



**DEFENSE TRAVEL  
MANAGEMENT OFFICE**

## **DTS/EWTS Downtime Scheduled for 3/12**

### **I. DTS Software Update**

Due to maintenance, DTS will be unavailable from 2300 ET on Friday, March 12, 2010, until 0200 ET Saturday, March 13, 2010. In addition, EWTS will be unavailable from 2300 ET on Friday, March 12, 2010, until 0500 ET Saturday, March 13, 2010 and from 2300 ET on Friday, March 19, 2010 until 0500 ET on March 20, 2010.

The next DTS and EWTS software patches are scheduled to be implemented on Saturday, March 27, 2010. Downtime associated with these updates will be published as soon as it becomes available. Please monitor the system status icon on the DTS website for additional information and updates.

The last software update implemented on February 15, 2010 resolved the following System Problem Reports (SPRs):

- DTSP-4385 Accounting System Re-Alignment - USAFE (US Air Force Europe)
- DTSP-4369 Created voucher has question marks for rental car information - causes ISE
- DTSP-4330 Voucher cannot be approved when AUTH is at PAYLINK and voucher is created
- DTSP-4201 Documents getting stuck at approved - missing accts and acctotals records on one or several adj levels
- DTSP-4154 This user is not permitted to route this document - no lower case in SSN
- DTSP-4096 500 Servlet Exception Errors during Approval for Air Force
- DTSP-4010 Unable to update traveler profile in DTA Maintenance Tool>People
- DTSP-3818 CANCELLED Status Stamp Available for Imported Authorization without Cancellation Import XML having been received
- DTSP-3717 CTO Ticketed routes for Approval when there is no cost change
- DTSP-3398 Queue Place to CTO Inbound/Urgent Queue - Sporadic failure of PNRs not placed on Inbound/Urgent Queue at Signed/CTO Submit
- DTSP-3146 Sabre - Comm Error Out
- DTSP-3137 When amending a document following a FY change in LOA and "stuck in Pay Link" finds the incorrect prior document and has incorrect deltas.
- DTSP-3107 Trip Cancel - Expenses Incurred when Auto Approved and Voucher Auto Generated the Auth sent out an Obligation which should not happen
- DTSP-2979 Distributed commercial air expense from a group authorization cannot be edited or removed from the voucher
- DTSP-2778 TAW - Sporadic Occurrences of No TAW applied to PNR when Document Approved and no Error returned to AO
- DTSP-2395 CBA Refund amend sending a negative obligation instead of zero dollar amount
- DTSP-2023 GDS PNRs not sweeping, error updating ticksub record
- DTSP-1957 Production - GDS process are hanging when a response back is not received back from Java services OJCallImpl

- DTSP-1590 PNR Queue Sweeping - Certain PNRs regardless of GDS will never sweep due to various reasons - Error Updating vchstat for PNR locator

Users that may continue to experience issues with the system should contact the Travel Assistance Center (TAC). The TAC can be reached by submitting a help ticket online through the "Tickets" section of TraX ([www.defensetravel.dod.mil/passport](http://www.defensetravel.dod.mil/passport)) or by calling 1-888-Help1Go. 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).

For workaround information, see the SIM in Passport ([www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)). If you do not have access to the SIM and would like workaround information, please contact the TAC.

For updated information pertaining to Defense travel including DTS, please monitor the "Notices" section of the DTS homepage.

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## **II. TAC Outreach Call**

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The Travel Assistance Center (TAC) offers an open conference line for DTS questions on Tuesdays. Please visit the announcement section of TraX ([www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport)) for the current schedule.