / order. An authorization that contains a past dated trip cannot be processed. Changes and or updates must be made after a voucher has been created in order to avoid document processing errors and further processing suspensions due to limitations on the authorization.

[Create New Authorization / Order](#)

[Create Trip Template](#)

Existing Authorizations/Orders

Show 10 entries

Document Name	Departure Date	Status	TA Number	View / Edit	Print	Remove / Trip Cancel	Amend
JPJACKSONVILL070916_A01	07/09/16	RECONCILED	1UZM0L	<a href="#">View</a>	<a href="#">Print</a>		
JPINDIANAPOLI120709_A02	12/07/09	ARCHIVE IMAGE SUBMIT	0XGR11	<a href="#">View</a>	<a href="#">Print</a>		
JPINDIANAPOLI060109_A02	06/01/09	ARCHIVE IMAGE SUBMIT	0VE70C	<a href="#">View</a>	<a href="#">Print</a>		
JPATLANTAFULT060208_A01	06/02/08	ARCHIVE IMAGE SUBMIT	0SWPZT	<a href="#">View</a>	<a href="#">Print</a>		
JPFTBELVOIRVA030808_A01	03/08/08	ARCHIVE SUBMITTED	0S90WC	<a href="#">View</a>	<a href="#">Print</a>		

Showing 1 to 5 of 5 entries

Previous 1 Next

Once you create your document if you do not sign it, it will show "CREATED" in status

- once you sign it then status will show "SIGNED"
- then "CTO SUBMIT"
- then CTO completes their portion it will show "CTO BOOKED"
- then once organizations reviewer completes their portion it will show "REVIEWED" – level 10
- then budget person completes their portion it will show "AUTHORIZED" – level 15
- then supervisor/director completes their portion it will show "APPROVED" – level 20
- then "PAY LINK" – payment module
- then "OBLIG SUBMITTED" - commits funds
- then "POS ACK", then it will be "RECONCILED" by approver
- Occasionally if adjustments were made you will see "ADJUSTED"
- When travel is complete you will see "ARCHIVE SUBMITTED" OR ARCHIVE IMAGE SUBMIT"

If you do not know who is in your routing chain you can review that in your digital signature page in your authorization/voucher, be careful when you go into view, **do not remove the check mark**, and just select OK. If you do, you will have to resign it and it will have to go back through the routing process.

**Do not leave for TDY without approved orders!** Approved orders shows your official duty status for that period. In addition, covers you in the event of an emergency. If DTS is having technical issues, print out orders and have them manually signed/dated before departing TDY (special circumstances). Be sure your orders reflect approved before you travel; otherwise, you are not entitled to leave for TDY. Therefore, you can be financially responsible for expenses.

Occasionally electronic notification is delayed or not received, so if you do not see your document moving, recommend you send an email, or call the next person in the routing to ask them if they have had seen DTS notification in their box, for your TDY, awaiting action when you have a moment would you please look at it. **Keep in mind that the JTR and DTMO website is updated, monthly, so always verify information to see any changes posted.**

**On the Ft Campbell Intranet, click on Garrison Tab, scroll down to Directorates, then across to GRMO. Once on the GRMO page click on "Documents" on the left hand side. Information posted there for reference, see folder "Quick Reference" there is a subfolder "Trifold" click you will see several trifold instructions. Available for your convenience to print (printer settings landscape, short side, front, and back) then you can keep it for reference.**

## VOUCHER

What to do when you return from TDY?

Submit voucher and all receipts within five business days. Keep in mind without your approved voucher your payment to your government travel credit card or the centrally billed account will not happen!

Mandatory Split disbursement for Government Travel Credit Card accounts. Make sure on your voucher you reallocate enough funds to pay all the charges purchased on your government travel card so it will paid full balance due. Otherwise, you will must pay the difference owed to your travel card account.

Instructions can be found at GRMO homepage on Fort Campbell Intranet. Select Documents (left side of screen), click on “DTS Quick References”, and click on “How to Instructions” select “Reallocate funds to pay Government Travel Card Balance”

Be sure to attach all receipts over \$75.00.

Hotel Receipt

Airfare E-Ticket sent by CTO via email (free) or E-Invoice requested through [WWW.CWTSATOTRAVEL.COM](http://WWW.CWTSATOTRAVEL.COM), for fee \$19.20

Parking at Terminal receipt – highly recommend economy parking, parking at terminal should not exceed round trip taxi/shuttle expense.

Parking at hotel should be on hotel receipt if applicable

Recommend attaching your baggage fees

Receipts must show:

- a. when specific services were rendered
- b. when articles were purchased, and
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