

DEPARTMENT OF THE NAVY HEADQUARTERS UNITED STATES MARINE CORPS 3000 MARINE CORPS PENTAGON WASHINGTON, DC 20350-3000

MCO 4650.39 MIO 9 Jun 2011

MARINE CORPS ORDER 4650.39

From: Commandant of the Marine Corps To: Distribution List

Subj: DEFENSE TRAVEL SYSTEM (DTS)

Ref:

- : (a) DOD Financial Management Regulation, Vol. 9,
 - January 4, 2011 (b) Privacy Act of 1974
 - (c) Guide to Managing Travel-Incurred Debt (Defense Travel Training Resource) (NOTAL)
 - (d) DTS Financial Field Procedures Guide, January 14, 2011
 - (e) DTR 4500.9-R, "Defense Transportation Regulation," Part I, November 2010
 - (f) Joint Federal Travel Regulations (JFTR), Vol. 1
 - (g) Joint Travel Regulations (JTR), Vol. 2
 - (h) Public Law 105-264
 - (i) MCO 4600.40A
 - (j) MARADMIN 476/04
 - (k) Marine Corps Total Force System Codes Manual
 - (1) DOD 7000.14-R, "DOD Financial Management Regulation," Vol. 5, December 2010
 - (m) SECNAV M-5210.1
 - (n) SECANV M-5214.1
- Encl: (1) USMC Debt Management Process
 - (2) Accounting Management Process
 - (3) USMC DTS Business Rules
 - (4) Standard Naming Conventions
 - (5) Fraud Identification and Reporting Requirements
 - (6) Appointment Letter (DD Form 577) Templates
 - (7) Emergency Procedures

1. <u>Situation</u>. This Order provides policy, guidance, and procedures for the operation of the Defense Travel System (DTS), per references (a) through (n). As directed by reference (a), DTS shall be the sole mechanism for travel administration within its capabilities.

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2. <u>Cancellation</u>. This Order incorporates and therefore supersedes previous DTS guidance issued via message traffic.

3. <u>Mission</u>. This Order provides policy for the operation and use of the DTS.

a. DTS was established to meet the requirements for a single, paperless Travel Management System (TMS) to be used by all Department of Defense (DOD) travelers. DTS is an electronic end-to-end TMS that is transforming the current paper-based processes into a streamlined, integrated, and paperless system. DTS represents a revolutionary approach which reengineers travel for DOD and is designed to more closely mirror the best business practices of commercial industry. DTS provides an automated means to make transportation and lodging arrangements, estimate travel costs, authorize travel, obligate funds, issue tickets, process vouchers for reimbursement and reconciliation, and meet DOD and Service reporting requirements.

b. Per reference (b), all personal information maintained in DTS shall be used for authorized purposes only. Safeguards are in place to prevent unauthorized access to the personal data contained in DTS.

4. Execution

a. Commanders Intent and Concept of Operations

(1) <u>Commanders Intent</u>. Per the references, DTS has been fielded to all units within the Marine Corps. This Order establishes standardized procedures for the operation of DTS.

(2) Concept of Operations

(a) Enclosure (1) provides details regarding typical responsibilities and functions of individuals, leaders, and supporting staffs/organizations. Commanders are directed to utilize DTS as their primary TMS. Commands shall utilize DTS for all travel within DTS' capabilities. Due to administrative travel complexities involved with deserters and prisoners, their travel is exempt from DTS use. Enclosures (2) through (8) provide detailed information on all aspects of the DTS.

(b) Disbursing and Finance Officers (DO/FO) shall not accept legacy travel vouchers if the travel type is supported by DTS.

Subordinate Element Missions. Successful operation of b. the DTS requires active participation by representatives of the command and the functional areas of administration, distribution management, comptroller and disbursing/finance. Commanders shall appoint representatives from these functional areas to ensure the efficient and effective operation of DTS. The individuals selected shall manage and perform DTS tasks as required. To the greatest extent possible, Commanders shall ensure that a minimal number of functions be assigned to the same individual and that system administrators are not involved in approving travel vouchers. Commands shall regularly review permission levels for their subordinate activities to ensure proper separation of duties. Additionally, commanders may appoint individuals to perform Post Payment Reviews in accordance with reference (a). The functional Subject Matter Experts (SME) appointed by the commander shall provide training and oversight to Approving Officials (AO) to ensure compliance with all applicable regulations. The DD Form 577 (APPOINTMENT/TERMINATION RECORD) shall be used for all appointments to accountable positions. DD Forms 577 shall be issued and retained for six years and three months, upon release of assignment as required by references (a) and (k). The following personnel are required:

(1) Lead Defense Travel Administrators (LDTAs)

(a) LDTAs shall be appointed in writing by the appropriate commander using the DD Form 577. LDTAs shall ensure that certifying officials submit a copy of their appointment letters to the central electronic repository at the Defense Finance and Accounting Service (DFAS) Indianapolis Disbursing Operations Directorate (JFD), 8899 East 56th Street, Indianapolis, IN 46249 (secure e-mail dfas-incddd577@dfas.mil) following that office's guidance. DOs may view DD Forms 577 on the Electronic Document Access (EDA) website. And that those personnel requiring Certifying Officer Legislation (COL) certification have completed the training. The COL training is available on the DTS website. See reference (1) for instructions on how to maintain the Certifying Officer DD Form 577 appointments electronically.

(b) The LDTA shall manage DTS at the installation level and provide support to tenant activities to the extent possible. In addition, the LDTA shall ensure commanders appoint Organizational Defense Travel Administrators (ODTA) who shall support the site's sub-organizations/subordinate commands. LDTAs shall oversee the daily operation of DTS and subordinate ODTAs. ODTA'S shall ensure Approving/Authorizing Officials (AO) are appointed in writing for sub-organizations/subordinate commands and appropriate letters of appointment and corresponding DD Form 577s are forwarded to the LDTA for retention. LDTAs at a minimum shall perform the following duties:

<u>1</u>. Conduct ODTA initial and annual refresher training to meet the needs of the command and maintain a copy of attendance rosters for the current and two previous years.

<u>2</u>. Conduct training on procedures to retrieve DTS reports as outlined in paragraph b.(2) below.

 $\underline{3}$. Conduct AO training and maintain a copy of attendance rosters for the current and two previous years.

 $\underline{4}$. Ensure AOs complete Travel Policies training available on the DTS website, and maintain a copy of the completion certificate for the duration of the assignment.

<u>5</u>. Train and assist FDTAs, DMMs, ODTAs, and administrative personnel in retrieving required reports to perform their duties.

<u>6</u>. Ensure local Help Desk contact information is current and accurately published on the Defense Travel Management Office (DTMO) website. This information shall also be widely disseminated throughout each command.

<u>7</u>. Monitor permission levels to ensure appropriate separation of duties. Appropriate training shall be completed before any DTS permissions are assigned. DTS permissions shall be revoked immediately should a lapse in training occur.

<u>8</u>. Shall ensure appropriate separation of duties to preclude errors or attempts at fraud or embezzlement from going undetected. Shall assign key duties such as

authorizing, approving, and recording transactions; issuing or receiving assets; making payments; certification of funding; and reviewing or auditing to separate individuals to minimize the risk of loss to the government to the greatest extent possible.

(2) <u>Organizational Defense Travel Administrators</u> (ODTAs). ODTAs are the individuals responsible for the daily administration of DTS at the organizational level. Commanders shall designate an ODTA in writing using the DD Form 577. ODTAs

shall forward a copy of their DD Form 577 to their servicing LDTA. ODTAs at a minimum shall perform the following duties.

(a) Conduct initial user and annual DTS refresher training and maintain a copy of attendance rosters for the current plus one previous year.

(b) <u>Reports</u>. The following reports shall be retrieved from the DTS website and maintained for the current plus one previous year.

<u>1</u>. Signed Status Report - Shall be retrieved weekly to monitor proper and timely document routing.

<u>2</u>. Unsubmitted Voucher Report - Shall be retrieved weekly and reconciled with AOs and GOVCC APCs to verify that travelers are submitting their travel vouchers within the prescribed time frame after completion of travel and GOVCCs are being properly paid for cardholders.

<u>3</u>. Depart Status Report - Shall be retrieved weekly, prior to the regular weekend or holiday weekend and reconciled with AOs to ensure that authorizations are routed, approved and ticketed by the CTO if necessary, prior to commencement of TDY.

<u>4</u>. Return Status Report - Shall be retrieved weekly in addition to the Unsubmitted Voucher Report to confirm that travelers have returned from TDY and that the trip actually occurred. If trip did not occur, appropriate action shall be taken to cancel the authorization or voucher for the CTO Fees involved, if any.

5. Self Registration Report - Shall be retrieved weekly to ensure that travelers that have selfregistered to the organization have their profiles received, returned for appropriate corrective action, or deleted along with staging profile.

<u>6</u>. Approved Status Report - Shall be retrieved weekly and reconciled with the Signed Status Report to monitor status of possible amendments to documents.

7. Basic Traveler Information List (Located under People in the Maintenance Tool) - Shall be retrieved at a minimum of once monthly and reconciled against the unit Alpha

Roster to ensure personnel who are no longer part of the organization and have no outstanding documents or debt management issues, have had their profiles appropriately detached.

8. Complete Traveler Information List (Located under People in the Maintenance Tool) - Shall be retrieved at a minimum of once monthly and reconciled against DD Form 577s on file to monitor profile permissions.

(c) Provide Tier I trouble shooting, document, and profile assistance for travelers.

(d) Monitor and ensure DTS personnel are properly appointed with DD Form 577 and maintain a copy of all approved DD Form 577s for retention. See Chapter 33 of reference (1) for retention instructions.

(e) Ensure authorizing officials have completed initial and annual Certifying Officers Legislation (COL) training via the DTMO website (TRAX). Ensure COL certificates are retained by the AO/CO for the duration of the assignment.

(f) Ensure authorizing officials have completed Travel Policies training via the DTMO website (TRAX). Ensure Travel Policies certificates are retained by the AO/CO for the duration of the assignment.

(g) Conduct profile and organizational maintenance. This organizational maintenance shall ensure routing lists are

configured to maximize the accuracy of DTS documents while allowing for documents to be approved as expeditiously as possible.

(h) Commanders shall establish DTS check-in and check-out procedures to ensure travelers have no outstanding travel advances, un-liquidated vouchers, or debt in DTS upon transfer or separation.

(i) Routinely monitor the actions of AOs and inform commanders of any irregularities.

(j) Ensure ODTA and local Help Desk contact information is current and accurately disseminated throughout the command.

(3) <u>Finance Defense Travel Administrators (FDTAs</u>). The FDTA may consist of one or more budget, resource management, or

accounting and finance personnel who shall be responsible for managing and supporting the accounting/budgeting aspects of DTS at the organizational and/or site level. Chapter 2 of reference (c), and reference (d) provide additional information on FDTA duties and responsibilities. FDTAs shall be appointed in writing by the appropriate commander using the DD Form 577. FDTAs shall perform the following duties.

(a) Establish budgets.

(b) Create lines of accounting (LOA).

(c) Maintain budgets and LOA.

(d) Reconcile LOA and budgets within DTS.

(e) <u>Reports</u>. The following reports shall be retrieved from the DTS website and maintained for the current plus one previous year.

<u>1</u>. Unsubmitted Voucher Report - Shall be retrieved bi-monthly and reconciled with the ODTA/AO to ensure that travelers are liquidating their travel vouchers within the prescribed time frame after completion of travel.

2. Budget Transaction Report - Shall be retrieved bi-monthly and reconciled with the Unsubmitted Voucher Report. This report shows all individual transactions that affect a given budget. These transactions include documents which have been cross-organization that have affected the given budget and provide an effective tool for FDTAs to manage their budgets track documents.

(f) Assist AO in funding requests for travel.

(g) Manage interface errors between DTS and the Standard Accounting Budget and Reporting System (SABRS).

(h) In accordance with paragraph 110203 of reference (a) and Chapter 11 of reference (k), retain a file of approved letters of appointment for authorizing officials appointed as certifying officials for travel claims at the organizational and/or installation level supported by the FDTA. The FDTA shall provide a letter signed by the installation or activity commander to the appropriate disbursing office(s) stating that all authorizing officials acting as certifying officials for

travel claims have been appointed and delegated in writing in accordance, per reference (1), Volume 5, Chapter 33. This requirement does not apply if the disbursing office can be provided with the capability to verify electronically that certifying officials for electronic vouchers have been duly appointed in writing.

(i) In accordance with chapter 33 of reference (1), retain a file of approved letters of appointment for authorizing officials appointed as certifying officials for travel claims at the organizational and/or installation level supported by the FDTA. These appointment letters can be maintained electronically. See reference (1), chapter 33, paragraph 330602.

(j) Shall ensure appropriate separation of duties to preclude errors or attempts at fraud or embezzlement from going undetected. Shall assign key duties such as authorizing, approving, and recording transactions; issuing or receiving assets; making payments; certification of funding; and reviewing or auditing to separate individuals to minimize the risk of loss to the government to the greatest extent possible.

(4) Authorizing Officials (AO) and Certifying Officers (CO). For the purposes of DTS, AOs and COs shall be referred to as AOs. AOs determine when travel is mission essential and have the authority to authorize travel, obligate funds, and approve travel expenses. AOs shall be a SNCO or civilian equivalent (GS-7) or above, and be appointed in writing by the commander using the DD Form 577 and complete initial/annual Certifying Officer Legislation (COL) training. In addition, AOs shall complete Travel Policies training available on the DTS website. The grade requirement is waiverable. Request for waivers shall be submitted to the first O-6, or above, in the chain of command. COL and Travel Policies completion certificates and the original DD Form 577s shall be retained by the individual with a copy forwarded to the servicing LDTA. AOs who are appointed the authority to apply the "APPROVED" stamp to travel documents are subject to pecuniary liability in the execution of AOs shall refer to references (a) through (k) of their duties. this Order, with particular attention to be given to appendix O of reference (f). Additionally, AOs shall seek guidance from their servicing functional subject matter experts in the areas of administration, distribution management, comptroller and disbursing/finance. At a minimum, AOs shall perform the following duties.

(a) Ensure authorizations are approved prior to commencement of travel and GOVCC cardholders are properly utilizing their cards in conjunction with travel and current policy.

(b) Ensure travelers submit vouchers within five (5) business days of returning from travel.

(c) Ensure vouchers are approved within five (5) business days after being signed by the traveler.

(d) Verify all required receipts are attached to the voucher. AOs may request additional documentation/receipts as necessary. Due to DTS electronic document storage limitations, it is highly encouraged that AOs adhere to the provisions of reference (f) regarding receipts for under \$75.

(e) If receipts are impracticable to obtain or have been inadvertently lost or destroyed, a statement-in-lieu

of receipts explaining the circumstances shall be uploaded into DTS as substantiating documentation.

(f) Ensure the traveler's signed DD Form 1351-2 is uploaded into the DTS document as substantiating documentation for all vouchers that are stamped T-entered.

(g) Work with their ODTA to resolve problems at the local level, if possible.

(h) Ensure TDY leave is reported in the Marine Corps Total Force System (MCTFS) via Marine On Line (MOL) for Marines and in the civilian payroll system for civilian employees.

(5) Distribution Management Officers (DMO)

(a) Distribution Management Officers (DMOs) are responsible for facilitating requested travel services through DTS, in close coordination with their respective Commercial Travel Office (CTO) and LDTAS/ODTAS. The DMO shall be placed in all authorization routing lists when the organization is serviced by a Marine Corps DMO (this does not include routing lists for vouchers). This requirement may be waived but only temporarily and until which time the DMO is properly staffed to accommodate the additional workload. Requests for an exception shall be justified in writing by the DMO and submitted to CMC (LPD-2) for ultimate approval/disapproval. DMOs shall assist users, ODTAs, and AOs in understanding and clarifying transportation entitlements and policy as prescribed in references (a) through (n).

<u>1</u>. AOs have final decision making authority regarding transportation requests as authorized by reference (f). As such, DMOs shall not return authorizations to the traveler, but shall advise AOs when the transportation requested is not in accordance with current Marine Corps policy. Areas of particular concern regarding the City Pair Program and policy, approval, and reporting of premium class travel are addressed in references (e) and (i).

2. All OCONUS travel shall be routed in accordance with chapter 103, A.2 of reference (e) which mandates passengers use the Air Mobility Command (AMC) procured channel airlift unless there is a documented negative critical mission impact that can be provided at less cost by a commercial air

carrier, if commercial air service is preferred by, or is more convenient for the traveler. Currently, DTS does not provide the necessary electronic interface with AMC.

(b) DMOs shall contact the Deputy Commandant, Installation & Logistics (LPD-2), to set up separate Centrally Billed Accounts (CBAs) for use by travelers who do not possess a Government Travel Charge Card (GTCC). See enclosure (4) for requirements regarding use of the GTCC.

(c) DMOs shall provide oversight of the CTO as necessary, manage the use of the City Pair Program, reconcile the centrally billed accounts in a timely manner, and provide quality assurance to ensure the most cost effective air travel is utilized in compliance with policy.

(6) <u>Non-DTS Entry Agent (NDEA)</u>. NDEAs may be appointed by commanders to input and digitally sign DTS authorizations and vouchers on behalf of travelers. If commanders determine the use of an NDEA is necessary, the NDEA shall be appointed using the DD Form 577 and complete initial/annual COL training. The original DD Form 577s shall be retained by the NDEA with a copy forwarded to the servicing LDTA. When T-Entering a voucher, a scanned or faxed copy of the DD Form 1351-2 signed by the traveler shall be uploaded into the DTS voucher prior to applying the "T-Entered" stamp. NDEAs shall ensure all appropriate receipts are attached to vouchers they T-enter.

(7) <u>Self-Authorizing Official (SAO)</u>. Within DTS, Blanket or Repeat Travel Orders do not exist. Instead, individuals who previously traveled under these types of orders may be designated "Self-Authorizing Officials." Self-Authorizing Officials may act as their own AO, and approve their own authorizations. They may not, however, certify their own vouchers for payment. Self-authorizing officials shall be designated in writing and shall acknowledge in writing that they may not certify their own vouchers for payment. Another AO in the organization shall approve their voucher. Self-Authorizing Officials shall complete COL training. COL completion certificates and DD Form 577s shall be retained by the command and individual with a copy forwarded to the servicing LDTA.

(8) <u>Routing Official (RO)</u>. Routing officials perform designated local functions as defined by commanders in the local

business rules. These individuals are supervisors and/or duty experts in a specific area to assist AOs in the performance of their duties.

(9) <u>Debt Management Monitor (DMM)</u>. To ensure a sound debt management process is in place, a Debt Management Monitor (DMM) shall be appointed within each activity that has the authority to approve official Temporary Duty Travel. It can be centralized. Enclosure (2) contains detailed debt management procedures. References (c) and (d) indicate that the "Finance Defense Travel Administrator" (FDTA) for the organization that approves the travel shall be appointed as the DMM. The DMM shall be appointed in writing using the DD Form 577. The DMM shall retain the original DD Form 577 and a copy shall be maintained by the LDTA. DMMs shall perform the following duties.

(a) Ensure the debt management process is monitored and required actions are complete.

(b) Ensure the collection of government funds from the traveler when a travel settlement results in a debt to the government.

(c) Coordinate waiver of indebtedness actions with all command, disbursing, and DTS operations as required.

(d) Local debt management procedures shall be established to address all facets of debt collection to include the waiver process.

(10) Installation Personnel Administration Centers (IPAC). The IPAC is responsible to ensure all Marine Corps Total Force System (MCTFS) reporting requirements are complied with to include Personnel Tempo (PersTempo), leave, family separation allowance, and all deployed/TDY pay entitlements. The IPAC shall ensure appropriate personnel have access to DTSManpower Information System (MIS) reports to simplify this process.

(11) DTS Travel Support Section. Travel Support Sections shall be established at three levels consisting of:

(a) <u>Tier I Travel Support Section</u>. The Tier I Travel Support Section shall be located at the traveler/ODTA level within the traveler's organization. All traveler issues

should initially be made through the Tier I Travel Support Section. Issues that cannot be resolved at this level should be referred to the Tier II Travel Support Section by the ODTA.

(b) Tier II Travel Support Section. The Tier II Travel Support Section shall be located at the installation or senior command level. Tier II support is provided to those issues that have been escalated by Tier I. The establishment of an installation/senior command level Tier II Travel Support Section is mandatory. The Tier II Travel Support Section shall consist of representatives, appointed by the commander, who shall coordinate with the functional SMEs involved in DTS. The appropriate commander shall decide whether to physically locate the Travel Support Section in a single location or have functional representatives remain in their respective work areas and perform their DTS Travel Support Section duties. Issues that cannot be resolved at this level should be referred to the Marine Corps DTS Help Desk by the LDTA.

(c) <u>Marine Corps DTS Help Desk</u>. The Marine Corps DTS Help Desk shall serve as the Service-level interface with the Travel Assistance Center (TAC). Issues not resolved by Tier II should be escalated to the Marine Corps DTS Help Desk for resolution. The Marine Corps DTS Help Desk is designed to provide Service-wide visibility of issues, hands-on assistance, and maintain a knowledge repository for best practices.

(d) <u>Tier III Travel Assistance Center (TAC)</u>. The TAC serves as the Service/Agency support team. The TAC assists with issues that cannot be resolved at any other level. As the TAC serves all DOD and agency travelers, only issues escalated by the Marine Corps DTS Help Desk should be addressed to the TAC.

c. <u>Training Requirements</u>. Training plays a crucial role in the day to day operation of DTS. At a minimum, the following training shall be conducted as indicated.

(1) LDTAs are responsible for developing a training plan that encompasses required AO, Reviewing Official, ODTA, FDTA, NDEA, and user training. To assist the LDTA in developing training, the DTS Document Library provides detailed user manuals and links to web based training tools.

(2) ODTAs are responsible for developing a training plan and/or ensuring attendance at LDTA sponsored training that encompasses required AO, Reviewing Official, subordinate ODTA, NDEA, and user training. To assist the ODTA in developing a plan, the DTS Document Library provides detailed user manuals and links to web based tools.

(3) LDTAs and ODTAs should use subject matter experts to augment and enhance training, i.e., DMO, Finance, Administration.

5. Administration and Logistics

a. Deputy Commandant, Manpower and Reserve Affairs (M&RA) is the lead for the DTS. Functional advocates in support of DTS are the Deputy Commandants (DC), Programs and Resources (P&R) and Installations and Logistics (I&L).

b. Enclosure (4) contains the Marine Corps DTS Business Rules. Commanders shall create business rules for their respective commands using enclosure (4) to meet the minimum requirements. Commanders may augment enclosure (4) with local procedures as necessary.

c. Developers, owners, and users of all Marine Corps information systems have the responsibility to establish and implement adequate operation and information technology controls including records management requirements to ensure the proper maintenance and use of records, regardless of format or medium, to promote accessibility and authorized retention per the approved records schedule and reference (m).

d. Submit recommendations concerning this Order to the sponsor.

6. Command and Signal

a. <u>Command</u>. This Order is applicable to the Marine Corps Total Force.

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b. Signal. This Order is effective the date signed.

R. E. MILSTEAD, JR.

Deputy Commandant for Manpower and Reserve Affairs

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USMC Debt Management Process

1. <u>Information</u>. This document summarizes the debt management process within the Defense Travel System (DTS) and the Marine Corps Total Force System (MCTFS). Reference (a) is the Department of Defense regulation that details use of DTS for official travel. These procedures shall be used when DTS settlements result in an amount due the U.S. and shall be used in conjunction with reference (c), which is the DTS publication describing the DTS debt management process.

2. <u>Background</u>. On occasion, settlement of a travel voucher may result in a negative balance, or balance "Due U.S." An example of when an overpayment may occur is when an audit reveals a traveler has been overpaid a reimbursable expense such as lodging. These procedures outline the process that shall be used when the settlement of a claim results in an overpayment.

3. <u>Duties</u>. Each organization that has the authority to expend travel funds shall appoint a Debt Management Monitor (DMM). At the discretion of the installation/senior commander, DMM duties may be centralized in one location. Commands that choose to centralize the DMM duties shall ensure that the centralized DMM has the necessary organizational access to allow them to monitor all traveler records within the organization(s) they support. As detailed in reference (c), the DMM shall be responsible for all DTS debt related activity, to include: identifying, collecting, tracking, and recording of the debt in all related automated systems. The DMM shall coordinate debt collection with the following:

a. Accounting Officer - Standard Accounting Budgeting and Reporting System representative (SABRS) as required.

b. Disbursing/Finance Officer - Marine Corps Total Force System (MCTFS) representative as required.

c. Civilian Personnel Office - Defense Civilian Pay System (DCPS) representative as required.

d. Defense Finance & Accounting Service, Army, Air Force, Navy, and other DOD agencies as required.

4. <u>Identifying Debt</u>. The following methods may be used in identifying DTS claims with a negative (Due U.S.) balance:

a. Travelers receive a notification identifying Due U.S. travel voucher settlements. The notification consists of an email received by the traveler upon approval of the voucher by the Approving Official or AO and acceptance by the accounting system. The AO and the DMM also receive a notification when the Due US voucher is approved.

b. The DMM shall have the ability to retrieve Debt Management Reports (DMRpt) from DTS. These reports shall be available as a pre-defined report option under the "Report Scheduler" accessed by selecting the "Reports" menu bar option of the DTS main menu after login. DMMs can also view a listing of all Due U.S. items for their organization using the DMM Gateway accessible from the main menu bar in DTS. The DMM shall retrieve the DMRpt on a daily basis. Each traveler has 30 days to repay the overpaid amount before payroll collection action is initiated (payroll collection should be discouraged). The 30 days begins when the AO approves the voucher and the traveler receives the DTS email notification of the indebtedness.

5. <u>Accounts Receivable (RRE) entry in SABRS</u>. The process for creating the RRE in SABRS is automatic and occurs when a Due U.S. voucher is approved and accepted by the accounting system.

6. Overpayment \$10 or Less (All travelers, military and civilian). Refer to reference (a) for detailed guidance.

7. <u>Overpayment of More Than \$10; Direct Remittance (collection</u> process) of Indebted Amount, Military and Civilian Travelers

a. DTS sends email notification to a traveler advising the traveler of an overpayment when the voucher is stamped "Approved" by the AO and the accounting system returns a positive acknowledgement. The email notifies the traveler, AO, organizational reject email address, and DFAS-Indianapolis of the indebtedness, and contains instructions to the traveler for remitting payment. The traveler shall mail the remittance to the address indicated in the email.

b. The remittance shall be received and processed by DFAS-Indianapolis. After processing, DFAS-Indianapolis shall send an Advice of Collection (AOC) to DTS, the traveler, and the DMM, notifying them that the collection has been processed. The

Enclosure (1)

notification to the traveler and the DMM shall be in the form of an email. The DMM shall then follow the procedures outlined in reference (c).

8. <u>Collection Process for a U.S. Marine, Overpayment is More</u> Than \$10 (if \$10 or less see paragraph 6 above)

a. These procedures are for payroll collections for Marines only. Procedures for civilian travelers and other Service members are outlined elsewhere in this document, and in reference (c). If the Marine has not repaid the outstanding amount within the first 27 days after notification, the Marine traveler shall be notified by a second email which is automatically generated by DTS. The second email notification indicates that the Marine traveler's pay account shall be automatically debited for the outstanding amount in five days.

b. Upon receipt of the 27 day email notification, the DMM shall attempt to contact the traveler to verify that the traveler has not sent a payment to DFAS. Five days after the 27 day email notification, the payroll collection shall automatically be forwarded to the MCTFS for collection from the Marine's pay.

c. During the five day window the DMM can enter a monthly repayment amount in DTS and apply the "Due Process Stamp". This shall send the payroll collection request to MCTFS with the monthly installment amount entered by the DMM. If no monthly installment amount is entered by the DMM, the payroll collection shall be sent to MCTFS with maximum monthly deduction allowed.

d. The DMM may initiate a payroll collection prior to the 27th day email notification if earlier collection is required due to separation from the Marine Corps or for other reasons. See reference (c) for procedures to initiate the payroll collection before the 27th day.

e. The DMM may terminate the collection process by accessing the DMM module of the DTS and following the procedures outlined in reference (c).

f. The Marine's commanding officer may request a liquidation of the indebtedness. If the Marine's End of Current Contract (ECC) is of sufficient length to support a monthly reimbursement schedule, the servicing disbursing or finance

Enclosure (1)

office (DO/FO) shall prepare a disbursing diary entry using the TTC for Check Liquidation of Indebtedness.

g. If the Marine's ECC is not of sufficient length to support a monthly reimbursement schedule, the request to liquidate shall be returned with the appropriate explanation.

9. Collection Process for Service Members (other than a Marine) and Government Civilian Travelers, Overpayment is More Than \$10 (if \$10 or less see paragraph 6 above)

a. Debt Management Payroll Collection (DMPC) Report. If the traveler has not repaid the outstanding amount within the first 30 days after notification, the DMM shall request a payroll collection. The DMM shall initiate payroll collection by preparing a Debt Management Payroll Collection report (DMPC) following the instructions outlined in reference (c). The DMPC report shall be forwarded to the appropriate payroll system. DTS determines the appropriate payroll system based on the traveler's profile.

b. DTS shall automatically update to reflect collections as notifications of collection are received from DFAS-Indianapolis as indicated in reference (c). The process is complete when notice of final collection is received from the payroll office and DTS is updated to reflect that the total amount of the indebtedness has been collected.

10. <u>Marine Separated Before Collection is Complete</u>. If the Marine is separated before full collection is accomplished, the servicing DO/FO shall ensure collection is accomplished at the time of final settlement.

11. <u>Marine Separated Before Payroll Collection is Initiated</u>. The servicing DO/FO shall contact the DMM to determine if there are any outstanding DTS travel debts. If so, the DO/FO shall take collection action upon final settlement. To facilitate the collection process upon separation the servicing DO/FO should request read only access (ROA) to DTS records in order to determine if there are outstanding DTS debts at the time of final settlement. The DMM can assist DO/FO in getting ROA access.

Enclosure (1)

12. <u>Marine Transfers to a Different Duty Location</u>. The originating DMM shall continue to process the collection until such time as the entire amount is repaid.

13. <u>Manual Procedures for Use When the Automated Process Cannot</u> <u>be Used</u>. These procedures shall be used when the automated process cannot be used due to system problems.

a. <u>Collection Process for a U.S. Marine, Overpayment is</u> More Than \$10 (if \$10 or less see paragraph 6 above)

(1) If the Marine has not repaid the outstanding amount within the first 30 days after notification, the DMM shall request a payroll collection. The DMM shall initiate payroll collection by preparing a Debt Management Payroll Collection report (DMPC) following the instructions outlined in reference (c). This document can be found at the DTS Web site.

(2) The DMPC report shall be printed and forwarded to the local Marine Corps Disbursing or Finance Office (DO/FO) servicing the installation and is the substantiating record for requesting payroll collection. Note that clicking the "Submit" button upon completion of the DMPC does not forward the DMPC for Marines. The report must be printed and sent as hardcopy or scanned and sent electronically to the local Disbursing or Finance Office. This process differs from the process described in paragraph 8 above for civilian travelers and members of the other Services. The servicing Disbursing or Finance Office shall make the necessary adjustments to the Marine's pay account in MCTFS.

(3) In addition to the DMPC, the DMM or unit requesting the payroll collection shall prepare an SF 1080 for each traveler; see Figure 1 for a sample SF 1080. The purpose of the SF 1080 is to transfer the collected funds to the correct appropriation. The SF 1080 will charge the amount collected to the applicable military pay appropriation (active or reserve) and credit the travel appropriation originally charged for the trip. A copy of the SF 1080 shall be forwarded to the servicing DO/FO along with the DMPC. Together, these documents serve as the substantiating documents to effect the payroll collection.

(4) The servicing DO/FO shall enter a payroll collection for the entire amount of the indebtedness using the Miscellaneous Checkage Type Transaction Code (TTC) and the five

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digit pay code established for DTS overpayments listed in Table 1-1.

Officer/Active Duty	32019
Enlisted/Active Duty	32119
Officer/Reserve on Active Duty	30211
Enlisted/Reserve on Active Duty	31311
Officer/Reserve	56196
Enlisted/Reserve	56296

Table 1-1.--MCTFS Five Digit Pay Codes

(5) The Marine's commanding officer may request a liquidation of the indebtedness. If the Marine's End of Current Contract (ECC) is of sufficient length to support a monthly reimbursement schedule, the servicing DO/FO shall prepare a disbursing diary entry using the TTC for Check Liquidation of Indebtedness. If the Marine's ECC is not of sufficient length to support a monthly reimbursement schedule, the request to liquidate shall be returned with the appropriate explanation.

(6) <u>SF 1080</u>. The purpose of the SF 1080 is to transfer the collected funds to the correct appropriation. The original SF 1080 shall not be processed as part of the daily business by the local DO/FO but shall be forwarded to DFAS-Indianapolis. Be sure to include the DMPC report with the SF 1080. The email address at DFAS-Indianapolis is: <u>CDE-RF-5642@DFAS.MIL</u> or by postal service to:

Disbursing Operations Directorate 3801 DTS Remittances PO Box 26670 Indianapolis, IN 46226-0670

(7) The DO/FO shall notify the DMM of the collection action. This notification should be in the form of a copy of the disbursing diary showing the collection entry. Electronic notification should be used wherever possible.

(8) The DMM shall continue to monitor the Debt Management Report and follow up on payroll collection requests as needed.

(9) Upon receipt of the debt collection notification from the DO/FO the DMM shall monitor the DTS record to ensure

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the collection information is updated in DTS as detailed in reference (c).

b. <u>Collection Process for a Civilian Marine</u>, <u>Overpayment is</u> More Than \$10 (if \$10 or less see paragraph 6 above)

(1) If the traveler has not repaid the outstanding amount within the first 30 days after notification, the DMM shall request a payroll collection. The DMM shall initiate payroll collection by preparing a Debt Management Payroll Collection report (DMPC) following the instructions outlined in reference (c). This document can be found at the DTS Web site.

(2) The DMPC report shall be printed and forwarded to the civilian pay payroll office and is the substantiating record for requesting payroll collection. The report must be printed and sent as hardcopy or scanned and sent electronically to the local civilian payroll office at DFAS-Cleveland. The civilian payroll office shall make the necessary adjustments to the traveler's pay account.

(3) In addition to the DMPC, the DMM or unit requesting the payroll collection shall prepare an SF 2481 for each traveler; see Figure 2 for a sample SF 2481. The purpose of the SF 2481 is to transfer the collected funds to the correct appropriation. The original SF 2481 shall be forwarded to the civilian payroll office along with the DMPC. Together, these documents serve as the substantiating documents to effect the payroll collection. The email address at DFAS-Cleveland is: CDE-RF-5642@DFAS.MIL or by mail at:

(4) In addition to the DMPC, the DMM or unit requesting the payroll collection shall prepare an DD Form 2481 for each traveler; see Figure 2 for a sample DD Form 2481. The purpose of the DD 2481 is twofold, the Form requests a payroll collection and transfers the collected funds to the correct appropriation. The original DD 2481 shall be forwarded to the civilian payroll office along with the DMPC. Together, these documents serve as the substantiating documents to effect the payroll collection. The email address at DFAS-Cleveland is: CDE-RF-5642@DFAS.MIL or by mail at: DFAS Cleveland Attention: Civilian Pay: Debt Collections Anthony J. Celebrezze Federal Building 1240 East 9th Street Cleveland OH 44199-2055

(5) The civilian payroll office shall notify the DMM of the collection action once complete. Electronic notification should be used wherever possible.

(6) The DMM shall continue to monitor the DMRpt and follow up on payroll collection requests as needed.

(7) Upon receipt of the debt collection notification from the civilian payroll office, the DMM shall monitor the DTS record to ensure the collection information is updated in DTS as detailed in reference (c).

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Standard Form Revised April 19 Department of 1 I TFRM 2-2500 1080-109	902 he Treesury		COMPLETED BY DFAS						
NAME AND ADDRESS OF ACTIVITY WHICH FUNDED THE TRAVEL						PAID BY COMPLETED BY DFAS			
	DATE OF		<u></u>	UNITE		AMOUNT			
ORDER NO.	DELIVERY	ARTICLE OR SERVICES	QUAN-	COST	PER	DOLLARS AND CENTS			
,		NAME AND IDENTIFYING INFORMATION OF MARINE WHOSE PAY IS BEING COLLECTED. INCLUDE UNIT AND SSN.				0.00			
	DATE OF	PAYROLL COLLECTION FOR OVERPAYMENT OF DTS TRAVEL VOUCHER (INCLUDE DTS DOCUMENT AUTHORIZATION NAME				0.00			
	DEDUCTION	AND DTS VOUCHER NUMBER				0.00			
Romitingen (n.	payment hereof show	la sont la .	_		TOTAL	0.00			
DFAS-AT	DT/DEDE, ATT								
		ACCOUNTING CLASSIFICATION - Office R	eceiving	Funds					
Appropriat	ion that funded	the travel							
		CERTIFICATE OF OFFICE CHARGED ticles were received and accepted or the services performed at below; or that the advance payment requested is approved and							
	(Date				certifying	g officer)			
		ACCOUNTING CLASSIFICATION - Office							
	PAY APPROI	PRIATION (OFFICER, ENLISTED, ACTIVE OR RES	ERVE. A	S REQU	IRED)				
MILITARY					,				

Figure 1-1.--Sample SF 1080

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b. ADDRESS (Street, City, Stele and Zip Code) DUTY STATION ADDRESS				b. ADDRESS (Street, City, State and Zip Code) DUTY STATION CITY, STATE, ZIP								
c. CONTACT NAME (Lest, First, Middle Initlet) TRAVELER'S NAME					C. DATE OF BIRTH (YYYYMMDD)				d. SOCIAL SECURITY NUMBER XXX-XX-XXXX			
d. E-MAIL ADDRESS TRAVELER'S EMAIL			e. TEI	ELEPHONE NO. (DSN and Commercial)								
To liquidate a debt to the United States, employee identified above, Notices and										the current	pay of the	
3. DEBTINFORMATION												
a. REASON FOR DEBT						b. DATE	E RIGHT TO	COLLEC	TACO	CRUED	YYMMDD)	
TRAVEL OVERPAYMENT				C. DEBT IDENTIFICATION NUMBER, IF ANY								
d. ORIGINAL DEBT AMOUNT	\$	1610	.91	e. NUM	BER OF	INSTALL	MENTS	(1)	0	(2) A	mount	
f. INTEREST DUE (If none, show N/A)	\$				N	TE 15%				\$	1610.91	
g. PENALTY DUE (If none, show N/A)	\$				ON	NET PA	Y			\$	0.00	
h. ADMINISTRATIVE COST (If none, show N/A)	\$				PER	PAYDA	Y			\$	0.00	
i. TOTAL COLLECTION TO BE MADE	\$	1610).91	ј. СОМА	IENCE	DEDUCTIO	ons on (YY	YYMMDD)		2010010)3	
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CREDITOR COMPONENT 30 DAY SALARY OFFSET NOTICE					d. HEARING HELD							
b. EMPLOYEE DID NOT RESPOND (Consent assumed)				DECISION FOR CREDITOR COMPONENT					<u> </u>			
c. EMPLOYEE REQUESTED A HEARING				f. OTHER (Specify)						1		
I certify the following: (1) The debt identified above is prope (2) This Agency's regulations implem (3) The information concerning this C	enting 5	U,S.C. 5514	have be	en approv	/ed by	the Offic	e of Persor			nt; and		
5. CREDITOR COMPONENT INFORMATI	ON											
a. NAME DMM DUTY STATION						i (Street, Ci TION AD	ity, State and DRESS	Zip Code)				
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6. DFAS ACCOUNTING OFFICE		-l										
a. OFFICE, SYMBOL, AND PROCESSOR	'S NAME	b. E-MAI	ADDRE	:88			c. TELEPI (DSN en	HONE NO d Commerc		d, DATE (YYYYMMDD)	
DD FORM 2481, APR 2006		PREVIC	DUS EDI	TION IS O	BSOLI	ETE.		Г	Res	et Adob	e Professional 7	

Figure 1-2.—Sample DD Form 2481

14. <u>Waiver of Indebtedness Requested</u>. All travelers have the right to request a waiver of the indebted amount. Waivers shall be requested and processed outside of DTS. However, DTS shall be updated by the DMM to reflect the waiver request and to track the request. See reference (c) for detailed guidance regarding updating DTS to reflect waiver action.

15. <u>Waiver Processing</u>. Travelers may request a waiver of a DTS related debt. The following steps shall be taken when the traveler requests a waiver:

a. Traveler notifies the DMM of their desire to request a waiver.

b. The DMM provides supporting documentation to the traveler. Supporting documentation consists of:

(1) Printed copy of the DTS voucher showing the indebtedness.

(2) A copy of the DTS email notification of indebtedness.

c. Waiver Submission Process for Marines

(1) Submit the DTS debt documentation to their organization S-1 which shall assist in the completion of a waiver application. The S-1 shall submit the completed waiver application endorsed by the Commanding Officer to the servicing administrative center.

(2) The administrative center shall submit the waiver application to the servicing DO/FO.

(3) The DO/FO shall endorse the waiver application and provide a copy to the DMM.

(4) The DO/FO shall forward the completed waiver application to DFAS-Indianapolis.

(5) The DMM shall update DTS to reflect that a waiver package has been submitted.

(6) Upon receipt of the completed waiver application from DFAS-Indianapolis, the DO/FO shall provide a copy to the DMM.

(7) The DMM shall update DTS to reflect the final waiver action and shall scan or fax a copy into DTS for retention as a file within the "Substantiating Records" section of DTS. The waiver action is now complete.

d. Waiver Submission Process for DOD Civilians

(1) Submit the DTS debt documentation to the civilian payroll office; which shall assist in the completion of a waiver application.

(2) Upon completion of the waiver application, civilian travelers must provide the DMM with a copy of the completed application.

(3) The civilian payroll office shall forward the completed waiver application to DFAS-Indianapolis.

(4) Upon receipt of the completed waiver application from DFAS-Indianapolis, the civilian payroll office shall provide a copy to the DMM.

(5) The DMM shall update DTS to reflect the final waiver action and shall scan or fax a copy into DTS for retention as a file within the "Substantiating Records" section of DTS. The waiver action is now complete.

16. Out of Service Debt Processing. See reference (c) for detailed guidance regarding Out of Service debt processing.

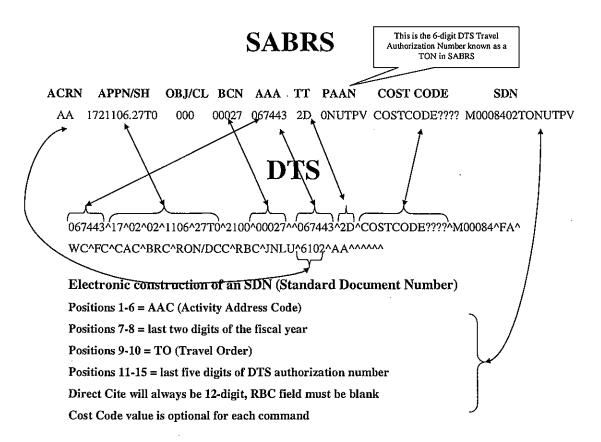
17. <u>Process Complete</u>. The collection process is complete when the full amount has been collected and the DMM sees that the DTS record reflects the full collection or the debt has been transferred to out of service debt, waived, and/or written off.

Accounting Management Processes

1. Lines of Accounting (LOA) are key pieces of information. The Defense Travel System (DTS) requires the establishment of travel LOAs. This process is outlined in the SABRS to DTS Conversion Chart in Figure 1 of this enclosure. Finance Defense Travel Administrators (FDTAs) shall ensure that appropriate SABRS tables are loaded with any new data.

2. When travel is performed using another organization's LOA(s), close coordination is required between the funding organization and the traveler's organization. The Cross Organizational funding feature in DTS shall be used for this process. The Defense Travel Administrator(s) (DTA) User's Manual provides guidance for this process.

SABRS TO DTS CONVERSION



USMC DTS Business Rules

1. <u>Purpose</u>. This document provides specific policy for the use of the DTS. Commanders shall establish local administrative, transportation, and financial business rules for using DTS, which supplements Marine Corps policy/procedural guidance provided herein.

a. The following overarching directives shall apply in resolving travel or financial policy issues:

(1) Defense Transportation Regulation (DTR) (DoD 4500.9-R)

(2) DoD Financial Management Regulation (DoD FMR) (DoD 7000.14-R)

(3) Joint Federal Travel Regulations (JFTR)

(4) Joint Travel Regulations (JTR)

b. In order to travel using DTS, travelers shall be registered with their organization.

2. Required Policies and Programs used in Conjunction with DTS

a. Government Travel Charge Card Program. Travelers who have an individual Government Travel Charge Card (GOVCC-I) are required to use their GOVCC-I for mandatory expenses IAW Public Law 105-264, DoDFMR Vol 9, Chapter 3. Mandatory expenses applied to the GOVCC-I include all transportation (air, land, sea), rental car, and lodging expenses. Travelers are also encouraged to utilize their GOVCC-I for meals and miscellaneous expenses. Travelers that have not been issued a GOVCC-I shall have their transportation expenses (air, land, sea) charged to a Centrally Billed Account (GOVCC-C/CBA). The CBA is managed by the local Distribution Management Office (DMO).

b. Travelers who are not required to possess a GOVCC-I may request an advance in DTS. The advance shall be deposited into the traveler's bank account on record via Electronic Funds Transfer (EFT).

c. EFT and Split Disbursements. Per Public Law 107-314, split disbursement is mandatory for all military and DOD civilian GOVCC card holders. DTS computes travel entitlements

and initiates EFT disbursements to the traveler's bank account eliminating the expense of processing check payments and expedites reimbursement. DTS "split-disburses" reimbursements to the traveler's GOVCC-I account for transportation, lodging, and rental car expenses. The traveler shall "split disburse" all additional expenses charged to the GOVCC-I for other expenses which may have been incurred.

d. Contracted CTO. Travelers shall use the DTS Reservation Module to make arrangements for commercial air transportation, commercial lodging, and rental car reservations or request CTO assistance. In certain circumstances, i.e., short notice travel, the traveler may be required to call the CTO, using a local or toll free number to make reservations. Travel arrangements shall be charged to the traveler's GOVCC-I. If the traveler has not been issued a GOVCC-I, a CBA shall be used.

3. <u>Detaching and Receiving Travelers in DTS</u>. Commands shall ensure local procedures incorporate a requirement for the LDTA or ODTA signature block on all check-in and check-out sheets.

a. Personnel Check-out Requirements. All personnel shall check-out with the LDTA or ODTA when detaching from an organization. The LDTA or ODTA shall ensure the individual is detached in DTS using the DTA Maintenance Tool. The LDTA or ODTA should not detach an individual if there are documents in process. Therefore, if an individual has an authorization for which a voucher has not been created, the individual's profile should not be detached until the voucher has finished processing. The same holds true for local vouchers. This ensures that the individual has completed all business in his/her prior organization before moving on to another.

b. Personnel Check-in Requirements. Upon check-in, the LDTA or ODTA shall ensure the individual has been received in the organization through the DTS Maintenance Tool. In the event that the individual has not been detached from their previous organization, the LDTA or ODTA shall contact the prior command and request that they detach the individual. If the individual comes from a different Service or Agency and has not been detached, a request to detach the individual shall be submitted by the LDTA or ODTA to the TAC. In all instances, the individual's full name and SSN are required.

4. <u>Travel Requests not Currently Supported by DTS</u>. This section is an overview of travel authorizations not currently

processed in the DTS. All Reserve Travel shall be coordinated , with MARFORRES HQ and processed in accordance with their established Business Rules.

a. Classified Travel.

b. Permanent Duty Travel (PDT).

c. <u>Contractors</u>. Contractors shall not use DTS for official travel or be appointed as "Approving Officials".

d. Foreign military nationals shall use not use DTS for official travel or be appointed as "Approving Officials".

5. DTS Travel Authorizations

a. <u>General</u>. Air travel service shall be obtained using priorities in order of preference established in the Defense Transportation Regulation (DTR), Part 1, Passenger Movement, DoD 400.9-R.

b. Foreign Flag Carriers and Air Mobility Command (AMC). Foreign flag carriers are not authorized, unless certain conditions in the JFTR/JTR, Appendix O are met. Travelers shall call the CTO to make foreign flag carrier reservations. All OCONUS travel shall be routed through the DMO. The DMO shall notify the AO when only foreign flag carriers are available, allowing the AO to make the determination if use of the foreign flag carrier is required to meet mission requirements. OCONUS travel orders must always be routed to the DMO to verify the availability of Air Mobility Command flights.

c. <u>Commercial Air Travel</u>. General Services Administration (GSA) contract City Pairs shall be selected when flights meet mission requirements. The AO is responsible for determining if a City Pair flight meets mission requirements. AOs hold pecuniary liability, therefore should exercise strict fiscal responsibility when making this determination.

d. <u>Premium Class Travel</u>. Premium class travel includes both first, business class travel, and any travel costing more than coach fare. In accordance with MARADMIN 476/04, AOs shall

refer all requests for premium class travel to CMC (MPO) for approval in advance of the trip. CMC (MPO) shall forward requests to the Assistant Commandant via the Office of Counsel for the Commandant. For further guidance contact MPO-40.

Note: DoD regulations allow travelers to upgrade to first class and business class travel using frequent flyer benefits. If the traveler intends to use frequent flyer benefits for an upgrade, the traveler shall directly contact the carrier to utilize frequent traveler benefits after reservations have been confirmed by the CTO. Refusal by the traveler of the GSA City Pair carrier is unauthorized for frequent flyer benefit purposes.

6. Leisure In Conjunction With Official (LICWO) Travel.

a. When air is the approved mode of transportation for Temporary Additional Duty (TAD) travel, the Commercial Travel Office (CTO) shall issue the official ticket from/to authorized locations prior to entertaining any LICWO travel request. Once the official ticket has been issued, the service member has the option of using the CTO for their leisure travel needs.

When the CTO is used for leisure travel: The CTO upon b. member request shall exchange the travelers official ticket, paid for by either an Individually Billed Account (IBA) or Centrally Billed Account (CBA), for a leisure ticket incorporating the official value therein. The member shall pay any additional money due at the time of the ticket exchange. Ιf the form of payment used for the official ticket was a CBA, the service member shall be required to sign a document acknowledging their responsibility to turn back into the government any official value which was applied to their leisure ticket if the official trip is cancelled for any reason. The DMO shall use the document signed by the member as a tracking tool and shall notify their local disbursing office after 30 days should a pay checkage become necessary.

c. When the CTO is not used for leisure travel: If the official ticket issued by the CTO was purchased with a CBA, and the ticket exchange is made directly with the airline (if that is possible), the traveler is still liable for any official value which was applied to their leisure ticket should the official trip be cancelled for any reason. Electronic sweeps by the CTO will capture unused leisure tickets where official value

is incorporated therein, and if a member does not turn the official value back into the government after 30 days a pay checkage may be initiated.

7. Ticketing Changes

a. Changes Before Reservations are Ticketed at CTO. If the traveler needs to make changes prior to the authorization being ticketed by CTO, the traveler shall adjust/amend the document via DTS.

b. Changes After Tickets are Reserved at CTO

(1) <u>Traveler Initiated Changes After Ticketing</u>. Changes made to travel arrangements after tickets have been issued should only be made due to mission requirements and by the CTO. The reason for this restriction is that changes may incur additional costs to the Government. In order to make a change, the traveler shall make an amendment in the travel authorization and resubmit for approval. When time does not permit submitting an amendment, the traveler can contact the CTO directly for requested changes. The CTO will not assume the responsibility and arbitrarily make a change to the official ticket without the AO's approval. Travelers who violate policy and make ticket changes directly with the airline, instead of their respective CTO, must indicate the reason why they did so in their voucher. Travelers can be held financially responsible if the voucher does not reflect the actual travel.

(2) <u>Airline Initiated Changes</u>. The CTO is responsible for notifying the traveler of any ticketing changes after tickets have been issued. The CTO shall provide the traveler all pertinent information contained in a traveler's finalized ticket itinerary. Any changes or updates to a PNR prior to the trip shall be passed to the traveler via e-mail, fax, or telephone. At a minimum, this information shall include the PNR locator number, and all flight, car rental, and commercial lodging information with costs and ticket numbers. If multiple carriers are utilized on an itinerary, costs should be broken out by ticket number. Changes shall be manually input by the traveler into DTS when filing the travel voucher.

(3) Mission Directed Changes After Departure.

Travelers shall contact the CTO to initiate any travel itinerary changes and notify the AO of any additional costs incurred. It

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is the traveler's responsibility to accurately account for all changes and charges when submitting their voucher.

8. <u>Ticketing Methods</u>. Electronic ticketing (e-ticket) is the preferred method of ticketing and is mandated when available. In the event the CTO is incapable of booking an e-ticket, they shall have the paper tickets available three business days prior to travel. When a paper ticket is required, the traveler shall make arrangements to pick up the ticket from the CTO no earlier than three business days prior to departure. Travelers are strictly prohibited from exchanging e-tickets for paper tickets, unless it is determined that issuing paper tickets would be in the best interest of the command's mission."

a. <u>Ticketed Commercial Air Itinerary</u>. Travelers can print ticketed itineraries through DTS.

b. <u>Unused Tickets</u>. Travelers shall return unused paper tickets to the CTO as soon as possible. If an e-ticket is unused, the traveler shall notify the CTO. In either case, the traveler shall note the changes in DTS.

c. <u>Short Notice or Verbal Orders</u>. Mission requirements may dictate the need to deviate from the standard process of using DTS. Local commands shall establish their own procedures for short notice travel.

d. Process for Handling Cancellation Fees/Penalties. Travelers may have travel plans cancelled or changed due to mission requirements. If they do not have sufficient notice, travelers may be unable to cancel reservations or registrations, and shall be charged for unavoidable expenses or penalty fees for these changes. If a ticket is cancelled after being issued, the CTO transaction fee shall still be charged to either the GOVCC-I or CBA as appropriate. The traveler shall be reimbursed for mission related cancellations/changes and not for personal preference. Travelers shall complete a voucher in DTS for reimbursement of these charges. Travelers are responsible for following proper cancellation procedures as directed by the AO.

e. <u>Group Travel</u>. Group Travel authorizations can be created in DTS. For group travel procedures, refer to the Document Processing Manual located in the DTS Document Library.

f. <u>En-Route Traveler Assistance</u>. Travelers shall make itinerary changes directly with the Airline and/or the CTO while

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en-route. During travel, a member of the traveler's organization who has group access can create an amendment to the order. Or upon return, travelers shall reflect any changes when completing their voucher in DTS.

g. <u>Foreign TAD Travel</u>. All overseas travel shall route through the DMO. The DMO shall determine availability of flights.

h. <u>Rental Cars</u>. The traveler shall coordinate with the AO to determine the size of car required for the mission. For example, based on mission requirements, a specific vehicle type may be required. Once the vehicle is determined, the traveler is required to select the least expensive vehicle from the list of available companies that have a Defense Travel Management Office (DTMO) negotiated Government rate. The AO has approval authority on rental car expenditures and should be aware of significant price differences.

i. Excess Baggage. The traveler shall annotate to the CTO, when requesting travel, that excess baggage is required and when known or expected, shall provide the weight, number of pieces of excess baggage, and any special requirements. The traveler shall also indicate excess baggage in the "Other Authorizations" section on the travel authorization. The CTO shall advise carriers of excess baggage requirements when making reservations and enter in the trip record all applicable information to the traveler, i.e., estimated cost requirements, special check-in requirements, etc. The traveler shall make payment for excess baggage directly to the carrier at the time of check-in. The traveler shall claim reimbursement for excess baggage on the voucher. It is the AO's responsibility to ensure excess baggage is justified. AO's should request guidance from their local DMO on any questions concerning limitations.

j. <u>Medical TAD</u>. Traveler shall note in their authorization that the TAD is for Medical reasons. Additionally, any authorizations stipulated shall be listed (i.e. authorization for premium class travel) and authorization shall be scanned/faxed into the voucher.

k. <u>Cross Fiscal Year TAD Travel</u>. For cross fiscal year procedures, refer to the DTS Document Library.

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9. Lodging

a. <u>Government Billeting Availability</u>. The AO shall determine government lodging requirements for the traveler. To document the requirement for Military travelers to use government lodging when traveling to a Military installation, the following statement shall be included under Other Authorizations / Other: "Government Quarters and Messing directed if available." Military travelers shall provide a Nonavailability number, to include the lodging facility name and phone number, in the remarks section if billeting is directed but not available on a base or station.

b. <u>State Tax Exemption Form</u>. Certain states exempt DoD travelers from paying state hotel or lodging taxes. The Government Services Administration (GSA) website (accessible through DTS) maintains a list of states that honor the State Tax Exemption for DoD travelers. If the hotel or lodging facility does not grant the State Tax Exemption, the taxes shall be claimed as a separate expense on the voucher.

c. <u>Travel Support Section</u>. The DTS Travel Support Section concept utilizes a three-tiered approach, with additional support provided by the DTMO TAC.

(1) Tier I - Travel Support Section. The Tier I Travel Support Section is located at the unit/traveler level. The Tier I Travel Support Section consists of ODTAs, travelers, resource advisors, AOs/COs, and other users of DTS and is comprised of information readily available to them. If the issue cannot be resolved after exhausting all resources available, the ODTA shall contact the Tier II Travel Support Section. Tier I - Available Resources are as follows:

- (a) DTS Tri-folds
- (b) Local Subject Matter Experts (SMEs)
- (c) Local Business Rules for DTS
- (d) Web Based Training

(e) Procedural guides for creating, reviewing approving, and canceling authorizations

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- (f) Lesson Plans/Training Materials
- (g) Links to other sites
- (h) Frequently Asked Questions (FAQs)

(2) Tier II - Travel Support Section. There is one Tier II Travel Support Section at each site. The Tier II Travel Support Section is comprised of the LDTA and functional area representatives. Tier II Travel Support Section operations shall provide assistance to Tier I users. The intent is for these individuals to be the most knowledgeable DTS personnel at their site. If Tier II Travel Support Section personnel cannot resolve the issue, they should contact the Marine Corps DTS Help Desk for assistance. Tier II - Available Resources are as follows.

plus;

(a) All Tier I Travel Support Section resources

(b) Travel Support Section contingency operations (CONOPS) and Bulletins

- (c) DTS Finance Guide
- (d) DTS Set-up Guide
- (e) Electronic References
- (f) Labor Relations Guide
- (q) Simplified Entitlements (JTR/JFTR, Appendix

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(3) The Marine Corps DTS Help Desk. The Marine Corps DTS Help Desk shall serve as the Service-level interface with the Travel Assistance Center (TAC). Issues not resolved by Tier II should be escalated to the Marine Corps DTS Help Desk for resolution. The Marine Corps DTS Help Desk is designed to provide Service-wide visibility of issues, hands-on assistance, and maintain a knowledge repository for best practices.

(4) Tier III - Travel Assistance Center. The DTMO operates the TAC which serves as the Tier III Travel Support Section. The TAC assists with issues that cannot be resolved at the Marine Corps DTS Help Desk. The LDTA/ODTA shall work

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unresolved issues through the above means and coordinate resolution with the issue's originator.

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Standard Naming Conventions

1. The following Marine Corps naming conventions shall be used when creating organizations and sub-organizations in DTS.

2. The standard naming convention consists of a 20-character string. Positions one through 14 of the naming convention shall comply with the following mandatory standards:

Position	1	2	3-6	7-9	10-14	15-20
Definition	D=DOD	M =USMC	DSSN or MEF ID, MSC ID and Location Codes	MCC or MSC MCC	RUC	Command defined

3. The Disbursing Station Symbol Number (DSSN) may be obtained from CMC (RFF). The Major Command Codes (MCC) and Reporting Unit Codes (RUC) are contained in reference (k).

4. MEF ID Codes, MSC ID Codes, location, and major subordinate command (MSC) MCCs shall be used for naming conventions for the operational forces as contained below. These codes enable operational forces to be identified by MEF, MSC, location, and major subordinate command MCC. MARFORRES shall continue to use its existing naming conventions.

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MEF ID Codes (Positions 1, 2 and 3):
DM1 - I MEF
DM2 - II MEF
DM3 - III MEF
MEF and MSC ID Codes (Positions 1, 2, 3, and 4):
DM1M - HQ Units, I MEF
DM1D - 1st MarDiv, I MEF
DM1F - 1st MLG, I MEF
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DM1W	-	3d MAW, I MEF
DM2M	-	HQ Units, II MEF
DM2D	-	2d MarDiv, II MEF
DM2F	-	2d MLG, II MEF
DM2W	-	2d MAW, II MEF
DM3M	-	HQ Units, III MEF
DM3D	-	3d MarDiv, III MEF
DM3 F	-	3d MLG, III MEF
DM3W	-	1st MAW, III MEF

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Location codes (Positions 5 and 6):

- 14 Camp Pendleton
- 15 29 Palms
- 23 MCAS Miramar
- 27 MCAS Yuma
- 13 Camp Lejeune
- 22 MCAS Cherry Point
- 24 MCAS New River
- 26 MCAS Beaufort
- 44 MCAS Iwakuni
- 91 Hawaii

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92 - Okinawa

Combined MEF ID Code, MSC ID Code, location, and MSC MCC Codes (Positions 1 through 9):

DM1M141C0	-	HQ units I MEF at Camp Pendleton, CA
DM1D14121	-	1st MarDiv units at Camp Pendleton, CA
DM1F14169	-	1st MLG units at Camp Pendleton, CA
DM1W14143	-	3d MAW units at Camp Pendleton, CA
DM1W23143	-	3d MAW units at MCAS Miramar, CA
DM1F23169	-	1st MLG units at MCAS Miramar, CA
DM1D15121	-	1st MarDiv units at 29 Palms, CA
DM1F15169		1st MLG units at 29 Palms, CA
DM1W15143	-	3d MAW units at 29 Palms, CA
DM1W27143	-	3d MAW units at MCAS Yuma, AZ
DM1F27169	-	1st MLG units at MCAS Yuma, AZ
DM2M131F1	-	HQ units II MEF at Camp Lejeune, NC
DM2D13122	-	2d MarDiv units at Camp Lejeune, NC
DM2F13151	-	2d MLG units at Camp Lejeune, NC
DM2W22142	-	2d MAW units at MCAS Cherry Point, NC
DM2W24142	-	2d MAW unites at MCAS New River, NC
DM2W26142	-	2d MAW units at MCAS Beaufort, SC
DM2F26151	-	2d MLG units at MCAS Beaufort, SC
DM3M921F6	-	HQ units III MEF at Okinawa
DM3D92124	-	3d MarDiv units at Okinawa
DM3F921C2	-	3d MLG units at Okinawa
DM3W92145	-	1st MAW units at Okinawa
DM3W44145	-	lst MAW units at Iwakuni
DM3F441C2	-	3d MLG units at Iwakuni
DM3D91124	-	3d MarDiv units at Kaneohe Bay, HI
DM3F911C2	-	3d MLG units at Kaneohe Bay, HI
DM3W91145	-	lst MAW units at Kaneohe Bay, HI

Fraud Identification and Reporting Requirements

1. <u>General</u>. This enclosure provides an overview of actions AOs and Commanders shall take when processing questionable claims. Refer to reference (1) for detailed instructions.

2. <u>Inaccuracies</u>. Not every inaccuracy on a claim form shall be equated with intent to defraud the government. When minor discrepancies exist as a result of clerical or computation errors, misunderstanding of procedure, or failure to properly document, the intent to deceive may be missing and, a finding of fraud would not likely be supported absent evidence to the contrary. Such errors shall be discussed with the claimant and corrected. For example, when a person inadvertently submits a travel voucher for hotel expenses that contain minor additional room charges that are not payable and, upon notification, the claimant acknowledges the mistake, and where there is no intent to deceive, no fraud has occurred.

3. <u>Fraud</u>. When there is reason to suspect that a claim presented for payment contains fraudulent information, the authorizing official shall request his or her commander, or comparable authorized civilian, to initiate an investigation into the suspected fraud. The requirement to request an investigation applies regardless of the dollar value of the suspected fraud. The authorizing official shall be given a copy of the completed Report of Investigation (ROI) and the findings stipulated in the ROI shall be submitted for legal review to the supporting Staff Judge Advocate (SJA) or legal counsel and shall be forwarded to the Commander for action. All substantiated determinations of fraud shall be reported to the CMC, DCs M&RA (MI) and P&R (RFF).

4. <u>Disciplinary Action</u>. Commanders shall take appropriate disciplinary action in substantiated determinations of fraud.

5. <u>Partial Fraudulent Claims</u>. If the ROI does not support a finding of fraud, then the AO may permit payment for all amounts to which the claimant otherwise is entitled. The AO shall document the reasons for the determination of no fraud. If the ROI confirms that some items of the claim are fraudulent, then the AO may permit the payment of those items free of fraud.

Appointment Letter Content DD Form 577, Block 14 Templates

1. Lead Defense Travel Administrator (LDTA)

a. Permission levels 0,1,2,3,4,5,6 organization + group access

b. In block 13, mark "X" at Certifying Officer

c. In block 14, enter the following: "Manage DTS at the installation level. In addition, you shall ensure commanders appoint Organizational Defense Travel Administrators (ODTA) who shall support the site's suborganizations/subordinate commands. You shall oversee the daily operation of DTS and manage permissions for subordinate ODTAs. You shall ensure that Approving/Authorizing Officials (AO) are appointed in writing for sub-organizations/subordinate commands and maintain appropriate letters of appointment and corresponding DD Form 577s for retention."

d. In block 15 enter the following references: DoD Directive 7000.15, DoDFMR Vol. 5, Chapter 33; DoDFMR Vol. 9, Chapter 2, Joint Federal Travel Regulations, Vol. 1, Appendix 0 and Joint Travel Regulations, Vol. 2, Appendix 0.

2. <u>Authorizing/Approving Officials (AO/Self-Authorizing</u> Official (SAO)

a. Permission levels 0, 1, 2 + organization & group access

b. In block 13, mark "X" at Certifying Officer

c. In block 14, enter the following:

"Approve DTS temporary duty travel (TDY), local travel, and certify payments of TDY and local travel entitlements. As a certifying officer you shall be responsible for certifying payment vouchers and documents prepared under DTS in accordance with appendix O of the JFTR/JTR. You may not concurrently serve as a deputy disbursing officer to any DSSN, cashier, paying agent, collection agent, change fund custodian, imprest fund cashier, or in any other accountable position involving the management of DTS. <u>Exception under DTS is on a case-by-case</u> basis with express written approval by your major command. An AO or SAO may not approve their personal Voucher or Local Voucher. Only an SAO may approve their personal Travel

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Authorization. This appointment carries with it pecuniary liability for all illegal, improper, or incorrect payment that result from negligent performance of duties."

d. In block 15 enter the following references: DoD Directive 7000.15, DoDFMR Vol. 5, Chapter 33; DoDFMR Vol. 9, Chapter 2, Joint Federal Travel Regulations, Vol. 1, Appendix O and Joint Travel Regulations, Vol. 2, Appendix O.

3. Routing Officials (RO)

a. Permission levels 0, 1, 2 + group access

b. In block 13, mark "X" at DEPARTMENTAL ACCOUNTABLE OFFICIAL

c. In block 14, enter the following: "Review DTS travel documents (Travel Authorizations, Vouchers and Local Vouchers). As a routing official, you shall be responsible for reviewing travel documents prepared under DTS in accordance with Appendix O of the JFTR/JTR. You do not have the authority to obligate funds or to certify travel documents for payment."

d. In block 15 enter the following references: DoD Directive 7000.15, DoDFMR Vol. 5, Chapter 33; DoDFMR Vol. 9, Chapter 2, Joint Federal Travel Regulations, Vol. 1, Appendix O and Joint Travel Regulations, Vol. 2, Appendix O.

4. Finance Defense Travel Administrator (FDTA)

a. Permission levels 0,1,3,5,6 + organization access

b. In block 13, mark "X" at DEPARTMENTAL ACCOUNTABLE OFFICIAL enter DTS Finance Defense Travel Administrator

c. In block 14, enter the following: "Perform duties of a Finance Defense Travel Administrator. Maintain DTS budgets and Lines of Accounting (LOA). Review DTS travel documents (Travel Authorizations and Local Vouchers) to verify that the correct LOA has been selected. You do not have the authority to obligate funds or to certify travel documents for payment."

d. In block 15 enter the following references: DoD Directive 7000.15, DoDFMR Vol. 5, Chapter 33; DoDFMR Vol. 9, Chapter 2.

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5. Organizational Defense Travel Administrator (ODTA)

a. Permission levels 0,1,2,5 + organization & group access

b. In block 13, mark "X" at DEPARTMENTAIL ACCOUNTABLE OFFICIAL .

c. In block 14, enter the following: "Perform duties as an Organization Defense Travel Administrator. Administer the DTS which includes updating organizations, routing lists, groups, and personnel information. You do not have the authority to obligate funds or to certify travel documents for payment."

d. In block 15 enter the following references: DoD Directive 7000.15, DoDFMR Vol. 5, Chapter 33; DoDFMR Vol. 9, Chapter 2.

6. Non-DTS Entry Agent (NDEA)

a. Permission levels 0 + group access

b. In block 13, leave blank

c. In block 14, enter the following:

"Perform duties as a Non-DTS Entry Agent. Create and T-Enter (Sign) vouchers and local vouchers for submission within DTS on behalf of unconnected travelers assigned to organizations that do not have reasonable access to DTS. Receive a manually prepared and signed DD Form 1351-2, Voucher or SF 1164, Local Voucher from the traveler. You must scan or fax these documents and all applicable receipts into the DTS voucher. When you sign the DTS voucher for the traveler, you certify that the information contained in the traveler's manually prepared and signed voucher is entered as claimed on that voucher. You are not responsible for the validity of the data for the manual voucher signed by the traveler. You do not have the authority to obligate funds or to certify travel documents for payment."

d. In block 15 enter the following references: DoDFMR Vol. 9, Chapter 2.

7. Review Official (Post Payment Reviewing Official)

a. Permission levels: Review Officials should work with their Lead Defense Travel Administrator to determine the

Enclosure (6)

permission levels necessary for the Review Official to perform his/her duties.

b. In block 13, mark "X" at ACCOUNTABLE OFFICIAL

c. In block 14, enter the following: "Perform duties a Review Official. Perform post payment reviews in accordance with the references listed in block 15 of this appointment letter."

d. In block 15 enter the following references: DoD Directive 7000.15,DoDFMR Vol. 5, Chapter 33; DoDFMR Vol. 9, Chapter 2, Joint Federal Travel Regulations, Vol. 1, Appendix 0 and Joint Travel Regulations, Vol. 2, Appendix 0.

8. Debt Management Monitor (DMM)

a. Permission levels 6 + organization & group access and DMM indicator set to "Yes"

b. In block 13, mark "X" at ACCOUNTABLE OFFICIAL.

c. In block 14, enter the following: "Perform duties as a Debt Management Monitor. The DMM shall be responsible for all DTS debt related activity, to include: identifying, collecting, tracking, and recording of the debt in all related automated systems. The DMM shall coordinate debt collection with other sections involved, i.e., admin, disbursing, etc."

d. In block 15 enter the following references: DoD Directive 7000.15, DoDFMR Vol. 5, Chapter 33; DoDFMR Vol. 9.

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Figure 7-1 - Sample DD Form 577

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Emergency Procedures for DTS Operation

1. <u>General</u>. This chapter provides emergency procedures in the event DTS experiences difficulties that greatly reduce enterprise wide operational capabilities.

2. <u>Emergency Procedures</u>. DC, M&RA (MI) shall coordinate and issue guidance to implement the below emergency procedures. These procedures shall only be initiated after authorized to do so by DC, M&RA (MI). Waivers to this policy shall only be granted under unique circumstances on a case by case basis. If it is determined that DTS will be unable to process documents for an extended period of time, further guidance shall be disseminated by DC, M&RA (MI).

a. A manual DD Form 1610 shall be prepared and signed by an authorizing official to authorize making travel arrangements (air fare, rental car and hotel booking, if required). A copy of DD Form 1610 may be found at http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd1610.pdf.

b. A DTS line of accounting shall be placed on the document. However, this line of accounting shall not be obligated in SABRS. Fund administrators shall ensure that sufficient funds are available in the accounting system to cover any authorizations issued under these circumstances.

c. Travelers shall contact and utilize the Commercial Travel Office (CTO) to make travel arrangements.

d. A copy of the DD Form 1610 shall be provided to the CTO/Distribution Management Office (DMO) via fax, email or shall be hand carried.

e. If necessary, the traveler's GTCC account information shall be passed to the servicing CTO using a secure means of transmission.

f. The traveler shall commence travel as appropriate.

g. When able, the data from the prepared DD Form 1610 shall be entered and the authorization shall be approved in DTS.

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