OVERVIEW
Travelers seeking travel assistance before, during and after travel can seek help through several avenues. Often, issues can be resolved at the local level, so travelers are encouraged to first contact their local Lead Defense Travel Administrator (LDTA) before contacting their Service/Agency level help desk. If additional support is required, travelers can contact the Travel Assistance Center (TAC). Additionally, travelers can seek assistance by utilizing the self-help features of Travel Explorer (TraX) to search hundreds of frequently asked questions and resources.

LOCAL LEVEL SUPPORT
A Lead Defense Travel Administrator (LDTA) for a site is typically responsible for local level support. This subject matter expert is able to provide direction on local business rules governing travel for a particular organization. To find contact information for your DTA, go to http://www.defensetravel.dod.mil/site/localSupport.cfm.

SERVICE/AGENCY OFFICES
An additional level of travel assistance is available through the Service/Agency offices. These offices provide support to their respective commands that cannot be accomplished at the local level. Issues that cannot be resolved at this level should be escalated to the TAC.

TRAVEL ASSISTANCE CENTER
Staffed by a team of trained analysts, the TAC provides enterprise level support on a range of travel-related topics. The TAC is available to DoD travelers 24 hours a day, seven days a week including federal holidays.

The TAC provides supplemental support to local help desks and should be contacted if the issue cannot be resolved at the local or Service/Agency level.

COMMERCIAL TRAVEL OFFICE
To address ticketing and/or itinerary changes once travel has commenced, travelers should contact their Commercial Travel Office (CTO). Contact information for a CTO including information for after-hours assistance, is listed on a traveler’s travel itinerary.