

# CHAPTER 1: DEFENSE TRAVEL SYSTEM (DTS) OVERVIEW

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, all via a single Web portal. DTS is available 24 hours a day, 7 days a week (24x7). This manual will guide the Defense Travel Administrator (DTA) through the initial DTS setup and maintenance at a site. This chapter covers the following topics:

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## 1.1 The Defense Travel System

To manage travel or create travel plans, open the DTS Home page by entering the URL [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil), then select the **LOGIN TO DTS** button (Figure 1-1).



Figure 1-1: DTS Home Page

When travel has been completed, the traveler files 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. Organizations that use a different servicing financial organization should replace DFAS with the name of their servicing financial organization throughout this manual.

## 1.2 DTS Users

DTS *users* are DoD personnel who, in any role, interact with DTS. DTS does not manage travel for contractors; it is for DoD personnel traveling on official business.

Users include Defense Travel Administrators (DTAs), Authorizing Officials (AOs), Certifying Officers (COs), Routing Officials (ROs), CBA Specialists, Transportation Officers (TOs), Disbursing Officers (DOs), and agents within the Commercial Travel Office (CTO). Anyone who interacts with DTS on behalf of another person is also a user.

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

## 1.3 DTS Features and Benefits

DTS provides full functionality, accessibility, and security when processing documents. It is easy to search for airline, hotel, car rental, and rail availability, as well as gathering all 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 work flow and processes to improve efficiency and productivity.

DTS meets the major functional requirements of the DoD and serves the needs of all user/travelers. The following are highlights of DTS' benefits for travelers, travel clerks, AOs and COs, and DTAs.

**User/Travelers and Travel Clerks.** Using DTS, user/travelers and travel clerks accomplish the below tasks:

- Create and update travel documents
- Update travel preferences in a traveler's personal profile
- Create a voucher by using information from an authorization
- Digitally sign and submit travel documents
- Determine the status of a travel document at any time
- Receive travel reimbursements normally within 72 hours of AO approval

**AOs and COs.** Using DTS, AOs and COs accomplish the below tasks:

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

**DTAs.** Using DTS, DTAs accomplish the below tasks:

- Establish document routing based on the organization and type of action
- Track the obligation and expenditure of travel funds
- Perform all administrative setup and maintenance necessary to use DTS

## 1.4 DTS Architecture

DTS is operated by a central data center (CDC). The CDC allows travelers, AOs, and DTAs to use their local area networks to access DTS 24 hours per day, seven days per week through the existing DoD Non-Secure Internet Protocol Router Network. The DTS architecture provides for the following:

- Interface with other DoD systems such as the DoD PKI, DoD Archive, and the DoD Accounting and Disbursing Systems (DADS)
- Use of multiple CTOs

## 1.5 The Trip-Planning Process

The trip-planning process will differ for user/travelers, depending upon whether or not they are connected to DTS.

### 1.5.1 User/Travelers With Access To DTS

User/travelers log in to DTS using a digital signature. They complete an itinerary and build an authorization that DTS passes along a chain of routing officials for actions such as reviewing travel expenses and approving travel.

User/travelers who can log in use the DTS travel feature to make air, hotel, car rental, and rail reservations. If necessary, specific requests can be entered in each travel segment using the comments window, or CTO assistance can be requested from the Trip Overview screen.

After returning from travel, user/travelers log in to DTS to complete a voucher. They update estimated expenses with the actual cost and submit their claim for reimbursement.

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

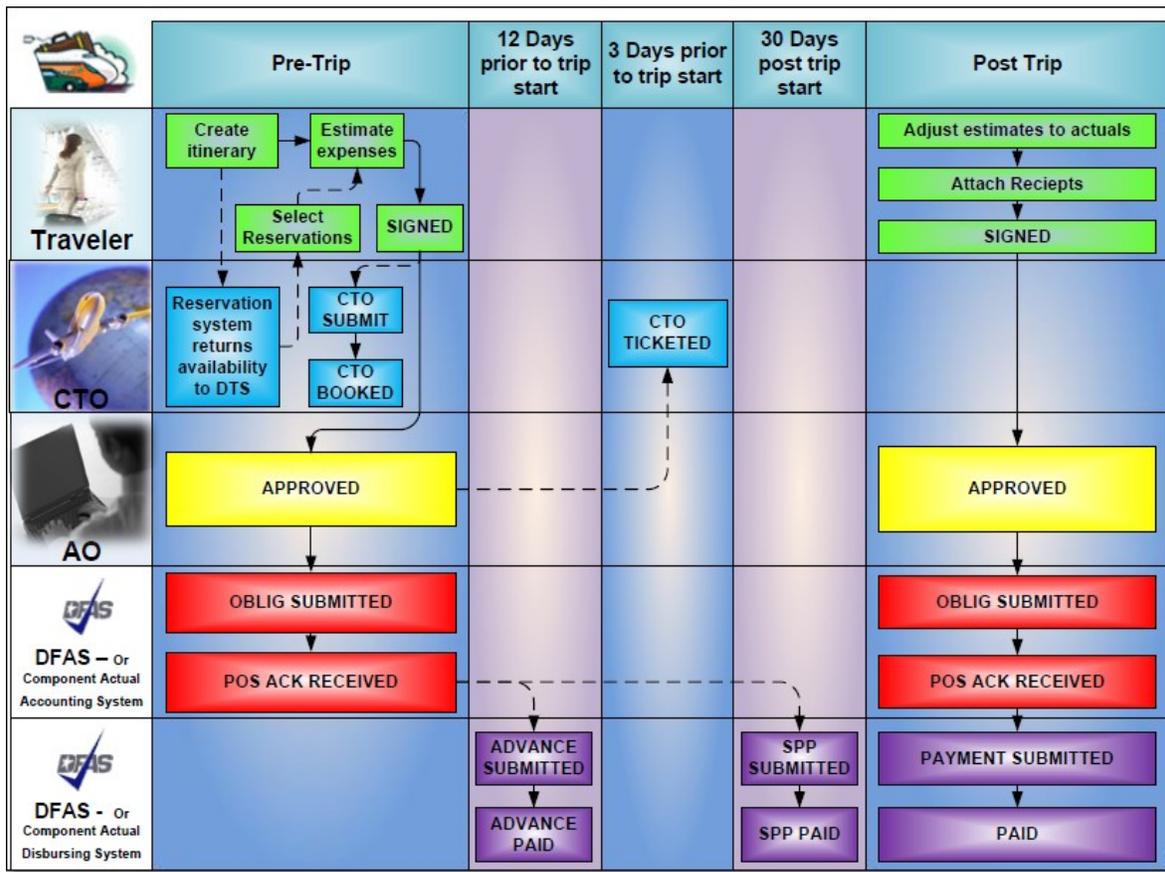


Figure 1-2: User/Traveler DTS Trip Process

After a user/traveler logs in to DTS and initiates a new authorization, the following sequence for the pre-trip process occurs:

- Traveler.** Create itinerary, select air, hotel, and rental car reservations or use the Full CTO Assistance Request button if needed. Enter reimbursable expense estimates and per diem entitlements to create an estimated cost. Digitally sign the authorization.
- CTO.** If the travel feature is used, DTS routes the authorization to the CTO via the Passenger Name Record (PNR) Gateway. DTS places the PNR in the CTO's inbound queue. The travel agent at the CTO accesses the PNR in the Global Distribution System (GDS), performs quality checks, and confirms rail reservations or makes reservations if assistance is requested. The travel agent directs the PNR through DTS for further routing.
- AO.** DTS routes the request 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 CTO's ticketing queue for ticketing.
- DFAS.** DTS routes the transaction via the Global Exchange Services (GEX) to the appropriate financial accounting system. 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 user/traveler logs in to DTS and initiates a new voucher, the following sequence for the post trip process occurs:

- a. **Traveler.** Update estimated expenses with actual costs. Attach receipts and digitally sign the voucher.
- b. **AO.** DTS routes the voucher to the AO. The AO reviews and approves the voucher by affixing a digital signature.
- c. **DFAS.** DTS routes the transaction via GEX 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 the user/traveler's bank account and Government Travel Charge Card (GTCC).

### 1.5.2 NDEA/Travel Clerk With Access To DTS

A Non-DTS Entry Agent (NDEA) or travel clerk can initiate the process for a user/traveler who cannot access DTS. The traveler may call, send an e-mail or fax to the NDEA or travel clerk and provide the travel information (Figure 1-3). The NDEA or travel clerk will complete the DTS trip process as outlined in the Section 1.5.1.

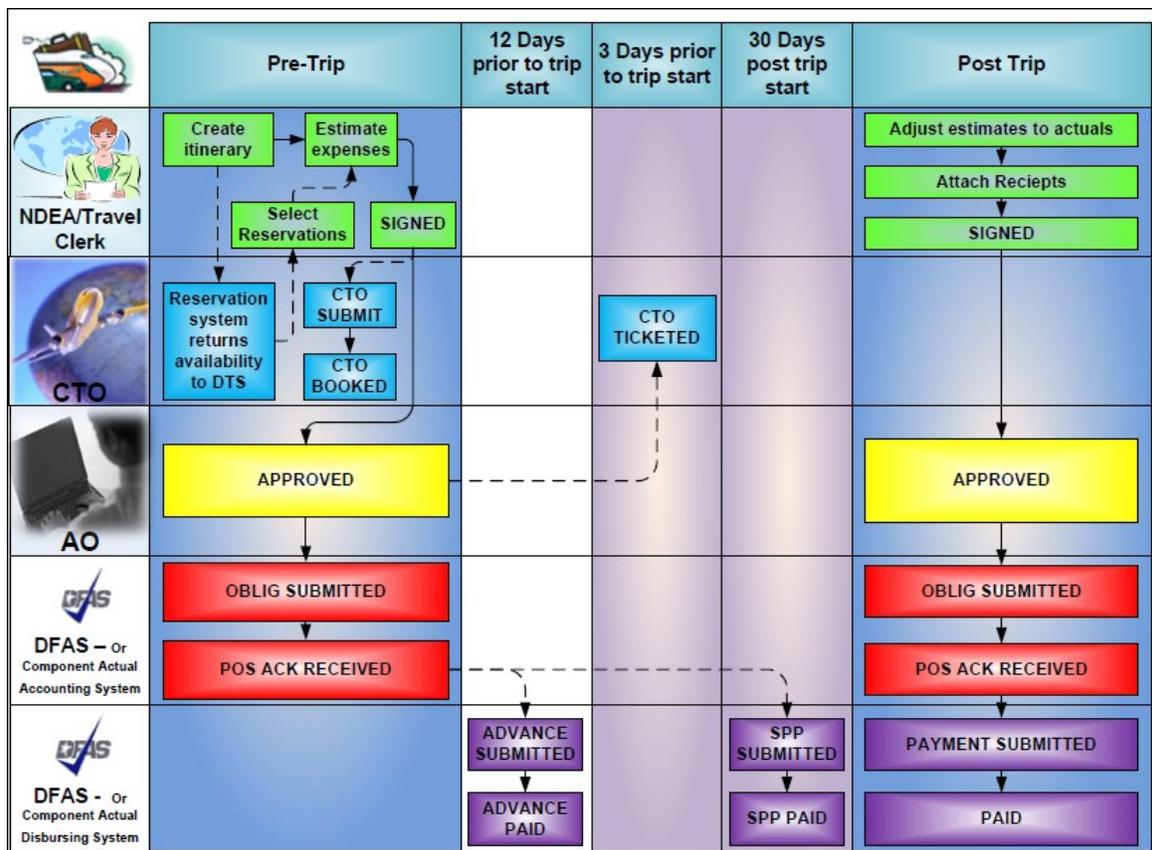


Figure 1-3: NDEA/Travel Clerk DTS Trip Process

## 1.6 Document Lock

When a traveler/user performs 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 in order for the document lock to be removed:

- User inactive for 30 minutes
- User logs out
- User leaves document
- Session times out
- Defense Travel Administrator (DTA) performs an administrative unlock via the Document Lock Admin module

**Important Note:** Users should always use the 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 it causes DTS to lock the document for 30 minutes or until a DTA manually unlocks it.

### 1.6.1 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 a user attempts to modify a document that is locked, the user will receive an error message. The message informs the user that the document is locked by another user. If the document needs to be edited immediately, the user must contact the individual identified in the error message or the DTA to unlock the document.

*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. The message informs the user that the DTA has unlocked the document for another user in DTS who needs to make a change to the document.

### Status Notification E-mail

When a DTA unlocks a document, 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 Appendix E of this manual for a copy of the e-mail.

## 1.6.2 Document Lock Admin

The Document Lock Admin module allows DTAs to remove a document lock when an individual requires immediate access to a locked document. This option displays for all users with a permission level 5 or higher. The DTA must have group access to the traveler who owns the document.

1. Mouse over **Administrative** on the User Welcome screen (Figure 1-4).

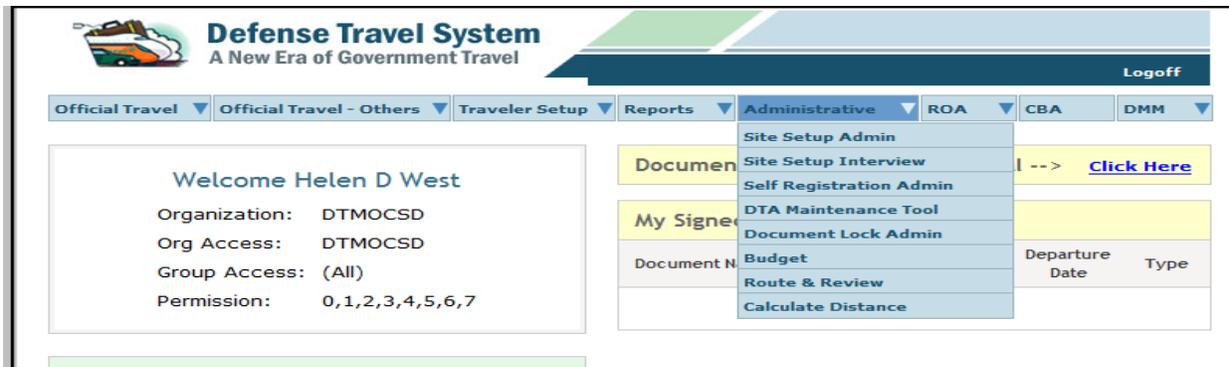


Figure 1-4: User Welcome Screen - Administrative Drop-Down List

2. Select **Document Lock Admin** from the drop-down list.

The Traveler Lookup screen displays.

3. Enter the traveler's **Social Security Number (SSN)**.  
-OR-  
Enter the **Last Name**. (The first name is optional.)  
-OR-  
Enter the Travel Authorization Number (**TANUM**). This is the six-digit number assigned by DTS when the Authorizing Official (AO) approves the document.

4. Select **Search**.

The Traveler Lookup screen refreshes and displays a list of travelers by name and the last four digits of their SSNs.

5. Select the name of the traveler for whom the document is being unlocked.

The Documents Locked by Traveler screen displays (Figure 1-5).

Documents Locked By Traveler			
Document Name	Locked By	Last Update	
NOSAUGUSCA080112_AD1	Anthony C Ontrav	11/08/12 10:36:38	<a href="#">unlock</a>

Figure 1-5: Documents Locked By Traveler Screen

6. Select **unlock** next to the document that needs to be unlocked.

A pop-up message displays asking the user to confirm the document unlock request.

7. Select **OK**.

The Documents Locked By Traveler screen refreshes and the document no longer appears on the screen.

## 1.7 DTS Training Resources

### 1.7.1 DTMO Training and Resource Center

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

### 1.7.2 Traveler Explorer (TraX)

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

To access e-learning, log in to the TraX located at <https://www.defensetravel.dod.mil/Passport>. Users who do not have an existing account 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 [www.defensetravel.dod.mil/Docs/Training\\_Instructions.pdf](http://www.defensetravel.dod.mil/Docs/Training_Instructions.pdf).

Training Resources include:

E-Learning Resources

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

## Instructor Materials

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

## Reference Materials

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

- *Defense Travel Administrator's (DTA) Manual*
- *DTS Document Processing Manual*
- *Centrally Billed Account (CBA) Reconciliation Manual*
- *Guide to Managing Travel-Incurred Debt*
- Quick Reference Guides

## 1.8 Help in DTS

In addition to the DTMO Training and Resource Center, DTS provides help in using the system through various other sources. These additional sources include online help and the help desk.

### 1.8.1 Self Support

When logged in to DTS, help can be requested 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 1-6). When a user/traveler selects 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.

[See Table of Contents](#)



*Click on any green text for details. To print screen, right-click and select **Print**.*

## Trip Overview

This is the opening screen for creating a travel authorization or order. This screen shows general details of your trip such as departure location, dates, and return location. The starting point will either be your home (residence) or office (duty station). You will select your trip type and purpose in this screen.

To view your trip information, use the Summary tab to open the [Summary](#) screen. This information is updated each time you add an item to your itinerary.

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### I am Leaving From

This is your origin point of travel.

- Enter *Starting Point* and *State or Country Code* (or select a *starting location in profile*)
- Enter *Departing On*
- *Trip Type*
- *Trip Purpose*
- *Trip Description*(optional)
- Dependent **Name** and **Date of Birth** (fields are visible only when a [dependent travel trip type](#) is selected).

*Note on Accession Travel*

*Note on Renewal Agreement Travel*

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### I will be traveling to my TDY location by

This is the travel from your origin point to the destination, and does not include any vehicles used for in and around travel once you've arrived at the destination itself. How are you getting there? *Select a radio button and departure time.*

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### My TDY/TAD Location is—

This is your travel destination. Use the location tools to select the destination for this trip.

- The **Arriving On** date defaults to the **Departing On** date given in the section above, but you may enter a new *Arriving On date*
- Enter *Departing On*

Figure 1-6: DTS Help Window

## 1.8.2 Help Desk Support

**Local Organization Help Desk.** The local help desk provides user/travelers with local policy, DTS support, and may consist of the DTA, Finance DTA (FDTA), and IT personnel. Contact numbers for the local help desk can be found by entering URL [www.defensetravel.dod.mil/site/localSupport.cfm](http://www.defensetravel.dod.mil/site/localSupport.cfm).

**Travel Assistance Center (TAC).** The TAC addresses issues that the local organization help desk cannot resolve. The TAC is available to all DTS users 24x 7. Below is the TAC contact information:

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

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