



Information Paper:

Faxed Substantiating Records Not Applied To DTS Document

Problem

Some people are not able to attach their substantiating records to their DTS documents when using the fax option in DTS.

Solutions

1. The most common reason for this to occur is due to a distorted bar code. The distortion could happen when printing the cover page or during the fax transmission. If your substantiating records do not appear in DTS within an hour of faxing it, re-print the DTS FAX Cover Sheet from your document in a landscape (sideways) orientation.

Retransmit your substantiating records with the landscape DTS FAX Cover Sheet printout. This method rotates the barcode 90 degrees, and should overcome any distortion introduced by either printing or faxing the cover sheet.

NOTE: If your document does not update with the fax transmission within an hour of the second submission, contact the Travel Assistance Center for further assistance.

2. You can also avoid faxing altogether by uploading an image of your substantiating records. For more information on uploading images to DTS, see the DTS Document Processing Manual, [Chapter 2](#) (section 2.7.4).