

GovTravels



*“On the Road Again –
Industry & Government
Travel Rebounds”*



February 27-March 1, 2023 • Hilton Mark Center, Alexandria, VA

PLEASE COMPLETE THE SURVEY FOR THIS CLASS

- Scan the QR code with your cell phone camera or
- Go to <https://www.ndtahq.com/events/gov-travels/>
- Find this Travel Academy Session on the Agenda

COMPLETE THE TRAVEL ACADEMY SURVEY FOR THIS CLASS

- We appreciate your Feedback!

*GovTravels
QR Code*



Hotel Wi-Fi is available throughout the complex → Password is GT2023

PIIA Travel Pay Program Overview

DFAS Post Pay & Analysis

Tisha Braun



2023

- Governing Laws
- Importance of prevention
- Key Players
- DTS Review Process
- Examples
- Challenges
- Points of Contact
- Questions

2002

Improper Payments Information Act (IPIA)

- ✓ Created basic **framework** for identifying and reporting improper payments

2010

Improper Payments Elimination and Recovery Act (IPERA)

- ✓ Put into law specific **thresholds** for identifying high-risk programs
- ✓ Strengthened corrective action plans
- ✓ Expanded payment recapture audits
- ✓ **Established annual OIG compliance reviews**

2015

Federal Improper Payments Coordination Act (FIPCA)

- ✓ Authorizes OMB to approve implementation of judicial and legislative branches of government, as well as federally funded state programs, to access Do Not Pay
- ✓ Requires Reporting of Death Information by the Department of State and the DoD

2009

Executive Order 13520

- ✓ Improved agency accountability
- ✓ Increased transparency
- ✓ Established high-priority programs and accountable officials

2012

Improper Payments Elimination & Recovery Improvement Act (IPERIA)

- ✓ Required agencies to include all identified improper payments in the reported estimate, regardless of whether the improper payment has been or is being recovered
- ✓ Improved agency **estimation and recovery** of improper payments
- ✓ Reinforced and accelerated the Administration's "Do Not Pay" efforts

2016

Fraud Reduction and Data Analytics Act (FRDAA)

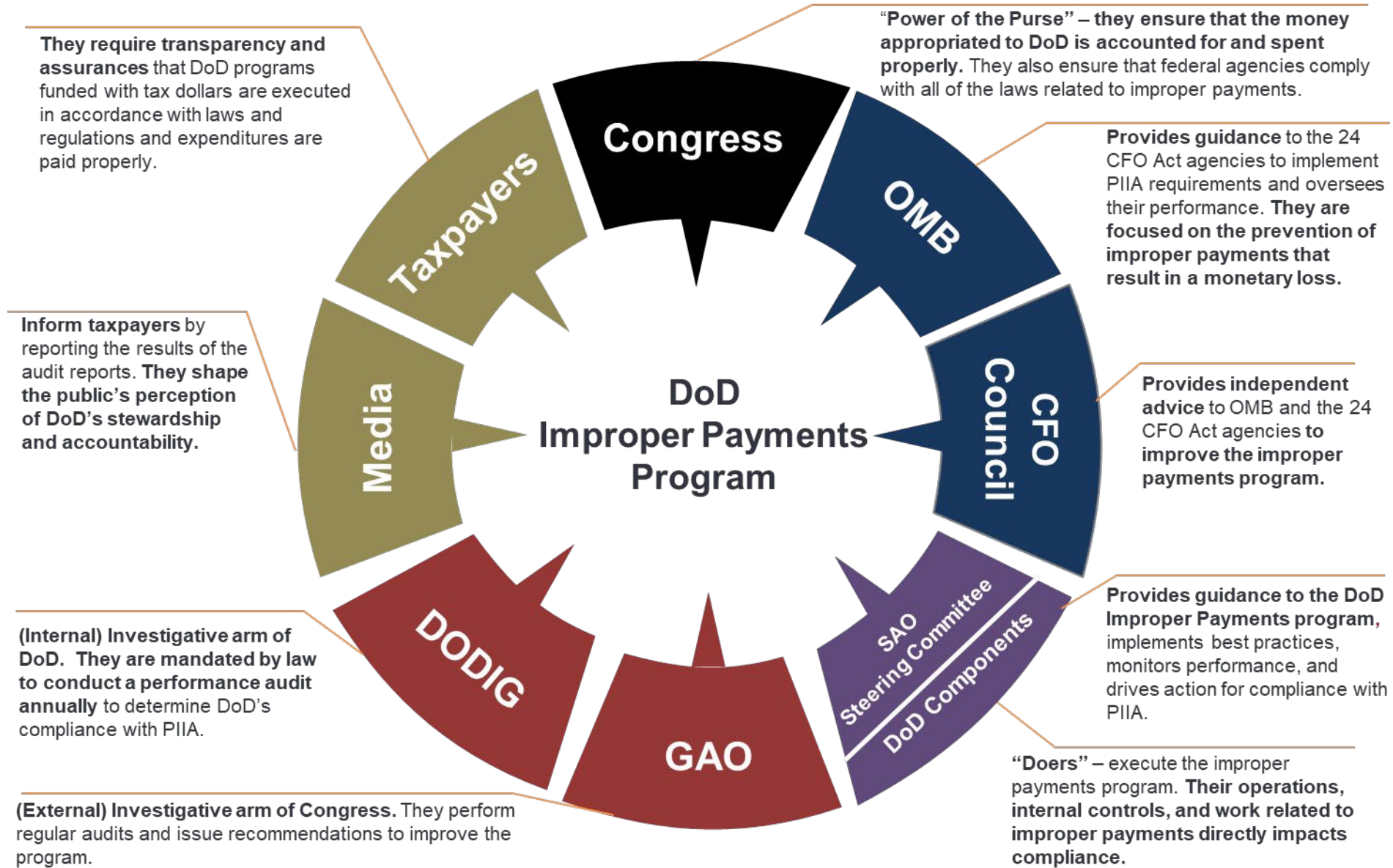
- ✓ Requires the OMB to establish guidelines to identify and assess fraud risks and design and implement control activities in order to prevent, detect, and respond to fraud, including improper payments

2019

Payment Integrity Information Act (PIIA)

- ✓ Four new risk factors that are to be embedded into federal entities' improper payment risk assessments.

- **Improper payments = Misuse/Waste of U.S. taxpayer dollars.**
 - ALL improper payments degrade the integrity of government programs and employees, and compromise citizens' trust in government.
- **Preventing and recovering improper payments are among the top financial management priorities of OUSD(C) leadership.**
 - Must determine the "TRUE" root cause(s) of improper payments resulting in monetary loss and develop and implement corrective action plans.
 - Must understand and review end-to-end business processes to identify and address internal control failure(s) and/or weaknesses.
- **Annual Reporting to the Office of Management and Budget (OMB).**
 - DoD reports its improper payment results in the Agency Financial Report (AFR).
- **Annual Inspector General Compliance Audit.**
 - The DoD Office of Inspector General (OIG) conducts a performance audit annually to determine whether the Department complied with ALL six IPERA requirements.



Preparing to Test Payments - FY23 Testing Cycle



2023

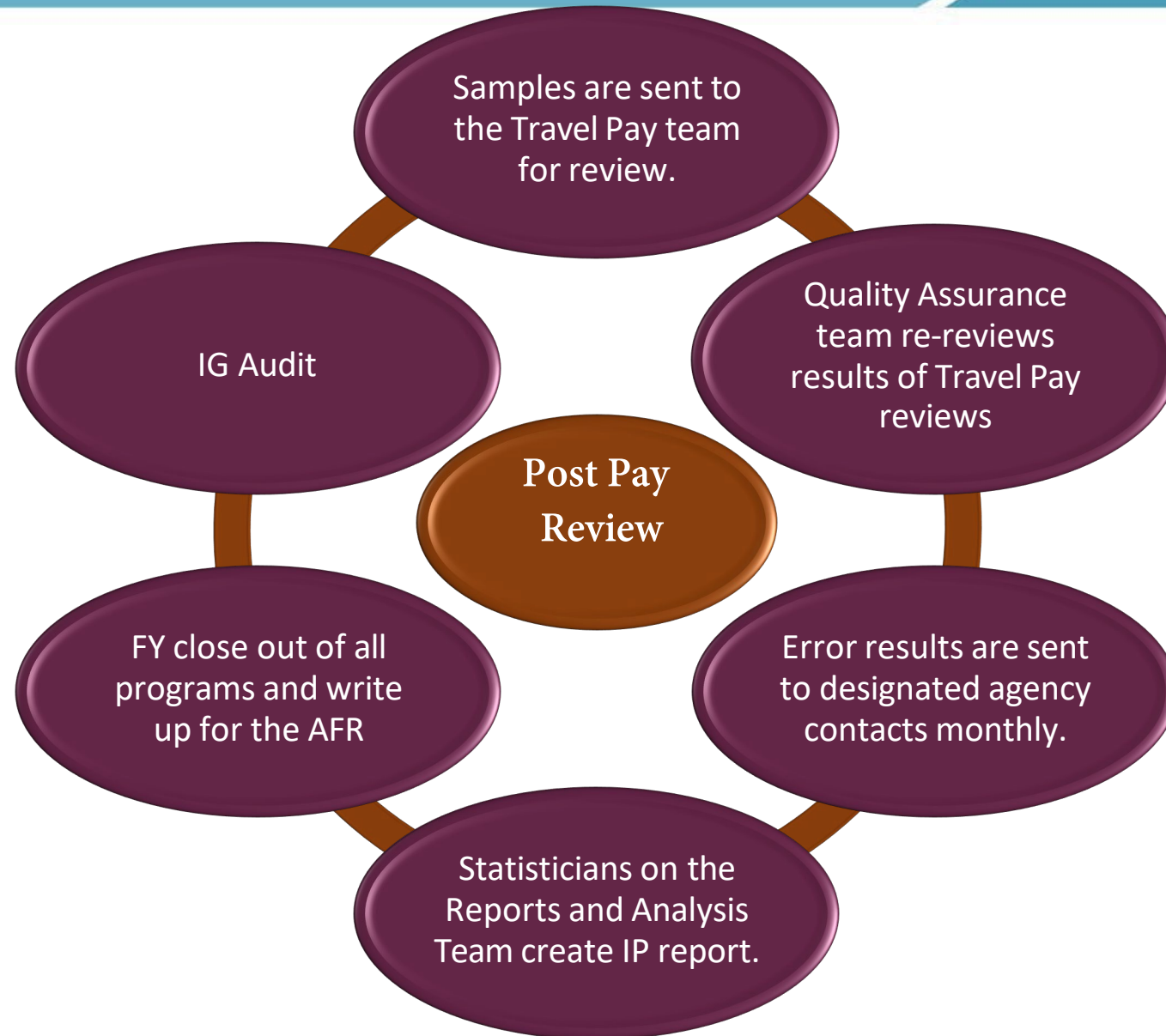


Payment - The term payment means any transfer of Federal funds to any non-Federal person or entity or a Federal employee

**PIIA Public Law No: 116-117
(03/02/2020)**

**The FY23 PIIA Testing Cycle will transition from reviewing
Gross Pay Entitlements to actual Transfer of Funds**

- **Improper Payment Categories**
 - **Statutory Improper Payment (SIP)**
 - **Monetary Loss within Agency Control (MLA)**
 - **Underpayment (UN)**
 - **Unknown Payment (UP)**
- **NOTE: An improper payment does not always translate to a monetary loss of funds**





RECEIPTS !

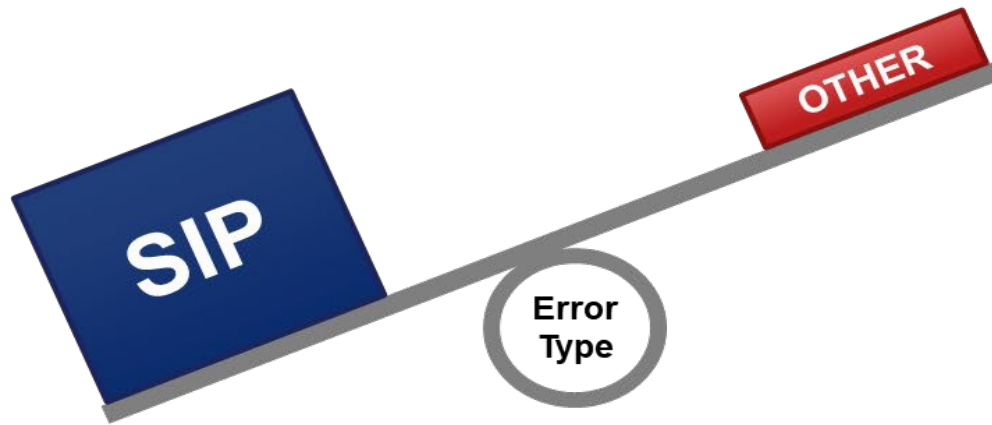
RECEIPTS !

RECEIPTS !

75%

(\$87,480,709 / \$117,023,664) of the total DTS errors are

Statutorily Improper Payments (SIP)



Top SIP Errors

- ✓ Rental Car Paid w/ Invalid Receipt (Estimated vs Actual Charges)
- ✓ Lodging Paid w/ Invalid Receipt (Does not show proof of payment)
- ✓ Airfare Paid w/ Invalid Receipt (Itinerary vs Actual Receipt)
- ✓ T entered voucher was paid with invalid 1351-2

0103 FINANCIAL RULES

010301. Receipt Requirements

A. Retain Receipts. Travelers are advised to retain ALL receipts for tax or other purposes. [DoD Financial Management Regulation, Vol. 9](#), "Travel Policy," requires an itemized receipt for each lodging expense, regardless of the amount, and any individual expenditure of \$75 or more. AOs are discouraged from requiring additional receipts except to substantiate reimbursement if a traveler's claim contains doubtful reimbursement.

B. Lost Receipts. If a receipt is impracticable to obtain or has been inadvertently lost or destroyed, a lost receipt statement explaining the circumstances and containing the same information as the lost receipt must be furnished.

Note: A lost receipt statement cannot substitute for an online-booking hotel receipt.



- **DoD FMR Volume 9**

- A receipt is 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.

- **Question:** *The FMR does not state the traveler's name needs to be on the receipt, but I have received an improper payment for this; WHY?*

Answer: *If the expense requires your ID, then your name will be on the receipt.
Example: lodging requires your ID; parking garage does not require ID.*

When should I provide a receipt?



2023

- **When do I need a receipt?**
 - Receipts are required for all lodging expenses regardless of the amount being claimed.
 - Lodging receipts need to be itemized.
 - Receipts are required for all expenses \$75.00 and up.
- **NOTE**
 - If a receipt is provided for expenses under \$75, Post Pay will review the documentation provided. If a discrepancy is found an improper payment will be charged.
 - ZERO balance receipts are NOT required; proof of payment receipts ARE required.

- **Section 020303 of the JTR**

- **A traveler on TDY must reserve lodging compliant with U.S. Fire Administration Guidelines through a Government electronic travel system or the contracted TMC.**
 - **When TDY, a DoD traveler must use the Integrated Lodging Program facilities if available.**
 - **The government cannot direct the traveler to accept inadequate accommodations.**
- **Traveler is responsible for charges in excess of the per diem rate.**
 - **If traveler obtains lodging through an online booking agent, reimbursement is authorized only when the traveler provides a documented, itemized receipt for room costs from the hotel or online booking agent.**
- **SILO will NOT be accepted for an online booking.**


Invalid vs Valid Lodging Receipt Example #1



2023

INVALID

VALID




MARRIOTT HOLLYWOOD BEACH MARRIOTT GUEST FOLIO

611		123.00	08/06/21	11:00		7177
ROOM		RATE	DEPART	TIME		ACCT#
OCVW			08/01/21	14:42		
TYPE			ARRIVE	TIME		
70						

ROOM CLERK: VSXXXXXXXXXX [REDACTED] MBV#: 441419199

DATE	REFERENCES	CHARGES	CREDITS	BALANCES DUE
08/01	ROOM	611, 1	123.00	
08/01	ROOM TAX	611, 1	8.61	
08/01	OCC TAX	611, 1	7.38	
08/01	SELPARK	GB	25.00	
08/02	ROOM	611, 1	123.00	
08/02	ROOM TAX	611, 1	8.61	
08/02	OCC TAX	611, 1	7.38	
08/02	SELPARK	GB	25.00	
08/03	TAXEXEMP	CR		15.99 AD
08/03	TAXEXEMP	CR		15.99 AD
08/03	ROOM	611, 1	123.00	
08/03	ROOM TAX	611, 1	8.61	
08/03	OCC TAX	611, 1	7.38	
08/03	SELPARK	SFA	25.00	
08/04	TAXEXEMP	AE		15.99 AD
08/04	ROOM	611, 1	123.00	
08/04	ROOM TAX	611, 1	8.61	
08/04	OCC TAX	611, 1	7.38	
08/04	SELPARK	SFA	25.00	
08/05	TAXEXEMP	AE		15.99 AD
08/05	ROOM	611, 1	123.00	
08/05	ROOM TAX	611, 1	8.61	
08/05	OCC TAX	611, 1	7.38	
08/05	SELPARK	SFA	25.00	
08/06	TAXEXEMP	AE		15.99 AD
				740.00



Fairfield by Marriott® Fairfield by Marriott
2630 S MacArthur Dr., Alexandria, LA 71301 P 318.449.9000
Fairfield.Marriott.com

Room: 103
Room Type: KING
Number of Guests: 1
Rate: \$94.00
Clerk: TTV

Military [REDACTED]

Arrive: 05Jan22 Time: 12:15AM Depart: 06Jan22 Time: 10:12AM Folio Number: 66577

DATE	DESCRIPTION	CHARGES	CREDITS
05Jan22	Room Charge	94.00	
06Jan22	Visa		94.00
		BALANCE:	0.00

Card #: VXXXXXXXXXXXX [REDACTED]
Card Type: VISA Card Entry: CHIP Approval Code: 058167 PIN
Verified App Label: VISA CREDIT AID: A0000000031010

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See our "Privacy & Cookie Statement" on Marriott.com.

Invalid Lodging Receipt Example #2



2023

Not a full receipt
only a snip.
Missing total,
itemized charges
and amount
paid.

**DRURY
HOTELS.**

770-960-0500
drury@druryhotels.com

Guest	Arrival Date	Departure Date	Guests on reservation
[REDACTED]	Jun 12 2022	Jun 17 2022	Adults: 1 Children: 0
Room type / number	Reservation confirmation	Group	Company
NQQX / 607	MG64TXXSG	N/A	FEDROOMS

FOLIO 1

DATE	DESCRIPTION	AMOUNT
Jun 12 2022	Nightly Room Charge	\$86.00
Jun 12 2022	State Hotel / Motel Fee	\$5.00
Jun 13 2022	Nightly Room Charge	\$86.00
Jun 13 2022	State Hotel / Motel Fee	\$5.00
Jun 14 2022	Nightly Room Charge	\$86.00
Jun 14 2022	State Hotel / Motel Fee	\$5.00
Jun 15 2022	Nightly Room Charge	\$86.00
Jun 15 2022	State Hotel / Motel Fee	\$5.00
Jun 16 2022	Nightly Room Charge	\$86.00
Jun 16 2022	State Hotel / Motel Fee	\$5.00



Missing name of hotel, and taxes and fees are not itemized.

Payment Summary

Priceline trip number	155-476-945-16
Purchase date	Sep 14, 2022
Payment method	Apple Pay
Billing name	[REDACTED]

Hotel subtotal	\$98.53
Price per night	\$98.53
Number of nights	1
Taxes and fees	\$21.70

Total charged **\$120.23**

Prices are in USD

This itinerary including summary of charges is your official receipt.

- **Section 020209 of the JTR**
 - **If the JTR mentions, then AO may authorize.**
Meaning that it needs to be specifically stated in the order or approved on the 1351-2 by the AO (IATS)
 - **A compact vehicle is the standard size for official travel, but the AO may authorize or approve a larger vehicle. Fees associated with rental car loyalty points and the transfer of points are not reimbursable.**
 - **The traveler is reimbursed optional insurance on a rental only when traveling in foreign areas where insurance is required by law, or when traveling for certain classified special operations in the CONUS or non-foreign areas OCONUS. For these classified special operations, the AO must specifically approve the insurance reimbursement.**

- **Section 020209 of the JTR**
 - **Government Administrative Rate Supplement (GARS), Gas/oil (not prepaid), tolls, parking, ferry's fares, toll transponder and GPS are payable.**
Note: Fees associated with failing to pay a toll are not reimbursable.
 - **Fee for alternate location drop-off is reimbursable.**
 - **Vehicle / Property Damage: not reimbursed on any travel claim. Per the DOD FMR: The traveler submits a claim for reimbursement through the AO to the Claim's Office of the supporting Staff Judge Advocate for adjudication.**

Invalid vs Valid Rental Car Example #1



2023

INVALID

VALID

DOLLAR Rental Record# 191348264

Vehicle: 2018 COROLLA
License: FL JBGY42

Lot: [REDACTED]

Rental Rate* 3 @ \$ 37.99 per day T \$ 113.97
@ \$ 37.99 ex day T \$

*Includes Unlimited Miles

Additional Products T \$.00
Frequent Flyer Surcharge

Fuel Responsibility Starting Level (FULL 8/8)
You agree to replace fuel used or pay a refuelling charge of
\$ 9.99 per gallon OR \$.357 per mile driven.

Service Charges/Taxes

CONCESSION FEE RECOVERY	11.11%	T \$	13.05
VEHICLE LICENSING COST RECOVERY	1.77%	T \$	2.02
FLA SURCHG		T \$	6.06
ENERGY SURCHARGE		T \$	1.49
Tax 7.500% On Est. Taxable Ttl \$	136.59	\$	10.24

ADJUSTMENTS

TOTAL ESTIMATED CHARGE \$ 146.83

INITIAL CHARGES

RENT RT \$ 141.00 /WEEK @ 1 /WEEKS	\$	141.00
GOVT ADMIN RATE SUPP 5 @ \$ 5.00/DAY	\$	25.00
SUBTOTAL	T \$	166.00

CHARGES ADDED DURING RENTAL

LDW INCLUDED IN GOVW RATE
LIS DECLINED
PAI PEC DECLINED
PREM RD SVC DECLINED

* ADDITIONAL CHARGES

SERVICE CHARGES/TAXES

CONCESSION FEE RECOVERY	11.11%	T \$	19.27
CUST FAC CHG		T \$	25.00
ENERGY SURCHARGE		T \$	1.49
VEHICLE LICENSE COST RECOVERY		T \$	5.00
TAX 10.000% ON TAXABLE TTL OF \$ 217.66		\$	21.77
TOTAL AMOUNT DUE		\$	239.43

PAID BY [REDACTED]
CHARGED ON VISA [REDACTED]

Invalid Rental Car Receipt #2



2023

This is an email telling the traveler where they can review their receipt not the actual receipt.

7/12/22, 8:30 PM Gmail - Your E-receipt From Avis

Gmail

Your E-receipt From Avis
1 message

Avis <avis@e.avis.com> Tue, Jul 12, 2022 at 8:27 PM
Reply-To: Avis Do Not Reply <reply-fe8e10707c61037876-2926_HTML-204959800-6419187-134478@e.avis.com>

[View in Browser](#) | [Add avis@e.avis.com to your Address Book](#)

AVIS Reservations Locations Offers Car Sales Cars & Services

Hi Rafael,

Thank you for renting with Avis.

This is a one-time notification related to your recent transaction: Avis Rental Agreement 325751440

TOTAL CHARGES

\$ 324.57

Base Rate:	\$ 197.97
Taxable Products/Services*:	\$ 48.16
Non-Taxable Products/Services:	\$ 26.75
Rental Sales Tax:	\$ 51.69

**Includes Fees and Surcharges*

Please view your e-receipt [here](#)

Download the Avis app and enjoy

- Avis QuickPass™
- Best rates available and more!

[GET THE APP](#)

ENJOY A FREE UPGRADE ON YOUR NEXT RENTAL!

[ADD TO MY RENTAL](#)

DOWNLOAD THE AVIS APP

You can review or update your email preferences for other Avis communications by [logging into your profile](#).

<https://mail.google.com/mail/u/0/?ik=a40652324c&view=pt&search=all&permthid=thread-f%3A1738195138543258246&siml=msg-f%3A1738195138...> 1/2

Pre Paid Fuel vs Fuel Service Options



2023

- Fuel Service Option is not payable for DTS or IATS

Charges	No	Unit	Price/Unit	Amount
TIME & DISTANCE	1	Weeks	200.00	200.00 *
UNLIMITED MILES/MI - TIME & DIST		M/Week		0.00 *
LDW / LDW	5	Days		0.00 *
FUEL SERVICE OPTION	1	Rental	31.79	31.79 *
GARS CHARGE	5	Days	5.00	25.00 *
CONSOLIDATED FACILITY CHG	5	Days	3.50	17.50 *
CONCESSION FEE RECOVERY			256.79	28.53 *
AIRPORT SECURITY FEE 1.00 USD/DAY	5	Days	1.00	5.00 *

Total Charges	USD 307.82
Payments	
Visa	0031
AUTH: 060379 08-JUL-2018 307.82	Payment -307.82

YOUR RENTAL	
Picked up:	SLC
Date/Time:	JUN 11, 2018 04:02PM
Returned:	SLC
Date/Time:	JUN 14, 2018 03:16PM
Veh Group:	Full-Size
Veh Charged:	Compact
Vehicle:	CHEVY MALIBU
Odometer Out:	5025
Odometer In:	5122
Fuel Out:	15.5 L
Fuel In:	14.8 L

YOUR VEHICLE CHARGES	
PRE	115.74
YOUR TIME AND MILEAGE:	115.74
YOUR TAXABLE FEES	
**11.11% FEE	15.84
VEH LIC RECOUP 1.00/DY	3.00
ENERGY RECOVERY 0.60/DY	1.80
GARS 5.00/DY	15.00
YOUR SUBTOTAL	
TAXABLE SUBTOT	151.38
TAX 6.850%	10.37
YOUR NON TAXABLE ITEMS	
*9.5% SURCHARGE	14.38
FUEL SERVICE	6.99
CUST FAC CHARGE 5.00/DY	15.00
TOTAL CHARGES	
NET CHARGES	USD 198.12
YOUR TOTAL DUE:	0.00

- Fuel service is not payable, refueling can be reimbursable when we can see the fuel/in and out and can determine they were charged for not returning the tank full.
- For IATS: This needs to be approved by the AO, a comment on the 1351-2 and AO signature, or an amendment to specifically approve fuel service
- DTS: If it was paid, the AO approved it

Find out if you need a transponder/platepass before you travel.

\$ Tolls/Ferry Fees \$68.88

[^ Details](#) 01/09/2022 EFT

Info

Expense Date*

Expense Amount*

Method of Reimbursement*

⚠ Travel card policy requires cardholders to use the travel card for all official travel expenses.

143/500

Notes

Enroute: \$3.25 toll + \$2.50 pay by plate + Hertz \$11.95 admin fee, \$2.29 toll + \$2.50 pay by plate + Hertz 11.95 admin fee. Return costs same.

Per the Hertz website if the traveler opts in the for PlatePass they are charged a \$5.95 convenience fee plus the tolls. If the traveler didn't opt in and pay for the tolls as they went thru, they would be billed for the tolls plus additional admin fees. Based on the JTR 2-8 additional admin fees would not be reimbursable. If the traveler did opt in for the plate pass, then they should have only been charged the \$5.95 convenience fee. PlatePass would be comparable to a transponder and the "convenience fee" could be reimbursed if authorized or approved.

- Airline reservations must be arranged as early as possible and in a manner that results in the lowest cost to the Government. DoD booking tools display recommended flight options available to the traveler and suggest the lowest airfare considering multiple parameters (i.e. the mission, whether the trip is likely to be changed or canceled, the availability of City Pair fares, whether or not the airline is a U.S. flag carrier, and if the airline is on the DoD-approved airline list [see [JTR, par. 020206](#)]).
- Use of commercial air service contracted through the GSA City Pair Program is [mandatory unless one of the approved exceptions applies. Refer to JTR, par. 020206](#)
- [M.2 \[PDF\], for personal limitations and restrictions when using Restricted Airfares for](#) official travel.
- Use of a DoD contracted Travel Management Company (TMC) or DoD Online Booking Tool(s) for making reservations and issuing tickets on commercial modes of transportation is mandatory.

Invalid vs Valid Airfare Example #1



2023

INVALID

VALID

Your Itinerary

Trip on Mar 25, 2016 Locator: [REDACTED] Date: Mar 15, 2016

Traveler [REDACTED]

Customer Number [REDACTED]

Agent [REDACTED]

THIS IS AN ITINERARY ONLY AND NOT A VALID TICKET

----- 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 Confirmation [REDACTED]

Flight [REDACTED] 4584

DEPARTURE INDIANAPOLIS, IN 6:05 AM, Mar 25, 2016 ARRIVAL WASHINGTON/NATL, DC 7:55 AM, Mar 25, 2016

Your Itinerary

Trip on May 06, 2016 Locator: [REDACTED] Date: May 03, 2016

Traveler [REDACTED]

Customer Number [REDACTED]

Agent [REDACTED]

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

Name	Invoice / Ticket / Date	Base	Tax 1	Tax 2	Tax 3	Total
[REDACTED]	[REDACTED]	USD 243.72	18.28US	8.00ZP	20.20XT	290.20
Total Amount						290.20

Form of Payment: VXXXXXXXXXX [REDACTED]

Name	Invoice / Ticket / Date	Base	Tax 1	Tax 2	Tax 3	Total
[REDACTED]	[REDACTED] 33/03MAY16	22.73				22.73
[REDACTED]	[REDACTED] 552/03MAY16	3,600.00	100.46			3,700.46
Total Amount						3,723.19

Form of Payment: VXXXXXXXXXX [REDACTED]

Invalid Airfare Receipt #2



2023

Only the boarding pass, not the actual receipt

23
PASSENGER TICKET AND BAGGAGE CHECK
SUBJECT TO CONDITIONS OF CONTRACT
ISSUED BY AMERICAN AIRLINES

one world

ISS. AGENT ID. 10 JUL 22 PLACE OF ISSUE LYNCHBURG

ISS. AGENT: X.P. /LYH FARE BASIS: LYNCHBURG

ISS. COUNTRY: US

NAME OF PASSENGER: CORLEY/ELLIS G

FROM: LYNCHBURG
TO: CHARLOTTE

CARRIER: AA FLIGHT: 6126 CLASS: G DATE: 10 JUL 11 07A TIME: 107A STATUS: NOT VALID BEFORE - NOT VALID AFTER

ENDORSEMENTS/PRESCRIPTIONS

ORIGINAL ISSUE * ISSUED IN EXCHANGE FOR *
FARE CALCULATION * BOARDING PASS *
* BOARDING ENDS 15 MINUTES *
* BEFORE DEPARTURE *
FARE *
TAX/FEE/CHARGE *
TAX/FEE/CHARGE *
TAX/FEE/CHARGE *
TOTAL ***** 00129985514101 *****

GROUP 1
SEAT 16C

PRIORITY

STOCK CONTROL NUMBER TX

COUPON AIRLINE FORM SERIAL NO. 1 001 7775824616 0

DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE

AMERICAN AIRLINES
BOARDING PASS

ISS. COUNTRY: US

NAME OF PASSENGER: CORLEY/ELLIS G

FROM: LYNCHBURG
TO: CHARLOTTE

CARRIER: AA FLIGHT: 6126 CLASS: G DATE: 10 JUL 11 07A TIME: 107A

DATE: 3 BOARDING TIME: 1037A SEAT: 16C SMOKE: NO

ADDITIONAL SEAT INFORMATION
GROUP

BAGGAGE ID Nbr: GROUP

COUPON AIRLINE FORM SERIAL NO. CX

X.P. /LYH

Do not expose to excessive heat or direct sunlight.
STAPLE
HERE

PRINTED IN U.S.A. BY MAGNETIC TICKET AND LABEL CORP., DALLAS, TX

REV. 0711

CPH1113822

Invalid Airfare Receipt #3



2023

7/19/22, 3:28 PM

American Express - Account Activity



ACCOUNT ENDING - 82000

CARD MEMBER

Platinum Card®

[REDACTED]

DATE	DESCRIPTION	AMOUNT
Jul 12 5X Points	AMERICAN AIRLINES AMERICAN AIRLINES-CCS 7645 E 63RD ST STE 600 TULSA OK 74133-1249 (800) 433-7300 https://www.aa.com/homePage.do	AMERICAN EXPRESS TRASEATTLE WA Will appear on your Jul 24, 2022 statement as AMERICAN EXPRESS TRASEATTLE WA <hr/> CARD [REDACTED] <hr/> MEMBERSHIP REWARDS POINTS 5X Airfare 1,205 <hr/> Flight from WASHINGTON NATIONA on July 13 WASHINGTON NATIONA - CHARLOTTE CHARLOTTE - PANAMA CITY, FLORI PASSENGER TICKET NUMBER [REDACTED] <hr/> ADDITIONAL INFORMATION 071409 AIRLINE/AIR CARRIER PASSENGER TICKET

Not the actual receipt only the credit card account activity.



- The DD 1351-2 should be completed and then entered into DTS by the NDEA; not the other way around. (*Do not submit the 1351-2 printout from DTS*)
- The DD1351-2 must be attached, fully completed, and signed by the traveler.
- A “wet” or digital signature is required; an Adobe signature is not allowed.
- The NDEA’s input of the traveler’s claim information into DTS must NOT deviate from the signed hardcopy DD 1351-2.
 - If you find an error on the hardcopy DD 1351-2 / 1164, do not adjust it in DTS. Return it to the SM to make correction.
 - Deviations from the traveler’s signed claim constitute an improper payment.

ASK YOURSELF:

- When the overlapping days cover more than one location where did the traveler lay there head on the overlapping day?
- If the overlapping days are at the same location, then which payment was made first?
- If the traveler is claiming overlapping days and the vouchers show the traveler is at different locations for both trips, then you will first need to determine what location the traveler should be at on the overlapping day.
- If the claim in the sample being reviewed is at the location where the traveler should be paid, then your claim will not have an IP as long as the overlapping day paid at the correct per diem rate. We add a comment to the overlapping day was paid correctly and reference the AUTH that is incorrect (NO IP GIVEN).

ASK YOURSELF:

- If the claim in the sample that we are reviewing is not at the location where the traveler should be paid, then we will write up an IP for the overlapping day. (IP GIVEN)
- If the traveler is claiming overlapping days and the vouchers show the traveler is at the same location for both trips, then the IP will be applied to the claim that was paid last. (IP GIVEN)
- If the claim in the sample that we are reviewing was paid first, then there will be no IP reported as long as the overlapping day was paid at the correct per diem rate. We will comment on the non-IP that the overlapping day was paid correctly on AUTH claim and reference the incorrect AUTH. (IP GIVEN)

Overlapping Travel Example



2023

DATE	ACTUAL LODGING	MEALS ALLOWED	M&IE B L D	P-DIEM RATE	OTHER EXPENSES	AMOUNT
01/14/21	\$89.00	\$89.00	\$53.25	\$162.00/\$71.00		\$0.00
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/15/21	\$89.00	\$89.00	\$71.00	\$162.00/\$71.00		\$0.00
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/16/21	\$89.00	\$89.00	\$71.00	\$162.00/\$71.00		\$0.00
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/17/21	\$89.00	\$89.00	\$71.00	\$162.00/\$71.00		\$0.00
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/18/21	\$89.00	\$89.00	\$71.00	\$162.00/\$71.00		\$0.00
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/19/21	\$89.00	\$89.00	\$71.00	\$162.00/\$71.00		\$0.00
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/20/21	\$0.00	\$0.00	\$53.25	\$162.00/\$71.00		\$0.00

Trip #1

DATE	TIME	DEPARTED/ARRIVED	LOCATIONS	MODE	COST	DESCRIPTION
01/20/21		D	CHARLESTON, SC		\$0.00	
01/20/21		A-	JB CHARLESTON, SC		\$0.00	
01/23/21		D-	JB CHARLESTON, SC		\$0.00	
01/23/21		A	RES: MCDONOUGH, GA		\$0.00	

DATE	ACTUAL LODGING	MEALS ALLOWED	M&IE B L D	P-DIEM RATE	OTHER EXPENSES	AMOUNT
01/20/21	\$89.00	\$89.00	\$53.25	\$162.00/\$71.00	Lodging Taxes (CONUS and Non-foreign)	\$43.38
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/21/21	\$89.00	\$89.00	\$71.00	\$162.00/\$71.00		\$0.00
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/22/21	\$89.00	\$89.00	\$71.00	\$162.00/\$71.00		\$0.00
	ADVERSE EFFECTS/COMMERCIAL QUARTERS					
01/23/21	\$0.00	\$0.00	\$53.25	\$162.00/\$71.00		\$0.00
	\$267.00		\$248.50			\$43.38

Trip #2



- **Trip Example #1 ended on 1/20**
 - Traveler was paid a 75% travel day at McDonough, GA (\$53.25)
- **Trip Example #2 began on 1/20**
 - Traveler was paid a 75% travel day at Charleston, SC. (\$53.25)
- **Traveler paid in total for 1/20 \$106.50**
 - Total overpayment on 1/20 is \$35.50
 - Traveler should have shown themselves as in place at McDonough, GA for trip one on 1/19
 - Traveler should have shown themselves as in place at Charleston, SC for trip two on 1/19



- **Important items to remember**
 - Where did the traveler lay their head for the night?
 - Has the traveler shown them self as in place at the right locations on the right days?
 - Has the traveler input any overlapping days?
- **Answering the above questions correctly are easy ways to prevent not only improper payments but actual monetary losses to the government.**



- **Teleconferences**
 - Monthly Customer Update and Progress Meetings (CUP)
 - Quarterly Senior Accountable Official (SAO)
 - Ad hoc FINOPS
- **Training Packets**
 - Statement in Lieu of Receipts, Proper Receipts
 - Recon & Recovery
- **Reports**
 - Detailed Improper Payment Error Workbooks (Monthly)
 - Overall Improper Payment Reports (Monthly)
 - Individual IP letters to service members (SOCOM, Army, Air Force)
 - Recon & Recovery Report, Unknown Payment Report , Ad Hoc Reports
 - Agency Financial Report (AFR) - CAPS for future process improvements

Post Pay Points of Contact



2023

Name	Title	Email
Dain Rasmussen	Director, Post Pay Review and Analysis	Dain.a.rasmussen.civ@mail.mil
Katherine Bootie	Chief, Reports & Analysis Division	Katherine.E.Bootie.civ@mail.mil
Larry Cox	Chief, Post Pay Review Division	Larry.e.cox.civ@mail.mil
Tisha Braun	Branch Supervisor, Travel and Civilian Pay Programs	Tisha.m.braun.civ@mail.mil
Janis Wooten	Branch Supervisor, Military and Retired & Annuitant Pay Programs	Janis.m.wooten.civ@mail.mil

- **Data Validation**
- **Data Fragmentation**
- **Acquiring full populations**
- **Statisticians are not accountants**
- **DFAS cannot directly implement changes that reduce error rates**
- **Frequent personnel changes**

QUESTIONS?



2023

PLEASE COMPLETE THE SURVEY FOR THIS CLASS

- Scan the QR code with your cell phone camera or
- Go to <https://www.ndtahq.com/events/gov-travels/>
- Find this Travel Academy Session on the Agenda

COMPLETE THE TRAVEL ACADEMY SURVEY FOR THIS CLASS

- We appreciate your Feedback!

*GovTravels
QR Code*



Hotel Wi-Fi is available throughout the complex → Password is GT2023



DefenseTravel

Management Office

DOD COMPLIANCE PROGRAM

Chris Woods

March 1, 2023



Agenda



- Background
- How Does the Tool Identify Improper Payments and Track Debt Remediation?
- Process Diagram
- Example
- Reports

Background



- 37 U.S. Code § 463 requires programs of compliance for travel allowance reimbursement
- The DoD Travel Policy Compliance Program was established in December 2012, and utilizes the Travel Policy Compliance Tool to review Defense Travel System (DTS) vouchers for common improper payments
- Under Secretary (Comptroller) required DoD-wide implementation of the Compliance Tool by September 30, 2014

Public Law 112–81 112th Congress	An Act
Dec. 31, 2011 [H.R. 1540]	To authorize appropriations for fiscal year 2012 for military activities of the Department of Defense, for military construction, and for defense activities of Department of Energy, to prescribe military personnel strengths for such fiscal year, and for other purposes.
National Defense Authorization Act for Fiscal Year 2012.	<i>Be it enacted by the Senate and House of Representatives the United States of America in Congress assembled,</i>
	SECTION 1. SHORT TITLE. This Act may be cited as the “National Defense Authorization Act for Fiscal Year 2012”.
	SEC. 2. ORGANIZATION OF ACT INTO DIVISIONS; TABLE OF CONTENTS.
	(a) DIVISIONS.—This Act is organized into five divisions follows:
	(1) Division A—Department of Defense Authorizations.
	(2) Division B—Military Construction Authorizations.

“§ 463. Programs of compliance; electronic processing of travel claims

“(a) PROGRAMS OF COMPLIANCE.—The administering Secretaries shall provide for compliance with the requirements of this chapter through programs of compliance established and maintained for that purpose.

“(b) ELEMENTS.—The programs of compliance under subsection (a) shall—

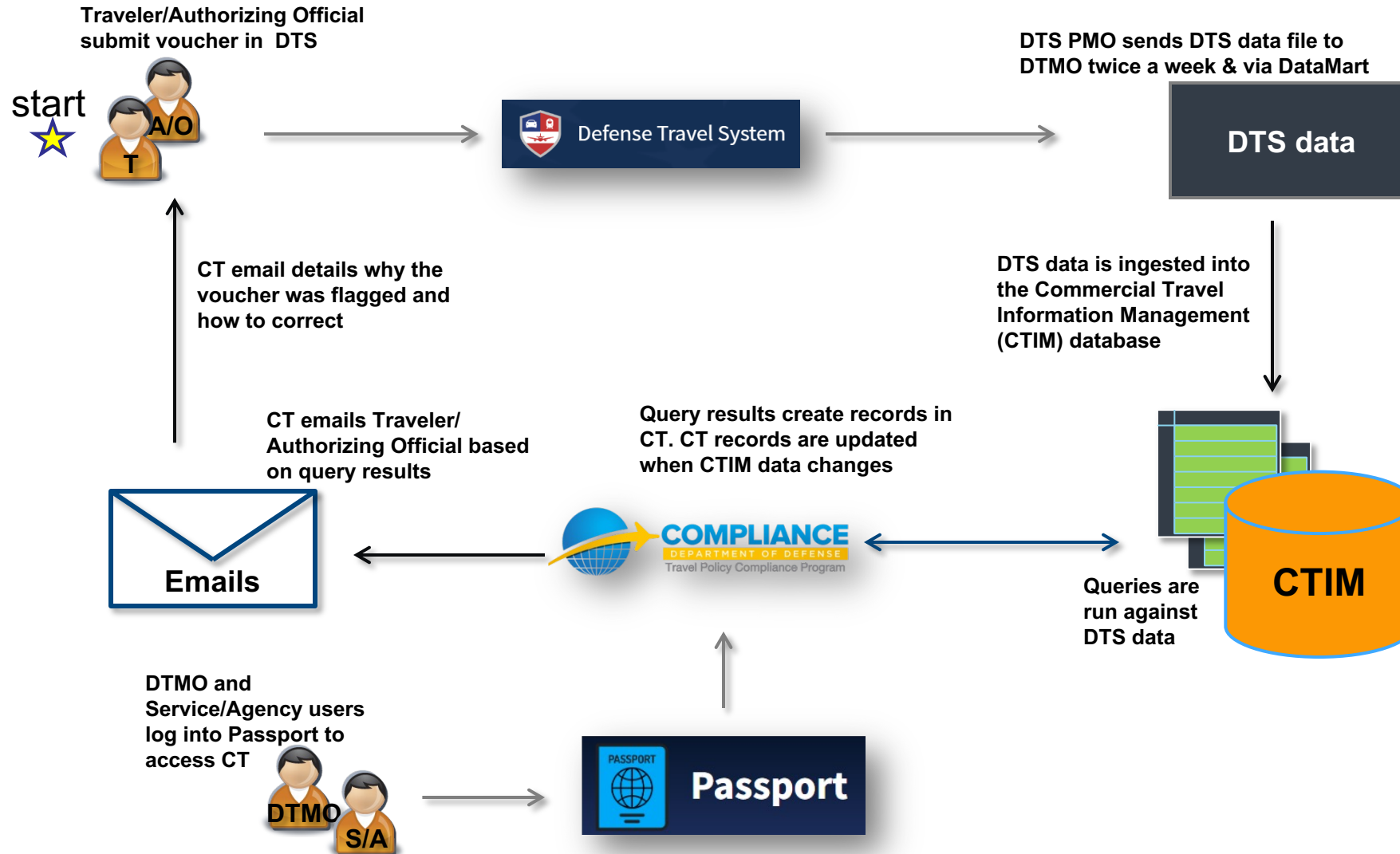
“(1) minimize the provision of benefits under this chapter based on inaccurate claims, unauthorized claims, overstated or inflated claims, and multiple claims for the same benefits through the electronic verification of travel claims on a near-time basis and such other means as the administering Secretaries may establish for purposes of the programs of compliance; and

“(2) ensure that benefits provided under this chapter do not exceed reasonable or actual and necessary expenses of travel claimed or reasonable allowances based on commercial travel rates.

How Does the Tool Identify Improper Payments and Track Debt Remediation?

- 13 queries are processed against approved DTS voucher data to identify common improper payments (DTS data is reviewed twice a week)
- If an improper payment is detected, then a record is created with voucher and improper payment data
- Travelers, Approving Officials, and travel clerks (if used) are notified of improper payments via email
- The queries continually review DTS voucher data to determine if the improper payment has been corrected
 - If there is no correction, then a reminder email is sent every 15 days
- If a correction results in a debt, then “Due U.S.” and “Collection/Debt Satisfied” data is used to update the record

Process Diagram



Example



Compliance Tool

Compliance Tool

< Back

Errors (\$0.00) DTS Information Contacts Record Notes

Errors List for TANUM: 28MKL8

• DUPLICATE LODGING

1 rows selected 1 - 1

Status

Error **DUPLICATE LODGING (\$0.00)**

System Status **Collected**

Manual Status **NONE**

Error Comments

Amounts

Original Error Amount **\$7,905.00**

Manual Increase (\$) **0**

Manual Decrease (\$) **0**

Updated Error Amount **\$7,905.00**

Not an Error **\$0.00**

\$0 Correction Amount **\$0.00**

Awaiting Collection Amount **\$0.00**

CTA Manually entered for this error **\$0.00**

Record Totals

Total Sys Collection Amount **\$7,905.00**

DTS Due US Amount **\$7,905.00**

Update History

SYSTEM(DATA) (APRIL 26, 2019)	ORIGINAL ERROR AMT: \$7,905.00
SYSTEM(DATA) (MAY 3, 2019)	SYSTEM STATUS CHANGE: Pending to Awaiting Collection
SYSTEM(DATA) (MAY 27, 2019)	SYSTEM STATUS CHANGE: Awaiting Collection to Collected

DTS "Accounting Stamps"

Other Auths and Pre-Audits

Sign and Submit

04/30/2019 02:32PMEST	PAY LINK	NAME Pay Mod Generated	COMMENT Document data-linked to Payment Process
04/30/2019 02:32PMEST	DUE US	NAME Pay Mod Generated	COMMENT Total Prior Payments: \$21492.90 Total Reimbursable Expense: \$13587.90 Due U.S. Amount: \$7905.00
04/30/2019 02:33PMEST	VOUCHER SUBMITTED	NAME Pay Mod Generated	COMMENT By XML Proc
04/30/2019 02:33PMEST	DUE US	NAME Pay Mod Generated	COMMENT DOV Number: T1205510 Disbursing Station Number: 3801 Trace/Check Number: 209121M478 Total Payment Amount: \$0.00 Amount Paid to Traveler: \$0.00 Interest Paid to Traveler: \$0.00 AMT Paid to GOVCC: \$0.00 Interest Paid to GOVCC: \$0.00 Payment Effective Date: May 2, 2019
05/02/2019 10:37AMEST	DUE PROCESS SERVED	NAME YOLANDA L WOOTEN	COMMENT BY DMM
05/05/2019 06:14PMEST	AR SUBMITTED	NAME Pay Mod Generated	COMMENT By XML Proc
05/05/2019 06:57PMEST	POS ACK RECEIVED	NAME Pay Mod Generated	
05/28/2019 06:01PMEST	DEBT SATISFIED	NAME Pay Mod Generated	COMMENT Collection Date: 05/28/2019 Collection Amount: \$7905.00 Collection Interest Amount: \$0.00 CCV Number: CT119219 Source of Collection Data: Advice of Collection

After the debt is established, the DUE US amount is recorded

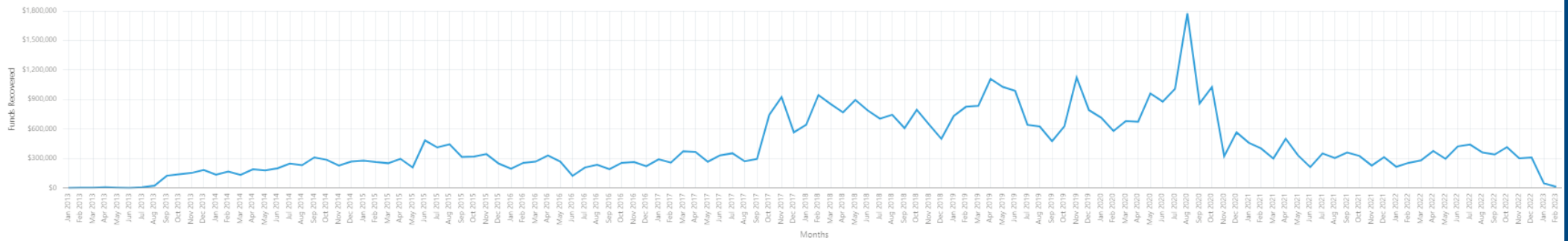
Debt repayments are recorded until the debt is satisfied

Reports: Total Amount Collected 2013-Present

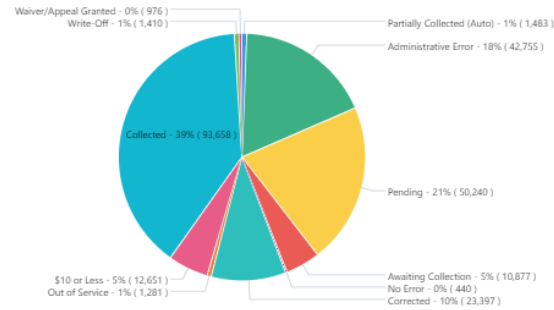
Total Amount Recovered: \$51,819,598.00

(Since 26-DEC-2012)

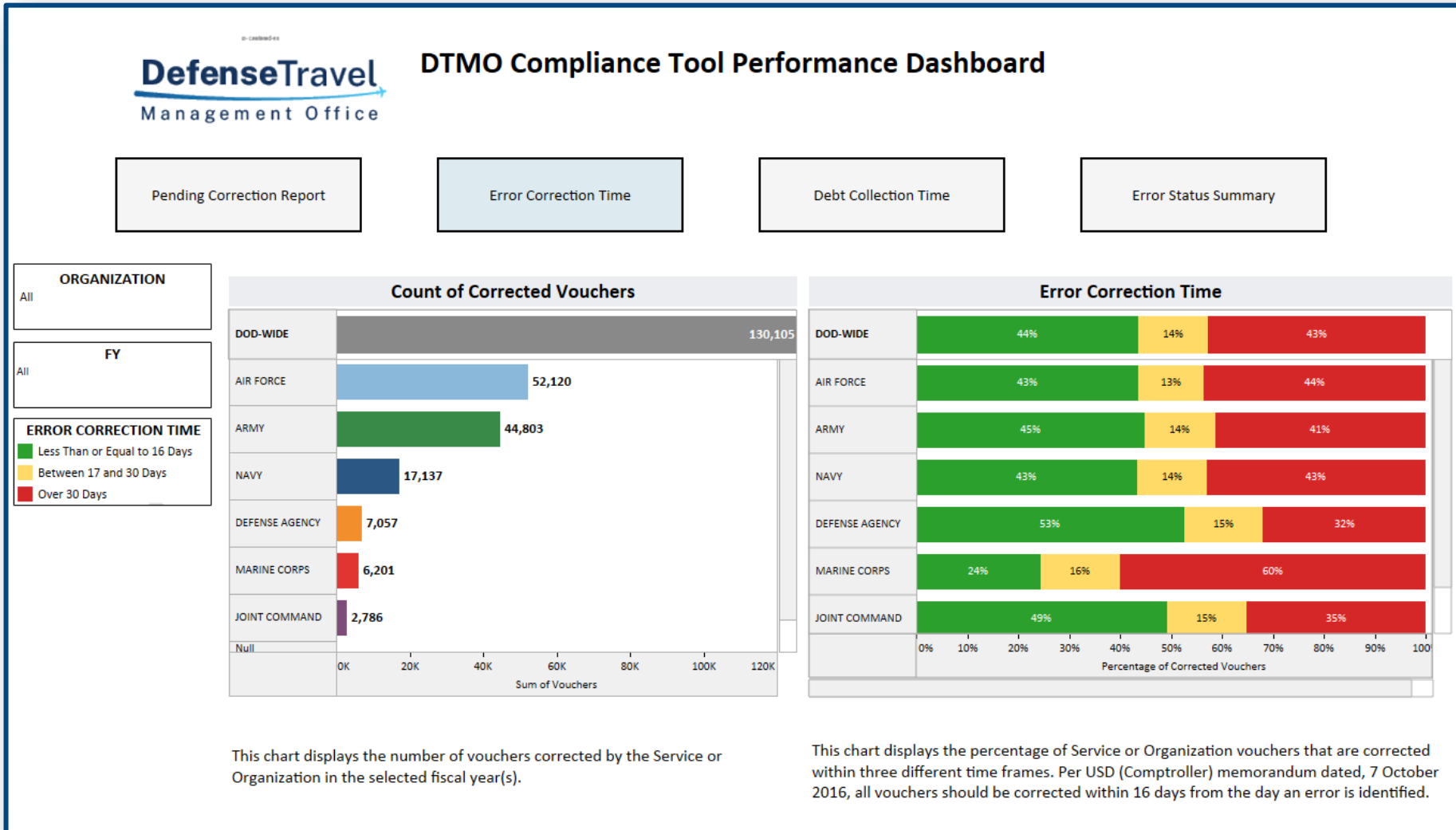
Funds Recovered Per Month



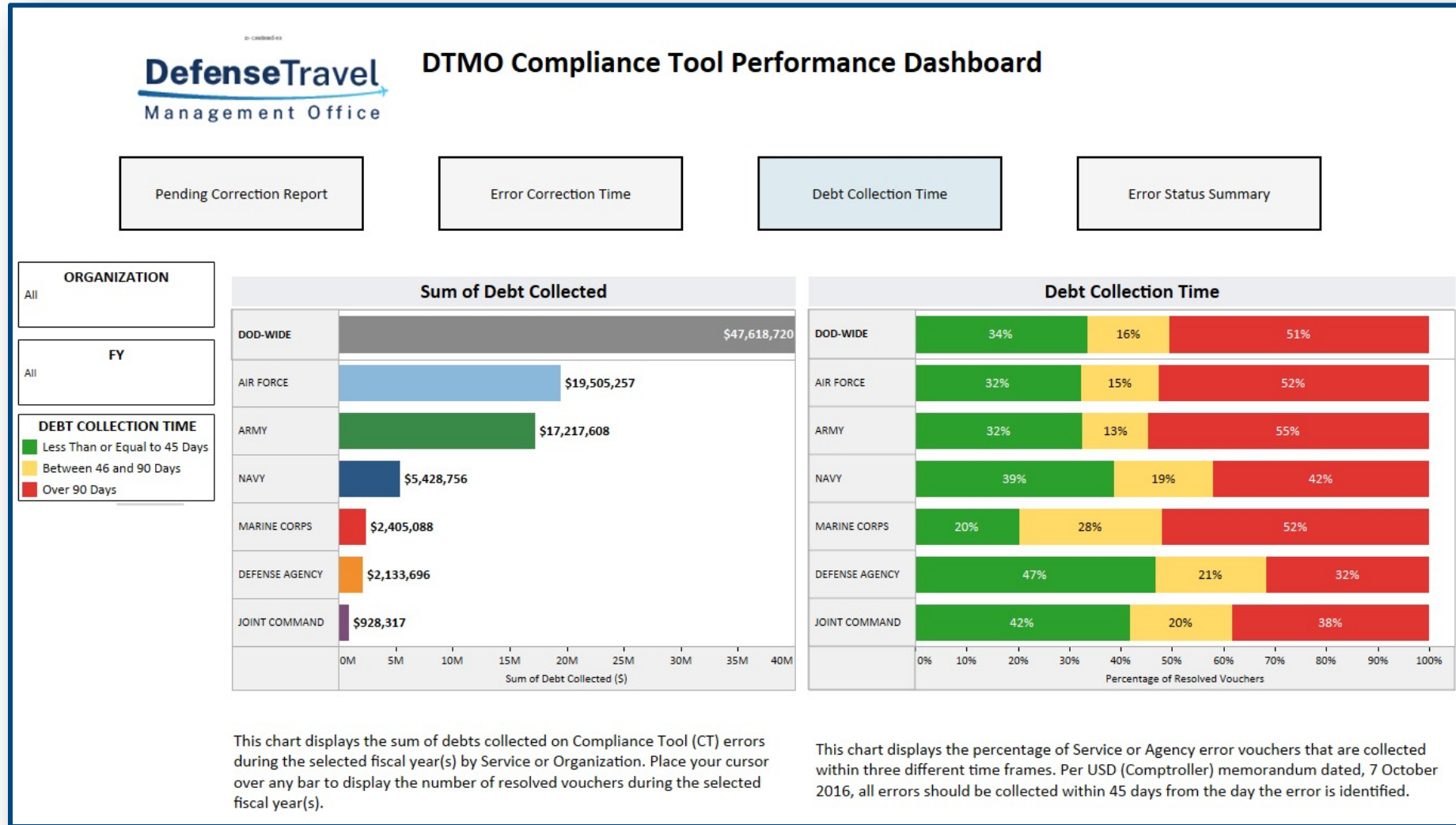
Total Number of Errors by Status



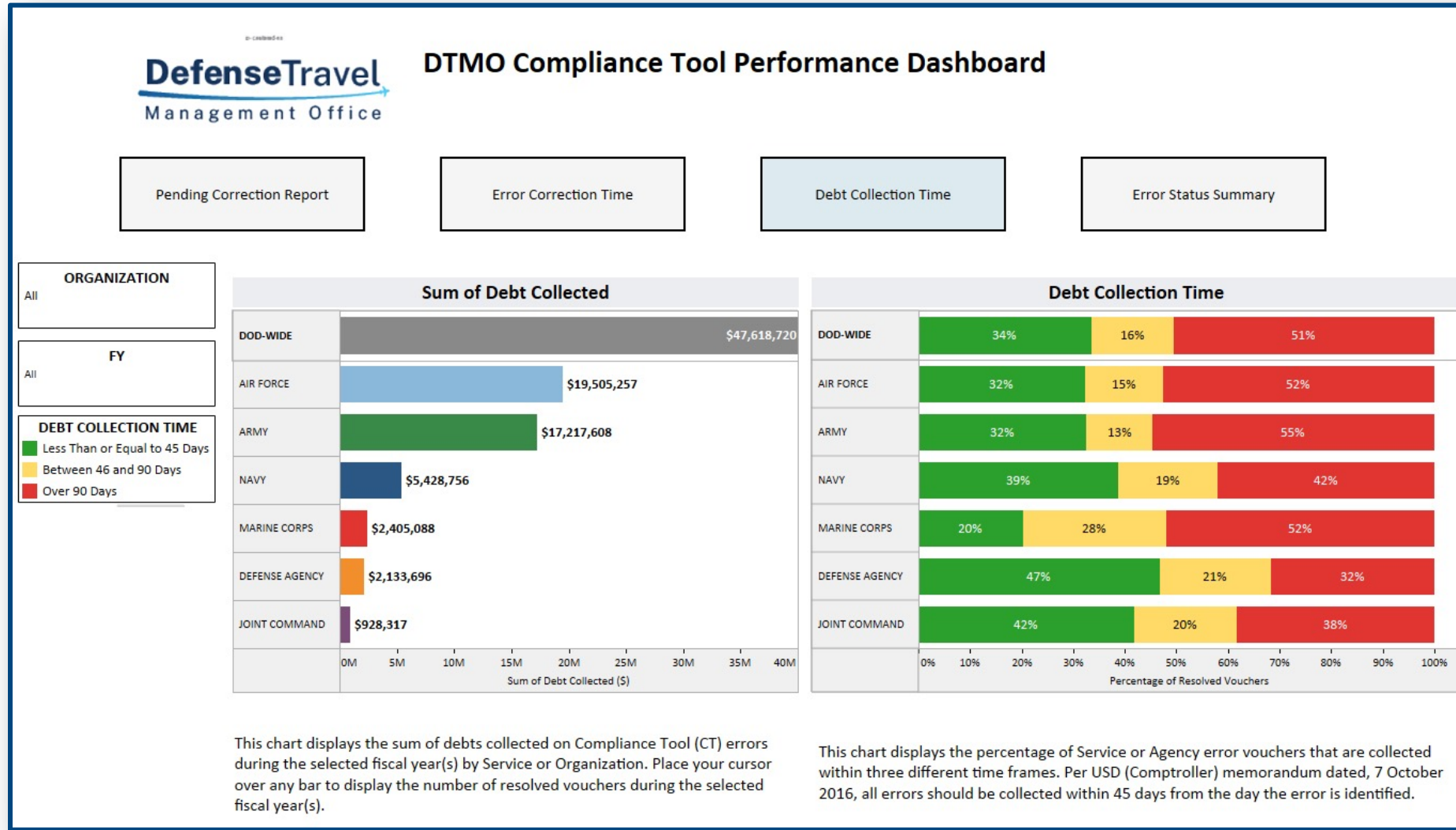
Report: Time to Correct



Report – Time to Collect Debt



Report – Time to Collect Debt



Reports: Pending Correction 2013-Present



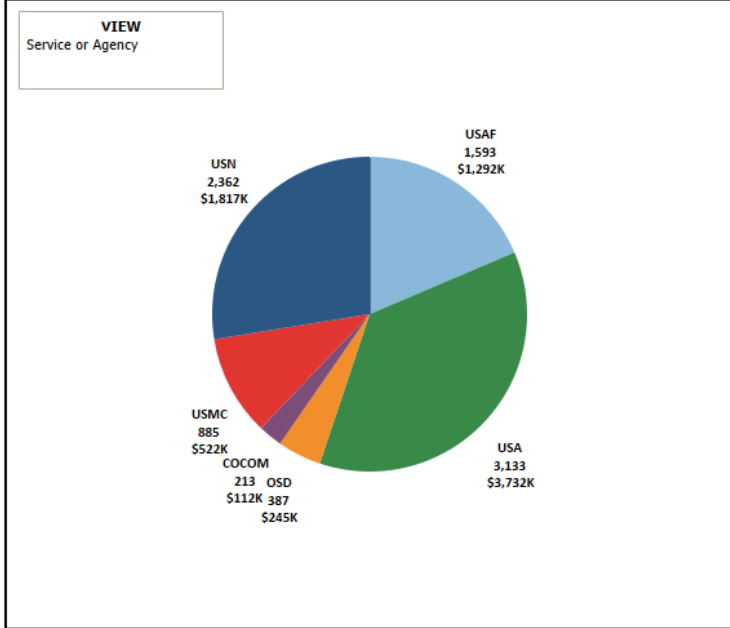
DTMO Compliance Tool Performance Dashboard

- Pending Correction Report
- Error Correction Time
- Debt Collection Time
- Error Status Summary

- ORGANIZATION
All
- FY
All
- ERROR TYPE
All
- AGE
All

Pending Correction	
Total Number of Vouchers Pending Correction	Total Value
8,573	\$7,719,317

Vouchers Pending Correction



Age of Vouchers Pending Correction		
ORGANIZATION	AGE	PENDING VOUCHERS
AIR FORCE	17-30 Days	105
	31-60 Days	71
	61-90 Days	119
	91-120 Days	167
	121-150 Days	13
	151-180 Days	95
	181-210 Days	75
	211-240 Days	52
	241-270 Days	44
	271-300 Days	59
ARMY	301-330 Days	32
	331-360 Days	19
	361 Days or Greater	742
	17-30 Days	133
	31-60 Days	82
	61-90 Days	144
	91-120 Days	224
	121-150 Days	23
	151-180 Days	96
	181-210 Days	116
211-240 Days	86	
241-270 Days	86	

This table displays the number of vouchers that are pending correction by the Service or Organization. Vouchers are divided into categories based on the number of days since an error was identified. Per USD (Comptroller) memorandum dated, 7 October 2016, errors should be corrected within 16 days of identification.



Questions?