



**DEFENSE TRAVEL
MANAGEMENT OFFICE**



Defense Travel System
A New Era of Government Travel

Previous Customer Service Notifications and Announcements Related to Post Release 6 DTS Status

I. CSN sent on August 28, 2009

Defense Travel Management Office (DTMO) Notification

28 August 2009

1400 EDT

Subject: DTS Status Update for 8/28/09

Issue: A planned software patch is scheduled to be implemented on Saturday, August 29, 2009, and DTS will be unavailable from 0600 EDT to 1400 EDT. This patch is expected to improve overall system functionality and performance.

The Enterprise Web Training System (EWTS) will also be unavailable from 0600 EDT to 0900 EDT (3 hours) on Saturday for routine maintenance.

Impact: The system is expected to be unavailable from 0600 EDT to 1400 EDT on Saturday, August 29, 2009, to accommodate the emergency software patch.

DTS is expected to remain in a degraded status (yellow) until full functionality is restored.

Suggested Action: Please continue to monitor the "Notices" section of the DTS website for the latest information.

Additional Information: The Travel Assistance Center (TAC) is offering a daily DTS Status Update call at 1100-1200. To participate in the AUDIO portion of the call, dial commercial 1-866-481-1781 and enter conference code 8210518109. The audio portion will be available 15 minutes prior to the start of the call. To access the INTERACTIVE portion of the call, click the following link: <https://connect.dco.dod.mil/dtsstatusupdate08131>.

Thank you for your patience.

Defense Travel Management Office

*** Please do not reply to this e-mail notification. If you need additional information or would like to submit a question, please go to the DTMO Passport Portal at <https://www.defensetravel.dod.mil/passport> ***

II. Announcement posted on August 28, 2009

DTS Status Update for 8/28

Currently the system is able to process documents however, users continue to report slow response times, white screens, inability to access the system and unstable performance. Software engineers are continuing to address high-priority issues in an effort to improve overall system functionality and performance. At this time, efforts are concentrated on improving system response time, as well as reducing the appearance of white screens and "Internal Server Errors," which will improve the ability for users to process documents.

We recognize that a number of high-priority issues remain and as a result, a series of software patches will continue to be implemented on until the system is returned to full functionality. The system will be unavailable from 0600 EDT to 1400 EDT on Saturday, August 29, 2009 to accommodate the next software patch. DTS is expected to remain in a degraded status (yellow) until full functionality is completely restored.

Please continue to monitor the DTS website, DTMO website (www.defensetravel.dod.mil), or TraX (www.defensetravel.dod.mil/Passport) for current information on the status of DTS.

Customer Assistance

For users that continue to experience issues, contact the Travel Assistance Center (TAC) by calling 1-888-Help1Go or by submitting a help desk ticket through the Tickets section of TraX. If calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146).

When reporting issues to the TAC, please be prepared to provide the following information:

- Full screen shot of error page
- Last screen or feature successfully used
- Specific feature selected that appears to have caused the issue (i.e., I clicked on...)
- System behavior prior to receiving the error (i.e., hour glass indicator appeared)
- Approximate processing time between actions
- If applicable, a description of how the screen closed (i.e., It closed from the upper right corner x-out, shut down browser, end non-responsive program message, task manager, etc.)
- System behavior if the process is repeated in the same document

DTS administrators may be able to temporarily resolve issues using a workaround. An updated list of workarounds associated with current DTS issues is available at:

www.defensetravel.dod.mil/DTSOutreach/Release_6_SPR_Workarounds_070609.pdf.

DTS Status Update Calls

The Travel Assistance Center (TAC) will offer DTS Status Update calls at 1100-1200 EDT daily until full system functionality is restored. For instructions on participating, see the "DTS Status Call" announcement in the Notices section of the DTS website.

Additional Information

- Archived customer service notifications and announcements associated with the DTS status are available at: www.defensetravel.dod.mil/DTSOutreach/CSNs_Related_to_Current_DTS_Status.pdf.

III. Announcement posted on August 27, 2009

DTS Update for 8/27

The software patch implemented last night has reduced the number of "Internal Server Errors" and improved system performance for some users. At this time, the system is able to process documents however, users continue to report slow response times, white screens, inability to access the system and unstable performance.

Software engineers are continuing to address high-priority issues in an effort to improve overall system functionality and performance. At this time, efforts are concentrated on improving system response time, as well as reducing the appearance of white screens and "Internal Server Errors," which will improve the ability for users to process documents.

We recognize that a number of high-priority issues remain and as a result, a series of software patches will continue to be implemented on until the system is returned to full functionality. The next patch is scheduled for Saturday, August 29, 2009. Downtime associated with this patch will be posted when it becomes available. DTS is expected to remain in a degraded status (yellow) until full functionality is completely restored.

Please continue to monitor the DTS website, DTMO website (www.defensetravel.dod.mil), or TraX (www.defensetravel.dod.mil/Passport) for current information on the status of DTS.

Customer Assistance

- For users that continue to experience issues, contact the Travel Assistance Center (TAC) by calling 1-888-Help1Go or by submitting a help desk ticket through the Tickets section of TraX. If calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146).

When reporting issues to the TAC, users should be prepared to provide the following information:

- Full screen shot of error page
 - Last screen or feature successfully used
 - Specific feature selected that appears to have caused the issue (i.e., I clicked on...)
 - System behavior prior to receiving the error (i.e., hour glass indicator appeared)
 - Approximate processing time between actions
 - If applicable, a description of how the screen closed (i.e., It closed from the upper right corner x-out, shut down browser, end non-responsive program message, task manager, etc.)
 - System behavior if the process is repeated in the same document
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- DTS administrators may be able to temporarily resolve issues using a workaround. An updated list of workarounds associated with current DTS issues is available at www.defensetravel.dod.mil/DTSOutreach/Release_6_SPR_Workarounds_070609.pdf.

- DTS Status Update Calls

The Travel Assistance Center (TAC) will offer DTS Status Update calls at 1100-1200 EDT daily until full system functionality is restored. For instructions on participating, see the "DTS Status Call" announcement in the Notices section of the DTS website.

Additional Information

- Archived customer service notifications and announcements associated with the DTS status are available at: www.defensetravel.dod.mil/DTSOutreach/CSNs_Related_to_Current_DTS_Status.pdf.

IV. Announcement posted on August 26, 2009

Software engineers are continuing to address high-priority issues in an effort to improve overall system functionality and performance. At this time, efforts are concentrated on reducing the appearance of white screens and "Internal Server Errors," which will improve the ability for users to process documents.

A series of software patches aimed at addressing these issues are scheduled to be implemented on Wednesday, August 26, 2009, and Saturday, August 29, 2009. As a result, the system is expected to be unavailable from 2330 EDT on Wednesday, August 26, 2009 until 0600 EDT on Thursday, August 27, 2009. Downtime associated with the second patch scheduled for Saturday, August 29, 2009, will be posted when it becomes available. Both software patches are expected to specifically target issues causing "Internal Server Errors" and unstable system performance.

At this time, the system is able to process documents; however, some users may continue to encounter white screens, "Internal Server Errors" and delays in system performance. Some issues may be temporarily resolved using a workaround. An updated list of workarounds associated with current DTS issues is available at www.defensetravel.dod.mil/DTSOutreach/Release_6_SPR_Workarounds_070609.pdf. DTS is expected to remain in a degraded status (yellow) until full functionality is completely restored.

If you require assistance, please contact your Defense Travel Administrator or the Travel Assistance Center (TAC) by calling 1-888-Help1Go or by submitting a help desk ticket through the Tickets section of TraX. If calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146).

When reporting issues to the TAC, please be prepared to provide the following information:

- Last screen or feature successfully used (i.e., I moved from...)
- Specific feature selected that appears to have caused the issue (i.e., I clicked on...)
- If the working indicator (hour glass) appeared
- Approximate processing time between actions
- Description of how the screen closed (i.e., It closed from the upper right corner x-out, shut down browser, end non-responsive program message, task manager, etc.)
- System behavior when the process was repeated in the same document

This information is vital to helping resolve the issue for the user and the system.

Please continue to monitor the DTS website, DTMO website (www.defensetravel.dod.mil), or TraX (www.defensetravel.dod.mil/Passport) for current information on the status of DTS.

DTS Status Update Calls

The Travel Assistance Center (TAC) is offering DTS Status Update calls at 1100-1200 EDT until full system functionality is restored. For instructions on participating, please see the "DTS Status Call" announcement in the Notices section of the DTS website.

Additional Information

- Archived customer service notifications and announcements associated with the DTS status are available at: www.defensetravel.dod.mil/DTSOutreach/CSNs_Related_to_Current_DTS_Status.pdf.

- A complete list of workarounds including issues resolved, is available at:
www.defensetravel.dod.mil/DTSOutreach/Release_6_SPR_Workarounds_070609.pdf

V. Announcement posted on August 25, 2009

DTS Status Update for 8/25

We understand user frustration and realize that the current status has had a significant impact on travel across DoD, including travel planning and reimbursement. Please accept our apology for the inconvenience this has caused.

Although the release went through an extensive testing process, technical issues that caused the current system degradation were unanticipated. These issues have been identified and a dedicated team of software engineers are working to restore the system as quickly as possible. A series of software patches aimed at addressing high-priority issues first, continue to be implemented twice a week until the system is returned to full functionality. Multiple software patches allows critical portions of functionality to be restored quickly. Software patches are scheduled to be implemented overnight on Wednesday, August 26, 2009 and Saturday, August 29, 2009. System downtime associated with these patches will be posted as it becomes available.

At this time, the system is able to process documents however, some users may continue to experience white screens, "Internal Server Errors" and delays in system performance. DTS is expected to remain in a degraded status (yellow) until full functionality is completely restored.

Please continue to monitor the DTS website, DTMO website (www.defensetravel.dod.mil), or TraX (www.defensetravel.dod.mil/Passport) for the latest information. An updated list of issues corrected with the software patch implemented on Saturday will be posted shortly.

If you require assistance, please contact your Defense Travel Administrator or the Travel Assistance Center (TAC) by calling 1-888-Help1Go or by submitting a help desk ticket through the Tickets section of TraX. If calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146).

DTS Status Update Calls

The Travel Assistance Center (TAC) is offering DTS Status Update calls at 1100-1200 EDT until full system functionality is restored. For instructions on participating, please see the "DTS Status Call" announcement in the Notices section of the DTS website.

- Archived customer service notifications and announcements associated with the DTS status are available at: www.defensetravel.dod.mil/DTSOutreach/CSNs_Related_to_Current_DTS_Status.pdf.
- A complete list of workarounds including issues resolved, is available at:
www.defensetravel.dod.mil/DTSOutreach/Release_6_SPR_Workarounds_070609.pdf

VI. Announcement posted on August 24, 2009

DTS Status Update for 8/24

The emergency software patch implemented on Saturday, August 22, 2009 has resulted in improved functionality and system performance. At this time, the system is able to process documents however, some users may continue to experience white screens and "Internal Server Errors" and delays in system performance.

Efforts to resolve remaining issues will continue until the system is restored to full functionality. A software patch is scheduled for early Thursday morning. System downtime associated with this patch will be posted as it becomes available. DTS is expected to remain in a degraded status (yellow) until full functionality is completely restored.

Please continue to monitor the DTS website, DTMO website (www.defensetravel.dod.mil), or TraX (www.defensetravel.dod.mil/Passport) for the latest information. An updated list of issues corrected with the software patch implemented on Saturday will be posted shortly.

If you require assistance, please contact your Defense Travel Administrator or the Travel Assistance Center (TAC) by calling 1-888-Help1Go or by submitting a help desk ticket through the Tickets section of TraX. If calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146).

DTS Status Update Calls

The Travel Assistance Center (TAC) is offering DTS Status Update calls at 1100-1200 EDT through Wednesday, August 26, 2009. For an updated schedule and instructions on participating, please see the "DTS Status Call" announcement in the Notices section of the DTS website.

- Archived customer service notifications and announcements associated with the DTS status are available at: www.defensetravel.dod.mil/DTSOutreach/CSNs_Related_to_Current_DTS_Status.pdf.
- A complete list of workarounds including issues resolved, is available at: www.defensetravel.dod.mil/DTSOutreach/Release_6_SPR_Workarounds_070609.pdf

VII. CSN sent on August 24, 2009

Defense Travel Management Office (DTMO) Notification
24 August 2009
1630 EDT
Subject: DTS Status Update for August 24, 2009

Issue: In an effort to continue to resolve high-priority issues impacting DTS, an emergency software patch is scheduled to be implemented overnight on Wednesday, August 26, 2009.

Impact: Specific system downtime associated with this software patch will be posted on the DTS website when it becomes available.

Suggested Action: Please continue to monitor the DTS, DTMO or TraX websites for the latest information including system downtime associated with Wednesday's software patch.

Additional Information: The Travel Assistance Center (TAC) will continue to offer daily DTS Status Update calls at 1100 EDT. For instructions on participating, visit the "Notices" section of the DTS website.

Thank you for your patience as we work to resolve these issues.

Defense Travel Management Office

*** Please do not reply to this e-mail notification. If you need additional information or would like to submit a question, please go to the DTMO Passport Portal at <https://www.defensetravel.dod.mil/passport> ***

VIII. Announcement posted on August 21, 2009

Software Patch Scheduled for Saturday

To continue to address issues affecting full system functionality, an emergency software patch is scheduled to be implemented on Saturday, August 22, 2009. As a result, DTS will be unavailable between 0600 EDT and 1400 EDT on Saturday, August 22, 2009. This patch is aimed at improving system performance, reducing "Internal Server Error" messages and restoring functionality.

Current System Performance

System performance continues to be slow, which may result in white screens and delays in processing. Users attempting to access the system may be redirected to the system status page or may experience unsuccessful log-in attempts. In addition, users trying to access the DTS website homepage will be redirected to the log-in page.

DTS is expected to remain in a degraded status until all high-priority technical issues can be resolved.

DTS Status Calls

The Travel Assistance Center (TAC) will continue to offer DTS Status Update calls through Wednesday, August 26, 2009. For an updated schedule and instructions on participating, please see the "DTS Status Call" announcement in the Notices section of the DTS website.

Additional Information

DTS status updates can also be found on the DTMO website (www.defensetravel.dod.mil) under the "What's New" section and in TraX (www.defensetravel.dod.mil/passport) under the "Announcements" section. A link to the Enterprise Web Training System (EWTS) is also available on the DTMO website under "DTS Training Center".

- Archived customer service notifications and announcements associated with the DTS status are available at http://www.defensetravel.dod.mil/DTSOutreach/CSNs_Related_to_Current_DTS_Status.pdf.
- A complete list of workarounds including issues resolved, is available at www.defensetravel.dod.mil/DTSOutreach/Release_6_SPR_Workarounds_070609.pdf.

IX. CSN sent on August 20, 2009

DTS Status Update for 8/20

In an effort to resolve remaining high-priority issues impacting DTS, an emergency software patches was implemented on Thursday, August 20, 2009. This patch corrected several technical issues including:

- [DTSP-3569](#) Travelers may have received a webspeed error when clicking the 'Calculate' option on the Payment Totals Screen to update overall calculations.
- [DTSP-3558](#) Some documents showed a blank 'document status' on the document list for a traveler. When editing the document and navigating to Review/Sign they would receive an Internal Server Error.

- [DTSP-3537](#) In the non-mileage expense tab, if a traveler has charges against a Government Charge Card, they will have a hyperlink named 'View Government travel charge card transactions'. When some travelers selected this link in a view only mode, then selected the 'return' option they experienced a webspeed error.
- [DTSP-3540](#) Routing lists which contained a conditional routing element for CBA related documents so the Transportation Officer could validate prior to travel were instead having all documents routed through the Transportation Officer.
- [DTSP-3555](#) Documents with a foreign travel location which crossed the International Date Line would receive an Internal Service Error when navigating to Digital Signature page.
- [DTSP-3557](#) Documents which had a 6 day trip to an foreign location with an 'incidental rate' selected did not calculate the day before the last day of per diem correctly.
- [DTSP-3559](#) Documents which had 'provided' as a selection for their meals and then navigated to the Digital Signature page were receiving an Internal Server Error.
- [DTSP-3560](#) Travelers were receiving an Internal Server Error message when selecting 'change ticket data' for air, editing rental car expenses, lodging expenses and other expenses in a voucher.
- [DTSP-3561](#) Documents that have an Other Authorization named 'Variations Authorized' caused an Internal Server Error when navigating to Digital Signature.
- [DTSP-3562](#) When navigating to the Digital Signature page of any document, travelers would receive an Internal Server Error.
- [DTSP-3564](#) When creating a group authorization and selecting the travelers who will travel, the selection process was slow.
- [DTSP-3567](#) On the payment totals page of a voucher, travelers were unable to change their split disbursement because they received a webspeed error when selecting the 'Calculate' hyperlink. Users no longer get a webspeed error but must click the 'Calculate' hyperlink twice to allow the document to re-calculate.
- [DTSP-3576](#) This issue occurred to three documents. Each document was caught in a loop creating an obligation transaction sent to accounting every 2 minutes. Only one obligation was posted to accounting; the others were rejected as duplicates of the first. The documents will be systematically stamped for voucher processing.
- [DTSP-3590](#) In the CBA module, when a Transportation Officer attempted to view invoice transactions for an unmatched CBA charge, they received an "Unhandled Page Error"

An additional software patch is scheduled to be implemented on Saturday, August 22, 2009. Downtime associated with this event will be posted when it becomes available.

Although the above issues have been corrected, system performance is slow, which may result in white screens and delays in processing. Users attempting to access the system may experience unsuccessful log-in attempts. Some users may also be redirected to the DTS log-in page when trying to access the DTS website. DTS Status Update announcements will also be posted on the DTMO website (www.defensetravel.dod.mil) and in Travel Explorer (www.defensetravel.dod.mil/passport) in addition the "Notices" section of the DTS website. DTS is expected to remain in a degraded status until all high-priority technical issues can be resolved. We regret any inconvenience to DTS users during this time.

DTS Status Calls

The Travel Assistance Center (TAC) will continue to offer DTS Status Update calls through Wednesday, August 26, 2009. For an updated schedule and instructions on participating, please see the "DTS Status Call" announcement in the Notices section of the DTS website.

Archived customer service notifications and announcements associated with the DTS status can be found at: http://www.defensetravel.dod.mil/DTSOutreach/CSNs_Related_to_Current_DTS_Status.pdf.

X. CSN sent on August 18, 2009

Defense Travel Management Office (DTMO) Notification

18 August 2009

1630 EDT

Subject: DTS Status Update for 8/18/09

Issue: In an effort to resolve remaining high-priority issues impacting DTS, two emergency software patches are scheduled to be implemented the mornings of Thursday, August 20, 2009 and Saturday, August 22, 2009. Both software patches are expected to improve overall system functionality and performance.

Impact: The system is expected to be unavailable from 0001 EDT to 0700 EDT on Thursday, August 20, 2009. Specific system downtime associated with the second software patch scheduled for Saturday, August 22, 2009, will be posted on the DTS website when it becomes available.

Suggested Action: Please continue to monitor the "Notices" section of the DTS website for the latest information including system downtime associated with Saturday's software patch.

Additional Information: The Travel Assistance Center (TAC) will continue to offer DTS Status Update calls through Wednesday, August 26, 2009 according to the following schedule:

- Wednesday, August 19, 2009: 1030-1130 EDT; 1530-1630 EDT
- Thursday, August 20, 2009: 1100-1200 EDT
- Friday, August 21, 2009: 1100-1200 EDT
- Monday, August 24, 2009: 1100-1200 EDT
- Tuesday, August 25, 2009: 1100-1200 EDT
- Wednesday, August 26, 2009: 1100-1200 EDT

For instructions on participating, visit the "Notices" section of the DTS website.

Thank you for your patience.

Defense Travel Management Office

*** Please do not reply to this e-mail notification. If you need additional information or would like to submit a question, please go to the DTMO Passport Portal at <https://www.defensetravel.dod.mil/passport> ***

XI. Announcement posted on August 17, 2009

DTS Status Update for 8/17/09

The software patch implemented on Saturday, August 15, 2009, corrected several technical issues including:

- When attempting to approve a constructed travel document with a manually entered expense, user receives an "Internal Server Error" message.
- All air reservation information is not displayed in the Trip Summary section of the Other Transportation screen.
- The pre-audit "MIL QTRS NOT USED" is incorrectly triggered for a civilian traveler to a military installation.
- The lodging portion of per diem is incorrectly set to \$0.00 for an intermediate TDY location of only one day.
- CTO Submit and CTO Booked are incorrectly indicated as pending routing actions and the document remains in a view only mode after a user removes a reservation.
- Routing officials attempting to apply the RETURNED stamp incorrectly receive a "This user is not permitted to route this document" message.
- Pre-audit justification remarks entered and saved on a previous version of the document are not carried over into amendment or adjustment documents. Pre-audit justification remarks entered and saved on an authorization are not carried over when creating a voucher.
- When leave is selected but neither the Annual or Other option is indicated, the per diem is not set to \$0.00 and user receives an error message "*Lodging: You must enter a number".
- On a local voucher, the normal commuting or mileage costs are not being deducted from the local travel private auto expense.
- When an approving official attempts to approve a constructed travel document, only the RETURNED stamp is available selection.
- When attempting to sign an authorization with a single default line of accounting, the user receives an error message indicating the multiple lines of accounting are assigned.
- If an authorization was created for a traveler without an individual government travel charge card and then the traveler profile updated to add the travel card information, the user cannot change the method of payment on the authorization to indicate the travel card information has been updated.
- When editing an existing air reservation using the Change Ticket Data option and new Other Ticketed Transportation expense is incorrectly created which adds to the total trip cost.
- When a user adds an additional TDY location to a voucher, the per diem for the additional location is incorrectly set to \$0.00.

Although the above issues have been corrected, system performance is slow, which may result in white screens and delays in processing. Users attempting to access the system may experience unsuccessful log-in attempts. DTS software engineers are working to rectify this situation and restore the system to normal operation as quickly as possible. DTS is expected to remain in a degraded status until all high-priority technical issues can be resolved. Please continue to monitor the "Notices" section of the DTS website for the latest information. We regret any inconvenience to DTS users during this time.

TSA Secure Flight Patch Postponed

Please be advised that due to the extended implementation of the Travel Security Administration's (TSA) Secure Flight program, the software release to insert new system functionality to meet program requirements, has been postponed to a later date.

DTS Status Call

The Travel Assistance Center (TAC) is offering DTS Status Update calls at 1030-1130 EDT and 1530-1630 EDT on Monday, August 17, 2009 through Friday, August 21, 2009. Status calls will continue throughout this week (specific time TBD). To participate in the AUDIO portion of the call, dial commercial 1-866-481-1781 and enter conference code 8210518109. The audio portion will be available 15 minutes prior to the start of the call. To

access the INTERACTIVE portion of the call, click the following link:
<https://connect.dco.dod.mil/dtsstatusupdate0818>.

XII. CSN sent on August 14, 2009

Defense Travel Management Office (DTMO) Notification

14 August 2009

1600 EDT

Subject: DTS Status Update for 8/14/09

Issue:

An emergency software patch is scheduled to be implemented on Saturday, August 15, 2009, and DTS will be unavailable from 0800 EDT to 1400 EDT. This patch is expected to significantly improve overall system functionality and performance.

Impact: The system is expected to be unavailable from 0800 EDT to 1400 EDT on Saturday, August 15, 2009, to accommodate the emergency software patch.

DTS is expected to remain in a degraded status (yellow) until full functionality is restored.

Suggested Action: Please continue to monitor the "Notices" section of the DTS website for the latest information.

TSA Secure Flight Patch Postponed: Please be advised that due to the extended implementation of the Travel Security Administration's (TSA) Secure Flight program, the software release to insert new system functionality to meet program requirements, has been postponed to a later date.

Additional Information: The Travel Assistance Center (TAC) is offering DTS Status Update calls at 1030-1130 EDT and 1530-1630 EDT on Monday, August 17, 2009. To participate in the AUDIO portion of the call, dial commercial 1-866-481-1781 and enter conference code 8210518109. The audio portion will be available 15 minutes prior to the start of the call. To access the INTERACTIVE portion of the call, click the following link:
<https://connect.dco.dod.mil/dtsstatusupdate0817>.

Thank you for your patience.

Defense Travel Management Office

XIII. Announcement posted on August 14, 2009

An emergency software patch is scheduled to be implemented on Saturday, August 15, 2009, and DTS will be unavailable from 0800 EDT to 1400 EDT. This patch is expected to significantly improve overall system functionality and performance. DTS is expected to remain in a degraded status (yellow) until full functionality is restored. Please continue to monitor the "Notices" section of the DTS website for the latest information.

TSA Secure Flight Patch Postponed

Please be advised that due to the extended implementation of the Travel Security Administration's (TSA) Secure Flight program, the software release to insert new system functionality to meet program requirements, has been postponed to a later date.

DTS Status Call

The Travel Assistance Center (TAC) is offering DTS Status Update calls at 1030-1130 EDT and 1530-1630 EDT on Monday, August 17, 2009. To participate in the AUDIO portion of the call, dial commercial 1-866-481-1781 and enter conference code 8210518109. The audio portion will be available 15 minutes prior to the start of the call. To access the INTERACTIVE portion of the call, click the following link:

<https://connect.dco.dod.mil/dtsstatusupdate0817>.

We regret any inconvenience to DTS users during this time.

Archived customer service notifications associated with the DTS status can be found at:

http://www.defensetravel.dod.mil/DTSOutreach/CSNs_Related_to_Current_DTS_Status.pdf

XIV. CSN sent on August 13, 2009

Defense Travel Management Office (DTMO) Notification

13 August 2009

1300 EDT

Subject: DTS Status Update – Icon Now Yellow

Issue: Due to the resolution of some high-priority issues related to the recent software release, DTS system status has been upgraded to yellow. The following issues have been corrected in a software patch recently implemented:

- Editing changes on Per Diem Entitlement Detail screen do not reflect on the per diem entitlements listing page immediately
- Routing Officials cannot apply the 'Certified' stamp on Authorizations
- Internal Server Error when clicking 'Digital Signature' Page on an Authorization which was stamped ARCHIVE IMAGE SUBMIT or a VCH stamped ARCHIVE IMAGE ACCEPTED
- Accounting shows a line of accounting as 'NO ACCT CODE' after a line of accounting has been selected
- Adding new frequent flyer miles in a document results in an Internal Server Error
- Rental Car missing from the 'Preview Trip' and 'Account Summary' of a Signed voucher resulting in an incorrect computation
- The trip type 'E1 ITA Family Trans Only' displays Lodging & M&IE in the accounting summary
- The edit link is displayed on a document reviewed through Route and Review
- 'TDY to Academy' Does Not Reduce Per Diem to Zero
- During Approval, the Approving Official is sent back to the Other Authorizations screen to enter justifications even though justifications already exist
- Substantiating records from a previously reviewed document are seen in the current document while in Route and Review Module
- At Signing, an error is received of 'No row with the given identifier exists'
- Internal Server Error message when selecting 'change ticket data' for an airfare expense in the voucher

Impact: While the above issues have been corrected, users may continue to experience white screens and should expect delays in processing as other issues continue to be addressed. An additional software patch will be implemented on Saturday, August 15, 2009.

Suggested actions: Please continue to monitor the Notices section of the DTS website for the latest information. Future CSNs will continue to provide status updates of issues resolved. Downtime associated with the additional software patch on Saturday, August 15, 2009 will be posted to the DTS website.

As a reminder, a complete list of workarounds is available at:

http://www.defensetravel.dod.mil/DTSOutreach/Release_6_SPR_Workarounds_070609.pdf.

Additional Information: The Travel Assistance Center (TAC) will offer a DTS Status Update call at 1530-1630 EDT on Thursday, August 13, 2009. To participate, dial commercial 1-866-481-1781 and enter conference code 8210518109.

We apologize for any inconvenience.

Defense Travel Management Office

*** Please do not reply to this e-mail notification. If you need additional information or would like to submit a question, please go to the DTMO Passport Portal at <https://www.defensetravel.dod.mil/passport> ***

XV. Announcement posted on August 13, 2009

Due to the resolution of some high-priority issues related to the recent software release, DTS system status has been upgraded to yellow. The following issues have been corrected in a recent software patch including:

- Editing changes on Per Diem Entitlement Detail screen does not reflect on the per diem entitlements listing page immediately
- Routing Officials cannot apply the 'Certified' stamp on Authorizations
- Internal Server Error when clicking 'Digital Signature' Page on an Authorization which was stamped ARCHIVE IMAGE SUBMIT or a VCH stamped ARCHIVE IMAGE ACCEPTED
- Accounting shows a line of accounting as 'NO ACCT CODE' after a line of accounting has been selected
- Adding new frequent flyer miles in a document results in an Internal Server Error
- Rental Car missing from the 'Preview Trip' and 'Account Summary' of a Signed voucher resulting in an incorrect computation
- The trip type 'E1 ITA Family Trans Only' displays Lodging & M&IE in the accounting summary
- The edit link is displayed on a document reviewed through Route and Review
- 'TDY to Academy' Does Not Reduce Per Diem to Zero
- During Approval, the Approving Official is sent back to the Other Authorizations screen to enter justifications even though justifications already exist
- Substantiating records from a previously reviewed document are seen in the current document while in Route and Review Module
- At Signing, an error is received of 'No row with the given identifier exists'
- Internal Server Error message when selecting 'change ticket data' for an airfare expense in the voucher

While the above issues have been corrected, users may continue to experience white screens and should expect delays in processing as other issues continue to be addressed. DTS software engineers are working to rectify this situation and restore the system to full functionality as quickly as possible. An additional software patch will be implemented on Saturday, August 15, 2009. Downtime associated with this software patch will be posted to the DTS website. We regret for any inconvenience to DTS users during this time.

DTS Status Call

The Travel Assistance Center (TAC) will offer DTS Status Update call at 1530-1630 EDT on Thursday, August 13, 2009. To participate in the AUDIO portion of the call, dial commercial 1-866-481-1781 and enter conference code 8210518109. The call-in portion will be available 15 minutes prior to the start of the call. To access the INTERACTIVE portion of the call, click the following link: <https://connect.dco.dod.mil/release6systemupdates>.

After accessing Defense Connect Online (DCO), participants will have to wait briefly to be admitted by the moderators. Once in the web conference, go to the top of the page and access the presentation material for the call by going to File Share at the top of the screen. If you encounter an issue with accessing the presentation, additional information about computer set-up is available at DCO, www.dco.dod.mil, by clicking on the Test Meeting Connectivity link under User Resources.

XVI. CSN sent on August 12, 2009

Defense Travel Management Office (DTMO) Notification

12 August 2009

1545 EDT

Subject: DTS Status Update – Red

Issue: Technical issues related to the recent software release are continuing to impact full system functionality. As a result, the system status icon will be turned red. DTS software engineers are working to rectify this situation and restore the system to operational status as quickly as possible. We apologize for any inconvenience to DTS users during this time.

Impact: DTS is expected to remain in a degraded status until technical issues can be resolved.

Suggested Action: Please continue to monitor the system status icon located on the DTS website (www.defensetravel.osd.mil) for the current status. Please continue to monitor the Notices section of the DTS website for the latest information. Additional information will be posted as it become available.

Additional Information: Due to the status of DTS, the Open Conference Call has been discontinued for today. The Travel Assistance Center (TAC) will offer DTS Status Update calls at 1030-1130 EDT and 1530-1630 EDT on Thursday, August 13, 2009. To participate, dial commercial 1-866-481-1781 and enter conference code 8210518109.

We apologize for this inconvenience.

Defense Travel Management Office

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XVII. Announcement posted on August 12, 2009

Technical issues related to the recent software release are continuing to impact full system functionality. As a result, the system status icon will be turned red. DTS is expected to remain in a degraded status until technical issues can be resolved. DTS software engineers are working to rectify this situation and restore the system to operational status as quickly as possible. We regret for any inconvenience to DTS users during this time.

Please continue to monitor the system status icon located on the DTS website (www.defensetravel.osd.mil) for the current status. Additional information will be posted to the Notices section as it become available.

Due to the status of DTS, the Open Conference Call has been discontinued for today. The Travel Assistance Center (TAC) will offer DTS Status Update calls at 1030-1130 EDT and 1530-1630 EDT on Thursday, August 13, 2009. To participate, dial commercial 1-866-481-1781 and enter conference code 8210518109.

XVIII. CSN sent on August 11, 2009

Defense Travel Management Office (DTMO) Notification

11 August 2009

1700 EDT

Subject: Update - DTS System Status

Issue: Due to unexpected technical issues related to the recent software release, DTS is not operating at full functionality. A dedicated team of DTS software engineers is working to restore the system to full operation. At this time, some system functionality issues have already been resolved and several others are scheduled to be addressed today through tomorrow evening. Please anticipate down time tomorrow night (exact times will be posted on the DTS website).

Impact: System performance is slow, which may result in white screens or delays in processing. Users attempting to access the system may be redirected to a system status page or experience unsuccessful log in attempts until full system functionality is restored.

Suggested Action: CSNs that provide an update on which issues have been resolved will continue to be sent. Additional information will also be posted to the Notices section of the DTS website (www.defensetravel.osd.mil) as it becomes available.

Additional Information: The Travel Assistance Center (TAC) is offering an open conference line for DTS questions from 0830 to 1600 EDT through Wednesday, August 12, 2009. To participate, dial commercial 1-866-481-1781 and enter conference code 8210518109.

We apologize for any inconvenience.

Defense Travel Management Office

*** Please do not reply to this e-mail notification. If you need additional information or would like to submit a question, please go to the DTMO Passport Portal at <https://www.defensetravel.dod.mil/passport> ***

XIX. Announcement posted on August 11, 2009

Due to unexpected technical issues related to the recent software release, DTS is not operating at full functionality. A dedicated team of DTS software engineers is working to restore the system to full operation. At this time, some system functionality issues have already been resolved including those involving the DTA

Maintenance Tool and auto-cancel capability. Several other issues are scheduled to be addressed today through tomorrow evening. The system is expected to be unavailable tomorrow night (exact times TBD).

System performance is slow, which may result in white screens or delays in processing. Users attempting to access the system may be redirected to system status page or experience unsuccessful log in attempts until full system functionality is restored.

CSNs that provide an update on which issues that have been resolved will continue to be sent. Additional information will also be posted on the DTS website as it becomes available.

Open Conference Line Available

The Travel Assistance Center (TAC) is offering an open conference line for DTS questions from 0830 to 1600 EDT through Wednesday, August 12, 2009. To participate, dial commercial 1-866-481-1781 and enter conference code 8210518109.

XX. Announcement posted on August 10, 2009

DTS software Release 6, version 1.7.2.0 was implemented on Saturday, August 8, 2009. The release was designed to introduce several Special Circumstance Travel trip types that were previously not available in DTS, enhance information and reporting features, as well as, increase DTS travel reservation functionality.

Due to unexpected technical issues, full system functionality is not currently available. Action is being taken to restore the system to normal operation. Please continue to monitor the system status icon located on the DTS website. Additional information will be posted as it becomes available. Please contact your Defense Travel Administrator for more information.