

# Defense Travel Dispatch

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*The DoD Center for Travel Excellence*

## *A Message from the DTMO Director*

The Fall is a time for change - the leaves change color, the weather gets colder, and we turn the clocks back at the end of daylight savings time. Change is afoot even for us at the DTMO and in the Defense Travel Enterprise. In August, DoD announced that a joint team led by SAP Concur will develop a prototype to modernize our travel system. Over 24 months, we will deploy this prototype using a phased, agile implementation approach. First, Defense Human Resources Activity travelers will test the system during the prototype's Minimal Viable Product phase. As functionality is added and feedback from these first travelers incorporated, we will expand the prototype to approximately 60,000 users. A successful prototype would eventually replace the aging Defense Travel System.

At the end of November, we will transition to the new Government Travel Charge Card SmartPay 3 contract. DoD has selected our current bank, Citi, to serve as the vendor for the SmartPay 3 vendor. Citi has several enhancements planned - moving to the new TSYS2 management system, and exploring the use of virtual payments, a type of centrally billed account that lets travelers make a single purchase. The good news is that current cardholders retain their account number and continue to use the "grey" card until its natural expiration date.

Over the next few months, we will also work toward transitioning the Integrated Lodging Program Pilot to a permanent program and implementing a new dining program pilot, Dine Smart. We will also introduce a new governance structure that will better inform our strategic direction, streamline enterprise decision-making, and ensure the right decision makers are at the table.

We hope that you will visit our website as we provide updates on our initiatives and this season of change.

— William Mansell, Director, DTMO

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#### *About the Defense Travel Management Office*

*The Defense Travel Management Office was established to serve as the single focal point for commercial travel within the Department of Defense to establish strategic direction, set policy, and centrally manage commercial travel. DTMO maintains central oversight for commercial travel management, travel policy and implementation, customer support and training, DoD travel charge card program management, functional oversight of the Defense Travel System.*

# Update on Travel System Modernization



The Department of Defense announced the selection of SAP Concur to develop a business travel system prototype that will replace the aging and inefficient Defense Travel System. The department's \$9.3 million Other Transaction Authority award would lower the cost of airline tickets and save more than 10 million labor hours annually spent on the process of booking travel by more than 2 million active duty, reserve, and civilian personnel.

The Department of Defense spends \$9 billion annually on travel, with temporary duty travel comprising approximately 70 percent of all department travel vouchers. The department, through this Other Transaction Authority, will leverage its recently simplified and rewritten Joint Travel Regulations, mandate the use of lower-cost non-refundable airline tickets in markets without pre-negotiated fares, and launch a prototype capability to adopt commercially available travel processes using information technology solutions. In addition to reducing overall costs, the new capability must reduce process and workflow complexity, decreasing the time and effort spent by travelers, authorizing officials, and administrators planning travel and reimbursing travel expenses. It must also meet the department's audit readiness requirements, improve customer satisfaction, and align to commercial/industry best practices.

"We have a responsibility to ensure our resources are used in the most efficient and effective manner, and given this specific project has such a wide ranging and deep impact – reforms with results like these are crucial," said Chief Management Officer John H. Gibson. "I'm proud of the work we're executing through the Reform Management Group and initiatives like this from the Information Technology Reform Team."



SAP Concur is a non-traditional defense contractor that provides integrated travel and expense management services and solutions. The award to the SAP Concur team, that also includes Accenture Federal Services, Booz Allen Hamilton and CWTsato Travel, will deliver an end-to-end travel-as-a-service capability that is expected to reduce the overall cost of travel and empower Department of Defense travelers and authorizing officials to make travel decisions that benefit their organizations. SAP Concur is expected to complete the business travel prototype within 24 months.

Look for an update on progress with the Defense Travel Modernization in the next and future editions of The Dispatch.

# Travel Card Transition to SmartPay 3

This past spring GSA announced the award of the DoD Government Travel Charge Card (GTCC) SmartPay 3® task order once again to Citi. The task order, which supports the mission needs of approximately two million DoD travelers and represents approximately \$65B over the life of the 13-year contract, is set to begin on November 30, 2018.

Since the announcement, GSA modified the task order to no longer require new cards/accounts be issued to current DoD cardholders. Both IBA and CBA cardholders will continue to use their current SmartPay 2 card until the expiration date on the card. After that time, Citi will issue a new blue SmartPay 3 card to replace the current silver version. The account/card number will remain the same, but the expiration date will change. All new cards issued after November 30 will be the blue SmartPay 3 card design.

## Program Changes under SmartPay 3

Here is a quick summary to help you understand what is changing in the SmartPay 3 program.

| Item  | Description  |
|---|--|
| <b>No Change to Account Numbers</b>   | <ul style="list-style-type: none"> <li>Current cardholders will keep their existing account numbers</li> <li>Upon expiration, accounts will be renewed and reissued using the existing account number</li> <li>Changes to DTS are no longer required</li> <li>Balances carry over from SmartPay 2 card to SmartPay 3</li> </ul>  |
| <b>Card/Plastic Design from Silver to Blue</b>  | <ul style="list-style-type: none"> <li>Silver plastic until expiration date then blue plastic</li> </ul>   |
| <b>ATM Cash Limits – \$250</b><br><i>(NTL 31 December 2018*)</i>                                | <ul style="list-style-type: none"> <li>The default ATM cash limit will be \$250, for both standard and restricted accounts (and CBA unit cards)</li> <li>Higher limits will remain available based on specific, justified, mission need</li> </ul>   |
| <b>Creditworthiness Evaluations Required</b><br><i>(starting June 2019**)</i>                   | <ul style="list-style-type: none"> <li>Applicants will be required to provide an alternate assessment (DD form 2883) when they do not authorize Citibank to obtain their credit score</li> </ul>   |
| <b>Restricted Accounts Issued/Reissued in Activated Status</b><br><i>(starting June 2019**)</i> | <ul style="list-style-type: none"> <li>Restricted Accounts will be issued/reissued in an activated status</li> <li>APCs will no longer be required to deactivate restricted accounts when the cardholder is not in a travel status</li> <li>APCs will only be required to deactivate accounts for cardholders with a pattern of delinquency or misuse, regardless of whether restricted or standard</li> </ul> |

\*Citibank will implement this change over the months of November/December 2018

\*\* This change is dependent on Citibank's upgrade to the TSYS2 card processing system, scheduled for June 2019

## Still Work to Do

While it is good news that new cards will not need to be reissued to over 2 million DoD cardholders, there are still a few tasks that cardholders, APCs, and CBA managers should accomplish.



- **Cardholders and APCs should establish a CitiManager account and keep your profile up to date.** Citi's online GTCC account management system (available online or as an app for your smartphone or tablet) provides cardholders with a single point of access to view statements online, confirm account balances, make payments, sign up for paperless statements, set up timely alerts and much more. Ensuring your account is kept up to dates ensures you will receive your new card when your current one expires, and that you will continue to receive important notifications about your card. For APCs, CitiManager provides access to important program management tools such as transaction management and reporting features. The redesigned APC user interface makes it easier to navigate and provides immediate access to information that is most important for program management. To establish an account, visit [citimanager.com/login](http://citimanager.com/login).
- **CBA Managers and APCs should work to eliminate delinquencies.** Delinquent accounts must be addressed prior to May 29, 2019. There can be no accounts/balances in the 181+ day delinquent category at that time. APCs must ensure timely review of delinquency reports for IBA cardholders and ensure payment. As a last resort, Reduced Payment Plans and Salary Offset will continue into the SmartPay 3 period of performance. For CBA delinquencies, components may consider an offset or reduction of their rebates in their 'get well' plan to pay for outstanding balances.
- **APCs should also complete the following actions:**
  - **Review account listing reports.** Ensure accounts for cardholders no longer in the DoD are closed.
  - **Review credit limits.** If an account has a credit limit greater than the \$7,500 or \$4,000 default limit, the higher limit will carry over into SmartPay3. APCs should review those accounts to ensure the higher limit remains justified based on mission needs.
  - **Review and adjust mission critical and deactivation end dates.** Mission Critical and Mission Critical/PCS status end dates of 29 November 2018 will automatically be extended to 31 January 2019. Restricted accounts with a deactivate date of 29 November 2018\* will automatically be extended to 31 January 2019. APCs will need to adjust these dates as applicable.

### Did You Know?

Citi is offering SP3 Agency Program Coordinator Training through June 2019. Consult schedules for regional training and for Citi's classroom training at Citi facilities in Washington, DC and Norfolk, VA, or training via WebEx at [CitiManager – Learning Center](#) (formerly known as CLASS). Join the WebEx sessions by selecting "join by browser."

For more information on the transition to SmartPay 3, visit [www.defensetravel.dod.mil](http://www.defensetravel.dod.mil) and look for the countdown graphic on the front page.

In August, DoD GTCC administrators from all over the world gathered at GSA's 2018 SmartPay Training Forum in New Orleans, LA. Forum attendees received training on the GTCC program including hands-on instruction for Citi's automated tools. The Forum provided invaluable opportunities to network and share best practices.

Under the SmartPay program, DoD receives millions of dollars in refunds that are often used to support DoD programs that would otherwise go unfunded. This year, the Defense Logistics Agency (DLA) used a portion of their GTCC refunds to fund their APCs' to travel to the GSA Training Forum from all over the continental U.S., and as far away as Kaiserslautern, Germany and Hawaii.





# Preventing Improper Payments with Valid Receipts

According to audits conducted by the Defense Finance & Accounting Service (DFAS), the top mistake travelers make on DTS vouchers is failing to attach receipts or attaching invalid receipts that do not meet specific criteria. Per policy, travelers must provide receipts for any lodging expense regardless of cost, and any expense of \$75.00 or more\*. Travelers, Authorizing Officials (AOs), and Defense Travel Administrators all have a responsibility to ensure vouchers include valid receipt.



*\*Some organizations may have additional receipt requirements, be sure to check local business rules.*

In order to combat this problem, it is important for travelers and AOs to understand what constitutes a valid receipt. Here is a list of criteria:

- **Receipts must be legible.** If you cannot read a receipt, return the voucher to the traveler to attach a better copy.
- **Receipts must be itemized and show payment.** A credit card or bank statement does not qualify as a valid receipt; neither does an itinerary created in DTS or a reservation summary. A valid receipt must contain the name of the company, date, unit price of the item/service, and show that the total amount due was paid. While travel charge card statements do provide proof of payment, it does not provide the level of detail required such as, itemized costs. The title of the receipt does not matter as long as it meets the requirements above. It may be called an invoice, an itinerary, or notice, for example. Remember, a valid receipt must show payment.
- **Receipts must match the claim on the voucher.** According to DFAS audits, many travelers attach receipts that do not match the claims in their vouchers. Matching the receipt to what is claimed is also a great way to identify duplicate payments. Red flags should wave in your head if a traveler claimed \$385.99 for lodging, but attached a receipt showing they only paid \$185.99.

Now that we have a list of the criteria, let us examine the more common receipt-related errors.

**Lodging paid with invalid receipt** – Often travelers attach a reservation with an estimated total, instead of an actual lodging receipt. Valid lodging receipts must be itemized to show daily room costs, taxes, and miscellaneous fees. It should not just show the “balance due,” unless it also shows that a form of payment was tendered. If these criteria are not met, the AO must return to traveler to correct and resubmit.

**Lodging paid without a Receipt** – This accounts for the largest percentage of DFAS post pay errors. AOs often fail to check substantiating records to verify that a receipt was indeed uploaded. The lodging rate default is set at the maximum rate so traveler must adjust the rate manually if they were charged less than the allotted per diem. After verifying that a receipt was included, AOs should check to see if it meets the criteria. If both criteria

## Examples of INVALID Receipts

GTCC Statement/Bank Statements

Airfare Itinerary (before ticketing)

Airline Boarding Passes

Rental Car Agreement (Estimate)

Lodging Receipt With No Daily Breakdown

Lodging Reservation Confirmation

DTS provides a travel **Trip Workbook** to make attaching receipts easier. Travelers can stage and edit receipts before associating them with a trip's expenses. Uploading receipts in the Trip Workbook is not the same as attaching it to an expense. AOs cannot see a Trip Workbook. AOs can only see receipts that travelers associate with an expense.

(Continued on page 6)

are not met, the AO must return to traveler to correct and resubmit.

**Rental car paid with invalid receipt** – Travelers often attach the contract versus the proof of payment (see figure 1). When the car is returned, the agent should give the traveler a receipt or the traveler may receive one in their email afterwards. The AO must verify that the receipt(s) submitted are equal to the amount claimed in the voucher. If criteria are not met, the AO should return the voucher to traveler to either provide valid receipts, the remainder of receipts, or to correct the amount claimed.

**Airfare paid with invalid receipt** – Travelers often submit an itinerary in place of a valid receipt that shows payment (see figure 2). The itinerary and ticket information available in DTS cannot be used as a receipt because the traveler can edit it during the voucher process to reflect travel cost changes after the ticket was originally issued. For DTS booked airfare, the ticket document should say “This is your official receipt, please retain for reimbursement purposes” (see figure 3). If submitted receipt is not valid, the AO must return voucher to traveler.

**Hertz Rental Record**

Vehicle: 2015 SEATRA  
License: FL QWL692

Rental Rate: 1 @ 11.00 per day T 1 152.00  
@ 1 23.00 per day T 1

Vehicle's Unlimited Miles: 1000 per day T 1 30.00

Additional Products: 1 @ 1.00 per day T 1 1.00

Fuel Responsibility: 1 @ 1.00 per day T 1 1.00

Service Charge: 1 @ 1.00 per day T 1 1.00

CONNECTION FEE RECOVERY: 1 @ 1.00 per day T 1 1.00

ENERGY SURCHARGE: 1 @ 1.00 per day T 1 1.00

VEHICLE DAMAGE PROTECTION: 1 @ 1.00 per day T 1 1.00

ADJUSTMENTS: 1 @ 1.00 per day T 1 1.00

**TOTAL ESTIMATED CHARGE \$ 329.05**

This is an invalid rental car receipt because it only lists the “total estimated charge,” not a final payment.

Figure 1: Example of an Invalid

**Trip on Mar 25, 2016**

Traveler: [Redacted]  
Customer Number: [Redacted]  
Agent: OJ

**IMPORTANT CHANGE**  
IF TICKET NUMBER IS NOT REFLECTED ON THIS ITINERARY, THIS AIR RESERVATION WILL AUTOMATICALLY BE CANCELLED AT 72 HOURS PRIOR TO TRAVEL DATE IF APPROVAL OR ORDERS ARE NOT RECEIVED FOR TICKETING DUE TO AIRLINE FARE RULES. THE TRAVELER IS RESPONSIBLE FOR CANCELLING ALL ASSOCIATED HOTEL AND CAR RESERVATIONS TO AVOID ANY NO-SHOW PENALTIES. AIR/RAIL TRANSPORTATION EXPENSES ON THIS ITINERARY ARE BILLED TO AN INDIVIDUALLY BILLED ACCOUNT. THESE EXPENSES ARE REIMBURSABLE TO THE TRAVELER.

**Friday, March 25, 2016**

Flight: [Redacted] 4584  
DEPARTURE: INDIANAPOLIS, IN 6:05 AM, Mar 25, 2016  
ARRIVAL: WASHINGTON/NATL, DC 7:55 AM, Mar 25, 2016

| Name | Invoice / Ticket / Date | Base       | Tax 1   | Tax 2  | Tax 3               | Total         |
|------|-------------------------|------------|---------|--------|---------------------|---------------|
|      |                         | USD 243.72 | 18.28US | 8.00ZP | 20.20XT             | 290.20        |
|      |                         |            |         |        | <b>Total Amount</b> | <b>290.20</b> |

Form of Payment: VXXXXXXXXXXXX

Figure 2: Example of an Invalid Airfare Receipt

## Resources

There are a number of resources available to assist travel administrators with correctly identifying receipt errors.

- For AOs: Consult the AO Checklist for receipt requirements.
- FOR DTAs: Until recently, if you wanted to determine whether travelers were abiding by this policy, you had to do one of two time-consuming and often unreliable things: 1) Open every voucher and check whether the traveler attached all their required receipts, or 2) Ask the traveler and Authorizing Official (AO). Earlier this year, this all changed with the introduction of the Expense Without Required Receipt Report now available via the DTS Report Scheduler. This report lists any expense that required a receipt, but didn't have one when the AO approved the voucher. The report lists the travelers, AO that approved the voucher, the document name, the expense type and cost. Work with your travelers and AOs to perform the corrective actions.

Travelers, AOs, and DTAs can easily prevent improper payments by simply uploading valid travel receipts. The time it takes to ensure a receipt is proper and included in the voucher is substantially less than the time it takes to amend and correct when it is flagged by outside auditors.

**Satdtravel**

**Your Itinerary**

May 06, 2016  
Location: [Redacted]  
Date: May 03, 2016

Customer Number: [Redacted]  
Agent: OJ

**THIS IS YOUR OFFICIAL RECEIPT FOR TRAVEL. PLEASE RETAIN FOR VOUCHERING OR REIMBURSEMENT PURPOSES.**

\*\*\*NO FARE IS GUARANTEED UNTIL TICKETED\*\*\*

**IMPORTANT CHANGE**  
IF TICKET NUMBER IS NOT REFLECTED ON THIS ITINERARY, THIS AIR RESERVATION WILL AUTOMATICALLY BE CANCELLED AT 72 HOURS PRIOR TO TRAVEL DATE IF APPROVAL OR ORDERS ARE NOT RECEIVED FOR TICKETING DUE TO AIRLINE FARE RULES. THE TRAVELER IS RESPONSIBLE FOR CANCELLING ALL ASSOCIATED HOTEL AND CAR RESERVATIONS TO AVOID ANY NO-SHOW PENALTIES. AIR/RAIL TRANSPORTATION EXPENSES ON THIS ITINERARY ARE BILLED TO AN INDIVIDUALLY BILLED ACCOUNT. THESE EXPENSES ARE REIMBURSABLE TO THE TRAVELER.

| Name | Invoice / Ticket / Date | Base     | Tax 1  | Tax 2 | Tax 3               | Total           |
|------|-------------------------|----------|--------|-------|---------------------|-----------------|
|      |                         | 22.73    |        |       |                     | 22.73           |
|      |                         | 3,600.00 | 100.46 |       |                     | 3,700.46        |
|      |                         |          |        |       | <b>Total Amount</b> | <b>3,723.19</b> |

Form of Payment: VXXXXXXXXXXXX

Figure 3: Example of a Valid Airfare Receipt



## ***Taking Care of the Traveler Through Effective Lodging Program Management***

You may know about the *DoD Preferred* program, the commercial lodging options available through the Integrated Lodging Program Pilot. But what you may not know is that there is a lot that goes into managing the commercial side of the program. As part of our program management responsibilities, we regularly assess participating hotels to ensure they continue to meet our duty of care and quality standards, and also scout hotel offerings in potential new pilot site locations.

Since the inception of the Integrated Lodging Program pilot in 2016, customer satisfaction scores for the DoD Preferred commercial segment increased from 63 to 83 percent. We credit this in part to our hands on assessment of hotel quality, safety and security standards, and acting on customer feedback.

Each year, DTMO sends a team to conduct unannounced in-person assessments of the hotels participating in or being considered for the DoD Preferred program. During the visit, we do a complete walk through of the hotel facilities, take photographs and complete a comprehensive checklist to ensure a particular property meets DoD's specific safety and security, and quality standards. As part of our assessment, we look at the quality of the guest rooms and public spaces within the hotel, check to see if traveler financial protections are offered, and what traveler conveniences (amenities) are available.

If the hotel is a current DoD Preferred hotel, we also use the visit as an opportunity to review traveler survey scores directly with hotel management and, when warranted, address traveler concerns. For hotels at potential pilot sites, we use our visits to explain the program and answer any questions on how the hotel can participate in the program.

To ensure that we understand what DoD travelers are experiencing, team members look to customer satisfaction scores to help select which hotels to stay in while on the road. They choose the properties with the worst scores so they can get an idea of customer experiences. If spending multiple nights at one pilot site, they switch hotels every night, allowing them to gain a more complete idea of hotels in the area.

What is interesting about our visits is that team members often run into fellow DoD travelers in lobbies and elevators when completing site visits. We see this as a perfect opportunity to engage our traveler community and ask questions about a particular hotel, and answer any questions they may have. It is not uncommon for team members to share their business card with travelers just in case they can help answer more questions about the program. These interactions are important for two reasons. First, travelers realize that a real person is staying in the same hotels, and making decisions based on real experiences. Second, we always learn something from encounters with the travelers, whether it be gathering more information about a particular pilot site like secondary installation gates that are more convenient for some travelers or additional hotels they should consider, for example.

In 2017, the team completed more than 700 hotel visits and by the end of this month, they will have conducted more than 800 hotel visits in preparation for the 2019 program. We not only review all hotels that currently participate, but also visit potential pilot sites to investigate the hotel offerings at those locations. Today, there are 52 DoD Preferred commercial pilot sites with 261 participating hotels with further expansion in 2019.



While hotel site visits are a vital aspect of monitoring the quality of DoD Preferred properties, it is just one of the ways we assess hotels. We also rely heavily on customer feedback gathered through surveys. Each traveler who stays at a DoD Preferred hotel receives a survey upon the completion of their trip asking about their lodging experience. We review every survey and share the results with participating hotel management and corporate offices. If the surveys indicate a problem with a particular hotel, we share the feedback with both property and higher-level hotel chain management. The hotel is then required to provide a response and corrective action plan. If the complaint is egregious, hotel participation can be suspended or even terminated.

### Using Customer Feedback and Site Visit Results

Each year, DoD Preferred Commercial Lodging hotels are selected based on rates below per diem, but also on results from site visits, including the checklists and photographs from site visits, and customer satisfaction surveys. Even participating hotels are assessed and must re-qualify for the next year's program.

When evaluating hotels for the next year's program, we take those hotels meeting the basic requirements, and compare them against one another. We then take other factors into account including the overall quality of the hotel, guest amenities, food options, distance to DoD facilities, and rates.

DoD Preferred requirements call for adequate, and safe and secure lodging. At a minimum, all hotels are rated at least two diamonds by AAA. In those instances where the team, through their site visits, identify qualified hotels that provide an increased level of comfort and amenities, those hotels are given precedence when determining participation in the next year's program.

Traveler survey scores from 2017 provided the lodging team with actionable items that resulted in an improved portfolio of hotels for the 2018 program. In 2017, 28 percent of the hotels in the program were rated by AAA as three or four diamond properties. In 2018, that percentage jumped to 81 percent. Surveys completed by DoD travelers and our own site visits helped drive that change. We were able to select higher quality hotels for DoD travelers.

The Lodging team is always looking for ways to improve the traveler experience, so please continue completing those surveys and we'll keep visiting the hotels! For more information on the ILPP, please visit

<https://www.defensetravel.dod.mil/site/lodging.cfm>.

## A day in the life . . . .

*Follow Beth Carver on her typical day on the road reviewing hotels for the DoD Preferred program.*



**4 pm** – Arrive at the hotel where I'll stay for the night. Take mental notes of how easy it was to find. When checking in, I ask the desk clerk about the best places to eat while noting the clerk's level of courtesy and knowledge.

**4:30 pm** – Head to my room and take photos of the room number plaque in the hall, the bedroom, and bathroom. I look at everything!

**5:30 pm** – Venture out to dinner. When I return, I note if there is adequate lighting in the parking lot and assess how safe I feel walking to the front door. I also look to see if there is adequate security and if someone was at the front desk to see me enter.

**Next day, 8am** – When checking out of my room, I ask to speak with the general manager. I present my business card and a packet of ILPP program information, and share my experiences at their hotel.

**8:30am** – I provide information about the program, review their survey scores, and ask for a tour of the hotel and guest rooms. I take more photos and continue documenting what I see. I'll ask about past and future renovations, what meals are included in the standard rate, and inspect the fitness center. Does it have free weights? Is there a pool and is it indoor/ outdoor/seasonal? I note if there is a guest laundry and if it is complimentary. I ask about any other amenities the hotel might have to offer DoD travelers like dinner or receptions on select nights.

**10:30 am** – Once the site visit is complete, I sit in the lobby and review the checklist and make additional notes about my evaluation of the hotel, the staff, the quality of the rooms, and the public spaces.

**11am** – Drive to the next hotel where I won't stay overnight, but I'll meet with general manager and ask for a tour to see rooms. I take photos and complete my checklist. I'll continue my hotel visits until it is time to head to the hotel where I'll stay the night and start the process all over again.

# New Housing Flexibility During a PCS Move



Courtesy of DoD.gov

Receiving a Permanent Change of Station (PCS) order can cause a lot of angst, especially for those with a family living off base. A recent change to the Joint Travel Regulations (JTR) will bring some relief to those in this situation.

Consider the tale of Master Sergeant Jones – he is stationed at the Pentagon and lives in northern Virginia with his family. His wife is enrolled in a nursing program that she will complete next July, and his daughter is a high school senior and the captain of the varsity basketball team. Life is good. Then, MSgt Jones receives PCS orders to Yuma, Arizona. He knows he has no choice but to go, but this is a terrible time to move his family as his wife wants to finish her degree

and his daughter will soon graduate from high school. MSgt Jones researches living options and realizes that the Basic Allowance for Housing (BAH) rate in Yuma is \$1,500 less than in DC, and he cannot receive BAH back in DC for his family to stay in the area to complete school and also move into single-member housing at his new Permanent Duty Station (PDS). He simply cannot afford to maintain both households. MSgt Jones now has some options to help ease the financial burden of leaving his family behind.

As of October 1, 2018, the JTR allows Service members in the US Army, Navy, Air Force, Marine Corps, and Coast Guard who PCS between locations in the Continental United States to be eligible to either 1) continue receiving the BAH rate for their former PDS for up to 180 days after they leave the old PDS, if their dependents remain behind, *OR* 2) start receiving the BAH rate for their new PDS for up to 180 days before they leave the old PDS if their dependents travel early to the new PDS.

To be eligible, at least one of the following must apply at 180 days before the service member leaves the old PDS:

- a. A spouse is employed or is enrolled in a degree-, certificate-, or license-granting program.
- b. At least one dependent is attending an elementary or secondary school.
- c. At least one dependent is enrolled in the Exceptional Family Member Program.
- d. The member is caring for a family member with a chronic or long-term illness.

The member may be authorized a BAH rate for one of the following locations:

- a. The new PDS.
- b. The dependents' residence at the beginning of the covered relocation period (until they join the member at the new PDS).
- c. The former PDS (until the dependents join the member at the new PDS).

If single-type Government quarters are available at either the old or new PDS, an Armed Forces member covered by the change may occupy them, unless doing so would displace a single member.

This change brings relief to those who face PCS and have a family that will either be relocating prior to or after the member.

*DTMO is pleased to announce the*

# 9 Excellence 1 in 0 Practice 2 Awards

The Defense Travel Management Office (DTMO) is pleased to announce the 2019 Excellence in Practice Awards, which recognizes the top performers in DoD travel for the value and the services they provided to their travel program during Fiscal Year 2018. Since the Excellence in Practice Award winners are nominated by their colleagues, we encourage you to submit nominations for individuals that make a difference in your travel program.

This year's awards include:

- **The Champion** – recognizes a Lead DTA who goes above and beyond in providing monitoring and training to their organization
- **The Elite** – recognizes a local help desk team whose superior efforts result in continuous improvement and outstanding customer care
- **The Icon** – recognizes a major command or agency whose strategies and tactics enhance their travel program capabilities for their subordinate sites
- **The Premier** – recognizes an Agency Program Coordinator who demonstrates an extraordinary and exemplary commitment to cardholders and stakeholders through proactive education, responsive customer service, and outstanding program Coordination.

Recipients receive award certificates, are recognized on the DTMO website, and in the [Defense Travel Dispatch](#), and will be honored at the 2019 GovTravels Symposium held in Alexandria, VA in February 2019. Additional information and nomination forms are available at <https://www.defensetravel.dod.mil/site/award.cfm>.

**NOMINATIONS DUE  
NOVEMBER 16, 2018**

## Save the Date: 2019 GovTravels

Mark your calendars for the National Defense Transportation Association's GovTravels 2019 symposium being held Monday, February 25 through Wednesday, February 27 at the Hilton Mark Center in Alexandria, VA. This year's theme will focus on improving traveler engagement. DTMO will once again partner with the National Transportation Association to co-sponsor this event.

GovTravels allows us to gain a better understanding of the challenges facing travel managers across the federal government and the travel industry and provides a relevant backdrop to help inform the strategic direction of the Defense Travel Enterprise as we consider new technologies and adopt applicable best practices.

Just as last year, DTMO will host our annual DoD Connect meeting during GovTravels. DoD Connect sessions provide DTMO leadership, governance members and senior-level travel representatives from across the Department an opportunity to network, collaborate and learn more about the initiatives most affecting the Defense Travel Enterprise. Instead of holding a morning event on the first day of the symposium, we will instead break the meeting into topic specific sessions and integrate them throughout the 3-day event.

Additional information about GovTravels 2019 will be available soon at: [www.ndtahq.com/events](http://www.ndtahq.com/events).



# Welcome to DoD Dine Smart



The Defense Travel Management Office is pleased to announce the launch of *DoD Dine Smart*, a new preferred dining program pilot. DoD Dine Smart is a dining rewards program for Department of Defense employees – military and civilian personnel alike – that earns the Department rebates on meal expenses when travelers use their Government Travel Charge Card (GTCC) to pay at participating restaurants. Since DoD policy requires travelers to use their GTCC for all official travel expenses including meals, it is easy for travelers to participate.

DoD Dine Smart operates through Dinova, a dining marketplace that has connections to more than 16,000 restaurant locations throughout the United States. Travelers can search for restaurants through Dinova's online search tool on its website or mobile restaurant locator app, which is approved for download on DoD issued smartphones and Blackberries. Based on GTCC transaction data, many of the restaurants popular among DoD travelers are already part of the program and we are working with Dinova to target other popular restaurants.

The program aims to earn rebates on DoD's more than \$1 billion in meal per diem spend. DoD gets a rebate on an expense that we are already incurring every day. This program is an opportunity to earn double rebates – rebates for official travel dining expenses, and also rebates for just using the GTCC. Rebates go directly back to the Services, which are often used to support travel budgets.

Phase two of the pilot, expected in summer 2019, will include the ability for travelers to earn points that can be cashed in for personal dining gift certificates at participating restaurants. Gift certificates are for travelers to keep and use as they wish.

## **Popular restaurants among DoD travelers that are a part of the Dine Smart program:**

- Bob Evans
- Bonefish Grill
- California Pizza Kitchen
- Carrabba's
- Firehouse Subs
- Gordon Biersch
- Joe's Crab Shack
- Outback Steakhouse
- Potbelly Sandwich Shop
- TGI Fridays
- Red Lobster
- Red Robin

*And many more!*

There are 16,000+ restaurant locations. The Dinova app helps you know where to eat. Download it today and start earning rebates for the Department.

## Frequently Asked Questions

### ***Will I need to submit receipts for meals if I charge meals to my GTCC?***

No, the receipt rule remains the same. Receipts are only required for any lodging expense, regardless of cost, and any expense of \$75.00 or more, not to include meals. Travelers receive per diem for each day on travel, which is intended to cover the cost of all meals.

### ***Can DoD monitor specifically what I buy at each restaurant when I use my GTCC card?***

Restaurants do not provide any sort of data on what you specifically order to Citi, the GTCC vendor; they only provide the name of the restaurant and its location, and final cost.

### ***A favorite restaurant among DoD employees is not currently in the Dinova network. Can they be invited to join?***

Absolutely. Nothing assures quality like a referral from a frequent and loyal customer. In fact, the Defense Travel Management Office is already working with Dinova representatives to encourage additional restaurants to join the marketplace. Specific recommendations for restaurants may be emailed to [support@mydinova.com](mailto:support@mydinova.com).

### ***Do I need to show my military or government employee ID at participating restaurants?***

No, there is no need to show a military or government employee ID. In fact, there are no coupons or special reward/loyalty cards involved with the DoD Dine Smart at all. All you need to do is eat at participating restaurants while on official travel and pay with your GTCC.

## Use Live Chat for Detach Requests

Did you know that you can now use the Travel Assistance Center's Live Chat feature for detach requests? Live Chat is a quick and easy way to accomplish this action. Analysts are standing by to help. To access Live Chat, click on the icon on the DTS homepage or go to: [www.defensetravel.dod.mil/site/livechat.cfm](http://www.defensetravel.dod.mil/site/livechat.cfm).

## Repeal of Flat Rate Per Diem

The National Defense Authorization Act for Fiscal Year 2-19 included a repeal of the authority to prescribe a reduced flat rate for long-term temporary duty (TDY) travel. As such, flat rate per diem for long term TDY (+30 days) only applies for travel through midnight on August 12, 2018. Today, normal per diem rules, including the following, apply:

- Lodging receipts are required for all lodging payments
- The actual cost of lodging not to exceed the full locality lodging per diem rate will be paid
- Full meals and incidental expense (M&IE) will no longer be reduced by 75% or 55%

The per diem calculator has been modified to remove the checkbox for flat rate per diem. If you need to check a flat rate calculation, it must be done manually using the historic per diem rates that can be found in the calculator.

[www.defensetravel.dod.mil/site/perdiemCalc.cfm](http://www.defensetravel.dod.mil/site/perdiemCalc.cfm). Additional information including calculation examples can be found at: [www.defensetravel.dod.mil/site/rssDetail.cfm?id=853](http://www.defensetravel.dod.mil/site/rssDetail.cfm?id=853).

## GSA Announces CONUS Per Diem Rates

GSA Standard CONUS per diem is \$149 per day effective 1 October 2018- \$94 for lodging (up from \$93 in 2018) and \$55 for meal and incidental expenses (up from \$51 last year). See [www.gsa.gov/travel/plan-book/per-diem-rates/fy-2019-per-diem-highlights](http://www.gsa.gov/travel/plan-book/per-diem-rates/fy-2019-per-diem-highlights) for FY 2019 per diem rates.

### *About the Defense Travel Dispatch*

The Defense Travel Dispatch is a publication produced by the Defense Travel Management Office.

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