Overview of Services

- Provides 24/7 assistance to the travel community before, during, and after official travel
  - Supplements local help desks
  - Assists DTAs and other local support
  - Supports the Commercial Travel Offices (CTOs)
  - Supports partner systems
  - Assists with answering DoD policy questions
  - Addresses Government Travel Charge Card issues
  - Identifies system issues
Overview of Services (continued)

- The TAC *is unable to*:
  - Make travel reservations
  - Resolve issues directly affecting financial partner systems
  - Interpret or override service/agency business rules
  - Interpret or override local business rules
  - Perform DTA duties
TAC Operations

- Supported by six teams of trained analysts with a working knowledge of travel-related topics.
- Analysts are trained to ensure the most current and complete travel information is provided.
TAC Generalist Team

• First point of contact
• Provides support to assist with DTS document or system error resolutions
• Researches and update submitted tickets
• Routes tickets to other TAC teams as required
• Self Service Team formed from this team to work self support tickets
TAC Finance Team

• Addresses issues and tickets related to:
  – Centrally Billed Accounts (CBA)
  – Debt Management Monitor (DMM)
  – Accounting system rejects
  – DTS partner systems
CTO Team

• Provides support by:
  – Troubleshooting documents which may not transmit properly between DTS and CTO systems
  – Resolving Passenger Name Record (PNR) errors
  – Verifying approvals in the PNR
  – Confirming reservation status

• Has access to DTS and three major Global Distribution Systems (GDS)
  – Sabre
  – Apollo
  – Worldspan

• Provides “on-call” support for overnight and weekend shifts
Technical Team

• Addresses issues and tickets that are related to DTS
  – Login issues
  – Outages
  – Performance
  – Functionality

• Reviews and escalates potential system problems

• Verifies system performance daily and provides report to DTMO
Recruit Assist Team

• Provides 24/7 support for recruits traveling from Military Entrance Processing Stations (MEPS) or their hometowns to their initial training centers

• Recruits are directed to contact the TAC if delayed more than one hour

• When necessary, team coordinates:
  – Bus transportation
  – Lodging
  – Meals
Contacting the TAC

• Dial: 1-888-Help1Go
  – Overseas: Use DSN to dial direct

• Submit tickets online through TraX:
  – Travelers must register through DTMO’s web portal, at: [www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport)

• Available 24 hours a day, 7 days a week (including federal holidays)
How Can You Get the Answer Faster?

• Include as many details as possible
  – Select specific subject that reflects the nature of the issue; allows TraX to direct ticket to the right team
  – Include traveler details in the specific fields vice placing it in the description
  – Complete all pertinent fields
  – Provide screenshots of error
  – Use correct field to tell analysts:
    • When the error occurred
    • Where the error occurred
    • What the error said
TraX – Submitting Help Tickets
Submitting Help Tickets (continued)
Submitting Tickets Through TraX

[Image of the TraX system interface with fields for creating a new ticket.]
Outreach Calls

- Designed to inform and educate travel community about travel-related issues
- New topics presented each week that are based on most common questions
  - Open calls offered before and after a DTS release
- Interactive sessions
  - Briefs
  - Live demonstrations
  - Open forum at conclusion to discuss any issue, including items not covered in call
- Held second and fourth Tuesday of the month at 8:00 a.m. and 1:00 p.m. ET (lasts approximately one hour)
  - See announcement section in TraX for participation instructions and slides
## We’ve Come A Long Way

<table>
<thead>
<tr>
<th>July 2007</th>
<th>March 2011</th>
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<tbody>
<tr>
<td><strong>20 team members</strong>&lt;br&gt;– 2 government personnel, 2 managers, 4 leads, 2 support personnel, and 10 analysts</td>
<td><strong>52 team members</strong>&lt;br&gt;– 6 government personnel, 2 managers, 4 leads, 3 support personnel, and 37 analysts</td>
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<tr>
<td><strong>25% of Tier 3 tickets</strong>&lt;br&gt;<strong>364 tickets</strong>&lt;br&gt;<strong>145 “Web Feedbacks”</strong></td>
<td><strong>Monthly high water mark</strong>&lt;br&gt;– Calls: over 42,000 (June 2010)&lt;br&gt;– Tickets: over 24,000</td>
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<tr>
<td><strong>Focused only on DTS</strong></td>
<td><strong>Expanded beyond DTS; answering questions on entire DoD Travel Enterprise including Recruit Assist</strong></td>
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<td><strong>Biggest challenges:</strong>&lt;br&gt;– Preparing for next phase&lt;br&gt;– “7601” calls&lt;br&gt;– Navy Customers&lt;br&gt;– Agency Customers</td>
<td><strong>Biggest challenge:</strong>&lt;br&gt;– Developing new ways to handle increasing call volume</td>
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### Goal:
- **Continue expanding TAC services to meet the needs of the DoD Traveler**
Resources

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

www.defensetravel.dod.mil

Travel Explorer (TraX)
- Access self-help resources such as, FAQs, user guides, and computer-based training aides through the Knowledge Center and Training sections
- Distance Learning: TAC & TraX Overview
- Submit help desk tickets online

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