



**DEFENSE TRAVEL
MANAGEMENT OFFICE**

Customer Service Notification

Issued 1/27/11

I. Customer Service Notification

Defense Travel Management Office (DTMO) Notification
27 January 2011
1000 EST

Subject: DTS System Issues

Issue: Three issues have just been identified that may prevent the successful creation of a DTS document.

1. When a trip is created in DTS that does NOT include flight segments but includes either hotel or rental car reservations, or both, the Form of Payment (FOP) is not included in the reservation. Because Commercial Travel Offices (CTOs) require FOP information to book reservations, travelers may receive a request from the CTO to provide this information. This is related to DTSP-5834, Car and/or Hotel Only does not have FOP (form of payment) in the PNR.
2. A voucher cannot be created from an authorization in the "Processed" status. This is related to DTSP-5845, Processed Stamp – unable to create voucher.
3. 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 their review.

Suggested Action: Please review the recommended workaround procedures found at:
http://www.defensetravel.dod.mil/DTSOutreach/DTS_System_Issues.pdf

Please continue to monitor the "DTS Status Update" announcement posted in the "Notices" section of the DTS website (www.defensetravel.osd.mil) for more information as to when issues will be resolved.

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> ***