



DEFENSE TRAVEL MANAGEMENT OFFICE

DTS System Issues

The following documentation clarifies the issues referred in the Customer Service Notification issued on February 9, 2011. If you have further questions, please contact the Travel Assistance Center by submitting a help desk ticket through the Tickets section of Travel Explorer (TraX) (www.defensetravel.dod.mil/passport) or by calling 1-888-Help-1-Go (888-435-7146). If calling from overseas, use DSN to dial directly.

I. Issues and Suggested Actions

- Issue:** Commercial carrier expense does not appear in the authorization or voucher properly (See Figure 1 and 2). This occurs when the arrival date for the per diem location is *after* the overall starting date, or the *departing* date for the last per diem location is *prior* to the overall ending date. **This issue is related to DTSP 4141.**

Suggested Action: Modify the per diem date to match the overall starting or ending date. This should make the *Other Transportation* expense appear, which can be modified or removed accordingly. After editing or removing the expenses, the location dates can be modified back the actual arrival or departure date.

Defense Travel System - Welcome to DTS - Microsoft Internet Explorer

Logged In As: Helen D. Norfolk-A Document Name: CNHONOLULUH1030911_A01 Screen ID: 1067.1 Close Window
 Traveler Name: Chris A. Norfolk-A Document Type: Authorization Help for this screen

Defense Travel System
 A New Era of Government Travel

Itinerary Travel Expenses Accounting Additional Options Review/Sign

Accounting Codes Trip Totals

Accounting Codes

Select the appropriate accounting code for this trip. If there are multiple accounting codes that are required for this trip, please select all that apply.

Start Date: 09-Mar-11 > Find Accounting Label
 End Date: 30-Apr-11 > Change Organization
 Accounting Label: ---Select--- From HTSPAWAR
 Shared LOA: ---Select to Add---
 Cross Org LOA: - No Other Accounts Available -

Selected Accounting Code(s)

To remove an accounting code that does not apply to this trip, select the remove link corresponding to the accounting label to be removed. **Please make sure the LOA's assigned have costs allocated to it.**

Accounting Label	Organization	View/Edit Acctg Code	Remove
11 TAC	HTSPAWAR	> view/edit	> remove

Expenses Summary

11 TAC		
Category	Allowed	Actual
COM. CARR.-C	\$700.00	\$700.00
LODGING	\$9,027.00	\$9,027.00
MILE	\$5,565.00	\$5,565.00
11 TAC Sub Total:	\$15,292.00	\$15,292.00
Calculated Trip Cost:	\$15,292.00	\$15,292.00

Proceed to the following page: Preview Continue

Figure 1: Commercial Carrier Expense on Accounting Summary

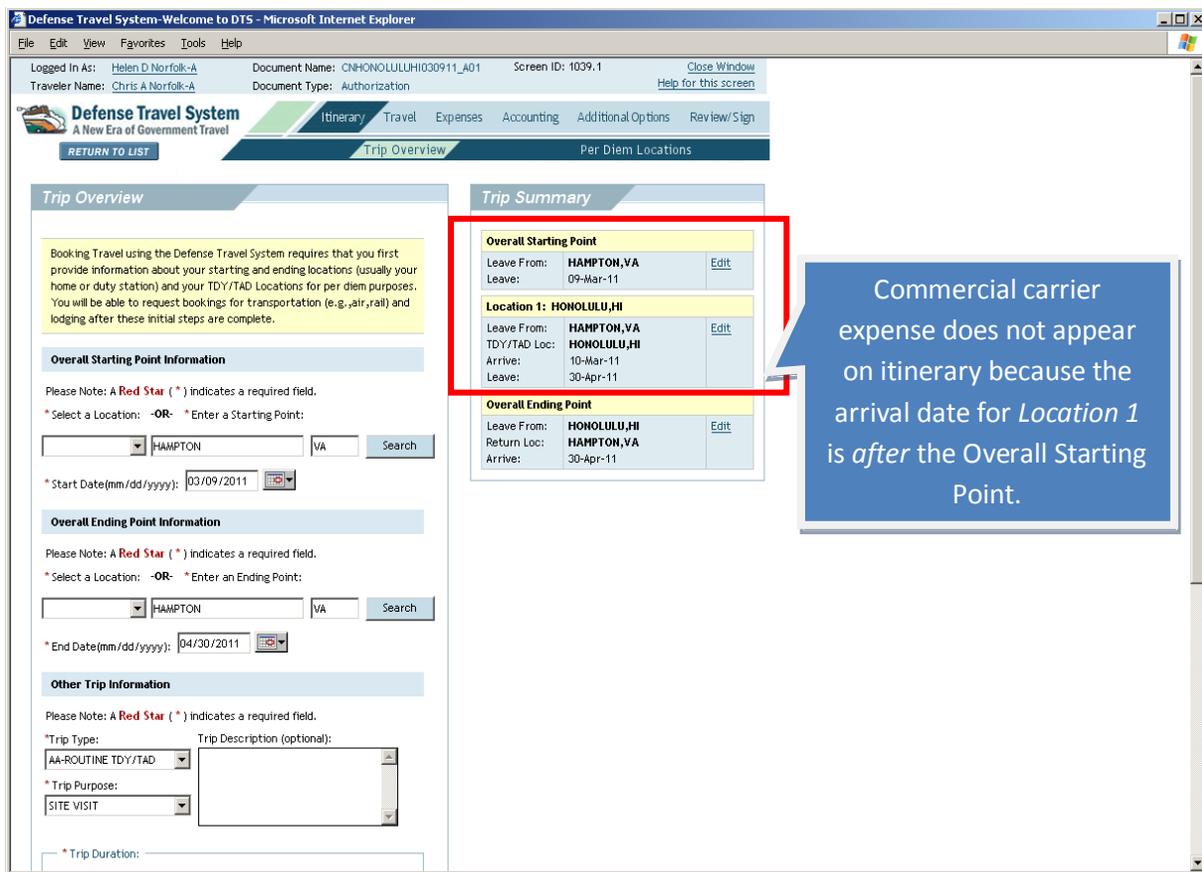


Figure 2: Trip Overview

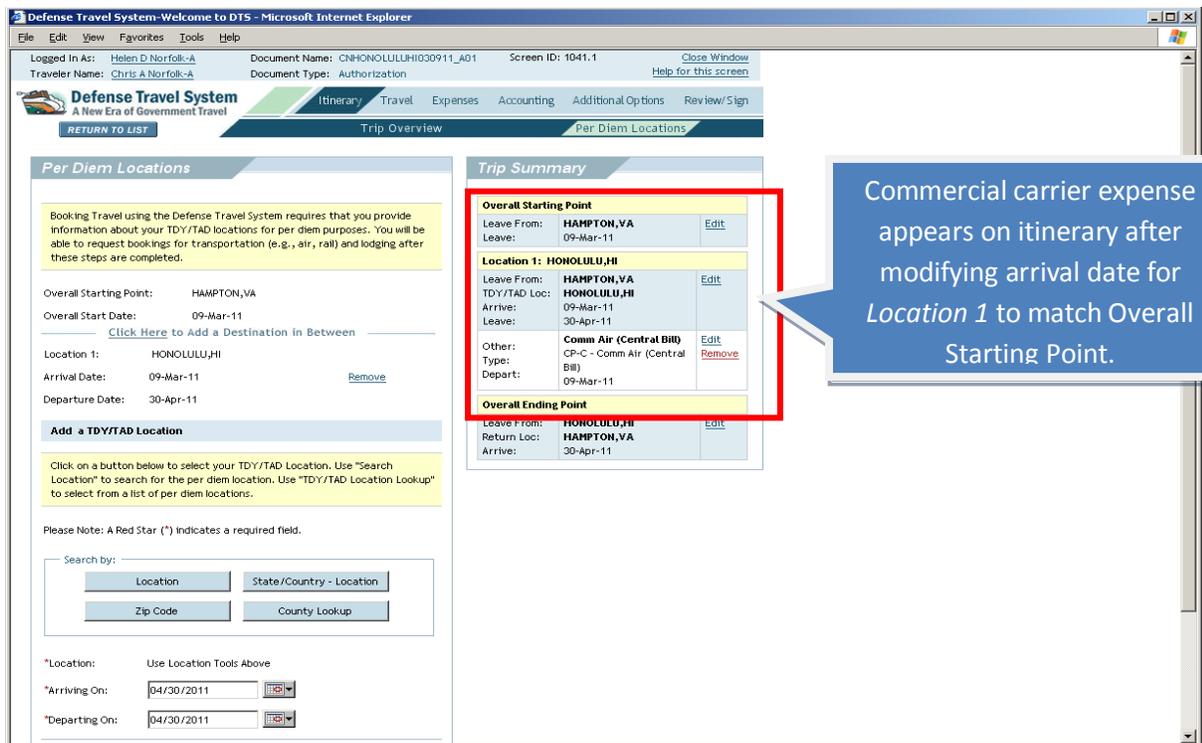


Figure 3: Itinerary

2. **Issue:** Users may receive an Internal Server Error (ISE) when attempting to create an authorization when the residence state is missing in the profile (See Figure 4).

Suggested Action: Travelers may update their profile by going to Traveler Setup >Update Personal Profile to add the residence state. Travel administrators may update the profile from the DTA Maintenance Tool.



Figure 4: ISE Received

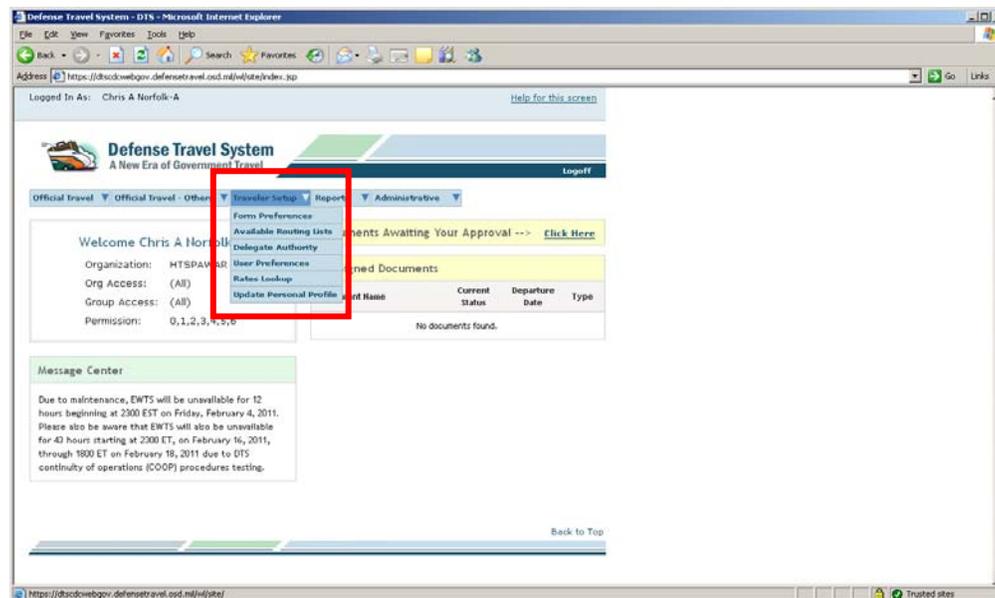


Figure 5: Traveler Set-Up Dropdown Menu

3. **Issue:** Users receive an Internal Server Error (ISE) when adjusting an authorization that has Scheduled Partial Payments (SPPs.) The workaround is to de-schedule them prior to making any changes to the document. Once changes have been made, the SPPs can be re-scheduled. Failure to follow this process could result in an ISE that will require abandoning the document if already signed.

Suggested Action: De-schedule SPPs prior to making changes to the authorization by going to Additional Options>Partial Payments>then click the Cancel Scheduled Partial Payments button (See Figure 6). Re-schedule by returning to the page and click the Schedule Partial Payments button (See Figure 7).

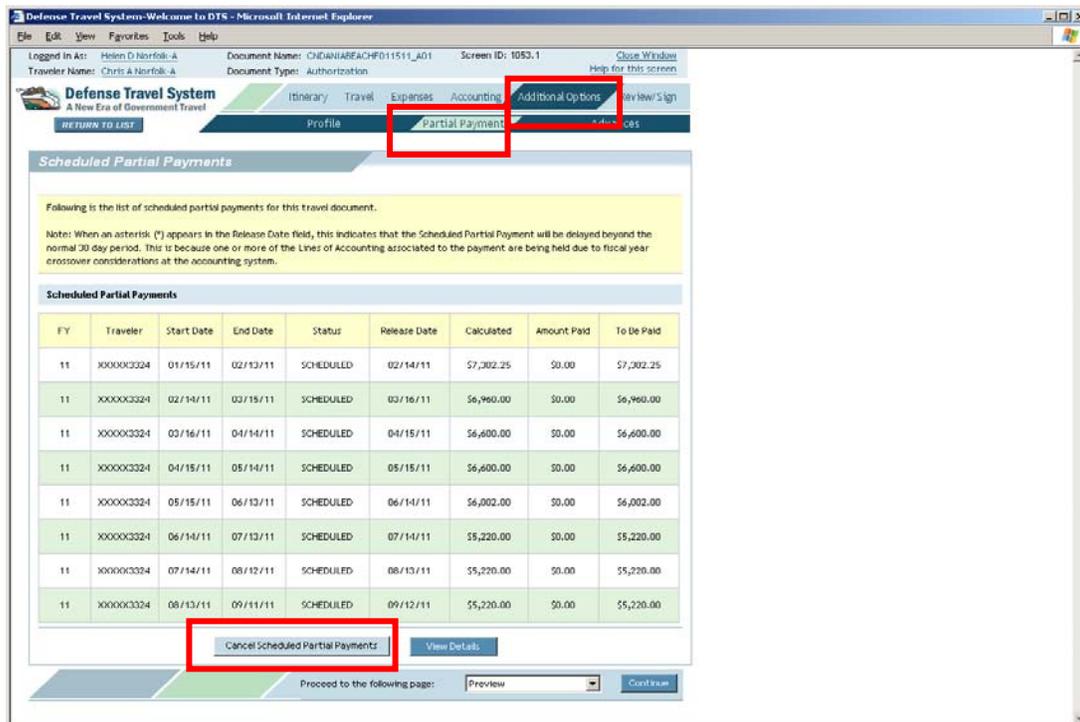


Figure 6: De-schedule SPPs By Clicking Schedule Partial Payment Button

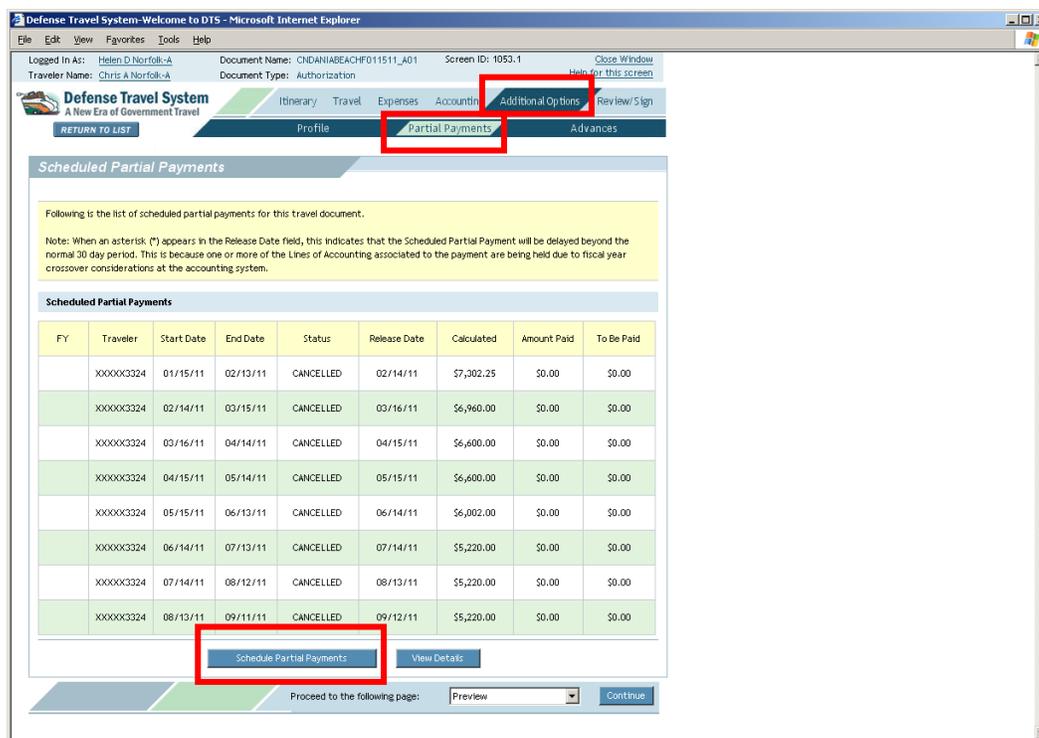


Figure 7: Reschedule SPPs By Clicking Schedule Partial Payment Button