Checklist for Excellence

Connect 2011 Seminar
April 2011

For Official Use Only
Agenda

• Customer Attributes and Expectations
• Obstacles
• Tips for DTAs
• Resources
• Open Discussion
Customer Attributes and Expectations

• Customer attributes
  – Well-informed customer vs. less informed customer
  – Major differences

• Customer expectations
  – Accurate information
  – Courteous and professional service
  – Timely information and responses

• Managing expectations
  – Communications
  – Training
Customer Attributes and Expectations (continued)

• Benefits of having a knowledgeable customer base
  – Fewer questions
  – Fewer errors
  – Enhanced operational readiness
  – Saves tax payer dollars
  – Enhanced mission success
  – Transfer of knowledge (e.g., force multiplier)
  – Higher unit morale and esprit de corps
Obstacles

- People
- Process
- Culture
- Technology
<table>
<thead>
<tr>
<th>Common Requests</th>
<th>Solutions</th>
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<td><strong>Document Status</strong></td>
<td>• Check Digital Signature Page</td>
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<td>• Routing Status Report</td>
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<td><strong>Adjusting Per Diem Entitlements</strong></td>
<td>• Chap. 2, Doc Processing Manual</td>
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<td>• WBTs, Distance Learning, Demos</td>
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<td>** Cancelling Documents**</td>
<td>• Chap. 10, Doc Processing Manual, Tri-folds</td>
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<td>• WBTs, Distance Learning, Demos</td>
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<td><strong>Adjusting Split Disbursements</strong></td>
<td>• Chap. 4, Doc Processing Manual</td>
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<td><strong>Detaching/Receiving</strong></td>
<td>• In/Out Processing Checklist</td>
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<td>• Use Tier 2 POC List on DTMO page</td>
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Tips for DTAs

• Anticipate needs and always be one step ahead
• Develop local business rules
• Run daily/weekly status reports
• Refer to Appendix G and O in JFTR
• Reach out to one end-user per week
• Ensure your ODTAs have access to Tools
• Conduct training sessions on specific problem areas
Tips for DTAs (continued)

• Communicate known system problems and downtime
  – DTS website
  – TraX announcements
  – “What’s New” on DTMO website

• Sign up for and distribute the DTMO Dispatch

• Create a newsletter

• Brief top issues at commanders’ calls

• Use best practices and disseminate
Resources

DTMO Website
- Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool
- Access travel regulations

[www.defensetravel.dod.mil]

Travel Explorer (TraX)
- Access e-learning, instructor resources, and reference materials
- Access FAQs through Knowledge Center

[www.defensetravel.dod.mil/Passport]

Travel Assistance Center (TAC)
- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX