



IN REPLY
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NOV 18 1996

MEMORANDUM FOR COMMANDERS, INVENTORY CONTROL POINTS
COMMANDERS, DEFENSE DISTRIBUTION REGIONS
COMMANDERS, SERVICE CENTERS
COMMANDERS, DEFENSE CONTRACT MANAGEMENT DISTRICTS
ADMINISTRATOR, DLA ADMINISTRATIVE SUPPORT CENTER
DLA EXECUTIVE TEAM

SUBJECT: Reengineering Passenger Travel Information

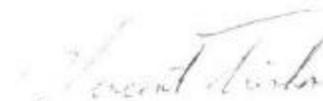
The purpose of this memorandum is to inform you of DoD's efforts to reengineer the passenger travel system. The goal of this effort is to develop a fair and equitable travel system for all DoD organizations that meet operational mission requirements, reduce overall costs to the government, and provide superior customer service. The vision of the Defense Travel System is a seamless, paperless, travel system that meets the needs of travelers, Commanders, and process owners.

The proposed entitlements (attachment 1) are going to be simple and easy to understand, and will provide maximum flexibility for mission support. An effective date for the entitlements has not been established. In the future, the Commercial Travel Office (CTO) (i.e., Sato, Carlson, etc.) contracts will be standardized with one contract awarded per geographic region. These future CTO contracts will be managed by the Military Traffic Management Command and will provide seamless, integrated travel services that meet the needs of travelers and their commanders. The first CTO contract is scheduled to be awarded in the fall of 1997.

Major changes for travel procedures (attachment 2) are: one-stop shopping for all arrangements through mandatory use of a CTO; travel arrangements, including BOQ and hotel reservations, airline tickets, are made by a CTO; and travel costs are charged to the travelers government credit card. One document (trip record) will support travel by acting as the order, itinerary, voucher, and record of any changes. Data will be entered once

and all levels will rely on electronic records rather than paper documents. Travelers will be paid fairly and quickly through a process they can easily understand and use. DFAS will reimburse traveler's bank account/government credit card electronically and management reports will be available to all levels of the agency.

The overall goal is to ease the travel process for the traveler and improve management of the travel process. You will be kept informed as new developments occur. Please feel free to contact Deborah Beckner at (703) 767-3622, or DSN 427 for any assistance.



VINCENT TRINKA
Acting Chief, Transportation
Logistics Policy

Attachments

cc:
AQ
FO
CA