

# **VA's FedTraveler.com Superusers and System Administrators Training**

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# Overview



- Debit Memo Prevention
- Long Term TDY Travel
- TDY within a TDY Travel

# Debit Memo Prevention



Debit memo is a fee imposed by the airlines for an airline infraction. These fees are normally issued to the TMC and range from a \$50.00 administrative fee to the full price of the reservation

- Common types of airline infractions:
  - **Duplicate Booking:** A traveler has more than one reservation for the same date(s), or approximately the same date(s), or overlapping dates
  - **Churning:** Modifying an existing Passenger Name Record (PNR) (commonly known as Record Locator number) to change the airline, time or date of a current reservation, which is not within the airline fare rules. This juggling of airline inventory is strictly against airline booking policies
  - **Inactive Segments:** A travel reservation is made in the system which isn't cancelled or ticketed prior to the first flight's time

# Debit Memo Prevention



## Duplicate Booking:

- **Reason for Debit Memo:** An individual is taking up two or more airline reservations (inventory). Airlines lose potential sales if an individual has duplicate bookings
- **How can this occur?**
  - Example 1 – A traveler and alternate preparer create separate travel reservations for the traveler during the same timeframe
  - Example 2 – A traveler has an existing reservation in FedTraveler.com, wants to keep the reservation, but calls the TMC for assistance. The traveler must inform the TMC of the existing reservation; if not, the TMC may create a duplicate reservation for the traveler
- **Preventative Measures:**
  - Develop a single source for making travel arrangements and do not make multiple (overlapping or duplicate) reservations
  - If contacting the TMC, disclose any PNRs which may exist for the traveler
  - Prior to making airline reservations, make sure there are no pre-existing reservations with the same dates

# Debit Memo Prevention



## Churning:

- **Reason for a Debit Memo:** Any changes made to airline inventory in an attempt to circumvent airline fare rules (whether purposefully or not) result in an airline infraction
- **How can this occur?**
  - A traveler reserves a restricted fare, and does not get his/her approver's approval on the travel authorization within the 24-hour or less approval requirement. Instead of canceling the reservation, the traveler modifies the existing reservation and makes a new reservation using the same PNR. Each reservation requires a new PNR and FedTraveler.com only issues one PNR with the original reservation
- **Preventative Measures:**
  - Do not access the Online Booking Engine to change existing reservations. If changes are necessary perform the following actions:

# Debit Memo Prevention



## Churning cont:

- **Modification before the Travel Authorization (TA) is approved:**
  - The user needs to cancel the original TA in FedTraveler.com
  - FedTraveler.com will send a message to the TMC to cancel all reservations and the document status will change to “Canceled, Incomplete”
  - The Traveler’s reservations will be released and an email notification for the canceled reservations will be sent to the traveler
  - The user must submit the “Canceled, Incomplete” travel authorization for approval. Once approved an auto-generated TMC Cancellation Voucher is generated for applicable fees
  - The user must create a new travel authorization and make new reservations
  - The user must submit the new TA and get it approved so that the itinerary can be ticketed
  - It may be necessary to contact the TMC if travel is within 24-hours

# Debit Memo Prevention



## Churning cont:

- **Modification after Travel Authorization (TA) is approved, but before reservation is ticketed:**
  - Cancel the TA in FedTraveler.com
  - FedTraveler.com will send a message to the TMC to cancel all reservations and the Traveler's reservations will be released
  - The Traveler will receive an email notification for the cancellation
  - The document status will change to "Canceled"
  - FedTraveler.com will auto-generate a TMC Cancellation Voucher for the applicable fees
  - Create a new TA and make new reservations
  - The user must submit the new TA and get it approved so that the itinerary can be ticketed
  - It may be necessary to contact the TMC if travel is within 24-hours
- **Modification after reservation is ticketed:**
  - Call the TMC to make required changes to the existing reservation
  - Complete the document in FedTraveler.com as advised by TMC

# Debit Memo Prevention



## Inactive Segments:

- **Description:** A travel reservation is made in the system which isn't canceled or ticketed prior to the first flight's time
- **Reason for a Debit Memo:** An individual is taking up airline inventory and the airline loses potential sales
- **How can this occur?**
  - A traveler and/or alternate preparer makes an airline reservation, and allows the reservation to sit in the Global Distribution System (GDS) with no intention of ticketing it
- **Preventative Measures:** Travelers and/or alternate preparers must cancel reservations as soon as it is known the travel episode will not take place

# Long Term TDY Travel



A long term TDY is considered a TDY that is more than 30-days and would require a traveler to submit an expense report every 30-days or sooner

## **Scenario:**

An individual is traveling from Austin, Texas to Washington, D.C. from June 1 through August 31, 2010. There are certain procedural requirements that must be followed to ensure the traveler's expenses are reimbursed timely and travel status remains valid.

❖ See the next set of slides for step-by-step instructions

# Long Term TDY Travel



## Step 1

- Create a Travel Authorization (TA) covering the entire TDY duration to include travel arrangements. Example: June 1 through August 31, 2010
- On the 29<sup>th</sup> day or sooner amend the original TA. The trip end date will not be greater than 30-days. Example: June 1 through June 29, 2010
- Add 25% of Meals and Incidentals (M&IE) for the last day on the amended TA accounting for 100% of M&IE, enter the amount as a “Miscellaneous Expense”

*Note: Provide an explanation any time Miscellaneous Expenses are entered in FedTraveler.com*

# Long Term TDY Travel



Step 1 cont.

- Add one night of lodging for the last day on the amended TA, enter the amount as a “Miscellaneous Expense”
- Once the amended TA is approved, complete an expense report

*Note: All required receipts must be faxed into the system*

*Note: Transportation charges and OBE transaction fees will be claimed on the first expense report*

# Long Term TDY Travel



## Step 2

- Create a new TA covering the remaining TDY duration  
Example: June 30 through August 31, 2010
- Segments 1 and 2 will be the same city.  
Example: Washington, D.C.
- Enter airport code "AAA" in the airport field in Segment 2
- Add 25% of Meals and Incidentals (M&IE) for the first day accounting for 100% of M&IE, enter the amount as a "Miscellaneous Expense"
- Add other expenses as required

*Note: Enter comments referencing the first TA number and that this TA is a continuation of the first TA*

- Submit for approval

# Long Term TDY Travel



## Step 2 cont.

- On the 29<sup>th</sup> day or sooner amend the TA. The trip end date will not be greater than 30-days. Example: June 30 through July 29, 2010
- Add 25% of Meals and Incidentals (M&IE) for the last day on the amended TA accounting for 100% of M&IE, enter the amount as a “Miscellaneous Expense”
- Add one night of lodging for the last day on the amended TA, enter the amount as a “Miscellaneous Expense”
- Once the amended TA is approved, complete an expense report

*Note: All required receipts must be faxed into the system*

# Long Term TDY Travel



Create Travel Authorization and Travel Arrangements 104T15001  
Example: Austin Texas to Washington, D.C. from June 1 through August 31, 2010

Amend TA 104T15001-01  
Austin Texas to Washington, D.C.  
June 1 through June 29, 2010

- Add 25% M&IE for Last Day-Misc Exp
- Add one night of Lodging for Last Day-Misc Exp

Submit for approval

Complete expense report:

*Note: All required receipts must be faxed into the system, e.g., hotel and transportation*

*Note: Transportation charges and transactions fees will be expensed on the first expense report*

Submit for approval

Create a new Travel Authorization 104T15002  
Example: Washington, D.C. to Washington, D.C.  
June 30 through August 31, 2010  
Airport code will be AAA

- Add 25% of Meals and Incidentals (M&IE) for the first day
- Add other expenses as required
- Submit for approval

Amend TA 104T15002-01  
Washington, D.C. - Washington, D.C.  
June 30 through July 29, 2010

- Add 25% M&IE for Last Day-Misc Exp
- Add one night of Lodging for the Last Day-Misc Exp

Submit for approval

Complete expense report:

*Note: All required receipts must be faxed into the system*

Submit for approval

Create a new Travel Authorization for the return home  
104T15003  
Example: July 30 through August 31, 2010

- Add 25% of Meals and Incidentals (M&IE) for the first day
- Add other expenses as required

Submit for approval

After returning home complete an expense report

*Note: All required receipts must be faxed into the system*

# TDY within a TDY



A TDY within a TDY is considered traveling to another location other than the home station while on TDY. This usually occurs when an individual is on a Long Term TDY

## **Scenario:**

An individual is traveling from Austin, Texas to Washington, D.C. from August 1 through August 31, 2010. Traveler is notified that they must go TDY to Denver, CO on August 16, 2010 and return back to Washington, D.C. on August 20, 2010. There are certain procedural requirements that must be followed to ensure the traveler's expenses are reimbursed timely and travel status remains valid.

❖ See the next set of slides for step-by-step instructions

# TDY within a TDY



## Step 1

- Create a TA covering the entire TDY duration to include travel arrangements. Example: August 1 through August 31, 2010
- Once notified of the additional TDY, amend the original TA Example: August 1 through August 15, 2010
- Add 25% of Meals and Incidentals (M&IE) for the last day on the amended TA accounting for 100% of M&IE, enter the amount as a “Miscellaneous Expense”
- Add one night of lodging for the last day on the amended TA, enter the amount as a “Miscellaneous Expense”

*Note: Provide an explanation any time Miscellaneous Expenses are entered in FedTraveler.com*

- Submit for approval

# TDY within a TDY



## Step 2

- Create a new TA for the TDY within a TDY to include travel arrangements  
Example: August 16 through August 20, 2010 from Washington, D.C to Denver, CO and back to Washington, D.C
- Add 25% of Meals and Incidentals (M&IE) for the first and last day, accounting for 100% of M&IE for the new location, enter the amount as a “Miscellaneous Expense”
- See FTR 301-11.102 for per diem rates with or without lodging:

For days of travel which		Your applicable M&IE rate is
Require lodging		The M&IE rate applicable for the TDY location or stopover point.
Do not require lodging, and	Travel is more than 12 hours but less than 24 hours.	The M&IE rate applicable to the TDY site or the highest M&IE rate applicable when multiple locations are involved).
	Travel is 24 hours or more, and you are traveling to a new TDY site or stopover point at midnight.	The M&IE rate applicable to the new TDY site or stopover point.
	Travel is 24 hours or more, and you are returning to your official station.	The M&IE rate applicable to the previous day of travel

# TDY within a TDY



Step 2 cont.

- Add other expenses as required

*Note: Enter comments referencing the first TA number and that this TA is a TDY within a TDY*

- Submit for approval
- Ensure reservations are ticketed prior to departing for the airport or train station

# TDY within a TDY



## Step 3

After returning from the TDY, complete the expense reports for both the original TA and the TA for the TDY within a TDY

- On the original TA's expense report, claim expenses incurred from August 1 through August 15, 2010, e.g., rental car, transportation, hotel and other related expenses

*Note: Traveler will have to pay for the hotel and rental car for the time frame in order to be reimbursed. Example expense incurred from August 1<sup>st</sup> – August 15<sup>th</sup>*

*Note: All required receipts must be faxed into the system*

# TDY within a TDY



## Step 3 cont.

- On the TDY within a TDY expense report, only claim expenses incurred while on this TDY, e.g., rental car, transportation, transaction fees, hotel and other related expenses

*Note: All required receipts must be faxed into the system*

*Note: If the traveler is authorized to retain the hotel room at the Long Term TDY location while on TDY, these charges will be claimed on the next available expense report. Please contact Travel Policy for a ruling on your situation*

# TDY within a TDY



## Step 4

- Create a new TA for the return home, covering the remaining TDY duration. Example: August 21 through August 31, 2010
- Add 25% of Meals and Incidentals (M&IE) for the first day accounting for 100% of M&IE, enter the amount as a “Miscellaneous Expense”
- Add other expenses as required

*Note: Enter comments referencing the first TA number and that this TA is a continuation for the first TA*

- If authorized to retain the hotel room at the Long Term TDY location while on TDY, enter the amount as a “Miscellaneous Expense”
- Submit for approval

# TDY within a TDY



Step 4 cont.

- After returning home, complete an expense report

*Note: Do not claim transportation charges and fees, as they were claimed on the first expense report. However, if recent changes were made to the return home flight, expenses may be entered on this expense report*

*Note: All required receipts must be faxed into the system*

# TDY within a TDY Travel



Create Travel Authorization and Travel Arrangements 104T15010  
Example: Austin Texas to Washington D.C. from August 1 through August 31, 2010

Amend TA 104T150010-1  
Austin Texas to Washington D.C.  
August 1 through August 15, 2010

- Add 25% M&IE for Last Day-Misc Exp
- Add one night of Lodging for Last Day-Misc Exp

Submit for approval

Complete Expense Report:  
Claim expenses incurred from August 1 through August 15, 2010, e.g. rental car, transportation, hotel and other related expenses  
  
*Note: Traveler will have to pay for the hotel and rental car for the time frame in order to be reimbursed*  
*Note: All required receipts must be faxed into the system*

Submit for approval

Create a new Travel Authorization 104T15011  
Example: Washington, D.C. to Denver, CO and back to Washington, D.C.  
August 16 through August 20, 2010

- Add 25% of Meals and Incidentals (M&IE) for the first day
- Add other expenses as required
- Submit for approval

After returning from the TDY complete the expense report for the original TA and the TA for the TDY within a TDY

Complete Expense Report:  
Claim expenses incurred from August 16 through August 20, 2010, e.g. rental car, transportation, hotel and other related expenses  
  
*Note: All required receipts must be faxed into the system*

Submit for approval

Create a new Travel Authorization for the return home 104T15012  
Example: August 21 through August 31, 2010

- Add 25% of Meals and Incidentals (M&IE) for the first day
- Add other expenses as required

Submit for approval

Complete Expense Report:  
  
*Note: All required receipts must be faxed into the system*

Submit for approval

# Summary



- Debit Memo Prevention
- Long Term TDY Travel
- TDY within a TDY Travel

# QUESTIONS?