



DEFENSE TRAVEL MANAGEMENT OFFICE

DTS System Issues

The following documentation clarifies the issues referred in the Customer Service Notification issued on January 27, 2011. If you have further questions, please contact the Travel Assistance Center by calling 1-888-Help-1-Go (888-435-7146) or by submitting a help desk ticket through the Tickets section of Travel Explorer (TraX) (www.defensetravel.dod.mil/passport). If calling from overseas, use DSN to dial directly.

I. Issues and Suggested Actions

1. DTSP 5834

Issue: When a trip is created in DTS that does not include flight segments, but does include either hotel or rental car reservations or both, the Form of Payment (FOP) is not included in the reservation. Because Commercial Travel Offices (CTO) require FOP information, travelers may receive a request from the CTO to provide this information.

Suggested Action: Request assistance from the CTO (in DTS) by clicking on the “Add New Flight” link (see Figure 1), and then the “Request Assistance in Booking Flights” link (See Figure 2). In the comments to the CTO, include the statement “No assistance needed, updating FOP” (See Figure 3). Upon signature, the FOP will be transmitted to the reservation.

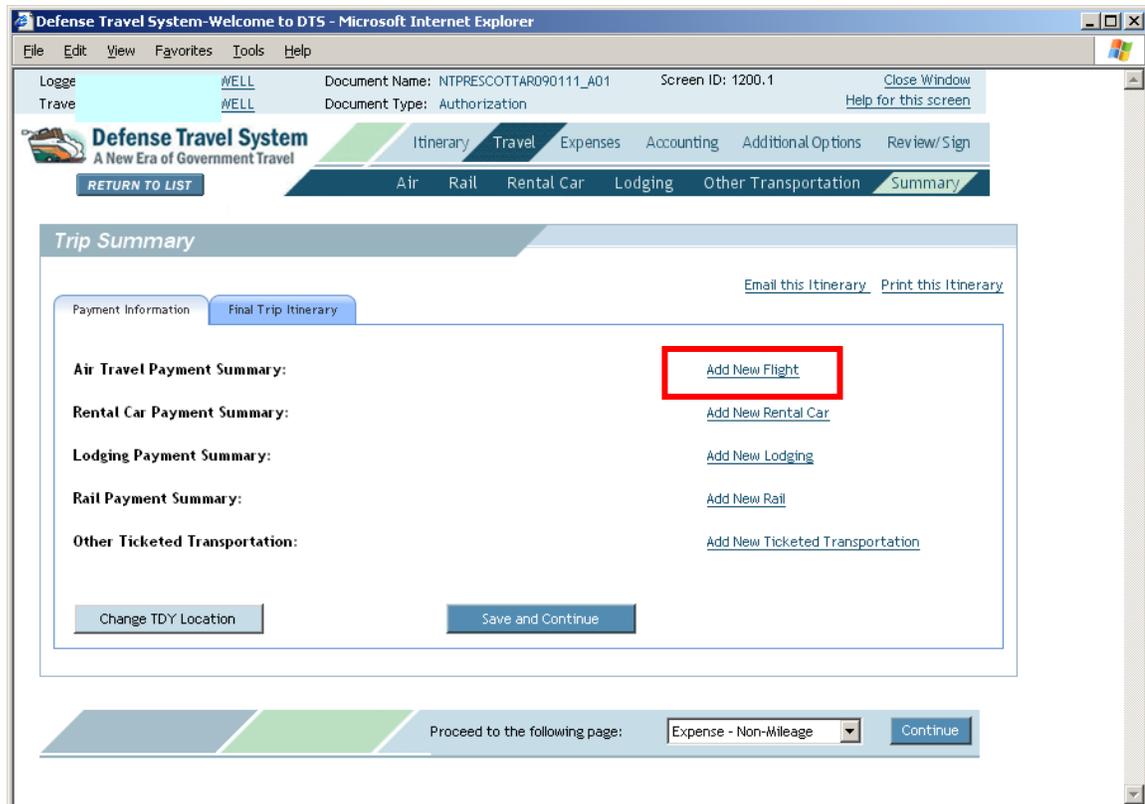


Figure 1: “Add New Flight” Link

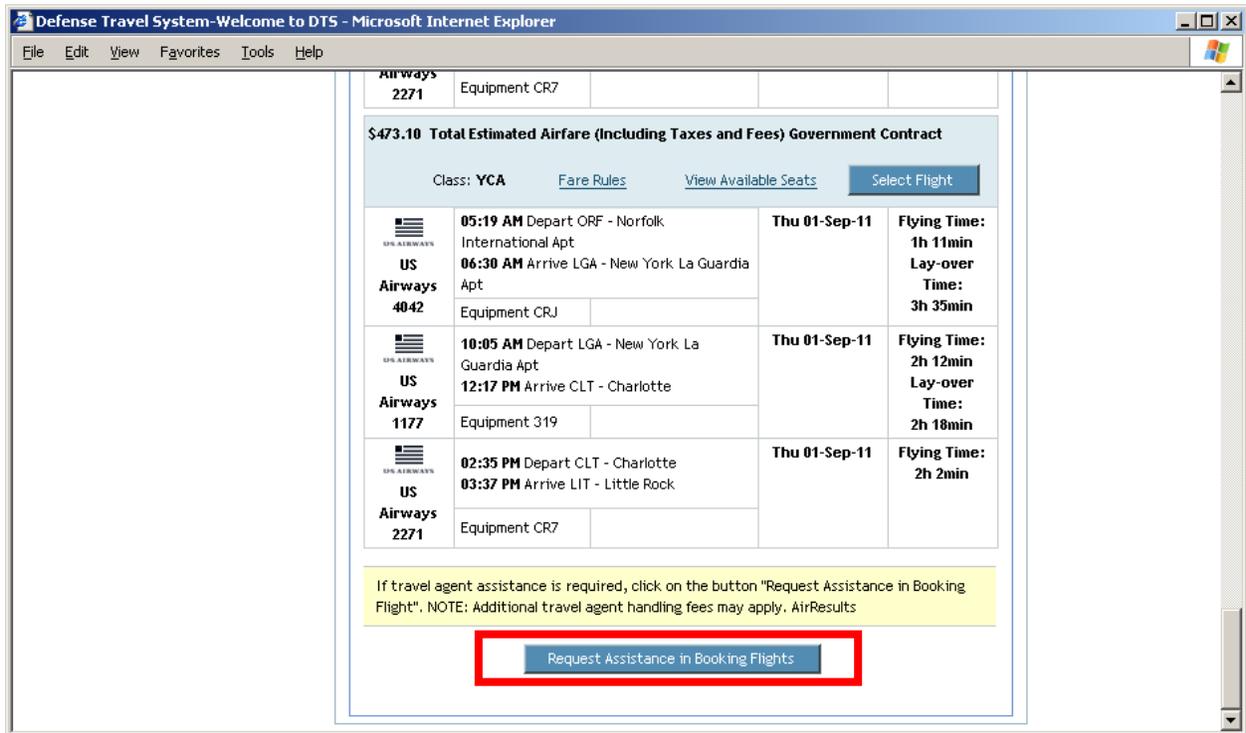


Figure 2: Request Assistance in Booking Flights

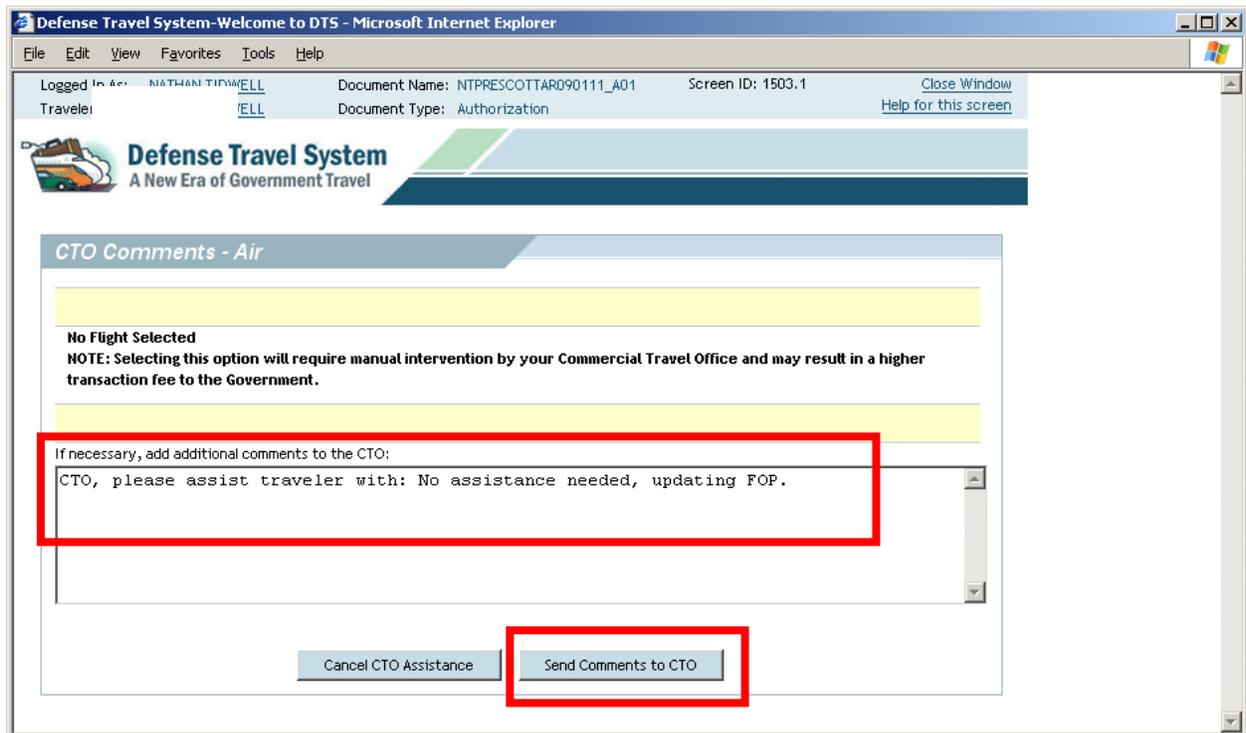


Figure 3: Comment Field

2. DTSP 5845

Issue: A voucher cannot be created from an authorization in the “Processed” status.

Suggested Action: Amend the authorization and add a non-mileage expense to increase the initial obligation amount, and then route for approval. Upon voucher creation, remove the added non-mileage expense. Users may see the below message (See Figure 4) when amending and signing an authorization. To determine the status of a document, refer to the *Sort to Status* column on the list of authorizations (see Figure 5).

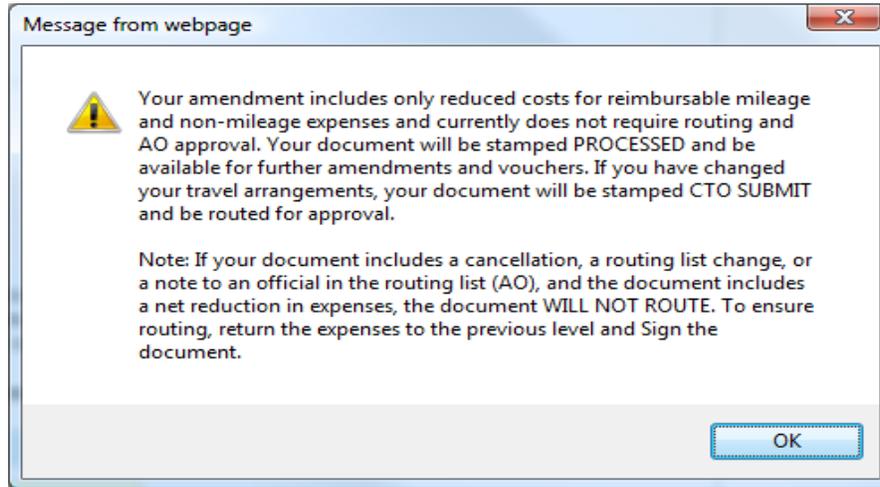


Figure 4: Amendment Message

https://dtsproweb.defensetravel.osd.mil/ - Defense Travel System-Welcome to DTS - Windows Internet Explorer

File Edit View Favorites Tools Help

Below is a list of your existing authorizations/orders. Please select the function (edit, print, etc.) corresponding to the appropriate authorization/order.

> Create New Authorization/Order > Create Trip Template > NEXT 25

Existing Authorizations/Orders

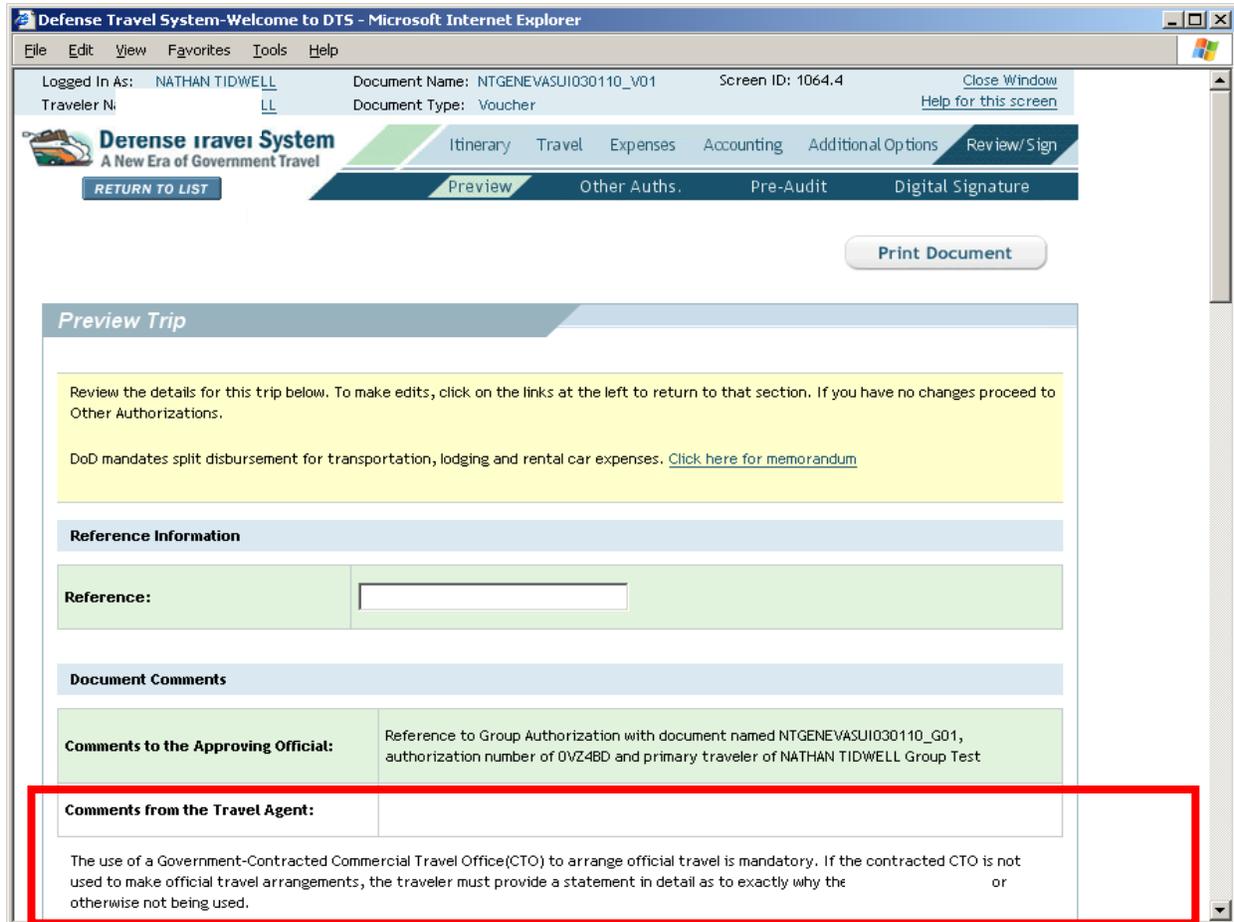
Sort by Document Name	Sorted by Departure Date	Sort by Status	Sort by TA Number	View/Edit	Print	Remove / Trip Cancel	Amend
TVBOLLINGAFBD012211_A01	01/22/11	CANCELLED		> view	> print		
TVGARMISCHPAR010911_A01	01/09/11	POS ACK RECEIVED	12JQWU	> view	> print	> trip cancel	> amend
TVSTUTTGAFTFR112910_A01-01	11/29/10	PROCESSED	127RZW	> view	> print		> amend
TVSTUTTGAFTFR112910_A01		POS ACK RECEIVED		> view	> print		
TVSTUTTGAFTFR112910_A02	11/29/10	REVIEWED		> view / edit	> print	> trip cancel	
TVSTUTTGAFTFR110810_A01	11/08/10	CANCELLED		> view	> print		
TVSTUTTGAFTFR110810_A02-01	11/08/10	PROCESSED	11W1ZZ	> view	> print		
TVSTUTTGAFTFR110810_A02		RECONCILED		> view	> print		
TVSTUTTGAFTFR101710_A01-02	10/17/10	ARCHIVE IMAGE SUBMIT	11KXHD	> view	> print		

Figure 5: Status

3. Pending Issue

Issue: Vouchers created from spawned authorizations are not appearing in the Routing Officials' (RO) *Documents Awaiting My Approval* list. However, ROs will receive an e-mail notification indicating there is a document awaiting review.

Suggested Action: Review documents from *Official Travel-Others*. Appropriate group access is required. To identify whether a voucher is created from a spawned authorization, refer to the *Comments to the Approving Official* box on the *Preview Trip* page.



Defense Travel System - Welcome to DTS - Microsoft Internet Explorer

Logged In As: NATHAN TIDWELL | Document Name: NTGENEVASUI030110_V01 | Screen ID: 1064.4

Traveler N: LL | Document Type: Voucher

Defense Travel System
A New Era of Government Travel

Itinerary | Travel | Expenses | Accounting | Additional Options | Review/Sign

RETURN TO LIST | Preview | Other Auths. | Pre-Audit | Digital Signature

Print Document

Preview Trip

Review the details for this trip below. To make edits, click on the links at the left to return to that section. If you have no changes proceed to Other Authorizations.

DoD mandates split disbursement for transportation, lodging and rental car expenses. [Click here for memorandum](#)

Reference Information

Reference:

Document Comments

Comments to the Approving Official: Reference to Group Authorization with document named NTGENEVASUI030110_G01, authorization number of 0VZ4BD and primary traveler of NATHAN TIDWELL Group Test

Comments from the Travel Agent:

The use of a Government-Contracted Commercial Travel Office(CTO) to arrange official travel is mandatory. If the contracted CTO is not used to make official travel arrangements, the traveler must provide a statement in detail as to exactly why the _____ or _____ otherwise not being used.

Figure 6: Comments to the Approving Official