



**DEFENSE TRAVEL  
MANAGEMENT OFFICE**

## **Customer Service Notification**

**10 January 2011**

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### **I. Customer Service Notification**

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Defense Travel Management Office (DTMO) Notification  
10 January 2011  
1200 EST

Subject: DTS System Issues

Issues: At this time, two System Problem Reports (SPR) and one pending issue have been identified which are preventing, in some situations, the creation or cancellation of a DTS document.

Impact and Suggested Actions:

1. DTSP 5762: Use of the trip cancel WITH expenses function is auto-approved and does not route.  
**WORKAROUND:** DO NOT USE the trip cancel with expenses function until you have been notified, via CSN, that this SPR has been fixed.
2. DTSP 5729: An Internal Server Error (ISE) is received when a traveler attempts to create an authorization.  
**WORKAROUND:** If notified by a traveler that this is occurring, access the traveler's profile in the DTA Maintenance Tool and verify that the Resident information in the Personal Data section is complete. Pay special attention to the Resident State/Country field. If any field is blank, complete and save the traveler's profile. At this point, the traveler should be able to create an authorization.
3. Pending Issue: Some travelers are receiving an ISE when signing a travel document that contain special characters in the travelers profile or DTS Organization Name.  
**WORKAROUND:** Review the traveler's profile and remove any special characters, such as &, #, \$, and %. At this time, the DTS Organization Name issue requires additional research before a workaround can be disseminated.

Thank you for your continued support of DTS.

Defense Travel Management Office