

TPAX AO April 26th Q & A

Q: DTOD miles in TPAX and actual DTOD calculator are different. Which one is authoritative?
A: For payment of the reimbursement of MALT/TDY mileage, it will be based on the DTOD mileage calculated in TPAX. For short distance/TLE vicinity, the DTOD website mileage is used.

Q: What do we choose for a SATO claim reimbursable fee since it was removed in TPAX?
A: Please use the CTO-TMC Fees (Contract Travel Office-Travel Management Center) option.

Q: Will deletion functionality be added to TPAX for receipts or at least the ability to rename the PDFs?

A: This is being looked at. However, if you erroneously upload a document, you can submit a trouble ticket to have PPC manually delete those.

Q: Will AO's ever be able to have the ability to unlock Members accounts rather than having to put in a PPC Trouble Ticket?

A: With security/roles issues, we don't see this happening in the foreseeable future.

Q: How does a traveler submit an audit request?

A: When a traveler is sent an audit request, the email includes step-by-step instructions to follow.

Q: After the claim is marked "Complete" (by PPC) how long does the finance center have to pay out the claim?

A: FINCEN's Official Answer: It typically takes 7-10 business days, unless there is a problem. Then it could take longer.

Q: Can the AOs enter the allowed amount for reimbursables again instead of having to return to the member to change claimed amount?

A: YNC Blake said that you can lower the amounts but not put a higher amount.

Response from the field: You're saying it is currently allowed to lower allowed amounts in TPAX? The recalculation won't save and therefore cannot be approved. Has this changed with the latest update over the weekend?

*PPC tested this scenario and is unable to replicate what the AO is asking. The AO must click edit in the reimbursable tab and then reduce the authorized amount, then click recalculate in the modify accounting tab and it recalculates the amounts.

Q: Does a TDY Request worksheet really need to be completed for TQC cut orders?

A: This is a TQC question or a unit-specific process. Please contact them directly.

Q: I'm often TAD as we have 7000+ bridges in our AOR, & so far, not a single bridge has come to me. As an AO, I try to approve claims within 2-3 days, but if TAD, I may not know of a pending claim for over a week. Can the traveler retrieve their claim & attempt to find another local AO?

A: Yes. They need to select the claim (just like they would to release it to the AO) and click the Retrieve button. Then they can release it to another AO.

Q: Will the CG ever align USCG/Non-DOD Civilians under the JTR like rest of DOD Civilians so we aren't trying to follow two different sets of rules for entitlements?

A: FTR governs non DOD civilians. Don't look for that to change.

Q: So, we always approve members to travel via allowing the member to purchase their own ticket on their own not using a GTCC with reimbursement not to exceed the cost of a GTR. Here is my question: Can we do the same for a rental car? Is this precedence to do so? I know the FAQ states all travel related expenses including rental car, lodging, transportation is to be charged to the GTCC. I am asking this question because I have a member who wants to get a rental that their spouse can use while the member is conducting their business. Since the member can't add the spouse as a driver when using the GTCC, I was going to use the above as precedence to allow the member to rent a vehicle on their own not to exceed the cost ADTRAV would charge them.

A: Below is straight from the JTR listing how rental cars should be purchased. 3330.B.1 states that it is mandatory for the member to rent their vehicle through ADTRAV.

3330 SELECTING A RENTAL VEHICLE

*A. Instructions and Guidance. See [DTMO rental car agreement](#), and [DTR, 4500.9-R, Part 1](#) for instructions and guidance for the rental vehicle selection.

*B. TMC Use

*1. It is *mandatory policy that a traveler uses an available* TMC, via DTS, to obtain a rental vehicle.

*2. If DTS is unavailable, the traveler may contact the TMC directly.

*3. It is *not mandatory* to use a TMC when renting an airplane or bus ([CBCA 2956-TRAV, 31 January 2013](#)).

*4. When an available TMC is not used, reimbursement is limited to what the cost would have been if a TMC had made the rental vehicle arrangements ([CBCA 2956-TRAV, 31 January 2013](#)). If you still challenge this, forward your question to CG-1332.

Q: I hate to be "THAT" guy, but going back to the Authoritative mileage for travel, if tpax mileage is what is used shouldn't Web tpax mileage printouts suffice for PCS departing packages?

A: Yes.

Q: As AO I recently disapproved reimbursement for lodging reserved outside of the TMC (mbr does have the Travel Charge Card). I told member IF he submits the appropriate form for a waiver& it's approved, to resubmit the claim. Was I correct?

A: Please refer to [ALCGPSC 120/16](#) for specific instructions.

Q: Why is so hard to type/select locations in T-Pax?

A: We're not sure exactly what you mean, but using zip codes instead of city names sometimes makes it easier.

Q: Does GARS no longer have to be entered separately from rental vehicle? It isn't listed in the new reimbursables list.

A: GARS is no longer required to be claimed separately. It can be included in the rental vehicle total. The change will be listed in the new 3PM update.

Q: What is the requirement to have an upgrade for a rental vehicle?

A: It needs to be authorized on the orders. For example, five travelers with luggage can be authorized a larger than an economy vehicle to accommodate them.

*There are very specific guidelines for when an upgrade is authorized. Below are the only authorized reasons an upgrade should be approved.

JTR 3330.C.2

Rental Service Cost

1. The lowest cost rental service that meets the mission transportation requirement must be selected for commercially rented vehicles.
2. The AO may authorize/approve an appropriately sized vehicle IAW mission requirements when a compact car (the standard for TDY travel) does not meet the requirement due to the following:
 - a. Medical disability or other special need. See requirements in par. 3625-D2,
 - b. Mission requirements,
 - c. Cost is equal or less for a non-compact car,
 - d. Multiple travelers authorized to travel in the same rental car require additional room,
 - e. Gov't material for official business requires more room, or
 - f. Safety reasons (severe weather or required to travel on rough or difficult terrain).