Information Paper:

Document Lock

Background

The DTS document lock feature prevents users from creating modifications to the same document simultaneously by locking it when a user performs any action that alters it.

The document lock feature applies to all document types (i.e., authorizations, vouchers, local vouchers, and group authorizations).

Reasons for Document Lock

Documents are locked when any of the below actions occur:

- Document Edit
- Document Adjust (including adjustments made within the Centrally Billed Account [CBA] and Debt Management Monitor [DMM] Gateway modules)
- Document Amend (including amendments made within the CBA and DMM Gateway modules)
- 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.

Removing Document Lock

Once a document has been 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

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 (Figure 1). 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.
Note: When a user selects Edit on the document list screen for a document that has not yet been signed and is in a locked status, the message displays a View Only button that can be selected to continue in view only mode.

User loses locked document due to DTA action. When a document has been locked by a user and a different user has an immediate need to make modifications to the same document, the DTA will need to unlock the document. After the DTA has unlocked the document, the original user will receive an error message when an attempt to modify the document occurs (Figure 2).

When a DTA unlocks a document, DTS sends an e-mail to the user that was editing the document (Figure 3). Any changes that were not saved before the DTA unlocked the document will not be saved. The user is instructed to address any questions to the DTA that unlocked the document.

Subject: Defense Travel System (DTS): Document Status Notification - Document Edit Lock Removed

The travel document <NONEDELS5CA112012_VM1-01> that you were currently editing has been unlocked by <Meghan C Ontrav> so that another user can edit the document. Any changes that were not saved prior to the document being unlocked were not applied to the document.

Please contact your site Defense Travel Administrator or the above mentioned individual who unlocked your document with questions.
Document Lock Admin

Document Lock Admin is located on the Administrative drop-down list on the User Welcome screen (Figure 4). 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 that have a permission level 5 or higher. The DTA must have group access for the traveler who owns the document.

![Figure 4: Administrative Drop-Down List – Document Lock Admin](image)

After selecting Document Lock Admin from the Administrative drop-down list, the Traveler Lookup Screen displays. Enter the traveler’s SSN, name, or TANUM, and select Search.

The Documents Locked by Traveler screen displays (Figure 5). Select unlock next to the document you need to unlock.

![Figure 5: Documents Locked By Traveler Screen](image)

A pop-up message displays asking you to confirm the document unlock request (Figure 6). Select OK to proceed.
The Documents Locked by Traveler screen refreshes and the unlocked document is no longer on the list (Figure 7).