



# Welcome to the TAC Outreach Call

- Presenter(s) – Dan Greene  
– Jason Prado
- Date – July 28, 2020
- Topic – Debt Management

**The presentation will begin shortly**

- Phone Number – 703-679-6200
- Conference Call ID – 8210518109
- Participant Pin – HELP1GO (4357146)

We recommend dialing into the phone number rather than relying on DCS Audio.



# Defense Travel Management Office



## TAC Outreach Call July 28, 2020

Debt Management

Presenters:

Jason Prado, Travel Assistance Center (TAC) Manager

Dan Greene, TAC Outreach Call Coordinator



# Agenda

- Top Issues for July
- Debt Management
  - Debt Process in DTS
  - Recognizing a Debt Situation
  - DMM Requirements
  - Debt Management Monitor
  - How to Settle a Debt
  - Requested Questions
  - Tips and Tricks with Debt
- Resources
- Questions



# Top Issues for July

Issue #	Summary	Workaround	Release
DTS-17920	Users get stuck at Processing when saving changes to rental car reservations expenses.	This issue was resolved. If you continue to experience it, please contact the TAC.	FY20-July Expenses Update
DTS-18017	Flight and rental car expenses do not have the option to be removed from vouchers. This was initially a workaround to DTS-17920.	This issue was resolved. If you continue to experience it, please contact the TAC.	FY20-July Expenses Update
DTS-17876	Certain travelers receive an error when updating their profile under "My Profile".	As a workaround, recommend adding the Date of Birth under TSA Secure Flight Information. Once added, other changes may be saved.	FY21-MR-1
PPT	Gmail and iCloud email addresses are not receiving password reset emails for TraX.	We are currently monitoring this issue for further escalation in which commercial email addresses take longer to receive password reset emails. Please do not continue to repeatedly request the reset. It will restart the time. We recommend checking the spam folder of the email box to verify the email has not been received there. Please be aware that the correspondence with the Travel Assistance Center will be received prior to the password reset email.	
PPT	The authorization was trip cancelled but does not have the option to stamp the document SIGNED and, the document can be amended.	Unfortunately, there is no work around for this issue at this time. Please contact the TAC for further guidance.	



## Debt Process in DTS

- A travel-related debt results when one of the following occurs:
  - The trip was cancelled after the traveler received a travel advance.
  - The total previous payments (i.e., travel 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 contains an unauthorized expense that the Government must recover.
- When a voucher is filed, if the actual expense amounts are less than the previous payments (advances, SPPs, or Voucher) the traveler received, DTS identifies the trip as DUE US.



# Recognizing a Debt Situation

- Debts can be identified in a DTS voucher by selecting Financial Summary on the Progress Bar.
- When the Review Financial Summary screen opens, look at the following two lines located in the Credit Summary section:

**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.

## Credit Summary

Collections	\$0.00
Waiver/Appeals	\$0.00
Net To Traveler	\$0.00
Balance Due US	\$1947.06

Show Details ▾

**Balance Due US:** If there is any amount on this line other than \$0.00, the traveler owes money to the Government.



# Recognizing a Debt Situation (cont.)

- To assist in the debt management process, DTS keeps the fields in the Credit Summary current including any Collections and Waivers/Appeals.

Credit Summary					
Collections			\$5726.90		
Waiver/Appeals			\$0.00		
Net To Traveler			\$0.00		
Balance Due US			\$2852.00		<a href="#">Hide Details</a>

COLLECTIONS					Total Debt: \$2852.00
COLLECTION DATE	DSSN	CASH COLLECTION VCH #	PRINCIPAL COLLECTED	INTEREST COLLECTED	TOTAL COLLECTED
8/29/2018			\$714.00	\$0.00	\$714.00
9/18/2018			\$714.91	\$0.00	\$714.91
10/18/2018			\$715.00	\$0.00	\$715.00
11/27/2018			\$714.91	\$0.00	\$714.91
12/20/2018			\$716.08	\$0.00	\$716.08
2/20/2019			\$2152.00	\$0.00	\$2152.00
Total Collections			\$5726.90	\$0.00	\$0.00

WAIVER/APPEALS			
ACTION DATE	STATUS	AMOUNT REQUESTED	AMOUNT APPROVED
Total Amounts			\$0.00



## Recognizing a Debt Situation (Traveler/NDEA)

- When a potential DUE US 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.
  - This notification serves as the traveler's initial notification of the debt (it does not apply DUE PROCESS SERVED).
  - If a Non-DTS Entry Agent (NDEA) creates and signs a DUE US voucher, DTS sends an email to the traveler to serve as the traveler's initial notification of a potential debt situation

**NOTIFICATION OF DEBT**

ⓘ This voucher, NDCHICAGOIL010219\_V01-01, indicates a debt may be owed to the U.S. Government if approved as submitted.

If your voucher is approved with an amount owed to the Government, you will have 30 days from the date of electronic notification to make payment or submit a request for waiver, remission or cancellation of the debt.

Contact your Debt Management Monitor to discuss or initiate a debt waiver. If a debt waiver is not recorded in DTS within 30 days, action will automatically be taken to collect the debt via payroll deduction.

[Cancel](#) [Confirm and Continue](#)



## Recognizing a Debt Situation (AO)

- The AO first learns of the potential debt situation when approving a voucher that has a negative balance.
  - If the amount of the debt is less than or equal to \$10.00, the Digital Signature screen displays a Notification of Debt that indicates the debt will not be collected.

### NOTIFICATION OF DEBT

**ⓘ This voucher, NDCHICAGOIL010219\_V01-01, indicates a balance due to the U.S. Government that is less than or equal to \$10.00.**

Prior to completion of the approval process, this voucher will be automatically adjusted to include an expense item to offset the debt. The traveler is not required to pay back the amount.

[Cancel](#) [Confirm and Continue](#)



## Recognizing a Debt Situation (AO)

- The AO first learns of the potential debt situation when approving a voucher that has a negative balance.
  - If the amount of the debt exceeds \$10.00, the AO sees a Notification of Debt indicating the need to inform the traveler and the DMM about the debt.

### NOTIFICATION OF DEBT

**ⓘ This voucher indicates a Balance Due to the Government as a result of an excess travel payment.**

AOs are required to contact the traveler to ensure that the traveler received the notification of the debt . Once this has been completed, AOs are required to contact the Debt Management Monitor to have them update DTS that this action has been accomplished.

I have personally notified the traveler of this debt.

[Cancel](#)

[Confirm and Continue](#)



## Recognizing a Debt Situation (DMM)

- To ensure that the due process requirements in the DoD Financial Management Regulation (DoDFMR), Volume 16 are met, the AO and DMM must verify that the traveler has received notification of the debt.
  - Selecting Confirm and Continue completes the signing process.
  - The AO should notify the traveler of the debt immediately.
- Applying the APPROVED stamp to the document will begin the DUE US process within DTS.



## The DUE US (Debt) Process within DTS

- When the APPROVED stamp is applied to a voucher that contains a debt, the following 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.
  2. DTS sends a “no pay due voucher” with a zero dollar net to traveler to the disbursing system.
  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.
  5. Upon receipt of the positive acknowledgement from accounting that the A/R has posted successfully, DTS emails the due process notification of debt to the traveler, AO, DMM, and the Central Disbursing System (CDS).
  6. DTS tracks the **DUE US** situation and reports it in the Debt Management Monitor.



## Traveler's Responsibility for Payment of Debt

- The traveler has 30 days from the email 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.
  - Civilian employees with a debt on a cancelled trip are allowed up to 15 days to settle the debt.
- 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.



## What is a DMM?

- The Debt Management Monitor is responsible for tracking, processing, and recording of all actions related to traveler debt.
- In accordance with the DTS Regulations (DoDI 5154.31, Volume 3), paragraph 030403:
  - DMMs may be appointed as Departmental Accountable Officials (DAOs) to track the debt collection process in DTS due to overpayment of travel funds to travelers.
- 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.



## Eligibility Requirements for DMMs

- Components must identify DMMs and decide whether to appoint them as Departmental Accountable Officials (DAOs).
  - If appointed as DAOs, DMMs should be appointed on a DD Form 577, which must be maintained as outlined in DoDFMR, Volume 5, Chapter 5, paragraph 050401.
- 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.
- The DTA must also grant the DMM organization access to allow them to run the DM Report, and group access so they can access the documents of the travelers who are in debt.



# Debt Management Tool (Gateway)

Defense Travel System

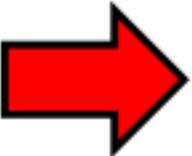
System Status: ✔ DTS ▼

🔔 | 👤 DANIEL J GREENE ▼

Home | Trips ▼ | Travel Tools ▼ | News & Notices | **Administration ▲**

- Administration
  - Budget Tool [↗](#)
  - DTA Maintenance Tool [↗](#)
  - Self Registration Administration [↗](#)
  - Delegate Authority
  - Document Unlock Tool
- Reports
  - Report Scheduler [↗](#)
  - BI and Reporting Tool [↗](#)
- Debt Management
  - Debt Management Tool [↗](#)
- Read-Only Access (ROA)
  - ROA Invoices [↗](#)
  - ROA Trip
- Setup
  - Partner System Setup [↗](#)
  - Site Setup Administration [↗](#)
  - Site Setup Interview [↗](#)

The Debt Management Tool can be accessed from the Administration Drop-Down only for users who have that setting set to "Yes" in their DTS Profile.





# Debt Management Tool (Gateway)



Home

Due Process

Debt Lookup

Action Required

Awaiting Response

All Debt

Current Date: 07-24-2020

## DMM Gateway

The following functions are available to the Debt Management Monitor in support of the DTS Debt Processing:

<b>Due Process</b>	Presents a list of all newly approved Due U.S. vouchers for which the travelers have not yet been advised of their Due Rights.
<b>Debt Lookup</b>	Allows the DMM to locate a specific Due U.S. Debt Item for status, action, or processing.
<b>Action Required</b>	Presents a list of Due U.S. Debt Items requiring some DMM action.
<b>Awaiting Response</b>	Presents a list of all Due U.S. Debt Items processed by the DMM which are waiting for a response from outside of DTS.
<b>All Debt</b>	Presents a list of ALL Due U.S. Debt Items for the DMM's organization, regardless of the status of those items.

Use the navigation bar at the top to access the section you want to work with. Select "Close Window" at the top to exit Debt Monitor Maintenance.

The Debt Management Tool recently received Java Framework Updates, but no functionality changes were implemented.



# Debt Management Tool (Gateway)

[Home](#)[Due Process](#)[Debt Lookup](#)[Action Required](#)[Awaiting Response](#)[All Debt](#)

Current Date: 07-24-2020

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Use the navigation bar at the top to access the section you want to work with. Select "Close Window" at the top to exit Debt Monitor Maintenance.

Everything in the DMM Gateway is driven off of Group Access.



# Debt Management Tool (Gateway)



Home

Due Process

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Action Required

Awaiting Response

All Debt



Current Date: 07-24-2020

## DMM Gateway

The following functions are available to the Debt Management Monitor in support of the DTS Debt Processing:

- Due Process** Presents a list of all newly approved Due U.S. vouchers for which the travelers have not yet been advised of their Due Process.
- Debt Lookup** Allows the DMM to locate a specific Due U.S. Debt Item for status, action, or processing.
- Action Required** Presents a list of Due U.S. Debt Items requiring some DMM action.
- Awaiting Response** Presents a list of all Due U.S. Debt Items processed by the DMM which are waiting for a response from the traveler.
- All Debt** Presents a list of ALL Due U.S. Debt Items for the DMM's organization, regardless of the status of those items.

Due Process will display all the newly approved Due U.S. vouchers for which the travelers have not yet been advised of their Due Process.

Use the navigation bar at the top to access the section you want to work with. Select "Close Window" at the top to exit Debt Monitor Maintenance.



# Debt Management Tool (Gateway) – Due Process

Due Process

Show 10 entries

Category	Traveler Name	Civ/Mil	Document Name	Original Debt	Balance Due	Last Action	Days Since Last Action
Due Process		M	<a href="#">CACAMPHUMPHRE022820_V01</a>	6362.27	6362.27	POS ACK RECEIVED	5
Due Process		M	<a href="#">DAMCGUIREAFBN102219_V02-01</a>	252.60	252.60	POS ACK RECEIVED	235
Due Process		C	<a href="#">GASANANTONIQT053016_V01-01</a>	1035.00	192.96	DUE US	10
Due Process		C	<a href="#">SAWASHINGTOND080419_V01-01</a>	78.76	78.76	POS ACK RECEIVED	22
Due Process		M	<a href="#">AAOTHERKWT100513_V01-01</a>	72.40	72.40	POS ACK RECEIVED	53
Due Process		M	<a href="#">TAFTJACKSONSC092519_V01</a>	310.49	310.49	DUE US	14
Due Process		M	<a href="#">BASYDNEYAUS102112_V01-02</a>	270.00	270.00	DUE US	506
Due Process		M	<a href="#">HAALEXANDRIAV032119_V01-04</a>	368.60	368.60	DUE US	260
Due Process		M	<a href="#">DAFTBLISSTX052217_V03</a>	291.43	291.43	POS ACK RECEIVED	767
Due Process		M	<a href="#">MAFTBLISSTX100118_V04</a>	324.33	324.33	POS ACK RECEIVED	232

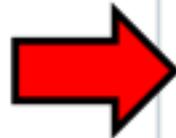
Showing 1 to 10 of 5,727 entries

Previous 1 2 3 4 5 ... 573 Next

These documents have been APPROVED in DTS and stamped with a DUE US but no further action has been taken by the traveler or DMM.



# Debt Management Tool (Gateway) – Due Process



## Debt Details

[Due Process](#)

The DMM needs to record the action that the traveler has received the required Due Process Notification. Use the [Due Process](#) link above to stamp the document.

Organization Name:

Traveler Name:

Traveler SSN:

Travel Document Number:

Travel Document Name:

Original Amount of Debt: \$6362.27

Date Traveler Notified of Debt: 07/14/2020

Status Type	Status Date	Amount	Balance Due U
DUE US	07/14/2020	\$6362.27	\$6362.27
<b>POS ACK RECEIVED</b>	07/18/2020	\$0.00	\$6362.27

DMMs 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, however a POS ACK should be received **FIRST** before applying DUE PROCESS SERVED.

Applying Due Process Served will begin the clock only (NO EMAILS ARE GENERATED TO TRAVELER) and the DMM should discuss the debt with the traveler.



## Due Process

- Due Process is the legal requirement that the state must respect all of the legal rights that are owed to a person.
- Before applying the DUE PROCESS SERVED stamp, the Debt Management Monitor should reach out to the traveler.
  - Either by email or by phone.
- The DMM should let the traveler know that they have a debt and provide assistance to the traveler.
  - Instructions of how to satisfy debt
  - Instructions on Waivers and Appeals



# Debt Management Tool (Gateway) – Debt Lookup



Home

Due Process

Debt Lookup

Action Required

Awaiting Response

All Debt

Current Date: 07-24-2020

Debt Lookup allows the DMM to find debt using a specific document, traveler, or organization.

Debt Management Monitor in support of the DTS Debt Processing:

- Due Process** Presents a list of all newly approved Due U.S. vouchers for which the travelers have not yet been advised of their Due Process Rights.
- Debt Lookup** Allows the DMM to locate a specific Due U.S. Debt Item for status, action, or processing.
- Action Required** Presents a list of Due U.S. Debt Items requiring some DMM action.
- Awaiting Response** Presents a list of all Due U.S. Debt Items processed by the DMM which are waiting for a response from outside of DTS.
- All Debt** Presents a list of ALL Due U.S. Debt Items for the DMM's organization, regardless of the status of those items.

Use the navigation bar at the top to access the section you want to work with. Select "Close Window" at the top to exit Debt Monitor Maintenance.





# Debt Management Tool (Gateway) – Debt Lookup

**Debt Lookup**

Enter a debt search criteria and click on submit to lookup specific debt.

**Search by Social Security Number**  
Traveler SSN:

**Search By Traveler Name**  
Last Name:   
First Name:

**Search by Organization**  
Organization:

**Search by Travel Authorization Number**  
TANUM(S):   
(Enter up to 10 TANUMs separated by commas)

**Search by Document Name**  
Document Name:

**Include Satisfied Debt:**

**Search**

Category	Traveler Name	Civ/Mil	Document Name	Orginal Debt	Balance Due	Last Action	Days Since Last Action
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This feature allows you to locate a specific DUE US 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.



# Debt Management Tool (Gateway) – Action Required



Home

Due Process

Debt Lookup

Action Required

Awaiting Response

All Debt



Current Date: 07-24-2020

Action Required will display all the documents that require action from the DMM.

Debt Management Monitor in support of the DTS Debt Processing:

- |                          |  |
|--------------------------|--|
| <b>Due Process</b>       | Presents a list of all newly approved Due U.S. vouchers for which the travelers have not yet been advised of their Due Process Rights. |
| <b>Debt Lookup</b>       | Allows the DMM to locate a specific Due U.S. Debt Item for status, action, or processing.  |
| <b>Action Required</b>   | Presents a list of Due U.S. Debt Items requiring some DMM action.  |
| <b>Awaiting Response</b> | Presents a list of all Due U.S. Debt Items processed by the DMM which are waiting for a response from outside of DTS.                  |
| <b>All Debt</b>          | Presents a list of ALL Due U.S. Debt Items for the DMM's organization, regardless of the status of those items.                        |

Use the navigation bar at the top to access the section you want to work with. Select "Close Window" at the top to exit Debt Monitor Maintenance.



# Debt Management Tool (Gateway) – Action Required

Action Required

Show 10 entries

Category	Traveler Name	Civ/Mil	Document Name	Original Debt	Balance Due	Last Action	Days Since Last Action
Due Process			<a href="#">JMCOLOMBOLKA051218_V01-01</a>	180.49	50.00	COLLECTION	500
Due Process			<a href="#">ENSIGONELLANA081217_V01</a>	2293.07	1337.62	COLLECTION	648
Due Process			<a href="#">RPEDWARDSAFBC111819_V01-02</a>	145.71	134.67	POS ACK RECEIVED	113
Due Process			<a href="#">WWSAVANNAHGA071418_V01-01</a>	1638.00	1364.00	COLLECTION	238
Payroll Collection			<a href="#">VDRIVIERABEAC121015_V01-01</a>	2480.30	2480.30	DUE PROCESS SERVED	1219
Payroll Collection			<a href="#">MENOREFOLKVA112712_V01-01</a>	209.83	209.83	DUE PROCESS SERVED	2019
Payroll Collection			<a href="#">SFDENVERCO010720_V01-01</a>	105.00	105.00	DUE PROCESS SERVED	149
Payroll Collection			<a href="#">EGFORTWORTHTX021820_V01-01</a>	332.00	332.00	POS ACK RECEIVED	95
Payroll Collection			<a href="#">JGLACKLANDAFB061317_V01-01</a>	800.00	800.00	DUE PROCESS SERVED	848
Payroll Collection			<a href="#">LGHOMERNY070919_V01-01</a>	353.22	353.22	POS ACK RECEIVED	236

Showing 1 to 10 of 34 entries

Previous 1 2 3 4 Next

This screen displays a list of DUE US vouchers requiring DMM.

Some examples include documents that require the DUE PROCESS SERVED stamp, referral to payroll for collection, and referral to the Out Of Service (OOS) Debt Management Office.



# Debt Management Tool (Gateway) – Action Required

Action Required

Show 10 entries

Category	Traveler Name	Civ/Mil	Document Name	Original Debt	Balance Due	Last Action	
Due U.S.		C	<a href="#">CPPATRICKAFBF031919_V01</a>	144.35	144.35	POS ACK RECEIVED	
Due U.S.		M	<a href="#">JROTHERNGA042919_V01-01</a>	55.82	55.82	POS ACK RECEIVED	143
Due U.S.		M	<a href="#">LRMELBOURNEFL021220_V01-02</a>	19.90	19.90	POS ACK RECEIVED	115
Due U.S.		M	<a href="#">JSKADENAABJPN011720_V01</a>	3889.89	3889.89	POS ACK RECEIVED	125
Due U.S.		M	<a href="#">GSMUSCATOMN091019_V01-01</a>	379.19	379.19	POS ACK RECEIVED	113
Due U.S.		M	<a href="#">RSOTHERNGA042219_V01-02</a>	220.50	220.50	POS ACK RECEIVED	143

These documents have been stamped DUE US.

The DMM should notify the traveler of the debt and apply the Due Process Served stamp.



# Debt Management Tool (Gateway) – Action Required

Action Required

Show 10 entries

Category	Traveler Name	Civ/Mil	Document Name	Original Debt	Balance Due		
Due Process		M	<a href="#">BAOTHERSOM080918_V01-01</a>	17248.00	17248.00		
Due Process		M	<a href="#">BCSANANTONIOT022515_V01-03</a>	471.50	471.50		
Due Process		M	<a href="#">VDRIVIERABEAC121015_V01-01</a>	2480.30	2480.30	DUE PROCESS SERVED	1219
Due Process		M	<a href="#">JFFTJACKSONSC030820_V01-01</a>	2841.50	2841.50	DUE PROCESS SERVED	1
Due Process		M	<a href="#">MFNORFOLKVA112712_V01-01</a>	209.83	209.83	DUE PROCESS SERVED	2019
Due Process		C	<a href="#">SFDENVERCO010720_V01-01</a>	105.00	105.00	DUE PROCESS SERVED	149

Due Process Served was applied by the DMM.

The DMM should monitor these documents and work with the traveler to ensure the debt is collected.



# Debt Management Tool (Gateway) – Action Required

Action Required

Show 10 entries

Category	Traveler Name	Civ/Mil	Document Name	Original Debt	Balance Due	Last Action	Days Since Last Action
Payroll Collection		M	<a href="#">RGLACKLANDAFB111019_V01</a>	2561.01	2561.01	DUE PROCESS SERVED	149
Payroll Collection		M	<a href="#">JGKADENAABJPN101715_V01</a>	2266.35	2266.35	POS ACK RECEIVED	
Payroll Collection		C	<a href="#">SHPHILADELPHI030920_V01-01</a>	60.00	60.00	DUE PROCESS SERVED	
Payroll Collection		M	<a href="#">MKNELLISAFBNV060114_V03-01</a>	392.00	392.00	POS ACK RECEIVED	
Payroll Collection		M	<a href="#">MMPITTSBURGHI042613_V01-01</a>	445.00	445.00	POS ACK RECEIVED	
Payroll Collection		C	<a href="#">MMINDIANAPOLI102719_V01-01</a>	866.75	866.75	DUE PROCESS SERVED	181
Payroll Collection		M	<a href="#">AMHURLBURTFIE100619_V01</a>	1058.89	1058.89	POS ACK RECEIVED	76

The collection process has started or is in progress for these documents.

The DMM should monitor these documents and work with the traveler to ensure the debt is collected.



# Debt Management Tool (Gateway) – Awaiting Response



Home

Due Process

Debt Lookup

Action Required

Awaiting Response

All Debt

Current Date: 07-24-2020

Awaiting Response will display all the documents that are awaiting a response from a system or organization outside of DTS.

Debt Management Monitor in support of the DTS Debt Processing:

of all newly approved Due U.S. vouchers for which the travelers have not yet been advised of their Due Process

	Rights.
<b>Debt Lookup</b>	Allows the DMM to locate a specific Due U.S. Debt Item for status, action, or processing.
<b>Action Required</b>	Presents a list of Due U.S. Debt Items requiring some DMM action.
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Use the navigation bar at the top to access the section you want to work with. Select "Close Window" at the top to exit Debt Monitor Maintenance.



# Debt Management Tool (Gateway) – Awaiting Response

Awaiting Response

Show 10 entries

Category	Traveler Name	Civ/Mil	Document Name	Original Debt	Balance Due	Last Action	Days Since Last Action
Payroll Collection		M	<a href="#">EAHILLAFBJT050816_V03</a>	158.31	158.31	PAY COLLECT REQUESTD	1290
Payroll Collection		M	<a href="#">KCSANDIEGQCA013016_V01-01</a>	1088.00	1088.00	PAY COLLECT REQUESTD	1393
Payroll Collection		M	<a href="#">JDSAINAUGUST032618_V01-02</a>	363.00	363.00	PAY COLLECT REQUESTD	380
Payroll Collection		M	<a href="#">HNFRANKFURTAM012613_V01-01</a>	750.25	600.20	COLLECTION	1400
Payroll Collection		M	<a href="#">JPBUSANKOR021618_V01-01</a>	177.00	60.00	COLLECTION	625
Payroll Collection		M	<a href="#">DPWALTERFEEDN110616_V01-01</a>	741.75	741.75	PAY COLLECT REQUESTD	0
Payroll Collection		M	<a href="#">ASSINGAPORESG043018_V01-01</a>	858.95	858.95	PAY COLLECT REQUESTD	35
Payroll Collection		M	<a href="#">DWVANDENBERGA111616_V01</a>	3113.40	2333.40	COLLECTION	486
Waiver / Appeal		M	<a href="#">AHMACDILLAFRF041115_V01</a>	719.74	140.00	COLLECTION	1030
Waiver / Appeal		M	<a href="#">JMSANANTONIOT032116_V05-01</a>	594.00	594.00	WAIVER REQ SUBMIT	801

Showing 1 to 10 of 11 entries

Previous 1 2 Next

This screen displays a list of all debts that are waiting for a response from an entity outside of DTS.

This includes:

- Waiver/Appeal - Documents awaiting a waiver/appeal response
- Payroll Collection - Debts that have been referred to the payroll system to request collection
- Out of Service - Debts that have been transferred to the OOS Debt Management Office to request 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.



# Debt Management Tool (Gateway)

**Defense Travel System**  
A New Era of Government Travel

[Home](#)[Due Process](#)[Debt Lookup](#)[Action Required](#)[Awaiting Response](#)[All Debt](#)

Current Date: 07-24-2020

All Debt allows you to view a list of all DUE US 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 time consuming for DMMs with high-level group access because the lists of debts may be very long.

Debt Management Monitor in support of the DTS Debt Processing:

of all newly approved Due U.S. vouchers for which the travelers have not yet been advised of their Due Process

to locate a specific Due U.S. Debt Item for status, action, or processing.

of Due U.S. Debt Items requiring some DMM action.

of all Due U.S. Debt Items processed by the DMM which are waiting for a response from outside of DTS.

of ALL Due U.S. Debt Items for the DMM's organization, regardless of the status of those items.

Use the navigation bar at the top to access the section you want to work with. Select "Close Window" at the top to exit Debt Monitor Maintenance.



# Debt Management Tool (Gateway) – Debt Details

**Debt Details**

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

Review the debt information

**Organization Name:**  
**Traveler Name:**  
**Traveler SSN:**  
**Travel Document Number:**  
**Travel Document Name:**  
**Original Amount of Debt:** \$60.00  
**Date Traveler Notified of Debt:** 04/03/2020

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	04/03/2020	\$60.00	\$60.00
POS ACK RECEIVED	04/10/2020	\$0.00	\$60.00
DUE PROCESS SERVED	06/02/2020	\$0.00	\$60.00

Once the Due Process Served has been applied, the DMM will be given additional options in the traveler's debt details.



## Debt Settlement Actions

- There are many different ways Debt can be Settled:
  - Traveler Mails a Payment
  - Traveler Makes a Payment Online
  - Traveler Requests a Waiver or Appeal
  - Debt is Referred to Payroll for Collection
  - DMM Refers Debt to the Out of Service (OOS) Office
- In order to properly settle the debt, the DMM must apply the DUE PROCESS stamp in the DMM Gateway first.
  - VERY IMPORTANT



## 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 less than the full amount of the debt, the collection will be annotated as a partial collection.
- The CDS Debt Office at DFAS Indianapolis processes debt payments, and creates AOCs to update most travelers' debt records in DTS and the accounting system.
  - The FACTS Debt Office provides these services for travelers assigned to DIA.



## Traveler Makes a Payment Online

- If the traveler makes a payment online using Pay.gov, the Department of the Treasury will forward a 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.
- The Deposit Team at the Department of the Treasury and the CDS Debt Office at DFAS Indianapolis are associated with this part of the process.



## Traveler Requests a Waiver

- The Components 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, the DMM 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.



# Waiver Approval Example

Real life example of a Waiver Request being Approved for full amount by DCMO.

*Debt Details*

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

Review the debt information

Organization Name:  
Traveler Name:  
Traveler SSN:  
Travel Document Number:  
Travel Document Name:  
Original Amount of Debt: \$1872.00  
Date Traveler Notified of Debt: 02/23/2018

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/23/2018	\$1872.00	\$1872.00
POS ACK RECEIVED	03/03/2018	\$0.00	\$1872.00
DUE PROCESS SERVED	04/04/2018	\$0.00	\$1872.00
PAY COLLECT REQUESTD	04/17/2018	\$0.00	\$1872.00
WAIVER REQ SUBMIT	02/01/2019	\$1872.00	\$1872.00
WAIVER REQ APPROVED	05/06/2019	\$1872.00	\$0.00
DEBT SATISFIED	05/07/2019	\$0.00	\$0.00
POS ACK RECEIVED	05/10/2019	\$0.00	\$0.00



# Waiver Denial Example

Organization Name:  
Traveler Name:  
Traveler SSN:  
Travel Document Number:  
Travel Document Name:

Amount of Debt: \$13126.13  
Notified of Debt: 05/25/2016

In this example, the traveler submitted a waiver, which was denied.

	Status Date	Amount	Balance Due U.S.
DUE US	05/25/2016	\$13126.13	\$13126.13
DUE PROCESS SERVED	05/26/2016	\$0.00	\$13126.13
POS ACK RECEIVED	06/01/2016	\$0.00	\$13126.13
WAIVER REQ SUBMIT	09/21/2016	\$13126.13	\$13126.13
WAIVER DISAPPROVED	09/21/2016	\$13126.13	\$13126.13
APPEAL REQ SUBMIT	11/01/2016	\$13126.13	\$13126.13
APPEAL DISAPPROVED	10/20/2017	\$13126.13	\$13126.13
COLLECTION	11/01/2017	\$510.00	\$13636.13



## Traveler Requests an Appeal

- 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).
- This process is also handled outside of DTS.
- Other external offices may be involved in this part of the process as determined by local business rules.



# Appeal Denial Example

Organization Name:  
Traveler Name:  
Traveler SSN:  
Travel Document Number:  
Travel Document Name:

Amount: \$13126.13  
Date: 05/25/2016

The traveler then filed for an Appeal through DOHA, but unfortunately, this was denied as well.

	Status Date	Amount	Balance Due U.S.
DUE US	05/25/2016	\$13126.13	\$13126.13
DUE PROCESS SERVED	05/26/2016	\$0.00	\$13126.13
POS ACK RECEIVED	06/01/2016	\$0.00	\$13126.13
WAIVER REQ SUBMIT	09/21/2016	\$13126.13	\$13126.13
WAIVER DISAPPROVED	09/21/2016	\$13126.13	\$13126.13
APPEAL REQ SUBMIT	11/01/2016	\$13126.13	\$13126.13
APPEAL DISAPPROVED	10/20/2017	\$13126.13	\$13126.13
COLLECTION	11/01/2017	\$510.00	\$13636.13



## 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 US 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 Component and status.



## Debt is Referred to Payroll for Collection – Marine Corps Military Members

- 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 **POS ACK** transaction back to DTS.



## Debt is Referred to Payroll for Collection – Marine Corps Military Members (cont.)

- Collection action begins once the NOC is loaded into MCTFS.
- The collection is sent to the Central Disbursing System (CDS).
- CDS processes the collection and sends an AOC to the applicable accounting system and to DTS.
- If the AOC is for less than the full amount of the debt, the collection will be annotated as a partial collection.
- The DMM has the ability to stop this.



## Debt is Referred to Payroll for Collection – Civilians and Non-Marine Corps Military Members

- The DTS due process clock determines when a debt will be referred for payroll collection.
- Civilian employees and service members are allowed up to 30 days to settle a debt.
  - Civilian employees with a debt on a cancelled trip are only allowed up to 15 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.
- DMMs 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.



# Debt is Referred to Payroll for Collection – Civilians and Non-Marine Corps Military Members

**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.

Organization Name:  
Traveler Name:  
Traveler SSN:  
Travel Document Number:  
Travel Document Name:  
Original Amount of Debt: \$60.00  
Date Traveler Notified of Debt: 04/03/2020

\*Transaction Type:

\*Amount/Pay Period:

Date of Separation:

\*Debt Mgmt. Monitor:

\*DMM Phone Number:

\*DMM Email Address:

Special Notes:

[Cancel](#) [DMPC Report](#)

In order to begin Payroll Deduction, the DMM will need to submit the DMPC report to the appropriate payroll office with the information required to initiate a collection action for the amount owed to the Government.



# Debt is Referred to Payroll for Collection – Civilians and Non-Marine Corps Military Members

**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.

Organization Name:  
Traveler Name:  
Traveler SSN:  
Travel Document Number:  
Travel Document Name:  
Original Amount of Debt: \$60.00  
Date Traveler Notified of Debt: 04/03/2020

\*Transaction Type:

\*Amount/Pay Period:

Date of Separation:

\*Debt Mgmt. Monitor:

\*DMM Phone Number:

\*DMM Email Address:

Special Notes:

[Cancel](#) [DMPC Report](#)

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 required fields, including Special Notes, may provide justification for the requested amount to be approved.



## Debt is Referred to Payroll for Collection – Civilians and Non-Marine Corps Military Members

- DTS sends an email 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 administrator sends an email to let the DMM know whether the payroll collection request was accepted or rejected.
- After receiving this email, access the DTS DMM Gateway and record the payroll system administrator's response.



# Debt is Referred to Payroll for Collection – Civilians and Non-Marine Corps Military Members

**Payroll Collection**

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

Organization Name:  
Traveler Name:  
Traveler SSN:  
Travel Document Number:  
Travel Document Name:  
Original Amount of Debt: \$158.31  
Date Traveler Notified of Debt: 05/24/2016

[New DMPC Report](#) [Re-Submit](#)  
[Approve](#) [Reject](#)  
[Cancel](#)

New DMPC Report will generate a new collection request.





# Debt is Referred to Payroll for Collection – Civilians and Non-Marine Corps Military Members

**Payroll Collection**

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

Organization Name:  
Traveler Name:  
Traveler SSN:  
Travel Document Number:  
Travel Document Name  
Original Amount of Debt: \$158.3  
Date Traveler Notified of Debt: 05/24/

[New DMPC Report](#) [Re-Submit](#)  
[Approve](#) [Reject](#)  
[Cancel](#)

Re-Submit Report will resend the original DMPC report or a changed DMPC report to the appropriate payroll system.





# Debt is Referred to Payroll for Collection – Civilians and Non-Marine Corps Military Members

**Payroll Collection**

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

Organization Name:  
Traveler Name:  
Traveler SSN:  
Travel Document Number:  
Travel Document Name  
Original Amount of Debt: \$158.31  
Date Traveler Notified of Debt: 05/24/2016

New DMPC Report Re-Submit  
Approve Reject

Approve will begin the Payroll Deduction process.

Reject open other links to perform an OOS.





## DTS Out of Service Debt Process

- If you receive a 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 , you must pursue debt collection via locally established procedures.
- If the debtor has not responded for 90 days, the debt may be uncollectible.
  - If the debt is less than \$225, follow the Debt Write-Off process.
  - If the debt is \$225 or more, follow the OOS Debt Transfer process.
- DTS ensures that you use the correct process by activating only the appropriate link.



# Example Debt – Start to Finish

Debt Details			
<a href="#">Manual Collection</a>	<a href="#">Waivers/Appeals</a>	<a href="#">Payroll Collection</a>	<a href="#">Response Imaging</a>
Review the debt information			
<b>Organization Name:</b>			
<b>Traveler Name:</b>			
<b>Traveler SSN:</b>			
<b>Travel Document Number:</b>			
<b>Travel Document Name:</b>			
<b>Original Amount of Debt:</b>	\$29.04		
<b>Date Traveler Notified of Debt:</b>	02/18/2016		
Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/18/2016	\$29.04	\$29.04
POS ACK RECEIVED	02/26/2016	\$0.00	\$29.04
DUE PROCESS SERVED	02/26/2016	\$0.00	\$29.04
PAY COLLECT REQUESTD	03/30/2016	\$0.00	\$29.04
PAY COLLECT APPROVED	03/30/2016	\$0.00	\$29.04
COLLECTION	05/17/2016	\$29.04	\$0.00
DEBT SATISFIED	05/16/2016	\$0.00	\$0.00



# Example Debt – Start to Finish

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/18/2016	\$29.04	\$29.04
POS ACK RECEIVED	02/26/2016	\$0.00	\$29.04
DUE PROCESS SERVED	02/26/2016	\$0.00	\$29.04
PAY COLLECT REQUESTD	03/30/2016	\$0.00	\$29.04
PAY COLLECT APPROVED	03/30/2016	\$0.00	\$29.04
COLLECTION	05/17/2016	\$29.04	\$0.00
DEBT SATISFIED	05/16/2016	\$0.00	\$0.00

- ✓ 02/18/2016 07:56 AM EST APPROVED NAME
- ✓ 02/18/2016 07:59 AM EST PAY LINK NAME Pay Mod Generated COMMENT Document data-linked to Payment Module
- ✓ 02/18/2016 07:59 AM EST DUE US NAME Pay Mod Generated COMMENT Total Prior Payments: \$640.84 Total Reimbursable Expense: \$611.80 Due U.S. Amount: \$29.04
- ✓ 02/18/2016 07:59 AM EST VOUCHER SUBMITTED NAME Pay Mod Generated COMMENT By XML Proc

Upon APPROVAL with a negative disbursement, DTS began the Debt Process by stamping the document DUE US.



# Example Debt – Start to Finish

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/18/2016	\$29.04	\$29.04
POS ACK RECEIVED	02/26/2016	\$0.00	\$29.04
DUE PROCESS SERVED	02/26/2016	\$0.00	\$29.04
PAY COLLECT REQUESTD	03/30/2016	\$0.00	\$29.04
PAY COLLECT APPROVED	03/30/2016	\$0.00	\$29.04
COLLECTION	05/17/2016	\$29.04	\$0.00
DEBT SATISFIED	05/16/2016	\$0.00	\$0.00

02/18/2016 07:59AM EST VOUCHER SUBMITTED	NAME Pay Mod Generated	COMMENT By XML Proc
02/19/2016 06:29PM EST PAID	NAME Pay Mod Generated	COMMENT DOV Number: T1679189 Disbursing Station Number: 3801 Trace/Check Number: 206050M027 Total Payment Amount: \$0.00 Amount Paid to Traveler: \$0.00 Interest Paid to Traveler: \$0.00 AMT Paid to GOVCC: \$0.00 Interest Paid to GOVCC: \$0.00 Payment Effective Date: February 22, 2016
02/23/2016 06:29PM EST AR SUBMITTED	NAME Pay Mod Generated	COMMENT By XML Proc
02/26/2016 01:59AM EST POS ACK RECEIVED	NAME Pay Mod Generated	

The document was stamped PAID for zero dollars.

The document remains at PAID for 96 hours.



# Example Debt – Start to Finish

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/18/2016	\$29.04	\$29.04
POS ACK RECEIVED	02/26/2016	\$0.00	\$29.04
DUE PROCESS SERVED	02/26/2016	\$0.00	\$29.04
PAY COLLECT REQUESTD	03/30/2016	\$0.00	\$29.04
PAY COLLECT APPROVED	03/30/2016	\$0.00	\$29.04
COLLECTION	05/17/2016	\$29.04	\$0.00
DEBT SATISFIED	05/16/2016	\$0.00	\$0.00

✓	02/18/2016 07:59AM EST VOUCHER SUBMITTED	NAME Pay Mod Generated	COMMENT By XML Proc
✓	02/19/2016 06:29PM EST PAID	NAME Pay Mod Generated	COMMENT DOV Number: T1679189 Disbursing Station Number: 3801 Trace/Check Number: 206050M027 Total Payment Amount: \$0.00 Amount Paid to Traveler: \$0.00 Interest Paid to Traveler: \$0.00 AMT Paid to GOVCC: \$0.00 Interest Paid to GOVCC: \$0.00 Payment Effective Date: February 22, 2016
✓	02/23/2016 06:29PM EST AR SUBMITTED	NAME Pay Mod Generated	COMMENT By XML Proc
✓	02/26/2016 01:59AM EST POS ACK RECEIVED	NAME Pay Mod Generated	

The AR was Submitted and the POS ACK was received.



# Example Debt – Start to Finish

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/18/2016	\$29.04	\$29.04
POS ACK RECEIVED	02/26/2016	\$0.00	\$29.04
DUE PROCESS SERVED	02/26/2016	\$0.00	\$29.04
PAY COLLECT REQUESTD	03/30/2016	\$0.00	\$29.04
PAY COLLECT APPROVED	03/30/2016	\$0.00	\$29.04
COLLECTION	05/17/2016	\$29.04	\$0.00
DEBT SATISFIED	05/16/2016	\$0.00	\$0.00

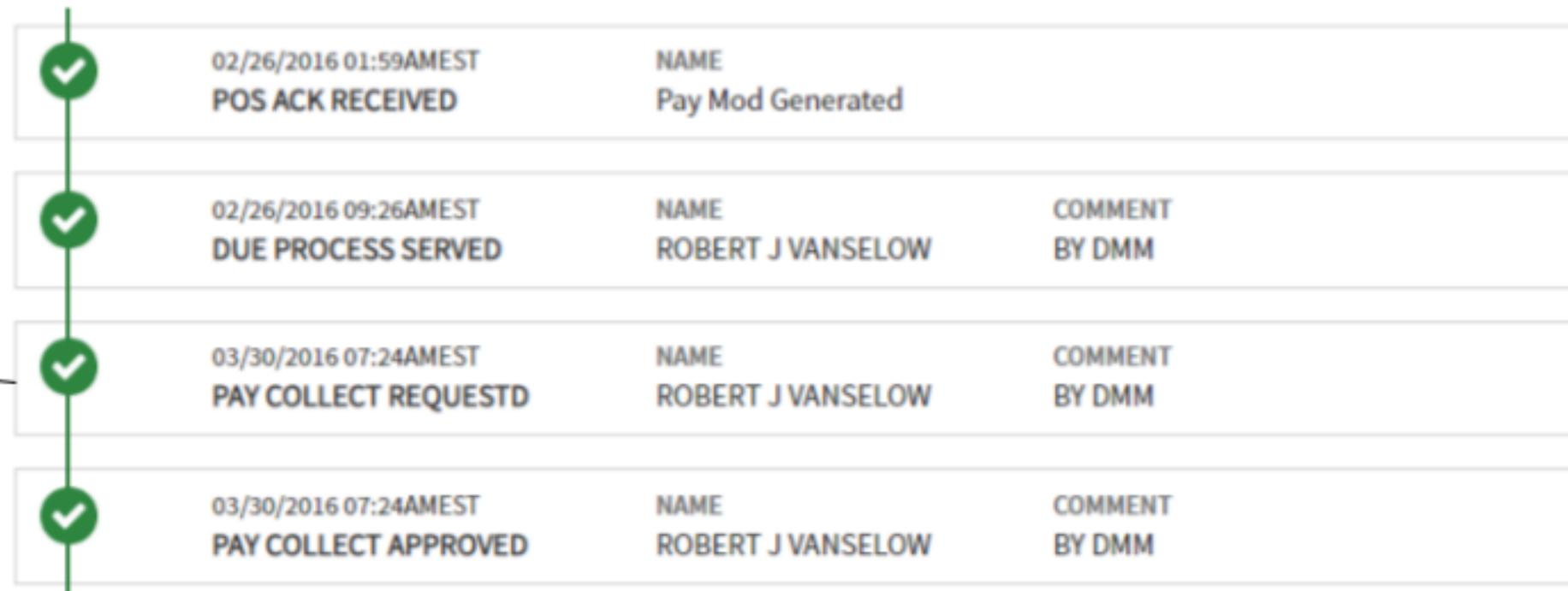
- 02/26/2016 01:59AM EST POS ACK RECEIVED NAME Pay Mod Generated
- 02/26/2016 09:26AM EST DUE PROCESS SERVED NAME ROBERT J VANSELOW COMMENT BY DMM
- 03/30/2016 07:24AM EST PAY COLLECT REQUESTD NAME ROBERT J VANSELOW COMMENT BY DMM
- 03/30/2016 07:24AM EST PAY COLLECT APPROVED NAME ROBERT J VANSELOW COMMENT BY DMM

The DMM applied the DUE PROCESS Served stamp in the DMM Gateway.



# Example Debt – Start to Finish

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/18/2016	\$29.04	\$29.04
POS ACK RECEIVED	02/26/2016	\$0.00	\$29.04
DUE PROCESS SERVED	02/26/2016	\$0.00	\$29.04
PAY COLLECT REQUESTD	03/30/2016	\$0.00	\$29.04
PAY COLLECT APPROVED	03/30/2016	\$0.00	\$29.04
COLLECTION	05/17/2016	\$29.04	\$0.00
DEBT SATISFIED	05/16/2016	\$0.00	\$0.00

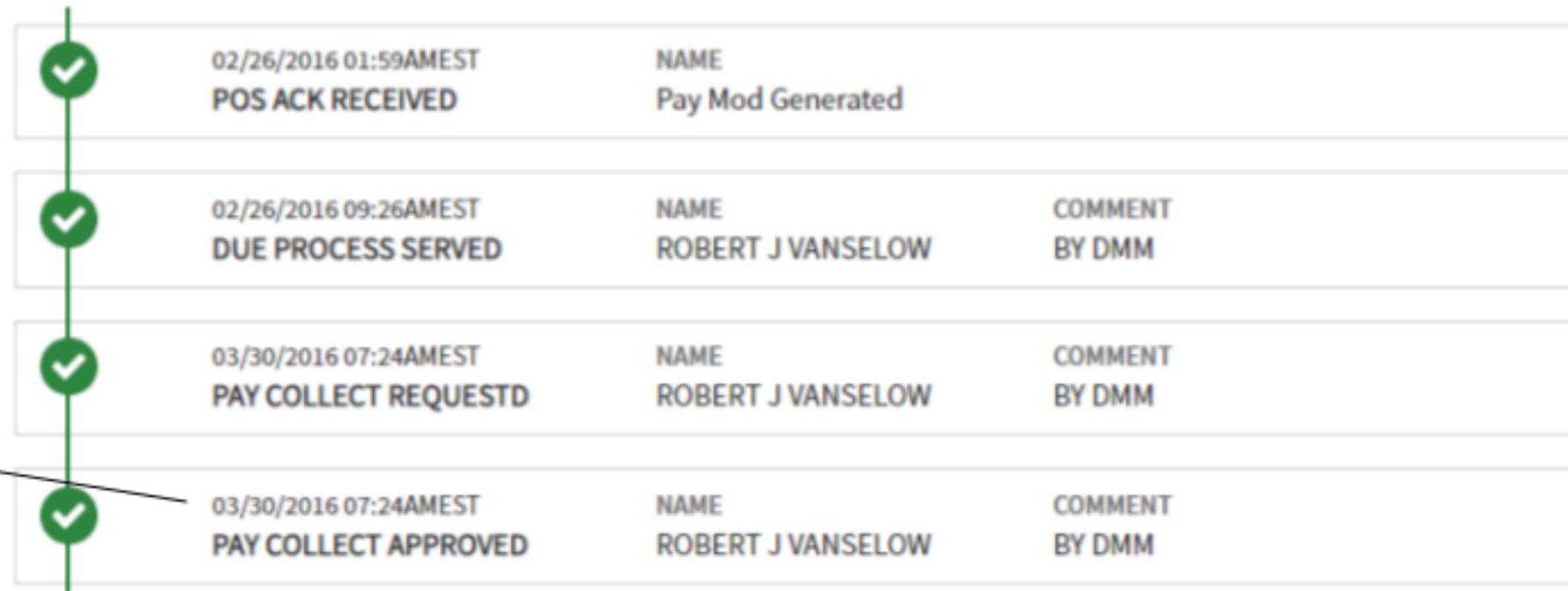


After 30+ days, the traveler had not paid off their Debt, so the DMM requested Payroll Collection via the Gateway.



# Example Debt – Start to Finish

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/18/2016	\$29.04	\$29.04
POS ACK RECEIVED	02/26/2016	\$0.00	\$29.04
DUE PROCESS SERVED	02/26/2016	\$0.00	\$29.04
PAY COLLECT REQUESTD	03/30/2016	\$0.00	\$29.04
PAY COLLECT APPROVED	03/30/2016	\$0.00	\$29.04
COLLECTION	05/17/2016	\$29.04	\$0.00
DEBT SATISFIED	05/16/2016	\$0.00	\$0.00



The Payroll Collection was approved and set up through the appropriate pay system.



# Example Debt – Start to Finish

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	02/18/2016	\$29.04	\$29.04
POS ACK RECEIVED	02/26/2016	\$0.00	\$29.04
DUE PROCESS SERVED	02/26/2016	\$0.00	\$29.04
PAY COLLECT REQUESTD	03/30/2016	\$0.00	\$29.04
PAY COLLECT APPROVED	03/30/2016	\$0.00	\$29.04
COLLECTION	05/17/2016	\$29.04	\$0.00
DEBT SATISFIED	05/16/2016	\$0.00	\$0.00

05/16/2016 06:46PMEST  
**DEBT SATISFIED**

NAME  
Pay Mod Generated

COMMENT  
Collection Date:  
05/17/2016 Collection  
Amount: \$29.04 Collection  
Interest Amount: \$0.00  
CCV Number: CT906701  
Source of Collection Data:  
Advice of Collection

After the money has been collected from the traveler's payroll, the system declares the debt as satisfied.



## Questions...

- What if we have a REJECT that we do not know how to resolve?
  - The voucher must have the AR SUBMITTED and POS ACK RECEIVED before you can process the debt. Contact your finance office or place a helpdesk ticket. If it's old they will most likely have to process it outside of DTS.
- What if we have an old Line of Accounting that is no longer valid?
  - If possible, rebuild the LOA and process within DTS to begin the debt process.
  - If the LOA is no longer valid and will not process through the accounting system via DTS, you will need to process the debt outside of DTS.
- What if the OOS link does not appear, how do we process OOS?
  - Begin a payroll collection and then reject it. Upon rejection, the OOS link will appear.



## Questions...

- Additional help with Waivers, since so much of the process is done outside of DTS.
  - Waivers must be filed using a DD2789 WAIVER/REMISSION OF INDEBTEDNESS APPLICATION.
    - <https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2789.pdf>
  - This process is done OUTSIDE DTS and the link is just a place holder to say that a waiver has been submitted to DFAS.
  - A copy of the form should be placed in substantiating records as proof.
  - Once DFAS makes a determination of Yes, No, or Partial Approval, the DMM must back to the DMM Gateway and make adjustments. They also need to place the DFAS letter in substantiating records.



# Tips and Tricks with Debt

- The voucher and the DMM Gateway work together.
  - Whatever shows in the Gateway shows in the document history.
- Due Process is required to begin taking any further action in DMM Gateway.
  - Ensure you're talking with your travelers prior to applying this stamp.
- Ensure that the traveler you're working debt for is assigned to an Organization.
  - Travelers who are detached can still be seen via Group Access (and gateway), but will return a "NULL NULL" error message when trying to process debt.
- Always make sure you have no REJECTS.
  - REJECTS will prevent the debt process from continuing, so they have to be fixed first.
- Debt is driven off of Group Access.
  - Manually adding a traveler to your group, via Individual Group Membership, will display all of that traveler's debt.



# Resources

- Guide for Managing Travel-Incurred Debt
  - [https://www.defensetravel.dod.mil/Docs/Guide to Managing Travel Incurred Debt.pdf](https://www.defensetravel.dod.mil/Docs/Guide%20to%20Managing%20Travel%20Incurred%20Debt.pdf)
- DoD Financial Management Regulations (FMR)
  - <https://www.defensetravel.dod.mil/site/goto.cfm?link=http://comptroller.defense.gov/fmr>
- DoD Instruction 5154.31
  - <https://www.defensetravel.dod.mil/site/dodi5154.cfm>
- DD2789 WAIVER/REMISSION OF INDEBTEDNESS APPLICATION
  - <https://www.esd.whs.mil/Portals/54/Documents/DD/forms/dd/dd2789.pdf>
- You can contact the Travel Assistance Center (TAC) via:
  - Phone 888-Help1Go (888-435-7146)
  - Web (<https://www.defensetravel.dod.mil/passport/>)



# Questions

- Questions are taken via Telephone by Site Name in alphabetical order
  - A – E (Example – Dyess Air Force Base)
  - F – L (Example – Fort Huachuca)
  - M – S (Example – Redstone Arsenal)
  - T – Z (Example – Yuma Proving Ground)
- You can press \*6 to unmute your phone's line to ask a question.
  - Please be considerate and re-mute your phone when you are finished by pressing \*6 again.