

Defense Travel System

Guide to Managing Travel-Incurred Debt

September 6, 2012

Revision History

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1.0	8/9/10	DTMO	Consolidated Document Processing Manual, Chapter 8 and the Debt Management Monitor Guide	All
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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 services and agencies; however, it must be used in conjunction with local business rules that outline the organization's processes outside DTS.

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

- The trip was cancelled after the traveler received a non-ATM Advance.
- The total previous payments (i.e., non-ATM 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 or local 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 U.S.). 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)			Begins
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

Table 1-1: Typical Debt Management Activities by Role (continued)

TYPICAL DEBT MANAGEMENT ACTIVITIES BY ROLE					
STEP	DMM	DTS	Traveler	AO	Due Process Clock
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 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			

Table 1-1: Typical Debt Management Activities by Role (continued)

TYPICAL DEBT MANAGEMENT ACTIVITIES BY ROLE					
STEP	DMM	DTS	Traveler	AO	Due Process Clock
13	<p>If traveler is no longer DoD employee, OOS applies.</p> <p>If debt = \$225 or less, attempts to collect. If cannot collect, selects OOS Write Off (Section 5.5.1)</p> <p>If debt > \$225, 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
- Authorizing Official (AO)
- Debt Management Monitor (DMM)

When certain actions take place or are required, DTS and other integrated systems automatically send emails to the traveler, you, and other DTS users. For a complete list of these emails, see Appendix E in the *Defense Travel Administrator's (DTA) Manual*.

2.1 Traveler

After temporary duty (TDY) travel is complete, the traveler must update the voucher or local voucher and change the estimated expenses to actual expenses. If actual expenses are less than advances or scheduled partial payments (SPPs) received by the traveler, DTS will identify the trip as Due U.S. Also, if a post-payment review (PPR) discovers that ineligible expenses were reimbursed, the traveler must file an amended voucher to remove all ineligible expenses from the document.

2.1.1 Recognizing a Debt Situation

When updating a voucher in DTS, a debt can be identified by reviewing the two lines located near the bottom of the Payment Totals screen:

- *Final Distribution (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 U.S.* If there is an amount in this line, the traveler owes the government.

To assist in the debt management process, DTS displays credit summary data, including collection and waiver/appeal amounts. By including these values, DTS keeps the Net to Traveler and Balance Due U.S. current.

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 U.S. 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 the Debt

When a traveler signs the voucher, the Notification of Payment Due U.S. Government screen displays an alert that a Due U.S. situation may exist (Figure 2-1). This alert serves as the traveler's initial notification of the debt. Select **Save and Continue** to accept the notification and continue the signing process. The traveler will be in debt if the document is approved as is. Select **Cancel** to return to the voucher to make any necessary adjustments.

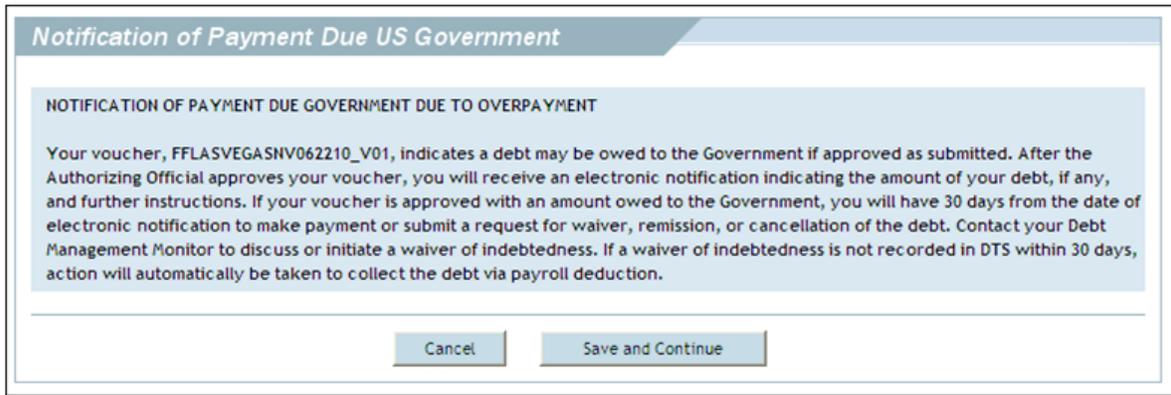


Figure 2-1: Traveler's Initial Notification of Payment Due U.S. Government (First Notice)

If a Non-DTS Entry Agent (NDEA) creates and signs a Due U.S. voucher, DTS will send an e-mail to the traveler. This serves as the traveler's initial notification of a potential debt situation.

When the AO approves a Due U.S. 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 U.S. 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 or request a waiver to cancel all or part of the debt before you take action to have the pay system automatically deduct the debt from their paycheck. Section 5.3 provides details on the waiver and appeal process.

2.1.4 Trip Is Cancelled After a Non-ATM 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 Chapter 10 in the *DTS Document Processing Manual*). If the traveler incurred authorized 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. 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 non-ATM advance or 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, you may begin involuntary 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 below process begins:

1. The organization conducting the audit or review informs the traveler's Lead Defense Travel Administrator (LDTA) and/or DMM that a debt exists.
2. You instruct 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 many authorized organizations may conduct a PPR, the DFAS PPR is the most common. DFAS is not responsible for managing potential debts they have identified. Travelers should direct any questions to their organization's DMM.

2.2 AO

The AO first learns of the potential debt situation when approving any 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, a screen displays a notification that indicates the debt will not be collected (Figure 2-2).

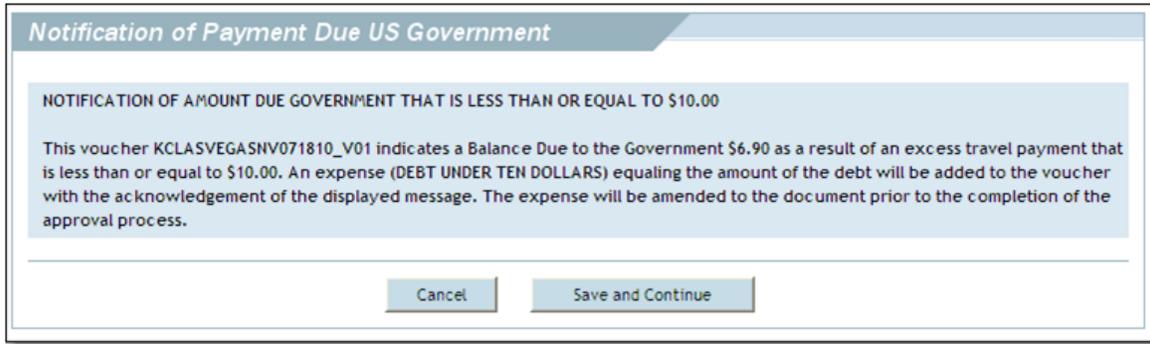


Figure 2-2: Balance Due Government of Less Than or Equal to \$10.00 Screen

When the AO selects **Save 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 screen notice indicating that approving the voucher will establish the amount due as an official debt for the traveler (Figure 2-3).

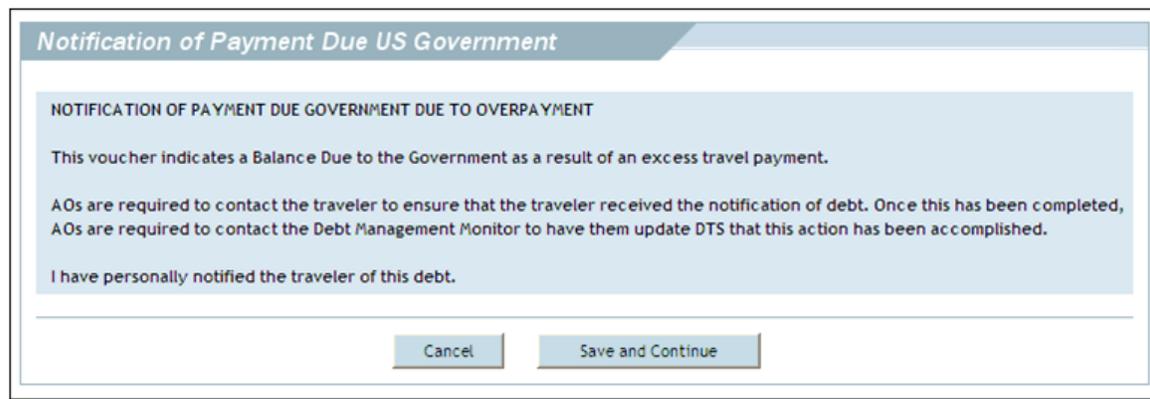


Figure 2-3: AO Notification of Payment Due Government Screen

To ensure that the due process requirements in the *DoD Financial Management Regulation (DoDFMR)* are met, the AO and you must verify that the traveler has received notification of the debt.

Select **Save and Continue** to complete 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 will be considered satisfied.

2.3 Debt Management Monitor

In accordance with the *DoD Financial Management Regulation (DoDFMR)*, Volume 9, Chapter 2, paragraph 020301.B.8, the Finance Defense Travel Administrator (FDTA) is responsible to “*Initiate debt collection action to recover monies owed to the Government by travelers*” and is therefore the person who should fill the role of DMM. As defined in the *DoDFMR*, Volume 9, Chapter 2, paragraph 020301.B, “*The FDTA can be one or more person(s) in the budget, resource management, accounting, or finance functions who is responsible for assisting in the management and support of the DTS at the organizational and/or installation level as designated by the responsible commander.*”

DTS has adopted the term DMM to identify a process that monitors and manages debt. You use DTS and communicates with the appropriate offices and systems to track Due U.S. overpayments and collection actions 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

Services and agencies must identify and appoint in writing the DMM as described in Section 2.4. DMMs should follow guidelines for maintaining the DD 577 signature cards outlined in DoDFMR, Volume 9, Chapter 2, paragraph 020301.A.5.

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. A DTA with permission level 6 must update the selected DMM's DTS user profile and grant the appropriate permission level, organization access, and group access.

2.3.2 Overview of Responsibilities for DMMs

The role of the DMM in the Debt Management process is crucial to the accurate tracking, processing, and recording of all actions related to a debt incurred by a traveler.

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 from travelers, NDEAs, and AOs as they sign Due U.S. documents
- Provide instructions on the waiver and appeal process
- Maintain all records within the waiver and appeal process
- Initiate payroll collection when required
- Follow up with payroll administrators for payroll collections awaiting response or overdue
- Enter approval or rejection of payroll deduction based on email from the pay office

Chapter 2: Roles in Debt Management

- Manually record any collections against the debt that do not flow back from the disbursing system
- Initiate an OOS Debt Transfer Request report to the Directorate of Debt and Claims Management at 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 exceeds \$225, and the debt is uncollectible
- Enter the OOS Write Off through DMM Gateway 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 DMMs

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 Services [DFAS])

3.1 DTS

When travel-related debt occurs, DTS identifies the trip record as Due U.S. DTS will notify the traveler of the debt, age 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 performs the below actions:

- Identifies the Due U.S. 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 below actions 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.

- 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).

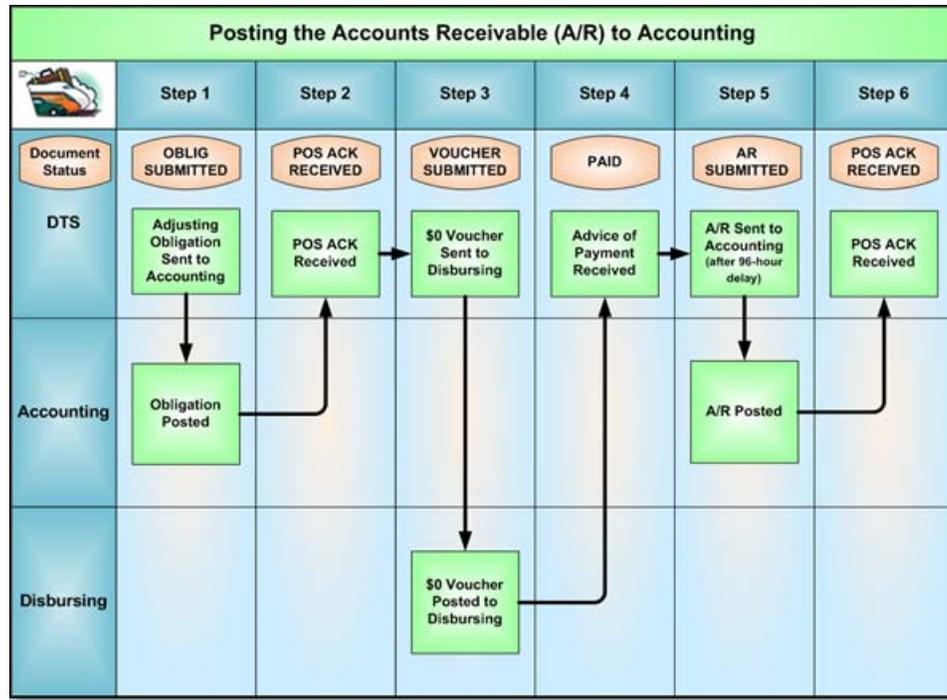


Figure 3-1: Posting the A/R to Accounting

The traveler has 30 days from the e-mail 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.

- DTS tracks the Due U.S. 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.

At this time, the ability to take action against the debt is provided through the DMM Gateway. You 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 U.S. 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 LOA1 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/Rs (if necessary); DTS will send a final adjusting obligation for each Due U.S. LOA. The total amount due to the traveler will be applied against the Due U.S. LOAs on a proportional basis.

3.1.2 Adjustments Affecting an Established Debt

If the traveler amends a Due U.S. 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 below actions will 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 U.S. situation, the trip record remains open until the debt has been satisfied (i.e., paid, collected, or waived). DTS determines that a debt has been satisfied in one of the below ways:

- DTS receives an automated advice of collection (AOC) from the disbursing office that reduces the debt to zero.
- You receive notice that a waiver of the full debt has been granted, and enter 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 U.S. amount is waived after the establishment of the A/R, DTS will generate a waiver of debt A/R adjustment to the applicable accounting systems. The waiver will be full or partial, depending on the amount approved (Figure 3-2).

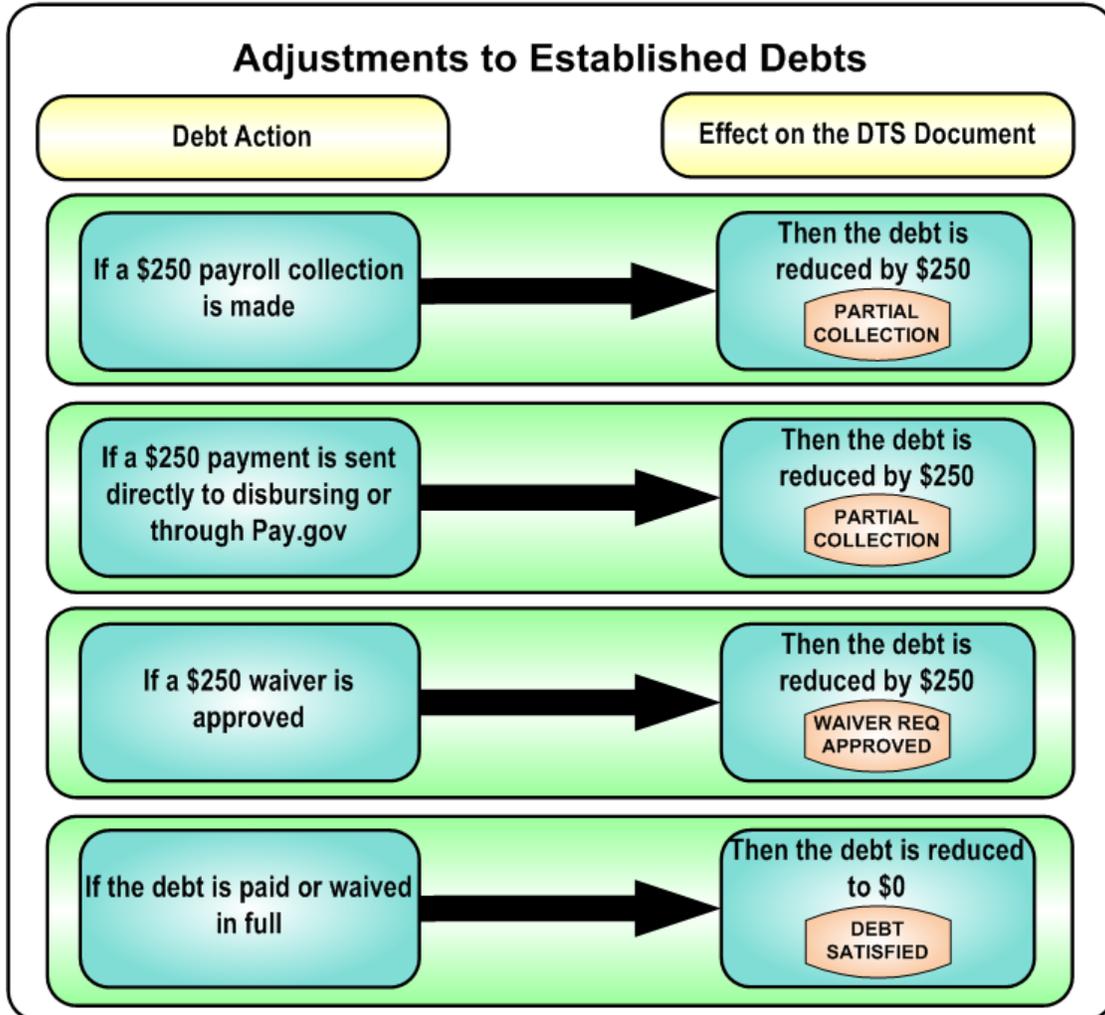


Figure 3-2: Adjustments to Established Debts

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 Record 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.

DTS notifies the traveler, AO, and DMM via e-mail when the debt is paid.

3.1.5 DTS-Tailored Organizations

A site that is DTS-Tailored (Financial) has no electronic connection to a financial system. For travelers who are assigned to organizations that are using DTS-Tailored (Financial), local business procedures for processing debt continue to apply.

While these organizations are able to use the tracking tools that are available in DTS, they cannot use the collection process. Additionally, DTS will not generate A/R transactions; all accounting transactions must be handled manually.

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 U.S. 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 below steps occur:

1. DTS transmits the adjusting obligation to the Global Exchange Services (GEX). GEX is a translator service that converts data from one system into the format required by another system. All DTS accounting and disbursing transactions are routed through GEX.
2. GEX translates the transaction into a format the accounting system recognizes and transmits the adjusting obligation to the accounting system.
3. The accounting system processes the transactions and transmits a positive or negative acknowledgement (POS/NEG ACK) through GEX 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.

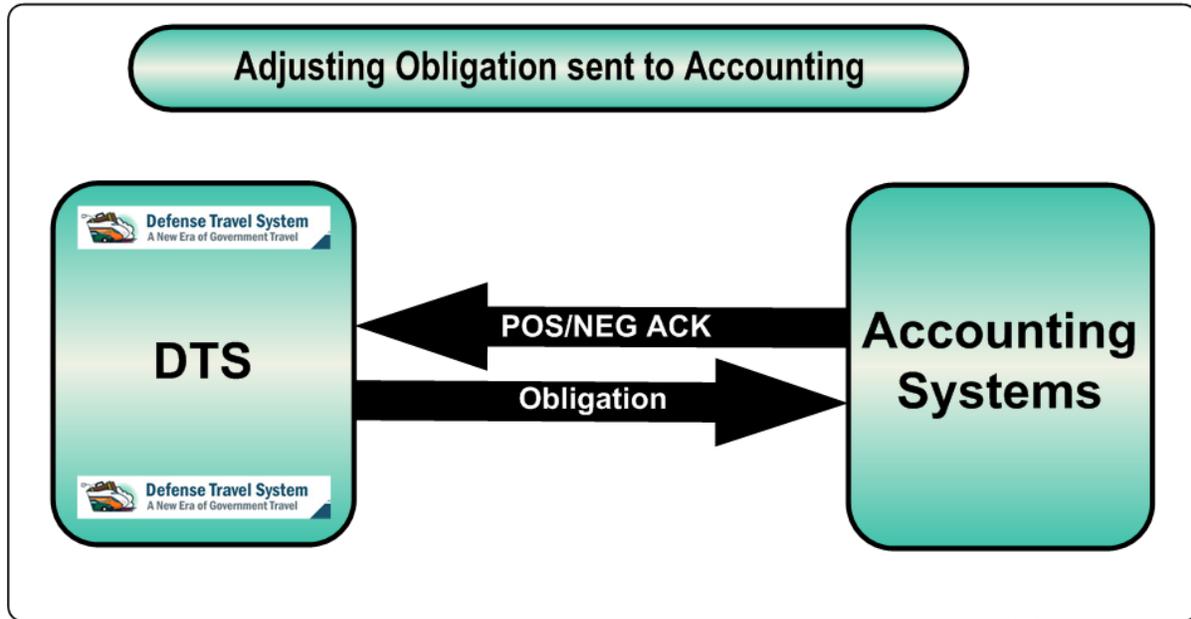


Figure 3-3: Adjusting Obligation Transactions

Each DTS LOA is associated with a specific accounting system. Selecting an LOA automatically identifies the accounting system that will receive the obligation. Table 3-1 provides a complete 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
Standard Industrial Fund System	SIFS	Army
Logistics Management Program	LMP	Army
General Fund Enterprise Business System	GFEBBS	Army
Defense Agencies Initiative	DAI	Business Transformation Agency (BTA) and Joint Interoperability Test Command (JTIC)
Financial Accounting and Corporate Tracking System	FACTS	Defense Intelligence Agency
Enterprise Business System	EBS	Defense Logistics Agency
Centralized Accounting and Finance Resource Management System	CAFRMS	Defense Threat Reduction Agency
Electronic Business System	e-biz	DFAS
Washington Area Allotment System - Defense Information Services Agency	WAAS-DISA	DISA
Defense Working Capital Accounting System	DWAS	DoD Agencies
Washington Area Allotment System - Defense Finance and Accounting Service	WAAS - DFAS	DoD Agencies
Defense Business Management System	DBMS	DoD Agencies, and Navy
Comptroller's Accounting Budget System	CABS	Joint Staff
Standard Accounting and Budget Reporting System	SABRS	Marine Corps
Standard Accounting and Reporting System - Field Level	STARS-FL	Navy
Standard Accounting and Reporting System - Headquarters	STARS-HQ	Navy
Navy Enterprise Resource Planning	Navy ERP	Navy

Table 3-1: DoD Accounting Systems (continued)

DOD ACCOUNTING SYSTEMS		
Accounting System	Acronym	Service or Agency
Military Sealift Command - Financial Management System	MSC-FMS	Navy
SPAWAR System Center - San Diego	SSC-SD	Navy
Integrated Management Processing System	IMPS	Navy Research Labs
Defense Industrial Financial Management System	DIFMS	Navy, Air Force, Marine Corps
Washington Area Allotment System - Washington Headquarter Services	WAAS - WHS	Office of the Secretary of Defense
Transportation Financial Management System	TFMS	Surface Deployment and Distribution Command
College and University Financial System	CUFS	Uniformed Services University of the Health Services

3.2.2 Stage 2: \$0 Voucher Transactions

After DTS receives the positive acknowledgement from the accounting system, it sends a \$0 voucher to its 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.

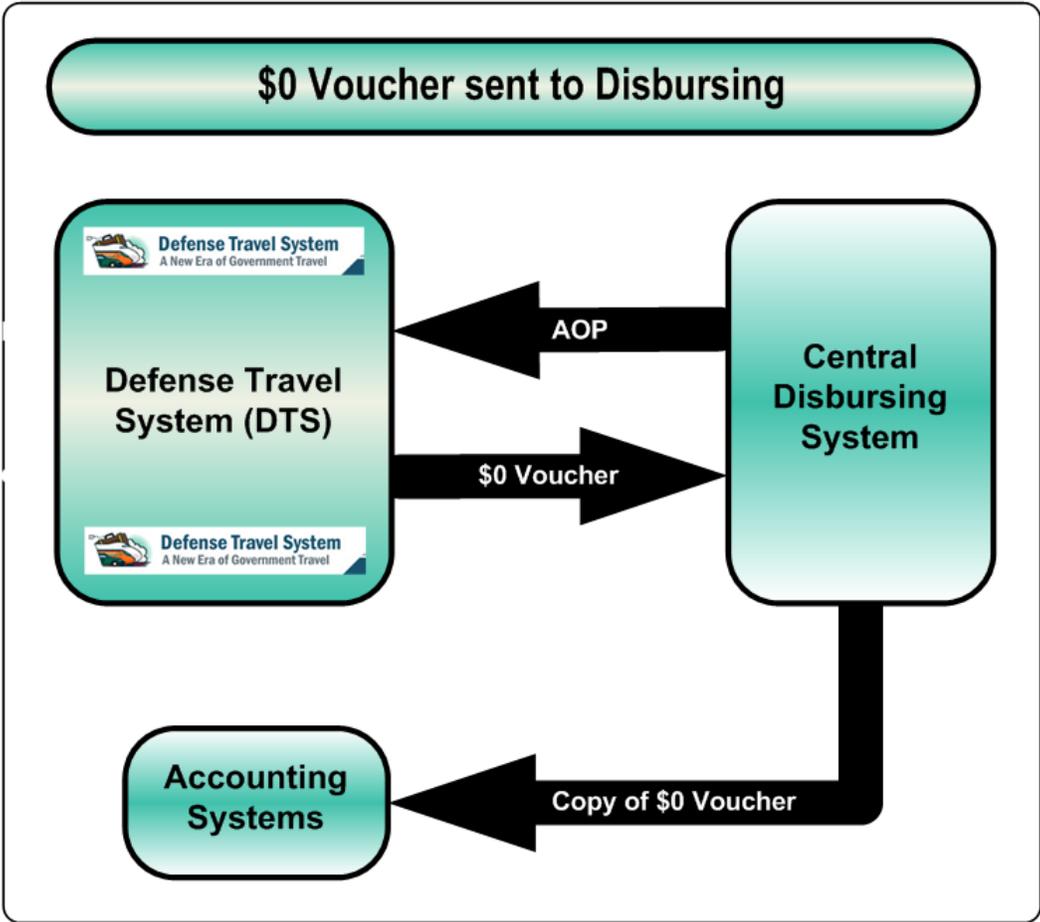


Figure 3-4: Voucher Sent to Disbursing

3.2.3 Stage 3: Accounts Receivable 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 POSACK 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.

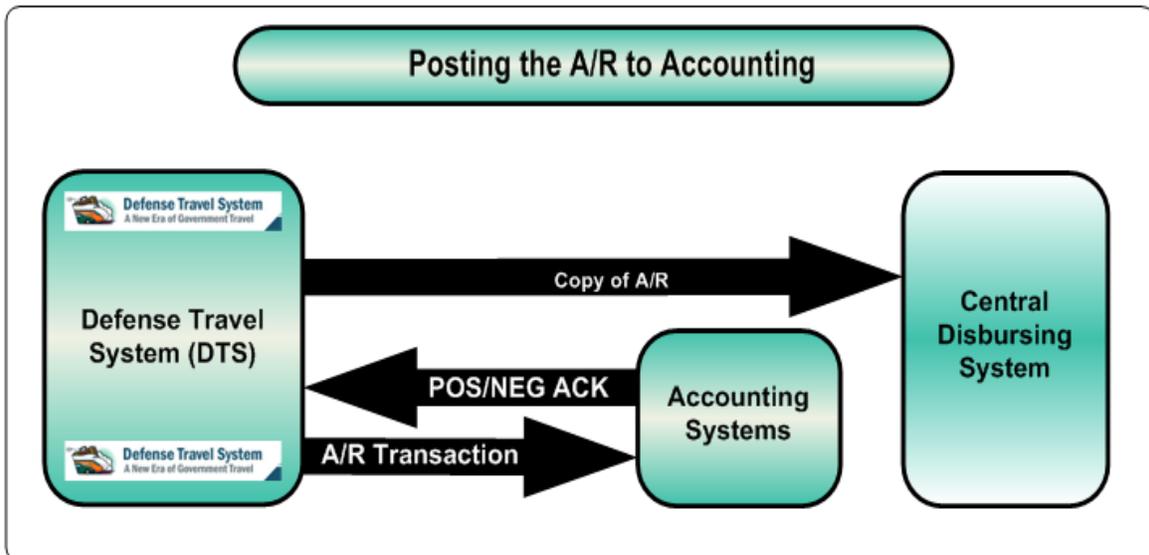


Figure 3-5: A/R Posted to Accounting

3.2.4 Stage 4: Debt Settlement Actions

Stage 4 is the final stage of the Debt Management process. It 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 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 3-6 shows this process.

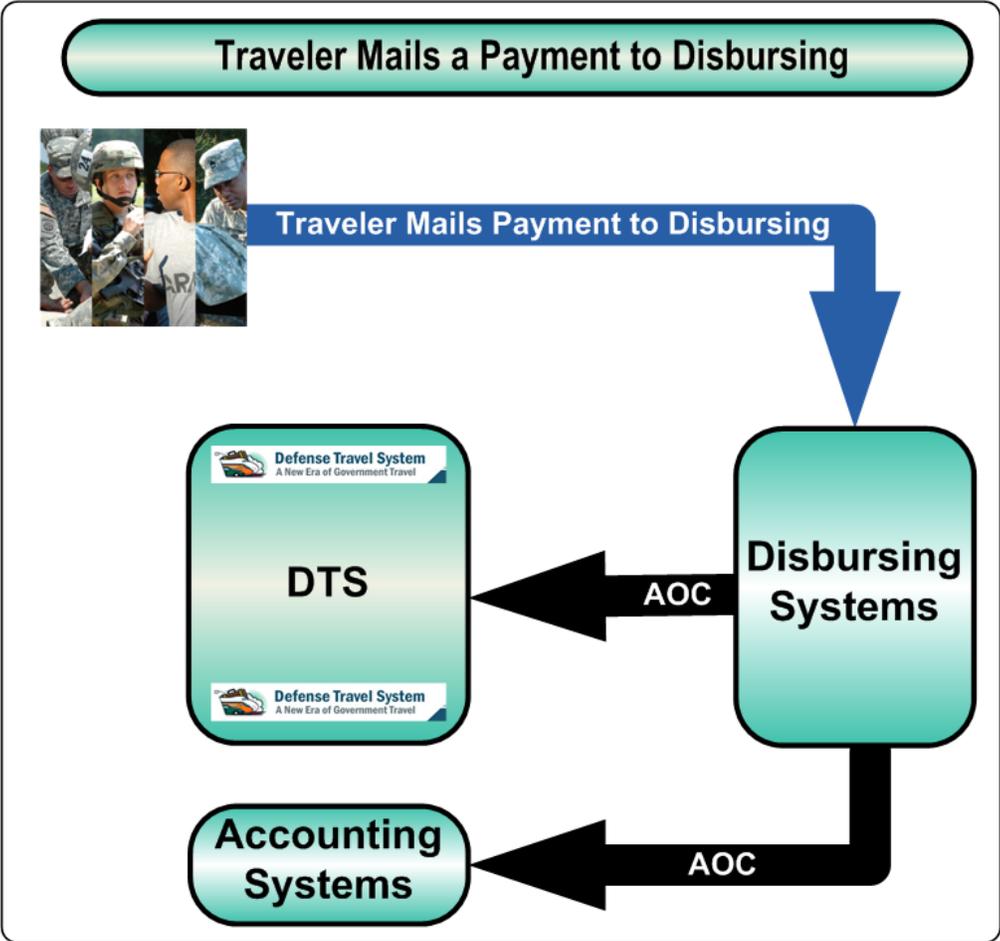


Figure 3-6: Debt Settlement - Traveler Mails a Payment

The CDS Debt Office at DFAS Indianapolis is the external office associated with this part of the process. With the exception of the debts collected by the FACTS Debt Office, the CDS Debt Office processes all debt payments, and creates the AOC to update the member's debt record in DTS and the accounting system.

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 the 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.

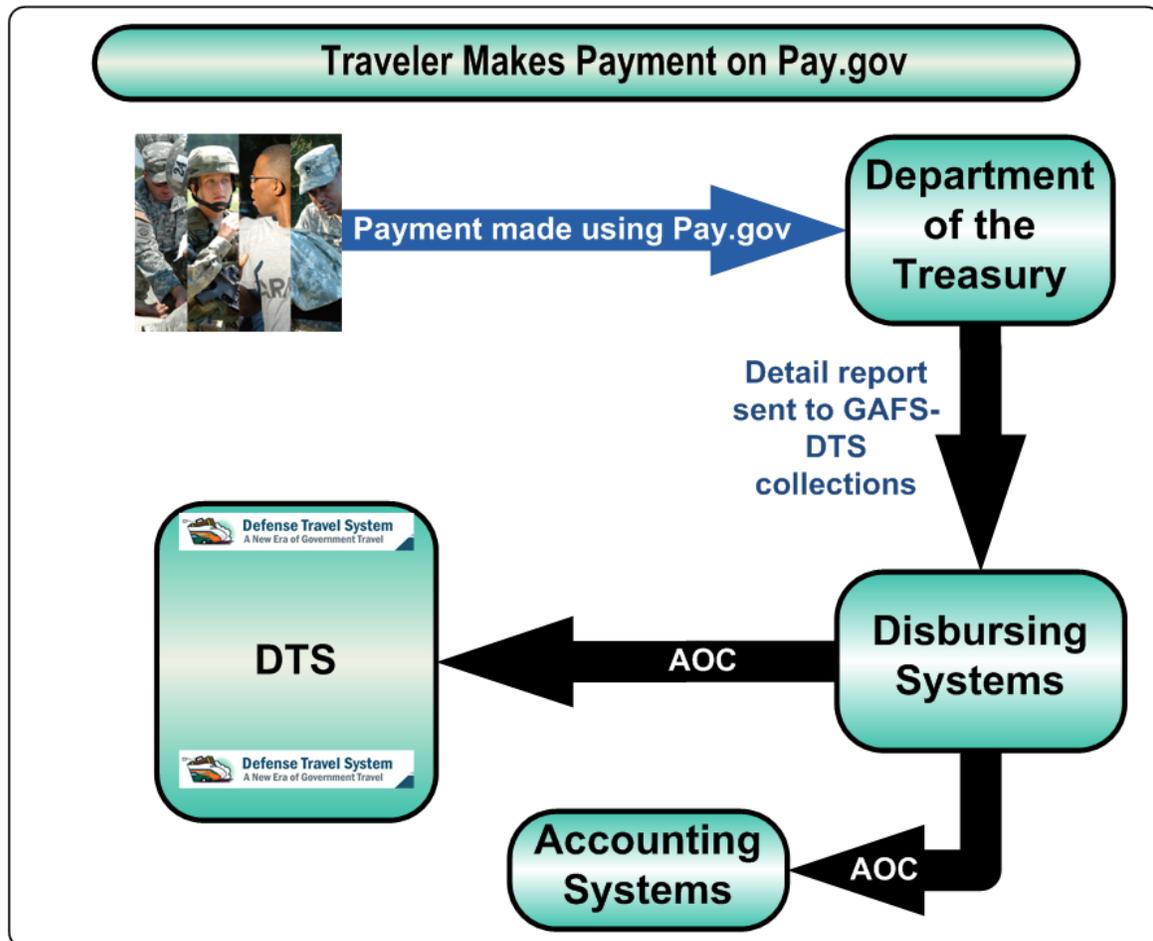


Figure 3-7: Debt Settlement - Traveler Makes a Payment Online

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

3.2.4.3 Traveler Requests a Waiver or Appeal

The services and agencies 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, you 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.

The external offices involved in this part of the process are as follows:

- Offices determined by local or service or agency business rules
- DCMO
- DOHA

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 U.S. 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 service or agency 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 other than 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 POSACK 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 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 3-8 shows this process.

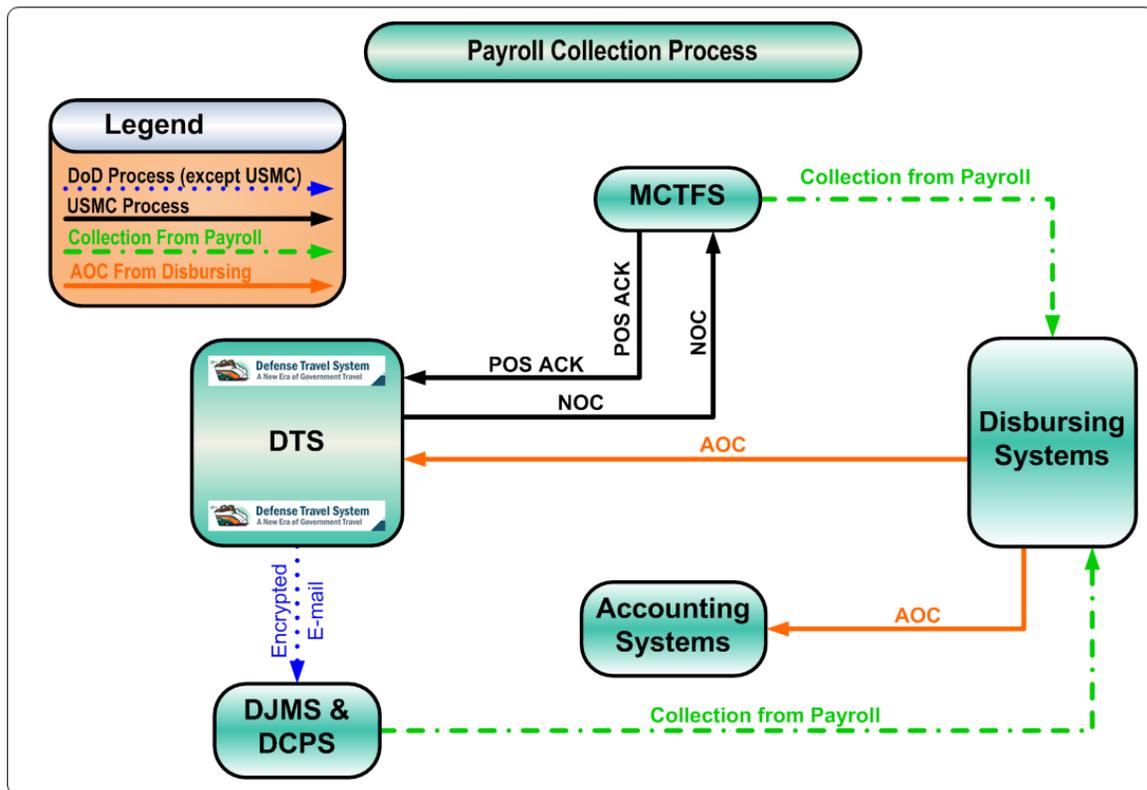


Figure 3-8: Debt Settlement: Debt Is Referred for Payroll Collection

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 \$225 or less, 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 more than \$225, and cannot be collected, you will access the DMM Gateway and send an encrypted email to the OOS Office. When the OOS office accepts the debt, you will be notified. DTS will create a \$0 voucher that will be routed through the process described in Step 2. See Section 5.5.2.

The external office in this portion of the process is the OOS Office. The OOS Office handles all debt transactions that are associated with members who are no longer employed by the DoD.

CHAPTER 4: Debt Management Monitor Tools in DTS

In order to manage debt records for an organization's travelers, Debt Management Monitors (DMMs) use the following two DTS modules that are accessible from the DTS User Welcome screen (Figure 4-1):

- *DMM Gateway*. Provides access to the tools that the Debt Management Monitor will use to initiate all debt-related actions. Your group access limits which travelers' debt information is available.
- *Report Scheduler*. Provides ability to run the Debt Management report. Your organization access determines which documents will be included when running the Debt Management report.

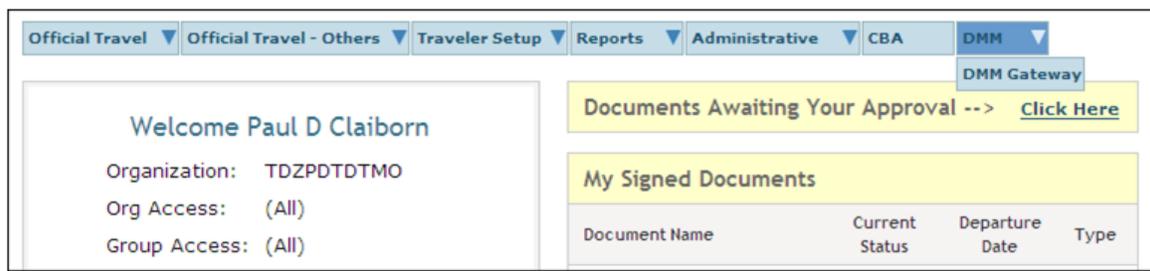


Figure 4-1: User Welcome Screen

4.1 Debt Management Report

DTS allows you to generate a Debt Management report. This report assists you in making sure that actions required by regulatory guidance have been initiated and completed. This report is located in the Report Scheduler. See the *Defense Travel Administrator's (DTA) Manual*, Chapter 10, for details on using this report.

The report displays the below:

- 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 U.S. document will appear on the Debt Management report for 30 days after the debt is satisfied. The Last Offset Date resets to the date on which notification that 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 you when the report is ready. Debt Management reports are produced in a comma separated value (.csv), or spreadsheet format, which 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).

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Organization	Traveler Last Name	Traveler First Name	M	SSN	TANUM	Document Name	Date Debt Incurred	Date Traveler Notified of Debt	Original Amount of Debt	Last Offset Date	Last Offset Action	Last Offset Amount
1	DTMO	ANNE	BORGATA	D	0737	0NW1JH	AB340BNOSTERM020108_V01-01	4/24/2008	4/24/2008	\$3,279.00	4/24/2008	DUE US	\$3,279.00
2	DTMO	ANNE	BORGATA	D	0737	0NW1JH	AB340BNOSTERM020108_V01-01	4/24/2008	4/24/2008	\$3,279.00	4/25/2008	DUE PROCESS SERVED	\$0.00
3	DTMO	ANNE	BORGATA	D	0737	0NW1JH	AB340BNOSTERM020108_V01-01	4/24/2008	4/24/2008	\$3,279.00	5/25/2008	PAY COLLECT REQUEST	\$3,279.00
4	DTMO	ANNE	BORGATA	D	0737	0NW1JH	AB340BNOSTERM020108_V01-01	4/24/2008	4/24/2008	\$3,279.00	5/27/2008	PAY COLLECT APPROVED	\$3,279.00
5	DTMO	ANNE	BORGATA	D	0737	0NW1JH	AB340BNOSTERM020108_V01-01	4/24/2008	4/24/2008	\$3,279.00	5/27/2008	COLLECTION	\$400.00
6	DTMO	ANNE	BORGATA	D	0737	0NW1JH	AB340BNOSTERM020108_V01-01	4/24/2008	4/24/2008	\$3,279.00	5/27/2008	COLLECTION	\$400.00
7	DTMO	Eric	DENISON	T	6420	0NW0SN	EDRICHMONDVA032408_V01-01	3/21/2008	3/21/2008	\$259.40	3/21/2008	DUE US	\$259.40
8	DTMO	Eric	DENISON	T	6420	0NW0SN	EDRICHMONDVA032408_V01-01	3/21/2008	3/21/2008	\$259.40	3/22/2008	DUE PROCESS SERVED	\$0.00
9	DTMO	Eric	DENISON	T	6420	0NW0SN	EDRICHMONDVA032408_V01-01	3/21/2008	3/21/2008	\$259.40	3/21/2008	WAIVER REG SUBMIT	\$50.00
10	DTMO	Eric	DENISON	T	6420	0NW0SN	EDRICHMONDVA032408_V01-01	3/21/2008	3/21/2008	\$259.40	5/12/2008	WAIVER REG APPROVED	\$29.40
11	DTMO	Eric	DENISON	T	6420	0NW0SN	EDRICHMONDVA032408_V01	3/21/2008	3/21/2008	\$259.40	5/24/2008	COLLECTION	\$20.00
12	DTMO	Eric	DENISON	T	6420	0NW0SN	EDRICHMONDVA032408_V01	3/21/2008	3/21/2008	\$259.40	5/24/2008	DEBT SATISFIED	\$0.00
13	DTMOTAC	TAY	FRIENDA		0838	0NW0S1	TF SANDIEGOCAD0108_V01-03	3/21/2008	3/21/2008	\$150.00	3/21/2008	DUE US	\$150.00
14	DTMOTAC	TAY	FRIENDA		0838	0NW0S1	TF SANDIEGOCAD0108_V01-03	3/21/2008	3/21/2008	\$150.00	3/22/2008	DUE PROCESS SERVED	\$0.00
15	DTMOTAC	TAY	FRIENDA		0838	0NW0S1	TF SANDIEGOCAD0108_V01-03	3/21/2008	3/21/2008	\$150.00	3/30/2008	WAIVER REG SUBMIT	\$150.00
16	DTMOTAC	TAY	FRIENDA		0838	0NW0S1	TF SANDIEGOCAD0108_V01-03	3/21/2008	3/21/2008	\$150.00	5/15/2008	WAIVER REG APPROVED	\$150.00
17	DTMOTAC	TAY	FRIENDA		0838	0NW0S1	TF SANDIEGOCAD0108_V01-03	3/21/2008	3/21/2008	\$150.00	5/15/2008	DEBT SATISFIED	\$0.00

Figure 4-2: Debt Management Report With History

	A	B	C	D	E	F	G	H	I	J	K	L
	Organization	Traveler Last Name	Traveler First Name	M	SSN	TANUM	Document Name	Date Debt Incurred	Date Traveler Notified of Debt	Original Amount of Debt	Last Offset Date	Last Offset Action
2	DTMO	ANNE	BORGATA	A	0737	0NW1JH	AB340BNOSTERM020108_V01-01	4/24/2008	4/24/2008	\$3,279.00	4/25/2008	PAY COLLECT APPROVED
3	DTMO	ERIC	DENISON	S	7834	0NW0SN	EDRICHMONDVA032408_V01-01	3/21/2008	3/21/2008	\$259.40	3/30/2008	COLLECTION
4	DTMO	JEFF	MCCRIF	T	6420	0NW201	JM CARDIFF CA041408_V01	4/5/2008	4/5/2008	\$31.20	7/9/2008	WAIVER REQUEST
5	DTMO	DAVE	GERMAN	O	3732	0NW000	DF HARTY ORD07032008_V01-02	4/24/2008	4/24/2008	\$463.23	5/3/2008	DEBT SATISFIED
6	DTMO	MIKE	DANIELS	N	3743	0NHR09	MIDDLEMSONSC032308_V01-1	4/17/2008	4/24/2008	\$26,715.75	5/16/2008	DEBT SATISFIED
7	DTMO	AMY	WILSON	V	0801	0NW0Y1	AWSACRAMENTO041408_V01-1	3/27/2008	3/27/2008	\$60.00	4/16/2008	DEBT SATISFIED
8	DTMOTAC	TAMMY	FRIENDA	I	0838	0NW0J1	TFPENNSACOLAFLO32408_V01-02	3/19/2008	3/19/2008	\$40.00	3/21/2008	DUE US
9	DTMOTAC	JOE	SMITH	L	7492	0N0M01	JSCOLLEGE PARK MD050508_V01-03	3/3/2008	3/19/2008	\$545.50	3/21/2008	COLLECTION
10	DTMOTAC	JANE	DCE	L	8654	0NW0J1	JDOCHARLOTTE NC050508_V01-02	3/19/2008	3/19/2008	\$2,342.23	3/21/2008	COLLECTION
11	DTMOTAC	BOB	SILENT	A	4732	0NW0R0	BSSHERMERRID02108_V01-01	3/20/2008	3/20/2008	\$2,164.60	3/20/2008	DUE US

Figure 4-3: Debt Management Report Without History

4.2 DMM Gateway

DMMs access the DMM Gateway via the menu bar on the DTS User Welcome screen (Figure 4-1). To access the details of payments, collections, and waivers/appeals and to initiate all actions on Due U.S. documents DMMs will use the DMM Gateway (Figure 4-4).

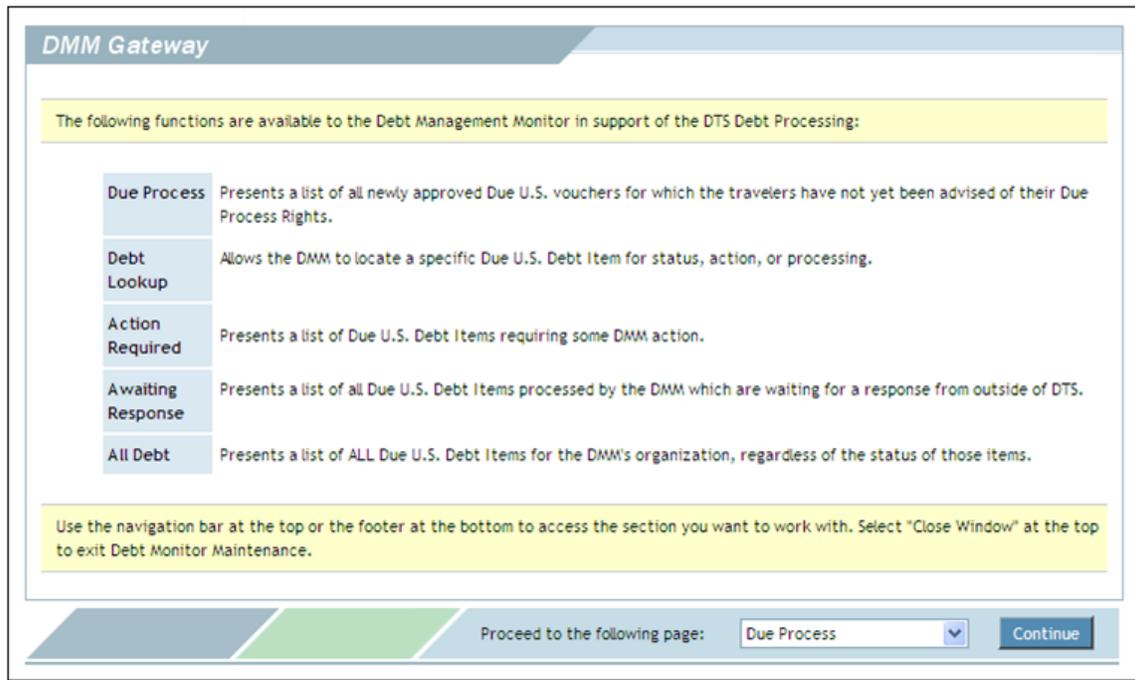


Figure 4-4: DMM Gateway

The links on the navigation bar allow you to display a filtered list of Due U.S. documents as described in Table 4-1.

Table 4-1: Description of DMM Gateway Links

DMM GATEWAY LINK DESCRIPTIONS	
Link Name	Link Description
Due Process	Locates and displays all approved Due U.S. 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 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.

Beginning on the DMM Gateway screen (Figure 4-4), use the below steps 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 U.S. vouchers that you have not yet applied the DUE PROCESS SERVED stamp. You should confirm that the AO has informed the traveler of the debt, and should inform the traveler of their due process rights before applying the stamp.

The screenshot shows a web interface titled "Due Process". Below the title is a table with the following data:

Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Kim Carson	M	KCLASVEGASN071610_V01	1,036.40	1,036.40	POS ACK RECEIVED	0

Below the table, a summary bar indicates "Page 1 of 1" and "1 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).

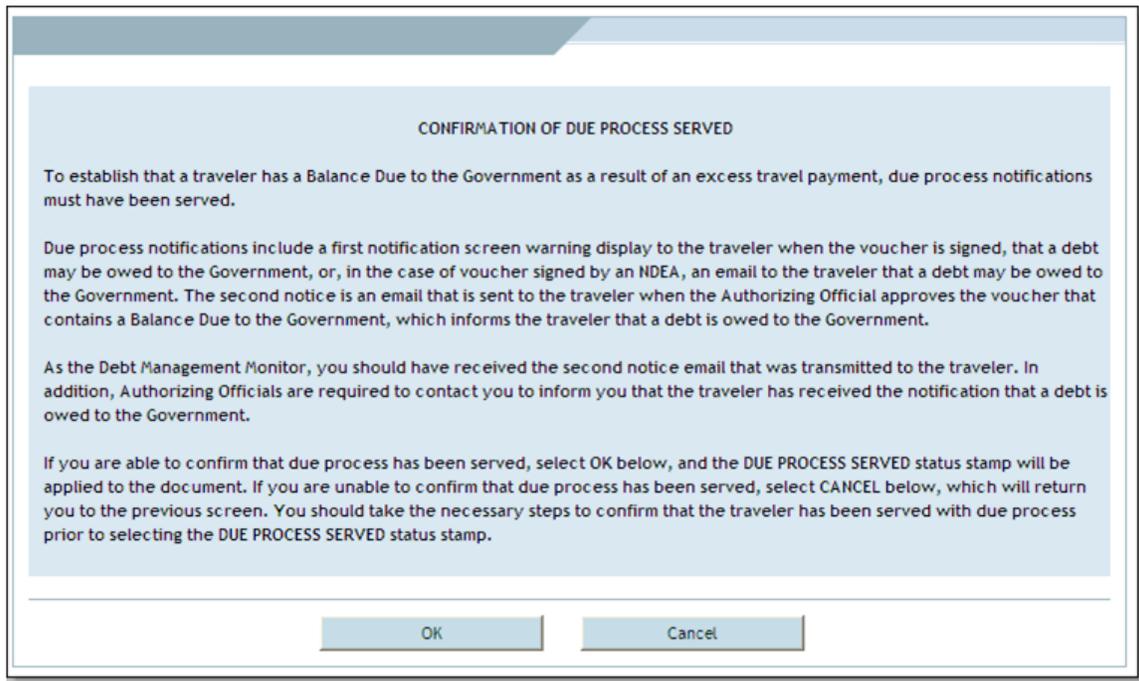


Figure 4-6: Confirmation of Due Process Served

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 or local 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

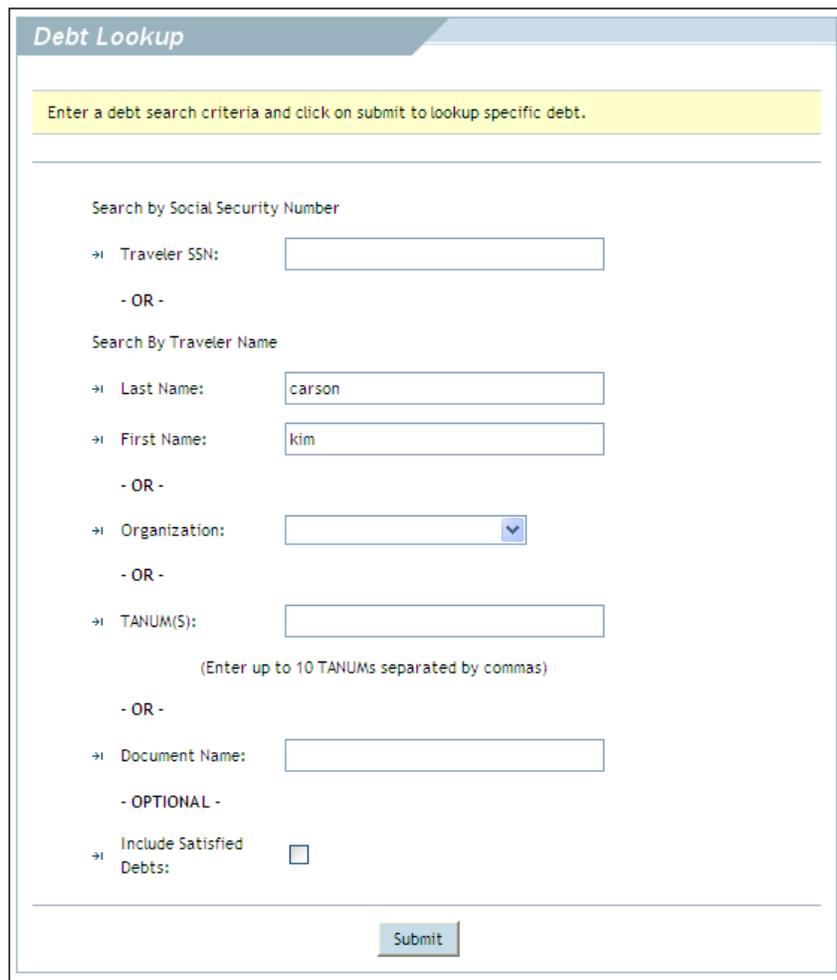
4.2.2 Debt Lookup

This feature allows you to locate a specific Due U.S. 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 below steps 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 bar: 'Enter a debt search criteria and click on submit to lookup specific debt.' Below this, there are several search options separated by '- OR -' labels:

- Search by Social Security Number:** A field for 'Traveler SSN' is empty.
- Search By Traveler Name:** Fields for 'Last Name' (containing 'carson') and 'First Name' (containing 'kim') are present.
- Organization:** A dropdown menu is empty.
- TANUM(S):** A text field is empty, with a note below it: '(Enter up to 10 TANUMs separated by commas)'. Below this is another '- OR -' label.
- Document Name:** A text field is empty.
- OPTIONAL:** A label 'Include Satisfied Debts:' is followed by an unchecked checkbox.

At the bottom center, there is a 'Submit' button.

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 U.S., 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.

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	Kim Carson	M	KCLASVEGASNV071610_V01	1,036.40	1,036.40	DUE US	0
Due Process							
Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Kim Carson	M	KCLASVEGASNV071810_V01	396.90	396.90	DUE PROCESS SERVED	0
Page 1 of 1		2 Debt(s) Found					

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. The available options depend on the state of the debt. You can select an option to take action on the debt. These actions depend on the state of the debt. You can select an option to take action on the debt.

Debt Details

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

Review the debt information.

Organization Name : DTMO-TRAINING
 Traveler Name: Kim Carson
 Traveler SSN: XXXXX4106
 Travel Document Number: ONYV5Z
 Travel Document Name: KCLASVEGASNV071810_V01
 Original Amount of Debt: \$396.90
 Date Traveler Notified of Debt: 07/20/10

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	07/20/10	396.90	396.90
DUE PROCESS SERVED	07/21/10	0.00	396.90
POS ACK RECEIVED	07/21/10	0.00	396.90
PAY COLLECT REQUESTD	07/21/10	0.00	396.90
PAY COLLECT REJECTED	07/21/10	0.00	396.90

Figure 4-9: Debt Details Screen

4.2.3 Action Required

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

Action Required							
Payroll Collection							
Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Kim Carson	M	KCLASVEGASNV071610_V01	1,036.40	1,036.40	POS ACK RECEIVED	0
Page 1 of 1		1 Debt(s) Found					

Figure 4-10: Action Required Screen

Beginning on any screen in the DMM Gateway, follow the below steps 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 Due U.S. 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 below steps 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).

Awaiting Response							
Payroll Collection							
Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Kim Carson	M	KCLASVEGASNV071610_V01	1,036.40	1,036.40	PAY COLLECT REQUESTD	0
Out of Service							
Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Kim Carson	M	KCLASVEGASNV071810_V01	396.90	396.90	DEBT TRANSFER REQ	0
Page 1 of 1		2 Debt(s) Found					

Figure 4-11: Awaiting Response Screen

This screen displays a list of all Due U.S. debt items that are waiting for a response from an entity outside of DTS (Figure 4-11). This includes the below:

- *Waiver / Appeal.* Documents with a waiver/appeal response pending
- *Payroll Collection.* Debts that have been referred to the payroll system requesting collection
- *Out of Service.* Debts that have been transferred to the OOS Debt Management Office requesting 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 U.S. 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 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 below steps to view a list of all documents for which a debt is owed:

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 the below categories: Due U.S., Due Process, Waiver / Appeal, Payroll Collection, and Out of Service.

All Debt							
Payroll Collection							
Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Kim Carson	M	KCLASVEGASNV071610_V01	1,036.40	1,036.40	PAY COLLECT REQUESTD	0
Out of Service							
Select	Traveler Name	Civ/ Mil	Travel Document Name	Original Debt	Balance Due	Last Action Taken	Days Since Last Action
Select	Kim Carson	M	KCLASVEGASNV071810_V01	396.90	396.90	DEBT TRANSFER REQ	0
Page 1 of 1		2 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: Debt Management Monitor Responsibilities

To record any action on a debt, you access the DMM Gateway and opens the Debt Details screen (Figure 5-1) for any Due U.S. document.

The Debt Details screen displays the current status of the debt, the debt's processing history, and links to the screens where certain actions can be taken against the debt.

The screenshot shows the 'Debt Details' screen with a header bar. Below the header are several navigation links: [Manual Collection](#), [Waivers/Appeals](#), [Payroll Collection](#), [Out of Service](#), and [Response Imaging](#). A yellow highlighted box contains the text 'Review the debt information.' Below this is a list of key-value pairs for the debt: Organization Name: DTMO-TRAINING, Traveler Name: Kim Carson, Traveler SSN: XXXXX4106, Travel Document Number: ONYV5Z, Travel Document Name: KCLASVEGASNV071810_V01, Original Amount of Debt: \$396.90, and Date Traveler Notified of Debt: 07/20/10. At the bottom is a table with four columns: Status Type, Status Date, Amount, and Balance Due U.S.

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	07/20/10	396.90	396.90
DUE PROCESS SERVED	07/21/10	0.00	396.90
POS ACK RECEIVED	07/21/10	0.00	396.90
PAY COLLECT REQUESTD	07/21/10	0.00	396.90
PAY COLLECT REJECTED	07/21/10	0.00	396.90

Figure 5-1: Sample Debt Details Screen

DTS controls the Debt Management process by displaying only links pertaining to 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 Debt Management process.
- Unless the debt has been rejected from the payroll system as an out of service (OOS) debt, you will not see a link that will allow you to transfer the debt to the OOS Office or write the debt off.

Most of the functions available through this screen are dependent on certain accounts receivable (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:

- Existence of a waiver request for a DTS debt
- Approval, disapproval, or cancellation of a waiver request
- Existence of an appeal request
- Approval, disapproval or cancellation of an appeal request

The history of the debt includes the dates and dollar amount 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 should inform the traveler of their due process rights before applying the stamp. No debt actions are available prior to the application of the DUE PROCESS SERVED stamp. This means that actions such as payroll collections may be delayed (Section 4.2.1).

5.2 Manual Collections

The DTS DMM Gateway provides a 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 advice of collection (AOC). Examples include sites that use DTS-Tailored (Financial) or collections that were 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. Request a CCV by sending an email with the traveler's name, Travel Authorization Number (TANUM), and the amount of the collection. See Appendix D for the CCV request email address.

Note: If the organization is not DTS-Tailored (Financial), disbursing will update DTS automatically with the collections.

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 below steps:

1. Choose **Select** next to the appropriate document.
2. Select **Manual Collection**.

The Manual Collection screen opens (Figure 5-2).

Date	Cash Coll Vch #	Trace/Check #	Line of Acctg	Amount	View/Edit	Delete
07/21/10	CV000123	1839754	10 FMS TRAINING	100.00	view	delete

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 always display zero.

5. Select **Save and Continue**.

DTS applies one of the below 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 Payment Totals screen of the voucher displays an entry in the amount of the collection in the Credit Summary next to the **Collections** link.

5.2.2 Delete a Collection Entry

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

1. Select **Delete** to the right of the desired 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, the collection must be deleted and re-entered 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 Waiving/Appealing the Debt

Travelers may request a waiver from debt. Responsibility for defining the process of applying for a waiver or appeal belongs to each individual service or agency, 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 are conducted outside of DTS. DTS Debt Management capabilities allow DMMs to track waivers and appeals for Due U.S. documents and reduce or cancel the debt on a document, depending on the amount of an approved waiver. You will enter the outcome of each step of the waiver and appeal process into DTS. Documentation supporting the waiver request and results should be electronically attached to the DTS voucher. See Section 5.6.

A traveler usually requests a waiver within 30 days of the notification of a debt; however, travelers must request the waiver within three years (for civilians) or five years (for military members) of the time the debt was identified. 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.

5.3.1 Waiver Requests and Results

After a traveler has requested a waiver and you initiate the process outside of DTS, you use the DMM Gateway to record the request in DTS. When the waiver result is returned, you will use the DMM Gateway to record the result. Follow the steps outlined in Sections 5.3.1.1 and 5.3.1.2.

5.3.1.1 Record Waiver Requests

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

1. Select **Waivers/Appeals**.

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

Waivers/Appeals

Click the 'Select' Column link to see the details for the debt or to process it.
Click the 'Appeal' Column link to create an appeal to a Disapproved Waiver. \$974.90

[Create New Waiver for this document](#)

Traveler Name: Kim Carson
Travel Document Name: KCLASVEGASNV071710_V01

Select	Type	Last Action	Last Action Date	Amount Requested	Amount Approved	Age (Days)	Appeal
	Waiver	WAIVER REQ SUBMIT	07/21/2010	974.90	0.00	0	
	Waiver	WAIVER DISAPPROVED	07/21/2010	974.90	0.00	0	Create

[Return to Debt Details](#)

Figure 5-4: Waivers/Appeals Screen

2. Select **Create New Waiver for this document**.

3. The Record Waiver Request Submission screen opens (Figure 5-5).

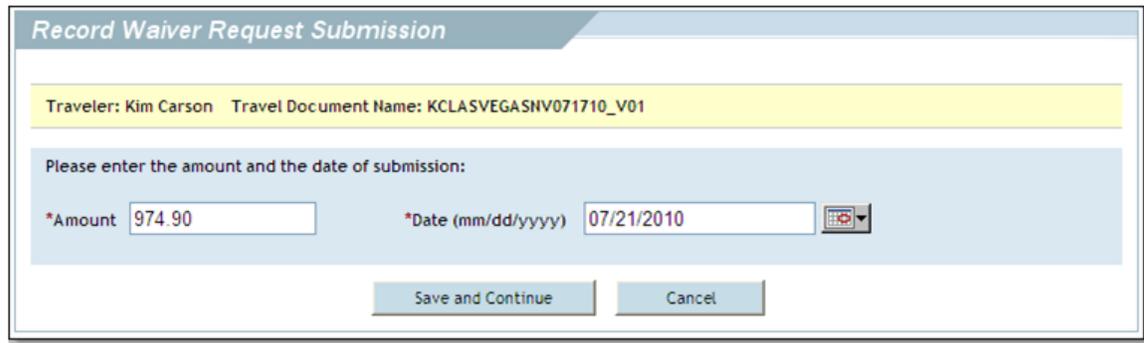


Figure 5-5: Record Waiver Request Submission Screen

4. Complete the **Amount** field with the amount of the waiver request.
5. Complete the **Date** field with the date the request was submitted.
6. 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.

5.3.1.2 Enter the Results of a Waiver Decision

Beginning on the Debt Details screen (Figure 5-1), use the below steps 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.

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) 07/21/2010

*Response Disposition

	Accounting Line	Original Debt	Current Debt	Amount
<input type="radio"/> Approved	10 FMS TRAINING	974.90	974.90	0.00
	Requested Amount:	974.90	Approved Amount:	974.90
<input type="radio"/> Disapproved		\$974.90		
<input type="radio"/> Cancel		\$974.90		

Save Cancel

Figure 5-6: Record Waiver Disposition

3. If the waiver was approved, complete or edit the below fields:
 - a. Change the entry in the **Effective Date** field, if necessary.
 - b. If only a portion of 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 below fields:
 - 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.

5. 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 takes the below actions:

- 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. You should electronically attach a copy of the waiver response into DTS. See Section 5.6.

If you selected the **Disapproved** radio button was selected, DTS takes the below action:

- Stamps the voucher WAIVER DISAPPROVED.
- Resets the due process clock, if the voucher is still Due U.S.
- Closes the screen and returns to the Waivers/Appeals screen.

If you selected the **Cancel Disposition** radio button, DTS takes the below action:

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

5.3.1.3 Waiver Status Stamps

DTS uses the below stamps 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 U.S. 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.

5.3.2 Appeal Requests and Results

If a waiver is denied or only partially approved, a traveler may appeal the decision to the DCMO, who will forward 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 will display 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.

5.3.2.1 Record Appeal Requests

Beginning on the Debt Details screen (Figure 5-1), follow the below steps 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**.

When you select **Save and Continue**, DTS applies the APPEAL REQ SUBMIT stamp to the document.

5.3.2.2 Record Results of Appeal Decision

Beginning on the Debt Details screen (Figure 5-1), follow the below steps 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) 07/21/2010

*Response Disposition

Accounting Line	Original Debt	Current Debt	Amount
10 FMS TRAINING	974.90	974.90	0.00
Requested Amount:	974.90	Approved Amount:	974.90

Approved
 Disapproved
 Cancel

Save Cancel

Figure 5-8: Record Appeal Disposition Screen

3. If the waiver is approved, complete or edit the below **fields**:

- Change entry in the **Effective Date** field, if necessary.
- Enter the amount that was denied, if only a portion of request was approved,
- 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.
- Select the **Approved** radio button.

4. If the waiver was disapproved, complete or edit the below fields:
 - 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.
5. 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 performs the below actions:

- 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 waiver 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. You should attach an electronic copy of the waiver response to the voucher in DTS (Section 5.6).

If you selected the **Disapproved** radio button, DTS takes the below actions:

- Stamps the voucher APPEAL DISAPPROVED.
- Resets the due process clock, if the voucher is still Due U.S.
- Closes the screen and returns to the Waivers/Appeals screen.

If you selected the **Cancel Disposition** radio button, DTS takes the below action:

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

5.3.2.3 Appeal Status Stamps

DTS uses the below 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 U.S. documents based on the actions by you in the DMM Gateway. These stamps activate and deactivate the Appeal Request flag on the DTS record.

5.3.3 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, you will 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 voucher for archival purposes. See Section 2.7.4 of the *DTS Document Processing Manual* for steps on how to attach a faxed or scanned document to the travel record.

Once you have entered the decision into DTS, an email notification will be sent to the traveler, AO, DMM, and the associated service or agency Waiver Office to inform them of the disposition of the waiver/appeal.

The due process clock, will be reset to zero upon deactivation of the waiver flag if the voucher remain in a Due U.S. status.

5.4 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 involuntary payroll collection has been automated. This process is described in Section 5.4.2.

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

5.4.1 Process for Civilians and Military Members (Non-Marine Corps)

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

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

1. Select **Payroll Collection**.

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

Payroll Collection

Click the "DMPC Report" button to view the Debt Management Payroll Collection report.
Click on the "Cancel" button to return to the previous screen.

Defense Travel System
Organization Name : DTMO-TRAINING

Traveler Name: Kim Carson
Traveler SSN: XXXXX4106
Travel Document Number: 0NYVCX
Travel Document Name: KCLASVEGASNV071710_V01
Original Amount of Debt: 974.90
Date Traveler Notified of Debt: 07/21/10
Total Amount of Debt: 974.90

*Transaction Type: New
*Amount/Pay Period: 100.00
Date of Separation:
*Debt Mgmt. Monitor: Kim Carson
*DMM Phone Number: 208-555-1234
*DMM Email Address: kcarson@pentagon.mil
Special Notes:

DMPC Report Cancel

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 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, then select **Submit**.

DTS takes the below actions:

- Encrypts the report and sends an email to the appropriate payroll system
- Applies the PAY COLLECT REQUESTED stamp to the voucher or local voucher

DTS uses the branch of service in the traveler's profile or by their status as a civilian to determine the appropriate payroll system. The below payroll systems are used:

- *Defense Civilian Pay System (DCPS)*. All DoD civilians.
- *Defense Joint Military Pay System (DJMS)*. All military members other than members of 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 notification 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 system administrator sends an email to let you know whether the payroll collection request was accepted or rejected.

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

1. Select **Payroll Collection** from the document's Debt Details screen.

The Payroll Collection screen opens (Figure 5-10). This screen is uneditable. You must select one of the buttons at the bottom of the screen.

Payroll Collection

Click the "DMPC Report" button to view the Debt Management Payroll Collection report.
Click on the "Cancel" button to return to the previous screen.

Defense Travel System
Organization Name : DTMO-TRAINING

Traveler Name: Kim Carson
Traveler SSN: XXXXX4106
Travel Document Number: 0NYVCX
Travel Document Name: KCLASVEGASNV071710_V01
Original Amount of Debt: 974.90
Date Traveler Notified of Debt: 07/21/10
Total Amount of Debt: 974.90

New DMPC Report Re-Submit Approve Reject Cancel

Figure 5-10: Payroll Collection Screen (Uneditable)

2. Select one of the below buttons:
 - 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. When the new report is submitted, the uneditable 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 and submit the new DMPC report, with the below exceptions: identify the request as a resubmittal, and in the Special Notes section of the DMPC report provide the reason for resubmittal. When the new report is submitted, the uneditable 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 collects the funds and sends the money 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.

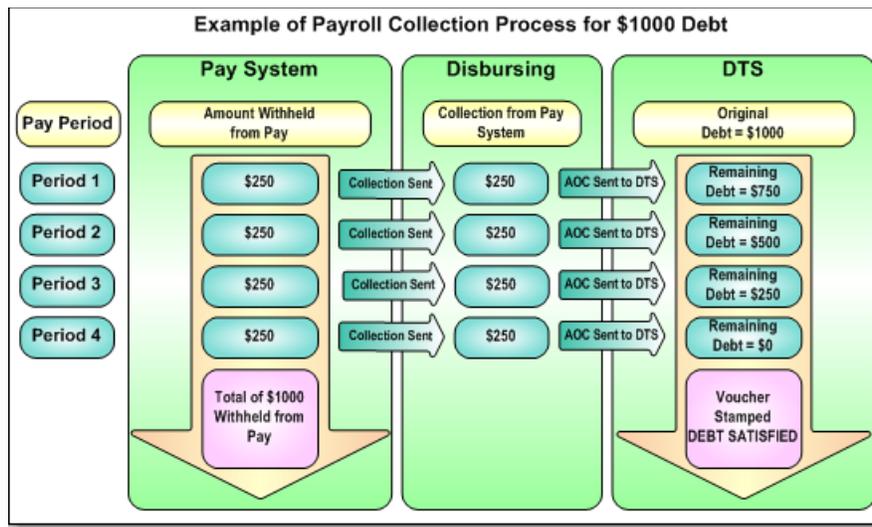


Figure 5-11: Payroll Collection Process

- 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 the debt to be collected immediately, the payroll system administrator will enter 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, and a reservist who incurred the debt while on active duty, but has since returned to reserve status.
- 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.

5.4.2 Process for Marine Corps Members

DTS implemented an interface with the Marine Corps Total Force System (MCTFS) for the collection of Marines' debts. This 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.

If a Marine requests that payroll deduction be used to offset a travel debt, you will initiate payroll collection. This process begins on the Debt Details screen:

1. Select **Payroll Collection**.

The Payroll Collection screen opens. If you selected the Payroll Collection link, but payroll collection has not yet been initiated, the document is stamped PAY COLLECT REQUESTED and the Notice of Collection (NOC) screen will display (Figure 5-12).

Notice Of Collection

Click the "Notice Of Collection" button to view the Notice Of Collection.
Click on the "Cancel" button to return to the previous screen.

Defense Travel System
Organization Name : DTMO-TRAINING

Traveler Name: Kim Carson
Traveler SSN: ###-##-4106
Travel Document Number: 0NYVCX
Travel Document Name: KCLASVEGASN071710_V01
Original Amount of Debt: 974.90
Date Traveler Notified of Debt: 07/21/10
Total Amount of Debt: 974.90

Transaction Type: NEW

*Amount/Pay Period:

Special Notes:

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 will send 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, on day 32, DTS will submit the NOC to MCTFS.

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.

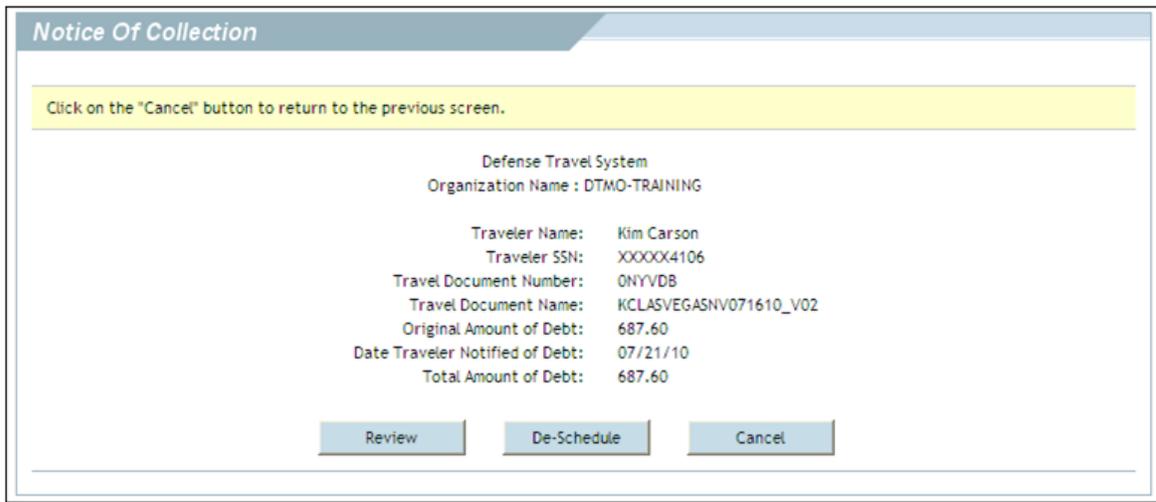


Figure 5-13: Notice of Collection Screen - De-Schedule an Automated Collection

After an 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.

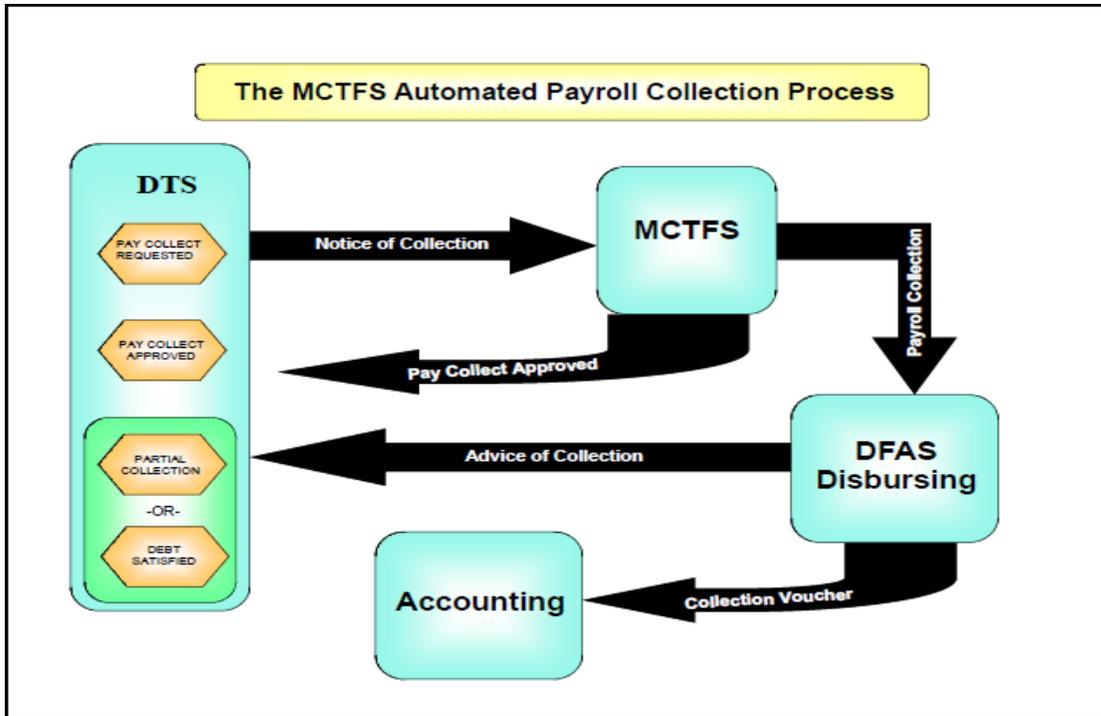


Figure 5-14: The MCTFS Automated Payroll Collection Process

If MCTFS rejects the transaction, you should consult the error message to determine which of the below actions 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.

5.5 DTS Out of Service Debt Process

You may receive 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. If this happens, you should pursue debt collection via locally established procedures.

If the debtor has not responded for 90 days, the debt can be deemed uncollectible. If the debt is for \$225 or less, you should follow the Debt Write-Off process (Section 5.5.1). If the debt exceeds \$225, it follows the Out of Service (OOS) Debt Transfer process (Section 5.5.2). DTS assures you will use the correct process by activating only the appropriate link.

Note: The Debt Write-Off or Debt Transfer links are not available if the document has not been stamped PAY COLLECT REJECT.

5.5.1 Write-Off Process for Uncollectible Debts of \$225 or Less

You may write off debts of \$225 or less that the OOS Office can not collect. The payroll system must first reject the Payroll Collection request. You must 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 below steps to write off an uncollectible debt of \$225 or less:

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 "Uncollectible Debt" in the amount of the debt as an expense to the amended voucher.

4. If a copy of the response is not attached to the document attach one through Substantiating Records. See Section 2.7.4 of the DTS Document Processing Manual.

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

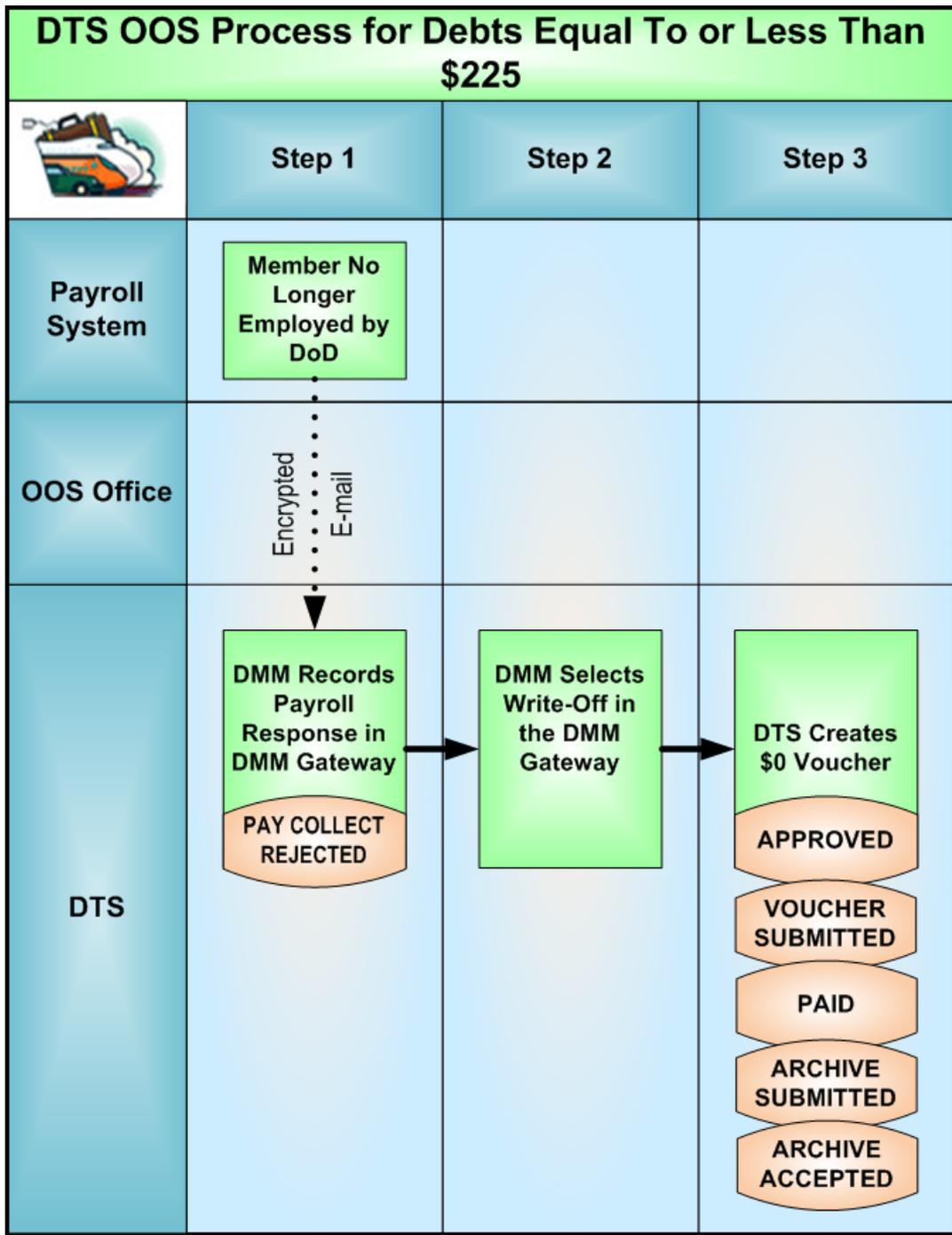


Figure 5-15: Write-Off Process for Debts Equal to or Less Than \$225

5.5.2 Transfer Process for Uncollectible Debts Exceeding \$225

When you forward a request for collection of a debt over \$225, the OOS Office will initiate collection via the Defense Debt Management System (DDMS), as required by *DoDFMR* Volume 5, Chapter 29.

The transfer process is described 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. The Effective Transfer Date defaults to the current date. This date will be updated when the response is received from the OOS Office.

3. Complete all required **fields** that are not populated. The fields displayed on this screen are as follows:
 - 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 resubmittal and the reason for the resubmittal.
 - Traveler's (Last Known) Mailing Address information fields.

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-TRAINING

Traveler Name: Kim Carson
Traveler SSN: XXXXX4106
Duty Station: Aurora
Travel Document Number: 0NYV5Z
Travel Document Name: KCLASVEGASNV071810_V01
Original Amount of Debt: 396.90
Date Traveler Notified of Debt: 07/20/10
Date Payroll Collection Rejected: 07/21/10
Out of Service Amount: 396.90

*Debt Mgmt. Monitor: Kim Carson
*DMM Phone Number: 208-555-1234
*DMM Email Address: kcarson@pentagon.mil
Date of Separation:
Special Notes:

*Traveler's (Last Known) Mailing Address
Address Line 1: 123 Free Lane
Address Line 2:
City: Aurora
State/Country: CO
Zip Code: 80011

Figure 5-16: Out of Service Screen

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 5-16).

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. The Debt Management process resumes when you receive the email notification of debt transfer. See Figure 5-17.

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

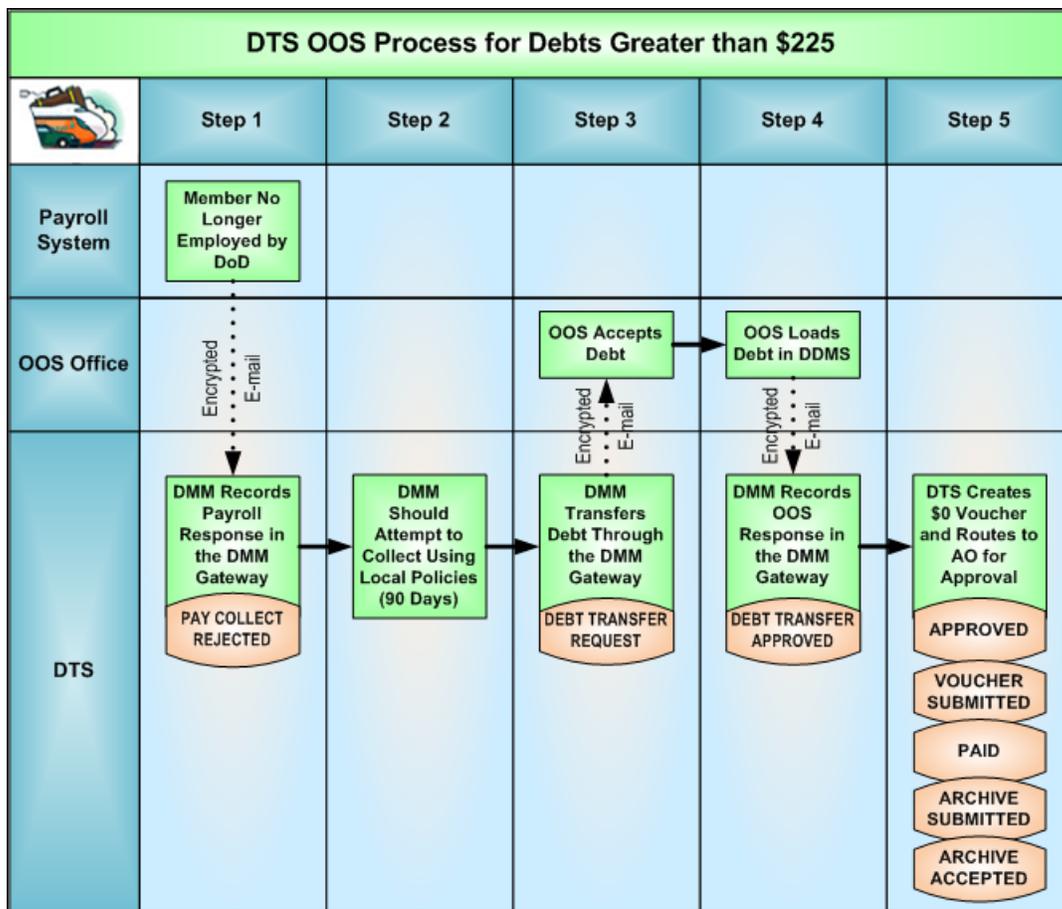


Figure 5-17: DTS OOS Process for Debts Greater than \$225

5.5.3 Enter a Response From the OOS Office

Use the below steps 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 5-16).
3. Select one of the below buttons:
 - Select **New OOS Report** to generate a new transfer request.

The Out of Service screen opens (Figure 5-16).

1. Complete all the required **fields**.

2. Select **OOS Report**.

- Select **Re-Submit** to resend the original OOS report or a changed OOS report.

The OOS Report 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 5-16).

- Select **Approve** to indicate that the OOS Office approved the debt transfer request.

DTS takes the below steps:

- Creates an amendment to the voucher or local voucher if one is not open
- Adds "Uncollectible Debt" as an expense to the amendment 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

The Debt Details screen opens (Figure 5-1).

1. Select **Response Imaging** to electronically attach the advice of acceptance to the voucher. See Figure 5-16.

- Select **Reject** to indicate the OOS Office did not accept the debt transfer.

DTS takes the below step:

- Applies the DEBT TRANSFER REJ stamp to the amendment

The Debt Details screen opens (Figure 5-1).

1. Select the **Response Imaging** link to electronically attach the advice rejection to the voucher.

- Select **Cancel** to return to the Debt Details screen.

5.6 Response Imaging

When a DMM receives a response from outside DTS, they record the response appropriately in DTS and then attach a scanned image of the response document or email. Since a voucher can only be changed (even if only to attach a document) while it is in an editable mode, if there is not an open amendment when Response Imaging is used, 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, and payroll collection actions, or other documents.

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

1. Select **Response Imaging**.

The Create Amendment screen opens (Figure 5-18).

Create Amendment

Click OK to amend this travel document. You will be prompted for signature.

Traveler Name: Kim T Carson
Traveler SSN: XXXXX4106
Amendment Name: KCLASVEGASNV071810_V01-01

Comments:

OK Cancel

Figure 5-18: Create Amendment Screen

2. Complete the **Comments** field with the justification.

3. Select **OK**.

The Responses screen opens (Figure 5-19). See Section 2.7.4 of the *DTS Document Processing Manual* for steps on how to attach a faxed or scanned document to the travel record.

Responses

To fax in your receipts click "Print Fax Cover Sheet", and follow the instructions on the cover sheet. Then five minutes after the fax transmission is complete click "Refresh" to see receipts in the list. To upload receipts that you have scanned, click "Browse.." and after selecting the scanned file click "Upload". Click "view" to view the receipts. To add or change notes on an existing receipt, under the "Notes" column select the field you would like to change, edit the text, then click the "Save Notes" button.

You must have the free Adobe Acrobat Reader program installed on your computer to view receipts. [Download the Adobe Acrobat Reader program.](#)

▶ [Print Fax Cover Sheet](#)

▶ [Upload Scanned Receipts](#)

Currently there are no Receipts on file for this Voucher.

Date	CTW	Notes	View	Remove
------	-----	-------	------	--------

Figure 5-19: Responses Screen

CHAPTER 6: Traveler Payments

A traveler who has a Due U.S. voucher may choose to repay the debt before any collection processes begin. When this occurs, the disbursing office will process a cash collection voucher (CCV) that will post the collection to the accounting systems. DTS will also receive the advice of collection (AOC) and post 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 updated (reduced) debt amount. DTS will apply a PARTIAL COLLECTION stamp to the document for each collection transaction received, if a debt balance remains after the collection. The DTS voucher will remain open until the final payment has been posted, indicating that the debt has been fully satisfied. At this point, DTS will apply the DEBT SATISFIED stamp to the document.

When a traveler makes a direct payment, the below actions occur to provide debt collection data to DTS. DTS tracks repayment of the debt and records outstanding debt on the Debt Management report.

1. The disbursing system generates and transmits an AOC 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.
2. 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 U.S. document, DTS will apply the amount of the payment to the document.
 - If the AOC covers the full amount of the debt, DTS will close the record, apply the DEBT SATISFIED stamp, and notify the traveler and Authorizing Official (AO) that the debt has been satisfied.
3. When the debt is completely satisfied, DTS archives all data related to the trip record.

6.2 Overpayments

If a traveler overpays a DTS debt, the below actions 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 that a no-change amended voucher must be submitted 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 will send another email to the traveler, AO, and DMM advising of the amount of the overpayment. The process outlined above will repeat.

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 accounts receivable (A/R) transaction has rejected.

Try the below 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, the Debt Management Monitor (DMM) 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, the below 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), however; the LOA does not need to be in the DTA Maintenance Tool. 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 preaudit flag. It will state that the LOA does not exist in the master tables. The traveler or Non-DTS Entry Agent (NDEA) must enter a justification.
- An active budget must exist to correspond to the LOA.

Once the voucher is approved and receives a positive acknowledgement from accounting, the DMM 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 Finance Defense Travel Administrator (FDTA) may create one wildcard budget at the highest level of the hierarchy for each format map and share the budget to all suborganizations. By doing so, all LOAs will fund against this budget. For more information on creating wildcard budgets refer to Chapter 9 of the *DTA Manual*.

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, Authorizing Official (AO), and DMM, and options are available in DMM Gateway, then perform the below steps:

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 below steps:

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, send an email request to the disbursing operation (See Appendix D). Include the traveler's last name, travel authorization number (TANUM), LOA, and dollar amount.

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, Non-DTS Entry Agent (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 the status. The DMM may clear them once their current status is confirmed. Use the below actions 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 traveler and ask about current status
 - Did they pay the debt?
 - Where did they pay the debt?
 - Do they have a copy of the CCV?
- If debt was paid, a copy of the CCV can be obtained by sending an email to the disbursing office (See Appendix D).
 - Include the traveler's last name, TANUM, LOA, and the dollar amount.
- 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 below steps to remove the Due U.S. 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 the below 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 the service office to obtain contact information for the DMM at the new organization.

If the traveler has transferred to a different service or agency, contact the TAC to obtain 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 service is responsible for developing its own internal procedures for processing waiver/remission applications and forwarding them to the adjudicating office. The below actions will be taken:

1. The member is notified of the Due U.S. situation.
2. The member uses DD Form 2789, Waiver/Remission of Indebtedness Application to submit waiver requests to their Debt Management Monitors (DMMs).
3. The DMM will forward 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 has the below responsibilities:
 - 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 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 U.S. 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 service or agency 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.

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

- Collection of the debt will cause financial hardship. Financial hardship is not a factor in determining whether 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
<i>DoDFMR</i>	<i>Department of Defense Financial Management Regulation</i>
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
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 Number
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 U.S.	Automatic	Indicates that the voucher's net 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 U.S. 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 SUBMITTED	Automatic	Signifies that DTS received all known transactions, applied them to the voucher, and has sent the document to be archived
ARCHIVE ACCEPTED	Automatic	Signifies that the archive accepted the voucher
ARCHIVE REJECT	Automatic	Signifies that the archive did not accept the voucher

Table C-1: Debt Management Stamps (continued)

DEBT MANAGEMENT STAMPS		
Stamp	How Applied	Purpose
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
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 < \$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, 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

All Personnel With the Exception of Those Assigned to the DIA

For direct remittance, travelers may 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 Directorate
3801 DTS Remittances
PO Box 26670
Indianapolis, IN 46226-0670

If paying online by bank account, or by credit/debit card, go to <https://pay.gov/paygov/homepage.html>. Enter **DTS** on the left side of the screen in the Search Public Forms field. Select **Go** to access the DTS Debt Notification Payment Form link.

For all other inquiries or requests, send an email to CheckRemittanceInquiry@dfas.mil.

Personnel Assigned to the DIA

For direct remittance, travelers assigned to the 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.