# Faxed Substantiating Records Not Applied To DTS Document

## Background
Substantiating Records are not being attached to DTS documents when faxing receipts and the cover sheet printed from their document in DTS.

## Procedure
Fax submissions using the DTS FAX Cover Sheet do not always attach corresponding receipts in DTS.

The most common problem is distortion caused by the printer or fax machine that sends the transmission. To overcome this issue, for documents that have not updated within an hour of the original fax transmission, the TAC is recommending the DTS FAX Cover Sheet be reprinted in landscape, instead of the typical portrait, layout.

Transmit receipts with the landscape DTS FAX Cover Sheet printout, effectively rotating the barcode 90 degrees. This method should overcome any distortion in the form of vertical lines, introduced by either the printed cover sheet or fax machine.

**NOTE:** If the DTS document has not updated with the fax transmission within an hour of the second submission, please contact the Travel Assistance Center for further assistance.