

Defense Travel System

Guide for Managing Travel-Incurred Debt

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Revision History

Revision	Date	Authorization	Change Description	Page, Section
1.3	01/12/11	DTMO	Updated links	All
1.4	07/11/11	DTMO	Updated information for DIA Phase II release, added Appendix D	All
1.5	08/03/11	DTMO	Added information for DFAS Pay.gov site	All
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2.2	10/26/18	DTMO	Process change related to DTS update of voucher screens	Section 2.1.1
2.3	12/14/18	DTMO	Updated Notification of Debt screenshots	Sections 2.1 & 2.2
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2.6	05/11/20	DTMO	Updated Section Number 5.6.1 Removed Fax reference Updated Section Number 5.6.2 Updated Screen shot Updated Screen shot	Page 60 Page 60 Page 61 Page 67 Page 68
2.7	11/04/20	DTMO	Updated CCV request process	Pages 41, 73, and Appendix D
2.8	02/08/21	DTMO	Updated Message Center screen shots	Chapter 4

Chapter 1: Introduction

The purpose of this guide is to serve as a resource for all concerned individuals regarding their roles in satisfying traveler debt. It explains the responsibilities of travelers, Authorizing Officials (AOs), and Debt Management Monitors (DMMs), and explains the roles of the Defense Travel System (DTS), DoD offices, and financial systems.

This manual provides guidance for all Components; however, it must be used in conjunction with local business rules that outline the organization's business process outside DTS.

A travel-related debt results when one of the following occurs:

- The trip was cancelled after the traveler received a travel advance.
- The total previous payments (i.e., travel advances, scheduled partial payments [SPPs], and previous vouchers or local vouchers) exceed the actual reimbursable expenses.
- A post-payment review (PRR) determines that the paid voucher contains an unauthorized expense that the Government must recover.

The DTS Debt Management feature allows the monitoring of the debt situation, the collection process, and the management of travel documents that are due to the United States (**DUE US**). Much of the Debt Management process occurs automatically in DTS, but coordinating certain actions to be taken against the debt and recording the results of those actions is your responsibility.

Table 1-1 identifies the typical activities involved in the Debt Management process.

Table 1-1: Typical Debt Management Activities by Role

TYPICAL DEBT MANAGEMENT ACTIVITIES BY ROLE					
Step	DMM	DTS	Traveler	AO	Due Process Clock
1		Screen alert (Figure 2-1). If signed by NDEA, an email is sent to the traveler	Applies SIGNED (or NDEA applies T-ENTERED stamp)		
2		Screen alert (Section 2.2 and Figure 2-3)		Applies APPROVED stamp	
3		If DUE US , sends adjusting obligation and A/R to accounting (Section 3.1.1)			
4		When A/R is created, emails traveler, AO, & DMM (Section 3.1.1)			
5	Applies DUE PROCESS SERVED stamp			Informs traveler of the debt	
6	Instructs traveler on options		May request waiver (Section 5.3.1), make payment, (Section 6.1), or request payroll deduction (Section 5.4)		
7	If traveler requests waiver: Submits waiver, makes DTS entry, awaits response (Section 5.3.1)	If traveler makes payment: Updates trip record, archives if debt satisfied			Stops if waiver requested or paid in full
8	Receives result of waiver request, makes DTS entry (Section 5.3.1.1)	Updates trip record, archives if paid in full	May request appeal (Section 5.3.2)		Starts if waiver denied or partially approved. Stops if appeal requested or debt satisfied
9	If traveler requests an appeal: Submits appeal, makes DTS entry, awaits response (Section 5.3.2)				
10	Receives result of appeal request, makes DTS entry (Section 5.3.2.1)	Updates trip record, archives if paid in full			Starts if appeal denied or partially approved. Stops if debt satisfied
11	Requests payroll deduction when due process clock				

TYPICAL DEBT MANAGEMENT ACTIVITIES BY ROLE					
Step	DMM	DTS	Traveler	AO	Due Process Clock
	expires or at traveler request (Section 5.4)				
12	Receives result of payroll deduction request, makes DTS entry	Updates trip record every time a payment is made, archives when paid in full			
13	<p>If traveler is no longer DoD employee, the out of service (OOS) process applies.</p> <p>If debt is less than \$225, attempts to collect. If cannot collect, selects OOS Write Off (Section 5.5.1)</p> <p>If debt is \$225 or more, requests OOS Transfer, waits for response (Section 5.5.2)</p>	<p>DTS automatically creates an amendment to the voucher and adds "Uncollectible Debt" in the amount of the debt as an expense to the amended voucher</p> <p>DTS sends an encrypted email with the debt information to the OOS Office. The OOS Office receives the email and determines the effective transfer date. It then notifies you via email that the debt transfer has been accepted.</p>			
14	Receives result of OOS request, makes DTS entry	Updates trip record, archives			If written off, applies APPROVED stamp

*The activities listed in Table 1-1 are typical; however, your organization may follow different procedures. Check with your Component’s DMM to determine if there are specific DMM procedures for your organization.

**The Defense Intelligence Agency (DIA) follows unique debt management processes. All DIA DMMs should check with the DIA Lead Defense Travel Administrator (LDTA) or Finance Defense Travel Administrator (FDTA) for accurate guidance in processing travel-incurred debts.

Chapter 2: Roles in Debt Management

Debt Management, from identification of the debt through debt satisfaction and archiving, is a process involving coordination and communication among several individuals including:

- Traveler
- AO
- DMM

When certain actions take place or are required, DTS and other integrated systems automatically send emails to the traveler, DMM, and other DTS users. For a complete list of these emails, see the [Defense Travel Administrator \(DTA\) Manual, Appendix E](#).

2.1 Traveler

After TDY travel is complete, the traveler must create a voucher and update the traveler's estimated expenses that DTS pulled from the authorization to reflect the actual expense amounts. If the actual expense amounts are less than advances or SPPs the traveler received, DTS identifies the trip as **DUE US**. In addition, if a Post Payment Review (PPR) discovers reimbursement for ineligible expenses, the traveler must file an amended voucher to remove all ineligible expenses from the document.

2.1.1 Recognizing a Debt Situation

When you look at a DTS voucher, you can identify a debt by selecting **Financial Summary** on the **Progress Bar**. When the **Review Financial Summary** screen opens, look at the following two lines located in the *Credit Summary* section:

Net to Traveler: If this line reads \$0.00, the Government does not owe the traveler any money. This line will always read \$0.00 in a debt situation.

Balance Due US: If there is any amount on this line other than \$0.00, the traveler owes money to the Government.

To assist in the debt management process, DTS keeps those two fields current by including collection, waiver, and appeal amounts.

If a debt situation occurs, review the expenses to verify every reimbursable expense has been included. Adding a missing reimbursable expense may prevent the debt or reduce the amount owed.

When a potential **DUE US** voucher is signed, DTS displays a screen that states the traveler will owe money to the Government if the AO approves the voucher in its current state. When the AO approves the voucher, if the balance due is equal to or less than \$10.00 DTS creates an expense item instead of establishing the amount as a debt. No payment is due.

2.1.2 Traveler's Initial Notification of Debt

When a traveler signs a voucher, the **Digital Signature** screen displays a **Notification of Debt** (Figure 2-1) if a debt situation exists. This notification serves as the traveler's initial notification of the debt. Selecting **Confirm and Continue** accepts the notification and continues the signing process. The traveler will be in debt if the document is approved as is. Selecting **Cancel** returns the traveler to the voucher to make any necessary adjustments.

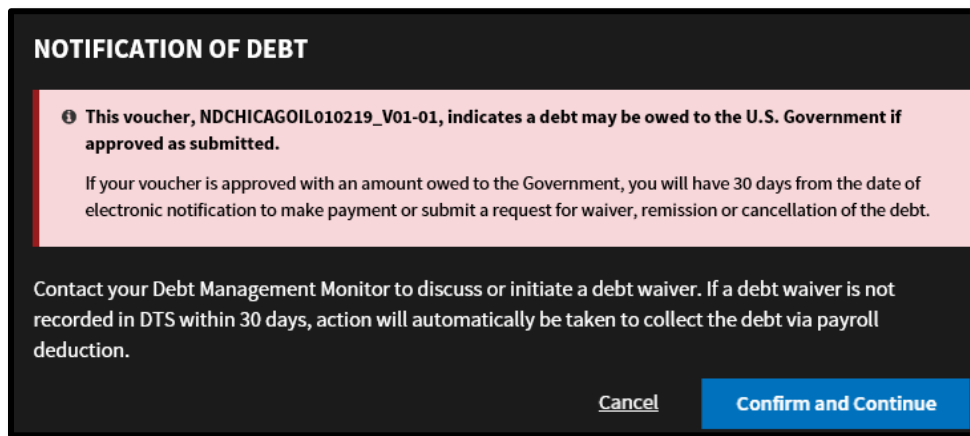


Figure 2-1: Traveler's Initial Notification of Payment Due to the Government

If a Non-DTS Entry Agent (NDEA) creates and signs a **DUE US** voucher, DTS sends an email to the traveler to serve as the traveler's initial notification of a potential debt situation.

When the AO approves a **DUE US** voucher, DTS:

- Notifies the accounting system to decrease the reimbursement to the amount already paid to the traveler, if necessary
- Sends the disbursing system a "no payment due voucher" with zero dollars due to the traveler
- Applies the **DUE US** stamp to the voucher

2.1.3 Traveler's Second Notification of the Debt

After 96-hours, DTS sends an initial accounts receivable (A/R) to the accounting system to set up the traveler's debt. The following events occur:

- The accounting system notifies DTS that the A/R has posted.
- DTS emails the due process notification of debt to the traveler, AO, DMM, and the pay system.

The traveler has 30 days from this notification to repay the debt; request a hearing to contest the validity or amount of the debt, or the offset schedule; or request a waiver to cancel all or part of the debt. If the traveler does none of these things within 30 days, the DMM takes action to have the pay system automatically deduct the debt from the traveler's paycheck. Sections 5.3 and 5.4 provide details for requesting a hearing or waiver, as well as the appeal process.

2.1.4 Trip is Cancelled After a Travel Advance or SPP is Paid

When a trip is cancelled after a traveler has received an advance, the traveler must immediately pay back the amount received.

The first step in repayment is for the traveler to submit a voucher in accordance with DTS cancellation procedures, see the [Trip Cancellation Procedures in DTS](#) information paper. If the traveler incurred expenses before the trip was cancelled, they may use the voucher process to credit those expenses against the debt and reduce the amount that they owe.

If a traveler made reservations on the authorization, they must follow appropriate cancellation procedures to ensure that they do not incur unnecessary ticketing fees or hotel charges, and are fully reimbursed for all fees and charges that were unavoidable. If they used a centrally billed account (CBA) to purchase tickets on the authorization, the cost of those tickets will not be included in the amount due to the Government.

When a debt results from the combination of a trip cancellation and a travel advance or a SPP that has been paid or submitted for payment, the total debt amount is due immediately and cannot be waived or appealed, regardless of amount. In DTS, if the traveler does not voluntarily pay the debt in full, the DMM may begin involuntarily payroll deduction actions 15 days after notification of the debt for civilians, and 30 days after notification for military members.

2.1.5 Traveler Debt is Identified After Payment

When travel-related debt is identified after payment, the process shown below begins:

1. The organization conducting the audit or review informs the traveler's LDTA and/or DMM that a debt exists.
2. The DMM instructs the traveler or NDEA to amend the voucher according to the auditing organization's findings to establish the debt in DTS.
3. The traveler or NDEA amends the document and signs it to initiate routing to the AO for approval.
4. The AO approves the voucher amendment.
5. DTS provides the traveler, AO, and DMM with official notifications.

After approximately five days, the traveler receives a DTS-generated email that provides options for repaying the debt.

Note: Although any authorized organization may conduct a PPR, the Defense Finance and Accounting System (DFAS) PPR is the most common. Travelers should direct any questions to their organization's DMM.

2.2 AO

The AO first learns of the potential debt situation when approving a voucher that has a negative balance. If a potential debt situation exists, the AO may ask the traveler to review the expenses to verify that every reimbursable expense has been included.

Adding a missing expense may prevent the debt from occurring.

If the amount of the debt is less than or equal to \$10.00, the **Digital Signature** screen displays a **Notification of Debt** (Figure 2-2) that indicates the debt will not be collected.

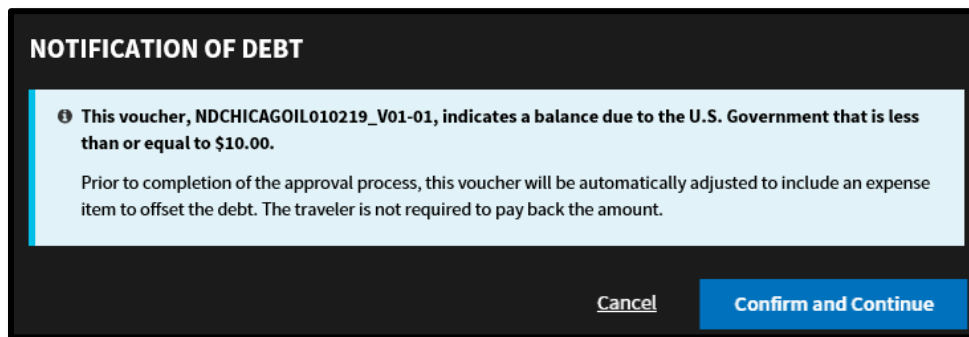


Figure 2-2 Balance Due Government of Less Than or Equal to \$10.00 Screen

When the AO selects **Confirm and Continue**, DTS automatically adjusts the voucher by adding an expense item (**Debt under 10 Dollars**) to offset the debt. The traveler is not required to pay back the amount.

If the amount of the debt exceeds \$10.00, the AO sees a **Notification of Debt** (Figure 2-3) indicating the need to inform the traveler and the DMM about the debt.

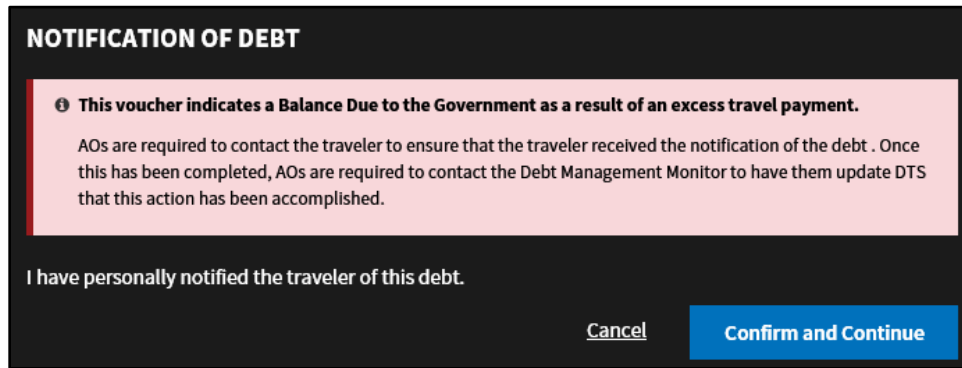


Figure 2-3: AO Notification of Debt Screen

To ensure that the due process requirements in the *DoD Financial Management Regulation (DoDFMR), Volume 16* are met, the AO and DMM must verify that the traveler has received notification of the debt. Selecting **Confirm and Continue** completes the signing process. The AO should notify the traveler of the debt immediately.

Note: Collection actions that reduce the balance of an existing debt to less than \$10.00 will not result in DTS automatically closing the DTS record. A traveler who originally owed the Government more than \$10.00 is required to pay back the full amount of the debt before the debt is considered satisfied.

2.3 DMM

In accordance with the DTS Regulations*, paragraph 030403, “DMMs may be appointed as DAOs to track the debt collection process in DTS due to overpayment of travel funds to travelers.”

*Authorized by *DoDI 5154.31, Volume 3*.

Debt Management (DM) identifies the process of monitoring and managing debt. DMMs use DTS to communicate with the appropriate offices and systems to track the DM process for an organization.

It is not necessary for a DMM to be located at each site, but each organization within DTS must have at least one DMM assigned.

2.3.1 Eligibility Requirements for DMMs

Components must identify DMMs and decide whether to appoint them as Departmental Accountable Officials (DAOs). If appointed as DAOs, DMMs should be appointed on a *DD Form 577*, which must be maintained as outlined in *DoDFMR, Volume 5, Chapter 5, paragraph 050401*.

DMMs must have permission level 6 and the Debt Management Monitor indicator set to **Yes** in their DTS user profile. This grants access to DTS Debt Management functionality. The DTA must also grant the DMM organization access to allow them to run the Deb Management Report and group access so they can access the documents of the travelers who are in debt.

2.3.2 Overview of Responsibilities for DMMs

The role of the DMM in the DM process is crucial to the accurate tracking, processing, and recording of all actions related to traveler debt.

The duties and responsibilities shown below are explained in detail in Section 5:

- Ensure that the traveler has been served due process or notification of the debt and has an opportunity to repay the debt, generally within 30 days of receiving notice
- Apply the **DUE PROCESS SERVED** stamp to the document
- Provide additional instructions to the traveler on how to satisfy the debt
- Monitor emails DTS generates as travelers, NDEAs, and the AOs sign **DUE US** documents
- Provide instructions on the waiver and appeal process
- Maintain all records pertinent to the waiver and appeal process
- Initiate payroll collection
- Follow up with payroll administrators for payroll collections awaiting response or overdue
- Enter approval or rejection of payroll deduction requests
- Manually record any collections against the debt that do not flow back from the disbursing system

- Initiate an out of service (OOS) Debt Transfer Request report to DFAS Indianapolis for a debt owed by an individual who no longer works for DoD, when the debt was rejected for collection by payroll, the amount owed is \$225 or greater, and the debt is uncollectible
- Enter the OOS Write Off when the debt has been rejected for collection by payroll, the amount owed is less than \$225, and the debt is uncollectible
- Facilitate accomplishment of the PPR process to establish a debt
- Use the Debt Management report to monitor DTS travel debt
- Follow all local business processes for DMM

Chapter 3: The Debt Management Process

The debt management process involves coordination and communication between automated systems, and external offices, including the:

- Defense Travel System (DTS)
- DoD offices and entities such as payroll offices and accounting systems (e.g., the Defense Finance Accounting Service [DFAS])

3.1 DTS

When travel-related debt occurs, DTS identifies the trip record as **DUE US**. DTS notifies the traveler of the debt, ages the debt according to established policy (see Section 2.3.3), and report the status of the debt as collectible.

For transactions that result in a traveler owing a debt to the Government, DTS:

- Identifies the **DUE US** situation
- Notifies the traveler of the debt
- Establishes the A/R and updates it as necessary
- Tracks and reports the status of the debt as it is processed through DTS. Actions outside of the system will be shown on the report; however, specific data and statuses cannot be determined without contacting the responsible party
- Records collections to the travel record when received from the disbursing office
- Allows a DMM to record waiver/appeal requests and responses
- Allows a DMM to electronically request collection via payroll deduction
- Allows a DMM to transfer an uncollectible debt for an out of service (OOS) member to the OOS Debt Management Office
- Sends the travel record to the DoD archives/Management Information System (MIS) after the debt is satisfied

Note: If a DMM does not have access to the traveler's organization, DTS sends debt notification emails to the DTA ID reject email address for the traveler's organization.

3.1.1 Post-Approval Actions

When the AO approves a voucher that contains a debt, the actions indicated below occur:

1. DTS generates and sends an adjusting obligation to the accounting systems to decrease the obligation to the amount previously disbursed, if necessary. See Figure 3-1, Steps 1 and 2.
2. DTS sends a “no pay due voucher” with a zero dollar net to traveler to the disbursing system. See Figure 3-1, Steps 3 and 4.
3. A 96-hour delay allows transactions to post to accounting and disbursing.
4. DTS transmits an initial A/R to the accounting system to set up the debt. See Figure 3-1, Step 5.
5. Upon receipt of the positive acknowledgement from accounting that the A/R has posted successfully (Figure 3-1, Step 6), DTS emails the due process notification of debt to the traveler, AO, DMM, and the Central Disbursing System (CDS).

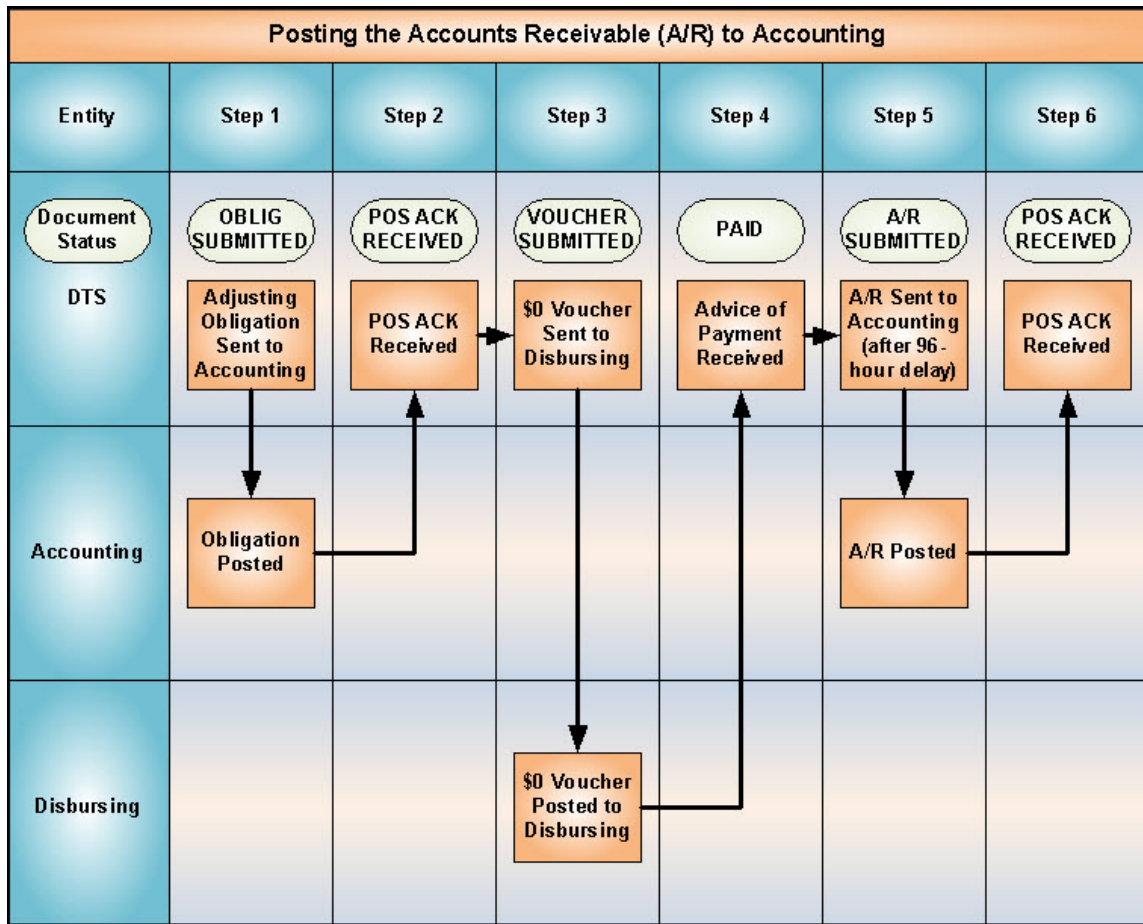


Figure 3-1: Posting the A/R to Accounting

The traveler has 30 days from the email notification to repay the debt or request a waiver of the debt before actions can be initiated to collect the unpaid debt through payroll deduction. Section 5.3 provides details on the waiver and appeal process.

If the traveler is repaying the debt directly, they should include a copy of the notification email when submitting the payment to the disbursing system.

6. DTS tracks the **DUE US** situation and reports it in the Debt Management report, as described in Section 4.1. Actions outside of the system will be shown on the report; however, specific data and statuses cannot be determined without contacting the responsible party.

The ability to take action against the debt is provided through the DMM Gateway. DMMs must apply the **DUE PROCESS SERVED** stamp before other options in the DMM Gateway become available. Application of the **DUE PROCESS SERVED** stamp is not contingent upon the receipt of the positive acknowledgement of the A/R.

Note: If a **DUE US** voucher contains multiple LOAs, the traveler will not receive a reimbursement against one LOA while being in debt on another. For example: A voucher contains two LOAs. The traveler is in debt on LOA 1, but is authorized reimbursement on LOA2. The reimbursement from LOA2 that would have gone to the traveler will instead be paid against the indebted LOA1, paying down the debt. Once DTS has transmitted the adjusting obligations, settlement voucher, and A/R, DTS sends a final adjusting obligation for each **DUE US** LOA. The total amount due to the traveler will be applied against the **DUE US** LOAs on a proportional basis.

3.1.2 Adjustments Affecting an Established Debt

If the traveler amends a **DUE US** voucher after the debt has been established as an A/R, and the amendment changes the amount of the debt, DTS will send an adjusting A/R to the appropriate accounting systems.

If the amended voucher creates an expense that the Government owes to the traveler, the actions indicated below occur:

1. DTS sends an adjusting or canceling transaction to close out the A/R in the accounting system.
2. DTS sends a supplemental obligation and a corresponding supplemental voucher to generate the payment to the traveler.

When a trip record indicates a **DUE US** situation, the trip record remains open until the debt has been satisfied (i.e., paid, collected, waived, or written off). DTS determines that a debt has been satisfied in one of several ways:

- DTS receives an automated advice of collection (AOC) from the disbursing office that reduces the debt to zero.
- The DMM receives notice that a waiver for the full debt has been granted, and enters it against the document in DTS.
- An AOC or waiver/remission of debt is entered against the document in DTS which, when combined with all previous AOCs and waivers, reduces the debt to zero.

If a **DUE US** amount is waived after the establishment of the A/R, DTS generates a waiver of debt A/R adjustment to the applicable accounting systems. The waiver may be full or partial, depending on the amount approved (Figure 3-2).

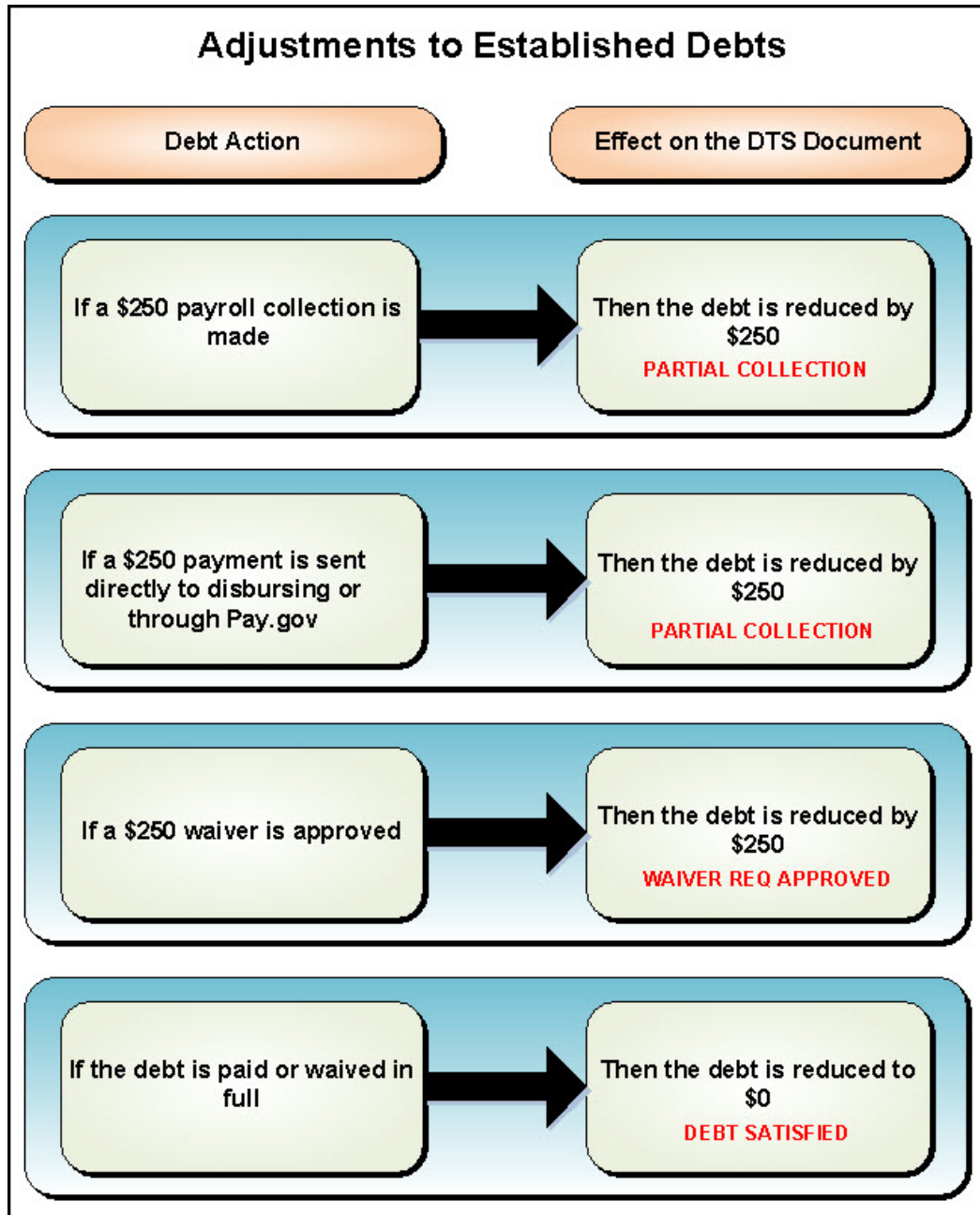


Figure 3-2: Adjustments to Established Debts

3.1.3 Aging the Debt

Once a debt is recorded, DTS tracks the number of days that the debt remains outstanding. Aging starts on the day that the AO approves the document and

ends on the day that the record is archived after the debt is satisfied. A DMM can view the age of the debt via the Debt Management report and the Debt Management Gateway.

3.1.4 Recording the Satisfied Debt

When the debt is satisfied, DTS records the event, closes the record, and sends it to the archive. The record will be closed when an AOC satisfies the debt completely or if you receive and record notification that a waiver of debt has been granted.

3.2 Other DoD Offices and Systems

DoD offices external to the traveler's organization and certain financial systems play a role in the management and resolution of travel-incurred debt. DTS and the DMM interact with other DoD offices and financial systems, such as DFAS and various payroll systems, to share information and ensure the accurate recording of transactions.

The following sections explain the roles of other DoD offices and systems during the various stages of the Debt Management process.

3.2.1 Stage 1: Adjusting Obligation Transactions

When processing a regular voucher, the adjusting obligation changes the original obligation to match the amount of the disbursement. However, when processing a **DUE US** voucher, the adjusting obligation reduces the outstanding obligation to zero.

In the first stage of the Debt Management process, DTS sends an adjusting obligation (Figure 3-3) to the appropriate accounting system. The steps below occur:

1. DTS transmits the adjusting obligation to the accounting system.
2. The accounting system processes the transactions and transmits a positive or negative acknowledgement (**POS/NEG ACK**) back to DTS. The **POS ACK** indicates that the accounting system has accepted the transaction. The **NEG ACK** indicates that the accounting system has rejected the transaction.

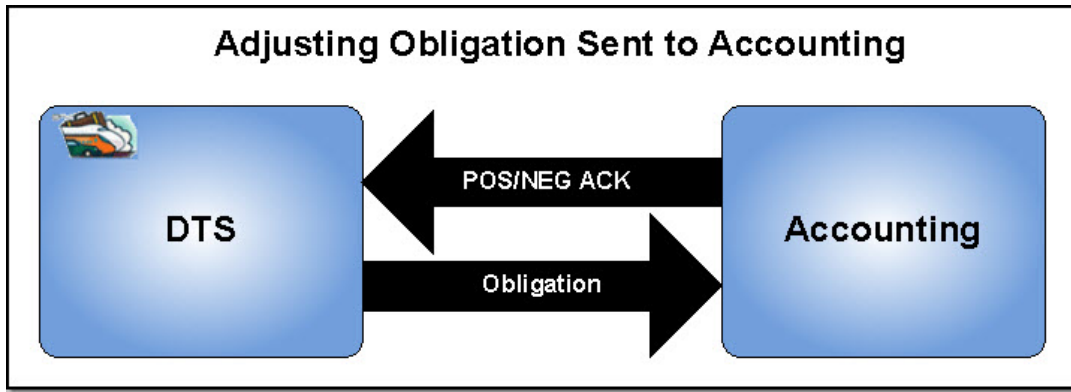


Figure 3-3: Adjusting Obligation Transactions

Each DTS LOA is associated with a specific accounting system. DTS uses the information in an LOA to identify the accounting system that will receive the obligation. Table 3-1 provides a list of the accounting systems.

Table 3-1: DoD Accounting Systems

DOD ACCOUNTING SYSTEMS		
Accounting System	Acronym	Service or Agency
General Accounting and Finance System	GAFS	Air Force
Standard Finance System	STANFINS	Army
Standard Operations and Maintenance Army Research and Development System	SOMARDS	Army
Logistics Management System	LMP	Army
General Fund Enterprise Business System	GFEB	Army
Defense Agencies Initiative	DAI	DoD Agencies
Financial Accounting and Corporate Tracking System	FACTS	Defense Intelligence Agency
Enterprise Business System	EBS	Defense Logistics Agency
Electronic Business System	e-Biz	DFAS
Defense Working Capital Accounting System	DWAS	Navy Working Capital
Defense Business Management System	DBMS	DECA
Comptroller's Accounting Budget System	CABS EBAS	Joint Staff and NDU
Standard Accounting and Budget Reporting System	SABRS	Marine Corps and Navy
Standard Accounting and Reporting System – Field Level	STARS-FL/HQ	Navy
Standard Accounting and Reporting System – Field Level Standard Accounting and Budget Reporting Headquarters	STARS-FLS /HQ	Navy
Navy Enterprise Resource Planning	Navy ERP	Navy
Military Sealift Command – Financial Management System	MSC-FMS	Navy Military Sealift Command
Integrated Management Processing System	IMPS	Navy Research Labs
Defense Industrial Fund Management System	DIFMS	Navy, Air Force, Marine Corps
Transportation Financial Management System	TFMS	Surface Deployment and Distribution Command
Defense Enterprise Accounting and Management System	DEAMS	Air Force
Financial Accounting Management Information System	FAMIS	DISA
Management Information System for International Logistics	MISIL	Navy
Navy Systems Management Activity	NSMA	Navy

3.2.2 Stage 2: \$0 Voucher Transactions

After DTS receives the positive acknowledgement from the accounting system, it sends a \$0 voucher to the associated disbursing system. Disbursing processes the voucher and sends an advice of payment (AOP) back to DTS. Disbursing also sends a copy of the transaction to the accounting system to close out the obligation. Figure 3-4 shows this process.

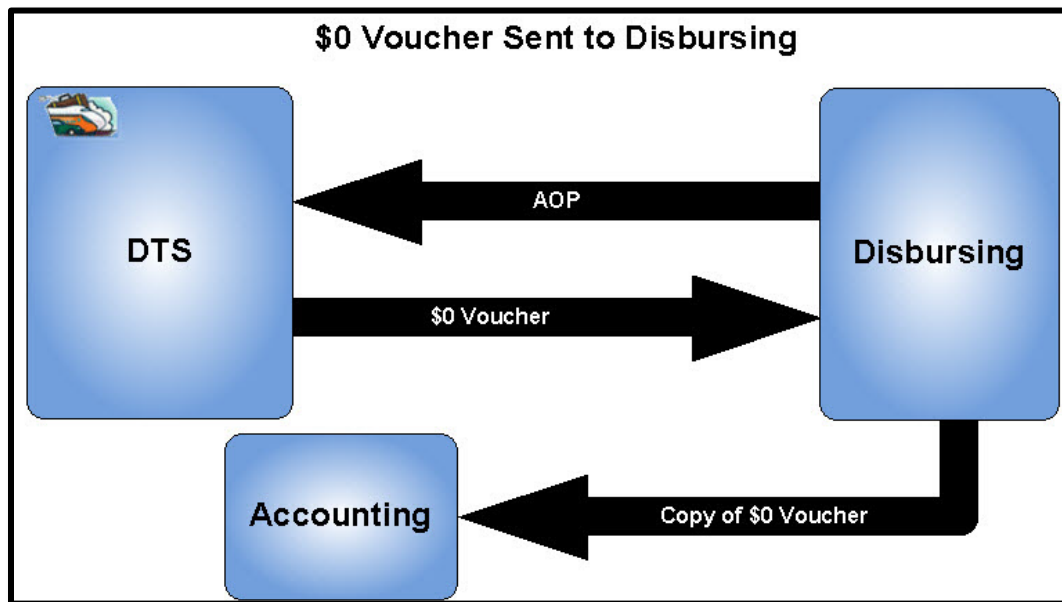


Figure 3-4: Voucher Sent to Disbursing

3.2.3 Stage 3: A/R Transaction

When 96 hours have passed after DTS receives the AOP, DTS sends an A/R transaction to the accounting system to establish the debt. The purpose of the 96-hour delay is to ensure that the \$0 voucher that disbursing sent to the accounting system has had time to be posted in the accounting system. The accounting system sends a **POS ACK** back to DTS. A copy of the A/R is sent to disbursing to facilitate the collection of payments sent directly to disbursing. The systems used in this portion of the process are the same as those listed in Section 3.2.2. Figure 3-5 shows this process.

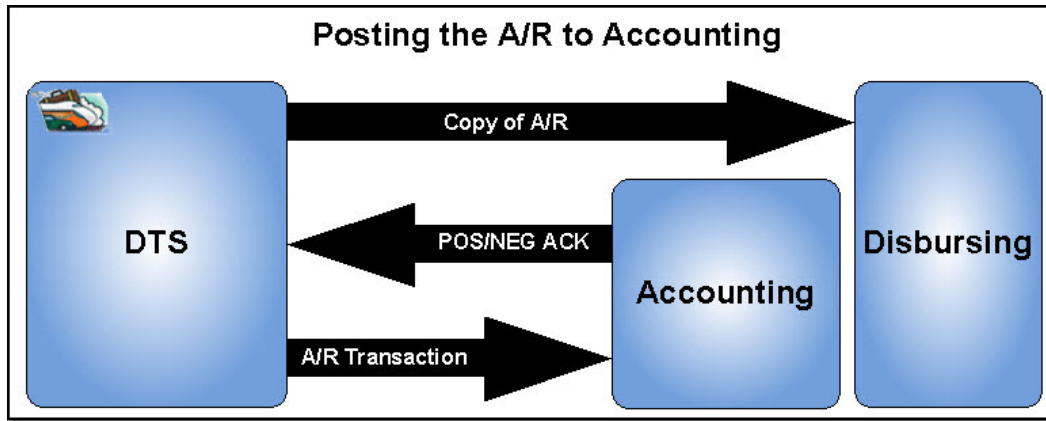


Figure 3-5: A/R Posted to Accounting

3.2.4 Stage 4: Debt Settlement Actions

The final stage of the Debt Management process is the settlement action that satisfies the debt. The Stage 4 action that occurs depends on the traveler's intentions and other circumstances. The following sections explain the Stage 4 alternatives and the interactions with systems outside of DTS:

- 3.2.4.1 Traveler Mails a Payment
- 3.2.4.2 Traveler Makes a Payment Online
- 3.2.4.3 Traveler Requests a Waiver or Appeal
- 3.2.4.4 Debt is Referred to Payroll for Collection
- 3.2.4.5 DMM Refers Debt to the Out of Service (OOS) Office

3.2.4.1 Traveler Mails a Payment

If the traveler mails the payment directly to the disbursing office, disbursing will process the collection. The traveler should include a copy of the debt letter received from DTS. After the collection is processed, disbursing will send an AOC to the accounting system and to DTS. If the AOC is for less than the full amount of the debt, the collection will be annotated as a partial collection. Figure 3-6 shows this process.

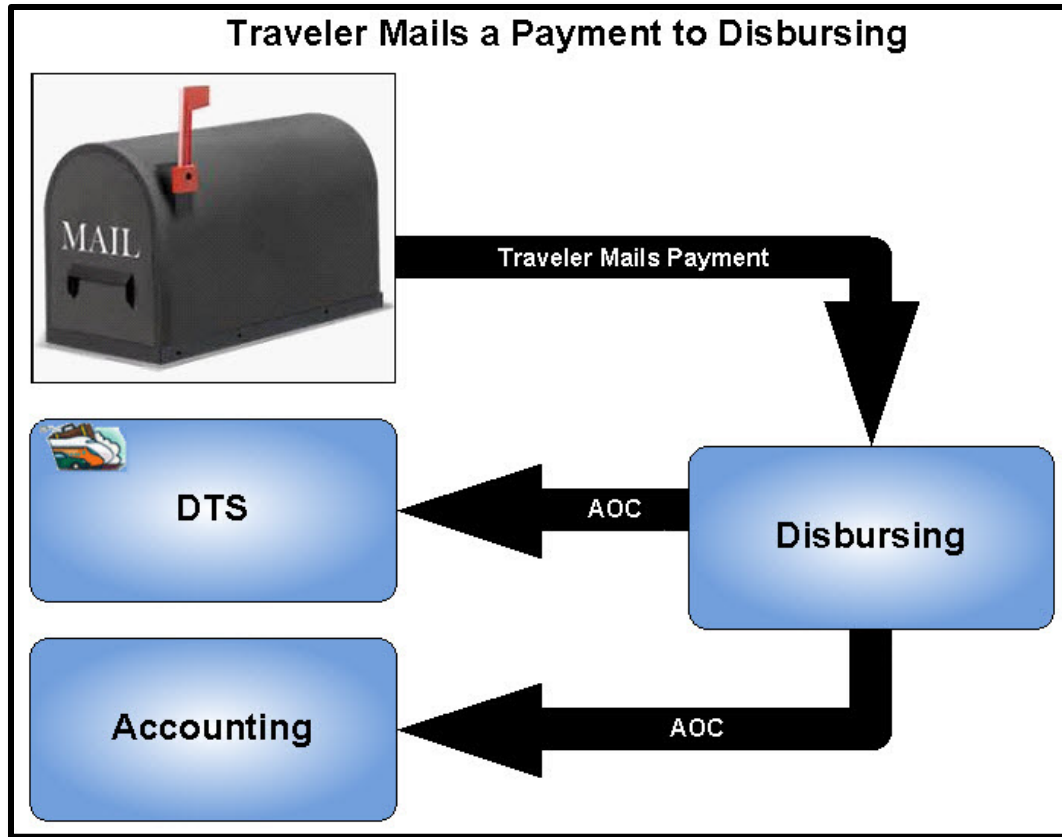


Figure 3-6: Debt Settlement – Traveler Mails a Payment

The CDS Debt Office at DFAS Indianapolis processes debt payments, and creates AOCs to update most travelers’ debt records in DTS and the accounting system. The FACTS Debt Office provides these services for travelers assigned to DIA.

3.2.4.2 Traveler Makes a Payment Online

If the traveler makes a payment online using Pay.gov, the Department of the Treasury will forward a Pay.gov detail report containing the payment information to the CDS Debt Office. The CDS Debt Office will process the collection and send an AOC to the accounting system and to DTS. If the AOC is for the entire amount of the debt, the debt will be closed and archived. If the AOC is for less than the full amount of the debt, the collection will be annotated as a partial collection. Figure 3-7 shows this process.

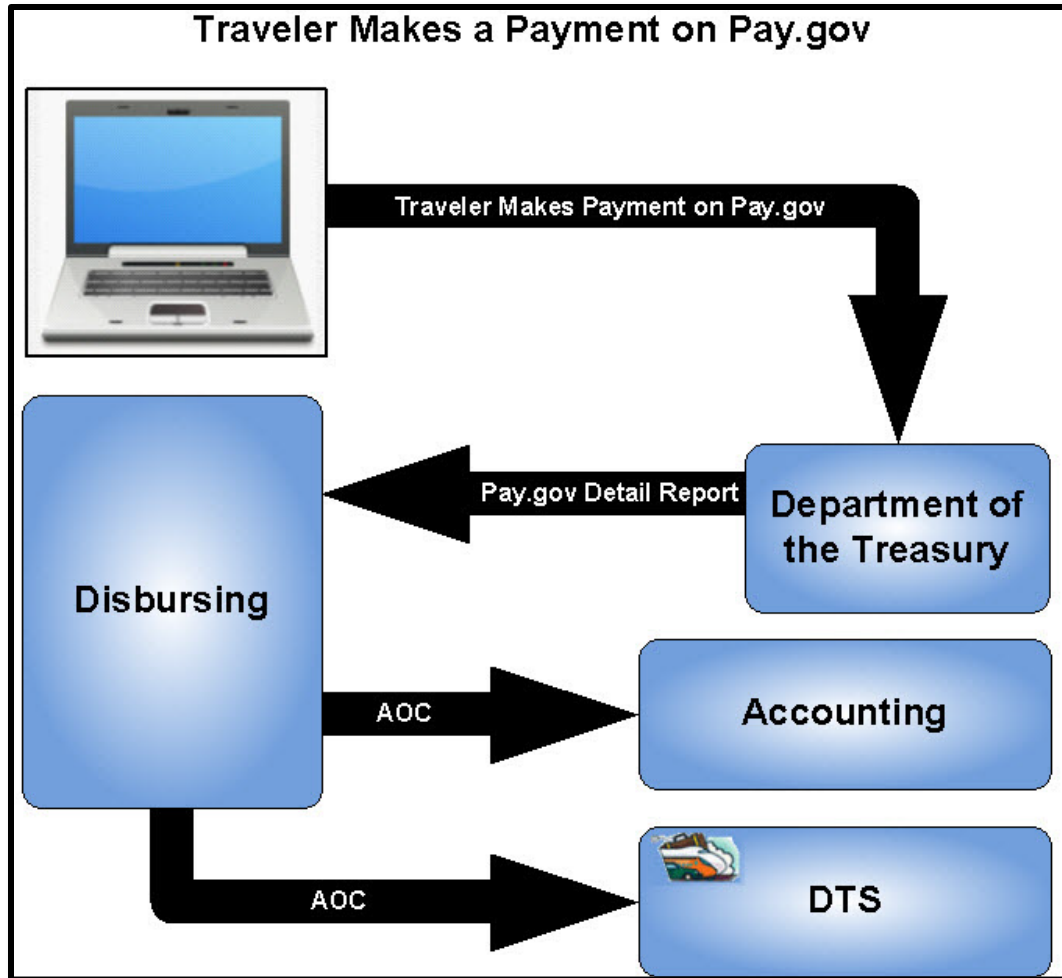


Figure 3-7: Debt Settlement – Traveler Makes a Payment Online

The Deposit Team at the Department of the Treasury and the CDS Debt Office at DFAS Indianapolis are associated with this part of the process.

3.2.4.3 Traveler Requests a Waiver or Appeal

The Components determine the applicable processes and offices for waivers. Refer to local or Service or Agency business rules to determine the applicable office.

If the traveler requests a waiver to an outstanding debt, the DMM will enter the waiver request in the DMM Gateway. The Debt and Claims Management Office (DCMO) at DFAS Indianapolis handles all waiver request and response activities outside of DTS.

The waiver may be approved, denied, or partially approved. If the request is approved, follow the guidelines set forth in Section 5.3. If the request for a waiver is denied or only partially approved, the traveler can request an appeal of the decision to the DCMO, which will forward the request to the Defense Office of Hearings and Appeals (DOHA). The request for appeal is also handled outside of DTS. See Section 5.3.1.

Other external offices may be involved in this part of the process as determined by local business rules.

3.2.4.4 Debt is Referred to Payroll for Collection

There are two processes for the referral of debt to payroll for collection. The typical process applies to all DoD travelers except members of the US Marine Corps (USMC). The Marine Corps uses a separate, automated process. DTS initiates the collection process by using the information in the traveler's profile to determine the traveler's Component and status. See the appropriate section as listed below:

- Section 5.4.1 for all travelers other than members of the USMC
- Section 5.4.2 for USMC travelers

In this first process, you will refer the debt to payroll for collection. After the debt is referred to payroll, DTS sends an encrypted email to the payroll system. The external systems used in this part of the process are:

- *Defense Civilian Pay System (DCPS)*. All DoD civilians
- *Defense Joint Military Pay System (DJMS)*. All military members not serving in the Marine Corps

The Marine Corps' process is automated. The only external system used in this part of the process is the Marine Corps Total Force System (MCTFS). When you use the DMM Gateway to mark the record **DUE PROCESS SERVED**, DTS sends a notice of collection (NOC) transaction to MCTFS. MCTFS sends a **POS ACK** transaction back to DTS.

Collection action begins once the NOC is loaded into MCTFS. The collection is sent to CDS. CDS processes the collection and sends an AOC to the applicable accounting system and to DTS. If the AOC is for less than the full amount of the debt, the collection will be annotated as a partial collection. Figure 3-8 shows this process.

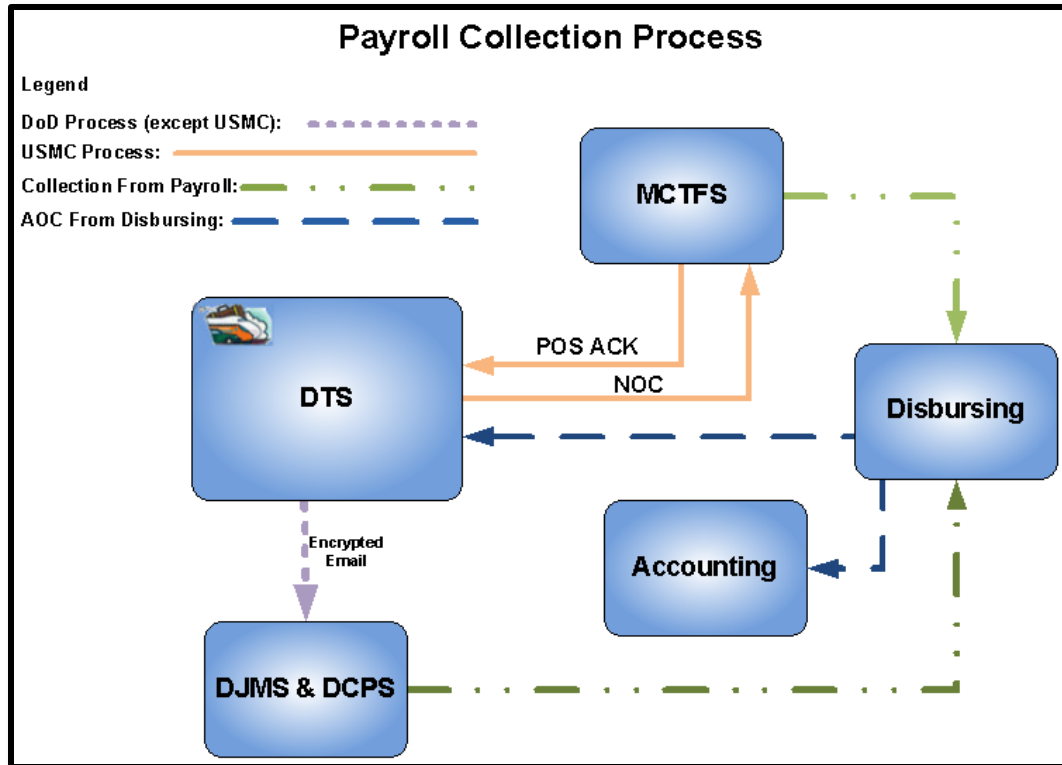


Figure 3-8: Debt Settlement: Debt is Referred for Payroll Collection

3.2.4.5 DMM Refers Debt to the OOS Office

If the payroll system notifies you that the traveler no longer receives pay from the DoD, you will begin the out of service (OOS) process. If the debt is less than \$225, you will access the DMM Gateway and select **Write-Off**. DTS creates a \$0 voucher that will route through the process described in Step 2. See Section 5.5.1.

If the debt is \$225 or more, you will access the DMM Gateway and send an encrypted email to the OOS office. When the OOS office accepts the debt, the DMM will be notified. DTS will create a \$0 voucher that will be routed through the process described in Step 2. See Section 5.5.1.

The OOS Office handles all debt transactions that are associated with members who are no longer employed by the DoD.

Chapter 4: DMM Tools in DTS

In order to manage debt records for an organization's travelers, DMMs use the following two DTS modules that are accessible from the **DTS Dashboard's Administration** menu (Figure 4-1):

- **Debt Management Tool.** Allows the DMM to initiate all debt-related actions. You can only see debt information for travelers in the group to which you have group access.
- **Report Scheduler:** Provides the ability to run the Debt Management report. Your organization access determines which documents will be included when running the Debt Management report.

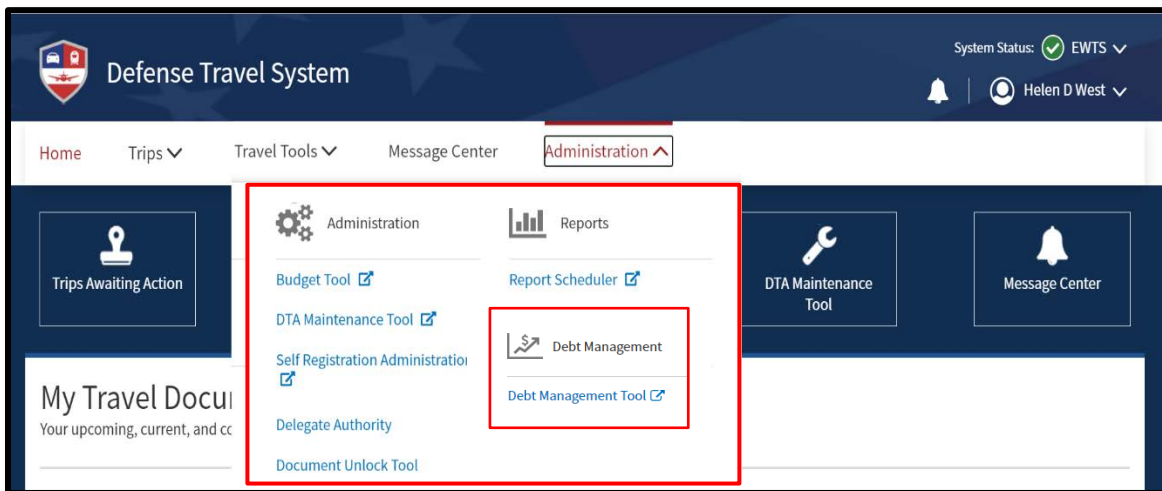


Figure 4-1: DTS Dashboard – Administration Menu

4.1 Debt Management Report

DTS allows you to generate a **Debt Management** report from the **Report Scheduler**. This report helps you monitor compliance with regulatory guidance. See the [DTA Manual, Chapter 10](#), for details on running this report.

The report displays:

- Traveler information
- Travel authorization number (TANUM) and document name
- Dates pertaining to age of the debt
- Dollar amount of the original debt and the amount remaining after the last offset
- Last offset action

- Other relevant information

A **DUE US** document appears on the **Debt Management** report for 30 days after the debt is satisfied. The **Last Offset Date** resets to the date on which you requested a waiver or appeal or DTS recorded a collection.

When you request a **Debt Management** report through the **Report Scheduler**, it will be scheduled to run at a time when user activity in the system is low. DTS sends an email to the requestor when the report is ready. **Debt Management** reports are produced in a format that can be viewed using Microsoft Excel or similar programs. You can request the report to be run with the debt history (Figure 4-2), which provides a row for each action that has been taken against the debt, or without the debt history (Figure 4-3).

Organization	Last Name	First Name	Middle Initial	SSN	TANUM	Document Name	Date Incurred	Notified of Debt	Original Amount of Debt	Last Offset Date	Last Offset Action	Offset Amount	Balance Due
DTMO-TRAINING	Jace	Cruz		*****9583	001HYK	JCFAYETTEV	4/10/2014	4/10/2014	\$146.00	4/10/2014	DUE US	\$146.00	\$146.00
DTMO-TRAINING	Jace	Cruz		*****9583	001HYK	JCFAYETTEV	4/10/2014	4/10/2014	\$146.00	4/14/2014	POS ACK RECEIVED	\$0.00	\$146.00
DTMO-TRAINING	Jace	Cruz		*****9583	001HYK	JCFAYETTEV	4/10/2014	4/10/2014	\$146.00	4/15/2014	DUE PROCESS SERVED	\$0.00	\$146.00
DTMO-TRAINING	Jace	Cruz		*****9583	001HYK	JCFAYETTEV	4/10/2014	4/10/2014	\$146.00	5/9/2014	WAIVER REQ SUBM	\$146.00	\$146.00
DTMO-TRAINING	Kim	Jones	T	*****4106	001HYM	KJNEWYOR	4/10/2014	4/10/2014	\$338.00	4/10/2014	DUE US	\$338.00	\$338.00
DTMO-TRAINING	Kim	Jones	T	*****4106	001HYM	KJNEWYOR	4/10/2014	4/10/2014	\$338.00	4/14/2014	POS ACK RECEIVED	\$0.00	\$338.00
DTMO-TRAINING	Kim	Jones	T	*****4106	001HYM	KJNEWYOR	4/10/2014	4/10/2014	\$338.00	4/15/2014	DUE PROCESS SERVED	\$0.00	\$338.00
DTMO-TRAININGTM	Eric	West	T	*****9743	001I21	EWWHITES	5/2/2014	5/2/2014	\$89.30	5/2/2014	DUE US	\$89.30	\$89.30
DTMO-TRAININGTM	Eric	West	T	*****9743	001I21	EWWHITES	5/2/2014	5/2/2014	\$89.30	5/5/2014	POS ACK RECEIVED	\$0.00	\$89.30
DTMO-TRAININGTM	Eric	West	T	*****9743	001I21	EWWHITES	5/2/2014	5/2/2014	\$89.30	5/5/2014	DUE PROCESS SERVED	\$0.00	\$89.30
DTMO-TRAININGTM	Eric	West	T	*****9743	001I21	EWWHITES	5/2/2014	5/2/2014	\$89.30	5/12/2014	PAY COLLECT REQ	\$0.00	\$89.30

Figure 4-2: Debt Management Report with History

Organization	Traveler Last Name	Traveler First Name	Traveler Middle Initial	SSN	TANUM	Document Name	Date Incurred	Traveler Notified of Debt	Original Amount of Debt	Offset Date	Last Offset Action	Offset Amount	Balance Due
DTMO-TRAINING	Jace	Cruz		*****9583	001HYK	JCFAYETTEV	4/10/2014	4/10/2014	\$146.00	5/9/2014	WAIVER REQ SUBM	\$146.00	\$146.00
DTMO-TRAINING	Kim	Jones	T	*****4106	001HYM	KJNEWYOR	4/10/2014	4/10/2014	\$338.00	4/15/2014	DUE PROCESS SERVED	\$0.00	\$338.00
DTMO-TRAINING	Eric	West	T	*****9743	001I21	EWWHITES	5/2/2014	5/2/2014	\$89.30	5/12/2014	PAY COLLECT REQ	\$0.00	\$89.30

Figure 4-3: Debt Management Report without History

4.2 DMM Gateway

DMMs access the DMM Gateway by selecting the **Debt Management Tool** on the **DTS Dashboard’s Administration** menu line (Figure 4-1). The DMM Gateway (Figure 4-4) is used to access the details of payments, collections, waivers/appeals, and to initiate all actions on **DUE US** documents.

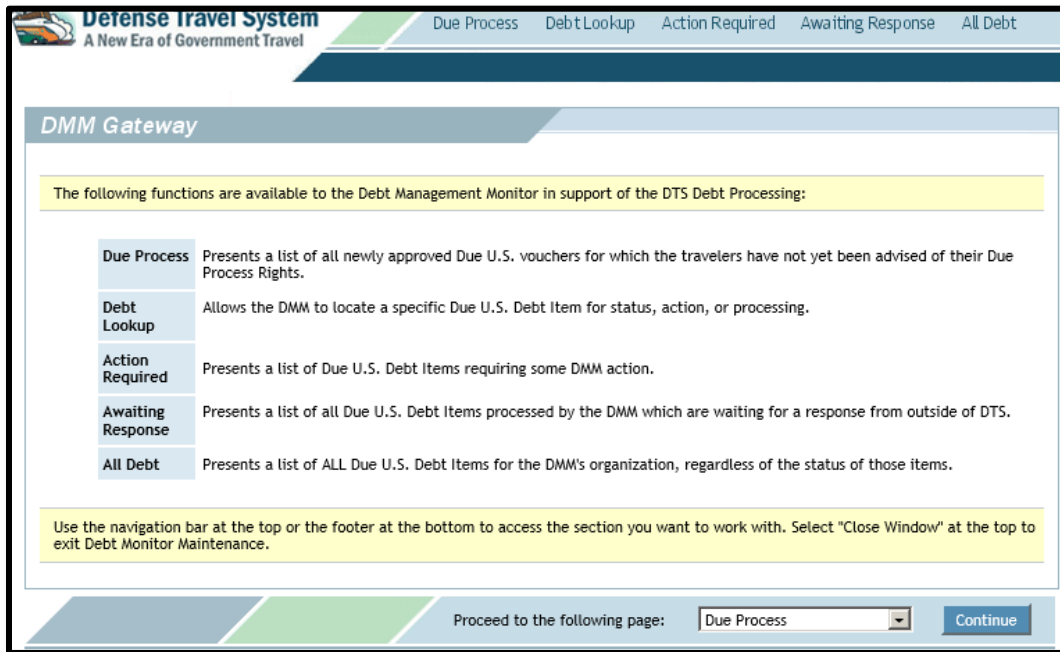


Figure 4-4: DMM Gateway

The links on the navigation bar allow you to display a filtered list of **DUE US** documents as described in Table 4-1.

Table 4-1

DMM GATEWAY LINK DESCRIPTIONS	
Link Name	Link Description
Due Process	Locates and displays all approved DUE US documents for which DMMs have not confirmed that travelers have been advised of their due process rights.
Debt Lookup	Locates and displays a particular debt based on the following search criteria: traveler’s Social Security number (SSN), name, and organization; travel authorization number (TANUM); or document name.
Action Required	Locates and displays all debts for which DMM intervention is required.
Awaiting Response	Locates and displays all debts that are awaiting response from sources external to DTS.
All Debt	Locates and displays all debts to which the DMM has access.

4.2.1 Due Process

You cannot take any action against a debt until the document bears the **DUE PROCESS SERVED** stamp. Therefore, until the document receives the **DUE PROCESS SERVED** stamp, **Due Process** is the only link that displays. AOCs will still be received from the disbursing system to update the document, but **Payroll Collection** and **Waivers/Appeals** will not be available options.

Note: DTS automatically applies the **DUE PROCESS SERVED** stamp to USMC documents that are in debt. See Section 5.4.2.

Beginning on the **DMM Gateway** screen (Figure 4-4), use the steps below to stamp a voucher **DUE PROCESS SERVED**:

1. Select **Due Process** from the navigation bar. The **Due Process** screen displays (Figure 4-5). This screen lists all approved **DUE US** vouchers that have not had the **DUE PROCESS SERVED** stamp applied. You should confirm that the AO has informed the traveler of the debt, and inform the traveler of their due process rights before applying the stamp.

Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Eric West	M	EWWHITESANDSN061614_V01-01	89.30	89.30	POS ACK RECEIVED	0
Select	Molly West	C	MWSANDIEGOCA081014_V01-01	79.50	79.50	POS ACK RECEIVED	3

Page 1 of 1 2 Debt(s) Found

Figure 4-5: Due Process Screen

2. Choose **Select** next to the appropriate document. The **Debt Details** screen opens. **Due Process** is the only link that displays.
3. Select **Due Process**. DTS displays the **Confirmation of Due Process Served** screen (Figure 4-6).

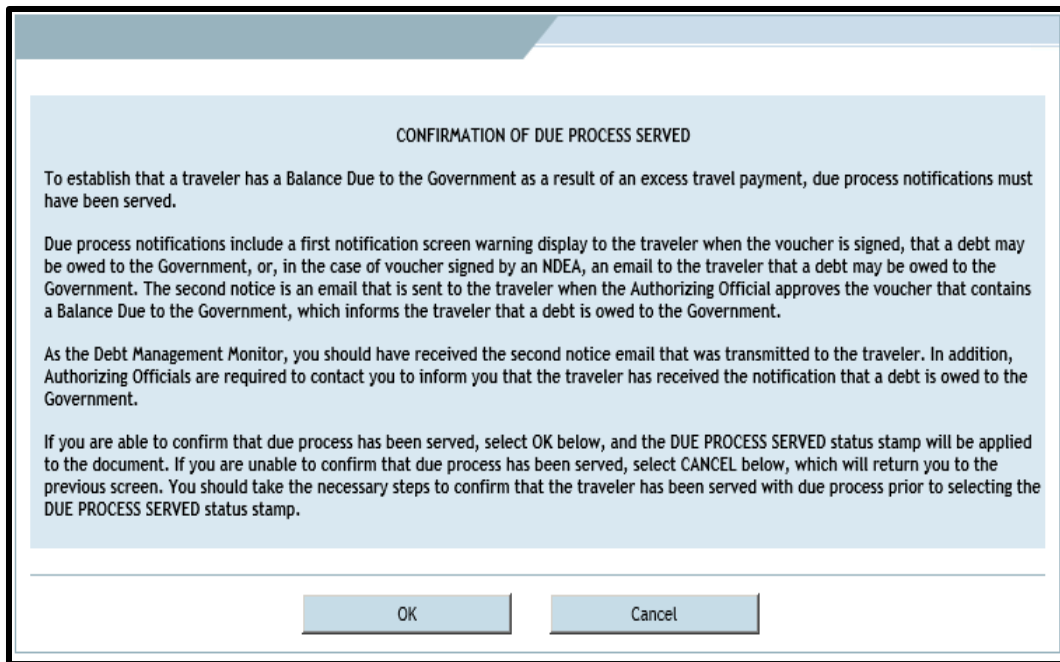


Figure 4-6: Confirmation of Due Process Served

4. Select **OK**. Selecting **OK** acknowledges that due process has been served to the traveler. DTS applies the **DUE PROCESS SERVED** stamp to the most recent voucher associated with the debt.

After this action has been completed, the **Due Process** option will no longer display on the **Debt Details** screen for this debt; however, the options shown below will be available:

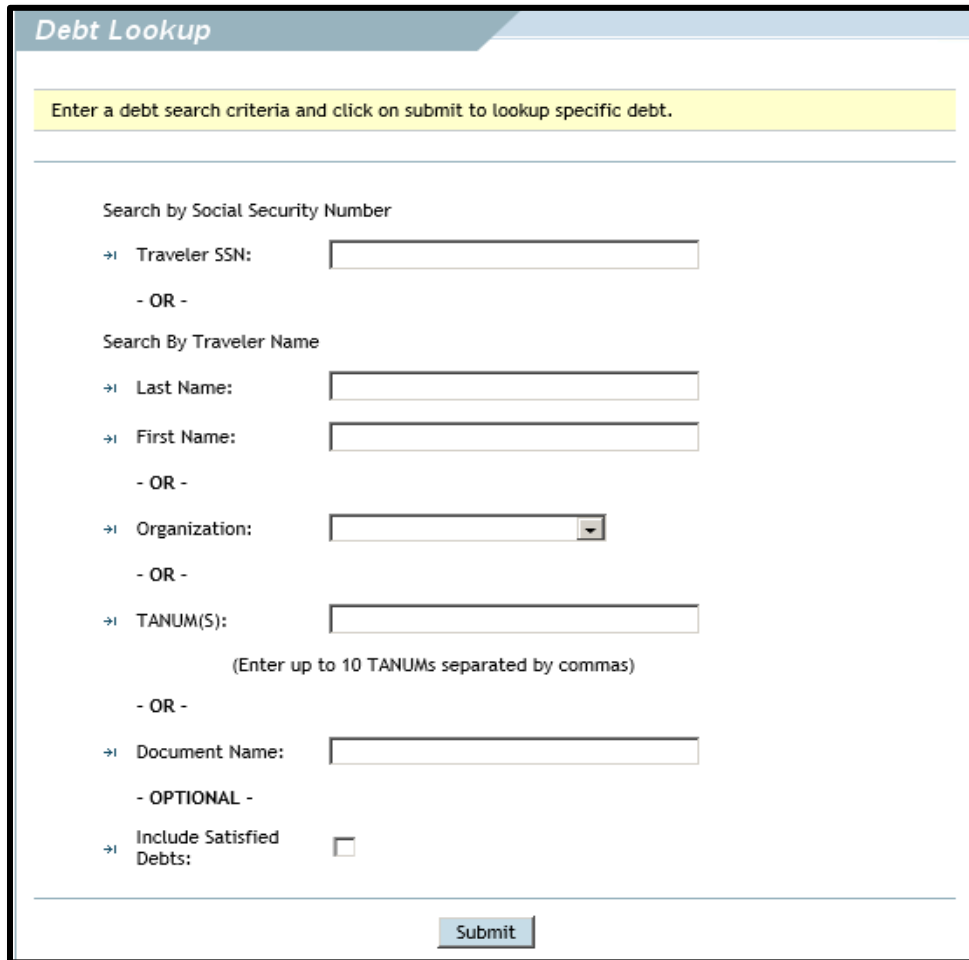
- **Manual Collection.** Used to track payments made by the traveler when no AOC is returned to DTS
- **Waiver/Appeal.** Used to record waivers or appeals requested by the traveler
- **Payroll Collection.** Used to refer the record to the pay office to initiate payroll deduction
- **Response Imaging.** Used to electronically attach pertinent paper documents to the trip record

4.2.2 Debt Lookup

This feature allows you to locate a specific **DUE US** voucher. You can search by traveler's SSN, name, or organization; TANUM; or document name. By marking the **Include Satisfied Debts** box, you may access debts that have already been satisfied.

Beginning on the **DMM Gateway** screen (Figure 4-4), follow the steps below to use the Debt Lookup function:

1. Select **Debt Lookup** from the navigation bar. The **Debt Lookup** screen opens (Figure 4-7).



The screenshot shows the 'Debt Lookup' interface. At the top, there is a header 'Debt Lookup' and a yellow instruction box: 'Enter a debt search criteria and click on submit to lookup specific debt.' Below this, there are several search options separated by '- OR -'.

- Search by Social Security Number:** A field for 'Traveler SSN:'.
- Search By Traveler Name:** Fields for 'Last Name:' and 'First Name:'.
- Organization:** A dropdown menu.
- TANUM(S):** A text field with a note: '(Enter up to 10 TANUMs separated by commas)'.
- Document Name:** A text field.
- Include Satisfied Debts:** A checkbox.

A 'Submit' button is located at the bottom center of the form.

Figure 4-7: Debt Lookup Screen

2. Complete the search criteria fields to refine the search to a specific debt.
3. Select **Submit**. The debt records display on the **Debt Lookup** results screen (Figure 4-8). They are grouped according to the last action taken: **DUE US**, Due Process, Waiver/Appeal, Payroll Collection, or Out of Service. These categories show what has happened to the debt, not what action you should take next.

Defense Travel System
A New Era of Government Travel

Due Process Debt Lookup Action Required Awaiting Response All Debt

Debt Lookup

Due U.S.

Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Eric West	M	EWWHITESANDSN061614_V01-01	89.30	89.30	POS ACK RECEIVED	0

Due Process

Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Wendy Carson	M	WCTAMP AFL051114_V01-01	300.00	300.00	DUE PROCESS SERVED	30
Select	Kim Jones	M	KJNEWYORKNY042114_V01-01	338.00	338.00	DUE PROCESS SERVED	2

Payroll Collection

Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Jace Cruz	M	JCFAYETTEVILL042014_V01-01	146.00	146.00	PAY COLLECT REQUESTD	2

Figure 4-8: Debt Lookup Search Results Screen

- Choose **Select** next to the correct document. The **Debt Details** screen opens (Figure 4-9). It displays the debt information and status history for the selected document. The links that display above the yellow information box will vary depending on the state of the debt. Select an option to take action on the debt.

Debt Details

[Manual Collection](#) [Waivers/Appeals](#) [Payroll Collection](#) [Response Imaging](#)

Review the debt information.

Organization Name : DTMO-TRAININGTM
 Traveler Name: Kim Jones
 Traveler SSN: ###-##-4106
 Travel Document Number: 001HYM
 Travel Document Name: KJNEWYORKNY042114_V01-01
 Original Amount of Debt: \$338.00
 Date Traveler Notified of Debt: 06/10/14

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	06/10/14	338.00	338.00
POS ACK RECEIVED	06/13/14	0.00	338.00
DUE PROCESS SERVED	06/14/14	0.00	338.00

Figure 4-9: Debt Details Screen

4.2.3 Action Required

This screen displays a list of **DUE US** vouchers requiring your action (Figure 4-10). Some examples include documents that require the **DUE PROCESS SERVED** stamp, referral to payroll for collection, and referral to the Out Of Service (OOS) Debt Management Office.

Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Molly West	C	MWRAMSTEINABD071314_V01-01	433.54	433.54	DUE PROCESS SERVED	7

Page 1 of 1 1 Debt(s) Found

Figure 4-10: Action Required Screen

Beginning on any screen in the DMM Gateway, follow the steps below to view the action required for a document:

1. Select **Action Required** from the navigation bar. The **Action Required** screen displays (Figure 4-10). The documents are grouped according to the action they require: Due Process, Payroll Collection, Write Off, and Out of Service. These debts require your immediate attention.
2. Choose **Select** to the left of the traveler name to view information about the debt. The **Debt Details** screen opens (Figure 4-9). It shows the details and status of the debt. The links that display above the yellow information box depend upon the state of the debt.

4.2.4 Awaiting Response

Beginning on any screen in the DMM Gateway, follow the steps below to view a list of documents that is organized by the type of response you require:

1. Select **Awaiting Response** from the navigation bar. The **Awaiting Response** screen opens (Figure 4-11).

Select	Traveler Name	Civ/Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Eric West	M	EWELPASOTX040714_V01-01	100.00	100.00	APPEAL REQ SUBMIT	3

Select	Traveler Name	Civ/Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Kim Carson	M	KCLASVEGASN030214_V01-01	687.60	687.60	PAY COLLECT REQUESTD	5
Select	Jace Cruz	M	JCFAYETTEVILL042014_V01-01	258.00	258.00	PAY COLLECT REQUESTD	3

Figure 4-11: Awaiting Response Screen

This screen displays a list of all debts that are waiting for a response from an entity outside of DTS (Figure 4-11). This includes:

- *Waiver/Appeal*. Documents awaiting a waiver/appeal response
- *Payroll Collection*. Debts that have been referred to the payroll system to request collection
- *Out of Service*. Debts that have been transferred to the OOS Debt Management Office to request collection

If a debt displays on this screen for an excessive period of time, you should follow up with the appropriate outside entity to resolve the matter (Section 7.3).

2. Choose **Select** next to the traveler's name. The **Debt Details** screen opens (Figure 4-9). It shows the details and status of the debt. The links that display above the yellow information box depend upon the state of the debt.

4.2.5 All Debt

This feature allows you to view a list of all **DUE US** vouchers. DMMs with access to smaller groups may find this screen to be an easy-to-access list of all debts. However, using it may be time consuming for DMMs with high-level group access because the lists of debts may be very long.

Beginning on any screen in the DMM Gateway, follow the steps below to view a list of all debts:

1. Select **All Debt** from the navigation bar. The **All Debt screen** displays (Figure 4-12). It shows all outstanding debts and groups them into categories:

- **DUE US**
- Due Process
- Waiver/Appeal
- Payroll Collection
- Out of Service

All Debt							
Due U.S.							
Select	Traveler Name	Civ/Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Jace Cruz	O	JCFAYETTEVILL042014_V01-01	146.00	146.00	DUE US	1
Select	Kim Jones	O	KJNEWYORKNY042114_V01-01	338.00	338.00	DUE US	4
Payroll Collection							
Select	Traveler Name	Civ/Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Eric West	E	EWWHITESANDSN061614_V01-01	89.30	89.30	PAY COLLECT REQUESTD	2
Select	Molly West	C	MWAVIANOABITA030214_V01-01	560.20	560.20	PAY COLLECT REJECTED	0
Out of Service							
Select	Traveler Name	Civ/Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Wendy Carson	E	WCTAMPAFL051114_V01-01	300.00	300.00	DEBT TRANSFER REQ	0
Page 1 of 1		5 Debt(s) Found					

Figure 4-12: All Debt Screen

2. Choose **Select** next to the traveler’s name to record a transaction. The **Debt Details** screen opens (Figure 4-9). It shows the details and status of the debt. The links that display above the yellow information box depend upon the state of the debt.

Chapter 5: DMM Responsibilities

To record any action on a debt, access the DMM Gateway and open the **Debt Details** screen (Figure 5-1) for any **DUE US** document.

The screenshot shows the 'Debt Details' screen with the following elements:

- Navigation Tabs:** Manual Collection, Waivers/Appeals, Payroll Collection, Out of Service, Response Imaging
- Instruction:** Review the debt information.
- Debt Information:**
 - Organization Name : DTMO-TRAININGTM
 - Traveler Name: Wendy Carson
 - Traveler SSN: ###-##-5434
 - Travel Document Number: 001HYO
 - Travel Document Name: WCTAMPAFL031114_V01-01
 - Original Amount of Debt: \$300.00
 - Date Traveler Notified of Debt: 04/10/14
- Status History Table:**

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	04/07/14	300.00	300.00
POS ACK RECEIVED	04/10/14	0.00	300.00
DUE PROCESS SERVED	04/11/14	0.00	300.00
PAY COLLECT REQUESTD	05/12/14	0.00	300.00
PAY COLLECT REJECTED	05/15/14	0.00	300.00

Figure 5-1: Sample Debt Details Screen

DTS controls the DM process by displaying links only for actions that you can take against the debt, given the current status of the document. Two examples are:

- If **DUE PROCESS SERVED** has not yet been applied to the document, you will only see the **Due Process** link. No other actions are available because applying this stamp is always the first step in the DM process.
- Unless the debt has been rejected from the payroll system as an out of service (OOS) debt, you will not see a link to transfer the debt to the OOS Office for collection or write the debt off.

Most of the functions available through this screen depend on available A/R information, and therefore will not be available until the accounting system has positively acknowledged the initial A/R.

The **Debt Details** screen allows you to record:

- Request for a debt waiver
- Approval, disapproval, or cancellation of a waiver request
- Request for an appeal of a debt waiver decision
- Approval, disapproval, or cancellation of an appeal request

The history of the debt includes the dates and dollar amounts associated with each action that was taken against the debt, from **DUE US** through **DEBT SATISFIED**, as well as the debt remaining after the action was taken.

5.1 Due Process

If the **Due Process** link displays, it means that you have not applied the **DUE PROCESS SERVED** stamp. You should confirm that the AO has informed the traveler of the debt and inform the traveler of their due process rights before applying the stamp. No debt actions are available before you apply the **DUE PROCESS SERVED** stamp. This means that actions such as payroll collections may be delayed if you do not apply that stamp in a timely manner (Section 4.2.1).

5.2 Manual Collections

Use this feature to record a direct payment from an indebted traveler. Such a payment is referred to as a manual collection, and should only be used if a collection cannot be recorded in DTS by means of an automated AOC. Example: A collection that was made before the A/R could post in accounting.

You should only record a manual collection when directed by DFAS Indianapolis, the FACTS Debt Office, or the Travel Assistance Center (TAC). When recording a manual collection, you must attach a copy of the cash collection voucher (CCV) to the DTS voucher. In most cases, disbursing will automatically update DTS with each collection.

If you need to request a CCV, log into the DTMO [Passport](#) portal and create a **TraX Help Ticket** requesting TAC assistance. Include the traveler's name, TANUM, and the amount of the collection in the ticket. The TAC will obtain the CCV, provide a copy of the document with detailed instructions to the DMM in the **TraX Help Ticket**. For more on help tickets, see the information paper, [Required TAC Ticket Information](#).

5.2.1 Record a New Collection

If it is necessary and proper to record a collection manually, access the **All Debt** screen (Figure 5-12), and follow the steps below:

1. Choose **Select** next to the appropriate document.
2. Select **Manual Collection**. The **Manual Collection** screen opens (Figure 5-2).

Figure 5-2: Manual Collection Screen

3. Select **Create New Collection**. The **Edit Advice of Collection** screen opens (Figure 5-3).

Figure 5-3: Edit Advice of Collection Screen

4. Complete all the fields.

Note: Enter the amount listed on the AOC in the **Total Amount** and **Principal Amount** fields. DTS does not compute interest, so the **Interest Amount** field will display zero.

5. Select **Save and Continue**. DTS applies one of these stamps:
 - **PARTIAL COLLECTION**. If the amount of the collection is less than the debt amount. The due process clock is reset.
 - **DEBT SATISFIED**. If the amount of the collection is equal to or greater than the amount due. The due process clock is stopped.
6. Attach a copy of the CCV to the voucher through the **Response Imaging** link. See Section 5.6. The **Review Financial Summary** screen of the voucher displays an entry in the amount of the collection in the *Credit Summary* area, **Collections** link.

5.2.2 Delete a Collection Entry

Beginning on the **Manual Collection** screen (Figure 5-2), use the steps below to delete the entry for a collection:

1. Select **Delete** to the right of the collection. A confirmation pop-up window opens.
2. Select **OK** to delete the collection. The **Edit Advice of Collection** screen opens (Figure 5-3).

5.2.3 Edit a Collection Entry

It is not possible to edit a manual collection. If a change is necessary, you must delete the collection and re-enter it with the correct information. To delete the collection, follow the process described in Section 5.2.2. When the **Edit Advice of Collection** screen opens, enter the correct data according to the process described in Section 5.2.1.

5.3 Hearings

As part of due process, a traveler may request a hearing in order to dispute the debt before involuntary payroll collection begins. The traveler may contest the validity, amount of the debt, or the payment schedule. Generally, a traveler is allowed only one hearing. The traveler has 30 days from the date on the debt notification letter to file a hearing petition. Filing the hearing petition stops the collection proceedings and the due process clock. The traveler receives a written decision from the hearing official within 60 days after filing the hearing petition. The entire hearing process is found *in DoD Financial Management Regulation, Volume 16, Chapter 4*.

There is no DTS functionality to record that a hearing has been filed. Until DTS is updated, please use the waiver recording steps in Section 5.4.1.1 to do one or more of the following:

1. If the hearing finds the debt to be invalid, follow the waiver approved process.
2. If the hearing finds the debt to be valid, the traveler may request a waiver.
 - a. If the traveler submits a waiver, do nothing until the waiver decision is made, then follow the normal waiver approved or disapproved process.
 - b. If the traveler does not submit a waiver, then continue with collection proceedings.

5.4 Waiving/Appealing the Debt

A traveler may request that the debt be waived. If that request is denied or partially approved, they may appeal the decision. Each Component must define the process it uses to apply for a waiver or appeal, but all requests will ultimately be routed to the Debt and Claims Management Office (DCMO) at DFAS Indianapolis for adjudication.

In accordance with DoD business processes, actual waiver and appeal activities occur outside of DTS. DMMs use DTS to track waivers and appeals for **DUE US** documents and reduce or cancel the debt, depending on the amount of an approved waiver or appeal. You will enter the outcome of each step of the waiver and appeal process into DTS. You must electronically attach all documentation supporting waiver and appeal requests and results to the DTS voucher. See Section 5.6.

A traveler may request a waiver up to three years (for civilians) or five years (for military members) from the date of the identified debt. A traveler may request a waiver for any amount up to the full amount of the original debt, regardless of previous collections. A traveler may also request a waiver for a debt that has already been satisfied.

5.4.1 Waiver Requests and Results

After a traveler requests a waiver and you initiate the process outside of DTS, you use the DMM Gateway to record the request in DTS. Upon return of the waiver result, you use the DMM Gateway to record the outcome. Follow the steps outlined in Sections 5.4.1.1 and 5.4.1.2.

5.4.1.1 Record Waiver Requests

Beginning on the **Debt Details** screen (Figure 5-1), follow the steps below to record waiver requests:

1. Select **Waivers/Appeals**. The **Waivers/Appeals** screen opens (Figure 5-4).

Figure 5-4: Waivers/Appeals Screen

2. Select **Create New Waiver for this document**. The **Record Waiver Request Submission** screen opens (Figure 5-5).

Figure 5-5: Record Waiver Request Submission Screen

3. Complete the **Amount** field with the amount of the waiver request.
4. Complete the **Date** field with the request submission date.

5. Select **Save and Continue**. DTS updates the travel record to indicate that a waiver request is being processed. The system sends an email to the traveler informing them of the request status.

5.4.1.2 Enter the Results of a Waiver Decision

Beginning on the **Debt Details** screen (Figure 5-1), use the steps below to enter the results of a waiver decision:

1. Select **Waivers/Appeals**. The **Waivers/Appeals** screen opens (Figure 5-4).
2. Select **Edit** to the left of the appropriate waiver. The **Record Waiver Disposition** screen opens (Figure 5-6). This screen records either the result of a waiver request that was previously submitted, or it records the cancellation of a waiver request.

This screen is to record either the disposition of a `v-wvr-apl` Request that has been previously submitted or a Cancellation of a. Fields marked with * are required for 'Save', and are ignored for 'Cancel'. The 'Cancel' button will return you to the calling screen. Please enter: The disposition's effective date, AND for the Response, Amount (if applicable) and Disposition of the Response] OR for Cancel, just select the Disposition: Approve not allowed until all payment module transactions have completed.

*Effective Date (mm/dd/yyyy) 06/03/2014

*Response Disposition

Accounting Line	Original Debt	Current Debt	Amount
14 DEFAULT	100.00	100.00	0.00
Requested Amount:	100.00	Approved Amount:	100.00

Approved
 Disapproved \$100.00
 Cancel \$100.00

Save Cancel

Figure 5-6: Record Waiver Disposition

3. If the waiver was approved, complete or edit the fields as indicated below:
 - a. Change the entry in the **Effective Date** field, if necessary.
 - b. If only a portion of the request was approved, in the top text box in the **Amount** column, enter the amount that was denied.
 - c. Edit the entry in the **Approved Amount** field, if necessary. The value defaults to the original amount requested. The values in

the **Amount** field and the **Approved Amount** field must add up to the amount in the **Requested Amount** field.

- d. Select the **Approved** radio button.
4. If the waiver was disapproved, complete or edit the fields as indicated below:
 - a. Change the entry in the **Effective Date** field, if necessary.
 - b. Edit the entry in the **Approved Amount** field, if necessary. The value defaults to the original amount requested. The values in the **Amount** field and the **Approved Amount** field must add up to the amount in the **Requested Amount** field.
 - c. Select the **Disapproved** radio button.
 - d. Select **Save** to save changes to the record.

Note: If you select **Save** without selecting either the **Approved** or **Disapproved** radio button, DTS only updates the amount and date of the submission.

If you selected the **Approved** radio button, DTS:

- Creates an amendment to the voucher if one is not already open.
- Adds an expense (DEBT WAIVED) for the amount of the approved waiver to the amendment.
- Stamps the amended voucher **WAIVER REQ APPROVED**.
- Routes the amended voucher to the AO for approval.
- Stops the due process clock if the amount approved satisfies the debt; otherwise, resets the due process clock.
- Closes the window and returns to the waiver list screen.

When the AO approves the amended voucher, DTS generates an adjusting A/R to the appropriate accounting system in the amount of the approved waiver. Electronically attach a copy of the waiver response into DTS. See Section 5.7.

If you selected the **Disapproved** radio button, DTS:

- Stamps the voucher **WAIVER DISAPPROVED**
- Resets the due process clock, if the voucher is still **DUE US**.

- Closes the screen and returns to the Waivers/Appeals screen.

If you selected the **Cancel** radio button, DTS:

- Stamps the voucher **WAIVER REQ CANCELLED**.
- Resets the due process clock, if the voucher is still **DUE US**.
- Closes the screen and returns to the Waivers/Appeals screen.

5.4.1.3 Waiver Status Stamps

DTS uses the stamps below to allow you to record a waiver request:

- **WAIVER REQ SUBMIT** records the submission of a request for a waiver request and suspends the due process clock.
- **WAIVER REQ APPROVED** records the full or partial approval of a waiver request.
- **WAIVER REQ DISAPPROVED** records the disapproval of a waiver request and resets the due process clock.
- **WAIVER REQ CANCELLED** records the cancellation of a previously submitted waiver request.

DTS applies these stamps to **DUE US** documents based on your actions in the DMM Gateway. These stamps activate and deactivate the **Waiver Request** flag on the DTS travel record. See Section 5.3.3.

5.4.2 Appeal Requests and Results

If a waiver is denied or only partially approved, a traveler may appeal the decision to the DCMO, who forwards the request to the Defense Office of Hearings and Appeals (DOHA). You can track these submissions and subsequent results in the same manner as you tracked waiver requests and appeals. The **Appeal** link displays on the **Waivers/Appeals** screen corresponding to a denied waiver request. Follow the steps outlined in Sections 5.3.2.1 and 5.3.2.2.

5.4.2.1 Record Appeal Requests

Beginning on the **Debt Details** screen (Figure 5-1), follow the steps below to create an appeal:

1. Select **Waivers/Appeals**. The **Waivers/Appeals** screen opens (Figure 5-4).

2. Select **Create** in the Appeal column to the right of a disapproved or partially approved waiver. The **Record Appeal Request Submission** screen opens (Figure 5-7).

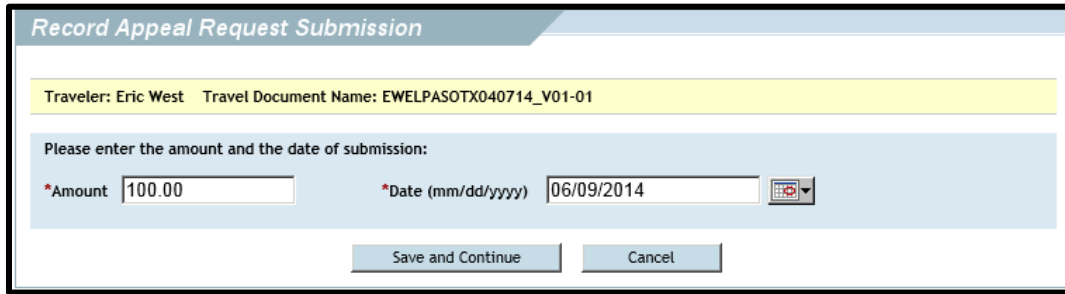


Figure 5-7: Record Appeal Request Submission Screen

3. Complete the **Amount** field with the amount of the Appeal request.
4. Change the date in the **Date** field, if necessary.
5. Select **Save and Continue**. DTS applies the **APPEAL REQ SUBMIT** stamp to the document.

5.4.2.2 Record Results of Appeal Decision

Beginning on the **Debt Details** screen (Figure 5-1), follow the steps below to record the results of an appeal decision:

1. Select **Waivers/Appeals**. The **Waivers/Appeals** screen opens (Figure 5-4).
2. Select **Edit** to the left of an appeal request. The **Record Waiver Disposition** screen opens (Figure 5-8). The amount previously entered displays in the **Approved Amount** field. The **Effective Date** field defaults to the computer system's date.

Record Waiver Disposition

This screen is to record either the disposition of a 'v-wvr-apl' Request that has been previously submitted or a Cancellation of a. Fields marked with * are required for 'Save', and are ignored for 'Cancel'. The 'Cancel' button will return you to the calling screen. Please enter: The disposition's effective date, AND for the Response, Amount (if applicable) and Disposition of the Response] OR for Cancel, just select the Disposition: Approve not allowed until all payment module transactions have completed.

*Effective Date (mm/dd/yyyy) 06/19/2014

*Response Disposition

Accounting Line	Original Debt	Current Debt	Amount
14 DEFAULT	100.00	100.00	0.00
Requested Amount:	100.00	Approved Amount:	100.00

Approved
 Disapproved \$100.00
 Cancel \$100.00

Save Cancel

Figure 5-8: Record Appeal Disposition Screen

3. If the waiver is approved, complete or edit the fields as indicated below:
 - a. Change entry in the **Effective Date** field, if necessary.
 - b. Enter the denied amount, if only a portion of request was approved.
 - c. Edit the entry in the **Approved Amount** field (if necessary). The value defaults to the previously entered submission amount. The values in the **Amount** field and the **Approved Amount** field must add up to the amount in the **Requested Amount** field.
 - d. Select the **Approved** radio button.

4. If the waiver was disapproved, complete or edit the fields as indicated below:
 - a. Change the entry in the **Effective Date** field, if necessary.
 - b. Edit the entry in the **Approved Amount** field, if necessary. The value defaults to the original amount requested. The values in the **Amount** field and the **Approved Amount** field must add up to the amount in the **Requested Amount** field.
 - c. Select the **Disapproved** radio button.
 - d. Select **Save** to save changes to the record.

Note: If you select **Save** without selecting either the **Approved** or **Disapproved** disposition radio button, DTS only updates the amount and date of the submission.

If you selected the **Approved** radio button, DTS:

- Creates an amendment to the voucher if one is not already open.
- Adds an expense (DEBT WAIVED) for the amount of the approved waiver to the amendment.
- Stamps the amended voucher **APPEAL REQ APPROVED**.
- Routes the amended voucher to the AO for approval.
- Stops the due process clock if the amount approved satisfies the debt; otherwise, resets the due process clock.
- Closes the window and returns to the waivers list screen.

Once the AO approves the amended voucher, DTS generates an adjusting A/R to the appropriate accounting entity in the amount of the partial or full debt waiver. Attach an electronic copy of the waiver response to the voucher in DTS (Section 5.7).

If you selected the **Disapproved** radio button, DTS:

- Stamps the voucher **APPEAL DISAPPROVED**.
- Resets the due process clock, if the voucher is still **DUE US**.
- Closes the screen and returns to the Waivers/Appeals screen.

If you selected the **Cancel** radio button, DTS:

- Stamps the voucher **APPEAL REQ CANCELLED**
- Resets the due process clock, if the voucher is still **DUE US**.
- Closes the screen and returns to the Waivers/Appeals screen.

5.4.2.3 Appeal Status Stamps

DTS uses stamps to allow you to record appeal requests for disapproved waivers:

- **APPEAL REQ SUBMIT** records the submission of an appeal request and suspends the due process clock.
- **APPEAL REQ APPROVED** records the approval of an appeal request.
- **APPEAL DISAPPROVED** records the rejection of an appeal request and resets the due process clock.

- **APPEAL REQ CANCELLED** records the cancellation of an appeal request and resets the due process clock.

DTS applies these stamps to **DUE US** documents based on the actions you take in the DMM Gateway. These stamps activate and deactivate the Appeal Request flag on the DTS record.

5.4.3 Waiver Flag

The **WAIVER REQ SUBMIT** or **APPEAL REQ SUBMIT** stamp activates (or resets) the waiver/appeal flag on the voucher and sends an email to the traveler and AO.

When you receive a response from the appropriate authority regarding the acceptance or rejection of a waiver/appeal request, enter the amount of debt reduction (if any) through the **Waivers/Appeals** link on the **Debt Details** screen. DTS applies the appropriate stamp:

- **WAIVER REQ APPROVED**
- **WAIVER DISAPPROVED**
- **APPEAL REQ APPROVED**
- **APPEAL DISAPPROVED**

You must electronically attach all substantiating documentation to the DTS voucher for archival purposes. For steps on how to attach a document to the travel record, see [DTS Guide 2: Authorizations](#) or [DTS Guide 3: Vouchers](#).

Once you have entered the decision into DTS, the system sends an email notification to the traveler, AO, DMM, and the associated Component's Waiver Office informing them of the disposition of the waiver/appeal.

The due process clock is reset to zero upon deactivation of the waiver flag if the voucher remains in a **DUE US** status.

5.5 Payroll Collection

You may choose to use the **Payroll Collection** option shown on the **Debt Details** screen to submit a request to payroll administration to begin automated deduction from a traveler's paycheck. You may wish to use the **Debt Details** screen to indicate the response (approve or reject) to the payroll collection request. The exception is for Marine Corps DMMs, for whom involuntarily payroll collection has been automated. A description of this process is in Section 5.5.2.

The DTS due process clock determines when a debt will be referred for payroll collection. Civilian employees with a debt on a cancelled trip are allowed up to 15 days to settle the debt. All other civilian employees and service members are allowed up to 30 days. Although DMMs are required to initiate this process after 15 days (for civilians with cancelled trips) and 30 days (for all other cases), DMMs can initiate this process earlier at the request of an indebted traveler.

You can initiate payroll collection in two situations:

- If during the due process period, the traveler requests that payroll collection be started.
- If the due process clock expires with the debt still unresolved.

5.5.1 Process for Civilians and Non-Marine Corps Military Members

You can initiate the process by generating a **Debt Management Payroll Collection (DMPC)** report. Use the DMM Gateway to submit the DMPC report to the appropriate payroll office with the information required to initiate a collection action for the amount owed to the Government.

Beginning on the **Debt Details** screen (Figure 5-1), follow the steps below to generate the DMPC report:

1. Select **Payroll Collection**. The **Payroll Collection** screen opens (Figure 5-9).

Figure 5-9: Payroll Collection Screen

2. Complete all the required fields.

Note: The pay office is not required to accept the amount entered in the **Amount/Pay Period**. They will consider the requested amount; however, pay offices have guidelines for the minimum and maximum amounts that can be collected per pay period. Completing all required fields, including **Special Notes**, may provide justification for the requested amount to be approved.

3. Select **DMPC Report**. The DMPC report displays. This report is a preview of the email that DTS will send to payroll. It allows you to review the debt information before sending to a payroll administrator to begin payroll deduction.
4. Review the DMPC report, and then select **Submit**. DTS:
 - Encrypts the report and sends it via email to the appropriate payroll system.
 - Applies the **PAY COLLECT REQUESTED** stamp to the voucher.

DTS uses the branch of service or their status as a civilian (found in the traveler’s profile) to determine the appropriate payroll system to receive the email. The payroll systems are:

- *Defense Civilian Pay System (DCPS)*. All DoD civilians.
- *Defense Joint Military Pay System (DJMS)*. Military members not serving in the United States Marine Corps.
- *MCTFS*. Military members serving in the United States Marine Corps.

After you submit the DMPC report, the **Payroll Collection** link continues to display on the **Debt Details** screen.

DTS sends an email to the traveler and the AO when a request for payroll deduction has been submitted to the payroll system. When the pay office receives the request, the payroll administrator sends an email to let you know whether the payroll collection request was accepted or rejected.

After receiving this email, access the DTS DMM Gateway and record the payroll system administrator’s response by using the steps below:

1. Select **Payroll Collection** from the document’s **Debt Details** screen. The **Payroll Collection** screen opens (Figure 5-10). You cannot edit anything on this screen. You must select one of the buttons at the bottom of the screen.

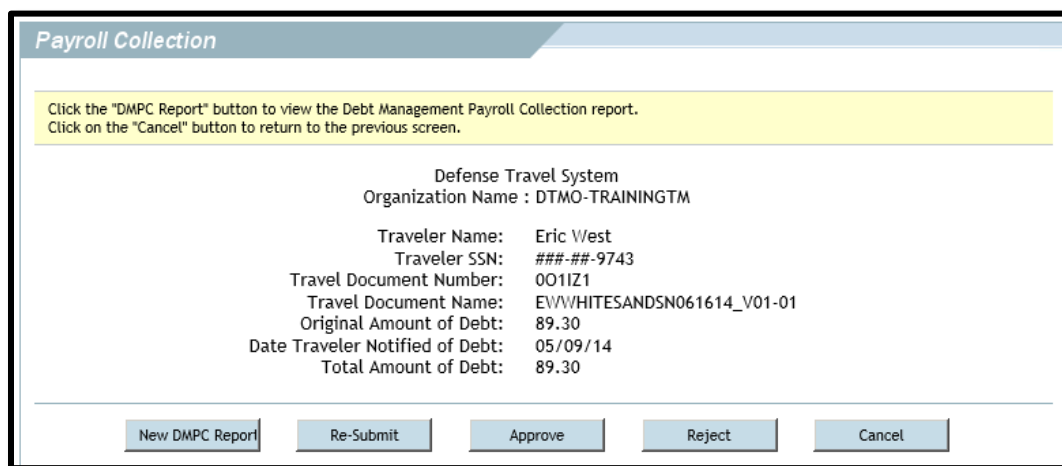


Figure 5-10: Payroll Collection Screen (Uneditable)

2. Select one of the buttons described below:
 - a. Select **New DMPC Report** to generate a new collection request. The **Payroll Collection** screen opens (Figure 5-9).

- Follow the steps outlined above to complete and submit the new DMPC report. Upon submitting a new report, the view only **Payroll Collection** screen opens (Figure 5-10).
- b. Select **Re-Submit Report** to resend the original DMPC report or a changed DMPC report to the appropriate payroll system. **The Payroll Collection** screen opens (Figure 5-9).
- Follow the steps outlined above to complete to submit the new DMPC report, with the two exceptions: 1) identify the request as a resubmittal, and 2) in the **Special Notes** section of the DMPC report provide the reason for resubmittal. When you submit the new report, the **Payroll Collection** screen opens (Figure 5-10).
- c. Select **Approve** to indicate that the payroll system administrator accepted the payroll deduction request. The **Debt Details** screen opens (Figure 5-1).
- Select **Response Imaging** to electronically attach the advice of acceptance to the voucher.
 - DTS applies the **PAY COLLECT APPROVED** stamp to the document.
 - Each pay period, the payroll system sends funds to the disbursing office. The disbursing office processes these collections the same way that it processes a direct remittance from a traveler. It then sends an AOC back to DTS and accounting to automatically update the debt balance. Figure 5-11 provides an example of \$1,000 collected over four pay periods.
 - Upon receipt of the final collection AOC from disbursing, DTS closes the record, applies the **DEBT SATISFIED** stamp, and notifies the traveler and AO that the debt has been satisfied. DTS archives all data related to the trip record.
 - If the traveler is still employed by the Government, but circumstances do not allow for immediate the debt collection, the payroll system administrator enters the debt into the payroll system to begin collection at a future date. Examples of this situation include a traveler who is paying off previous debts at the maximum allowable limit or a reservist who incurred the debt while on active duty, but has since returned to reserve status.

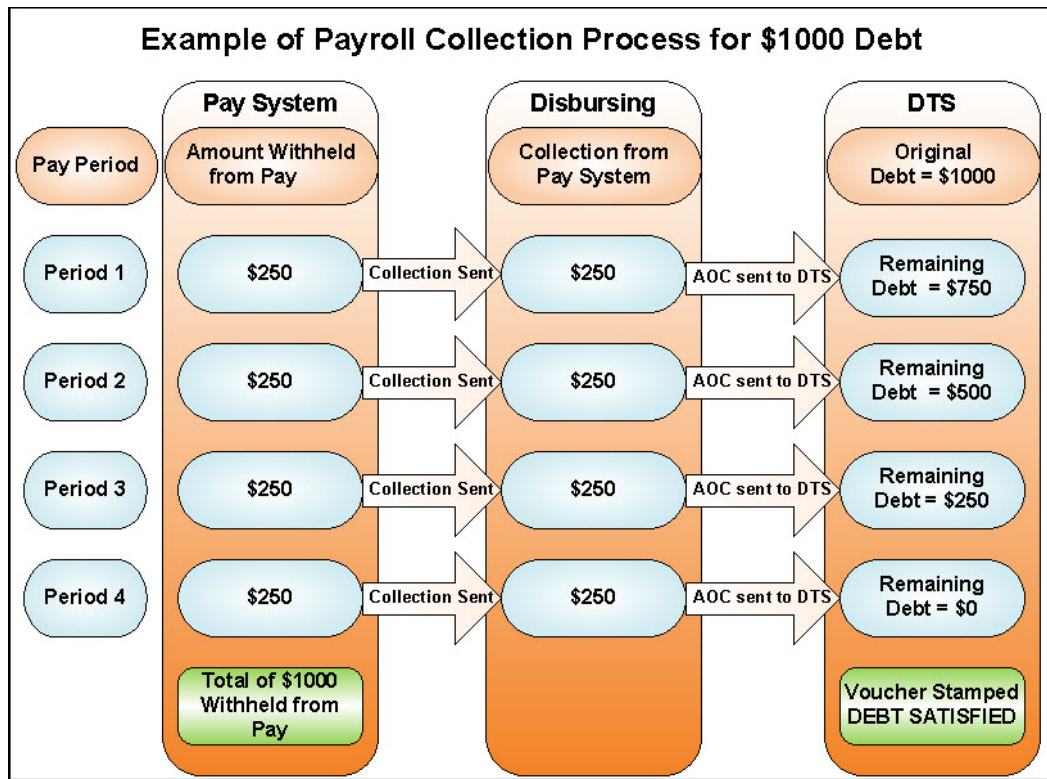


Figure 5-11: Payroll Collection Process

- d. Select **Reject** to indicate the payroll system administrator did not accept the payroll collection request. The **Debt Details** screen opens (Figure 5-9).
 - Select **Response Imaging** to electronically attach the advice of rejection to the voucher.
 - Follow the OOS procedures outlined in Section 5.5. The debt will continue to be active against the traveler, even if the traveler is in another organization, has retired, or has become a DoD civilian instead of a military member.
- e. Select **Cancel** to return to the **Debt Details** screen.

5.5.2 Process for Marine Corps

DTS has a special interface with the Marine Corps Total Force System (MCTFS) for the collection of Marines' debts. The interface allows MCTFS to provide an automated response of collection acceptance or rejection to DTS without DMM input. It also automates the collection process if the Marine does not voluntarily remit payment or request a waiver. The automatic payroll collection will occur after 32 days have passed.

However, before those 32 days have passed, if a Marine requests that payroll deduction be used to offset a travel debt, you initiate the payroll collection. This process begins on the **Debt Details** screen.

1. Select **Payroll Collection**. The **Payroll Collection** screen opens. If you select the **Payroll Collection** link, and payroll collection has not yet been initiated, the document is stamped **PAY COLLECT REQUESTED** and the **Notice of Collection (NOC)** screen displays (Figure 5-12).

Figure 5-12: Notice of Collection Screen

2. Enter the amount in the **Amount/Pay Period** field.

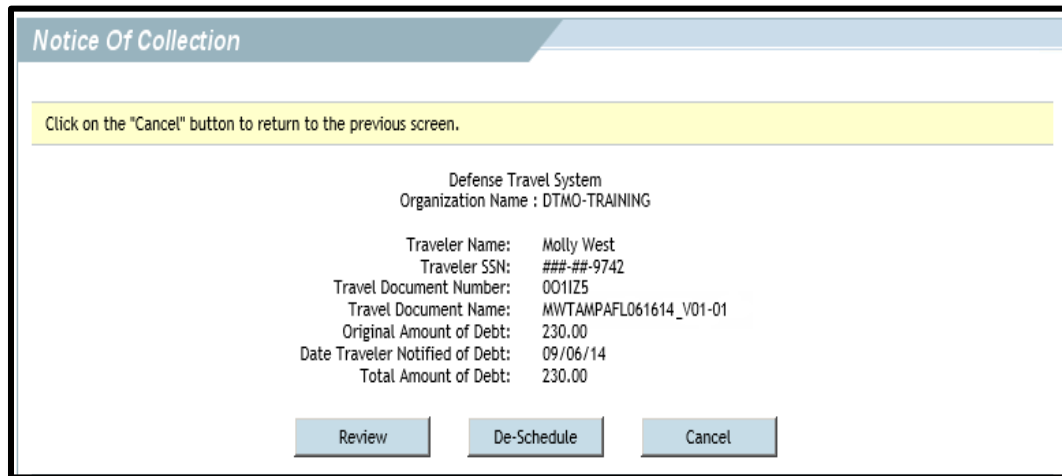
Note: MCTFS is not required to accept this amount. They will consider the requested amount; however, pay offices have guidelines for the minimum and maximum amounts that can be collected per pay period.

3. Select **Notice of Collection**. DTS displays a screen for review.
4. Select **Submit** at the bottom of the review screen. DTS sends the NOC transaction to MCTFS.

If the Marine has not submitted a waiver request and still has an outstanding debt after 27 days, DTS sends a notification to the member, DMM, and AO. This notification informs them that payroll collection will be initiated automatically in five days if no action is taken.

At this point, you can use the DMM Gateway to prevent the collection from being submitted, by selecting **De-Schedule** on the **Notice of Collection** screen (Figure 5-13). If you de-schedule the payroll collection, the due process clock will be reset to zero. If you do not take any action, DTS submits the NOC to MCTFS on day 32.

Note: DTS automatically applies the **DUE PROCESS SERVED** stamp to USMC documents that are in debt. This facilitates the automation of the MCTFS payroll collection process.



The screenshot shows a web interface titled "Notice Of Collection". At the top, there is a yellow instruction bar: "Click on the 'Cancel' button to return to the previous screen." Below this, the following information is displayed:

Defense Travel System
Organization Name : DTMO-TRAINING

Traveler Name: Molly West
Traveler SSN: ###-##-9742
Travel Document Number: 0011Z5
Travel Document Name: MWTAMPAFL061614_V01-01
Original Amount of Debt: 230.00
Date Traveler Notified of Debt: 09/06/14
Total Amount of Debt: 230.00

At the bottom, there are three buttons: "Review", "De-Schedule", and "Cancel".

Figure 5-13: Notice of Collection Screen – De-Schedule an Automated Collection

After a NOC has been submitted, MCTFS provides a positive or negative response directly to DTS. If MCTFS provides a positive response, no further action is required from you. Collections will proceed and post automatically in DTS. See Figure 5-14.

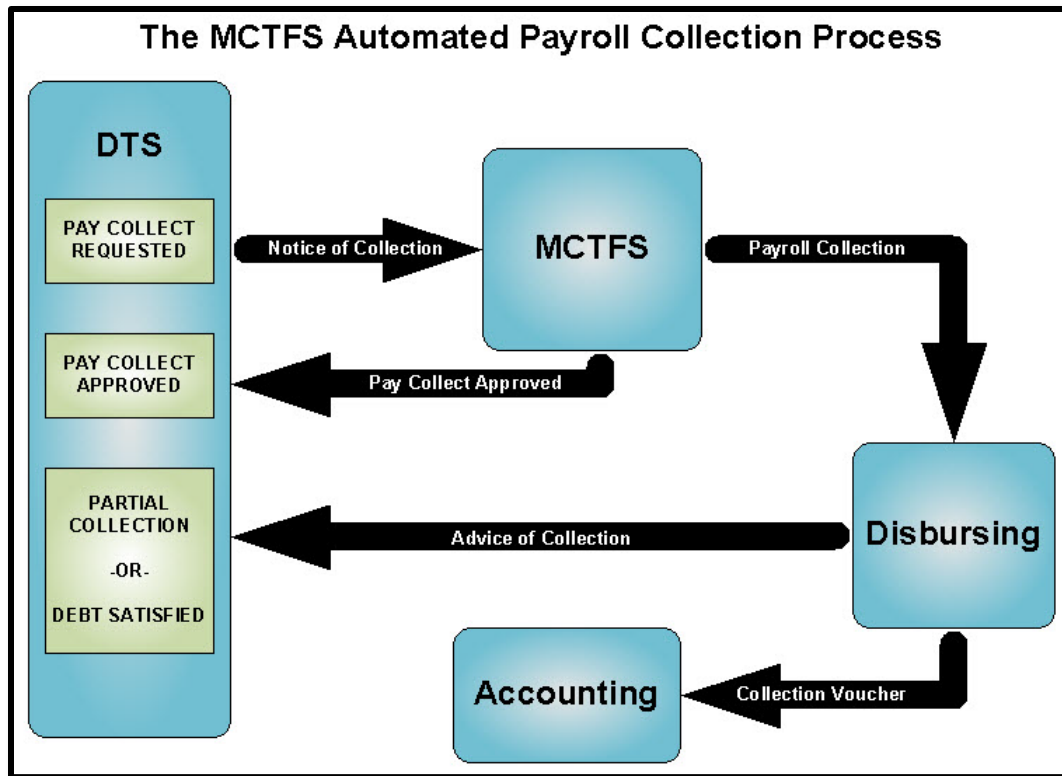


Figure 5-14: The MCTFS Automated Payroll Collection Process

If MCTFS rejects the transaction, you should consult the error message to determine which action is required:

- Correct and resubmit the transaction if there was a transaction error.
- Begin the OOS process if the Marine has separated from service. See Section 5.5.

If a Marine leaves the service after a payroll collection has been initiated, MCTFS indicates that the debt is no longer collectible. You can begin the OOS process.

5.6 DTS Out of Service Debt Process

If you receive a notice from the payroll system indicating that payroll collection is not possible because the traveler no longer receives a salary or other payments from the DoD, you must pursue debt collection via locally established procedures.

If the debtor has not responded for 90 days, the debt may be uncollectible. If the debt is less than \$225, follow the Debt Write-Off process (Section 5.6.1). If the debt is \$225 or more, follow the OOS Debt Transfer process (Section 5.6.2). DTS ensures that you use the correct process by activating only the appropriate link.

Note: The **Write-Off** or **Out of Service** links are not available if the document has not been stamped **PAY COLLECT REJECT**.

5.6.1 Write-Off Process for Uncollectible Debts of Less Than \$225

You may write off debts of less than \$225 that the OOS office cannot collect. When the payroll system rejects the Payroll Collection request, use the **Response Imaging** link on the **Debt Details** screen to attach documentation of the response to the debt record. See Section 5.6.

Use the steps below to write off an uncollectible debt of less than \$225:

1. Access the **Debt Details** screen for the document via the DMM Gateway.
2. Select **Write Off** on the Debt Details screen. The Write Off screen opens.
3. Select **Write Off**. DTS automatically creates an amendment to the voucher and adds an expense called "Uncollectible Debt" in the amount of the debt, to the amended voucher.
4. If a copy of the response is not attached to the document, attach one through Substantiating Documents. For more information on how to upload and attach files to DTS documents, see [DTS Guide 2: Authorizations](#) or [DTS Guide 3: Vouchers](#).

After the AO approves the voucher amendment, DTS generates an A/R transaction to the accounting systems to close out the debt, and then archives the document. Figure 5-15 illustrates this process.

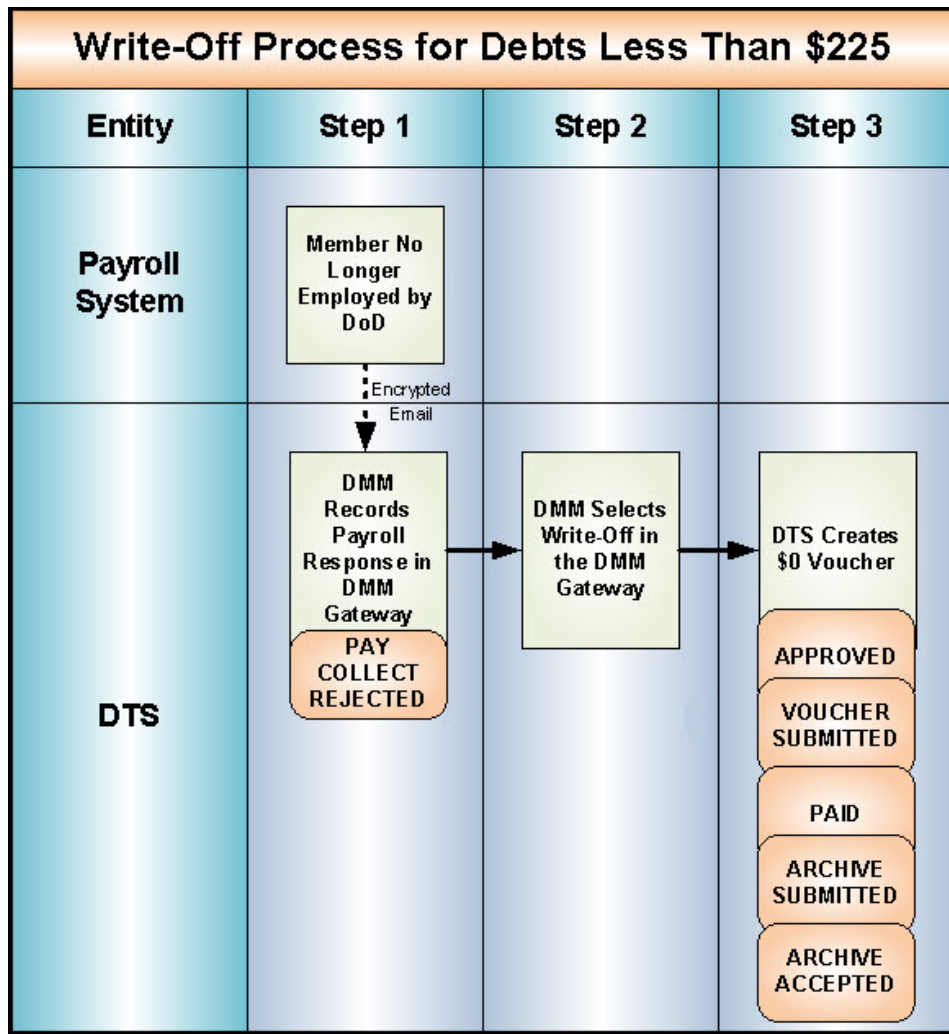


Figure 5-15: Write-Off Process for Debts Less Than \$225

5.6.2 Out of Service Transfer Process for Uncollectible Debts of \$225 Or More

When you forward a request for collection of a debt for \$225 or more, the OOS Office initiates collection via the Defense Debt Management System (DDMS). A description of the transfer process is below:

1. Access the **Debt Details** screen for the document via the DMM Gateway.
2. Select **Out of Service** on the **Debt Details** screen. The **Out of Service** screen opens (Figure 5-16). This screen displays information associated with the debt.

Out of Service

Click the "OOS Report" button to view the "Out of Service Debt " report.
Click on the "Cancel" button to cancel this screen and return to the previous one.

Defense Travel System
Organization Name : DTMO-TRAININGTM

Traveler Name: Wendy Carson
Traveler SSN: ###-##-5434
Duty Station: Alexandria
Travel Document Number: 001HYO
Travel Document Name: WCTAMPAFL021114_V01-01
Original Amount of Debt: 300.00
Date Traveler Notified of Debt: 04/10/14
Date Payroll Collection Rejected: 05/12/14
Out of Service Amount: 300.00

*Debt Mgmt. Monitor: Helen West
*DMM Phone Number:
*DMM Email Address: Helen.West@dtmo.pentagon.m
Date of Separation:
Special Notes:
*Traveler's (Last Known) Mailing Address
Address Line 1: 756 Ave
Address Line 2:
City: Rockville
State/Country: MD Lookup
Zip Code: 20850

OOS Report Cancel

Figure 5-16: Out of Service Screen

3. Complete all required fields that are not populated. The fields displayed on this screen are:
 - DMM name, phone number, and email address fields.
 - Date of Separation field. Type it in or use the calendar icon to enter it.
 - Special Notes field. This is optional and may be used for purposes such as to identify the OOS transfer as a re-submittal and the reason for the re-submission.
 - Traveler's (Last Known) Mailing Address information fields.
4. Select **OOS Report** to create the report. The **OOS Document** screen opens to display the message to be sent to the OOS Office.
5. Select **Submit** to send the report. The **Out of Service** screen opens (Figure 5-17).

Out of Service

Click the "New OOS Report" button to send an updated report to DFAS-PO/DE.
 To re-submit the OOS Report unchanged, click the "Re-Submit" button.
 Indicate Approval or Rejection of the Out of Service Request by clicking the appropriate button.
 Note that the "Effective Transfer Date" MUST be supplied with Approval.
 Click on the "Cancel" button to cancel this screen and return to the previous one.

Defense Travel System
 Organization Name : DTMO-TRAININGTM

Traveler Name:	Wendy Carson
Traveler SSN:	###-##-5434
Duty Station:	Alexandria
Travel Document Number:	001HYO
Travel Document Name:	WCTAMP AFL051114_V01-01
Original Amount of Debt:	300.00
Date Traveler Notified of Debt:	04/10/14
Date Payroll Collection Rejected:	05/12/14
Out of Service Amount:	300.00

Effective Transfer Date (mm/dd/yyyy):

New OOS Report	Re-Submit	Approve	Reject	Cancel
----------------	-----------	---------	--------	--------

Figure 5-17: Out of Service Screen

DTS sends an encrypted email with the debt information to the OOS Office. The OOS Office receives the email and determines the effective transfer date. It then notifies you via email of the accepted debt transfer. The Debt Management process resumes when you receive the email notification of debt transfer. See Figure 5-18.

Note: If the OOS office does not respond within 60 days of the date you submitted the OOS report, follow up with the OOS office to obtain the status of the action.

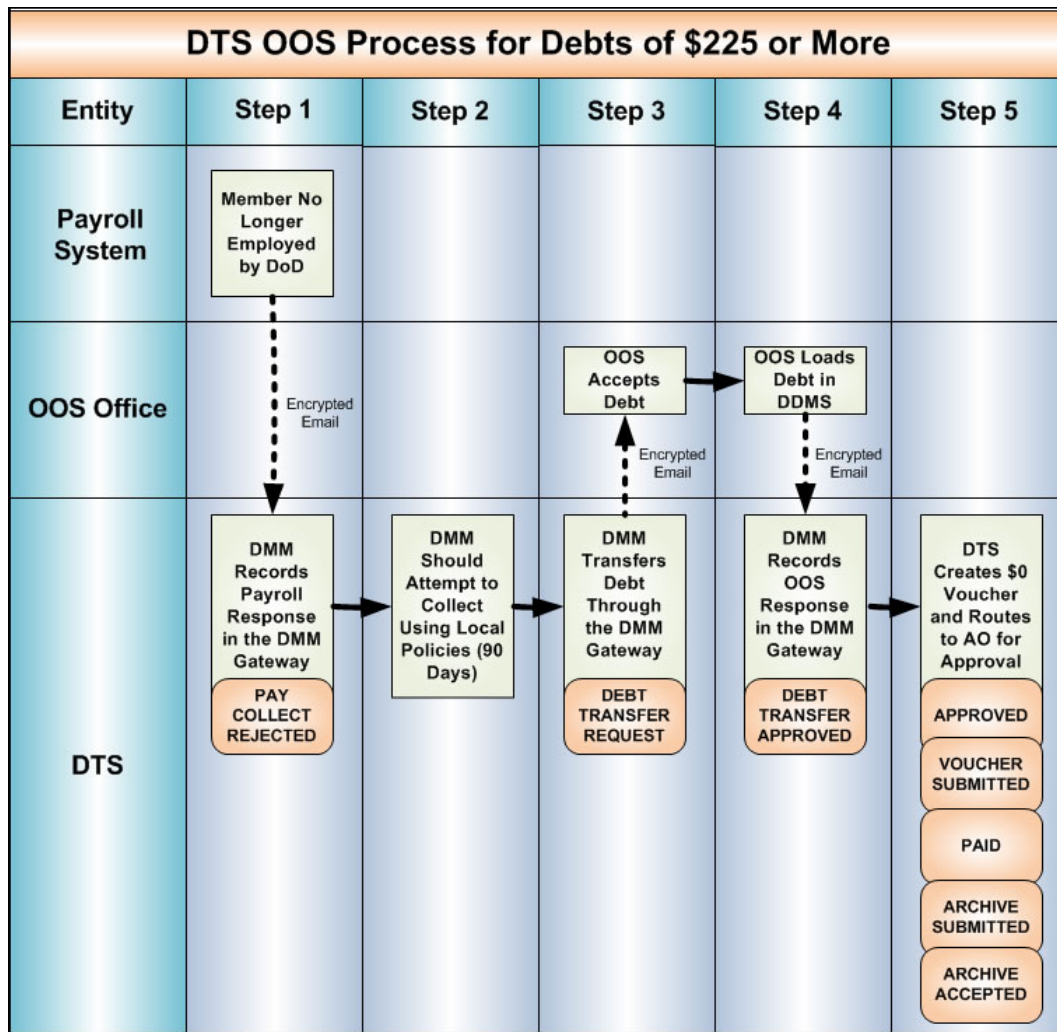


Figure 5-18: DTS OOS Process for Debts of \$225 or More

5.6.3 Enter a Response From the OOS Office

Use the steps below to enter the response received from the OOS office:

1. Access the **Debt Details** screen for the document via the DMM Gateway.
2. Select **Out of Service**. The **Out of Service** screen opens (Figure 5-17).
3. Select one of the buttons shown below:
 - a. Select **OOS Report** to generate a new transfer request. The **Out of Service** screen opens (Figure 5-17).
 - Complete all the required fields.
 - Select **OOS Report**.

- b. Select **Re-Submit** to resend the original OOS report or a changed OOS report. The **OOS Document** screen opens to display the message to be sent to the OOS office.
 - Review the OOS report, make any necessary changes, and select **Submit**. The **Out of Service** screen opens (Figure 5-17).
- c. Select **Approve** to indicate that the OOS Office approved the debt transfer request. The **Debt Details** screen opens (Figure 5-1).
 - DTS:
 - Creates a voucher amendment if one is not open
 - Adds an expense called “Uncollectible Debt” for the remainder of the debt
 - Applies the **DEBT TRANSFER APPVD** stamp to the amendment
 - Routes the amendment to the AO for approval
 - Stops the due process clock
 - Select **Response Imaging** to electronically attach the advice of acceptance to the voucher. See Section 5.6.
- d. Select **Reject** to indicate the OOS Office did not accept the debt transfer. The **Debt Details** screen opens (Figure 5-1).
 - DTS applies the **DEBT TRANSFER REJ** stamp to the amendment.
 - Select the **Response Imaging** link to electronically attach the advice of rejection to the voucher. See Section 5.6.
- e. Select **Cancel** to return to the **Debt Details** screen.

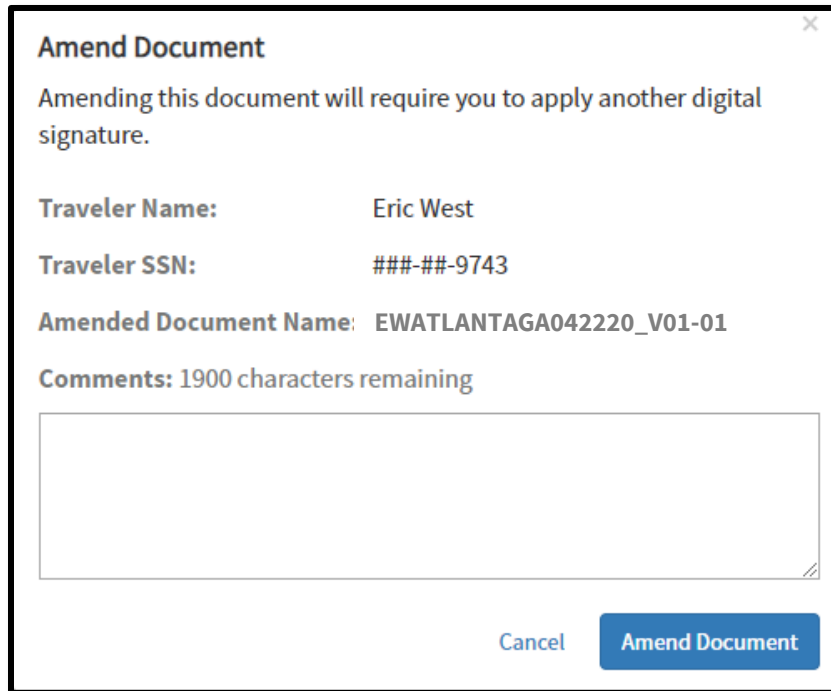
5.7 Response Imaging

When you receive a response from outside DTS, record the response appropriately in DTS and attach a scanned image of the response document or email. Since you can only change a voucher (even if only to attach a document) while it is in an editable mode, if there is not an open amendment when you select **Response Imaging**, DTS will automatically create one.

The **Response Imaging** link on the **Debt Details** screen allows you to attach electronic images of OOS responses to requests for waivers, appeals, manual collections, payroll collection actions, or other documents.

Beginning on the **Debt Details** screen (Figure 5-1), use the steps below to attach documentation using the **Response Imaging** feature:

1. Select **Response Imaging**. The **Amend Document** screen opens (Figure 5-19).



Amend Document

Amending this document will require you to apply another digital signature.

Traveler Name: Eric West

Traveler SSN: ###-##-9743

Amended Document Name: EWATLANTAGA042220_V01-01

Comments: 1900 characters remaining

Cancel Amend Document

Figure 5-19: Amend Document Screen

2. Complete the **Comments** field with justification.
3. Select **Amend Document**. The **Enter Expenses** screen opens (Figure 5-20). For steps on how to attach a file to the DTS document, see [DTS Guide 3: Vouchers](#).

Enter Expenses

Sort By Date (Newest) ▾ Expand All Download PDF Add

Memo			
Details	04/27/2020		
✈ Delta Air Lines (Flight 1359 - ATL to IAD)			\$87.31
Details	04/24/2020	⚠	IBA
\$ Private Auto - To/From Terminal			\$28.75
Details	04/24/2020	N/A	EFT
🏠 Lodging (Atlanta, GA)			\$258.00
Details	04/22/2020 - 04/24/2020	⚠	IBA
✈ Delta Air Lines (Flight 548 - IAD to ATL)			\$87.31
Details	04/22/2020	⚠	IBA
🚗 Avis Rent-a-Car (ATL)			\$72.35
Details	04/22/2020 - 04/24/2020		IBA
\$ Parking - At the Terminal			\$35.00
Details	04/22/2020		IBA
\$ Private Auto - To/From Terminal			\$28.75
Details	04/22/2020	N/A	EFT
\$ Lodging Taxes (CONUS and Non-foreign)			\$20.00
Details	04/22/2020		IBA

Expense Summary

Reservation Expenses	Other Expenses	Total Expenses
\$504.97	\$112.50	\$617.47

Continue >

Figure 5-20: Enter Expenses Screen

Chapter 6: Traveler Payments

A traveler who has a **DUE US** voucher may choose to repay the debt before any collection processes begin. When this occurs, the disbursing office processes a cash collection voucher (CCV) that posts the collection to the accounting system. DTS also receives the AOC and posts it to the traveler's record. See Section 3.1.4 for details on satisfied debts.

6.1 Direct Remittance

When a traveler makes a payment toward a debt, disbursing sends an AOC to DTS. The AOC shows the payment amount and the reduced debt amount. DTS applies a **PARTIAL COLLECTION** stamp to the document for each collection transaction received, if a debt balance remains after the collection. The DTS voucher remains open until the final payment has been posted, indicating that the debt has been fully satisfied. At this point, DTS applies the **DEBT SATISFIED** stamp to the document.

When a traveler makes a direct payment, the disbursing system generates an AOC and transmits it to DTS with all details of the collection. Disbursing also sends a copy of the AOC to the accounting system to adjust the A/R.

When DTS receives the AOC, it updates the travel records and Budget module with the collection data.

- If the AOC is less than the amount of the debt on the **DUE US** document, DTS applies the amount of the payment to the document.
- If the AOC covers the full amount of the debt, DTS closes the record, applies the **DEBT SATISFIED** stamp, and notifies the traveler and AO that the debt has been satisfied.

When the debt is completely satisfied, DTS archives all data related to the trip record. DTS tracks repayment of the debt and records outstanding debt on the Debt Management report.

6.2 Overpayments

If a traveler overpays a DTS debt, the actions shown below occur:

1. DTS records the overpayment and shows the amount of the overpayment as a balance due the traveler.
2. DTS applies the **DEBT SATISFIED** stamp to the document.

3. DTS notifies the traveler, AO, and DMM to submit a no-change amended voucher to claim the money due the traveler.
4. The traveler amends the voucher and the AO approves it.
5. DTS generates a payment transaction in the amount of the overpayment.

If additional collections are posted, DTS sends another email to the traveler, AO, and DMM advising of the overpayment amount, and the process outlined above repeats.

Chapter 7: Common Issues

This section provides resolution options for common issues pertaining to DTS Debt Management.

7.1 No Options Display in the DMM Gateway

This may happen if one or more transactions have not received a positive acknowledgement or the A/R transaction has rejected.

Try this process:

1. Check the document history to confirm that there was a reject.
2. Review the reason code. If the reason for the reject is not clear, contact the accounting system POC.
3. Amend the voucher to correct the reason for the reject.

Upon approval, the A/R will be resent.

7.1.1 Record a Collection When the Manual Collection Link Does Not Display

If it is necessary to record a collection manually, but the **Manual Collection** link does not display, you can cause the link to appear by routing the voucher through the approval chain again. To do so, the document must be amended, signed, and approved.

In order to process a prior year document, several conditions must exist:

- The AO must be available to approve the document. If the AO is not available, the routing list should be updated with a new AO.
- The voucher must identify a line of accounting (LOA). All elements of the LOA must still be active in accounting to pass Treasury-level edits. If the LOA does not exist in the DTA Maintenance Tool, DTS will trigger a pre-audit flag. It states that the LOA does not exist in the master tables. Contact the FDTA for LOA additions/corrections.
- An active budget must exist to correspond to the LOA.

Once the voucher is approved and receives a positive acknowledgement from accounting, you should be able to access the document via the DMM Gateway and select the **Manual Collection** link. See Section 5.2.1 of this manual.

Note: If there are many debts for one fiscal year, the FDTA may create one wildcard budget at the highest level of the hierarchy for each format map and share the budget to all sub-organizations. By doing so, all LOAs will fund against this budget. For more information on creating wildcard budgets, refer to the [DTA Manual, Chapter 9](#).

7.2 No Collection Shows in DTS

Check the document history to confirm that the A/R was rejected.

If disbursing sent a cash collection voucher (CCV) to the traveler, AO, and DMM, and options are available in DMM Gateway, then perform the steps below:

1. Use the **Manual Collection** process to enter the collection. See Section 5.2.
2. Use the **Response Imaging** process to attach the CCV to the document. See Section 5.6 DTS generates an amendment that must be approved for archive purposes.

If disbursing sent a CCV to the traveler, AO, and DMM, but options are not available through the DMM Gateway, then perform the steps below:

1. Check the document history to confirm that there was a reject.
2. Review the reason code. If the reason for the reject is not clear, contact the accounting system POC.
3. Amend the voucher to correct the reason for the reject.

If disbursing did not send a CCV, log into the DTMO [Passport](#) portal and create a **TraX Help Ticket** requesting TAC assistance. Include the traveler's name, TANUM, and the amount of the collection in the ticket. The TAC will obtain the CCV, provide a copy of the document with detailed instructions to the DMM in the **TraX Help Ticket**.

7.3 No Response/Collections from Pay Office

If no response has been received from the pay office, refer to Service and Agency guidelines for contacting the pay office.

7.4 Accounting System Rejects A/R Transactions

In some situations, the accounting system cannot process the A/R transactions that DTS generates. For example, when the accounting system receives the initial A/R from DTS before it receives the No Pay Due voucher that reduces the obligation to zero. The accounting system cannot accept an A/R if there is an open obligation. This results in the A/R being rejected back to DTS.

In order to resubmit the A/R transaction, the traveler, NDEA, or DMM must create an amendment to the voucher. Upon approval, this will resubmit the A/R transaction to the accounting system.

- If the amended voucher is approved with no changes, DTS will resubmit the rejected transaction.
- If the amended voucher includes modifications, DTS will send the applicable transactions to the accounting system prior to the resubmittal of the A/R.

7.5 Clearing Old Debts From DTS

Debts that remain open require research to determine their status. The DMM may clear them once their current status is confirmed. Use the actions shown below to confirm that a debt still exists:

- Check document history
 - Verify that the A/R never rejected
 - Verify that the A/R was accepted
- Contact the traveler and ask about the current status
 - Did they pay the debt?
 - Where did they pay the debt?
 - Do they have a copy of the CCV?
- If a debt was paid, but you need a copy of the CCV, create a **TraX Help Ticket** requesting TAC assistance. Include the traveler's last name, TANUM, LOA, and the dollar amount in the ticket. For more on help tickets, see the information paper, [Required TAC Ticket Information](#).
- If debt was paid locally, the traveler must provide a copy of the CCV
- If the traveler did not pay, or cannot produce proof that the debt was paid, refer the debt to payroll immediately if the due process time requirements have been met.

7.6 Satisfied Debts Still Display on Debt Report

This is a known DTS issue that occurs with debts that were incurred prior to April 2006 and were satisfied after April 2006. Use the steps below to remove the **DUE US** documents from the list:

1. Amend the document, but make no changes.
2. Route the document through approval.
3. DTS will generate a zero dollar (no pay due) disbursement transaction.

The document should drop off the debt report 30 days after approval. If document does not drop off, or if you receive a Treasury-level edit reject, contact the Travel Assistance Center (TAC).

Note: Prior year LOAs may have issues with the Treasury-level elements of the LOA. The document will reject if the Treasury-level elements are no longer valid.

7.7 Debt for a Traveler Who Has Left the Organization

If the traveler has retired or separated, see these sections in this manual:

- Section 5.5.1 if the debt is for \$225 or less
- Section 5.5.2 if the debt exceeds \$225

If the traveler has transitioned to a different organization, coordinate with the DMM at the new site. Both parties should be aware that:

- The DMM at the prior organization has responsibility for the debt.
- The DMM at the new organization has responsibility for (and access to) the traveler.

Contact your Component office to obtain contact information for the DMM at the new organization.

If the traveler has transferred to a different Component, create a **TraX Help Ticket** requesting TAC assistance on obtaining contact information for the DMM at the new organization.

Appendix A: Waiver/Appeal Guidelines, Policy, and Procedures

Regulations

10 USC 2774, 32 USC 716, AR 37-104-4, 4 CFR, parts 91&92 (1-1-2000), DoDFMR Vol 7A, Chapter 50 Department of Defense Financial Management Regulation (DoDFMR), Volume 5, Chapter 29

Procedures

Each Component is responsible for developing its own internal procedures for processing waiver/remission applications and forwarding them to the adjudicating office. Those procedures must include these actions:

1. The member is notified of the **DUE US** situation.
2. The member uses *DD Form 2789*, Waiver/Remission of Indebtedness Application to submit waiver requests to their DMM.
3. The DMM forwards the *DD Form 2789* to the appropriate pay office.

Note: The application must be received within three years (for civilians) or five years (for military members) of the date that the erroneous payment was discovered.

4. The supporting pay office completes Section II of the application. The pay office must:
 - Explain the cause of the debt in detail.
 - Provide the circumstances under which the debt was incurred and the member's knowledge of the debt.
 - Attach legible copies of supporting documentation, such as leave and earnings statements, vouchers, military pay orders, and debt computations to support the debt for which the waiver is being requested.
 - Ensure the application of waiver is annotated in DTS.
 - Ensure the debt is posted to the pay account.

Note: For group waivers, the entire package is submitted at one time.

5. The entire package is forwarded to the Debt and Claims Management Office (DCMO) at DFAS Indianapolis, who will serve as the adjudicating office.
6. When the waiver determination is made, the adjudicating office will provide the decision to the DMM.
7. The DMM will enter any reduction of the **DUE US** amount into DTS.

8. DTS will notify the traveler via email of the result of the waiver request.

Collection may be suspended at any time with the concurrence of the Component authority governing debt. Examples of reasons for suspension may include:

- There is a reasonable possibility the waiver will be approved or that the debt (in whole or in part) will be found to be not due by the debtor.
- The Government's interests would be protected by reasonable assurance that the debt could be recovered if the debtor does not prevail.
- Collection of the debt will cause financial hardship. Financial hardship is not a factor in determining whether a waiver is appropriate.

The Director, DFAS Indianapolis has the ability to:

- Approve waivers up to \$1,500 (for civilians) or \$10,000 (for military members)
- Deny waiver requests up to \$50,000
- Make a recommendation to the Defense Office of Hearings and Appeals (DOHA) for partial or full approval of waiver requests for amounts that exceed \$1,500 (for civilians) or \$10,000 (for military members)

If the aggregate amount of a waiver request exceeds \$50,000 or is a group waiver, the Director of Military and Civilian Pay Services is responsible for denying the waiver request, or referring it to DOHA with a recommendation for full or partial approval.

Appendix B: Acronym List

Table B-1: Acronym List

ACRONYM LIST	
Acronym	Definition
A/R	Accounts Receivable
AO	Authorizing Official
AOC	Advice of Collection
CBA	Centrally Billed Account
CCV	Cash Collection Voucher
CSV	Comma Separated Value
DCPS	Defense Civilian Pay System
DDMS	Defense Debt Management System
DFAS	Defense Finance and Accounting Service
DJMS	Defense Joint Military Pay System
DMM	Debt Management Monitor
DMPC	Debt Management Payroll Collection
DoD	Department of Defense
DoDFMR	Department of Defense Financial Management Regulation
DOHA	Defense Office of Hearings and Appeals
DSSN	Disbursing Station Symbol Number
DTA	Defense Travel Administrator
DTS	Defense Travel System
DTS-T	Defense Travel System – Tailored
FACTS	Financial Accounting and Corporate Tracking System
FDTA	Financial Defense Travel Administrator
LDTA	Lead Defense Travel Administrator
LOA	Line of Accounting
MCTFS	Marine Corps Total Force System
NDEA	Non-DTS Entry Agent
NOC	Notice of Collection
OOS	Out of Service
PPR	Post Payment Review
SDN	Standard Document Name
SPP	Scheduled Partial Payments
SSN	Social Security Number
TAC	Travel Assistance Center
TANUM	Travel Authorization Number
TDY	Temporary Duty

Appendix C: Debt Management Stamps

Table C-1: Debt Management Stamps

DEBT MANAGEMENT STAMPS		
Stamp	How Applied	Purpose
CREATED	Automatic	Indicates that the voucher has been created
SIGNED	Manual (Traveler)	Signifies that the voucher is complete and ready for submission to the Authorizing Official (AO)
APPROVED	Manual (AO)	Signifies that the voucher is complete and ready for submission to the disbursing system
APPROVAL FAILED	Automatic	Indicates that the voucher has failed the DTS established audits
PAY LINK	Automatic	Indicates that the transaction has been sent to the DTS Payment module and is pending transmission to the accounting system
DUE US	Automatic	Indicates that the voucher's balance indicates the traveler was overpaid more than \$10.00
OBLIG SUBMITTED	Automatic	Applied to the voucher when DTS sends an obligation to the accounting system
POS ACK RECEIVED	Automatic	Applied to the voucher when a finance system or MCTFS accepts a transaction
REJECT	Automatic	Applied to the voucher when a finance system or MCTFS rejects a transaction
VOUCHER SUBMITTED	Automatic	Applied to the voucher when DTS sends the voucher to the disbursing system
PAID	Automatic	Applied to the voucher when DTS receives an advice of payment from the disbursing system; on DUE US vouchers, this is a \$0 transaction
AR SUBMITTED	Automatic	Applied to the voucher when DTS sends the accounts receivable (A/R) to the accounting system
AR REJECT	Automatic	Applied to the voucher when a partner system rejects a transaction
DUE PROCESS SERVED	Manual (DMM)	Signifies that the DMM has verified that the traveler has received due process notification of the debt
PARTIAL COLLECTION	Automatic	Applied to the voucher when DTS receives an advice of collection in an amount less than the amount of the remaining debt
DEBT SATISFIED	Automatic	Applied to the voucher when DTS receives an advice of collection in the amount of the remaining debt
ARCHIVE ACCEPTED	Automatic	Signifies that the archive accepted the voucher
ARCHIVE REJECT	Automatic	Signifies that the archive did not accept the voucher
WAIVER REQ SUBMITTED	Manual (DMM)	Indicates that the DMM submitted a waiver request through their Service or Agency procedures and is now waiting for the results of that request
WAIVER REQ APPROVED	Manual (DMM)	Indicates that the waiver authority fully or partially approved a waiver request
WAIVER REQ DISAPPROVED	Manual (DMM)	Indicates that the waiver authority disapproved a waiver request
APPEAL REQ SUBMITTED	Manual (DMM)	Indicates that the DMM submitted an appeal to the Defense Office of Hearings and Appeals (DOHA) and is now waiting for the results of that appeal
APPEAL REQ APPROVED	Manual (DMM)	Indicates that the DOHA has fully or partially approved an appeal request

DEBT MANAGEMENT STAMPS		
Stamp	How Applied	Purpose
APPEAL REQ CANCELLED	Manual (DMM)	Indicates that the traveler has withdrawn the appeal request
APPEAL REQ DISAPPROVED	Manual (DMM)	Indicates that the DOHA has disapproved an appeal request
PAY COLLECT REQUESTED	Manual (DMM)	Indicates the DMM referred an outstanding debt to the payroll system to begin payroll collection
PAY COLLECT APPROVED	Manual (DMM)	Indicates the payroll system approved a payroll collection request
PAY COLLECT REJECTED	Manual (DMM)	Indicates the payroll system rejected a payroll collection request
WRITE OFF	Manual (DMM)	Indicates that the debt is less than \$225 and the payroll system has informed the DMM that the traveler is no longer in Government service
DEBT TRANSFER REQUEST	Manual (DMM)	Indicates that the debt is \$225 or more, the traveler is no longer in Government service, and the DMM requested the debt be transferred to the Out of Service (OOS) Office
DEBT TRANSFER APPROVED	Manual (DMM)	Indicates that the OOS Office accepted an OOS debt transfer request
DEBT TRANSFER REJECT	Manual (DMM)	Indicates that the OOS Office rejected an OOS debt transfer request

Appendix D: Direct Remittance and Contact Information

For all requests on DTS debt status inquiries, log into the DTMO [Passport](#) portal and create a **TraX Help Ticket** requesting TAC assistance. Include the traveler's last name, TANUM, LOA, and the dollar amount in the ticket. For more on help tickets, see the information paper, [Required TAC Ticket Information](#).

All Personnel With the Exception of DIA Personnel

For direct remittance, travelers either mail in their payment or pay online. If paying by mail, make the check or money order payable to: U.S. Treasury, DSSN 3801. Send the payment along with a copy of the DTS Debt Notification email to the address below.

Disbursing Operations
ATTN: 3801 DTS Remittance
8899 E 56th Street
Indianapolis, IN 46249

If paying online by bank account, or by credit/debit card:

1. Go to [Pay.gov](#) by selecting the link or pasting the URL: <https://www.pay.gov/public/home> into your browser's search function.
2. The **Pay.gov** main page displays.
3. On the **Pay.gov** main page, in the Search field enter "DTS" and select **Search**.
4. The **Defense Travel System (DTS) Debt Notification Payment** option displays.
5. Select **Continue** to advance.
6. An information page appears.
7. Select **Continue to the Form**.
8. A **Pay.gov** message displays, select **OK**.
9. Follow the on-screen instructions to complete and submit the form.

For technical issues or questions regarding Pay.gov, please contact pay.gov.clev@clev.frb.org.

Personnel Assigned to DIA

For direct remittance, travelers assigned to DIA may mail in their payment.

Make the check or money order payable to: U.S. Treasury, DSSN 6944. Send the payment along with a copy of the DTS Debt Notification email to the address below.

Finance and Accounting Office
9800 Savage Road
Attn: Disbursing, Suite 6858
Ft. Meade, MD 20755-6858

For all other inquiries or requests, send an email to DTSDebtCollection@dodiis.mil.