



**DEFENSE TRAVEL
MANAGEMENT OFFICE**

Customer Service Notification

Issued 2/14/11

I. Customer Service Notification

Defense Travel Management Office (DTMO) Notification
14 February 2011
1630 ET

Subject: DTS Issues

The following issues may affect the successful creation of a DTS document:

Issue: Commercial carrier expense appears only in the accounting summary, but not in Itinerary or Travel and therefore cannot be edited. This relates to system problem report (SPR) DTSP-4141.

Issue: Users may receive an Internal Server Error (ISE) at authorization creation when the residence state is missing in the profile.

Issue: Users may receive an ISE when adjusting an authorization that has Scheduled Partial Payments (SPPs).

Suggested Action: Please review the recommended workaround procedures found at:

http://www.defensetravel.dod.mil/DTSOutreach/DTS_System_Issues_9FEB11.pdf

Issue: Users are experiencing an issue with per diem rates in several locations in Alaska. When selecting certain Alaska locations, per diem entitlements are populated incorrectly. Some examples include: Eielson Air Force Base, Ester, Fairbanks, Fort Wainwright, and Salcha. This issue is related to SPR DTSP-5912. Users traveling to Alaska should verify all per diem entitlements.

The following steps are recommended to address this issue:

- . Go to Itinerary and click Edit next to the per diem location
- . Click the Location button
- . In the Search Term box, enter "Special Purpose" and click Search Locations
- . Click Special Purpose and type the actual per diem location into the Specific Place field
- . Click Select and Close
- . Click Save Changes

After saving changes, go to Expenses>Per Diem Locations and edit the Lodging and M&IE using Special Rate. Reduce the first and last day to 75% by selecting In Place, then using the Special Rate.

Please continue to monitor the "DTS Status Update" announcement posted in the "Notices" section of the DTS website (www.defensetravel.osd.mil) for additional information.

Thank you for your continued support of DTS.

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>