CHAPTER 1: OVERVIEW OF THE DEFENSE TRAVEL SYSTEM (DTS)

DTS is a fully integrated, electronic, end-to-end travel management system that automates temporary duty (TDY) travel for the Department of Defense (DoD). It allows travelers to create authorizations, book reservations, receive approval, generate vouchers for reimbursement, and direct payments to their bank accounts and the Government Travel Charge Card (GTCC) vendor, via a single web portal. DTS is available 24 hours a day, 7 days a week (24x7). This chapter covers the following topics:

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1.1 The Defense Travel System

Open the DTS Home page by entering the URL www.defensetravel.osd.mil then select the **Login to DTS** (Figure 1-1).

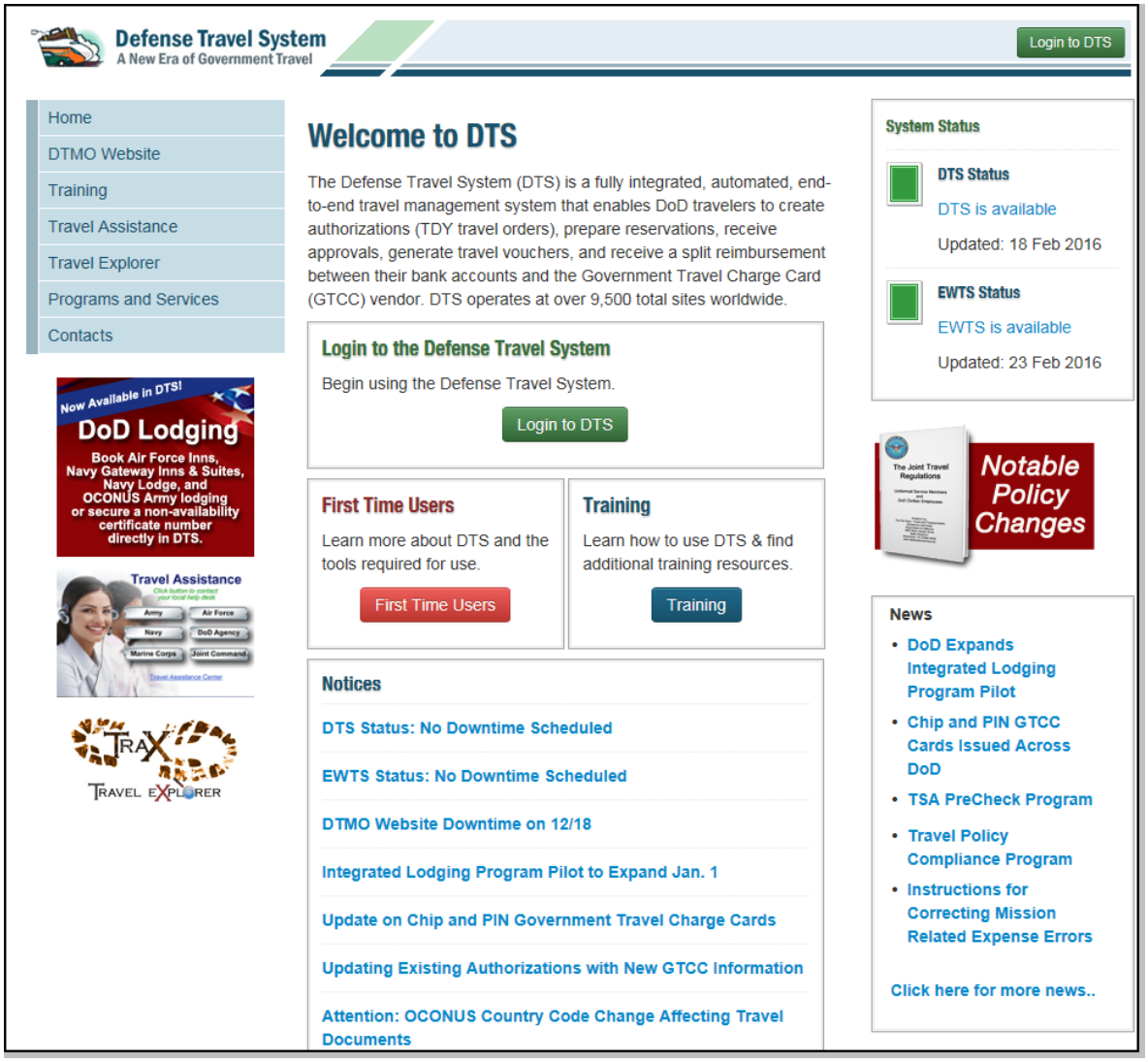

Figure 1-1: DTS Home Page

You will log into DTS, create an authorization to make arrangements for TDY and get approval to travel, once the travel has been completed, you will file a voucher that is routed electronically to the appropriate officials for approval, then to the Defense Finance and Accounting Service (DFAS)** for payment.

**DFAS is the servicing financial organization that supports most DoD personnel. Users who use a different servicing financial organization should replace “DFAS” with the name of their servicing financial organization throughout this manual.

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1.2 DTS Users and Users/Travelers

DTS *users* are DoD personnel who, in any role, interact with DTS. DTS manages travel for DoD personnel traveling on official business.

Users include Defense Travel Administrators (DTAs), Authorizing Officials (AOs), Certifying Officials (COs), Reviewing Officials (ROs), Transportation Officers (TOs), Non-DTS Entry Agents (NDEAs), Centrally Billed Account (CBA) Specialists, Disbursing Officers (DOs), and others.

A *user* is an individual who does not travel for DoD business, but interacts with DTS

A *user/traveler* is a *traveler who interacts with DTS for themselves. User/travelers prepare their own authorizations and vouchers.

*Travelers in this chapter are referenced as “you”.

1.3 DTS Features and Benefits

DTS provides full functionality, accessibility, and security when processing travel documents. It is easy to search for airline, hotel, car rental, and rail availability as well as gather other details to plan a trip.

Real-time reservations for air, lodging, and rental cars are built into DTS to provide easy access to commercial travel service information. The system streamlines workflow and processes to improve efficiency and productivity.

DTS meets the major functional requirements of the DoD and serves the needs of all users and user/travelers. The following are highlights of some of DTS' major benefits.

User/Travelers and Travel Clerks. User/travelers, NDEAs and travel clerks use DTS to:

- Create and update travel documents (authorizations and vouchers)
- Update travel preferences in a traveler’s personal profile
- Create vouchers using information from a stamped POSACK authorization
- Digitally sign and submit travel documents
- Determine the status of a travel document at any time

AOs, COs, and ROs. AOs, COs, and ROs use DTS to:

- Preview, review, and approve travel documents
- Cancel an authorization
- Return travel documents to user/traveler, NDEA or travel clerk for changes or corrections
- Edit travel documents for a user/traveler
- Delegate and revoke signature authority

DTAs. DTAs use DTS to:

- Establish document routing
- Track the obligation and expenditure of travel funds
- Perform the administrative set up necessary to use DTS

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1.4 The Trip-Planning Process

The trip planning process may differ for you, depending upon whether or not you are connected to DTS.

1.4.1 Access To DTS

You log into DTS using your CAC. You complete an itinerary and build an authorization that DTS passes along a routing chain for actions such as reviewing travel expenses and approving travel.

You use the DTS Travel module to make air, hotel, car rental, and rail reservations. If necessary, you can enter specific requests in each travel segment using the comments window, or you can request CTO assistance from the Trip Overview screen.

After returning from travel, you log into DTS to complete a voucher. You update estimated expenses with the actual cost and submit your claim for reimbursement.

Figure 1-2 depicts the DTS trip process for a DTS-connected user/traveler.

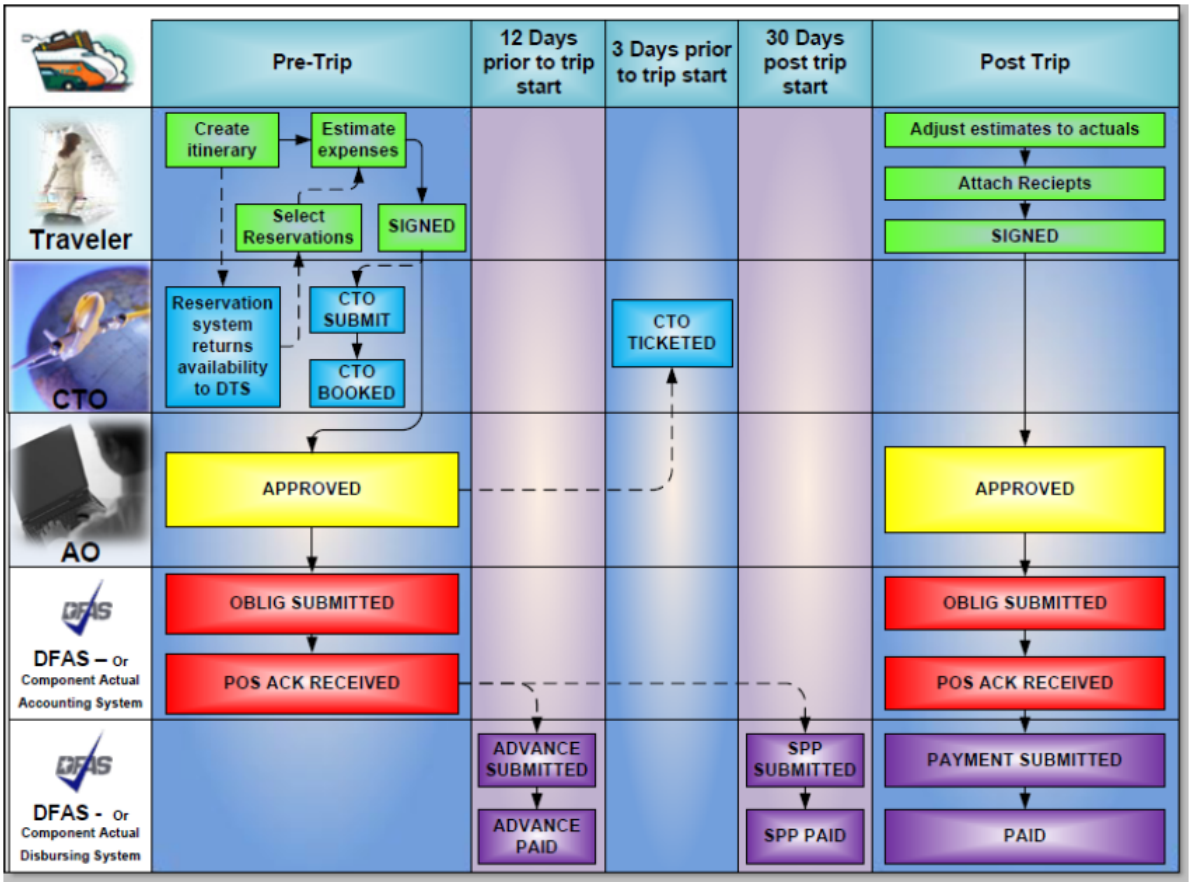

Figure 1-2: The DTS Travel Process for User/Travelers with Access to DTS

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After you log into DTS and create a new authorization, the following pre-trip process occurs:

a. **Traveler.** Creates itinerary, select air, hotel, and rental car reservations or uses the Full CTO Assistance Request button if needed. Identifies if attending a conference. Enters reimbursable expense estimates and per diem entitlements to create an estimated cost. Digitally signs the authorization.
b. **Travel Management Company (TMC)**; formerly known as the Commercial Travel Office [CTO]; DTS still refers to the TMC as the CTO**).** If the Travel module is used, DTS routes the authorization to the TMC via the Passenger Name Record (PNR) Gateway. DTS places the PNR in the TMC's inbound queue. The travel agent at the CTO accesses the PNR in the Global Distribution System (GDS), performs quality checks, and confirms reservations or makes reservations if assistance is requested. The travel agent directs the PNR through DTS for further routing.
c. **AO.** The document routes to the AO. The AO reviews and approves the authorization by affixing a digital signature. DTS updates the status of the authorization to inform the traveler of the approval and routes it through the PNR gateway to the TMC's ticketing queue for ticketing.
d. **DFAS.** DTS routes the transaction to the appropriate financial accounting system - for most DoD organizations, this is DFAS. The document is stamped POS ACK RECEIVED to serve as acknowledgement that an obligation has been posted in the accounting system. Advances and Scheduled Partial Payments (SPPs) are scheduled for payment.

After a you log into DTS and creates a new voucher, the following sequence for the post trip occurs:

a. **Traveler.** Updates estimated expenses with actual costs. Attaches receipts and digitally sign the voucher.
b. **AO.** The voucher routes to the AO. The AO reviews and approves the voucher by affixing a digital signature.
c. **DFAS.** DTS routes the transaction to the appropriate accounting system. The original amount of the obligation is adjusted to the amount for disbursement. After receiving positive acknowledgement from the accounting system, DFAS makes payment to your bank account and the Government Travel Charge Card (GTCC) vendor.

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1.4.2 NDEA/Travel Clerk With Access To DTS

A Non-DTS Entry Agent (NDEA) or travel clerk can initiate the process for you, if you cannot access DTS. You may call, send an email or fax the travel information to the NDEA or travel clerk (Figure 1-3). The NDEA or travel clerk will complete the DTS trip process as outlined in Section 1.4.1.

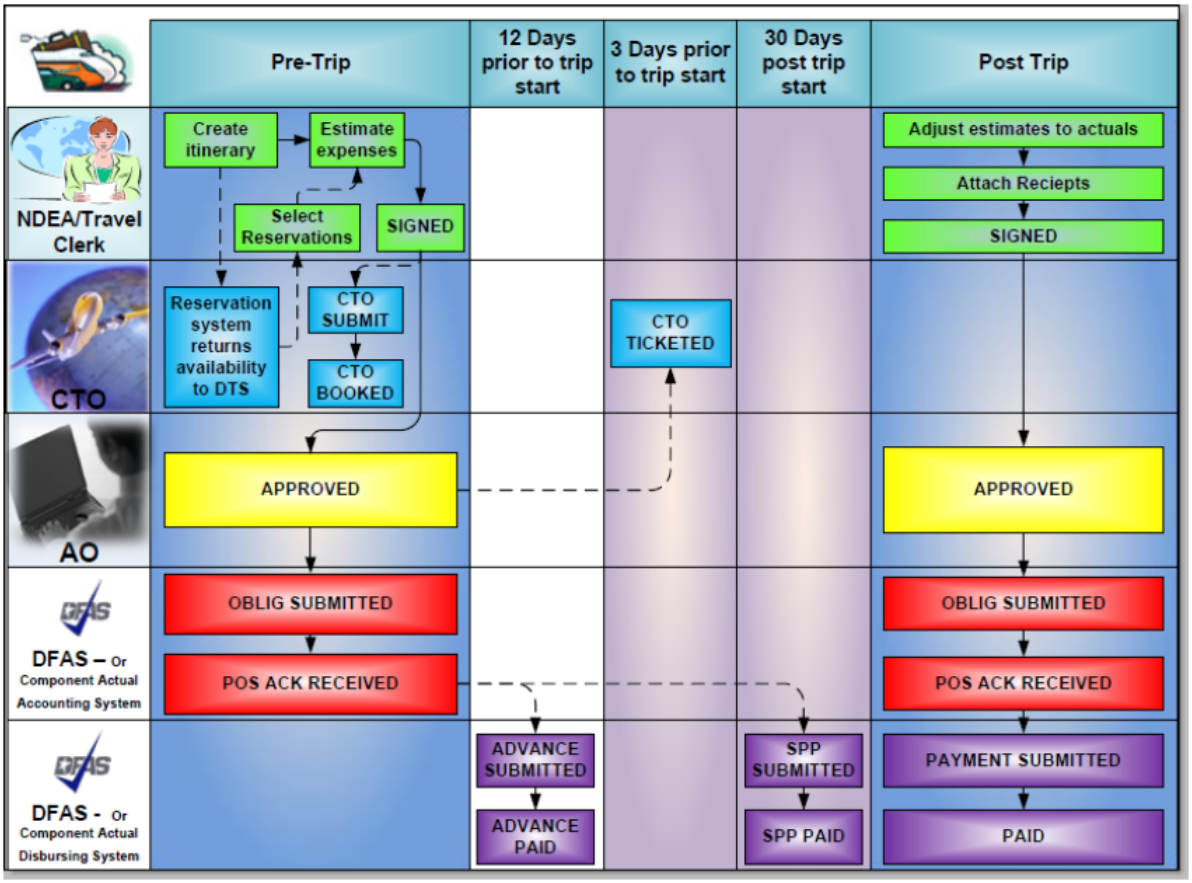

Figure 1-3: NDEA/Travel Clerk With Access To DTS

Any user in your organization that has group access can create and sign authorizations for another person by using the SIGNED stamp. Only NDEAs can sign vouchers for others. The NDEA uses the T-ENTERED stamp to sign your voucher. The NDEA is an optional role in DTS.

Note: A travel clerk with group access can create and sign authorizations using the SIGNED stamp. Travel clerks can create vouchers for others but may not sign them.

1.5 DTS Training Resources

1.5.1 DTMO Training and Resource Center

The DTMO Training and Resource Center, located at http://www.defensetravel.dod.mil/site/training.cfm is a gateway to a number of resources that will help improve your skills in using the system and finding answers to questions about DTS.

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1.5.2 Travel Explorer (TraX)

The DTMO provides useful travel resources, tools, and training opportunities via the Travel Explorer (TraX). To access TraX, users and users/travelers must register through Passport, DTMO's web portal.

To access e-learning, log into the TraX located at https://www.defensetravel.dod.mil/Passport. If you do not have an existing account, you must register for a new account by selecting the **Register** button.

After login, select the **Training** tab. Additional instructions for accessing training in TraX can be found at http://www.defensetravel.dod.mil/Docs/Training_Instructions.pdf.

Training resources include:

E-Learning Resources

- Distance Learning classes (webinar sessions with live instructors)
- Web Based Training (self-paced, anytime/anywhere training modules)
- Demonstrations (narrated online simulations)

Instructor Materials

- Instructor Guides
- Participant Guides
- Power Point Slides to accompany instructor guide

Reference Materials

The DTMO Training and Resource center provides additional manuals and resources, including:

- *Defense Travel Administrator's (DTA) Manual*
- *Document Processing Manual*
- *Centrally Billed Account (CBA) Reconciliation Manual*
- *Quick Reference Guides (e.g., Guide to Managing Travel-Incurred Debt, DoD Integrated Lodging Program Guide)*
- *Information Papers*
- *Tri-folds*

1.6 Help Using DTS

In addition to the DTMO Training and Resource Center, you can get help using DTS from various other sources, such as online help and help desks. These additional sources include online help and the help desk.

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1.6.1 Help in DTS

When logged into DTS, you can request help for any screen by selecting the **Help for This Screen** link in the upper right corner. A window opens that explains the topics on the current screen (Figure 1-4). When you select a topic, more information related to that topic displays. Select **See Table of Contents** to search the entire Help database for information related to any topic in DTS.

Figure 1-4: DTS Help Window

1.6.2 Help Desk Support

Local Organization Help Desk. The local help desk provide you with local policy and DTS support, and may consist of the DTA, Finance DTA (FDTA), other DTAs and IT personnel. You can find contact numbers for the local help desk by entering URL: www.defensetravel.dod.mil/site/localSupport.cfm.

Travel Assistance Center (TAC). The TAC addresses issues that the DTS Training and Resource Center or the local organization help desk cannot resolve. The TAC is available to all DTS users 24x7. Below is the TAC contact information:

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- Phone1-888-Help1Go (888-435-7146), DSN 312-564-3950
- Web: https://www.defensetravel.dod.mil/passport

1.7 Log Into DTS

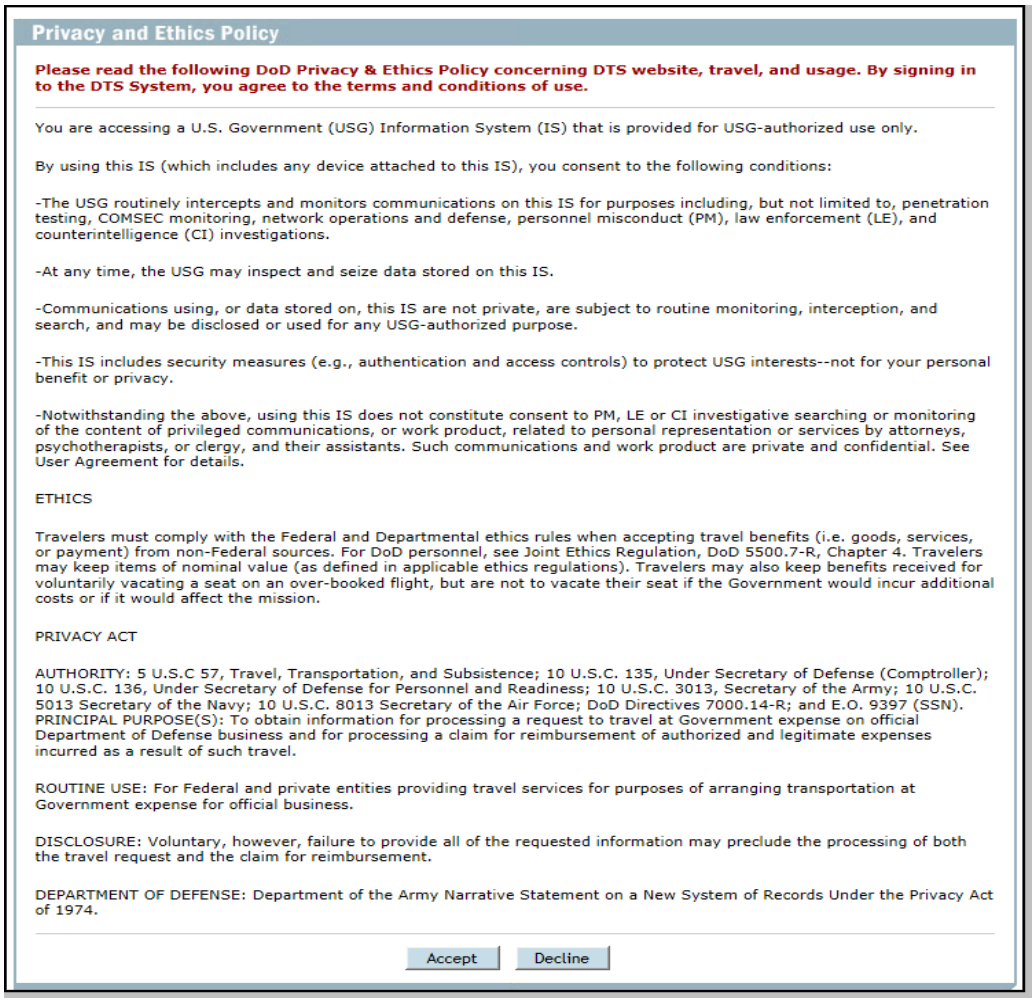
Launch your internet browser and enter the following URL www.defensetravel.osd.mil.

Follow the below steps to log in to DTS:

1. Insert your CAC into the CAC reader.

Your CAC must be left in for the entire DTS session. The system will read from the reader periodically. If your CAC is not in the reader, an error message will display.

2. Select the green **Login to DTS** button located near the center of the DTS Home page (Figure 1-1). The DoD Privacy and Ethics Policy statement displays (Figure 1-5).



Privacy and Ethics Policy

Please read the following DoD Privacy & Ethics Policy concerning DTS website, travel, and usage. By signing in to the DTS System, you agree to the terms and conditions of use.

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

-The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.

-At any time, the USG may inspect and seize data stored on this IS.

-Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.

-This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.

-Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

ETHICS

Travelers must comply with the Federal and Departmental ethics rules when accepting travel benefits (i.e. goods, services, or payment) from non-Federal sources. For DoD personnel, see Joint Ethics Regulation, DoD 5500.7-R, Chapter 4. Travelers may keep items of nominal value (as defined in applicable ethics regulations). Travelers may also keep benefits received for voluntarily vacating a seat on an over-booked flight, but are not to vacate their seat if the Government would incur additional costs or if it would affect the mission.

PRIVACY ACT

AUTHORITY: 5 U.S.C 57, Travel, Transportation, and Subsistence; 10 U.S.C. 135, Under Secretary of Defense (Comptroller); 10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 3013, Secretary of the Army; 10 U.S.C. 5013 Secretary of the Navy; 10 U.S.C. 8013 Secretary of the Air Force; DoD Directives 7000.14-R; and E.O. 9397 (SSN). PRINCIPAL PURPOSE(S): To obtain information for processing a request to travel at Government expense on official Department of Defense business and for processing a claim for reimbursement of authorized and legitimate expenses incurred as a result of such travel.

ROUTINE USE: For Federal and private entities providing travel services for purposes of arranging transportation at Government expense for official business.

DISCLOSURE: Voluntary, however, failure to provide all of the requested information may preclude the processing of both the travel request and the claim for reimbursement.

DEPARTMENT OF DEFENSE: Department of the Army Narrative Statement on a New System of Records Under the Privacy Act of 1974.

Accept Decline

Figure 1-5: DoD Privacy and Ethics Policy Statement

3. Read the policy and select **Accept**. Selecting **Decline** will return you to the DTS Home page.

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The DTS Secure Login screen opens.

4. Enter the PIN in the **PIN** field.

If you enter you CAC PIN incorrectly three times, DTS will lock you out. If this happens, you must contact your Local Registration Authority (LRA) to unlock your CAC.

5. Select **OK**.

1.7.1 How to Activate a DTS Account

If you have been registered in DTS, but your account has not been activated, follow the below steps to activate it:

1. Enter your SSN in the **Enter Social Security Number (SSN)** field (Figure 1-6).

2. Re-enter your SSN in the **Reenter Social Security Number** field.

3. If the profile you are activating is assigned to a Reserve Component (i.e., Guard or Reserve) profile, place a check in the Reserve National Guard box. Otherwise, leave the box unchecked.

4. Select **Submit**.

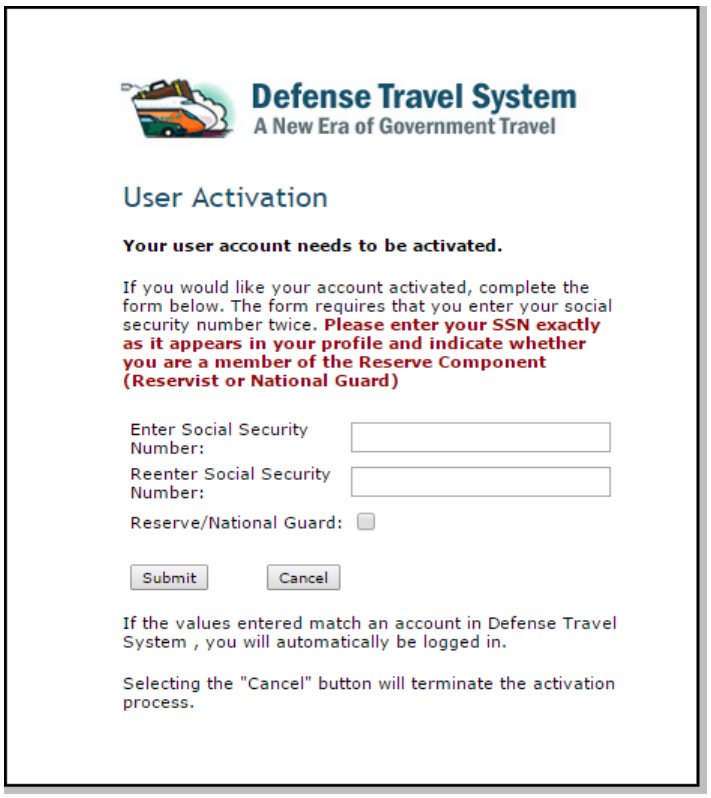

Figure 1-6: DTS User Activation Screen

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DTS searches the database for your SSN. If DTS finds your SSN, it determines whether or not that SSN has already been activated. DTS verifies whether the last name that corresponds to the SSN in the database matches the last name stored on the digital certificate. If all these elements match, DTS will update the your user ID information in the database.

After your user ID is updated, the DTS User Welcome screen opens (Figure 1-7). DTS displays information drawn from your personal profile. These are based on the permissions and access granted by the organization's DTA. If you need to update your organization access or permission levels, you must contact your local DTA.

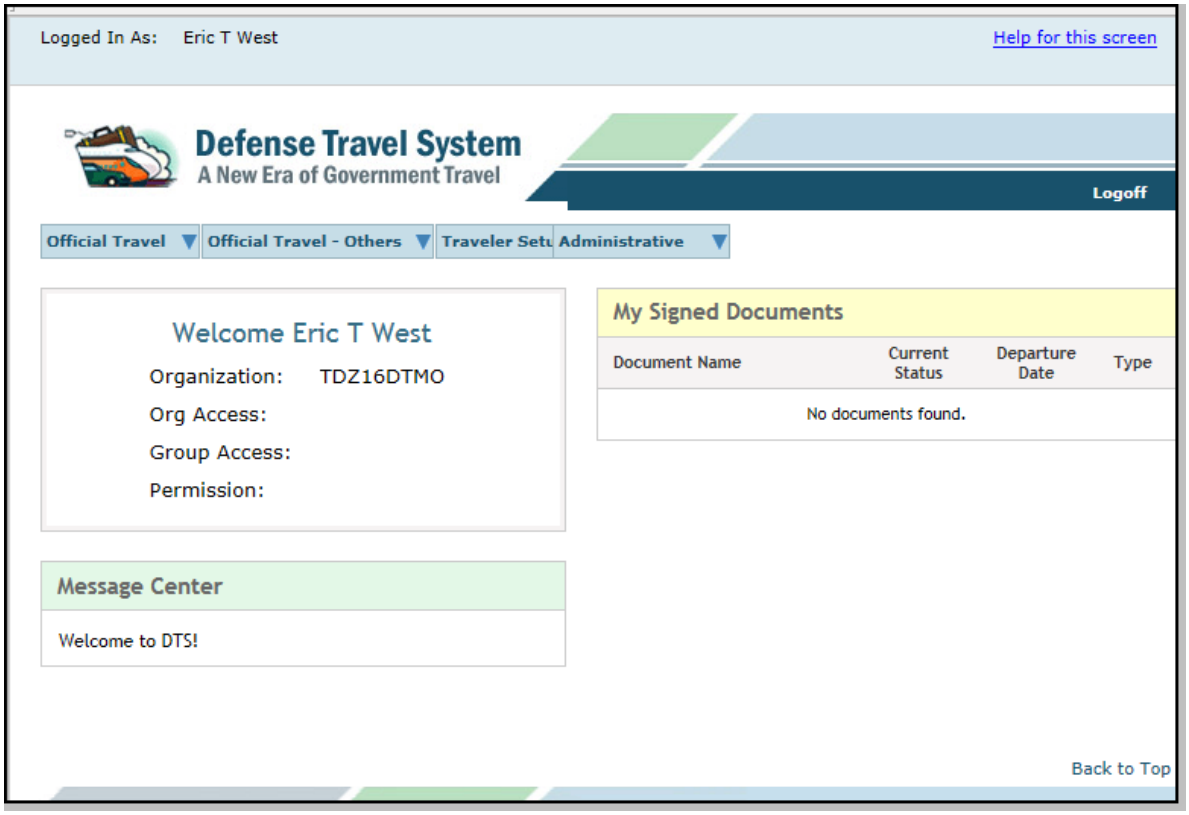

Figure 1-7: DTS Welcome Screen

If DTS finds your SSN in the database, but the last name does not match the digital certificate, or if the user ID field is already populated, an error message will display (See Section 1.10).

If DTS does not find your SSN, you must complete Self-Registration. See Appendix A for guidance on using the Self-Registration Tool.

Note: If you are employed with the DoD as a civilian and are also a member of the Reserves or National Guard, or if you are located at a service/agency DTS office, you may need multiple profiles in DTS (See Section 1.8).

1.8 Multiple Profiles

If you are employed with the DoD as a civilian and are also a member of the Reserves or National Guard, or if you are located at a service/agency DTS office, you may need multiple profiles in DTS. If you have

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multiple profiles, when you log into DTS, the DTS User Welcome screen will display a Reset Profile button that allows you to reset or change your profile (Figure 1-8).

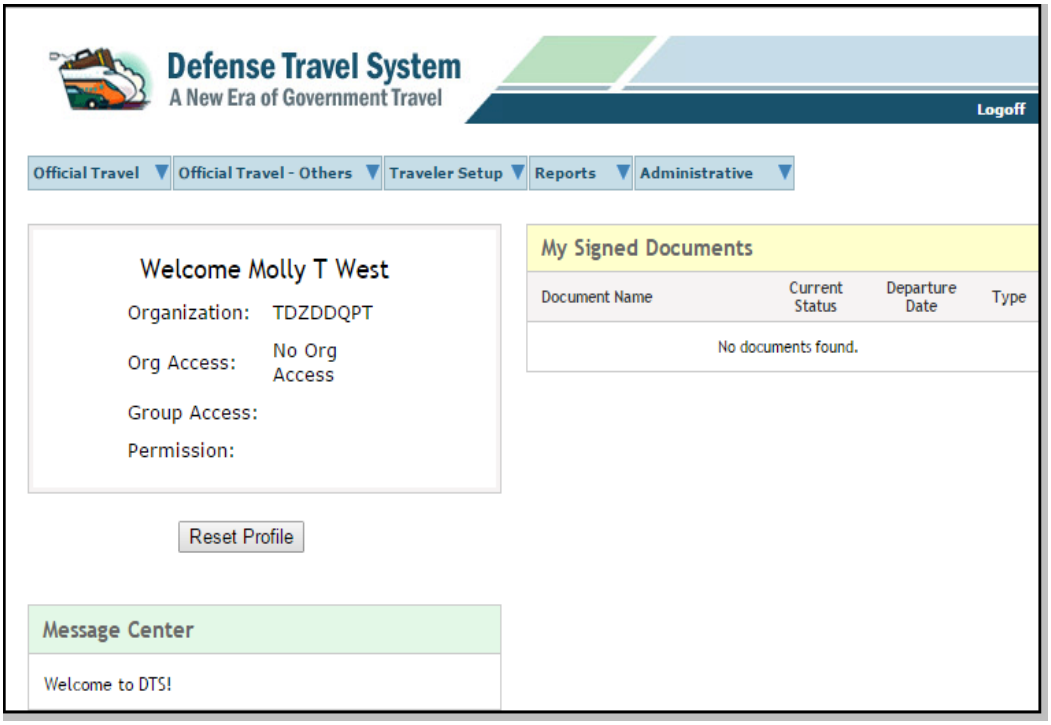

Figure 1-8: Reset Profile Button Screen

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To activate a different profile, select **Reset Profile**. A Reset Profile window opens (Figure 1-9). To proceed with resetting the profile, select **Continue**.

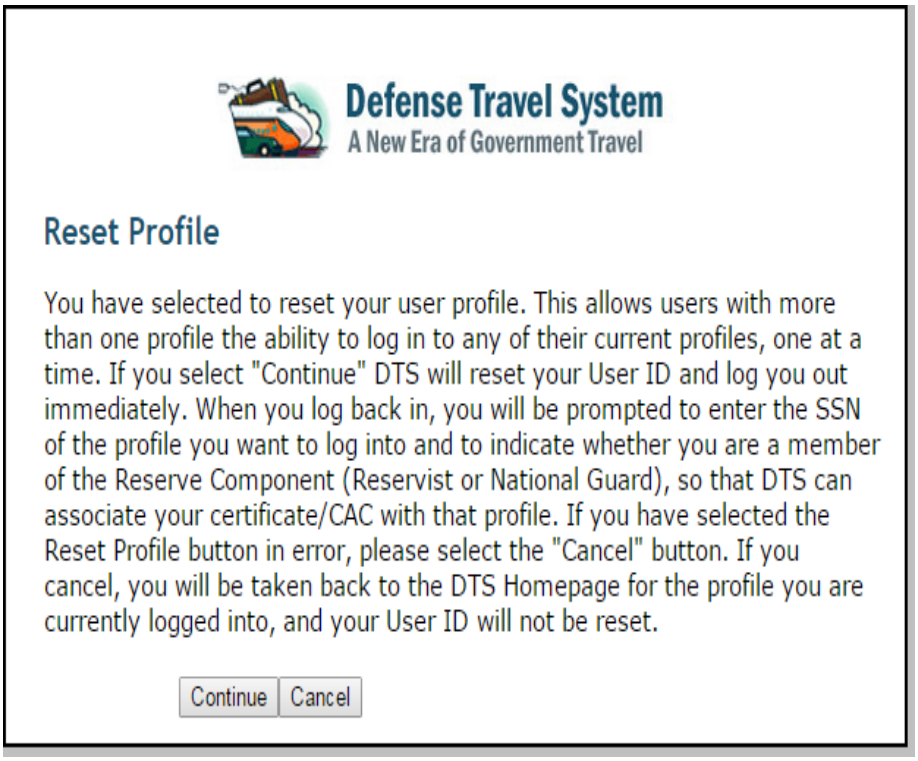

Figure 1-9: Reset Profile Window

The screen refreshes and an Internet Explorer message will pop-up; select **Yes**.

You will be logged off DTS and will have to log in again. The User Activation screen opens (Figure 1-6). Enter your SSN and place a check in the Reserve/National box if necessary, to activate your additional profile.

1.9 Error Messages

If the login attempt is unsuccessful, any error message shown below may display.

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The User Activation message displays if the values entered in the Social Security Number (SSN) fields do not match (Figure 1-10).

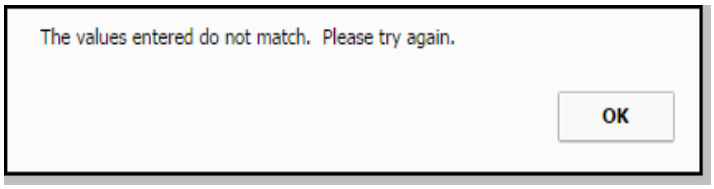

Figure 1-10: User Activation Message

Resolve by entering the correct **SSN** in both of the fields and select **Submit**.

The Invalid or Expired Certificate message (Figure 1-11) and the Account Locked or Not Found or Certificate Revoked message (Figure 1-12) are other Log-In Error messages.

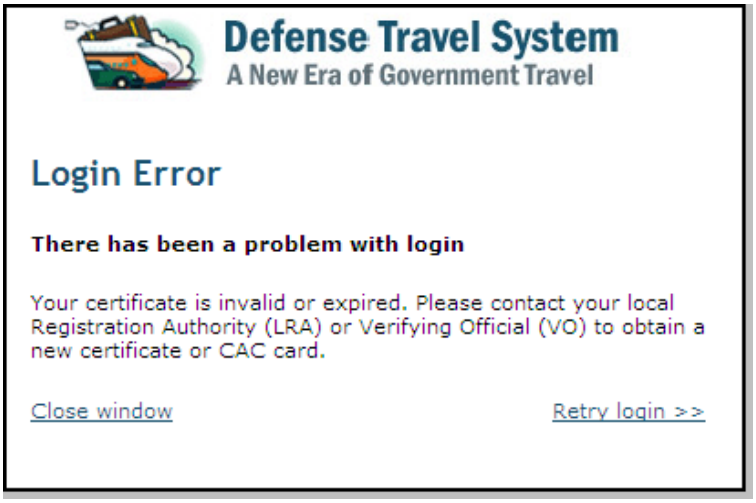

Figure 1-11: Invalid or Expired Certificate Message

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Figure 1-12: Account Locked or Not Found or Certificate Revoked Message

Resolve by contacting the LRA or the Verifying Official for assistance.

1.10 Document Lock

When you perform any action that alters a document, that document will be locked to prevent others from creating modifications to the same document simultaneously. The document lock applies to all documents (i.e., authorizations, vouchers, local vouchers, and group authorizations).

Documents will be locked when one of the following actions occurs:

- Document Edit
- Document Adjust (including adjustments made within the Centrally Billed Account [CBA] module and the Debt Management Monitor [DMM] Gateway)
- Document Amend (including amendments made within the CBA module and the DMM Gateway)
- Document Create
- Document Route and Review
- Passenger Name Record (PNR) Sweeping
- Document Remove
- Trip Cancel
- Auto Cancel

The document lock feature does not apply to actions relating to viewing or printing documents, Read Only Access (ROA), Import/Export (I/E), or the Payment Module.

Once a document is locked, one of the below actions must occur for the document lock to be removed:

- The user remains inactive for 30 minutes
- The user logs out
- The user leaves the document
- The session times out
- A DTA performs an administrative unlock via the Document Lock Admin module

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Important Note: You should always use DTS' blue **RETURN TO LIST** button or **Close Window** link to exit a document opened in edit mode. Using the browser's **x** button to close, causes DTS to lock the document for 30 minutes or until a DTA manually unlocks it.

1.10.1 Document Lock Notifications

Error Messages

When a document is locked, there are two scenarios that will trigger an error message:

Another user attempts to modify the document. When you attempt to modify a document that is locked, you will receive an error message (Figure 1-13). The message informs you that another user has locked the document. If you need to edit the document immediately, you must contact the individual identified in the error message or the DTA to unlock the document.

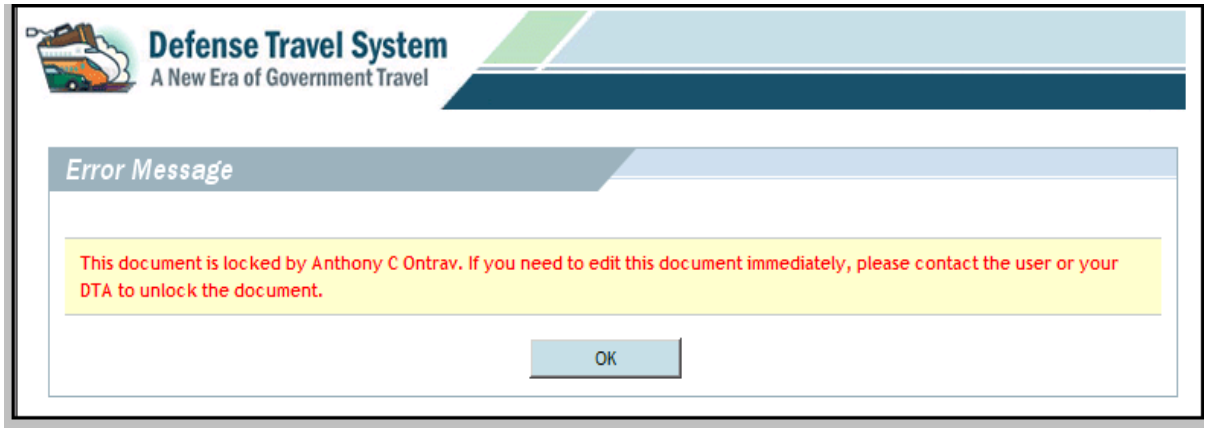

Figure 1-13: Error Message - Document Locked

Note: When you select **edit** on the document list screen for a document that has not yet been signed (Document Create) and is in a locked status, the message displays a View Only button that you can select to continue in view-only mode.

User loses locked document due to DTA action. When a document has been locked by a user (User A), and a different user (User B) has an immediate need to make modifications to the same document, User B can contact the DTA to unlock the document. After the DTA has unlocked the document, User A will receive an error message on the next attempt to modify the document (Figure 1-14).

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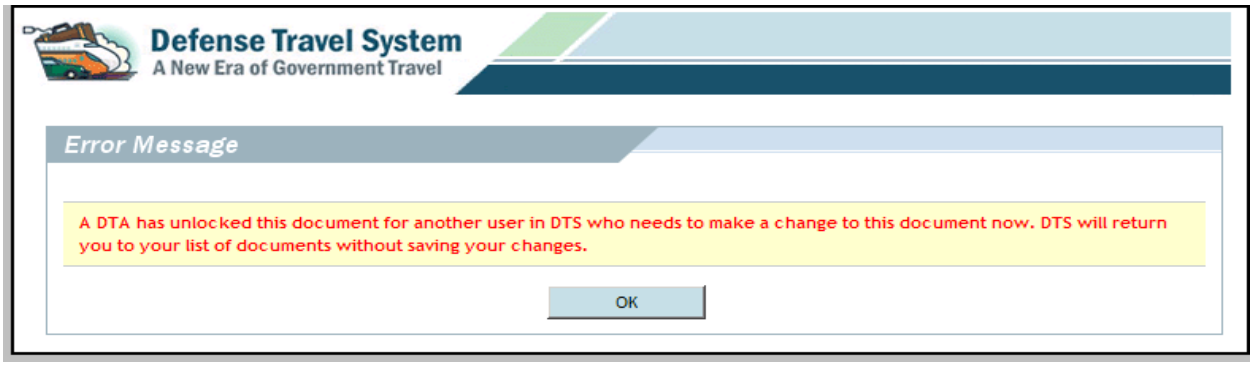

Figure 1-14: Error Message - Document Unlocked by DTA

Status Notification E-mail

When a DTA unlocks a document (Figure 1-14), DTS sends an e-mail to the individual that was working with it. Any changes that were not saved prior to unlocking will not be saved. The individual is instructed to address any questions to the site DTA or the person that unlocked the document. The name of the person who unlocked the document is included in the e-mail. See *DTA Manual, Appendix E* for a copy of the e-mail.

1.11 Troubleshooting

If you encounter a problem is encountered during the login or authentication process, try to resolve the problem using the actions listed below.

- Insert the CAC *before* selecting the **Login to DTS** button
- Make sure that the CAC remains securely in place the entire time you are using DTS
- Enter the PIN when the Digital Signature Login screen opens

If an error occurs during the authentication process, an error message will display to alert you, and the connection will be terminated. Regardless of the type of error message, select OK to start the process again. If the problem persists, contact the local help desk or the TAC.

1.12 Log Off DTS

Remember to log off DTS at the end of a session. Complete the below steps to close screens and exit DTS:

1. To exit from any DTS screen, select **Close** when available. Select the **x** in the top right corner of the browser screen if a **Close** button is not available.

2. To exit DTS completely, select **Logoff** on the banner at the top of the DTS User Welcome screen.

1.13 Service or Agency Representatives

The Service or Agency representative is available for more information on DTS. You can find contact information for Service or Agency representatives at www.defensetravel.dod.mil/site/dtsContacts.cfm. This information is also available by selecting the Contacts link on the left hand side of the DTS Home page.

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