



# 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



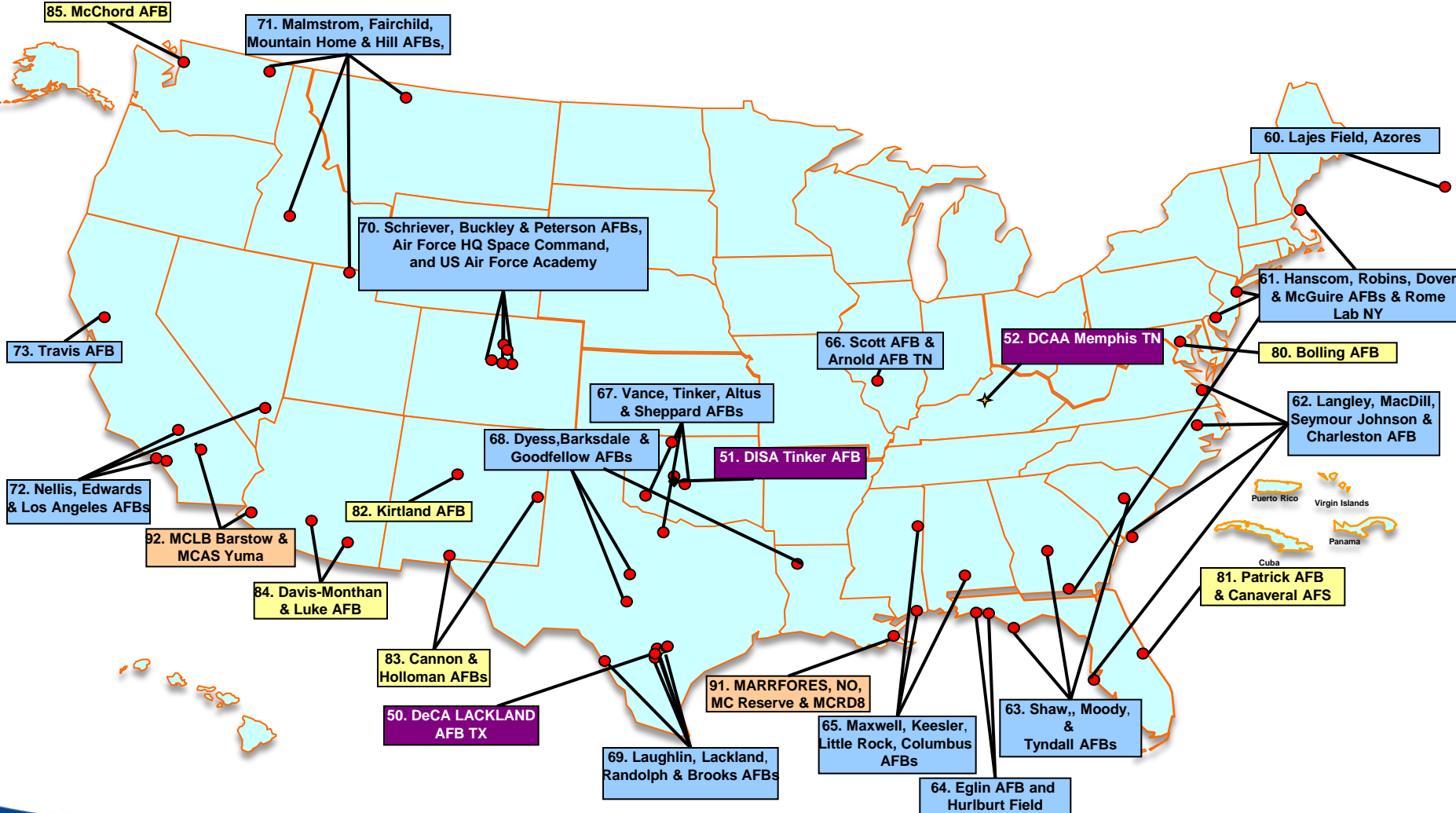
# Commercial Travel Office Services

- 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



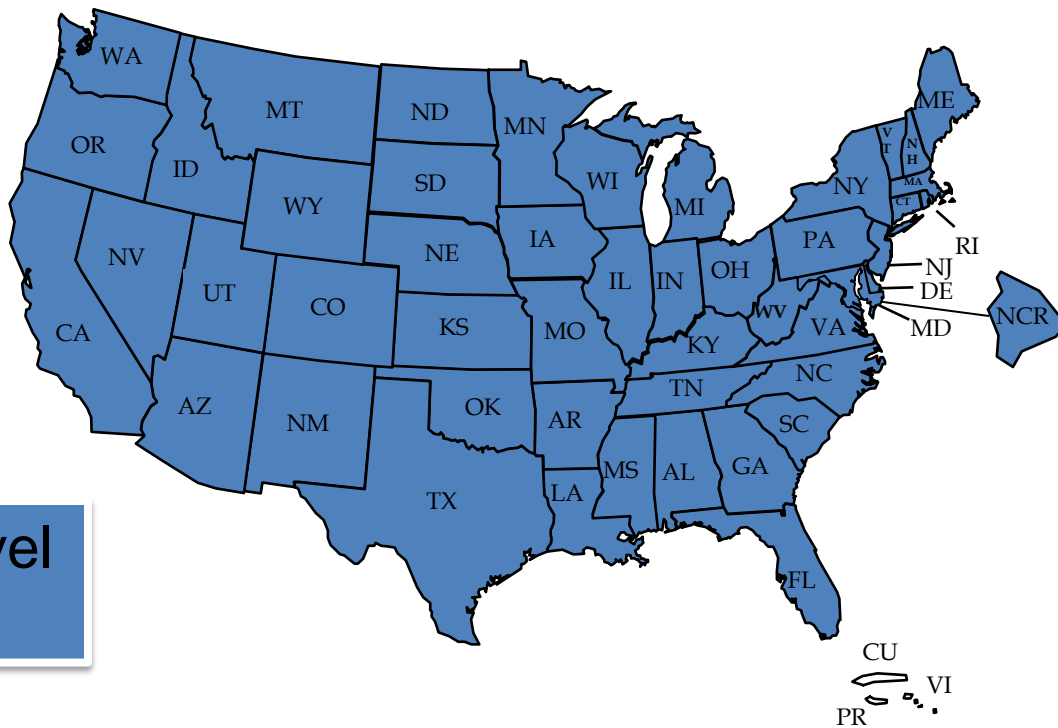


# Small Business Travel Areas excluding MEPS 30 Contracts Awarded





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



Defense Travel  
Area 6

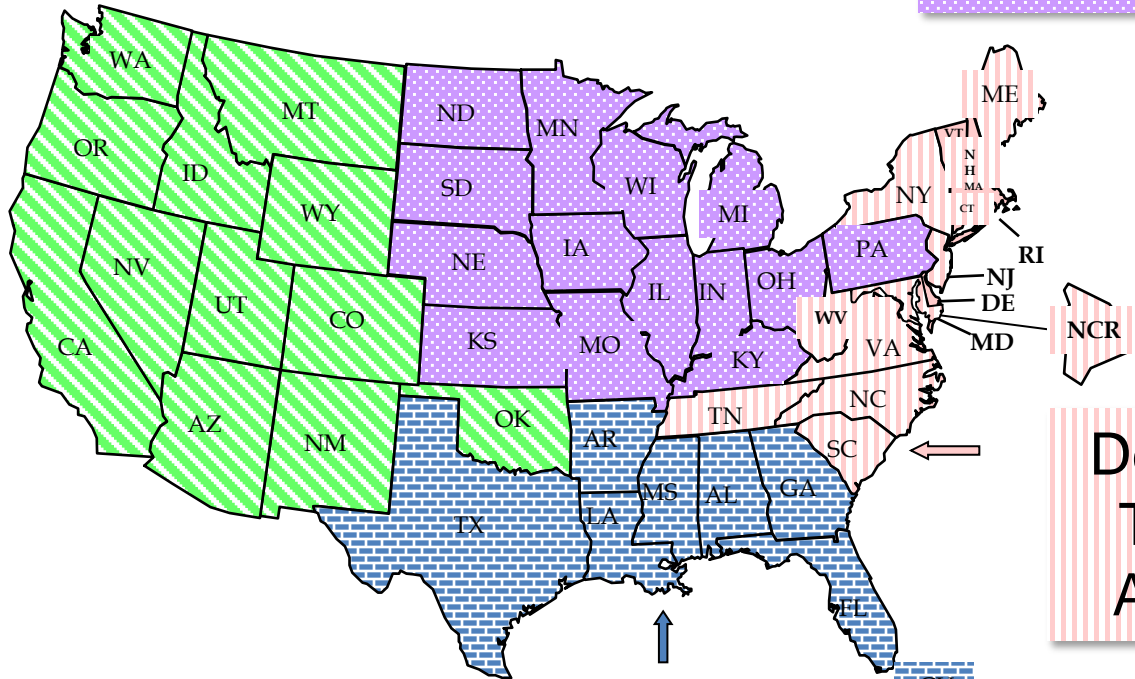


# CONUS Defense Travel Areas 1-4

## Army

### Awarded Four Task Orders

Defense Travel Area 1



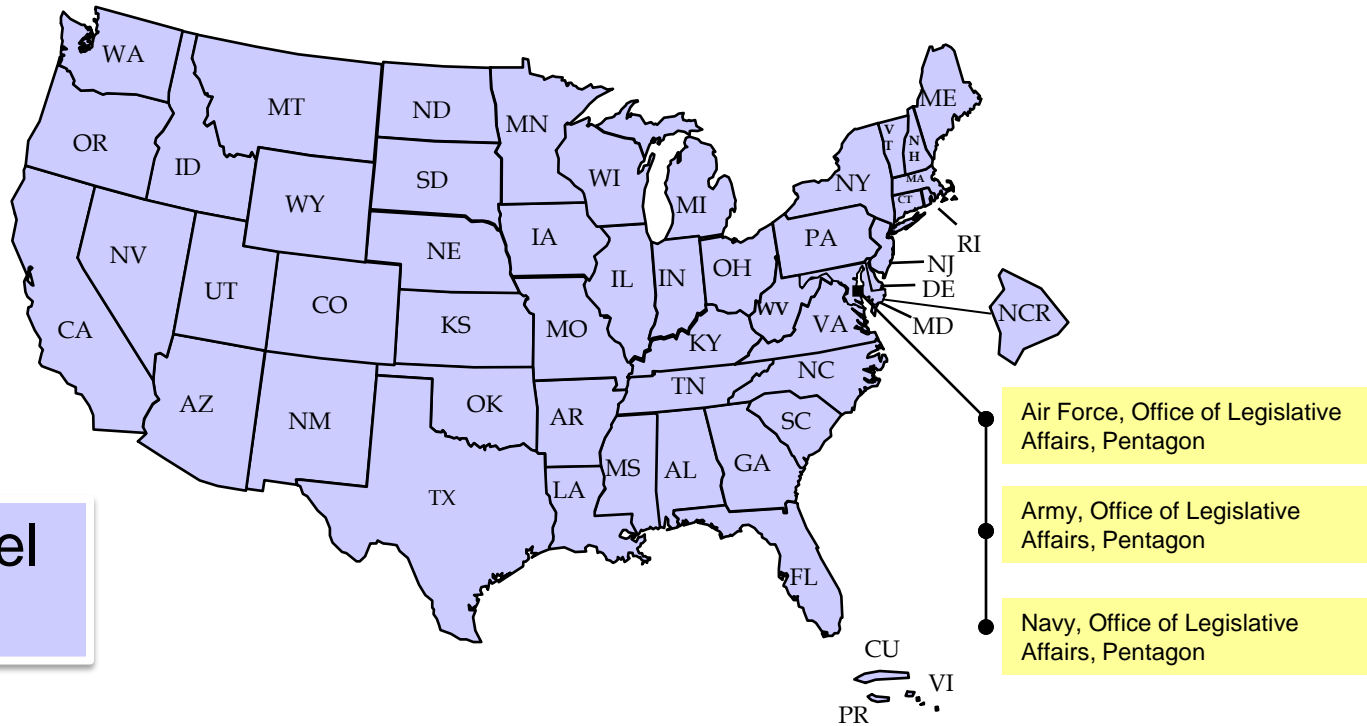
Defense Travel Area 4

Defense Travel Area 3

Defense Travel Area 2



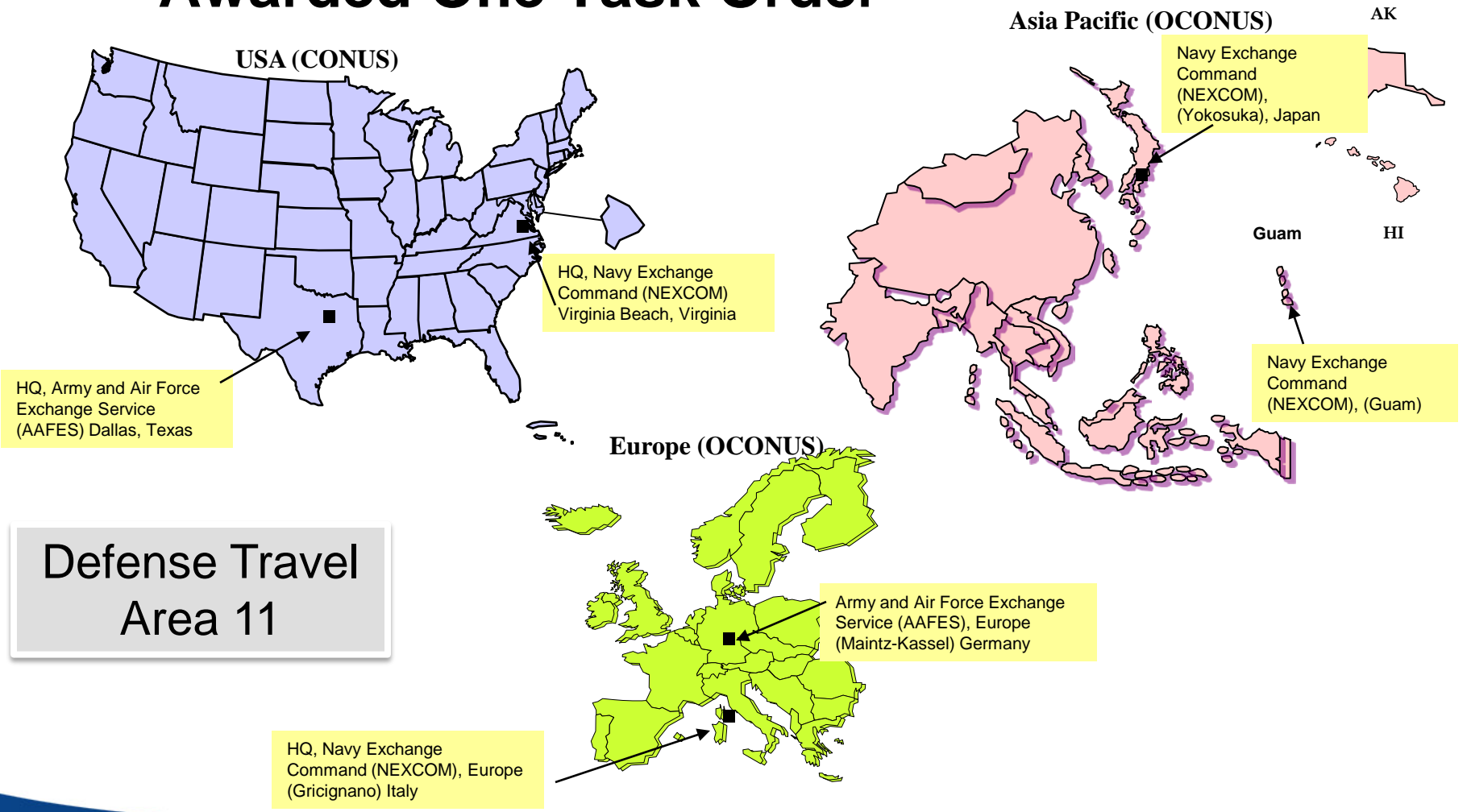
# CONUS 2 Defense Travel Area 10 ARMY, AF, NAVY Legislative Affairs Awarded One Task Order



Defense Travel  
Area 10



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



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**

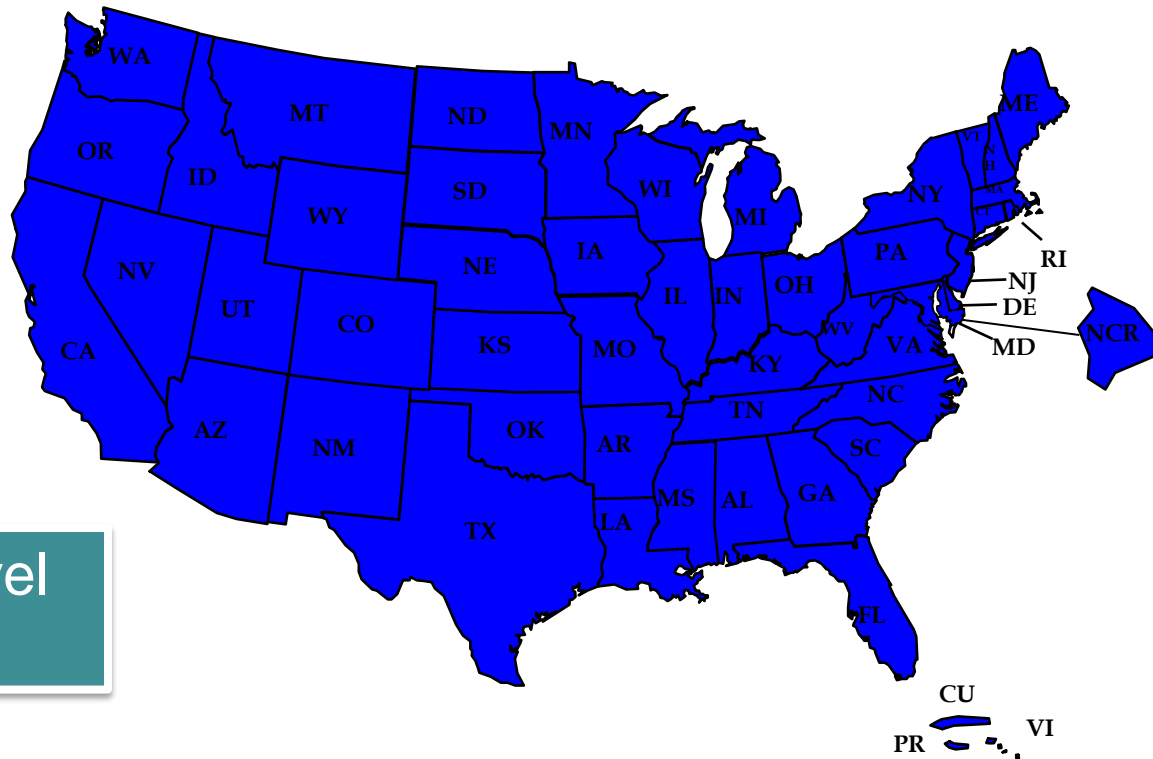
Countries
Germany
Italy
United Kingdom
Netherlands
Spain
Italy
Germany
Belgium
Turkey
Portugal

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

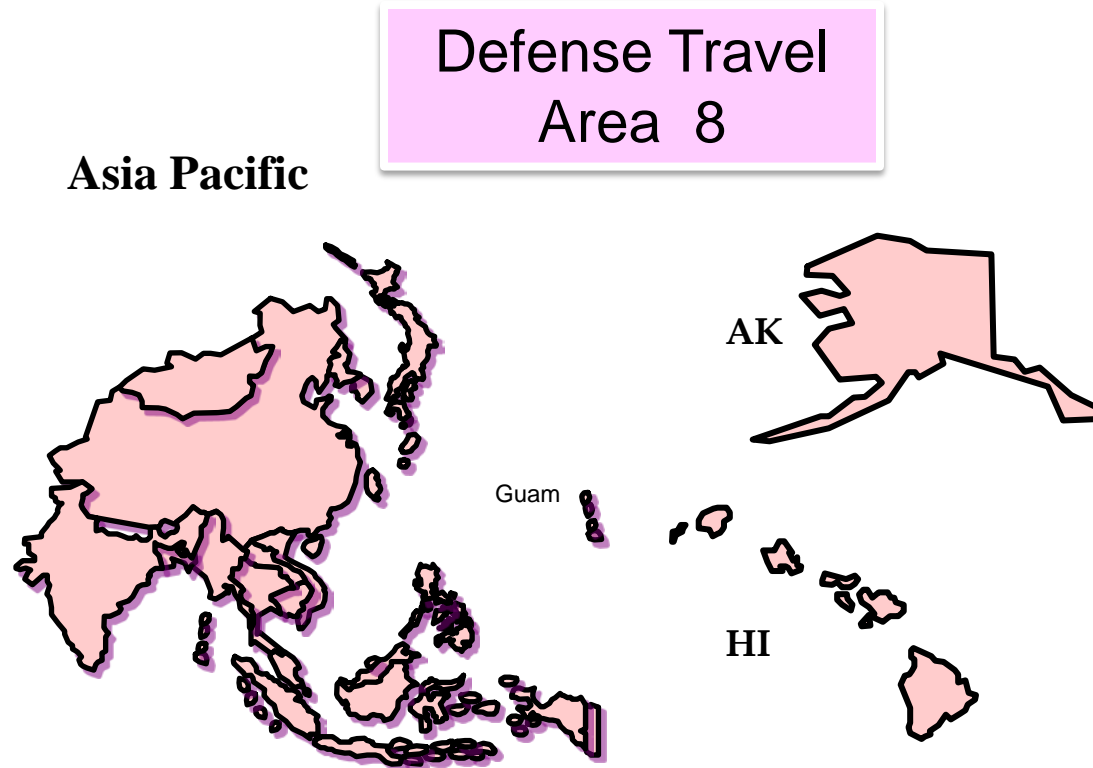


# OCONUS Defense Travel Area 8

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

### Task Order Award Pending

Countries
Japan
Malaysia
Thailand
Indonesia,
Guam
Singapore
Alaska
Hawaii
Philippines

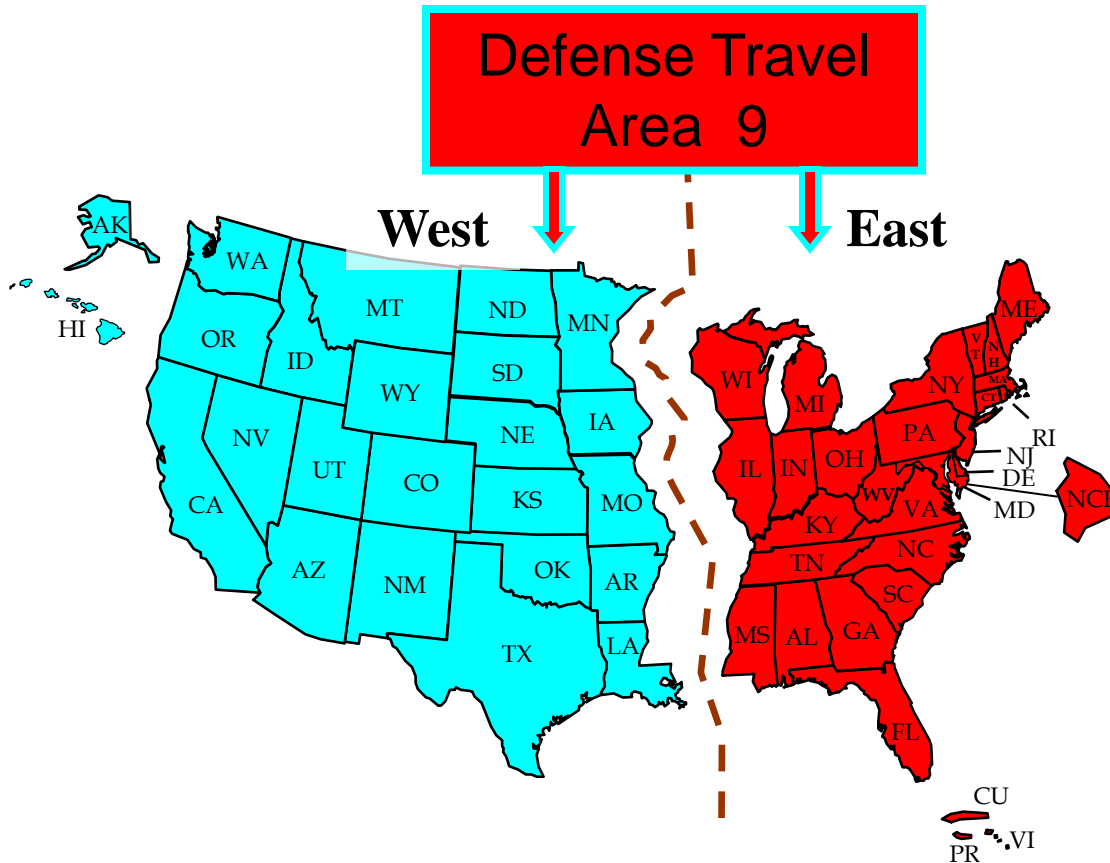




# CONUS/OCONUS Defense Travel Area 9

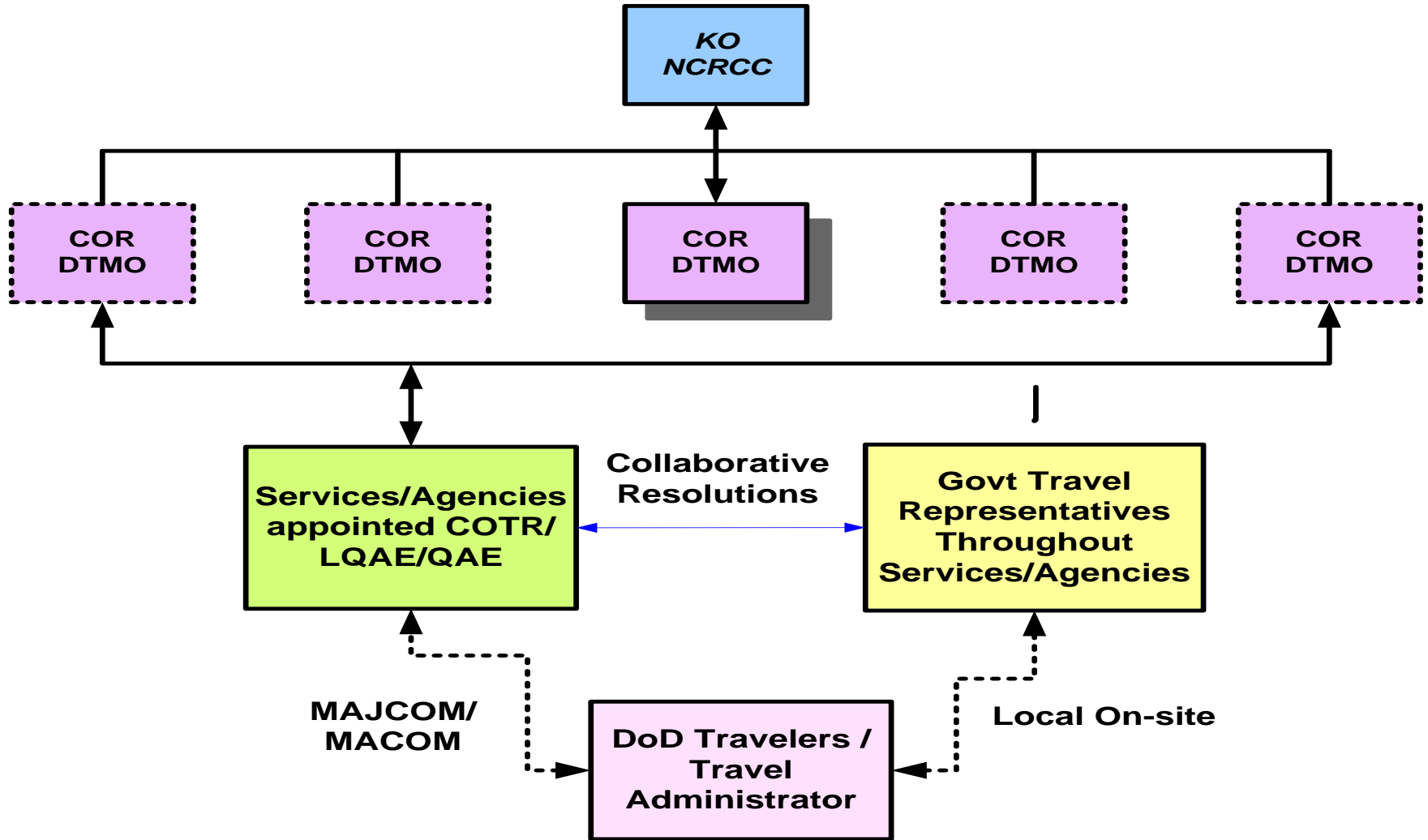
## NAVY

### Task Order Award Pending





# 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	



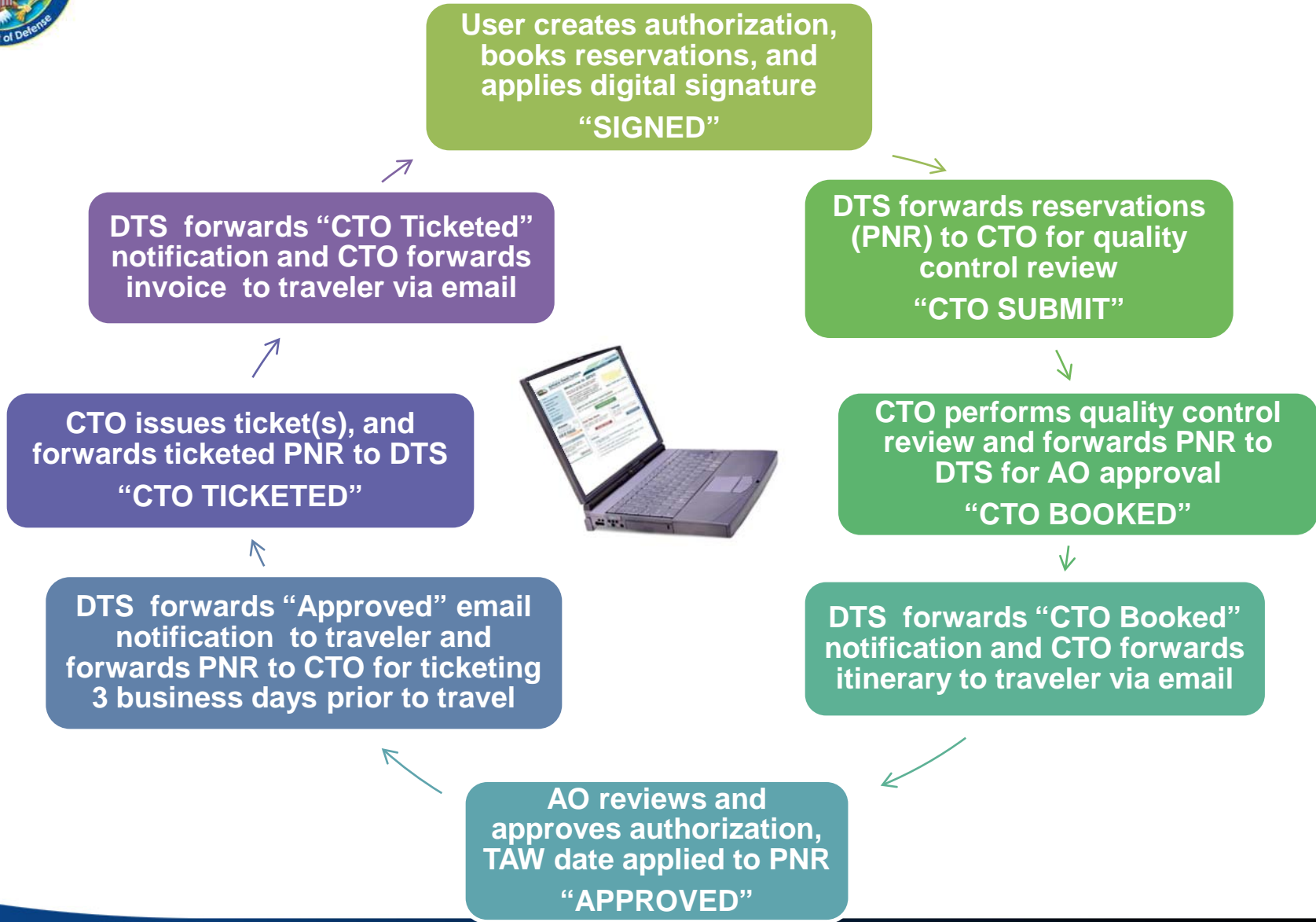
Visit  
**[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)**  
for more information



# 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

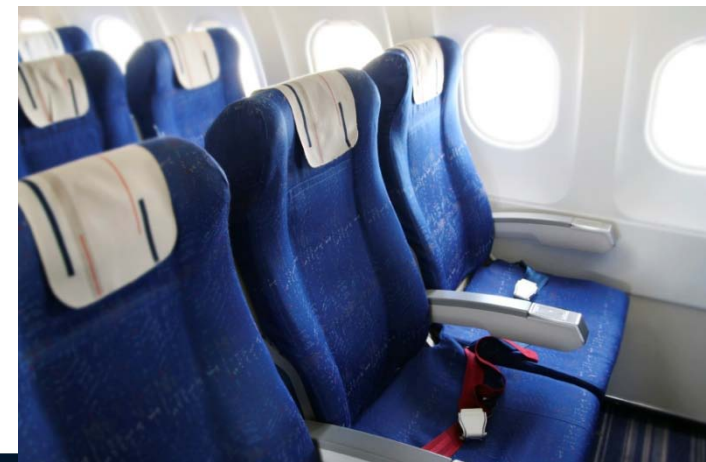
- DTS users/travelers should monitor DTS document status to ensure proper routing of travel authorization
- DTAs run weekly Approved Status Reports to identify documents pending AO approval
- Whether reservations were booked in DTS or by CTO directly, travelers **should not** proceed on travel unless 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)

