



MANUAL



# DTA Manual, Chapter 1: DTS Overview

March 01, 2024

V1.12



# Table of Contents

**Revision History..... 2**

**Chapter 1: Defense Travel System (DTS) Overview..... 3**

**Chapter 2: DTS User Types and Roles..... 4**

    2.1 DTS User Profile.....4

    2.2 DTS User/Traveler Profile .....4

    2.3 Defense Travel Administrators (DTAs).....4

    2.4 Reviewing Officials .....5

    2.5 Travelers.....5

**Chapter 3: DTS Architecture ..... 6**

**Chapter 4: Trip – Planning Process ..... 9**

    4.1 Travelers Who Can Access DTS.....9

    4.2 Travelers Who Cannot Access DTS.....10

**Chapter 5: Document Lock ..... 12**

    5.1 Document Lock Notifications .....12

        5.1.1 Error Messages .....12

        5.1.2 Status Notification Email .....13

    5.2 Document Lock Admin .....13

**Chapter 6: DTS Training Resources..... 16**

    6.1 Training Search Tool .....16

    6.2 Travel Explorer (TraX).....16

**Chapter 7: Help for DTS..... 18**

    7.1 Local Level Travel Assistance .....18

    7.2 TraX Help Ticket.....18

    7.3 Travel Assistance Center (TAC).....19

**Chapter 8: The DTA Manual: Contents & Links..... 20**

## Revision History

| Revision No. | Date     | Authorization | Revision/Change Description                                                                                                     | Page, Section                              |
|--------------|----------|---------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| 1.3          | 01/04/19 | DTMO          | Updated Document Unlock process                                                                                                 | Section 5.2                                |
| 1.4          | 08/12/19 | DTMO          | Updated Return to Document Listing section<br>Updated working form OK to Unlock<br>Updated Training link                        | Page 10<br>Page 13<br>Page 15              |
| 1.5          | 10/23/20 | DTMO          | General review<br>Updated screenshots<br>Updated TraX and Passport data<br>Updated DTS Help Process                             | All<br>Section 5<br>Section 6<br>Section 7 |
| 1.6          | 11/12/20 | DTMO          | Change Table of Contents format                                                                                                 | Page 2                                     |
| 1.7          | 12/31/20 | DTMO          | Updated Dashboard screen shots                                                                                                  | Section 5.2<br>Page 11                     |
| 1.8          | 07/05/22 | DTMO          | Re-formatted, added new template<br>Updated screen shots and added new wording                                                  | All<br>Throughout                          |
| 1.9          | 08/31/23 | DTMO          | General review<br>DTMO screen shots updated                                                                                     | All<br>Sections 7.1, 7.2, and 7.3          |
| 1.10         | 10/16/23 | DTMO          | Updated User and User/Traveler information, permission level 0<br>Updated DTS Home page<br>Updated Local Assistance screen shot | Page 4<br>Page 6<br>Page 16                |
| 1.11         | 12/06/23 | DTMO          | Added new Logout due to inactivity screen shot and wording                                                                      | Pages 7-8                                  |
| 1.12         | 03/01/24 | DTMO          | Updated DTS Overview and profile data                                                                                           | Pages 3-5                                  |

## Chapter 1: Defense Travel System (DTS) Overview

DTS is the DoD's fully integrated, electronic, end-to-end travel management system for processing Temporary Duty (TDY) travel documents supporting travelers, Authorizing Officials (AOs), and Defense Travel Administrators (DTAs). It is available for Service members, DoD Civilian employees, a dependent of a Service member or Civilian employee and those requiring an invitational order. The information paper, [Who May Use DTS](#) provides more details for system use.

In addition to supporting document processing, reservation booking and ticketing requirements, and timely payments, the system contains specific programming to adhere to the [Joint Travel Regulations \(JTR\)](#) policy on travel and transportation allowances. DTS generates **Pre-Audits** and **Reason Codes** requiring justification for certain travel selections (e.g., larger rental car, or declines for DoD Lodging when available).

The system gives the AO the ability to return a document for correction when not within compliance, limit reimbursement for transportation (not cost effective), or approve the trip based upon the traveler's selections, policy, and the mission needs. For more information about AO responsibilities, see the [Desktop Guide for Authorizing Officials \(AOs\)](#).

DTS also provides numerous reporting tools allowing DTAs to readily and effectively manage their organization's *Pre-Travel* and *Post-Travel* needs and support *Travel Audits* for compliance. DTS retains document data for 10 years (after the last status stamp is applied) to meet reporting requirements. After the retention period, per records management guidelines, the documents are purged from the system, unless there is an exemption (e.g., open debt). You can learn about the different reports, in the [DTA Manual, Chapter 10](#).

To access DTS the user must have a CAC to log in and sign documents, a profile attached to an organization, a fully compatible web browser (e.g., Chrome or Edge), enabled browser pop-ups and cookies, along with DBsign (used for signing and authenticating to web based applications), and JAVA (see your local IT for application and version) loaded on their pc. For more information, see the [DTS Home page](#) for *First Time Users*.

DTS supports two primary types of travel documents: authorizations and vouchers.

- **Authorizations.** Before a trip begins, the traveler creates an authorization, books reservations, estimates trip expenses, requests advance or monthly payments if needed, and receives approval to travel. The AO reviews and approves official travel documents, and DTS interacts with the different financial systems which obligates funds and pays advances and SPPs.
- **Group Authorizations.** When multiple personnel are traveling together a group authorization is available to simplify the order creation process. This document type functions primarily as a typical authorization with a few additional features. Later, the group auth splits to individual authorizations.
- **Vouchers.** After official travel ends, the traveler files a voucher from an approved authorization to claim reimbursement of incurred expenses, payment for earned allowances, and split disbursements to both their personal bank accounts (EFT) and the Government Travel Charge Card (GTCC) vendor.
- **Local Voucher.** When travel is in and around the PDS, a traveler files a local voucher to claim incurred expenses.

For a more comprehensive introduction to DTS, see the information paper [DTS Background](#).

*This chapter introduces you, the Defense Travel Administrator (DTA), to DTS and the personnel it serves.*

## Chapter 2: DTS User Types and Roles

Personnel who use DTS can be defined in two broad ways: by the type of DTS profile they have (see the [DTA Manual, Chapter 7: People](#)) and by the roles they perform.

### 2.1 DTS User Profile

A DTS *User* profile contains information that allows a travel manager or administrator to perform specialized DTS functions, such as accessing another person's official documents or updating an organization's routing lists. Personnel who interact with DTS, but never perform official travel have a DTS *User* profile. By design, when creating a DTS *User* profile or receiving a detached profile into an organization, the system auto-grants **Permission Level 0** which is required to access DTS. Although other permissions and accesses may be necessary to complete their functions, at a minimum the individual will have **Permission Level 0**. The roles that most commonly need a DTS *User* profile include DTAs and Reviewing Officials. See Sections 2.3 and 2.4 for more information about these roles. Personnel who interact with DTS on behalf of one or more travelers, such as a travel clerk or a Non-DTS Entry Agent (NDEA), may also have a DTS *User* profile. See Section 2.5 for more information about them.

### 2.2 DTS User/Traveler Profile

A DTS *User/Traveler* profile contains information that allows a person to travel, such as GTCC and EFT to support reservations and payments along with options to enter travel preferences. All personnel who expect to go on official travel must have a *User/Traveler* profile – this includes the administrators and managers named in Section 2.1. By design, when creating a DTS *User/Traveler* profile or receiving a detached profile into an organization, the system auto-grants **Permission Level 0** which is required to access DTS. A *User/Traveler* profile simply supporting their own travel, only needs **Permission Level 0**.

### 2.3 Defense Travel Administrators (DTAs)

There are four main types of DTAs who work in DTS. They perform the functions listed below.

- **Lead DTA (LDTA)**. Oversees the actions for an organization or site. Assists other DTAs, AOs, and travelers. Generates reports to manage upcoming and post travel. Can perform any of the functions listed below as needed.
- **Organization DTA (ODTA)**. Performs the non-financial administrative functions that allow an organization's travelers and Reviewing Officials to execute travel in DTS. This includes, but is not limited to, creating and maintaining organizations, personal profiles, routing lists, and groups.
- **Finance DTA (FDTA)**. Performs financial functions within DTS. This includes setting up an organization's Lines of Accounting (LOAs) and budgets and tracking the obligation and expenditure of travel funds.
- **Budget DTA (BDTA)**. Helps the FDTA set up and maintain an organization's budgets.

Other administrative roles serve as Centrally Billed Account Specialists (CBA-Ss), Debt Management Monitors (DMMs), and Compliance Tool Administrators (CTAs). For more on roles, see the [DTA Manual, Chapter 3](#).

## 2.4 Reviewing Officials

Every organization must have a default routing list. The routing list defines the path a document will flow in the system and which Reviewing Officials will take action. Although others Reviewing Officials may be included, the most common types of Reviewing Officials are:

- **Reviewing Officials (ROs).** Reviews travel document for accuracy.
- **Certifying Officials.** Certifies that funds are available to pay for the trip.
- **Authorizing Officials (AOs).** Performs a final review and decides whether to approve the traveler's plans (on an authorization) or payment claims (on a voucher).

## 2.5 Travelers

Using DTS, travelers generally create and sign their own travel documents, although the traveler's organization may designate others (e.g., travel clerks, NDEAs) to enter information into DTS for them.

The *DTS Guides 2 - 5* provide travelers the steps on how to create authorizations, vouchers, local vouchers, and group authorizations. To access these documents and many other resources, visit the DTMO's main Training page, [Training Search Tool](#).

## Chapter 3: DTS Architecture

Many systems and organizations interact with DTS to allow official travel to take place. In most cases, the systems are readily available to support travel. For example:

- A central data center (CDC) allows 24/7 access to DTS from any computer capable of connecting to the internet.
- The Defense Information Systems Agency (DISA) provides system security with the use of DoD Public Key Infrastructure (PKI) certificates – usually stored on a Common Access Card (CAC).
- Defense Table of Distance (DTOD) accessible in DTS to calculate the official mileage using zip code to zip code from the residence or duty station to the TDY location and back.
- Accounting systems such as the Defense Finance and Accounting System (DFAS) provides financial support such as automated obligation creation and electronic payment.
- Travel Management Companies (TMCs) validate traveler reservation requests and book reservations as needed.
- DoD Lodging allows travelers to make reservations, incorporates lodging information into travel documents (authorization/voucher), and automatically secures a certificate of non-availability confirmation number as required by policy when government quarters are not available.

DTS provides information to the users if there are partial or full outages for the system and if other systems are experiencing problems impacting DTS users. You can find information on the **DTS Home** page, under **System Status**, and under the [Message Center](#).

You can access DTS a few ways. You can go to the DTMO website, look under <https://www.travel.dod.mil/Programs/DoD-Travel-Systems/Defense-Travel-System/>, access from the top right of any DTMO web page, or go directly at <https://dtsproweb.defensectravel.osd.mil/dts-app/pubsite/all/view>. The **DTS Home** page displays (Figure 1-1).

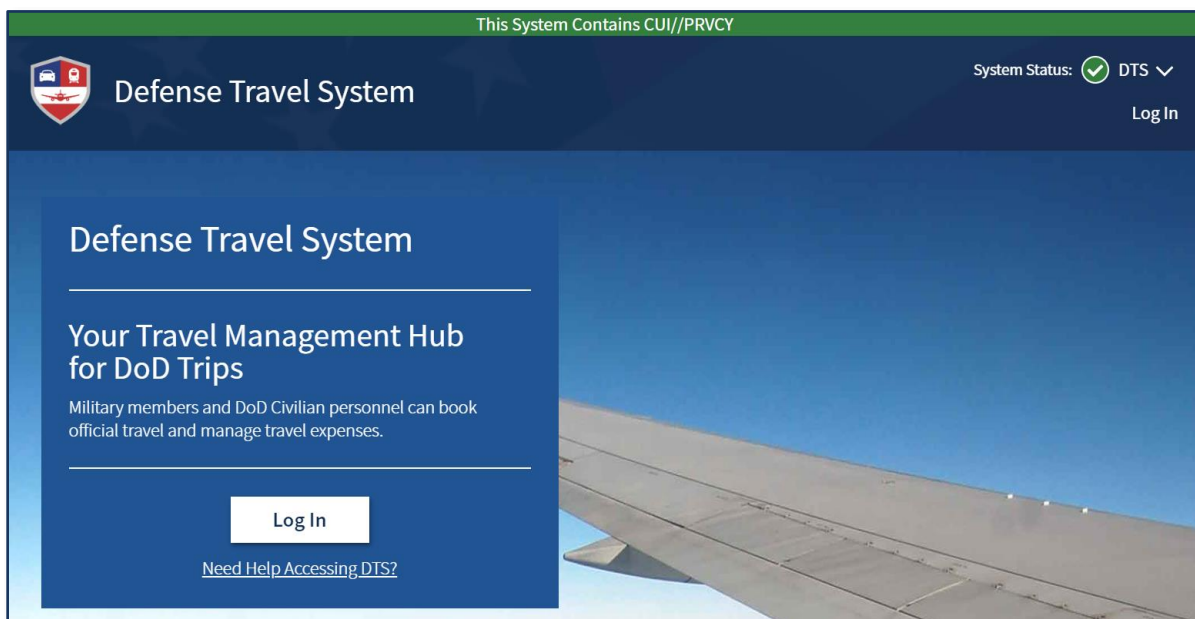


Figure 1-1: DTS Home Page



1. Select **Log In** to access the system.
2. The **Privacy and Ethics Policy** page loads (Figure 1-2). Select **Accept** to proceed.

Home News & Notices

## Privacy and Ethics Policy

Please read the following DoD Privacy and Ethics Policy concerning DTS website, travel, and usage. By signing in to the DTS Systems, you agree to the terms and conditions of use.

**STANDARD MANDATORY DOD NOTICE AND CONSENT**

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

**AUTHORITY:** 5 U.S.C. 57, Travel, Transportation, and Subsistence; DoD Directive 5100.87, Department of Defense Human Resources Activity; DoD Instruction 5154.31, Volume 3, Commercial Travel Management: Defense Travel System (DTS); DoD Financial Management Regulation 7000.14-R, Vol. 9, Defense Travel System Regulation, current edition; DoD Directive 4500.09E, Transportation and Traffic Management; DTR 4500.9-R, Defense Transportation Regulation, Parts I, Passenger Movement, II, Cargo Movement, III, Mobility, IV, Personal Property, V, Customs; 41 C.F.R. 300-304, The Federal Travel Regulation (FTR); Joint Travel Regulations, Uniformed Service Members and DoD Civilian Employees; and E.O. 9397 (SSN), as amended.

**PRINCIPAL PURPOSE(S):** The purpose of DTS is to provide a DoD-wide travel management process which will cover all official travel, from pre-travel arrangements to post-travel payments. The system facilitates the processing of official travel requests for DoD personnel and other individuals who travel pursuant to DoD travel orders. DTS provides information to financial systems to provide the reimbursement of travel expenses incurred by individuals while traveling on official business. DTS includes a tracking and reporting system whereby DoD can monitor the authorization, obligation, and payment for such travel.

**ROUTINE USE:** To Federal and private entities providing travel services for purposes of arranging transportation and lodging for those individuals authorized to travel at government expense on official business. To the Internal Revenue Service to provide information concerning the pay of travel allowances which are subject to federal income tax. To banking establishments for the purpose of confirming billing or expense data. See the applicable System of Records Notice for a complete listing of routine uses: DMDC 28 DoD, Defense Travel System (DTS) located at <https://dpcl.dod.mil/Portals/49/Documents/Privacy/SORNs/OSDJS/HRA-08-DoD.pdf>.

**DISCLOSURE:** Voluntary, however, failure to provide all of the requested information may preclude the processing of both the travel request and the claim for reimbursement.

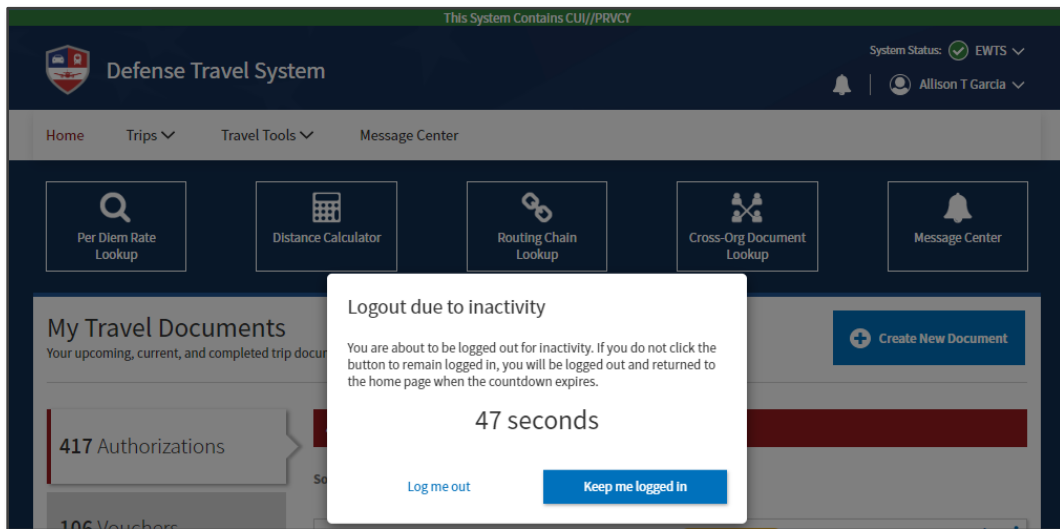
OMB CONTROL NUMBER: 0704-0577  
OMB EXPIRATION DATE: 10/31/2024  
AGENCY DISCLOSURE NOTICE  
The public reporting burden for this collection of information, 0704-0577, is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

Decline Accept >

Figure 1-2: DTS Privacy and Ethics Policy (Partial) Page

3. The DTS **Dashboard** opens.
4. Based upon your role and profile setup, you have access to information from the **Administrative** menu and **Quick Action Tiles**. Make your selection and perform the necessary actions (e.g., traveler - Create New Documents or access My Travel Documents, AO - Trips Awaiting Action or My Travel Documents ).
5. DTS is programmed to conform with standard time-out rules (Figure 1-3) throughout the system.





*Figure 1-3: DTS Dashboard - Time out Message Prompt*

- If you are in DTS, you will be presented with an on-screen timeout warning after 9 minutes, with a 60 second countdown, letting you know they are about to be logged out due to inactivity.
  - Your options are to select **Keep me logged in** or **Log me out**.
    - To stay in DTS and continue your actions, select **Keep me logged in**.
    - To exit, select **Log me out**.
6. Once you complete all your actions, select the caret by your name (top right of the page) or close the tab to **Log Out** of DTS.

## Chapter 4: Trip – Planning Process

The trip-planning process differs for travelers that are able to use DTS vs. those who cannot access the system, as explained in Sections 4.1 and 4.2 below.

### 4.1 Travelers Who Can Access DTS

Travelers use DTS to process their travel documents for official travel.

Figure 1-2a depicts the trip process for a DTS-connected traveler.

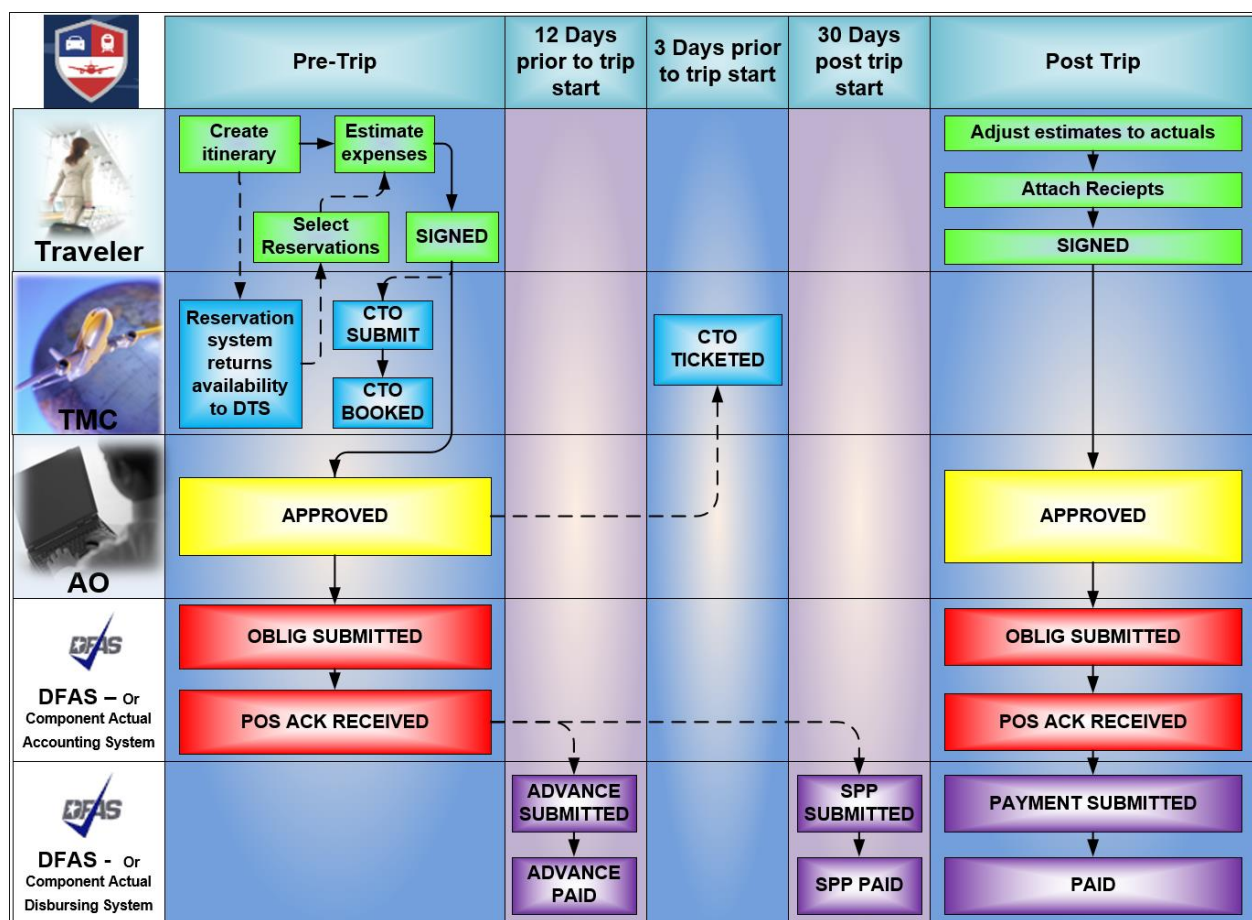


Figure 1-2a: DTS Trip Process

Here is a brief explanation of the authorization (Pre-Trip) process.

- Traveler.** Logs into DTS using their CAC and PIN. Creates an itinerary. Selects all necessary reservations (air, hotel, rental car, train) or requests TMC help. Enters reimbursable expense estimates and per diem allowances to create an estimated cost. Requests a travel advance and/or Scheduled Partial Payments (SPPs) if necessary and allowed. Digitally signs the authorization. DTS status stamp: **SIGNED**.
- TMC.** If the traveler requested reservations, books the reservations immediately, and issues tickets after AO approval, but usually no sooner than 3 business days before the trip start date. DTS status stamps: **CTO SUBMIT**, **CTO BOOKED**, **CTO TICKETED**. (**Note:** DTS calls the TMC a “Commercial Travel Office” or CTO.)

9. **AO.** Reviews and approves the authorization. DTS status stamp: **APPROVED.**
10. **DFAS** (or the *servicing finance system*). Acknowledges that it made an obligation and scheduled any requested advances and SPPs. DTS status stamps: **OBLIG SUBMITTED, POS ACK RECEIVED, ADVANCE** or **SPP SUBMITTED, and ADVANCE** or **SPP PAID.**

Here is a brief explanation of the voucher (Post-Trip) process.

1. **Traveler.** Updates estimated expenses with actual costs. Attaches receipts and digitally signs the voucher. DTS status stamps: **SIGNED.**
2. **AO.** Reviews and approves the voucher. DTS status stamp: **APPROVED.**
3. **DFAS** (or the *servicing finance system*). Acknowledges that it adjusted to the amount for disbursement and has split disbursed the payment to the traveler's bank account and the GTCC vendor. DTS status stamps: **OBLIG SUBMITTED, POS ACK RECEIVED, PAYMENT SUBMITTED, and PAID.**

## 4.2 Travelers Who Cannot Access DTS

For travelers with no access to DTS there is typically a *Travel Clerk* or *NDEA* who completes the documents on behalf of the traveler.

Figure 1-2b depicts the trip process for a traveler who is not connected to DTS.

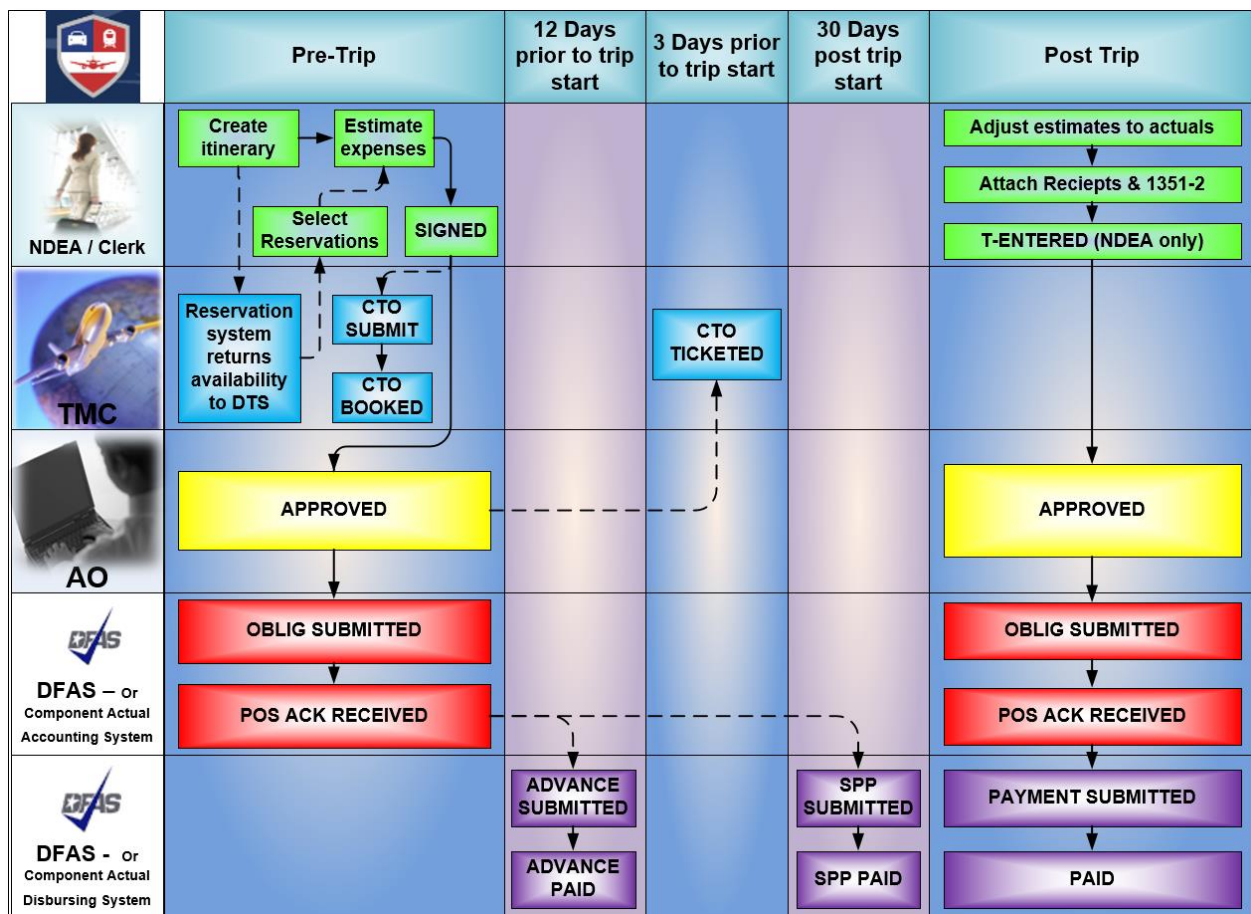


Figure 1-2b: NDEA/Travel Clerk DTS Trip Process

In general, the process is the same for a non-DTS connected traveler; however, the following differences apply:

1. During the authorization process, a travel clerk or NDEA creates the document, books reservations, adds expenses, and signs the trip for the traveler, generally using information the traveler provided.
2. A few additional steps apply to the voucher process:
  - The traveler must complete and sign a *DD Form 1351-2* and give it to the travel clerk or NDEA.
  - The travel clerk or NDEA uses the information in the *DD 1351-2* to complete the voucher and then attaches the *DD 1351-2* to the DTS voucher.
  - The NDEA signs the voucher on behalf of the traveler. If the NDEA signs it, DTS applies the status stamp **T-ENTERED**.

All other steps remain identical to those outlined in Figure 1-2a.

## Chapter 5: Document Lock

When anyone performs an action that alters a document, DTS locks that document to prevent others from making changes to the document at the same time. Document lock applies to all DTS travel documents (i.e., authorizations, vouchers, local vouchers, and group authorizations).

Performing the following actions causes DTS to lock a document:

- Create
- Edit
- Adjust
- Amend
- Review
- Approve
- TMC actions
- Remove
- Cancel (both automatic and manual)

DTS does not lock the document when view-only actions take place, such as viewing, printing, or accessing document in the **Read Only Access (ROA)**, **Import/Export (I/E)**, or the **Payment** modules.

The following actions cause DTS to unlock a locked document:

- The person who locked the document:
  - Is inactive for 30 minutes
  - Logs out of DTS
  - Closes the document
  - Allows their DTS session to time out
- A DTA performs an administrative unlock via the **Document Lock Admin** module.

**Note:** A DTA should always use the **Return to traveler's documents** option available on the **Progress Bar** to exit a document. Closing out by selecting other Administrative functions may cause DTS to lock the document for 30 minutes or until a DTA manually unlocks it.

A traveler does not have the **Return to traveler's documents** option to exit their document. Instead, he or she must use **Home** from the **Administrative Functions** area to exit the trip and return to **My Travel Documents** to view all documents.

### 5.1 Document Lock Notifications

There are typically two types of **Document Lock** messages, see 5.1.1 and 5.1.2 for details.

#### 5.1.1 Error Messages

When a document is locked or manually unlocked, DTS displays a message.

- When someone tries to open a locked document for editing, DTS displays a message to explain that the document is locked, identifies the person who has it locked, and provides options for getting the document unlocked (Figure 1-3).

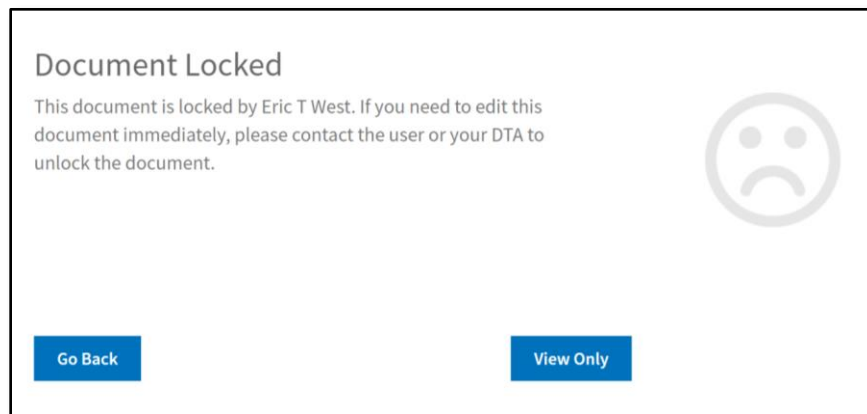


Figure 1-3: Document Locked Message

- When you perform an administrative unlock, DTS prevents the person who was editing the document from making further edits. DTS displays a message to explain the situation.

### 5.1.2 Status Notification Email

When you unlock a document, DTS sends an email to the individual that was working with it. Any changes not saved prior to unlocking will not save. The individual must address any questions to the LDTA or to you. DTS includes your name, as the person who unlocked the document, in the email. See the [DTA Manual, Appendix E](#) for a copy of the email.

## 5.2 Document Lock Admin

The **Document Lock Admin** module allows you (with permission level 5 or higher) to unlock a document when an individual needs immediate access. You must also have group access to the traveler who owns the document to unlock it.

- Select **Administration** (Figure 1-4, top) from the DTS **Dashboard**, then **Document Unlock Tool** (Figure 1-4, bottom) on the **Administration** menu.

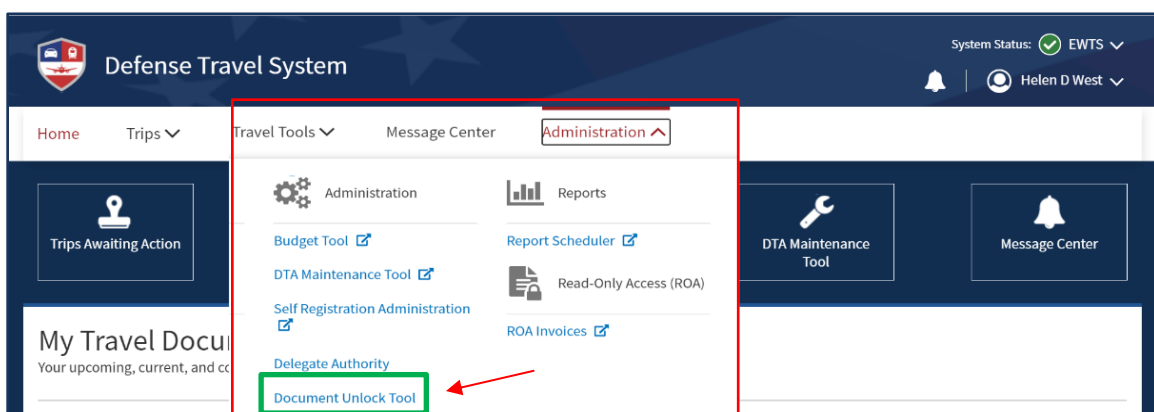


Figure 1-4: DTS Dashboard – Administration Menu

2. The **Document Unlock Admin Tool** (Figure 1-5) displays.

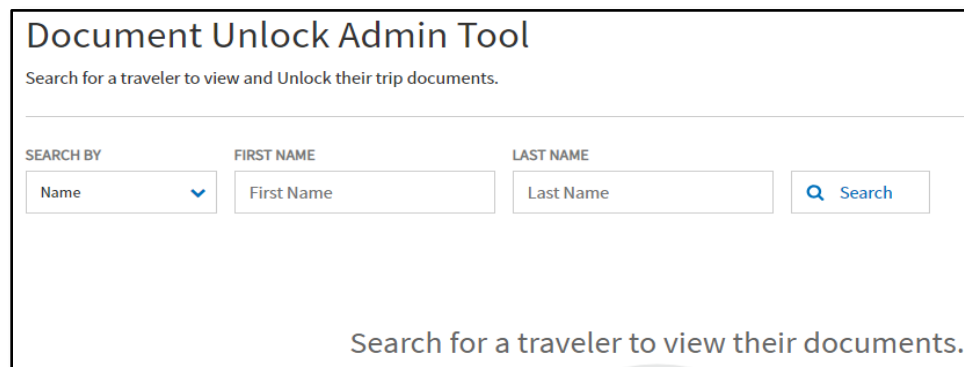
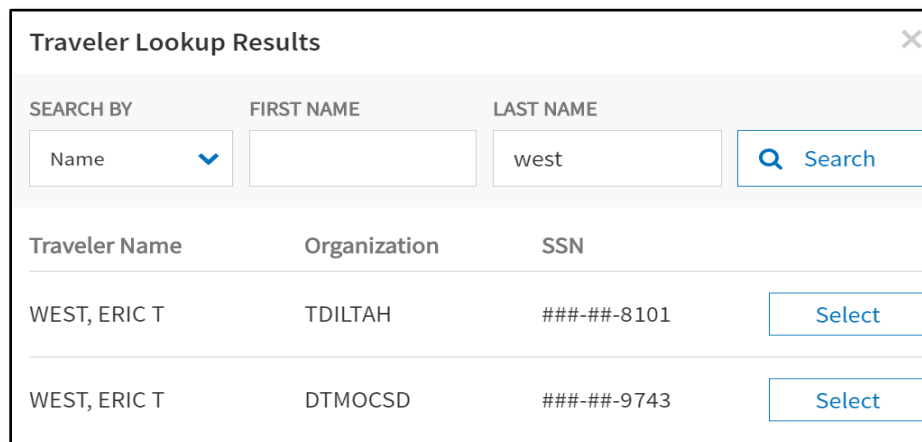


Figure 1-5: Document Lock Admin Tool Screen

3. You can look up the traveler who owns the locked document in one of three ways:
- Select whether you want to **SEARCH BY** the traveler's **Name**, the **TA Number** (Travel Authorization Number), or **SSN** (Social Security Number).
  - Enter the search criteria and then select **Search**. The **Traveler Lookup Results** screen (Figure 1-6) displays. The available search options are:
    - **Name**: Enter all or a portion of the **Last Name**, then select **Search**. You can also include all or some of the traveler's **First Name**, if you choose. This search may provide multiple results.
    - **SSN**: Enter the traveler's **SSN** then select **Search**. This search always provides a single result.
    - **TA Number**: Enter a document's **TA Number** then select **Search**. The **TA Number** is a six-character identifier DTS assigns to the document when the AO approves it. This search always provides a single result – the name of the traveler who owns the document of which you searched.



| Traveler Name | Organization | SSN         |        |
|---------------|--------------|-------------|--------|
| WEST, ERIC T  | TDILTAH      | ###-##-8101 | Select |
| WEST, ERIC T  | DTMOCS       | ###-##-9743 | Select |

Figure 1-6: Traveler Lookup Results Screen

4. Choose **Select** next to the traveler whose document you want to unlock. The **Document Unlock Admin Tool** refreshes (Figure 1-7) to display locked documents.



The screenshot shows the 'Document Unlock Admin Tool' interface. At the top, it says 'Search for a traveler to view and Unlock their trip documents.' Below this is a search form with three input fields: 'SEARCH BY' (a dropdown menu currently showing 'Name'), 'FIRST NAME' (containing 'eric'), and 'LAST NAME' (containing 'west'). To the right of these fields is a 'Search' button with a magnifying glass icon. Below the search form, the text 'Unlock Documents for: WEST, ERIC T.' is displayed with an information icon. Underneath is a table with three columns: 'Document Name', 'Locked By', and 'Last Update'. The table contains one row with the following data: 'EWCASERMAEDER110220\_A01', 'Eric T West', and '23 Oct 2020'. To the right of this row is a blue 'Unlock' button with a padlock icon.

| Document Name           | Locked By   | Last Update |
|-------------------------|-------------|-------------|
| EWCASERMAEDER110220_A01 | Eric T West | 23 Oct 2020 |

*Figure 1-7: Document Unlock Admin Tool - Results*

5. Select **Unlock** next to the document that you need to unlock. A pop-up message displays asking you to confirm the unlock request (Figure 1-8).

The screenshot shows a 'Document Unlock Confirmation' pop-up message. It has a title bar with a close button (X). The main text reads: 'The current user will be prevented from saving any changes they are making'. At the bottom, there are two buttons: a 'Cancel' button and a blue 'Unlock' button with a padlock icon.

*Figure 1-8: Document Unlock Confirmation Message*

6. Select **Unlock**. The screen refreshes again and the unlocked document no longer appears on the list.

## Chapter 6: DTS Training Resources

The DTMO provides a comprehensive set of resources to conduct training for DTS, the Government Travel Charge Card (GTCC) Program and access to other Travel Programs such as the Commercial Air, Integrated Lodging Program (ILP), Compliance Tool. These resources are continually reviewed, evaluated, and updated. They include:

- **eLearning.** Provides web-based training (WBTs) and Distance Learning (DL) sessions.
- **Instructor Resources.** Includes access to the Enterprise Web Training System (EWTs) and courseware summary for instructors.
- **Reference Materials.** Consists of manuals, quick reference materials, guides and information papers. The DTMO website houses the travel resources main [Training](#) page providing an abundance of information to DTS users.

### 6.1 Training Search Tool

You can access resources to help improve your DTS skills and find answers to your questions from the Defense Travel Management Office (DTMO) [Training Search Tool](#). Specifically, available are:

- **Manuals.** These large documents (around 100 pages) provide in-depth instruction about how to perform a broad task in DTS, such CBA Reconciliation. A primary resource for DTAs is the DTA Manual consisting of chapters and appendices. This manual provides a wealth of information related to the administrative set-up and maintenance of DTS.
- **Guides.** These smaller documents (25-80 pages) focus specialized topics such as Invitational Travel, and DTS Financial Field Procedures Guide. One set of the guides that will prove invaluable are the DTS Guides which provide in-depth information on accessing DTS and processing travel documents.
- **Information papers.** These small documents (1-25 pages) provide very specific guidance on a single task (e.g., how to calculate local POV mileage in DTS) or key point (e.g., Expenses Screen for Travelers in DTS).
- **Trifolds.** These single-page documents provide basic instructions on how to perform a complex task. They serve as a quick reference source, rather than a learning tool.
- **Instructor Materials.** These downloadable sets of materials provide a jump start should you have to teach a class. They include class guides for the instructor and students, as well as supporting PowerPoint slides.

### 6.2 Travel Explorer (TraX)

The DTMO provides useful travel resources, tools, and training classes via the TraX application. You will use [Passport](#), DTMO's web portal to access TraX. Once on the main page, if you do not have an account, you must register by selecting the register here link (Figure 1-9).

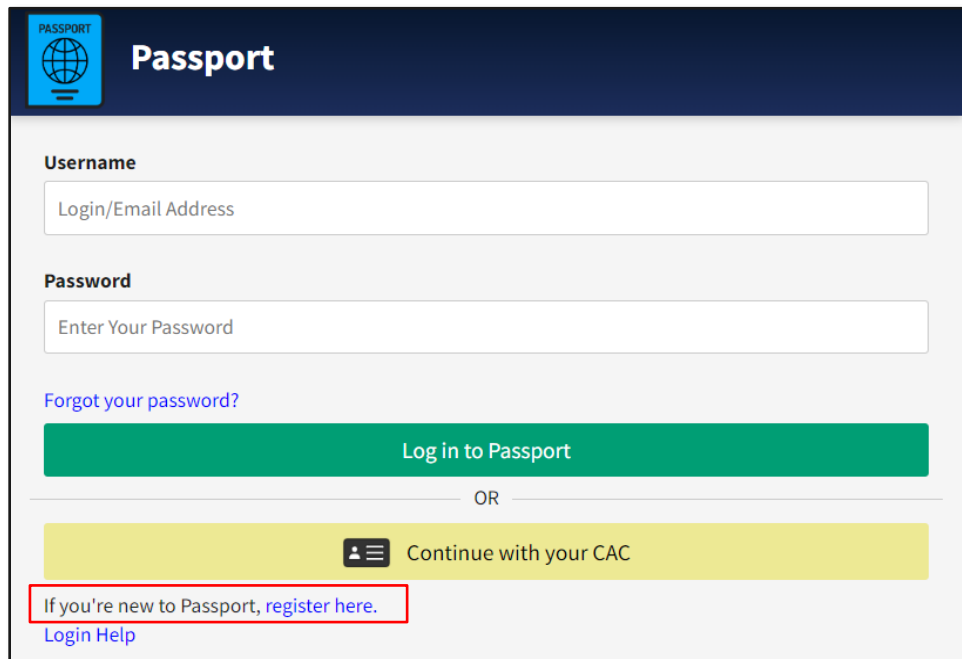


Figure 1-9: Passport Screen

After you log into Passport, select **TraX** and the **TraX Home** page appears. Select **Training** and the **Available** training displays. For details on accessing TraX WBTs, see the information papers, *General TraX Training Instructions*, *DTS Basics*, *Accessing Travel Card Program Training*, and *Accessing Training for AOs and COs* all available from the DTMO website, [Training Search Tool](#).

Here are the available types of resources in TraX.

- **Distance Learning (DL)** classes (webinar sessions presented by live instructors). Students register in advance for a specific topic. Sessions are from 30 minutes to 60 minutes in length.
- **Web-based training (WBT)** classes (self-paced training modules available 24/7). WBTs provide hands-on, interactive travel training. There are over 30 classes offered covering an array of travel topics and ranging from 30 minutes to 90 minutes in length.
- **Knowledge Search** (frequently asked questions). A user can enter a question and search for a response or browse from a listing of travel topics to find solutions.

## Chapter 7: Help for DTS

If you need assistance with DTS, you can start by reaching out to frequent travelers at your location, supervisors, and DTAs. You can also find information on the DTMO website, [Training Search Tool](#) and the *TraX Knowledge Center*.

There are times when you to elevate the situation to achieve resolution. Below are the different resources you can contact to seek assistance.

### 7.1 Local Level Travel Assistance

Your local help desk generally includes people with in-depth knowledge of DTS, your local travel process. They can provide answers to common questions about travel and policies. You can find [Local Level Travel Assistance](#) on the DTMO website under the **Support** header.

To use the tool, select your Component from the **Navigation** line. Then either use the browse records or key word fields and choose **Search** or leave the field blank and choose **Search**. Scroll the through the list to find the contact information.

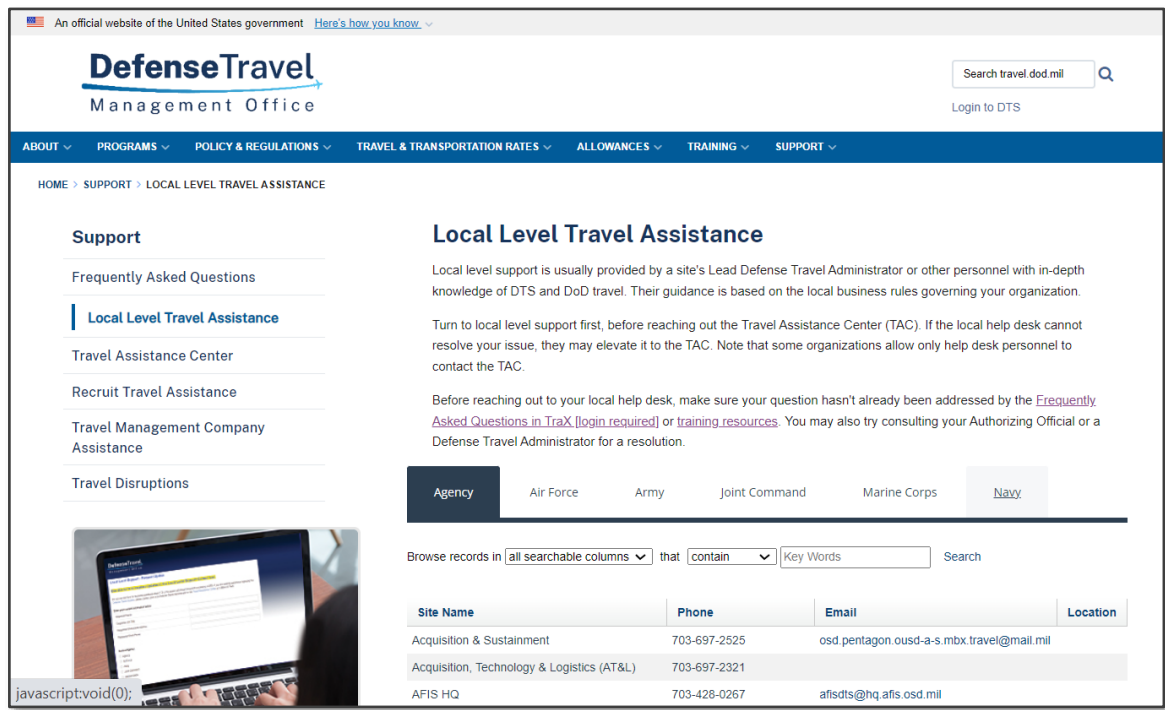


Figure 1-10: Local Level Travel Assistance Screen

### 7.2 TraX Help Ticket

TraX is available online at <https://www.defensetravel.dod.mil/neoaccess/login.php> and provides the **Create Help Ticket** form to submit a travel concern to the Travel Assistance Center (TAC). Submitting your own ticket is the fastest way to contact the TAC. You can provide specific details and pdf attachments to your request. One of the TAC analysts will carefully review and respond to your ticket in short order. The **My Tickets** section in TraX allows you to view your tickets and any TAC responses.

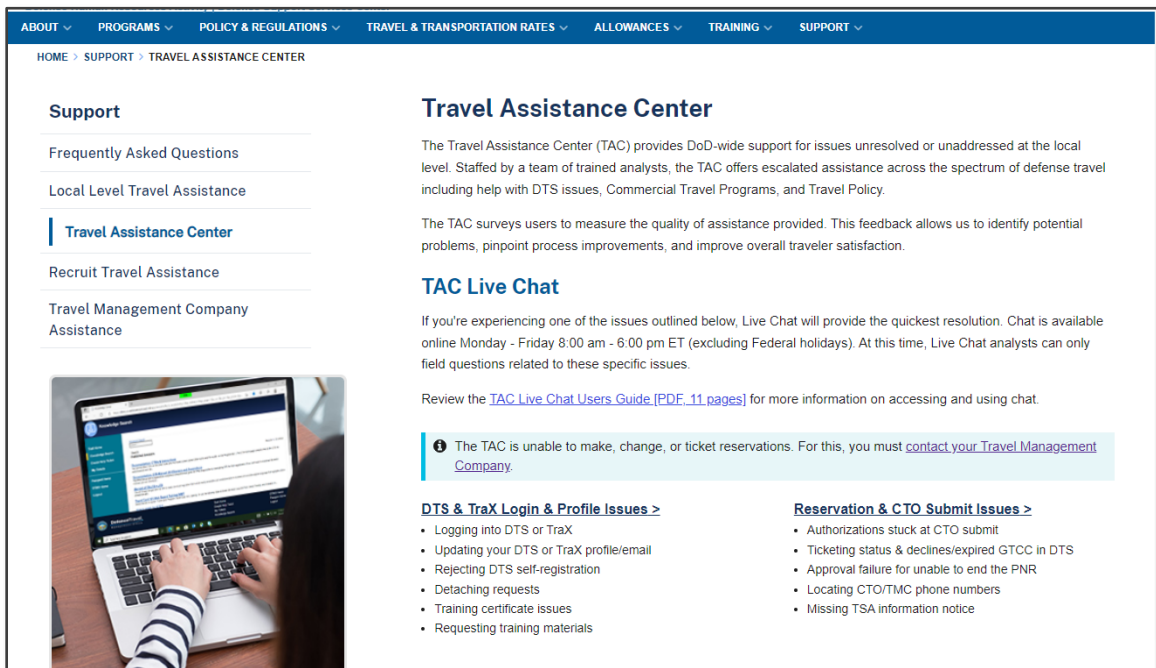


Figure 1-11: Travel Assistance Center Screen

### 7.3 Travel Assistance Center (TAC)

The TAC can address any issues that the local organization help desk cannot resolve. The TAC supports all DTS users 24 x 7.

- **Phone.** Contact the TAC at 888-Help1Go (888-435-7146), or DSN 312-564-3950
- **Help Ticket.** Create an online help ticket through TraX which one of the TAC analyst can access and then provide a resolution.
- **Chat.** Use the Chat from the DTMO website and download the [TAC Live Chat User's Guide](#) (Figure 1-11).
- **TAC Callback.** Use this option to leave a callback number between 0800 to 1500 ET. Once your place in line is reached, the system will call you back and place you directly with an analyst.
- **Outreach Calls.** The TAC hosts twice-monthly educational Outreach Calls on a variety of travel-related topics which address the latest software changes and most common travel issues (Figure 1-12).



Figure 1-12: Outreach Calls Screen

## Chapter 8: The DTA Manual: Contents & Links

| DTA MANUAL CHAPTER: TOPIC      | URL                                                                                                                                                   |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Chapter 1: DTS Overview        | <a href="https://media.defense.gov/2022/May/11/2002994773/-1/-1/0/DTA_1.PDF">https://media.defense.gov/2022/May/11/2002994773/-1/-1/0/DTA_1.PDF</a>   |
| Chapter 2: DTS Access          | <a href="https://media.defense.gov/2022/May/11/2002994797/-1/-1/0/DTA_2.PDF">https://media.defense.gov/2022/May/11/2002994797/-1/-1/0/DTA_2.PDF</a>   |
| Chapter 3: DTS Site Setup      | <a href="https://media.defense.gov/2022/May/11/2002994799/-1/-1/0/DTA_3.PDF">https://media.defense.gov/2022/May/11/2002994799/-1/-1/0/DTA_3.PDF</a>   |
| Chapter 4: Organizations       | <a href="https://media.defense.gov/2022/May/11/2002994824/-1/-1/0/DTA_4.PDF">https://media.defense.gov/2022/May/11/2002994824/-1/-1/0/DTA_4.PDF</a>   |
| Chapter 5: Routing Lists       | <a href="https://media.defense.gov/2022/May/11/2002994853/-1/-1/0/DTA_5.PDF">https://media.defense.gov/2022/May/11/2002994853/-1/-1/0/DTA_5.PDF</a>   |
| Chapter 6: Groups              | <a href="https://media.defense.gov/2022/May/11/2002994838/-1/-1/0/DTA_6.PDF">https://media.defense.gov/2022/May/11/2002994838/-1/-1/0/DTA_6.PDF</a>   |
| Chapter 7: People              | <a href="https://media.defense.gov/2022/May/11/2002994837/-1/-1/0/DTA_7.PDF">https://media.defense.gov/2022/May/11/2002994837/-1/-1/0/DTA_7.PDF</a>   |
| Chapter 8: LOAs                | <a href="https://media.defense.gov/2022/May/11/2002994836/-1/-1/0/DTA_8.PDF">https://media.defense.gov/2022/May/11/2002994836/-1/-1/0/DTA_8.PDF</a>   |
| Chapter 9: Budgets             | <a href="https://media.defense.gov/2022/May/11/2002994835/-1/-1/0/DTA_9.PDF">https://media.defense.gov/2022/May/11/2002994835/-1/-1/0/DTA_9.PDF</a>   |
| Chapter 10: Reports            | <a href="https://media.defense.gov/2022/May/11/2002994832/-1/-1/0/DTA_10.PDF">https://media.defense.gov/2022/May/11/2002994832/-1/-1/0/DTA_10.PDF</a> |
| Chapter 11: MIS Administration | <a href="https://media.defense.gov/2022/May/11/2002994834/-1/-1/0/DTA_11.PDF">https://media.defense.gov/2022/May/11/2002994834/-1/-1/0/DTA_11.PDF</a> |
| Chapter 12: ROA Administration | <a href="https://media.defense.gov/2022/May/11/2002994833/-1/-1/0/DTA_12.PDF">https://media.defense.gov/2022/May/11/2002994833/-1/-1/0/DTA_12.PDF</a> |

| DTA MANUAL APPENDIX: TOPIC    | URL                                                                                                                                                         |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Appendix A: Self-Registration | <a href="https://media.defense.gov/2021/Nov/15/2002893136/-1/-1/0/DTA_APP_A.PDF">https://media.defense.gov/2021/Nov/15/2002893136/-1/-1/0/DTA_APP_A.PDF</a> |

|                                    |                                                                                                                                                             |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Appendix B: Acronyms               | <a href="https://media.defense.gov/2021/Nov/15/2002893141/-1/-1/0/DTA_APP_B.PDF">https://media.defense.gov/2021/Nov/15/2002893141/-1/-1/0/DTA_APP_B.PDF</a> |
| Appendix C: Definitions            | <a href="https://media.defense.gov/2021/Nov/15/2002893143/-1/-1/0/DTA_APP_C.PDF">https://media.defense.gov/2021/Nov/15/2002893143/-1/-1/0/DTA_APP_C.PDF</a> |
| Appendix E: Emails                 | <a href="https://media.defense.gov/2021/Nov/15/2002893222/-1/-1/0/DTA_APP_E.PDF">https://media.defense.gov/2021/Nov/15/2002893222/-1/-1/0/DTA_APP_E.PDF</a> |
| Appendix F: Import / Export Module | <a href="https://media.defense.gov/2021/Nov/15/2002893234/-1/-1/0/DTA_APP_F.PDF">https://media.defense.gov/2021/Nov/15/2002893234/-1/-1/0/DTA_APP_F.PDF</a> |
| Appendix G: Error Codes            | <a href="https://media.defense.gov/2021/Nov/15/2002893232/-1/-1/0/DTA_APP_G.PDF">https://media.defense.gov/2021/Nov/15/2002893232/-1/-1/0/DTA_APP_G.PDF</a> |
| Appendix J: Help Process           | <a href="https://media.defense.gov/2021/Nov/15/2002893231/-1/-1/0/DTA_APP_J.PDF">https://media.defense.gov/2021/Nov/15/2002893231/-1/-1/0/DTA_APP_J.PDF</a> |
| Appendix K: DTS Tables             | <a href="https://media.defense.gov/2021/Nov/15/2002893230/-1/-1/0/DTA_APP_K.PDF">https://media.defense.gov/2021/Nov/15/2002893230/-1/-1/0/DTA_APP_K.PDF</a> |
| Appendix L: Reorganizations        | <a href="https://media.defense.gov/2021/Nov/15/2002893229/-1/-1/0/DTA_APP_L.PDF">https://media.defense.gov/2021/Nov/15/2002893229/-1/-1/0/DTA_APP_L.PDF</a> |
| Appendix M: Ranks and Grades       | <a href="https://media.defense.gov/2021/Nov/15/2002893228/-1/-1/0/DTA_APP_M.PDF">https://media.defense.gov/2021/Nov/15/2002893228/-1/-1/0/DTA_APP_M.PDF</a> |
| Appendix N: Country Codes          | <a href="https://media.defense.gov/2021/Nov/15/2002893227/-1/-1/0/DTA_APP_N.PDF">https://media.defense.gov/2021/Nov/15/2002893227/-1/-1/0/DTA_APP_N.PDF</a> |
| Appendix Q: Org Naming Sequence    | <a href="https://media.defense.gov/2021/Nov/15/2002893226/-1/-1/0/DTA_APP_Q.PDF">https://media.defense.gov/2021/Nov/15/2002893226/-1/-1/0/DTA_APP_Q.PDF</a> |
| Appendix R: LOA Formats            | <a href="https://media.defense.gov/2021/Nov/15/2002893225/-1/-1/0/DTA_APP_R.PDF">https://media.defense.gov/2021/Nov/15/2002893225/-1/-1/0/DTA_APP_R.PDF</a> |