



# Defense Travel Management Office



## DoD Commercial Travel Office Services

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2010 National Travel Forum

June 2010



# Agenda

- Overview of Commercial Travel Office (CTO) Services
- Commercial Travel Office Procurements



# Commercial Travel Program Management



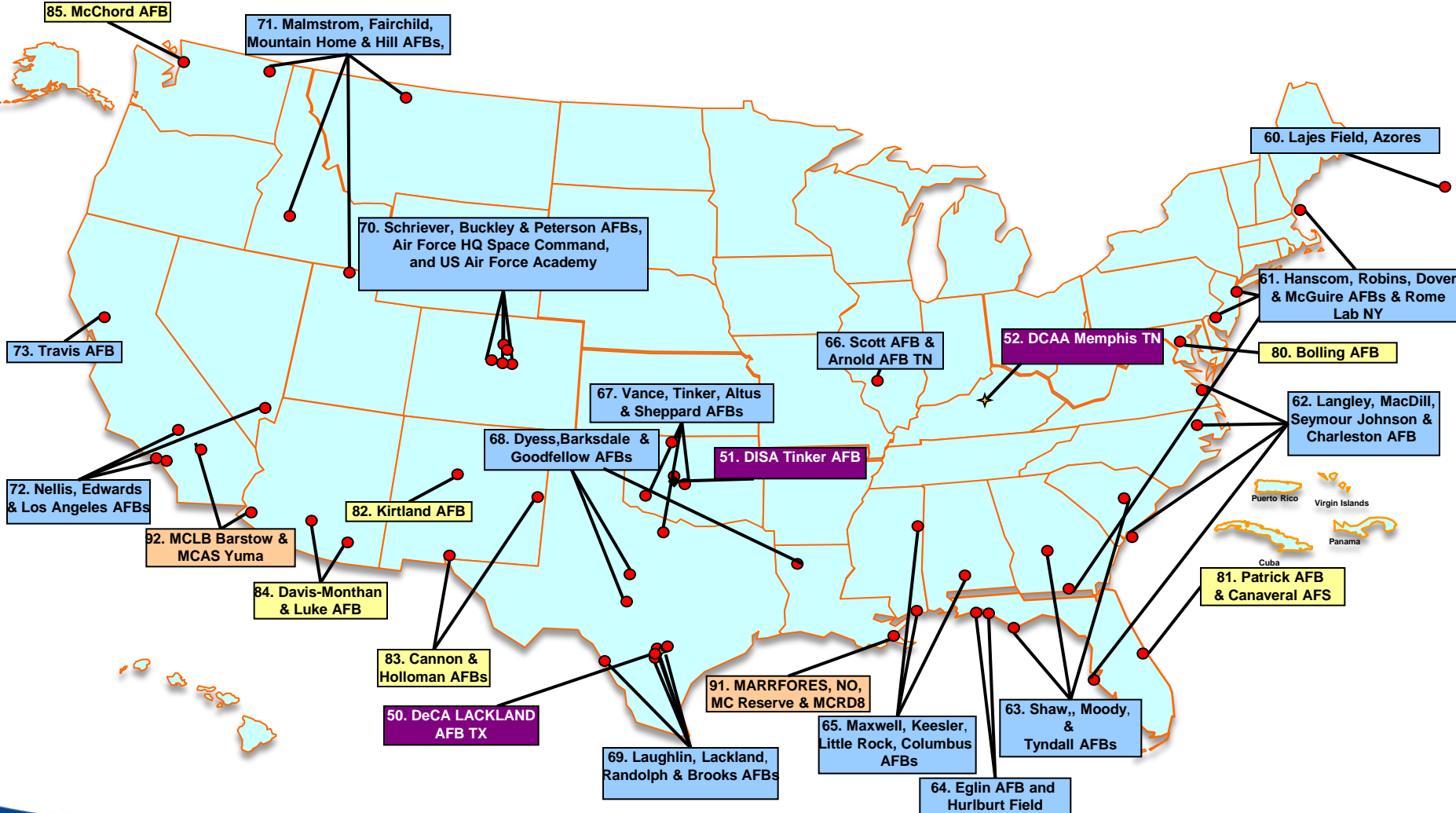
# Commercial Travel Office Services

- Worldwide Commercial Travel Office Contracts (CTO)
  - Selected 8 vendors for World Wide CTO contracts; 8 task orders issued to date
- Small Business Set Aside
  - Manage 30 Small Business Set Aside (SBSA) contracts, including MEPS locations; Increased Small Business participation from 6% to 12%
  - Preparing for new contract solicitation



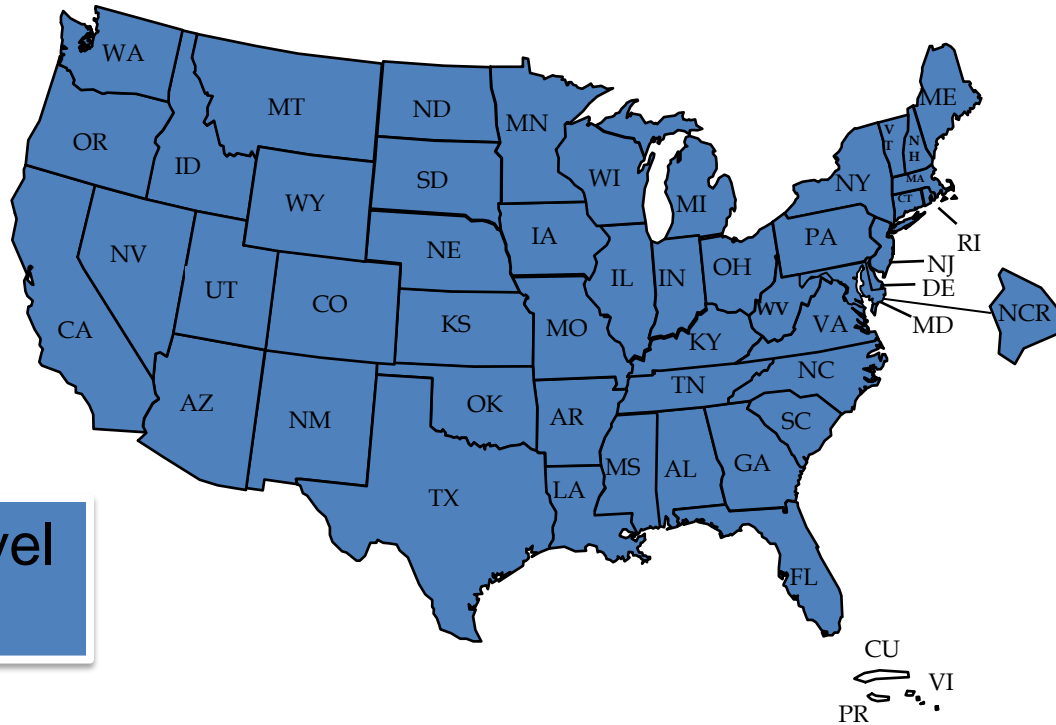


# Small Business Travel Areas excluding MEPS 30 Contracts Awarded





# CONUS Defense Travel Area 6 USMC/Defense Agencies Awarded One Task Order



Defense Travel  
Area 6

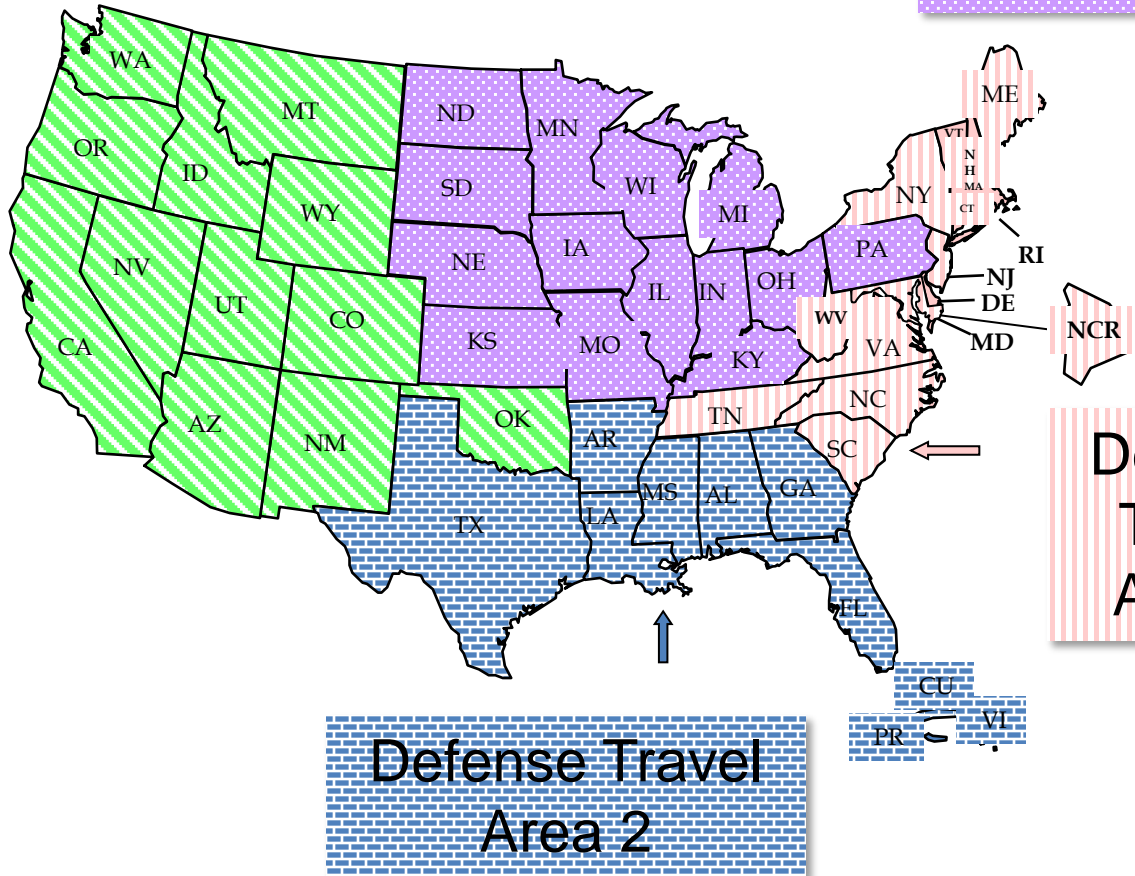


# CONUS Defense Travel Areas 1-4

## Army

### Awarded Four Task Orders

Defense Travel Area 1



Defense Travel Area 4

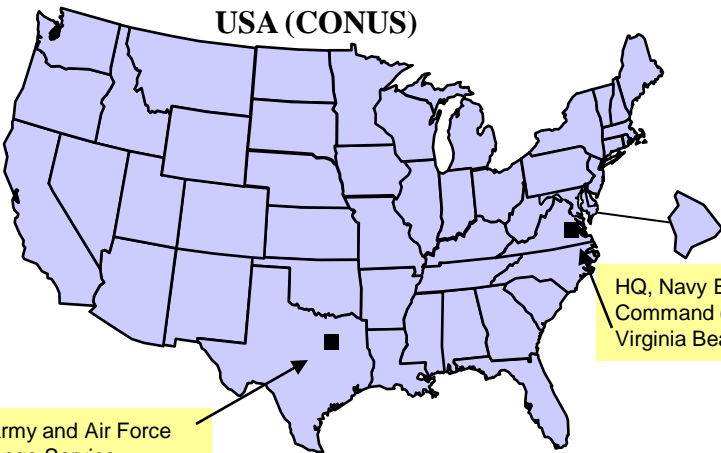
Defense Travel Area 3

Defense Travel Area 2



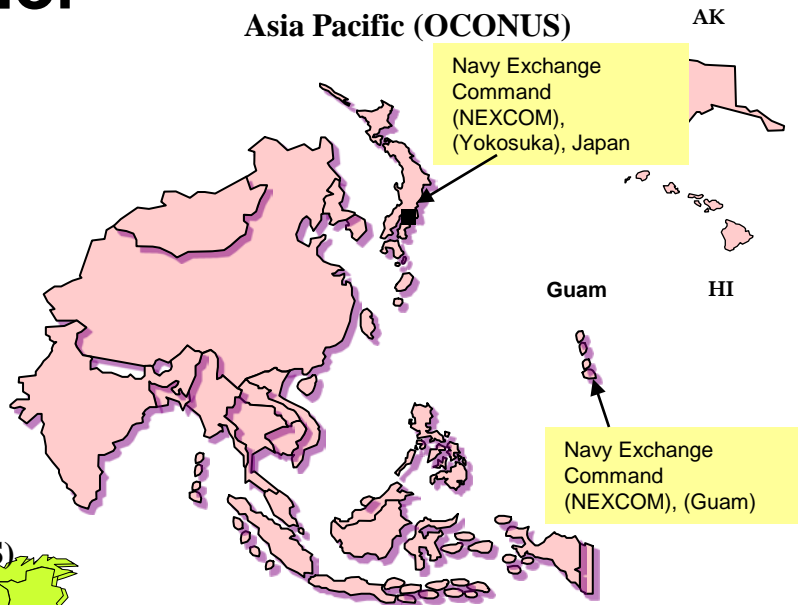


# CONUS/OCONUS 2 Defense Travel Area 11 NEXCOM/AAFES Awarded One Task Order



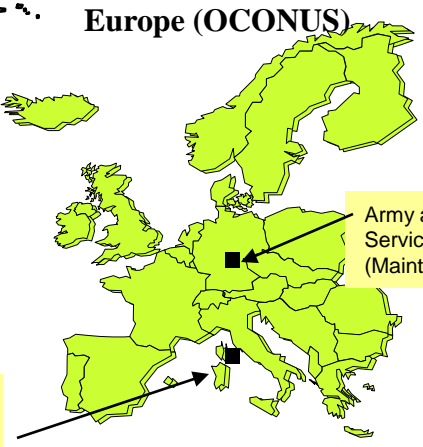
HQ, Army and Air Force Exchange Service (AAFES) Dallas, Texas

HQ, Navy Exchange Command (NEXCOM) Virginia Beach, Virginia



Navy Exchange Command (NEXCOM), (Yokosuka), Japan

Navy Exchange Command (NEXCOM), (Guam)



Army and Air Force Exchange Service (AAFES), Europe (Maintz-Kassel) Germany

HQ, Navy Exchange Command (NEXCOM), Europe (Gricignano) Italy

Defense Travel Area 11



# Republic of South Korea Army, USAF and DoD Agencies Awarded One Contract

## South Korea





# OCONUS Defense Travel Area 7

## ARMY, USAF, DoD Agencies

### Awarded One Task Order

**Defense Travel Area 7**

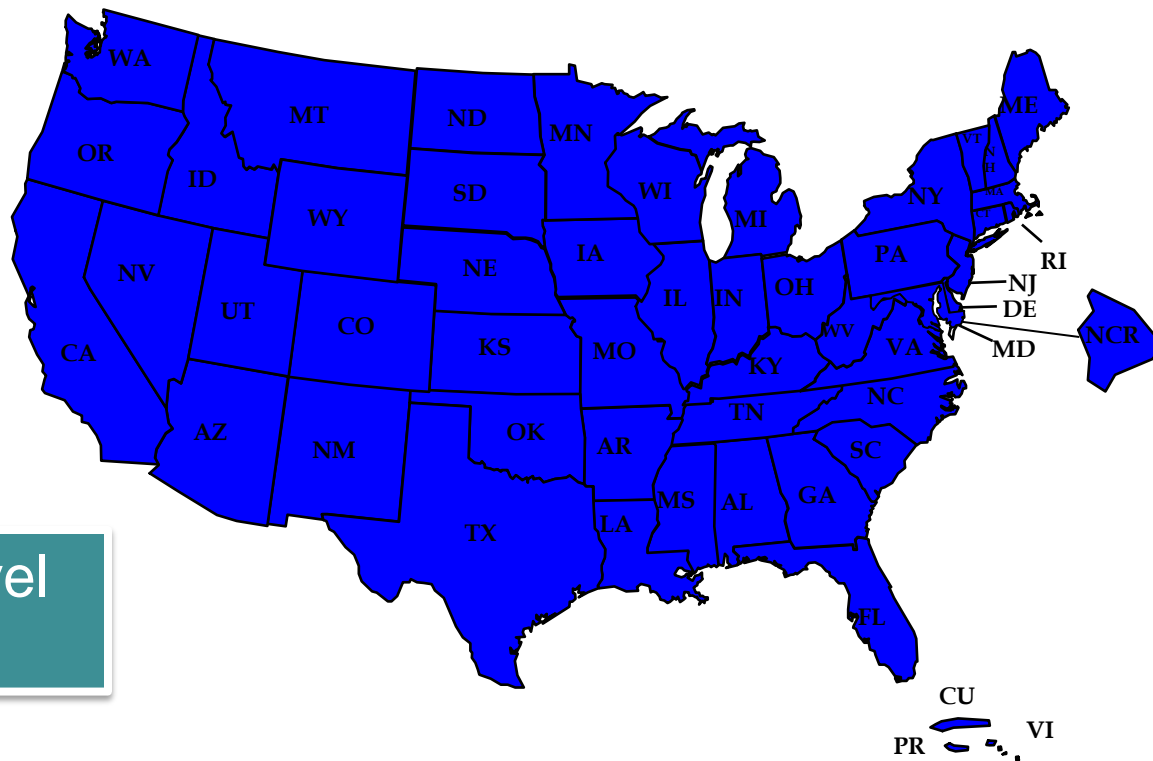
Countries
Germany
Italy
United Kingdom
Netherlands
Spain
Italy
Germany
Belgium
Turkey
Portugal

Austria
Greece
Croatia
Bosnia-Herzegovina
France
Finland
Iceland
Denmark
Hungary
Norway
Luxembourg





# CONUS Defense Travel Area 5 USAF Task Order Award Pending



Defense Travel  
Area 5

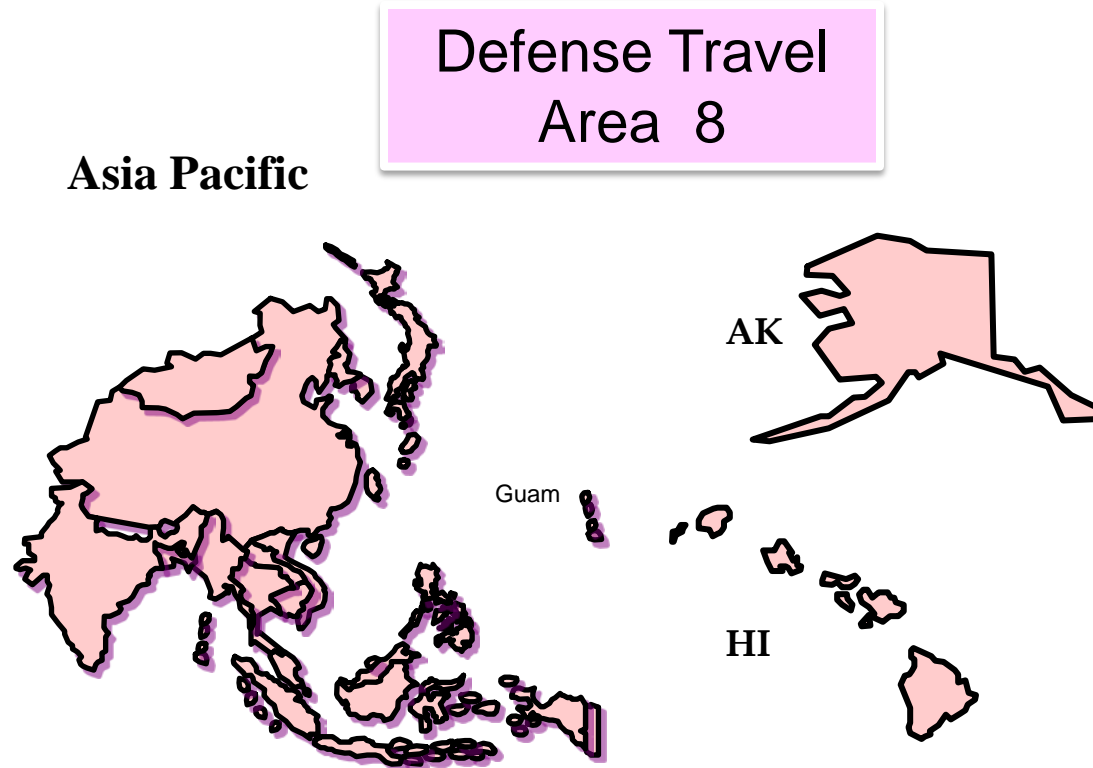


# OCONUS Defense Travel Area 8

## ARMY, AF, USMC, DoD Agencies (excluding Korea)

### Task Order Award Pending

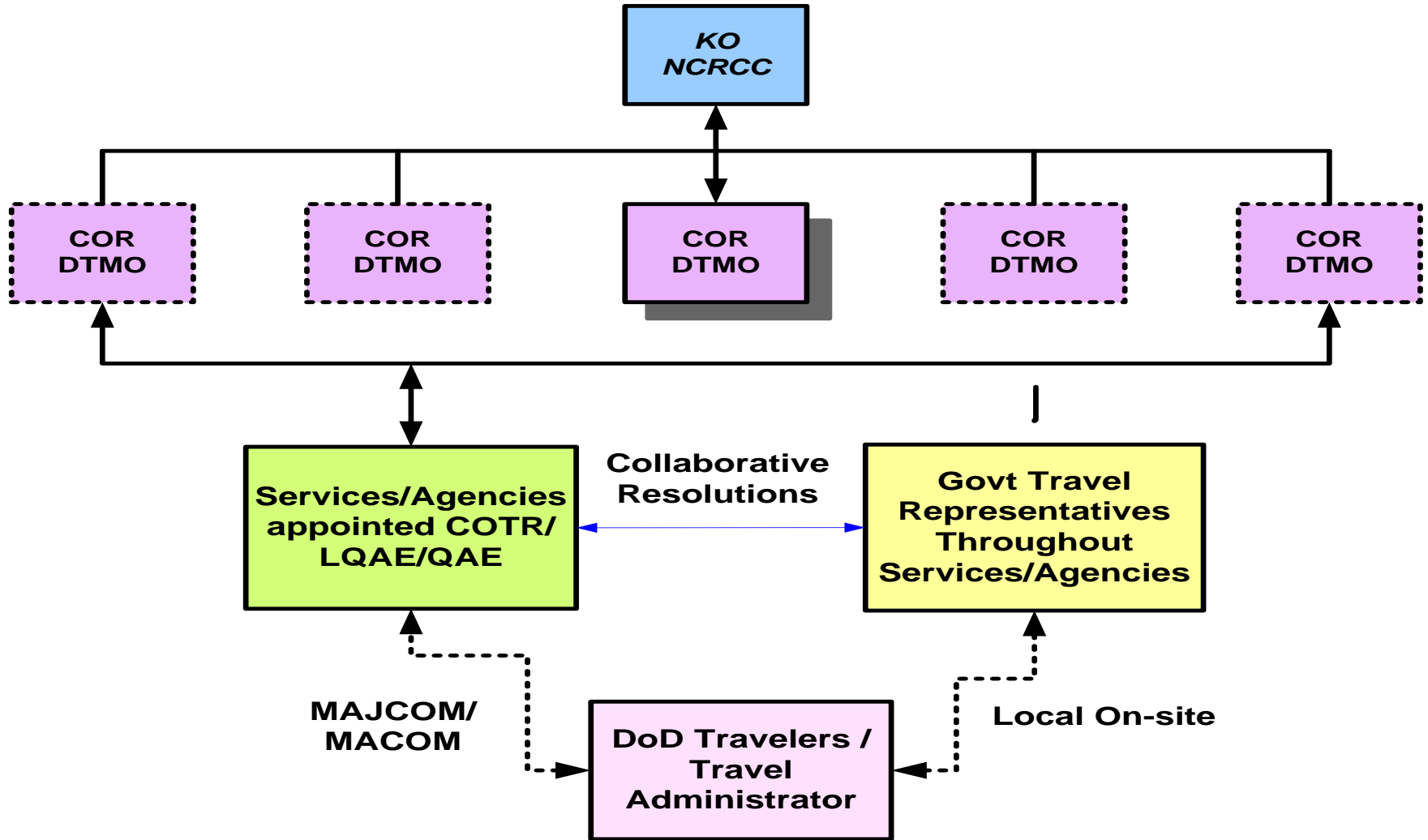
Countries
Japan
Malaysia
Thailand
Indonesia,
Guam
Singapore
Alaska
Hawaii
Philippines







# CTO Quality Assurance Organizational/Reporting Structure





# CTO Contract Definitions

- **Transaction** – comprised of an air, rail, hotel, or rental car reservations (or any combination there of) and may include multiple segments, multiple tickets, or changes (including cancellations) for travel services
- **Transaction Fee** – fee charged by a CTO for one DoD travel authorization, which includes all travel arrangements including enroute assistance
  - If reservation changes result in a ticket reissue, a new transaction fee can be charged



# Small Business Contracts Definitions

- ***DTS Transaction*** – Any transaction that initially comes across PNR-Gateway (Web Portal) that does not require CTO intervention in order to complete the reservation, ticketing, and Government-required reporting processes
  - DTS Transaction fee applies
  
- ***DTS Touch Transaction*** – Any transaction that comes across PNR Gateway (Web-Portal) that requires CTO intervention in order to complete the reservation, ticketing, and Government required reporting processes
  - DTS Touch Transaction fee applies



# Small Business – Contracts Transaction Fee Structure

- Traditional Transaction
  - Request for travel management services received by the CTO directly, not using DTS PNR-Gateway (Web Portal)
- Fees are only assessed when a ticket is issued
  - Applies to both DTS and CTO Assist Transactions
- Transaction fees are charged to same form of payment as ticket





# Worldwide Contracts – Transaction Fee Structure

- DTS Transaction Fee
  - Any transaction that initially comes across the PNR-Gateway (Web Portal) that does not require CTO intervention in order to complete the reservation and ticketing
  - Includes any processes required by the CTO to meet all requirements for DTS transactions
- CTO Assist Transaction Fee
  - Fee charged for Air/Rail tickets on one DoD travel authorization
  - Includes non air/rail services provided by the Contractor such as rental car and/or hotel reservations when an air/rail ticket is issued



# Contract Requirements – CTO Assist (Traditional) Authorizations

- CTO Assist (traditional) transactions – (CBA)
  - Copy of travel order/authorization shall be provided to Contractor prior to ticketing
- CTO Assist (traditional) transactions – (IBA)
  - Contractor shall view a hard copy of travel order/authorization prior to ticketing
  - CTO is not required to maintain a copy of travel order/authorization
- IBA transactions
  - Verbal Orders of the Commander (VOCO) must be authorized by an approving official; review of travel order/authorization by CTO after ticket issuance is not required



# Contract Requirements – CTO Assist (Traditional) Authorizations (continued)

- For CBA transactions, a confirmatory travel order must be issued within 72 hours of date travel began
- Official who directed travel is responsible for providing confirmatory travel order/authorization
- No impact or liability against CTO if confirmatory travel order/authorization is not obtained
- CTO is advised to notify transportation office at the time of CBA reconciliation if confirmatory travel order not provided



# Contract Requirements – Authorizations

- Electronic DTS generated authorizations, using Reservation Module and an IBA as a form of payment
  - CTO is not required to view a paper copy of the travel order/authorization prior to ticketing
- Tickets should not be issued more than three business days prior to travel, except when specifically requested by Government





# Contract Requirements – Seat Selection

- DTS transactions
  - Seat selection is auto-booked in accordance with airline policy
    - However, a traveler can request CTO assistance for seats
      - DTS Touch/CTO Assist transaction fee applies
- CTO Assist and traditional transactions
  - Contractor shall provide advance seat assignments and advance boarding passes in accordance with respective airline policies



# CTO Business Rules

- Should be developed to provide DoD travelers, administrative and supervisory personnel, and CTOs with a common set of transportation guidelines for DTS and CTO Assist travel services
- Shall not supersede DoD policy or CTO contract requirements
- CTO contract is a vehicle that binds the contractor of specific requirements to meet needs of traveler
  - CTO business rules should provide guidance on how to carry out the requirements of contract



## CTO Business Rules (continued)

- Should be a “living document,” and be revised when:
  - Policy changes
  - Additional DTS functionality and capabilities become available
  - CTO contracts are modified or there is a change in CTO
- TMO/TO/LDTA and CTO should work together to develop CTO business rules





# CTO Business Rules (continued)

## Business Rules Should Include:

• Emergency After Hours Assistance	• Lodging	• Servicing Airports
• En-route Assistance – Approvals; DTS and CTO Assist	• Frequent Flyer Upgrades	• Bus/Rail/Ferry Arrangements
• VOCO Orders	• Premium Class	• Contact Numbers
• Cancellations and Refunds	• Procedures For Base Closures/Down Days	• Government Rental Car Agreement
• International Travel	• Excess Baggage	• City Pair Program
• Group Travel	• Government Charge Cards	
• Tickets (Electronic, paper, pre-paid, advance ticketing, delivery)	• Leisure In Conjunction With Official (LICWO) travel	



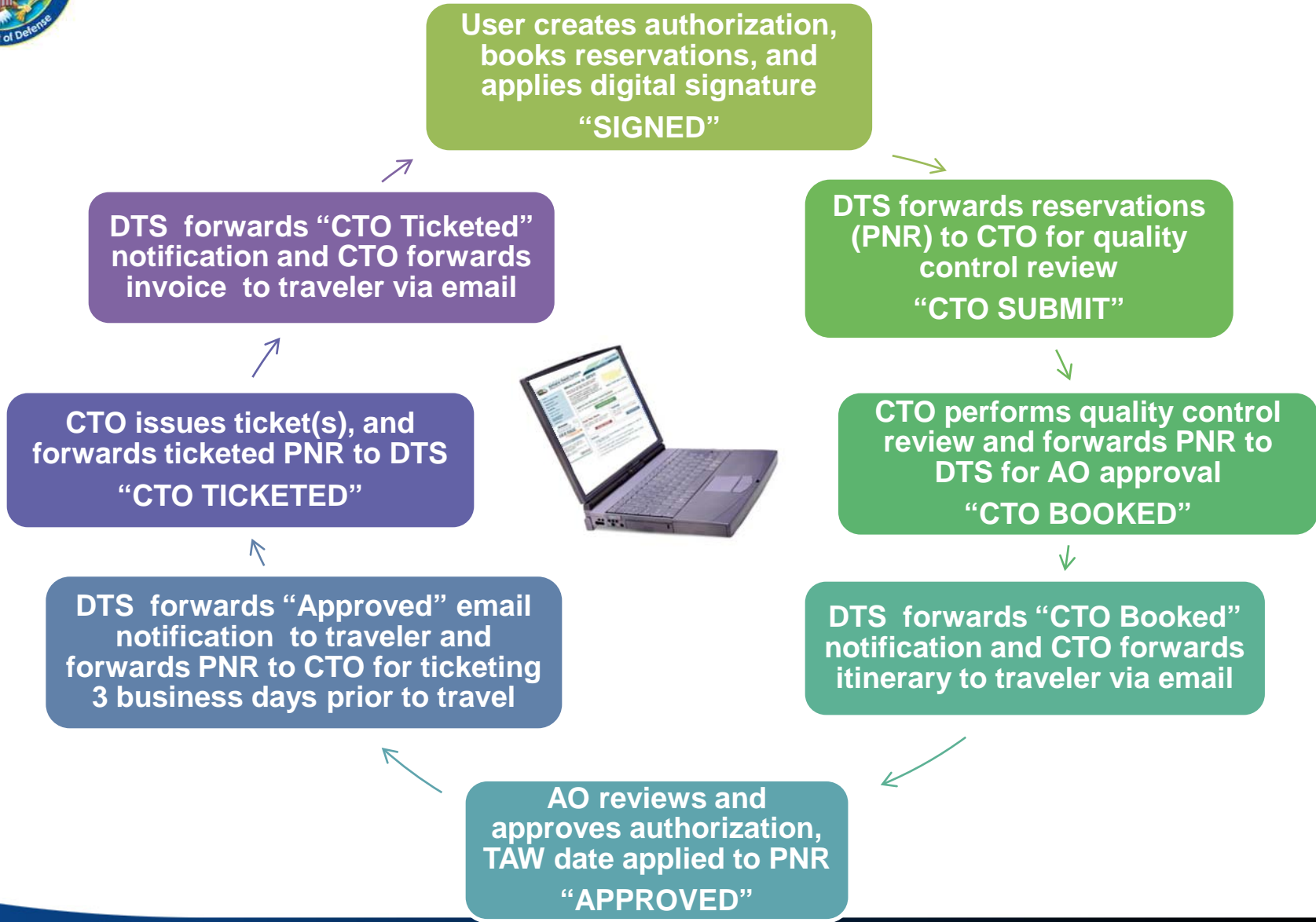
Visit  
**[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)**  
for more information



# Backup



# DTS/CTO Reservation Cycle





## “CTO Submit”

- Upon user selecting air/rail, rental car, and lodging reservations, DTS creates passenger name record (PNR)
  - PNRs contain reservation records, traveler contact information, frequent flyer accounts, etc.
- Upon user digitally signing travel authorization, DTS forwards PNR to CTO for quality control review (“CTO Submit”)
  - CTO does not have DTS access
  - PNR is forwarded by DTS to CTOs database a.k.a. Global Distribution System (GDS)



## “CTO Submit” (continued)

- DTS PNR as seen by CTO:

1.1TRAVELER/JOE

1 AA1107Y 01FEB DCADFW HK1 600A 830A/ E

2 CAR ET 01FEB HK1 DFW/02FEB/CCAR/ARR-830A/RET-  
0230P/RG-αUSD30.00 UNL DY XD22.00 UNL /BS-  
22972246/RC-DTS /CF-123456789

3 HHL BW HK1 DAL IN 01FEB OUT 02FEB 1NT 54847 BW  
/BW DALLAS / 95.00USD/AGT1234567/TRAVELER  
JOE/SI-CF-12345

4 AA2534 02FEB DFWDCA HK1 425P 810P / E



## “CTO Submit” (continued)

- DTS PNR contains documentation regarding traveler selections and requests for CTO assistance:

W‡FLIGHT NUMBER AA1107 DCA-DFW 02/01/10

W‡SEAT PREF 25D

W‡FLIGHT NUMBER AA2534 DFW-DCA 02/02/10

W‡SEAT PREF 20C

W‡COMMENTS CTO PLEASE ASSIST WITH BOOKING

Y‡LODGING SEGMENT 02/01/10 THRU 02/02/10

Y‡BW54847

Y‡DOUBLE BEDS NONSMOK

X‡CAR SEGMENT ET CCAR DFW 02/01/10 - 02/02/10



## “CTO Submit” (continued)

- Within one business day of receipt, CTO is required to perform quality control review, which consists of:
  - Ensuring reservations are complete and coincide with airline arrival/departure times
  - Checking alternate routes, times, etc. when travel is between origin/destination with no GSA contract City Pair award (Worldwide CTO Contracts only)
  - Booking traveler requests for assistance
- Upon completion of quality control review, CTO returns PNR to DTS
  - Document updated as “CTO Booked”



## “CTO Booked”

- At “CTO Booked”, travelers receive email notifications from:
  - DTS
    - Advisory message regarding the route and review to Authorizing Official (AO)
    - Streamlined itinerary to include any comments from CTO
  - CTO
    - Complete itinerary and any special instructions



## “CTO Booked” (continued)

- DTS generated “CTO Booked” email notification:

Your travel authorization named: JTDALLASTX020110\_A01 has been processed by the Commercial Travel Office (CTO) and will be forwarded to your authorization official (AO).

DATE	TIME	FLIGHT NUMBER	ORIGINATE/ DESTINATION
02/01/10	06:00	AA1107	Washington, DC (USA) (National Apt)/Dallas, TX (USA)
02/02/10	16:25	AA2534	Dallas, TX (USA) / Washington, DC (USA) (National Apt)

Any Comments from the CTO are displayed here below itinerary



## “Stuck at CTO Submit”

- When an authorization has been in “CTO Submit” status for a prolonged period of time, this is referred to as “stuck at CTO Submit”
- Causes:
  - CTO has not completed the quality control review
  - DTS system problem
  - CTO queuing issue
- Traveler’s/DTS administrators should contact the TAC for assistance with “stuck” PNRs



## “Approved”

- Upon AO approval, TAW (tickets are waiting) date is applied to PNR
  - TAW authorizes CTO to issue ticket
- Approved PNRs are forwarded to CTO for ticketing 3 business days prior to departure
  - Tickets may be issued in advance of TAW when requested by Government
- Traveler receives DTS email notification regarding approved document status
- Travelers should contact their AO and/or local DTS Help Desk if they have not received an “Approved” email notification within 3 business days of travel



## “Approved” (continued)

- DTS generated “Approved” email notification:

Subject: Defense Travel System Travel Document Approval Notification

This notification was generated to inform you that a Defense Travel System Authorization named JTDALLASTX020110\_A01 for JOE TRAVELER with authorization number of 0ABC1D was just stamped APPROVED by JUDY APPROVER.

Please do not respond to this email.



## “CTO Ticketed”

- Upon ticket issuance, CTO returns PNR to DTS
  - Authorization updated “CTO Ticketed”
  - Air ticket and transaction fee (when applicable\*) costs added
- \*Current Navy contract under management service fee; therefore, no transaction fee assessed at ticketing
- At “CTO Ticketed,” travelers receive email notifications from:
  - DTS
    - Ticketed notification to include streamlined Itinerary
  - CTO
    - Invoice to include complete itinerary, ticket numbers/ costs, after hours emergency numbers, etc.



## “CTO Ticketed” (continued)

- DTS-generated “CTO Ticketed” email notification:

The Commercial Travel Office (CTO) has ticketed your travel authorization JTDALLASTX020110\_A01, etc. The CTO TICKETED segment(s) are listed below.

DATE	TIME	FLIGHT NUMBER	ORIGINATE/ DESTINATION
02/01/10	06:05	AA1107	Washington, DC (USA) (National Apt)/Dallas, TX (USA)
02/02/10	11:35	AA1966	Dallas, TX (USA) / Washington, DC (USA) (National Apt)

Please review the above for accuracy. If the information is not correct, contact your CTO and AO immediately.



## Best Practices

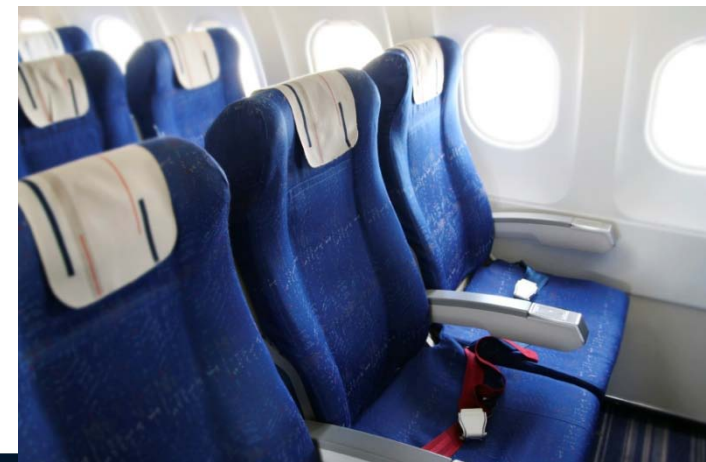
- DTS users/travelers should monitor DTS document status to ensure proper routing of travel authorization
- DTAs run weekly Approved Status Reports to identify documents pending AO approval
- Whether reservations were booked in DTS or by CTO directly, travelers **should not** proceed on travel unless they have received an itinerary/invoice with their ticketing information





# Seat Assignments

- Limited supply and high demand of flight inventory make it difficult to obtain advance seat assignments
  - Advance seat assignments are available on a first come, first serve basis
- Airlines can provide confirmed reservations without providing seat assignments
- Most airlines block a percentage of aircraft seats for pre-assignment
  - Select seats are available to frequent flyers





## Seat Assignments (continued)

- To obtain advance seat assignment, travelers can:
  - Book reservations as far in advance as possible
  - When allowed by airline, select seat assignments in DTS
  - Review email itinerary received by CTO to ensure seats selected in DTS were confirmed
  - If advance seats are not available, check seat availability via airline website or contact airline directly
  - Enroll in frequent flyer programs
  - Arrive at airport early



# Restricted Airfares

- In addition to GSA contract City Pair fares, DTS displays non-contract Government fares, and unrestricted fares available to the general public
  - Traveler may request CTO assistance to obtain restricted fares
- Risks associated with use of restricted airfares:
  - Fees and penalties associated with restricted fares
    - Up-front savings may be consumed and surpassed if travelers frequently change or cancel travel plans



## Restricted Airfares (continued)

- Other risks to consider include:
  - Unused tickets are non-refundable/non-transferable
  - Value of unused ticket (if any) must be used within timeframe established by airline or may be forfeited if cancelled
  - Airline charges additional fees for reservation changes and ticket re-issuance
  - Advance purchase and/or advance ticketing requirements
    - If document is not approved by AO and ticketed within time required, reservations will be cancelled by airline
    - AO/Traveler must contact CTO upon AO approval for ticket issuance



# Duplicate Bookings

- When two or more reservations are held on the *same* airline for travel within the *same* time frame
  - Regardless of class of service or booking method
  - Includes reservations booked on same flight and/or multiple flights to same origin/destination





# Duplicate Bookings (continued)

- Consequences for holding duplicate reservations include:
  - Cancellation of reservations by airline
  - Multiple airline ticket and transaction fee charges on government travel charge card
  - CTO fined (i.e., debit memo) by airline
    - Includes reservations made by travelers in DTS
    - Services/Agencies may be liable





# Preventing Duplicate Bookings

- Avoid creating multiple authorizations with reservations to same/similar TDY locations during same time period
  - Includes un-signed authorizations
- Prior to creating duplicate or similar authorization, cancel reservations and remove authorization
- Do not contact CTO to make travel reservations when DTS authorization with reservations already exists
  - If CTO is contacted directly, reference any existing DTS reservation



## Preventing Duplicate Bookings (continued)

- If travel reservations were made directly with CTO (outside of DTS), bypass reservations module when creating DTS authorization
  - When completing the Trip Preview:
    - Indicate “Other” in Section B (“I will be travelling to/from my TDY location” )
    - Do not indicate the need for rental car or lodging in Section D (“At this location I will need”)
- Enter transportation costs manually in Travel-Other Transportation



# Inventory Churning

- Practice whereby airline reservations are repeatedly created and canceled
  - Ties up seat inventory; prohibited by airline industry
  - CTOs are fined (i.e., debit memo) by airline
    - Services/Agencies may be liable for debit memos



## Preventing Inventory Churning (continued)

- Majority of churning is due to unsigned authorizations
  - Remember to sign DTS authorizations with reservations
    - Traveler forgets to sign, reservations are cancelled, traveler re-books
- Avoid creating authorizations with reservations to obtain travel costs/schedules
  - Encourage travelers to utilize TRAX, GSA website, or fedtravel.com to obtain:
    - Government flight/rail schedules and fares
    - FEMA-approved hotels offering government rates
    - Car rental vendors who participate in U.S. Government Rental Car Program



# DTS Traveler Profile

- Whether you travel frequently or a few times a year, ensure the following DTS profile information is current:
  - Duty phone
  - Home phone
  - Email address
    - CTO or airline may need to contact traveler regarding reservations
  - Government Charge Card
    - Ensure card on file is valid and has been activated
    - Work with APCs



# Contacting the CTO

- *Do* contact the CTO for:
  - Emergency travel plans
  - En route assistance
  - Unused tickets
- *Do not* contact the CTO for:
  - DTS questions/issues
    - Travelers should utilize local help desk, Travel Assistance Center (TAC), and Travel Explorer (TRAX)
  - Reservation Changes
    - If travel has not commenced, reservation changes should be processed in DTS





# DTA Support

- Quality Assurance Evaluators (QAE) and Contracting Officer Technical Representatives (COTR) are qualified government representatives personnel designated as a local resource for resolving CTO issues
  - Serve as local point of contact for travelers, DTAs, and CTO
  - DTAs should discuss all DTS/CTO performance issues/concerns with QAE/COTR



# Resources

- Travel Explorer (TraX)  
([www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport))
  - DTS Document Processing Manual
  - DTS CTO Orientation and User's Guide
- Travel Assistance Center (TAC)
  - Submit a help ticket online through TraX
  - 1-888-Help1Go
    - If calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146)

