

Defense Travel System



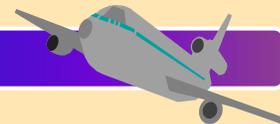
DTS Overview

28 November 2001

**Colonel Alan Tomson
Chief Fielding Branch
Defense Travel System**



How It All Began

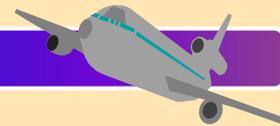


- **National Performance Review – Sep '93**
Report called for overhaul of entire DoD travel system.
- **Congressional Concerns**

RESULT: Task DoD to Reengineer Travel



Task Force Findings



- **Profile**
 - Expensive - mission costs, operating system costs, and traveler costs
 - Not mission-oriented
 - Not customer-oriented
- **Conclusion**
 - System is not integrated
 - Compliance versus performance focus
 - Not using best business practices

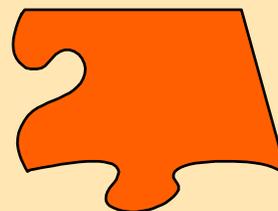
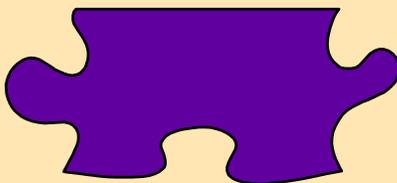
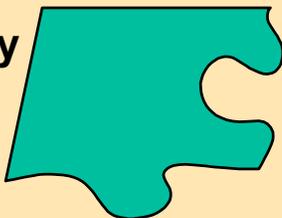


Elements - Current System



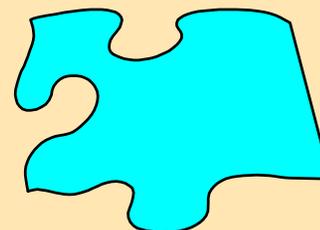
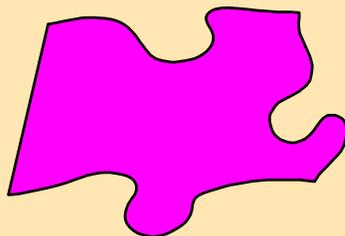
Arrangements

Policy



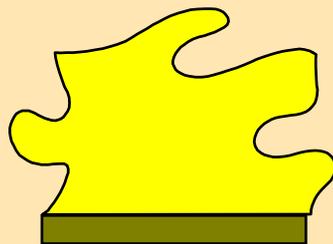
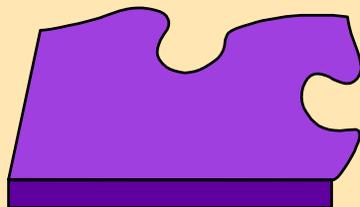
Payment

Authorization

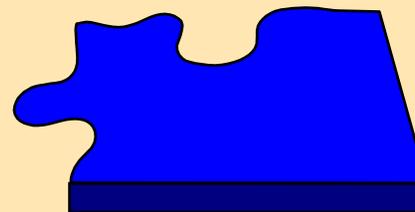


Accountability

Execution



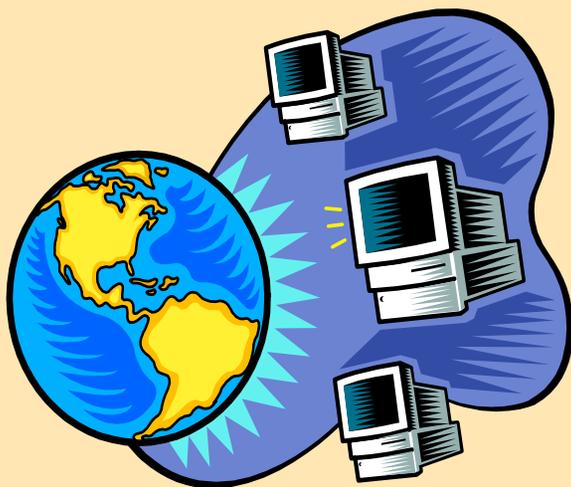
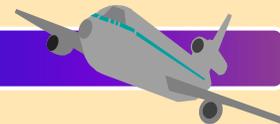
Reconciliation



Audits



DTS Vision



A seamless, paperless, temporary duty travel system that meets the needs of travelers, commanders, and process owners. It must **reduce costs, support mission requirements, and provide **superior customer service.****



Task Force Recommendations



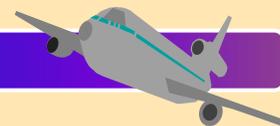
January 1995

- **Consolidate Travel Services under one single procurement entity**
- **Simplify traveler entitlements and publish in *English***
- **Decentralize travel budgets**
- **Make supervisors responsible for managing travel**
- **Use full-service civilian commercial travel contractors to make all arrangements**
- **Use government charge cards**
- **Speed travel voucher settlement**
- **Use electronic funds transfer to speed payment of claims**

The Goal: A fair and equitable temporary duty travel system for all DoD organizations.



Travel Policy Changes



Simplified Entitlements

- **75% first & last day Meal & Incidental Expense (M&IE)**
- **Proportional meal rate**
- **Elimination of paper non-availability statements**
- **Receipt retention for lodging and all expenses of \$75.00 or more**
- **Reduced documentation**

Payment

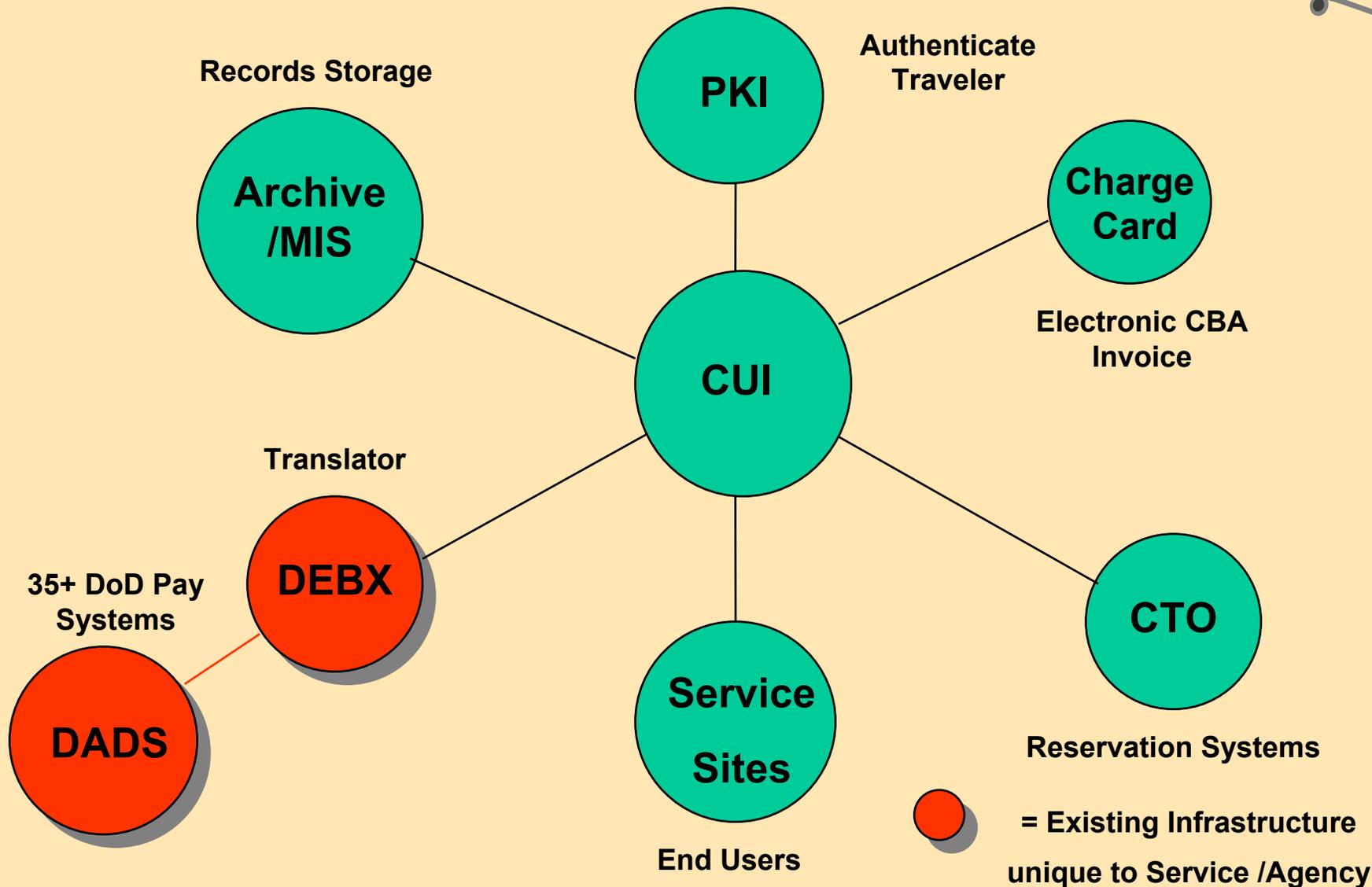
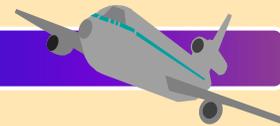
- **Standard use of travel card**
- **Electronic Funds Transfer (EFT) for travel reimbursement**
- **Split disbursement to government charge card**

Review

- **Random audit of vouchers**

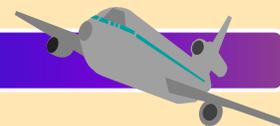


Defense Travel System





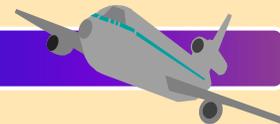
System of Firsts



- **Lots of development - policies, procedures & software**
 - **Automates reengineered travel policies / procedures**
 - **Electronic commerce with 35+ DoD financial systems**
 - **DoD Public Key Infrastructure**
 - **For DTS initially**
 - **Now used for many DoD applications**
 - **Single electronic records management of all DoD travel data**
 - **Interface with industry reservations systems**



DTS IMPROVEMENT



Old Methods

Ball point pen

Phone request

Complicated rules

Paper travel order

Paper travel voucher

Single disbursement

Paper archive

New Methods

Digital signature

Computer request

Simplified rules

Electronic authorization

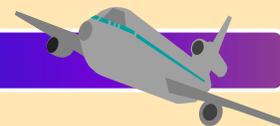
Electronic voucher

Split disbursement

Electronic archive



DTS Benefits



- **Benefits to User:**
 - **Less time “running orders”**
 - **Faster, accurate payments**
 - **Payments within 3 days**
 - **More time “defending the nation”**

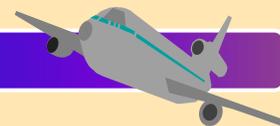
Defense Travel System



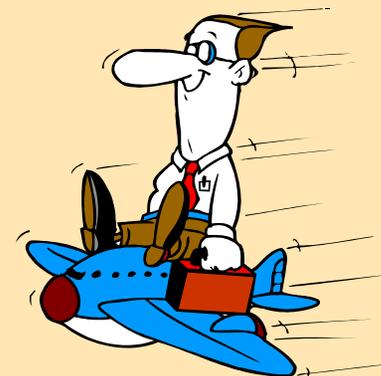
**Defense Travel
Administration**



The Travelers



- **Using Common User Interface:**
 - **Request travel authorization**
 - **Make travel arrangements**
 - **Submit post-travel claims**
- **Retain required receipts***



**(Authorizing official may be required to review prior to approving claim for processing. Traveler must keep required receipts for 4 years.)*



The Authorizing Officials



- **Direct/authorize travel**
- **Obligate travel funds**
- **Approve trip arrangements**
For example:
 - **Mode of transportation**
 - **Lodging selection**
 - **Rental cars**
 - **Trips home**
 - **Phone calls**
 - **Adjusted per diem rates**
- **Authorize travel expenses**





The Certifying Officials

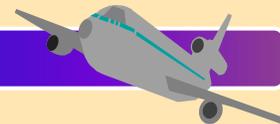


- **Must be designated in writing**
- **Can also serve as an Authorizing Official**
- **Certifies claims for payment**
- **Uses electronic certification**
- **Ensures supporting documents are retained by Traveler**
- **Can not certify their own travel**
- **Should not certify incomplete, improper or doubtful claims**





Defense Travel Administration



Key Functional Areas

1 Finance

- Budgets and balances
- Link budgets with lines of accounting
- Link budgets with AOs
- Appointed in writing as an accountable official



1 Personnel/Units

- Traveler and AO identification (organizational information)
- Relationship between AOs and travelers

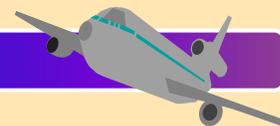


Defense Travel System

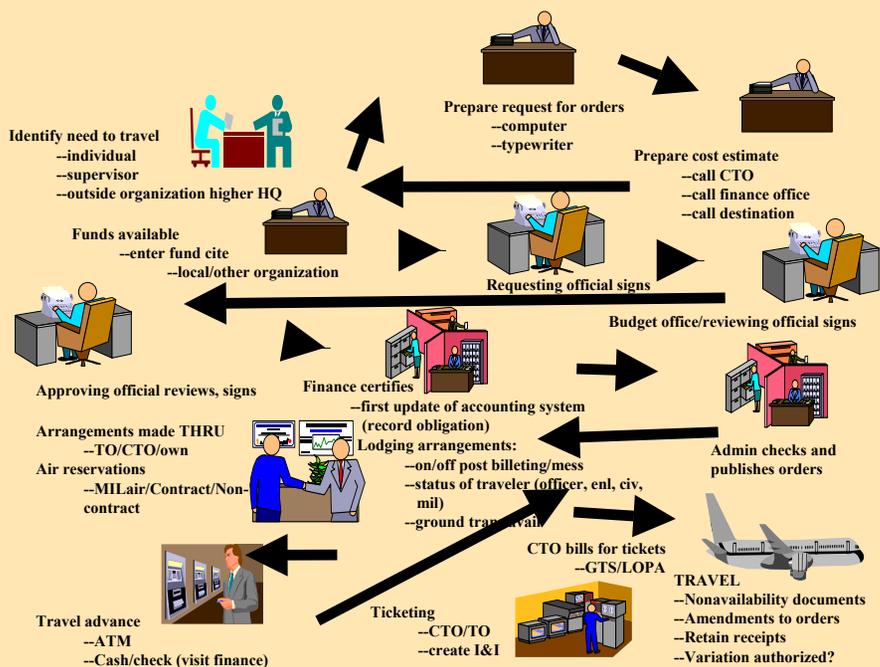




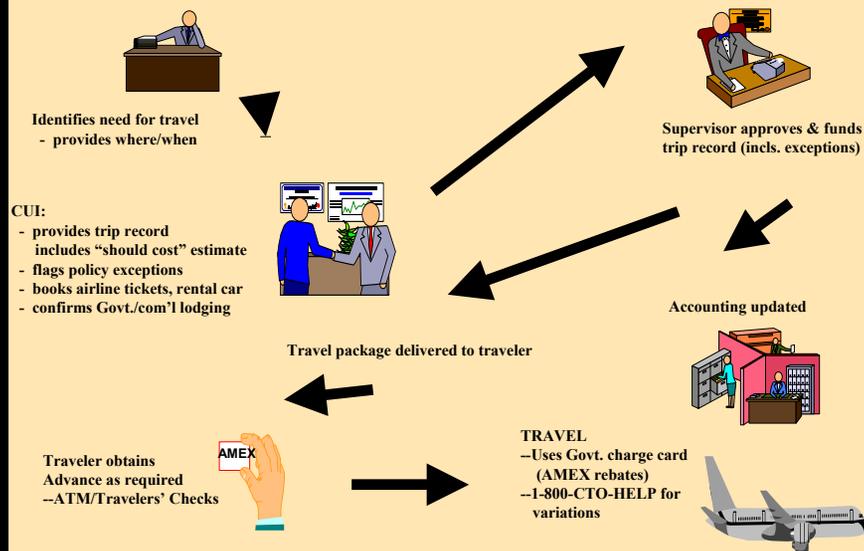
Pre Travel Process



CURRENT

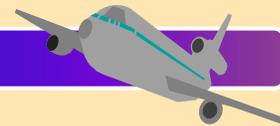


DTS





DTS - Authorization Process



Traveler/Admin Inputs
Travel Order in PC



Interface with
CTO for lodging, rentals
transportation



Reviewer
Electronically Signs



ATM Advance
as Required



TDY



Approving
Official Approves
Electronically

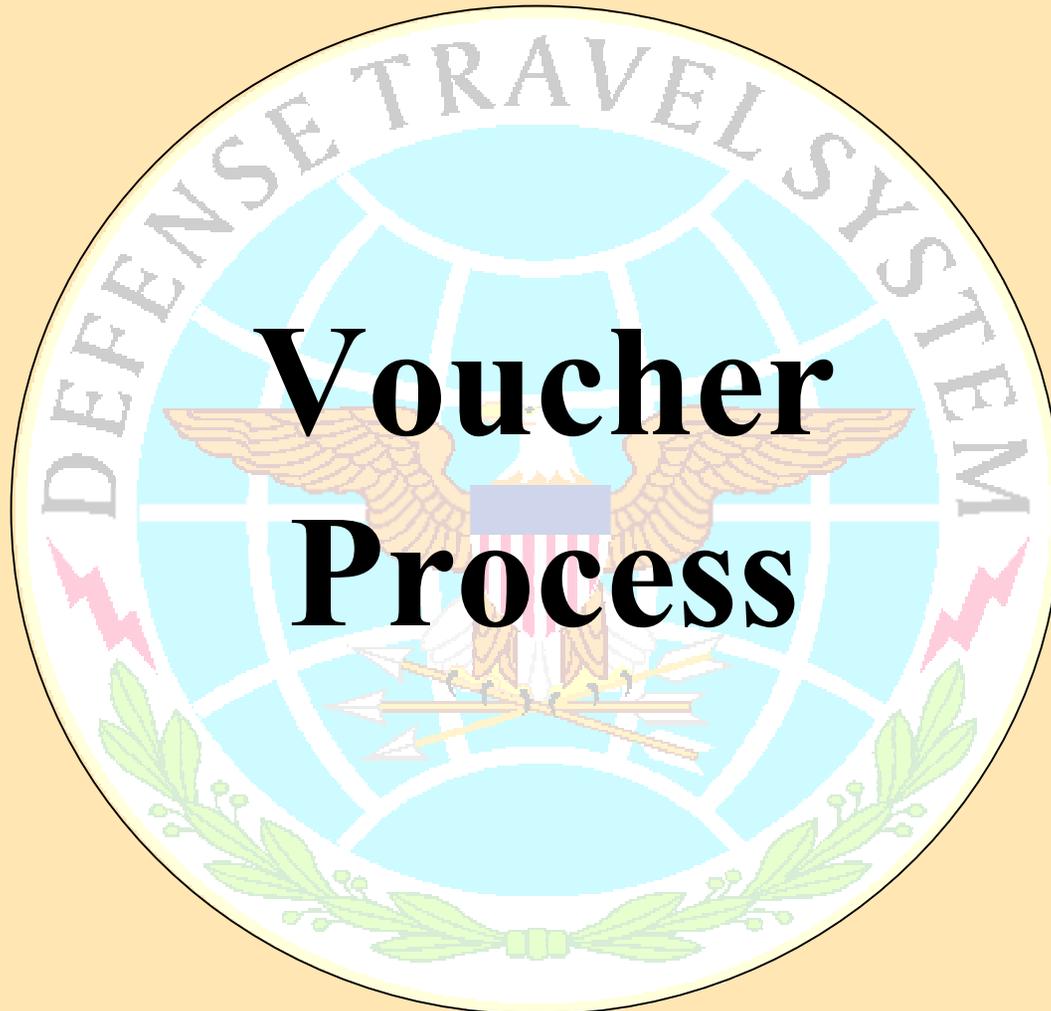


Traveler receives
completed order;
prints as needed



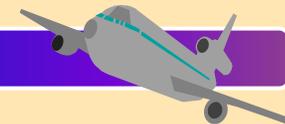
Ticketing

Defense Travel System

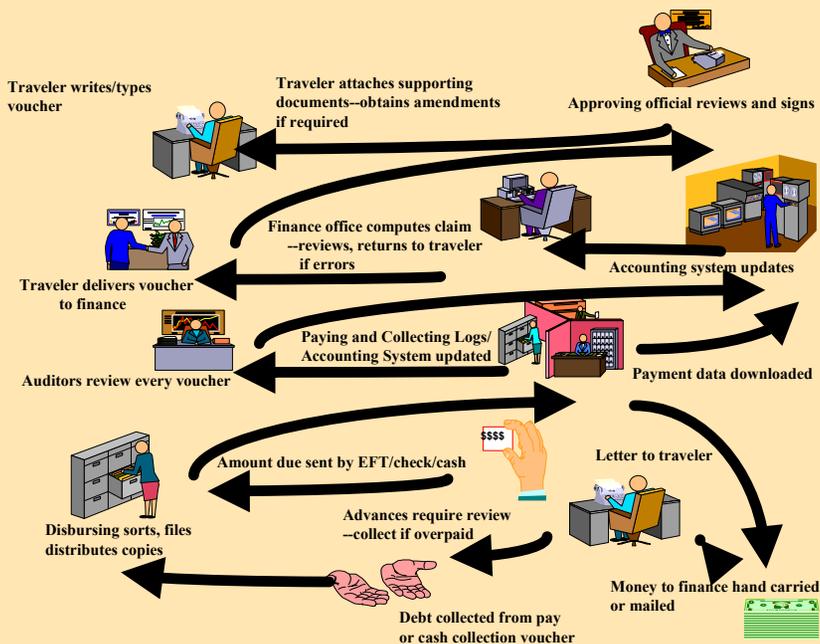




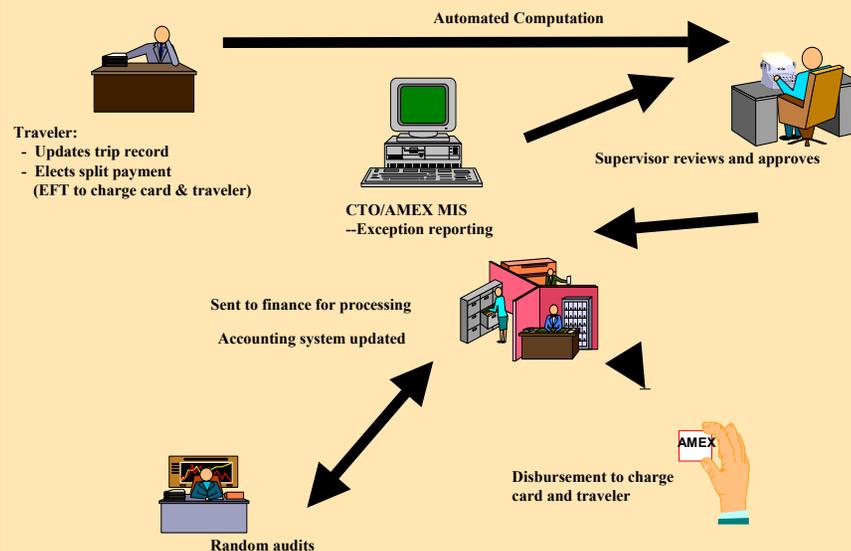
Post Travel Process



CURRENT

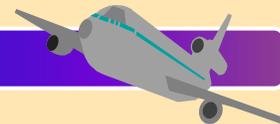


DTS





DTS - Voucher Process



**Traveler Enters
SSN, Finishes
Voucher**



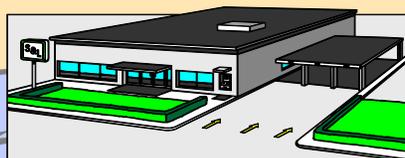
**Management
Reviews
& Approves**



**Electronically
sent to Finance for
Processing**



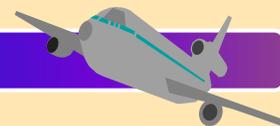
**Traveler Pays
GTC Card Bill**



**Funds Sent EFT
to Bank/Credit Union or
"Split" Pays to GTC Card**



DTS Improvements



	Before	After
Process Steps	40 steps	21 steps
Process Time	4 hours 36 minutes	1 hour 42 minutes
Reimbursement Time	11.3 days	5.8 days

Defense Travel System



Fielding DTS



Fielding Concept



FY 2001	2002	2003	2004	2005	2006	2007
---------	------	------	------	------	------	------

OA

- Operational Assessment at Ellsworth AFB, SD
- Demonstrated operational suitability in a real-world environment
- PMO-DTS funded

PHASE I

- Pilot Sites (~10)
- Refines and tailors processes for service and agency uniqueness
- PMO-DTS funded

PHASE II

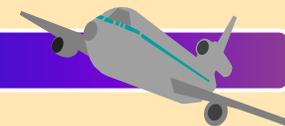
- Primary sites (~250) to capture >80% of DoD travel volume
- PMO-DTS funded

PHASE III

- Remainder of sites
- Services/Agencies fund fielding effort
- PMO-DTS provides guidance and contract vehicle to support fielding



Phase I -- Pilot Sites



Army (3)



Ft. Campbell
Aberdeen Proving Ground
FORSCOM HQ

Navy (2)

OPNAV N4
DON/CIO
Joint Forces Staff College

Air Force (2)



Ellsworth AFB (OA site)
Minot AFB



Agencies (2)

DLA (Battle Creek, MI)
DFAS (Columbus, OH)

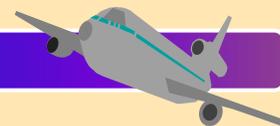
Marine Corps (2)



Beaufort MCAS
HQ USMC, Henderson Hall



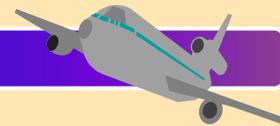
Lessons Learned



- Command buy-in/promotion
- Establish the DTS business process
- Lead DTAs Identified/Involved
- Lead DTAs/ODTAs trained
 - Attended all training
- Make use of “Orderly Room Personnel”
 - Input trip requests in DTS



Lessons Learned



- **Setup**

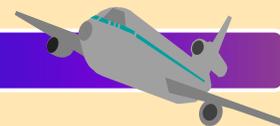
- Automate procedure
- Bring up a couple of organization at a time
- Involve Key role players e.g. Lead Defense Travel Administration
- Used DTS-Limited to facilitate DTS-Full

- **Training**

- More Hands-On Computer exercises
- Minimal break between training and deploying the system
- Provide “Just In Time” training
- Train “How to teach”



Way Ahead



- **Detailed schedule for all FY 02 deployments**
- **Detailed FY03 schedule ~ January 02**
- **Maximize learning how to field DTS**
- **Maximize communications between S/A, PMO, TRW, and sites.**
- **Expand DTS functionality**

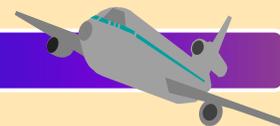


DTS is Here!





Defense Travel System



Questions?

