

United States Air Force Reserve

Integrity - Service - Excellence

IR Travel Policies and Procedures

HQ RIO/IR Travel



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- Travel Update Processing Timelines
- Types of Travel
- Two Travel Systems
- IR Vouchered Claims Process
- Government Travel Card (GTC)
- IR Travel Contact Information



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Surge Task Force Efforts since 26 Nov 19

Decreased Processing Times(in business days)

✓ **IDT Vouchers**

✓ **NOW (28 Jan 19): Processing = 6 days**

- **BEFORE SURGE: Processing = 34 days**
- **GOAL: 10 Days**

• **PCS Vouchers**

- **NOW (28 Jan 19): Processing = 32 days**
- **BEFORE SURGE: Processing = 61 days**
- **GOAL: 10 Days**

• **Travel Order Vouchers**

- **NOW (28 Jan 19): Processing = 21 days**
 - **BEFORE SURGE: Processing = 80 days**
 - **GOAL: 10 Days**
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- Active Duty status (ADT, RPA, MPA, ADOS, etc.)
- IDT (within commuting distance) - **lodging is not authorized.** Commuting distance defined as less than 50 miles (may vary, check with Active Duty (AD) Unit or Unit Reserve Coordinator (URC) for clarification of the commuting area for your assigned duty location.
- IDT (outside of commuting distance) - **lodging is authorized** and reimbursable according to travel regulations
- IDT Outside Normal Commute – member on DD1610 orders for Critical Skills
- PCS/PPM Vouchers



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Two Travel Systems – Orders Dictate Which to Use

- IR's will be required to use one of two travel pay systems
 - Defense Travel System (DTS) – electronic vouchers
 - Reserve Travel System (RTS) – manual vouchers
 - IRs do not use eFinance
- Review orders (AF 938 / DD 1610) for travel system determination
- **All travel vouchers must be filed within 5 duty days of travel** completion regardless of system



myPers for All RTS Travel Reimbursement

- Customer submits a computable voucher in accordance with *The Travel Companion for Individual Reservists and Joint Travel Regulation*
- Technicians are then assigned *myPers* incident on a first in, first out basis
- Technician reviews submission for correctness.
 - If the voucher is computable it is input into RTS.
 - If the voucher submission is not computable then the technician will contact the member via *myPers* detailing actions that need to be taken by the member.
- Computed vouchers are reviewed by an auditor, and then sent to pay
- Once a voucher has been submitted for pay it takes DFAS 2-3 business days to make a payment
- The Advice of Payment can then be reviewed via *MyPay* on the payment date. Any deviations in pay from what was requested will be addressed in the comments on the AOP.

One MyPers incident per travel reimbursement request – do not bundle separate requests – do not open a new incident to inquire about an old incident (w/in 30 days).



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- Contact the ODTA (organization defense travel administrator) at your assigned detachment for assistance with DTS
 - IR Travel technicians have limited access within DTS as our office is assigned voucher review authority only
 - Customers requesting assistance from IR Travel with DTS are immediately diverted to their detachment for further assistance
 - Contact information for your detachment can be found via the HQ RIO Directory on the website



- RTS: Navigate to myPers via HQ RIO website
- Manual vouchers submitted to IR Travel Office via MyPers.
Do not use eFinance
- Review Travel Companion Guide for Individual Reservists, RIO Connect App, or HQ RIO Travel Pay website to find information available for assistance with completing your vouchers
- All forms needed for completion of your voucher including some checklists may be found on our website:

<https://www.arpc.afrc.af.mil/HQRIO>



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Government Travel Card (GTC)

- GTC Agency Program Coordinator (APC)
 - Located at IR's (AD) unit of attachment
 - Responsible for processing application and monitoring use
 - **Member** is responsible for full and timely payment
 - Commanders may discipline for unauthorized use or delinquency in payment
 - Delinquency may be reported on personal credit report only after 211 days of non-payment
 - Late fees can only be assessed 75 days after the end of the billing cycle
 - EFT and SPLIT DISBURSEMENT MANDATORY PER DODFMR Vol 9 Chp 2 para 020102
 - Electronic funds transfer (EFT) is the mandatory means by which a travel claim is settled within the Department of Defense. Split disbursement permits direct payment via EFT to the travel card contractor for charges incurred on the travel card and to the cardholder for any residual amount remaining
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Government Travel Card (GTC)

- Public Law 105-264 makes use of GTC **mandatory** for:
 - Airline Tickets
 - Lodging
 - Rental Cars
 - Exception: Order indicates no GTC

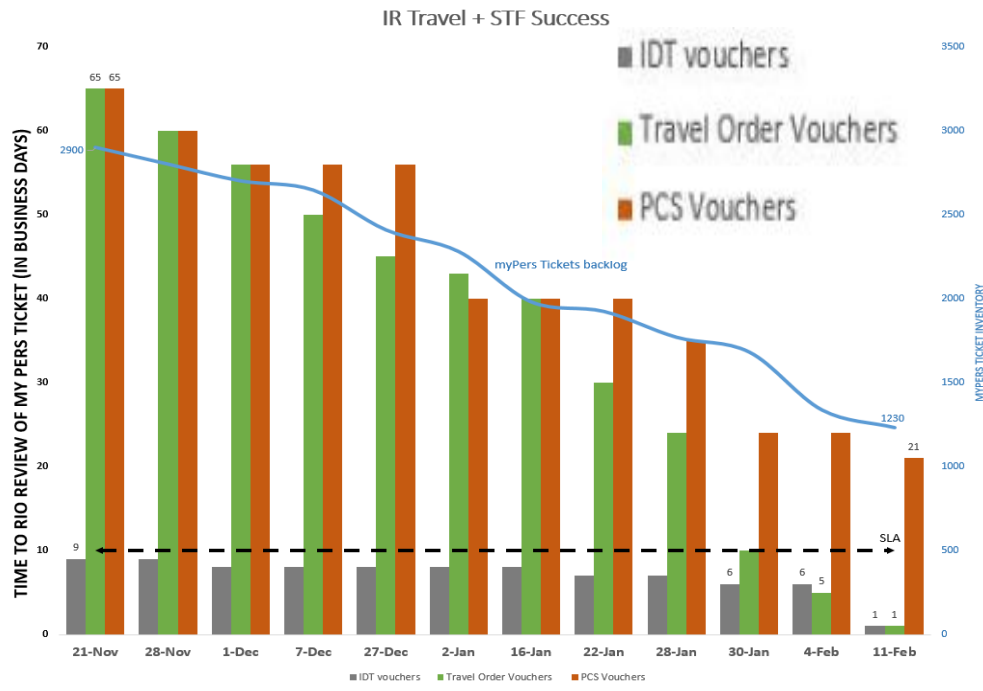
 - GTC may be used for:
 - Meals
 - Incidentals (i.e. toothpaste, soap, laundry, etc.)
 - IDT travel costs (Hotel/Lodging only)
 - Exception: Reserve members assigned to “Critical Staffing Shortage” defined DAFSCs
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IR Travel Reimbursement

*Transition from unmeasurable to measurable
Link customer request to RIO tech processing*



2017/2018: IR travel pay office transition from DARB to BAFB (1 of 24 trained FM techs relocated)

DTS processing meets SLA but RTS unmeasurable from customer input to processing

April 2018: Initial BETA transition to MyPers—Manual incident creation to capture work from email

Oct 2018: Eliminated email as method of pay transmission

Nov 2018: Transition Tier 1 Customer Service/Status checks to TFSC

Nov 2018: Surge team stood up and started training with ECD 31 Mar

2019 *58% reduction in backlog*

98% reduction in Travel Order Voucher Processing Time

89% reduction in IDT Voucher Processing Time

68% reduction in PCS Voucher Processing Time



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Note: Tracked in Business Days from customer input to RIO review

Ticket inventory down from 3000 to 425 31 MAR=0 backlog



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Questions ?