



## Fall 2022

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



# Director's Message

Jennifer McPherson-Todd | Director

For me, the most pronounced change of seasons is the transition from summer to fall. As the landscape turns more colorful and the temperatures more moderate, change is literally in the air. Of course, for those of us at the Department of Defense, and the Federal Government overall, fall also marks the transition to a new fiscal year, so change is everywhere! Here at the Defense Travel Management Office, we're accustomed to a busy fall, providing guidance and help as our stakeholders navigate travel over the transition from one accounting period to another, from one per diem schedule to another, and from one set of airline City Pairs to another, to name just a few.

You'll learn about some of those transitions in this fall edition, but I want to highlight one very important change that occurred this year in addition to our routine fiscal year changeover tasks. This year, we were proud to provide rapid and full support for **Secretary of Defense Lloyd J. Austin III's "Taking Care of Our Service Members and Families"** memo, which provided immediate and longer-term relief to Service Members affected by increased costs of living. As a part of the DoD's broader "Taking Care of Our People" initiative, the Secretary's memo was dated September 22, 2022 and outlined some updated policies that took effect a mere ten days later, on October 1, 2022.

*"We're here to take care of our people."*

DTMO's Policy and Regulations team quickly reviewed the implications of Secretary Austin's memo and translated them into actual policy changes – three updates to the Joint Travel Regulations in ten days from start to finish, amazing! They had great support from every part of the DTMO organization, and I'm proud to lead such a dedicated and tireless team, who not only implemented all of Secretary Austin's changes with enthusiasm, but also take his words to heart. We're here to take care of our people.

Read more about these updates and the overall initiative in our lead article. Also, you'll learn about other ways we're taking care of our people, including important guidance on valid receipts to help avoid improper payments, an overview of airline benefits, some holiday travel tips, and more! And I invite you to visit our brand new website at [travel.dod.mil](https://travel.dod.mil), also introduced this fall (I told you we've been busy).

Finally, I hope you will join me in February at our premier stakeholder event, the 2023 GovTravels symposium in Alexandria, Virginia. On page 7 you'll find all you need to know to register (Early-Bird registration ends on January 16, 2023) and attend our first in-person GovTravels since 2020. I can't wait to see you there!

Enjoy your holidays, travel safely, and be well.



# “Taking Care of Our People” Initiative Makes Military Moves Easier

The Secretary of Defense’s commitment to supporting the financial well-being and readiness of our Service members and their families has resulted in big changes to travel allowances.

## Taking Care of Our Service Members and Families

On September 22, 2022, Secretary of Defense Lloyd J. Austin III issued his [“Taking Care of Our Service Members and Families”](#) memo, which announced changes to make military moves easier for Service members and their families as part of the DoD’s [“Taking Care of Our People”](#) initiative. The changes will help ease costs that strain budgets and cause financial uncertainty during Permanent Change of Station (PCS) moves. The Department of Defense has authorized changes to two PCS allowances: Dislocation Allowance (DLA) and Temporary Lodging Expense (TLE) that took effect October 1, 2022.

### Dislocation Allowance Rate (DLA) Increase

Effective October 1, 2022, DLA rates for paygrades E-1 through E-4 were increased by \$500 to defray the increased cost of various relocation expenses. DLA is a flat payment that partially reimburses a Service member for various expenses incurred while relocating a household. Paygrades E-5 and E-6 also received an increase to ensure that the compensation for these paygrades is equal to or greater than E-1 through E-4.

***“Above all, the [National Defense Strategy] demands even deeper investments in our people. They will always be this department’s most valuable resource and the bedrock of American security.”***

***– Secretary Lloyd J. Austin III  
October 27, 2022***

Service members will now receive DLA payment automatically one month prior to their move date. This ensures that Service members have funds available before they begin to incur out-of-pocket expenses.

Effective January 1, 2023, all paygrades will receive a regular annual increase in DLA rates. The increase is based on the basic pay rate increase established for calendar year 2023.

### Additional Days of Temporary Lodging Expense (TLE) Allowance

Effective October 1, 2022, a Service member may receive an increased number of TLE days during a PCS. TLE is an allowance that partially reimburses Service members for their lodging and meal costs while staying in temporary lodging during a move. In the past, a Service member could only seek reimbursement for up to 5 days of TLE when reporting to a duty station outside the continental United States and 10 days when reporting to a duty station within the continental United States. Those limits were increased to 7 and 14 days respectively.

*(continued on page 4)*



## Permanent Authority to Issue a TLE Extension due to a Housing Shortage

Due to the lingering market effects of the COVID-19 pandemic, certain military housing areas experienced severe housing shortages. In these areas, Service members may encounter significant delays in finding permanent housing and are often forced to remain in temporary lodging for longer than 14 days.

Effective October 1, 2022, local commands in areas experiencing a documented housing shortage may request an extension of TLE beyond the 14-day limit, up to a maximum of 60 days.

PCS allowance increases reflect the Department's commitment to the Secretary of Defense's top priority – to take care of our people.

# Check Receipts to Avoid Improper DTS Payments

Good news! The pace of travel, as measured by Defense Travel System (DTS) voucher processing, has started to return to normal. Not such good news however, is that the rate of improper payments related to DTS-processed travel, as measured and reported by the Post-payment Review Team at the Defense Finance and Accounting Service (DFAS), has also increased.

The DFAS reporting shows that the large majority, more than 70%, of those improper payments are due to inadequate or invalid receipts. These are the top five errors and reasons for improper payments:

- Lodging Paid with Invalid Receipt
- Rental Car Paid with Invalid Receipt
- Airfare Paid with Invalid Receipt
- Lodging Paid without Receipt
- Rental Car Paid without Receipt



Travelers need to educate themselves on what constitutes a proper receipt and double check that they have provided adequate/valid receipts before voucher submission. It is important to remember that a receipt is always required for lodging, regardless of the amount, and is required for all other individual expenses of \$75.00 or more.

Approving officials (AOs) must return vouchers to the traveler for correction when required receipts are missing or not adequate/valid. AOs may be held pecuniarily liable for any improper payment they approve.

As DoD travelers are getting back on the road, now is a good time for travelers and approving officials to reacquaint themselves with receipt requirements and what is or is not considered an adequate/valid receipt.

Read about additional information on this subject on the following page. Also check out the [“What is a Valid Receipt?”](#) Information Paper on our website and the [slides](#) on this topic from the Travel Assistance Center (TAC) outreach call on May 24, 2022.

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**What is an adequate/valid receipt? The DoD Financial Management Regulation definition:**

“A legibly written/printed/electronic document (or facsimile thereof) provided by a service provider or vendor to a customer, which provides documentary evidence that the service provider or vendor has been paid for services or goods, provided to the customer. To be considered valid, a receipt must contain the name of the entity providing the good(s)/service, the date(s) that the good(s)/service was/were provided/purchased, the price of the good(s)/service, any tax levied, the total monetary amount due, and must indicate that the total monetary amount due was paid.”

Following are some examples, as cited by DFAS Post-Payment Review Team, of receipts that are **NOT** adequate/valid.

**Lodging**

- A pre-checkout folio that shows the amount due and does not show the actual payment
- The receipt does not show the daily itemized charges, just the total amount charged/paid
- Any receipt where key/required information is not visible or legible, the traveler’s name for example

**Rental car**

- A Rental Agreement, showing just the booking information and an estimate of the amount that will be due on return
- Receipt that shows a balance due and does not show the actual payment

**Airfare**

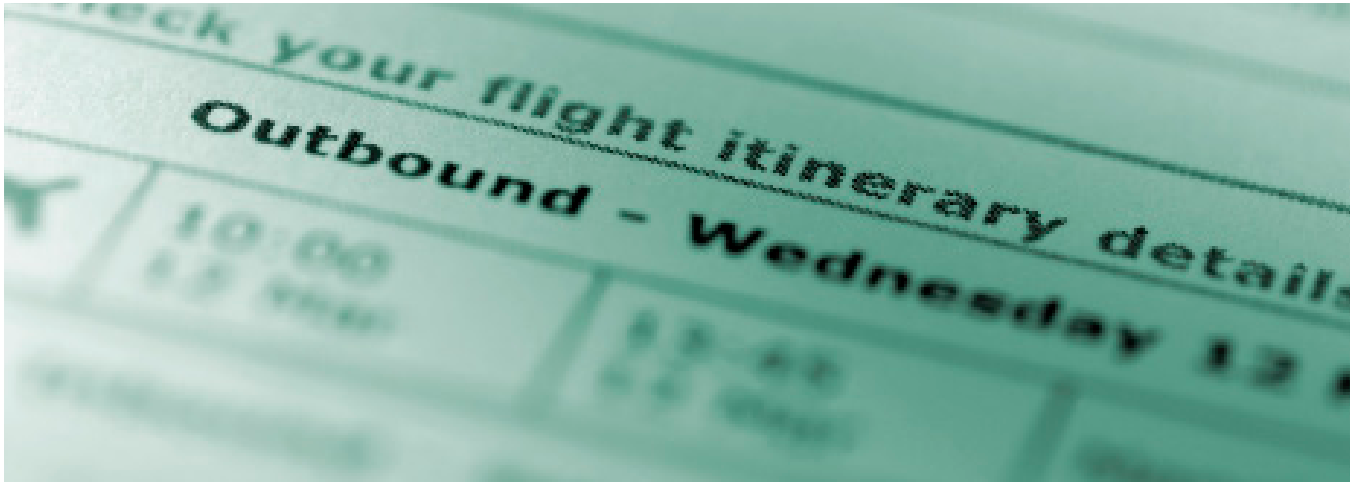
- A DTS screenshot of the booking, rather than an actual receipt from the TMC
- The pre-ticketed booking/reservation, rather than the actual TMC-provided receipt

**Government Travel Charge Card**

- A statement rather than an actual receipt from the vendor

**Blank receipt**

- Oops, yes, it happens (when a traveler copies the wrong side of the receipt)

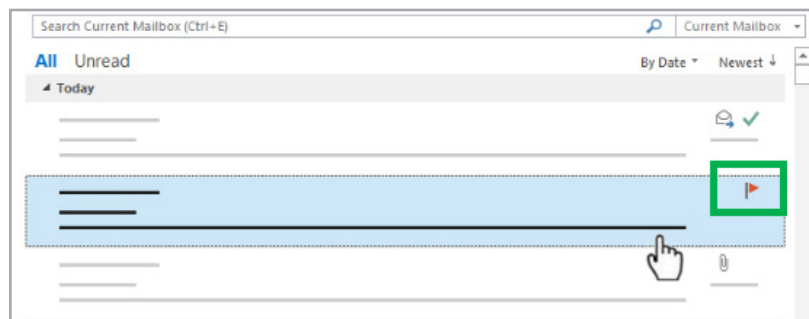


## You Can Help Reduce TMC Delays

One of the top reasons travelers call their Travel Management Company (TMC) is to obtain a copy of an airline ticket invoice they've already received. With almost 5,000 invoice requests per month, it adds to the backlog of callers on hold trying to reach a TMC agent and to increased traveler frustration. Travelers can help to mitigate these long hold times and their own frustration by keeping the invoices provided when their tickets were issued.

All TMCs are required to provide an airline itinerary/invoice at the time of ticketing through email. Travelers who are being ticketed in person by an on-site TMC receive a hard copy itinerary/invoice, but can request that the agent email it for later use. Travelers can use the flag functionality in Outlook to highlight the email or create an "Airline Invoices" folder and move the email there for future retrieval.

Travelers can also use the TMC's website, mobile application (if they offer one), or chat function, as many of the TMCs now offer self-service options to retrieve duplicate copies of invoices.



To flag a received message in Outlook, do one of the following:

- Select the message in your Inbox. You'll see a dim flag icon in the upper-right corner of the message in the message listing column. Right-click the flag and select a due date.
- Select the message in your Inbox. From the Home tab menu at the top of the screen, click the Follow Up flag icon and select a due date.

Flagged messages appear in the **To-Do** bar, in **Tasks**, and in the **Calendar Daily Task** list. You can retrieve your invoice copy from one of those lists when needed and the remove the flag when you've submitted the invoice.

# GovTravels



February 27 – March 1, 2023  
Alexandria, VA



## Early-Bird Registration Open

Register today for the 2023 GovTravels Symposium as it returns to an in-person event Monday, February 27 through Wednesday, March 1, 2023 at the Hilton Mark Center in Alexandria, VA. The theme this year is, **“On the Road Again – Industry & Government Travel Rebounds.”**

GovTravels, hosted by the National Defense Transportation Association (NDTA) in co-sponsorship with the Defense Travel Management Office (DTMO) and in association with the General Services Administration (GSA), brings together experts from across the U.S. Government and the commercial travel industry to examine a wide range of issues that impact the Government’s multi-billion-dollar travel enterprise.

Presenters from across Government and the private sector will engage participants with informative presentations and thought-provoking discussions focused on government and travel industry strategies for meeting the challenges of increased travel volumes, sustaining post-pandemic safety measures, and improving the customer experience through the inspired application of current and emerging technologies.

“We’re excited to welcome back attendees to the Mark Center to network with our colleagues, hear from travel industry leaders about new technologies, and learn more about the DoD focus on travel management,” said Jennifer Todd-McPherson, Director, Defense Travel Management Office.

We have assembled noteworthy keynote speakers and general session government-industry panels including:

- **The Honorable Gilbert Cisneros** [invited], Under Secretary of Defense for Personnel and Readiness, who will discuss the impact of the pandemic on DoD travel and DoD’s forward focus.

- **Andrew Watterson**, Executive Vice President and Chief Commercial Officer, Southwest Airlines.
- **Scott Moser**, Senior Vice President and Chief Information Security Officer, Sabre Corporation, who will discuss Passenger Travel Cybersecurity Solutions.

Other events include:

- **Panel discussions** – “Hot Passenger Travel Topics,” which will provide insights on emerging trends and DTMO Ted Talks.
- **Travel Academy** – educational sessions that will focus on Travel Experience and Safety, Technology, and Innovation.
- **Exhibit Hall** – Visit with travel industry vendors and Government program representatives to discuss their products and services.
- **DoD Connect** – DoD attendees have a chance to hear directly from the DTMO Director and leadership team on the state of the Defense Travel Enterprise.

Those who have attended GovTravels in years past will notice that the first day is again filled with government and industry meetings. We will also host several demonstrations of DoD’s new travel capability, MyTravel. This will give Monday attendees the chance to see the technology first hand, ask questions, and learn more about the implementation across the Department.

[Register](#) for 2023 GovTravels now and save up to \$100! Early-bird registration ends January 16, 2023. See the [NDTA GovTravels 2023](#) webpage for the [program agenda, lodging and transportation details](#), and more information.

# Airline Benefits for Military Travelers

There are eight airlines in the FY23 City Pair Program (CPP), all of which are bookable through the Defense Travel System (DTS) and MyTravel. Many CPP carriers offer special support and services for military travelers to provide them the best possible travel experience, including **early boarding positions, leisure airfare discounts, extra baggage allowances, and pet travel benefits.** We polled the CPP airlines and these are the results. Airline policies are always subject to change, so be sure to visit their websites for the most up-to-date information.

**\*All Active Duty and Veteran passengers must present military ID or proof of service upon request when booking and when boarding with the preferred group.**

Airline	Boarding Position	Discounts	Baggage	Pets
Alaska Airlines <a href="http://alaskaair.com">alaskaair.com</a>	Pre-Boarding	Varies from flight to flight and must be booked via phone	Active Duty Military and dependents traveling on the same itinerary: 5 free checked bags each	\$150 fee to transport pets in the cargo space
American Airlines <a href="http://aa.com">aa.com</a>	Group 1	Up to 10% on main cabin fares for domestic and international for Active Duty Military and Veterans	Active Duty Military traveling on orders and dependents traveling on the same itinerary: 5 free checked bags each (up to 100 lbs. each)  Active Duty Military on personal travel: 3 free checked bags each (up to 50 lbs. each)	Check <a href="#">AA webpage</a> for latest update on pet travel
Delta Airlines <a href="http://delta.com">delta.com</a>	Pre-Boarding	Military fare discounts for official and personal travel for Active Duty Military and their dependents	Active Duty Military traveling on orders: 5 free checked bags (up to 100 lbs. each)  Active Duty Military on personal travel: 4 free checked bags	Military members can check their pets as baggage for a fee, when on active transfer orders; some aircraft and destination restrictions apply
Hawaiian Airlines <a href="http://hawaiianairlines.com">hawaiianairlines.com</a>	Between zones 2 & 3	Military fare offered between the U.S. Mainland & Hawaii	Active Duty Military: 5 free checked bags	No exemptions or discounts on pet fees
Jet Blue Airlines <a href="http://jetblue.com">jetblue.com</a>	See their website for details			
Silver Airways <a href="http://silverairways.com">silverairways.com</a>				
Southwest Airlines <a href="http://southwest.com">southwest.com</a>	Between boarding groups A & B	Discounted Anytime fares, booked via phone	Active Duty Military exempt from 2-piece baggage limit	No discounts on pet fee
United Airlines <a href="http://united.com">united.com</a>	Pre-Boarding	Up to 5% off fares for Veteran Advantage members	Active Duty Military and dependents traveling on the same itinerary: Free checked bags (up to 100 lbs. each)	Pet transportation between Guam and Honolulu when traveling on current PCS orders, including retirement/separation checked bags (up to 100 lbs. each)



# Training Resources if You Are New To MyTravel

Robust training resources are available to users whose organizations have been on boarded to use MyTravel. Let's explore the various options available.

*MyTravel is only currently implemented at select Fourth Estate organizations  
(Defense Agencies/Activities and OSD Staff Offices)*

## Information Papers

These resources provide a broad overview of MyTravel functions and training options. They are the ideal tool for travelers, approvers, and travel managers to begin their familiarization with MyTravel. Available Information Papers include a general introduction to MyTravel, a list of training resources, and a list of recorded video demonstrations, and can be located through the [Training Search Tool](#) on the DTMO website.

## Foundation Training

Travel managers and trainers already familiar with MyTravel basics may want to check out the Foundation Training classes, which are taught by live instructors online.



This training is divided into two parts:

**Part 1:** Designed for Trainers, this session outlines DoD's "train-the-trainer" approach for Travelers and Approvers.

**Part 2:** Designed for Travel Managers, this training is specifically for those who will be responsible for administrative actions (managing profiles, running reports, etc.). Part 2 teaches the basics for the six Travel Manager roles that are most commonly assigned.

MyTravel users who hold one of those roles should plan to attend Foundation training classes about 6-8 weeks before their organization implements MyTravel. They are then free to attend as often as they would like after that as a refresher. Attendance is arranged through each organization's Component Coordinator.

Organization trainers and travel managers will be provided resources they will find useful when teaching a class, including slides, instructor scripts, handouts, guides, and information papers.

Users who have attended Foundation Training can then gain access to the MyTravel Training Environment (TE). The TE can be used to practice Travel Manager functions, such as creating Traveler and Approver profiles, and to train others to create and approve travel documents.

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## Additional Resources

Once an organization has gone live, there are additional resources available through the [MyTravel webpage](#) and the [Training Search Tool](#), including Quick Start Guides, MyTravel Tips, User Impact Notices, recorded demonstrations, and more. Also available through the Training Search Tool are a number of web-based training (WBT) classes. Topics include overviews and introductions to various MyTravel roles as well as some detailed functional guidance.

In addition, the initial and annual Training for Approving Officials and Certifying Officers (TAOCO) classes have been updated and now apply to Approvers in MyTravel as well as AOs in the Defense Travel System.

### New MyTravel training classes that align with existing DTS classes

#### Coming Soon:

- About MyTravel, mirrors About DTS
- MyTravel Approval Process, mirrors DTS Approval Process

#### In Development:

- MyTravel 101, mirrors DTS 101
- Delegates and Proxies, mirrors training for similar DTS roles



## Breaking News!

On October 21, 2022, Under Secretary of Defense, Personnel & Readiness Hon. Gilbert Cisneros issued a memorandum, "[Mandatory Use of MyTravel](#)," which states that MyTravel has been designated as the single official travel system for currently supported functions, as well as those supported in the future, for all organizations that are using MyTravel. Currently, MyTravel supports most business travel scenarios.

# Holiday Travel Tips If You Plan To Fly



Now is a great time for domestic travelers to enjoy [TSA PreCheck®](#) benefits on their upcoming holiday travels. It's a voluntary, free benefit to DoD civilians and Service members for both official and personal travel. To learn about accessing your benefits, visit DTMO's webpage on [TSA-PreCheck Enrollment](#). Family members 12 and under may accompany participating Service members or DoD civilians through the TSA PreCheck Lane, but spouses and children 13 and older must enroll directly in the program. Enrolling is easy, and most applicants receive a known traveler number in about 3-5 days after their appointment. Many [credit cards](#) also reimburse the enrollment fee of \$78.

## Check out these travel tips for a smoother holiday travel season:

- **Security Check** - TSA PreCheck members keep on their shoes, belts, and light jackets. Laptops and liquids may stay in their carry-on bags.
- **Prohibited Items** - Use the "[What Can I Bring?](#)" tool to ensure your items will make it through the security check.
- **Acceptable IDs** - Adult travelers are required to show a valid U.S. federal or state-issued photo ID at the security checkpoint.
- **Medicines** - Pills, liquid, or other solid forms are allowed, but must undergo security screening. To learn more, watch [TSA Cares: Traveling with Medication](#).
- **Travelers with Disabilities** - [TSA Cares](#) facilitates the screening process for wounded or disabled Service members and veterans. Travelers may also request a passenger support specialist at the airport.
- **Food** - if you can spill it, spread it, spray it, pump it or pour it, pack it in your checked bag. This includes the frosting on cupcakes!
- **Gifts** - wait to wrap your gifts until you arrive at your destination, or use unsealed gift bags or gift boxes in case you need to show the items during secondary screening.
- **Pets** - Pets must be removed from their carrying cases and the cases must be screened. Keep your pet on a leash while the case is being inspected.
- **Be Patient** - A little recognition can go a long way, so when it's appropriate, thank any security screeners, flight attendants, pilots, or airport employees, and anyone else who serves at the front line of transportation. They are working diligently to get everyone to their destinations safely. You may need to pack an extra dose of patience, especially during higher passenger volume travel days.

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## TSA Travel Resources

### @AskTSA – For general information

- Available 365 days a year
- Direct message on [Twitter](#) or [Facebook](#)
- Send an [email](#)
- Call +1 (866) 289-9673

### [TSA Cares](#) – For help with special situations, including wounded or disabled travelers

- Weekdays: 8 am - 11 pm EST
- Weekends/Holidays: 9 am - 8 pm EST
- [Email](#) or call +1 (855) 787-2227

### [MyTSA mobile app](#):

- Quickly search permitted/prohibited items
- Check estimated wait times to get through TSA checkpoints
- Enter your travel date and time to view predicted airport passenger volume based on historical data
- Consult the TSA Guide for tips to get through the security checkpoint quickly
- Discover which airports and airlines support TSA PreCheck
- Request live assistance from TSA through AskTSA

# Defense Travel Enterprise Customer Satisfaction Survey – Be Heard!

After you return from an official DoD TDY trip, you may receive a survey from us in your inbox. We send surveys each month to a random sample of travelers who have used a commercial travel service or product.

**If you receive the survey, please complete it to help us improve your travel experience.** Click the link in the email to share your travel experience while it is still fresh in your mind. Your feedback truly helps us improve the programs and services that travelers use regularly.

PS: The survey is anonymous, so tell us what you think!

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