

Passenger Travel Frequently Asked Questions

Entitlements can and do change! Yes, you may have done an action in the past, however, the guidance may have changed! TMO will be happy to assist with your particular situation, but these are our most common questions.

1. I am going TDY to Base X. I want to take leave-en-route to my hometown. Can I just pay the difference?

TMO (or DTS) can only book you to the official duty location(s). The use of government fares to/from a “leave” location is prohibited! You have 2 options:

1. TMO will issue your official travel (if DTS, have your DTS Admin push through the authorization for ticketing). Once your ticket has been issued, you can contact TMO’s Travel Agent or you can contact the airline directly to “exchange” your ticket to your desired location. You will pay the Travel Agent or the Airline directly with the price difference (if any).
2. AIR FORCE ONLY: You can purchase your own tickets (expedia.com, southwest.com, calling the airline direct, use ITT, etc.). TMO will give you a letter stating what your authorized costs are, and you will be reimbursed up to official costs.

ALL OTHER BRANCHES: You can purchase your own tickets, but it MUST be from the Information Tickets and Tours (ITT) office on base. If you buy your tickets from another source, it will not be reimbursed!

2. I am PCS’ing/going TDY to Base X overseas. Do I have to take the Rotator (Patriot Express, Freedom Bird, etc.)? Why can’t I fly commercial.

The DoD has established an “Order of Precedence” when it comes to air travel. The first option always has to be the Patriot Express. If there is a Patriot Express flight to your next duty location, you will be booked on the Patriot Express. Personal preferences will not be used as a reason for not using the Patriot Express. If a Patriot Express flight is not available to meet the MISSION, then the next option is the use of a commercial aircraft (Delta, United, etc.). TMO will view the travel request to verify if the Patriot Express meets the mission.

3. Do I need orders to make my flight reservations?

No! Reservations can be made without orders. For ticket issuance, TMO will need orders, but reservations can be made without orders.

4. I don't have a Government Travel Card (GTC) or my GTC is expired. What do I do?

IAW DoD Mandate, all travelers (Military and Civilian) are required to have a GTC. There is an automatic exemption list, and if you fall under this list, TMO will pay for your travel out of our Centrally Billed Account (CBA). If you are going to use the CBA, your orders must reflect this. TMO can issue a ticket on the CBA on a case by case basis, however, this will rarely be approved. Each unit has a GTC Monitor, work with your unit to get issued a GTC!

5. If I need to make changes to my travel in DTS, who do I contact?

Great question! Your first point of contact is your DTS Administrator. Each unit has a DTS Admin, and they are your POC. 2nd Option is Finance. Finance actually owns DTS, and has the ability to assist. If you are already in Travel Status (you are at the TDY location), you can call the Travel Agent direct to assist in changing your flights.

6. I am traveling with my pet(s). Do you book pets? Is pet travel funded?

TMO will book your pets on the Patriot Express portion of your travel. Your Port Call Sheet lists the required information. For all commercial travel (United, Delta, etc.), you will need to call the airline directly to make arrangements for Pets. Unfortunately, all pet travel will be at your expense, there is no entitlement for funded travel for our furry friends. There is a stipulation for reimbursement of quarantine fees when the location you travel to requires a quarantine period.