DefenseTravel
Management Office

DoD Bus Program

Carrier Management Reporting (CMR) Tool
User Guide

July 2021

V3

Department of Defense | Defense Human Resources Activity

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I. Overview

DoD Bus Agreement #5 requires approved ground transportation Carriers, or Agents reporting on behalf of Carriers, to report monthly passenger moves through the online Carrier Movement Reporting (CMR) Tool. This User Guide provides instructions on how to access the CMR Tool and properly submit reports.

- Carriers are required to electronically submit a monthly data report of all contracted activity for DoD passenger moves, even if you have had no activity.

- Data from the previous month is due by the 15th day of the month.

- Monthly data reports are submitted online through the CMR Tool, which is located on the Defense Travel Management Office (DTMO) Passport Portal.

- DoD reserves the right to remove any Carrier from the program that does not submit a data report by the deadline.

II. How to Access the Carrier Movement Reporting Tool

Request Access (First Time Users Only)

Note: If you already have access to the application, skip to the Login section.

STEP 1 – Create a Passport Account

A. Go to the Defense Travel Management Office's Passport portal, https://www.defensetravel.dod.mil/neoaccess/passport.php

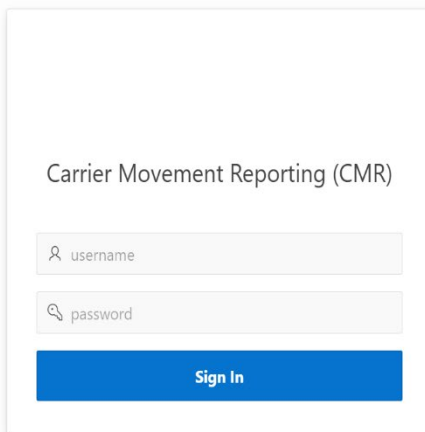B. Select **register here** and complete the form.

C.   After you have received the confirmation email from Passport, you must request access to the Carrier Management Reporting Tool (step 2).

STEP 2 – Request CMR Access

A.   To be granted access, go to https://www.defensetravel.dod.mil/Community/se/251137457FF49740

B.   Answer the Captcha, then complete the request form and submit.

C.   We will review your request to ensure you are an approved carrier and send you an email when you are granted access and the tile appears on your Passport landing page.

Login to CMR

1.   Login to Passport at https://www.defensetravel.dod.mil/neoaccess/login.php#

2.   On the landing page, select the Carrier Movement Reporting icon.   Carrier Movement Reporting

3.   Then, enter your Passport username and password again. Click **Sign In**.

Carrier Movement Reporting (CMR)

ደ username

🔑 password

Sign In

4.   We will send you an email from dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil as part of a two-factor authorization process. The two-factor code usually comes within 10 minutes. If you don't receive an email, email us at dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil
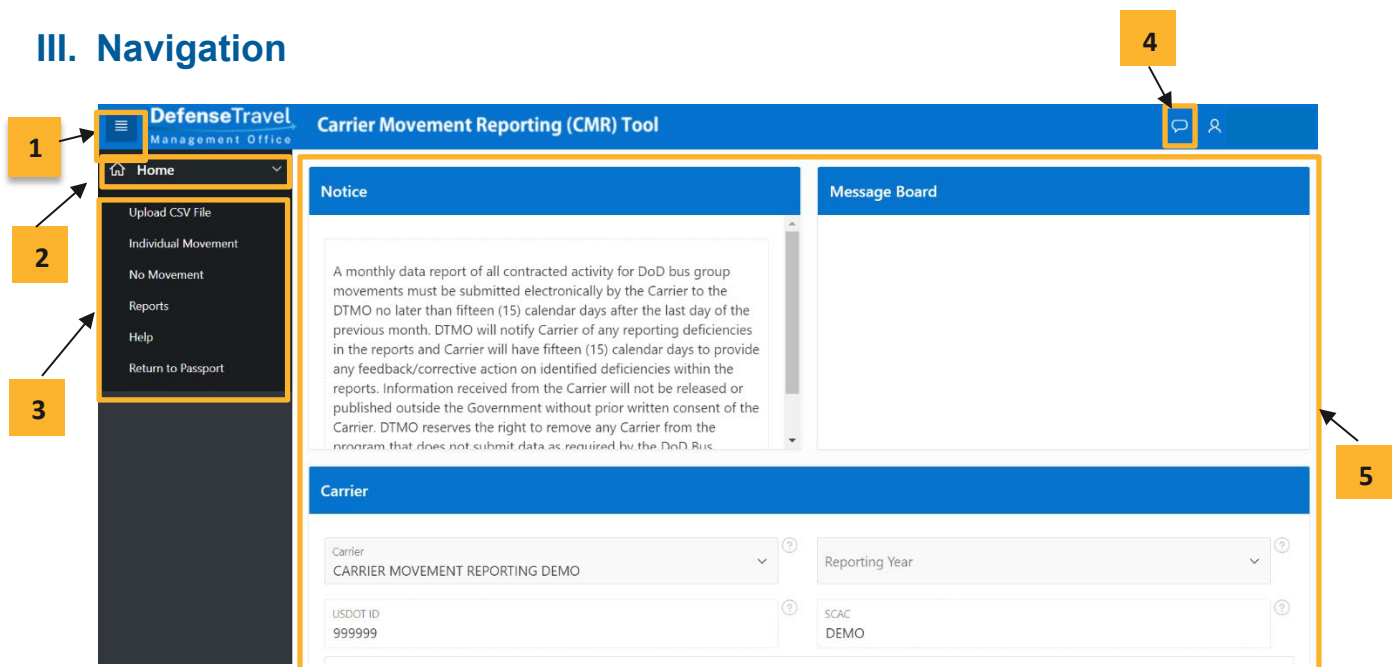
5. When you get your code, copy and paste it or directly type the code into the box. Click **Verify**.

6. A green success message appears if your code was correct. If an error message appears or if you did not receive a two-factor code, contact us. See Help (Section VI).

III. Navigation

Menu Button (1) – The menu bars are always present at the top left side of the page. Click to expand and show the Home and Menu buttons. Alternatively, click the button again to minimize the menu.

Home Button (2) – Clicking on the down arrow on the right expands the menu, displaying the options discussed in Menu Options. Clicking on the actual Home icon brings you back to the Home Page (5).

Menu Options (3) – Click the Menu Button (1) and then the Home Button (2) to see the six menu options

- **Upload CSV File** - is used to report multiple moves during a single period. The .csv (comma separated values) template is available for download on the DTMO website at https://www.defensetravel.dod.mil/Docs/CMR_CSV_Template.csv
- **Individual Movement** – is used to report one movement at a time. After submitting a move, the application returns to the original interface, allowing the user to submit another move for the same period. If you are reporting a Non-Foreign OCONUS move (e.g. Hawaii, Alaska, Puerto Rico, Guam) use this option.
- **No Movement** – is used when no movement or activity took place for the previous month.
- **Reports**
- **Help**
- **Return to Passport**

Feedback (4) – The Feedback icon allows you to submit comments to the DoD Bus team about the CMR tool. If you submit questions or concerns, the Bus Team will reach out to you directly.

Home Page (5) – In the body of homepage, on the top left, you will find a 'Notice' section. The top right 'Message Board' shows the latest messages and announcements from the DoD Bus team. Beneath those sections is a dashboard that allows you to select a Carrier and Reporting Year (USDOT and SCAC auto-populate) in order to view relevant historical metrics at a glance.
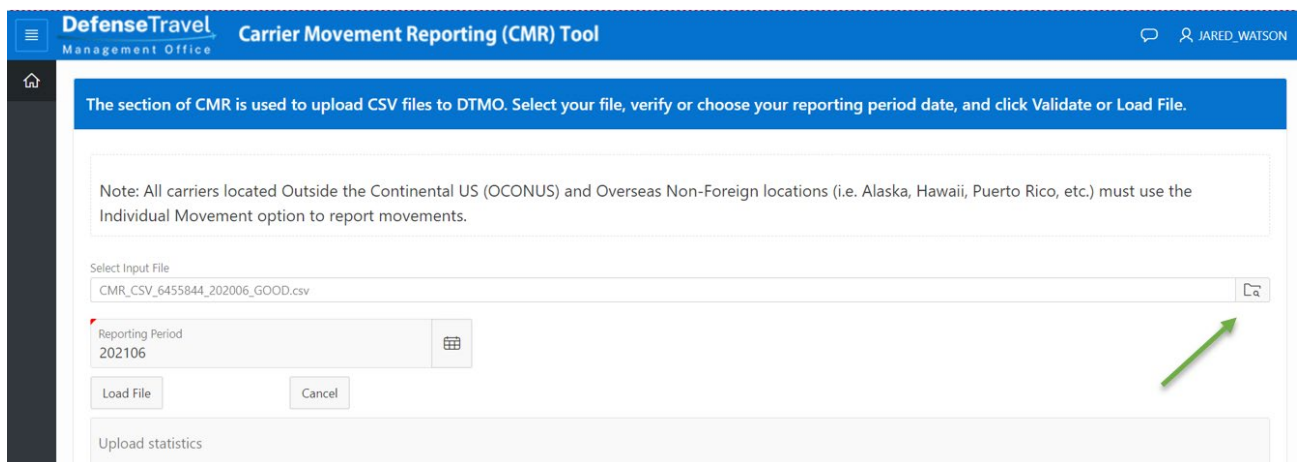
IV. How to Submit a Report

Reporting Multiple Moves

1. To report multiple moves in a month, download and complete the CSV template. If you do not have this file, click **Help** on the left menu to download.

2. When you've completed the file, select **Upload CSV File** page from the left menu bar.
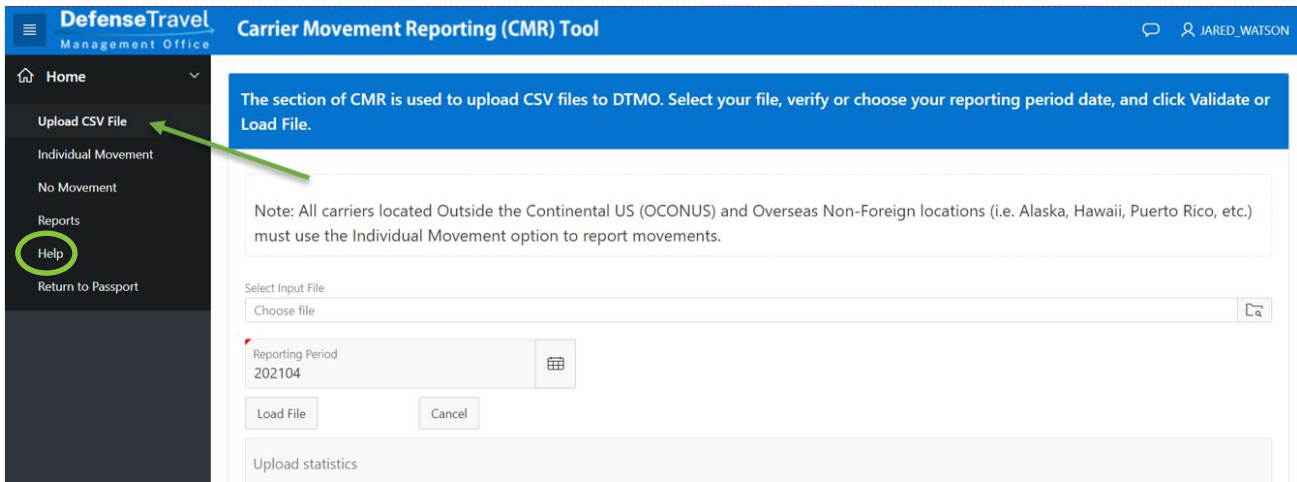
3. Click the **file icon** and select your CSV file in the file explorer.

4. The 'Reporting Period' defaults to the previous month. If that's incorrect, click the calendar icon and select any day in the correct month to change it. When the correct month and year is displayed, click **Load File**.
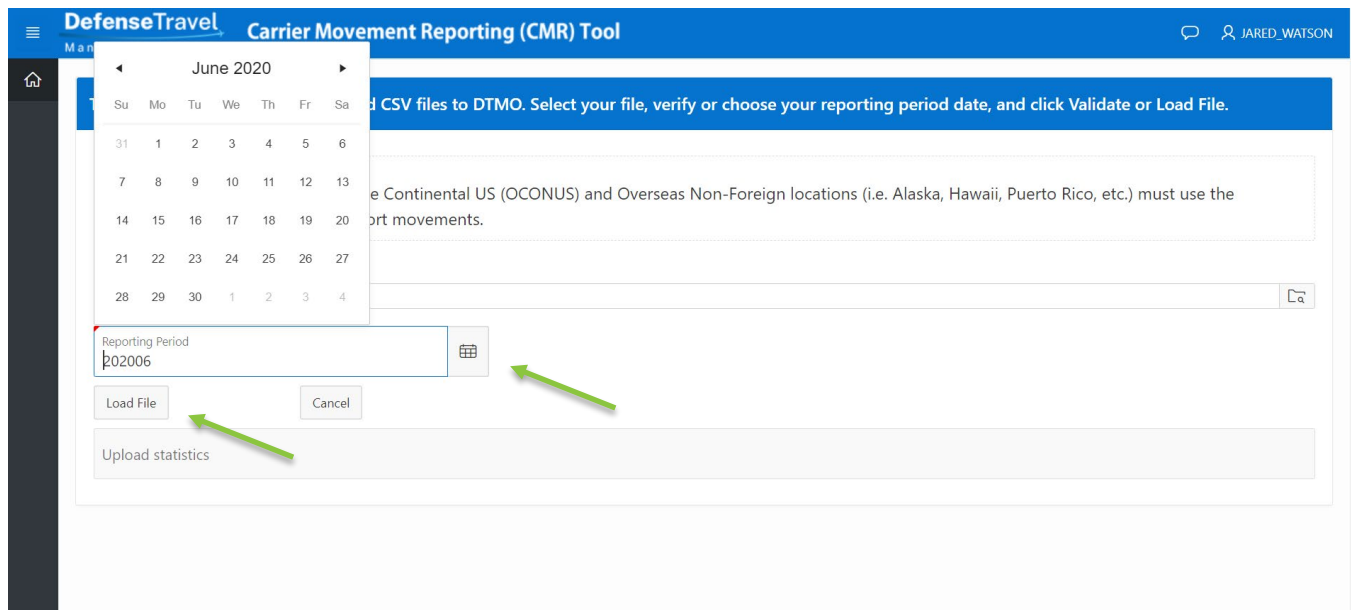
5. If there are no validation errors, you automatically go to the Reports screen with a success message showing in the top right corner of the screen.

Note: To read more about viewing reports go to [Section V: Historical Reports](#).

6. If there are one or more validation errors, the screen below and accompanying message will appear. Correct the error(s) before proceeding with the upload. Click **ACTION REQUIRED! - Correct Errors.**

*Note: At any time, you can click **Cancel CSV Load & Abort** to cancel the upload and return to the first Upload CSV File screen.*
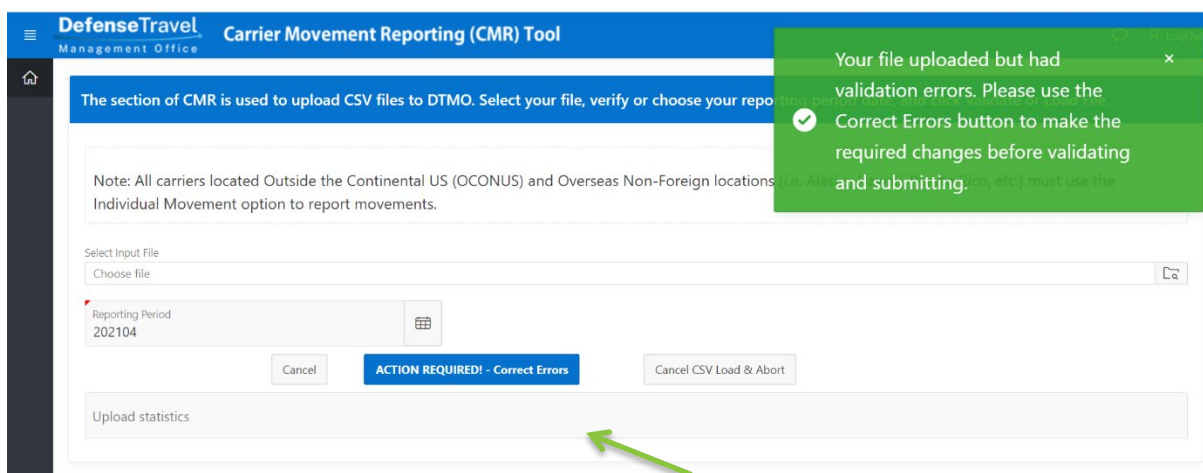
7. For each row in the CSV that has one or more validation errors, there will be a corresponding row on the following screen. Row # refers to the row on the CSV, and Validation Errors describes the error(s) for that row. To correct the error(s), click **Edit.**
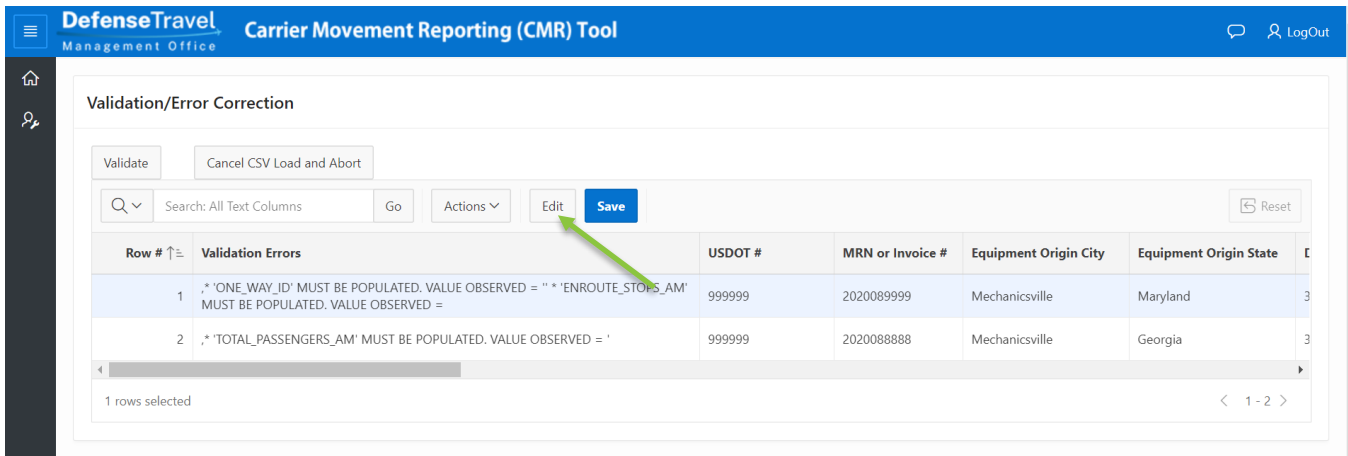

8. Use the scroll bar or Tab button on your keyboard to navigate to the field(s) listed in Validation Errors. Click into and correct the field(s). When all validation errors are corrected, click **Save**. Then, click **Validate**.
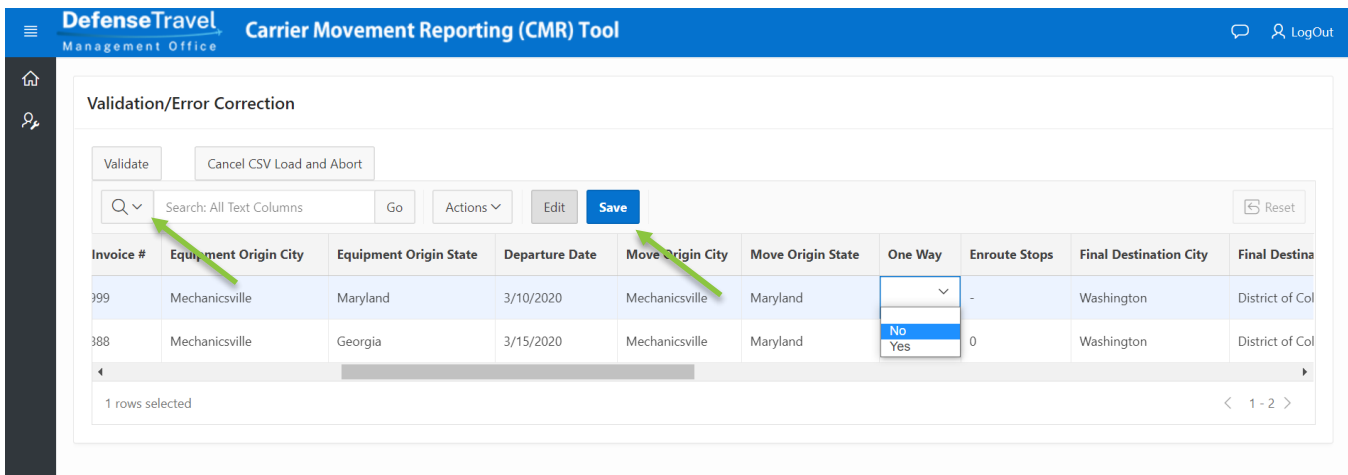
9. If all validation errors were resolved, the success message will appear in the top right. To confirm the upload, navigate to Reports from the left menu. If one or more validation error remains, return to Step 6.

*Note: If you are unable to resolve any validation errors, please contact the Customer Support [see Section VI] or go to **Help** on the left side menu.*
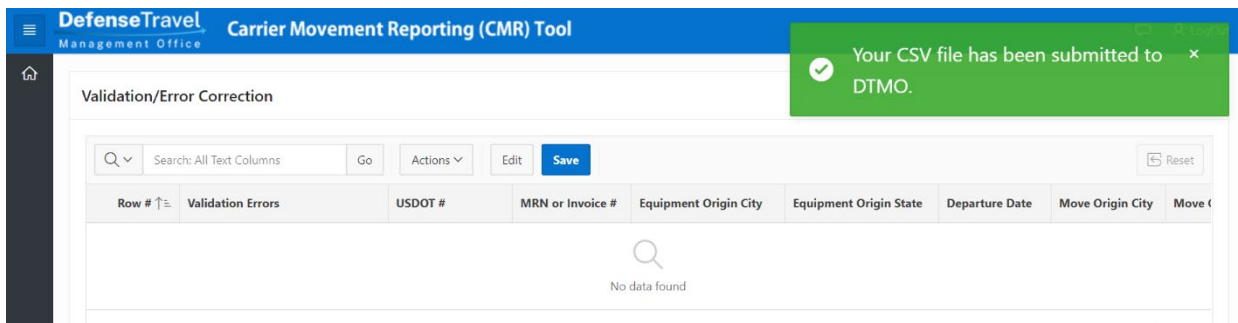
Reporting an Individual Movement

All fields are required other than Carrier DOT Number and SCAC, which auto-populate based on Carrier selection. Use the "?" button next to each field for assistance. You may use Individual Movement to report multiple monthly moves, submitted one at a time.

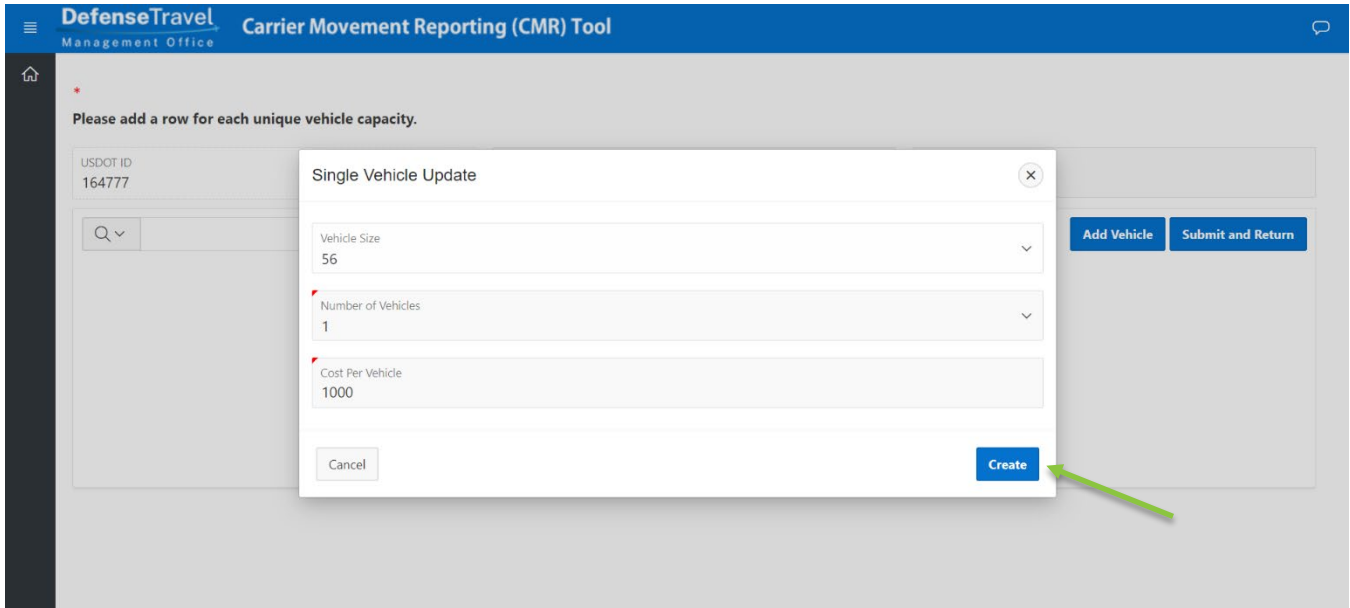1. Navigate to the Individual Movement page from the menu bar on the left.
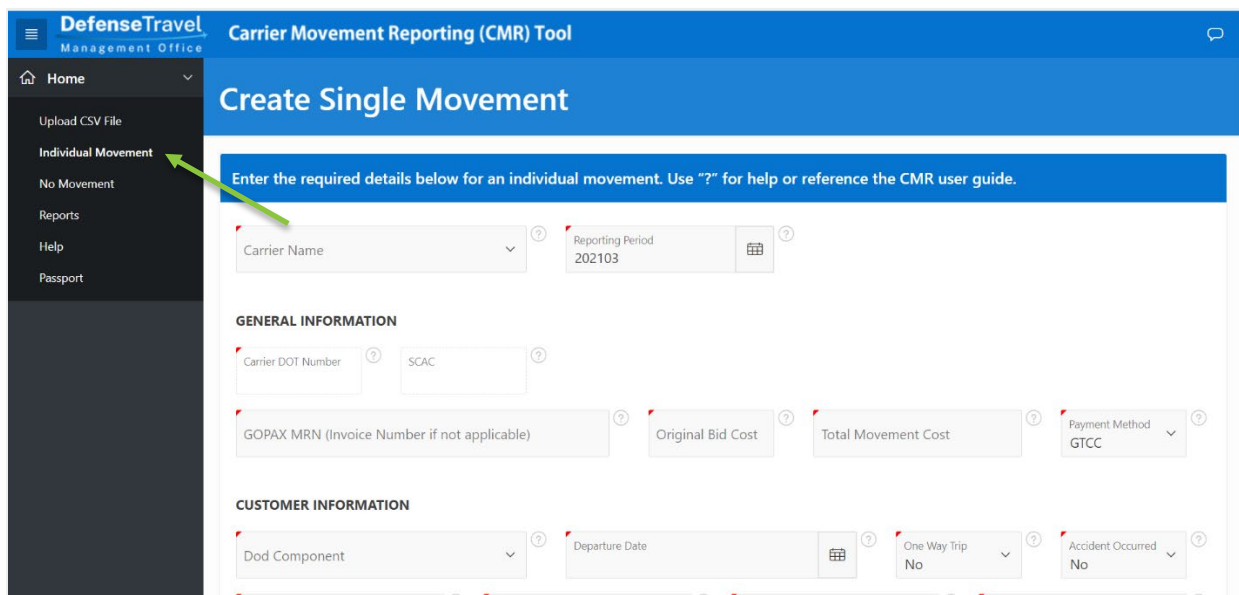
2. When you have completed all required fields, click the **Add Vehicle(s)** button at the bottom.

3. On the next screen, click **Add Vehicle(s)**.

4. Select vehicle size, number of vehicles with that vehicle size associated, and cost per vehicle. Click the **Create** button.

5. To add a vehicle with a different size, click **Add Vehicle** again. To edit a previously created vehicle entry, click the **pencil icon** next to the record. When all vehicles are reported, click **Submit and Return**.
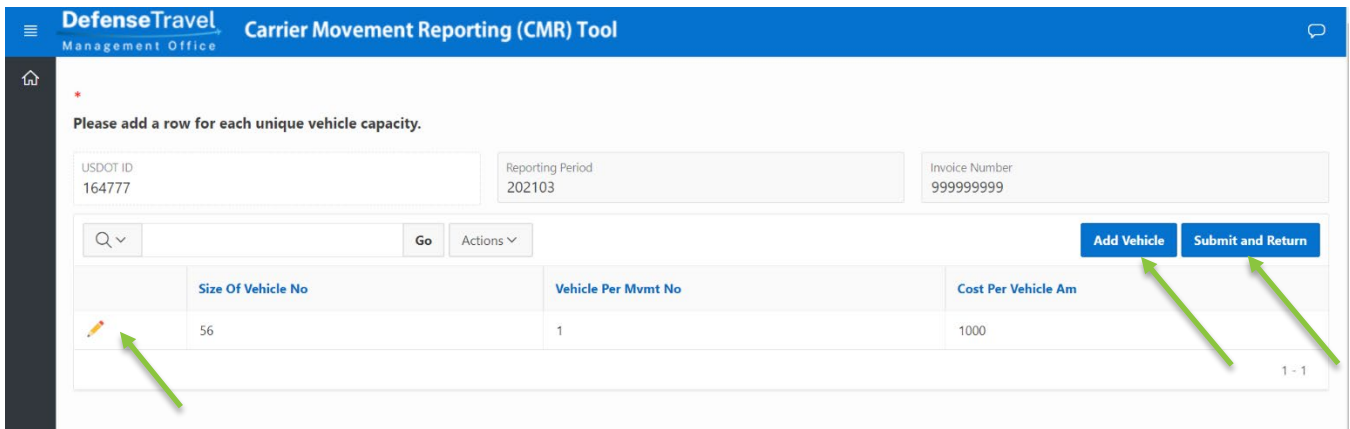
6. After submitting, a message appears that says "Movement Submitted to DTMO." Click **OK** to return to the Individual Movement screen.

7. To submit another move, fill out the form again.

8. To confirm submission, navigate to the Reports screen from the left menu.

Reporting No Movement

1. Click **No Movement** in the menu bar on the left.

2. Select the Carrier you are reporting a movement for and the relevant Reporting Period. Click **Submit**.

Note: Reporting Period defaults to the previous month. USDOT ID and SCAC auto-populate based on Carrier selection.
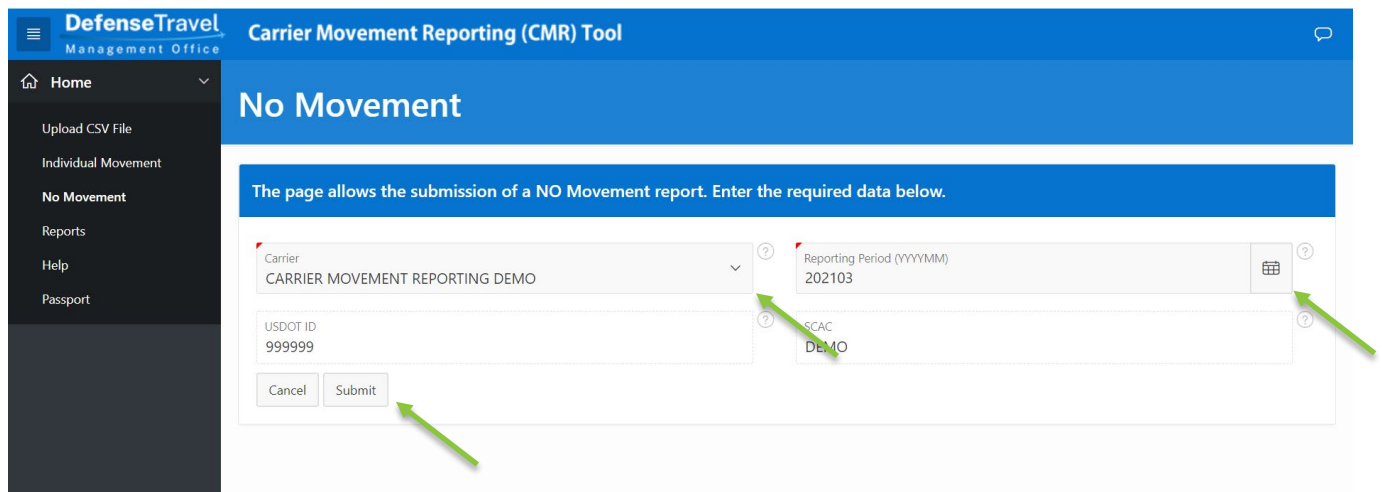
3. If successful, you will be automatically returned to the CMR home page with a message that says "Action Processed" in the top right. If there is already a movement reported for that month, an error message describing that will appear. To confirm submission, navigate to the Reports page from the left menu to verify that a move with "N" appears for the correct reporting period.

V. Historical Reports

1. Navigate to the **Reports** page from the menu bar on the left to view previously reported submissions.
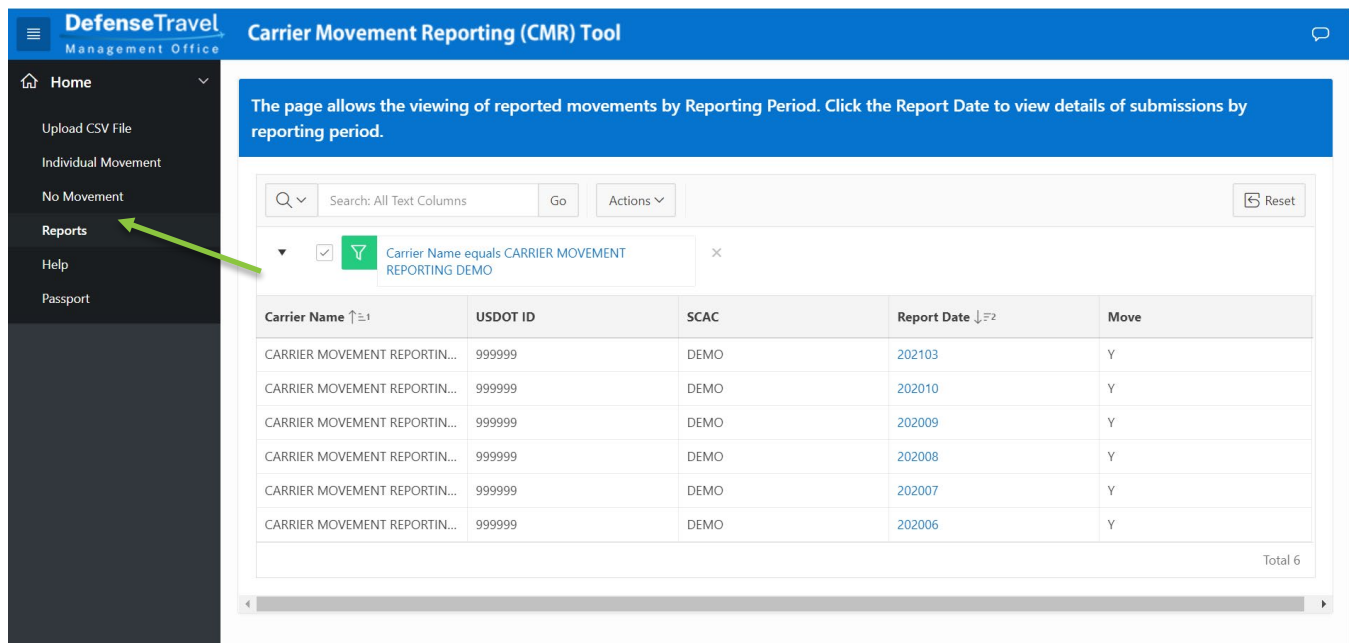
Figure:

2. The table defaults to sort by most recent reports, alphabetically by Carrier Name. Click a column header to change the sorting or to search within that field. At any time, click **Reset** to go back to the default table settings. You can also search all or specific columns using the search bar at the top.

3. For more information on a month's moves, click on the date, which is in YYYYMM format. If the date doesn't appear then there is no recorded movement submission (including No Movement) for the month.

Note: Clicking on the date that No Movement was submitted, denoted by 'N' in the Move column, will bring you to the No Movement screen with the relevant information.

4. Click **Actions** to download the data or **Return to Reports** to go back to the Reports screen.

VI. Help & Training

Training

Training Videos: https://youtube.com/playlist?list=PLRfZhCjDw0DVOJgVEfaRyXPuxMcsETUjQ

Customer Support

Phone: 571-372-1300 / 571-372-1181 (Request Carrier Movement Reporting Assistance)

Email: dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.mil

Resources

Sample CSV Template: https://www.defensetravel.dod.mil/Docs/CMR_CSV_Template.csv

   [Data Dictionary below in Appendix A]

Location Names Data File: https://www.defensetravel.dod.mil/Docs/CMR_Locations.txt

Carrier DOT Number Search: https://ai.fmcsa.dot.gov/SMS/Search/Index.aspx

Appendix A: Data Dictionary for CSV File

Column	Field Name	Field Descriptions
A	Carrier DOT Number	The ID is unique to each Bus Carrier.
B	GOPAX MRN / INVOICE NUMBER	GOPAX MRN - Enter the GOPAX MRN number or invoice number if no GOPAX MRN which this invoice was billed to the Government. The MRN number must be unique for each move. When there are multiple moves for one invoice, identify each move by adding a dash with a number (i.e. -1, -2, -3, etc.) to the invoice number. Example: Invoice Number W123455 has 2 moves, enter moves as W123455-1, W123455, etc.
C	Equipment Origin City	Enter the city from which the equipment originated (i.e. where the equipment is housed, maintained or was serviced last prior to movement).
D	Equipment Origin State	Enter the standard two letter postal abbreviation of the state from which the equipment originated (i.e. where the equipment is housed, maintained or was serviced last prior to movement).
E	Departure Date	Enter the Date the trip actually commenced, in MM/DD/YYYY format. October 4, 2016 would be displayed as 10/04/2016.
F	Movement Origin City	Enter the origin city or military installation where the movement was picked up.
G	Movement Origin State	Enter the standard two letter postal abbreviation of the origin state for the city or military installation identified
H	One Way Trip	Was the trip one-way? Enter Yes (Y) or No (N).
I	Number of Enroute Stops	If the movement had multiple enroute stops where passengers embarked and/or disembarked, enter number of enroute stops for the entire movement.
J	Final Destination City	Enter the final destination city of the movement.
K	Final Destination State	Enter the standard two letter postal abbreviation for the final destination state of the movement.
L	Number of Passengers	Enter the total number of passengers for the movement.
M	DoD Component	Enter the requesting service's code from the table below.

		The DTMO reserves the right to add additional codes in the future should it be deemed necessary. Code Description **A** - Department of the Army **C** - Coast Guard **F** - Department of the Air Force **J** - Joint Staff/Command **N**- Department of the Navy **M** - United States Marine Corps **X** - Other DoD Components
N	Vehicle Size(s)	List the seating capacity for each size of vehicle(s) used for the movement. If multiple vehicles with different seating capacities were used for a single movement, use the value separator (pipe delimiter) between each vehicle size/capacity. Example 25|35|55 Example: A movement is completed on three buses; one bus has a 25 seat capacity, the next 35 and the final 55. This SIZE OF VEHICLE would be recorded as 25|35|55. (Note: Pipe delimiter character is located above the back slash (\\) on your keyboard just above the Enter key)
O	Total Vehicles	Enter the total number of each size vehicle(s) used to support the movement being reported. If multiple vehicles with different seating capacities were used for a single movement, use the value separator (pipe delimiter) between the quantities of each vehicle. Example 1|1|2 Example: TOTAL VEHICLES would be recorded as 1|1|1. If two 55 passenger buses were used, it would be 1|1|2. (Note: Pipe delimiter character is located above the back slash (\\) on your keyboard just above the Enter key)
P	Cost Per Vehicle	Enter the actual cost per individual size of vehicle. Do not include fees. If multiple vehicles with different seating capacities were used for a single movement, use the value separator (pipe delimiter) between the costs of each vehicle. Example: 350.00|500.00|1200.00 (Note: Pipe delimiter character is located above the back slash (\\) on your keyboard just above the Enter key) Enter dollar amount in 0000.00 format, do not use dollar signs or commas. When reporting a zero dollar and cent value, a single 0 is acceptable.

		Correct: 1000.00
		Correct: 0
		Incorrect 1,000
Q	Cancellation Fee	If a cancellation fee was charged, enter the cancellation fee amount.
		Enter dollar amount in 0000.00 format, do not use dollar signs or commas. When reporting a zero dollar and cent value, a single 0 is acceptable.
		Correct: 1000.00
		Correct: 0
		Incorrect 1,000
R	Cancellation Reason	If a cancellation fee was charged, Enter the code that corresponds to the cancellation type.
		Code Description
		0 - N/A
		1 - Cancellation in advance of trip
		2 - Contractor not advised of cancellation, buses were dispatched
		3 - Reduced number of buses; movement took place, but used fewer buses than were contracted
S	Other Fee	Enter the total amount of any fees, other than cancellation fees, charged on a movement.
		Enter dollar amount in 0000.00 format, do not use dollar signs or commas. When reporting a zero dollar and cent value, a single 0 is acceptable.
		Correct: 1000.00
		Correct: 0
		Incorrect 1,000
T	Other Fee Reason	Enter the code(s) that corresponds to the reason(s).
		Code Description
		A - Airport access fees
		T - Tolls
		P - Parking
		H - Holding charges
		M - Meals

		O - Other
		N - No other fees charged
U	Other Fee Explanation	If there is an O in the OTHER FEE REASON field, enter a brief description of other fees charged. Use up to 250 characters. Do not use commas.
V	Total Movement Cost	Enter the total actual cost of the completed movement.
		This amount should equal the sum of the TOTAL COST - PER VEHICLE SIZE.
		Enter dollar amount in 0000.00 format, do not use dollar signs or commas. When reporting a zero dollar and cent value, a single 0 is acceptable.
		Correct: 1000.00
		Correct: 0
		Incorrect 1,000
W	Original Bid Cost	Enter the original cost of the accepted bid for this movement.
		Enter dollar amount in 0000.00 format, do not use dollar signs or commas. When reporting a zero dollar and cent value, a single 0 is acceptable.
		Correct: 1000.00
		Correct: 0
		Incorrect 1,000
X	Movement Miles	Miles traveled for this moment - Enter the mileage between the origin and destination for the entire movement. If movement is an annual or multi- month award, enter the number of miles for movements completed in the reporting month. DO NOT include deadhead miles to or from equipment's storage location.
		Round to nearest mile, enter in 0000 format. Do not use decimals or commas. (Miles will be automatically rounded up if decimals are entered)
Y	Deadhead Miles	Deadhead Miles traveled for this moment - Enter the number of miles a single bus is moved from equipment origin to initial departure point plus the number of miles a single bus is moved from final destination back to equipment origin.
		Round to nearest mile, enter in 0000 format. Do not use decimals or commas. (Miles will be automatically rounded up if decimals are entered)

Z	Payment Method	Select code from the table below. Code Description **GTCC** - Payment by Government Travel Charge Card **WAWF** - Wide Area Work Flow; any payment for Federal Acquisition Regulation (FAR) based contract **CHECK** - Payment by Government issued check; including e-checks **BILLED** - Payment Pending (Invoice has been submitted to the Government, payment has not yet been received) **GTR** - Government Transportation Request (SF 1169)
AA	Accident Occurred	Enter Yes (Y) or No (N) to whether there was an accident during the movement.