INSIDE THIS ISSUE:

A MESSAGE FROM THE DIRECTOR:

Spring has arrived and with it comes some exciting developments for Defense travel. Last August, the Department awarded an Other Transaction agreement to SAP Concur to develop a prototype travel system using its commercial travel and expense Software as a Service (SaaS). Now, just eight months later, travelers have already booked 100+ trips in the prototype system. We fielded the prototype to the Defense Human Resources Activity and will soon be rolling it out to other DoD Agencies and select Fourth Estate organizations. We set clear goals for the prototype: reduce process and workflow complexity, maintain and enhance audit readiness, improve customer satisfaction, and reduce costs while aligning to industry best practices. We unveiled the prototype at GovTravels in February with the first public demonstration to government and industry attendees. Early feedback is positive and we look forward to hearing more about what you think.

Speaking of GovTravels, one of the highlights for me was sharing breakfast with a group of VIPs and their leadership—our 2019 Excellence in Practice Award winners. I enjoyed listening to them describe the everyday challenges they face in the field. Inside this edition you can read more about GovTravels and the best practices employed by these EiP Winners.

Also inside, we continue to promote our new Preferred Dining Program, DoD DineSmart. You can earn rebates for the Department just for using your GTCC to pay at select restaurants while on official travel. The convenient app lets you find participating restaurants close to your TDY location.

You should also know that the recent user-interface changes made to our legacy DTS are mobile-friendly. With DoD-PKI credentials loaded on your government issued mobile device you can now create new authorizations, file vouchers, and approve documents in DTS. See page 5 to learn how you can utilize this new capability.

Finally, if you plan on traveling with your family this summer, read the article on TSA PreCheck. While PreCheck is free for Service members and DoD civilians, two DoD-affiliated credit unions are offering reimbursement for PreCheck registration fees to enroll family members.

The Dispatch is a great way to spotlight where we are focusing our efforts to reform and modernize our travel enterprise. For more information, I encourage you to visit our website to stay up-to-date about our strategic initiatives and commercial travel programs: https://www.defensetravel.dod.mil

-Bill Mansell, Director, DTMO

DoD LAUNCHES MODERNIZED TRAVEL SYSTEM PROTOTYPE

IF you're a regular reader of the Dispatch, you know that DoD formed the Cross Functional Team for Travel in June 2017 to conduct a review of existing travel policy, evaluate technical solutions to deliver an enhanced modernized travel capability, and develop an acquisition strategy for a technical solution.

Just over one year later in August 2018, that acquisition strategy resulted in the Department awarding an Other Transaction Agreement to SAP Concur to develop a Defense Travel Modernization (DTM) prototype using its commercial Software-as-a-Service (SaaS) to book travel, manage travel related expenses, and initiate travel-related financial transactions. Now just seven months later the DTM Prototype has gone live with its first travelers. Starting on March 18, 2019, the prototype system was rolled out across the Defense Human Resources Activity (DHRA) components, providing access to approximately 1,100 travelers.

The team developing and deploying the prototype is using Agile project management processes. The foundation of Agile is to quickly deploy the minimal capability required to get it in front of real users to capture their feedback. User feedback is critical to Agile. For this first iteration of the prototype, the team deployed a Minimal Viable Product— the MVP—so travelers can accomplish the most basic business travel. The team will collect and analyze user feedback and use it to iterate and improve on the commercial SaaS configuration. Throughout this Agile implementation the team is looking to streamline and optimize the processes, mechanisms, and approaches to DoD travel and deliver an improved travel experience for our civilian employees and military Service members.

The prototype is currently integrated with the Defense Agencies Initiative (DAI), the financial accounting system used by most Defense Agencies and other Fourth Estate organizations. After the team has time to capture sufficient user feedback from DHRA, they will continue the roll-out across the Fourth Estate. The Agile process extends to financial integration as well. The team will continue to iterate and improve on the DAI integration and take those lessons learned to integrate with other DoD financial systems.

The DTM prototype generated significant buzz at February's GovTravels symposium (see the write-up on page 3) as the DTM team delivered both an effective and entertaining live demonstration of the prototype. The demonstration generated plenty of "oohs and ahs" as well as chuckles from an overflow crowd of over 300 conference attendees.

But this is just the beginning. In addition to expanding functionality beyond basic business travel, the team is excited to eventually deliver the full range of capability provided by today's leading travel technology available with the prototype SAP Concur system. That technology includes enhanced capabilities like mobile applications, business intelligence, artificial intelligence and machine learning to automatically audit 100% of expense reports for fraud and compliance, and a traveler risk management and safety communication solution. Stay tuned for more to come. For more information about the Defense Travel Modernization Prototype, go to www.defensetravel.dod.mil/site/dtmprototype.cfm

EMPOWERING, ENGAGING, AND INNOVATING AT GOVTRAVELS

In February, the National Defense Transportation Association (NDTA) celebrated its 75th anniversary during the GovTravels 2019 Symposium at the Hilton Mark Center in Alexandria, VA. This was the perfect place to kickoff this milestone as GovTravels is the forum for travel professionals from government and the commercial industry gather to network, learn, and collaborate on regulations, technology, and challenges related to government travel. This is the third year DTMO has co-sponsored the event.

"As a stakeholder myself, I know that all stakeholders want to be engaged.

This GovTravels theme is Empower, Engage, & Innovate. We're not waiting to do this tomorrow, [we're] doing this today."

-Mr. Bill Booth
Director, DHRA

The Symposium kicked off with a keynote by Mr. Bill Booth, the Director of the Defense Human Resources Activity (DHRA), who addressed how DoD governs its $9 billion dollar travel enterprise. Mr. Booth touched on the ongoing cooperative

relationship with the GSA. Mr. Booth also created buzz when he announced that the much anticipated modernized travel system prototype– that you can read more about on page 2– was about to be launched for select DoD organizations.

The tradition of celebrating outstanding achievement in the government sector continued with the presentation of the 2019 Excellence in Practice Awards; winners were recognized by senior leadership during the opening ceremony.

Throughout the event, attendees had the opportunity to hear from industry leaders and experts and participate in these discussions. Breakout sessions provided the opportunity to dive deep on hot topics like cybersecurity and embracing new technologies such as artificial intelligence.

This year, the DoD Connect sessions were fully integrated into the main agenda which encouraged further stakeholder engagement and collaboration. As another first, we held the inaugural meeting of the Defense Travel Governance Board (DTGB), which will provide a better platform for executive-level decision making and ongoing improvements.

We look forward to co-sponsoring this event again next year. More information, including slide presentations from this year's event, is available at www.ndtahq.com/events/gov-travels

Wondering what you missed? Watch videos of GovTravels 2019 keynote speakers, panel discussions, and more at www.youtube.com/c/ DefenseTravelManagementOffice

MOBILE APP FOR TRAVELERS

CWTSatoTravel now has a mobile app that will allow travelers serviced by CWTSato to access all of their trip details in one place. The CWTSato To Go app organizes trip information into one itinerary, including invoices and flight alerts such as gate changes and delays. It also provides a currency converter, global tip calculator, local weather forecast, and directions right at your fingertips.
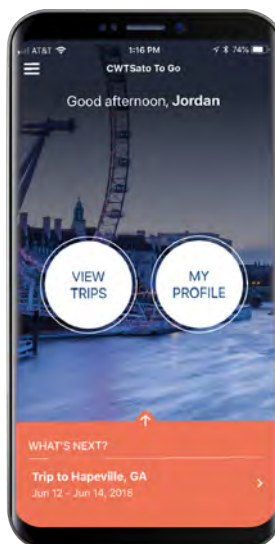
CWTSato To Go is approved for download on Government-issued devices. Download the app from the DISA Mobile app store or the Apple or Google Play app store.

For more info visit www.cwtsatotr avel.com/services/cwtsatotogo.aspx

HAVE AN UPCOMING TRIP?

1. Download the app on your mobile device and sign up using your official government email address. Any itineraries booked by CWTSato-Travel –either via DTS or a travel administrator– will automatically sync to your mobile app.

2. To add bookings made outside of CWTSatoTravel, simply forward the itinerary confirmation email to plans@cwtsatotogo.com from your official government email address.

3. Access travel plans and download copies of your itineraries & invoices to take with you on the CWTSato To Go app or at trips.cwtsatotravel.com

THE DEFENSE TRAVEL SYSTEM GOES MOBILE

We are very pleased to announce that the Defense Travel System (DTS) is now available on government-issued mobile devices. If you have an active DTS profile and DoD-PKI credentials on your device, you can:

• Book your next trip on the go.

Create a trip Authorization just as you would on a desktop – select your trip dates and location, make your reservations, add expenses, and submit your authorization all from your government issued mobile device.

• Review and approve documents from anywhere.

If you are an Authorizing, Routing, or Certifying Official, you can access your Trips Awaiting Action (TAA) queue to beat the Reservation Ticketing time limits on Authorizations, reduce the time employees wait for trip approval and reimbursement of completed trips.

• Submit your Voucher before you get back to the office.

On a long flight back from your TDY? Why not go ahead and submit your Voucher so that you can receive your reimbursement quicker. Create your Voucher from your approved trip Authorization, edit expenses, and much more on your mobile device. Take pictures of your receipts and attach them to your document using your phone camera. Once your Voucher is ready to submit, use your mobile device to quickly sign and submit it for reimbursement.
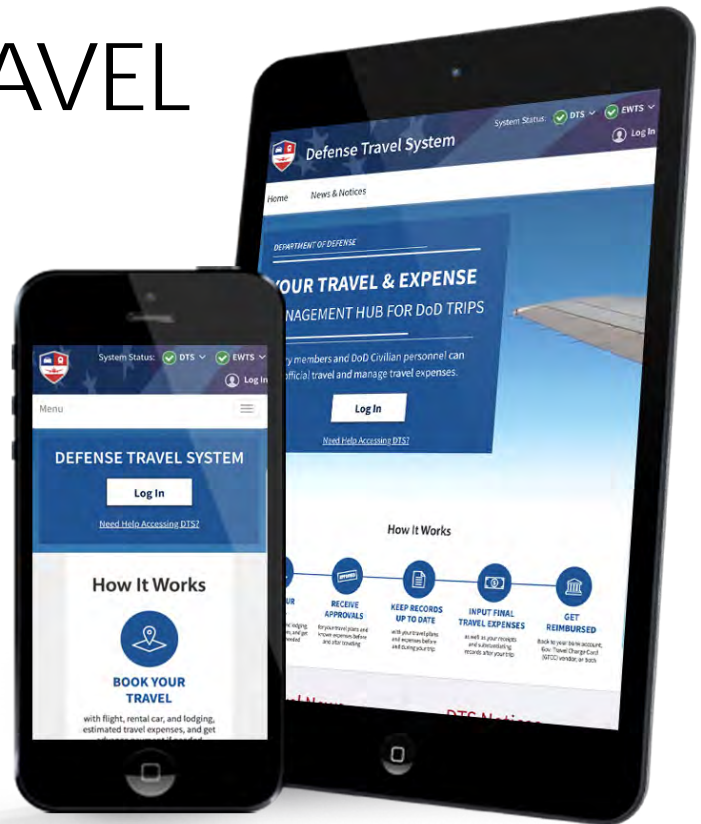
How to Access:

DTS is approved for use on government issued mobile devices, but first you must have an active DTS profile, as well as DoD Public Key Infrastructure (PKI) user credentials installed on your mobile device to that you can securely access the system and digitally sign documents. Some users may have received their government issued mobile device with preinstalled DoD-PKI credentials and can navigate straight to DTS without any additional setup. Others will need to contact their IT Support help-desk for assistance with installing DoD Purebred to enable PKI user credentials on their device. The Purebred Cert Quick Reference Guide can be found at www.defensetravel.dod.mil/Docs/DTSPurebredGuide.pdf

Once your device is associated with your CAC credentials, open your mobile browser and navigate to DTS. You will be presented with the DTS Login page and you're ready to go.

For additional information please visit the DTMO website at www.defensetravel.dod.mil

CHECK OUT MORE FREE PRECHECK OPTIONS

While TSA PreCheck is available at no cost to DoD civilian employees and Service members, once activated, it can be used for any travel; work or leisure. With vacation season fast-approaching, some employees may wish to purchase PreCheck for spouses or children over 12. Two DoD-affiliated credit unions now offer credit card products that reimburse for the cost of TSA PreCheck:

- Navy Federal card details– www.navyfederal.org/loans-cards/credit-cards/flagship-visa-signature/
- PenFed card details– www.penfed.org/credit-cards/pathfinder-rewards-american-express

For DoD employees who are not credit union members, some commercial banks and credit cards also offer reimbursement for the PreCheck fee, so ask your card provider for more details.

Additional info about the program can be found at www.tsa.gov/precheck or the DTMO website.

A REMINDER FOR CIVILIAN DoD EMPLOYEES: you must opt-in to use TSA PreCheck by going to www.dmdc.osd.mil/milconnect and updating your preferences under the CIV tab. Service members are automatically enrolled.

In order to use your TSA PreCheck, you must input your DoD ID number as your "Known Traveler Number" when making airline reservations.

You can also ask the airline desk clerk to add it to your ticket when you arrive at the airport if it does not appear on your boarding pass.
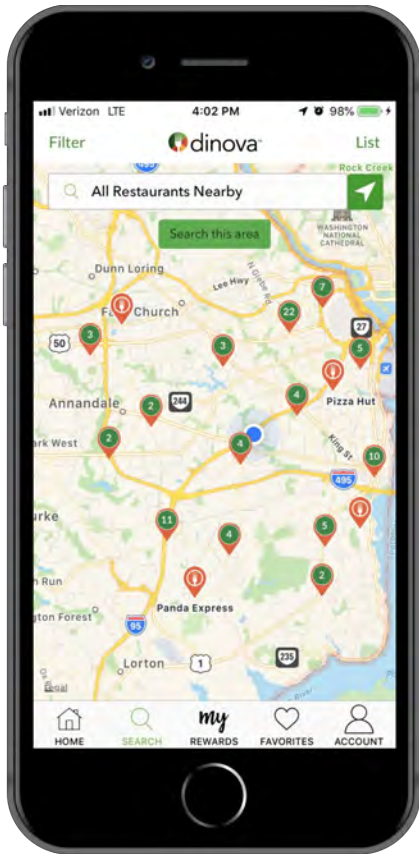
(See an example boarding pass below)

***Please note Non-Appropriated Fund and other DoD contract employees are not eligible for the free TSA PreCheck provision at this time, however, the commercial entities mentioned still offer reimbursement.

Look for the TSA PreCheck abbreviation, or TSA Pre✓® icon on your boarding pass.

DINE SMART TO EARN DOUBLE REBATES

IN 2018, DTMO launched DoD DineSmart, a pilot preferred dining program that earns rebates for the Department when travelers use their GTCC to pay for meals at participating restaurants –on top of the rebates earned through the GTCC program. So far, the program has earned approximately $160,000 in just three quarters, with rebates going directly back to the Services to support travel budgets.

DineSmart operates through Dinova, a dining marketplace that has connections to more than 16,000 restaurants –and growing– throughout the United States. Since DoD travelers are required to use their GTCC to pay for all official travel expenses including meals, it is easy to participate. Travelers can search for restaurants through Dinova's online search tool or mobile app, which is approved for use on government issued devices.

Future program enhancements include a rewards program that will allow travelers to earn points that can be redeemed for personal–use dining gift cards. To learn more about DoD DineSmart, go to: https://www.defensetravel.dod.mil/site/dinesmart.cfm

JTR MODIFICATIONS AND TRANSITION

You may have noticed that there have been some changes to the JTR in the last few months. Oversight of the Basic Allowance for Housing (BAH), Overseas Housing Allowance (OHA), and Cost of Living Allowances (COLA) was recently realigned under the Director of Military Compensation. To correspond with this change, the JTR was split into two parts –one that contains Chapters 1-6 and appendices (travel and transportation of people and Household goods), and another part that includes Chapters 8-10 (Station and Housing Allowances). Chapters 8-10 will eventually migrate to the Department of Defense Financial Management Regulations (DoD FMR). Until this change can take place, these chapters covering station and housing allowances will remain a part of the JTR as a separate document.

Additionally, the monthly change file is no longer being published as a separate document. The relevant changes will continue to be marked in yellow throughout the JTR, indicating the text was updated in the most recent publication.

To view the JTR, go to https://www.defensetravel.dod.mil/site/travelreg.cfm

CONGRATULATIONS TO THE 2019 EXCELLENCE IN PRACTICE AWARD WINNERS

THE CHAMPION:
John Farias, U.S. Army HQ Europe

The Champion Award goes to a Lead Defense Travel Administrator (LDTA) whose wisdom, guidance, and commitment to his or her Organization's DTA component has made a fundamental and long-term positive impact on their travel program. This award recognizes the leadership that a LDTA provides through customer service, training, and staff development initiatives that lead to an improvement in the organization's travel program. This year's recipient is Mr. John Farias, LDTA for US Army Headquarters-Europe (USAREUR) in Wiesbaden, Germany.

Mr. Farias' leadership, performance, and support to travelers in his organization is directly responsible for the successful execution of his organization's travel program. The scope of his responsibilities includes overseeing a program that supports 24,000 travelers at the 3-Star Headquarters at USAREUR, two subordinate general officer commands, and NATO Headquarters in Brussels; executing more than 81,000 travel documents per year with an overall TDY execution value of $84 million.

Mr. Farias uses a variety of communication channels including monthly newsletters, emails, distance-learning, and guides to ensure AOs and DTAs have the latest information on DTS releases, Travel Assistance Center outreach topics, troubleshooting, and workarounds.

Furthermore, he offers training twice a month in various locations –open to all commands in Europe. His training reaches a 700+ person travel team, 100+ FDTAs, and more than 125 LDTAs.

THE ELITE:
Daryl Fomby Jr. and Ernest Swain III, U.S. Air Force 1st Special Operations Comptroller Squadron DTS Team

The Elite Award goes to a local help desk team that deserves recognition for delivering the highest levels of customer service. The team that receives this award demonstrates innovation through exemplary communications, problem solving, and implementation of systematic processes resulting in an elite model of customer care. Through innovation and personal dealings with customers, the team selected for this award consistently achieves the goal of satisfying customer needs. This year's award goes to Staff Sargent Daryl Fomby Jr. and Senior Airmen Ernest Swain III, the DTS Team for the US Air Force 1st Special Operations Comptroller Squadron in Hurlburt Field, Florida.

The 1st Special Operations Comptroller Squadron DTS Team serves as both the LDTA and DTS Tier 2 Help Desk for Hurlburt Field and seven other geographically separated units. The staff of five analysts provides permission level management, classroom training, troubleshooting support and audit control to 13,187 military and civilian employees, and oversight of 829 administrators. The team also serves as the Base Agency Program Coordinators and provides direct support to Air Force Special Operations Command's Government Travel Charge Card (GTCC) program.

(Elite Award continued)

The DTS team excels at providing effective audit control, impeccable customer service, and effective communication. Their efforts were lauded by Air Force HQ for identifying a critical compliance error that exposed a $20 million issue. They also reduced TDY-related debts by initiating a tracker to stop service member meal deductions, family separation, and deployment entitlements in a timely manner.

The team also took the initiative to leverage their SharePoint tool as a training resource; posting troubleshooting information, checklists and guides, outlining monthly training, and DTS tips.

This exceptional customer service led to successful processing of over 15K requests with less than 1% requiring escalation to the TAC.

THE ICON:
Logistics Distribution Policy Branch, U.S. Marine Corps HQ Installations and Logistics—Washington D.C.

The Icon Award goes to a military service major command or Defense Agency team that has, with exemplary professional skill, successfully communicated and provided guidance for travel-related updates. The team that receives this award must have facilitated a visible enhancement in travel program capabilities for its subordinate sites. DTMO's most prestigious honor, The Icon, acknowledges the very highest level of achievement and is considered to be the "best of the best." This year's award goes to the Logistics Distribution Policy Branch of Installations & Logistics for the US Marine Corps Headquarters in Washington, D.C.

The Logistics Distribution Policy Branch team presides over passenger policy matters for the HQ Marine Corps Total Force. In true icon fashion, the team focused on improving communications, took the initiative to improve their overall travel program, and creatively solve problems. To maximize their outreach, they implemented strategic communication tools including social media, a dedicated mailbox, brochures, and presentations at symposiums and conferences.

During FY18, the team also worked on several major travel improvement initiatives including:

• Starting a dialogue with United Airlines (UAL) to minimize the impact that the suspension of their Pet Safe program had on Service members. With the assistance of other DoD headquarter organizations such as the DTMO, UAL established the Return Home Exception (RHE) Program which offered relief for any Service members with pets. The team also spearheaded the communication efforts in support of the program, preventing a public affairs case.

• Conducting an analysis of the Marine Corps CBA reconciliation process which identified significant business process improvement opportunities. As a result, they centralized the CBA reconciliation process which significantly reduced the number of days it took to reconcile and pay a CBA invoice. These process improvements led to increased rebates, reduced man hours dedicated to the process, and decreased DFAS processing fees.

The Premier: John Carmon III U.S. Navy Medicine Education Training & Logistics Command

The Premier Award goes to the Agency Program Coordinator (APC) recognized for demonstrating an extraordinary and exemplary commitment to cardholders and stakeholders through proactive education, effective communication, responsive customer service, and outstanding Program Coordination. The Premier Award is given to the individual who consistently satisfies the requisite duties of the APC, but also exhibits vision and initiative by identifying opportunities for GTCC program improvements and acts as the change agent to implement those improvements within their organization, resolving obstacles along the way. This year's award goes to John Carmon III, an APC from the Training and Logistics Command for US Navy Medicine Education at Fort Sam Houston in San Antonio, Texas.

Mr. Carmon worked to improve the GTCC program at his organization by establishing new processes, improving communications, and by offering training and great customer service. He is systematic in managing the GTCC program, as evidenced through consistent metric compliance rates. His program averages less than a 1.5% delinquency rate on the travel card aging analysis report. He sustains compliance with monthly Financial Improvement and Audit Readiness reports. He keeps documentation of GTCC training requirements and audits monthly to ensure all training is current. He does 100% verification of DD-577 documents for routing officials.

Known for his expertise, Mr. Carmon was requested by name by a separate organization to help train their inexperienced new staff member as well as provide periodic spot checks to help identify any areas of concern. He was integral in developing step-by-step instructions to provide guidance on how to accurately complete authorizations and vouchers in a timely manner. He also created an internal tracking system to schedule reminders for annual training updates. He has provided guidance and training on DTS and GTCC to other local commands in an effort to share best practices.

Mr. Carmon also established a new check-in process that reduced the need for expedited card fees. He developed an organizational travel email box, to improve the communication process with all travelers and travel staff. This ensured timely completion of travel requests and communicated responses to the customer.

TRAVEL CERTIFICATE PROGRAM RETIRING

Due to evolving requirements, the DTMO has discontinued the DTS Travel Certificate Program (TCP). At this time we would like to thank all of our participants as well as those who have advocated for training over the years.

Completed coursework prior to April 2019 (except for the assessment modules) will still show under the "My Completed" tab in TraX.

BEWARE OF ADMIN FEES FROM CASHLESS TOLLS

While there is no denying the convenience of cashless toll roads, travelers need to be especially vigilant about them on the road. Under the Joint Travel Regulations (Chapter 2. 020209. Rental Vehicle, Table 2.8 - #15 and #16) the actual cost of the toll incurred while conducting official business, is a reimbursable cost; however, any administrative fee associated with failing to pay for a toll is a non-reimbursable expense. The cost to activate a toll transponder and any daily usage fees are only reimbursable if the Approving Official determines it was necessary for official business.

Illinois, New York, California, Kansas, Texas, Virginia, Florida, Maryland, and Colorado all have cashless tolls in some areas. Automated toll payment devices –such as EZ Pass– are often preinstalled in rental vehicles. Some devices must be activated before use, so travelers are advised to ask at the time of rental car pick-up about any cashless toll roads in the area and about activation procedures. Be aware that the cost to activate a toll transponder and any daily usage fees are only reimbursable if the Approving Official determines it was necessary for official business so be sure to include the cost of the activation fee on your voucher for authorization if it applies.

We recommend that travelers research expected TDY locations for toll roads before travel to help determine if there are toll roads in the area. Navigation sites and applications will typically denote in-transit tolls and include alternate routing options. There are also mobile applications that support electronic toll payment, but be sure to check with the car rental company to avoid duplicate billing when using this option.

GTCC - DID YOU KNOW?

Most rental car companies now require a credit card PIN when using a credit card for payment. Before you travel, set up a GTCC PIN through CitiManager, Citi's online account management tool. CitiManager self help tools also allow cardholders to set up email/text alerts, opt into paperless billing, reset passwords, check account status, address transaction disputes and credit balance refunds should they arise, and more. Setting up a CitiManager account is easy, simply go to www.citimanager.com/login and enter your card information to enroll.

5 BEST PRACTICES FROM OUR 2019 EIP NOMINEES

Each year, DTMO recognizes top performers in DoD travel for the value and service they provide to their travel programs through the Excellence in Practice Awards. Below are the top tips and best practices from some of this year's Excellence in Practice nominees.

1. BE AVAILABLE AND FLEXIBLE TO SUPPORT TRAVELER NEEDS

The Naval Sea Systems, Corona Division in Riverside California is available 24/7 to answer questions regarding vouchers and sends out daily emails to make sure all components are following up with travelers to submit vouchers within 5 days.

SPC Francesca Wolman of the 555th Engineer Brigade HHC in Tacoma, WA teaches numerous soldiers how to create authorizations and vouchers using DTS. She interacts regularly with service members traveling on official orders with care, compassion, and interest. She treats each trip as if it were her own and goes out of her way to make sure each Service Member is squared away before their trip.

The 143rd Expeditionary Sustainment Command (ESC) DTS Help Desk travels to conduct training at the headquarters for 6 brigades, 2 directorates, the 143rd ESC staff, and the 143rd ESC Headquarters Company. They also traveled across 4 states to assist more than 500 soldiers at Soldier Readiness Processing events and visits and provided on-call support to dozens of Hurricane Florence victims.

The Help Desk analysts at US Marine Corps Base Quantico in VA are also GTCC program coordinators, which allows them to answer and assist with questions, vouchers, and split disbursements on a daily basis, resulting in a lower delinquency rate.

2. TRACK KEY PERFORMANCE METRICS TO IDENTIFY OPPORTUNITIES

The Financial Systems Management Team (FSMT), with the US Army in Okinawa, Japan helped to decrease the command delinquency rate from 3.93% at the start of Oct 2017 to 1.47% at the end of September 2018. They did so by reviewing un-submitted voucher reports on a weekly basis and diligently monitoring the GTCC delinquency reports.

3. FOCUS ON AUDIT READINESS

Donna Pelland at the Integrated Logistics Support Center for the U.S. Army TACOM in Warren, Michigan demonstrates her tenacity in researching problems and delivering solutions when it comes to maintaining GTCC reports concerning unauthorized transactions, returned checks, delinquencies, unfiled travel vouchers, and debts due to the United States Government. As a senior Defense Travel Specialist for the Integrated Logistics Support Center (ISLC), she tackles complex travel orders and reconciles the difficult travel vouchers and maintains the highest standards and level of integrity for following regulations leading to exemplary audit readiness results.

4. CREATE & STREAMLINE PROCEDURES

Staff Sgt Daryl Fomby in Hurlburt Field, FL created a process chart and compiled a complete distribution list for Organizational Defense Travel Administrators (ODTAs). By physically calling each unit, he was able to validate 829 Authorizing Officials (AOs) and remove 300 expired and incorrectly appointed AOs in DTS. He also created a checklist for AOs and trained them on the voucher approval process. As a direct result, approval time was reduced by 40% (2 days) and over 5,000 documents were expedited to support the disbursement of 20 million dollars for 27 operating locations.

5. KEEP CONSTITUENTS UPDATED

Robert Kaul at Naval Sea Systems Command Office of the Inspector General in Washington D.C. sends out daily updates to the travel community of practice and ensures all travel claims are submitted within 5 days. He does so by taking the time to help travelers correct and complete their claims and address any questions.

Christian Hamilton at Defense Media Activity (DMA) in Fort Meade, MD routinely sends out DTS communications to all employees of DMA. She provides guidance and advice to improve overall performance of the travel program and makes sure to point out any significant changes that will affect our customers.

The US Special Operations Command Travel Branch in Fort Bragg, NC ensures that all personnel –including over 33,000 travelers– follow travel regulations by conducting staff inspections, updating travel policies, and conducting training to ensure that travelers are aware of DoD policy changes.

GTCC CHANGE REMINDER:

Effective June 1, 2019, restricted cards will no longer be mailed in a deactivated state or require manual activation/deactivation by an APC before travel. Cardholders are still required to contact Citi to confirm receipt of their new card and set up a PIN.

This change is expected to improve mission readiness and reduce the number of declined transactions. Please ensure all GTCCs are monitored to avoid misuse and/or delinquency. For more upcoming change dates visit www.defensetravel.dod.mil/site/SP3_APC.cfm