# Table of Contents

Section 1: Introduction .......................................................................................................................... 5

2.1 Local Support Options .................................................................................................................... 6

2.2 How to Find Local Support ............................................................................................................. 6

Section 3: TraX ................................................................................................................................. 8

3.1 Accessing TraX ............................................................................................................................... 8

3.2 TraX Home Screen ......................................................................................................................... 10

3.3 Help Tickets Module .................................................................................................................... 10

3.3.1 Create New Ticket Form Tab .................................................................................................... 11

3.3.2 Browse My Tickets Screen Tab ............................................................................................... 12

3.4 Knowledge Center Module .......................................................................................................... 13

3.4.1 Search Knowledge Center Tab ............................................................................................... 13

3.4.2 Browse Knowledge Center Tab ............................................................................................. 13

3.5 Training Module ............................................................................................................................ 15

3.5.1 My Roles Tab ........................................................................................................................... 15

3.5.2 Available/Recommended Training Tab ..................................................................................... 15

3.5.3 Schedule Tab ............................................................................................................................ 16

3.5.4 Completed Tab .......................................................................................................................... 17

3.5.5 Seminars Tab ............................................................................................................................. 17

3.5.6 Info Tab .................................................................................................................................... 17

3.5.7 Travel Certificate Program Tab ............................................................................................... 17

3.6 Trip Tools ........................................................................................................................................ 19

3.6.1 Basic Estimate Creation ........................................................................................................... 20

3.6.2 Per Diem Rates ......................................................................................................................... 21

3.6.3 Air Travel Rates ....................................................................................................................... 21

3.6.4 Rental Car Rates ....................................................................................................................... 22

3.6.5 Mileage Allowances ................................................................................................................ 22

3.6.6 Miscellaneous Expenses .......................................................................................................... 23

3.6.7 Finishing and Saving ............................................................................................................... 23

3.6.8 Quick Tools – Location Report ............................................................................................... 24

3.6.9 Quick Tools – Currency Converter ......................................................................................... 24

3.6.10 Print and Email Icons ............................................................................................................ 24
Table of Contents

3.7 Travel Links and Feedback ........................................................................................................ 24

Section 4: TAC ................................................................................................................................. 25

4.1 TAC Overview .......................................................................................................................... 25

4.2 TAC Operations ......................................................................................................................... 25

4.3 How to Contact the TAC .......................................................................................................... 26

Appendix A: Acronyms ...................................................................................................................... 27
## Revision History

<table>
<thead>
<tr>
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<th>Date</th>
<th>Author</th>
<th>Revision/Change Description</th>
<th>Chapter</th>
</tr>
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<tr>
<td>1.0</td>
<td>8/6/15</td>
<td>Defense Travel Management Office (DTMO)</td>
<td>New</td>
<td>All Chapters</td>
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Section 1: Introduction

This manual provides information about DoD travel assistance resources. It begins by briefly describing various forms of assistance available at your site or provided by your Component. Then, it covers the key features of the Travel Explorer (TraX), a website designed to help the entire DoD travel community with information and training. Finally, it introduces you to the DoD-level travel help desk, also known as the Travel Assistance Center (TAC).
Section 2: Local Support

When you need help with an issue related to official travel, you should exhaust all available local support options before seeking outside support.

2.1 Local Support Options

Local support includes:

- **Built-in help** – Look around. Many documents and computer systems have internal help options. For example, a form may have instructions on the back. The Defense Travel System (DTS) has a “Help for this screen” link on most screens. Help may be just a click away.

- **Local travel experts** – Ask around. In addition to the trained and acknowledged experts (e.g., Defense Travel Administrators [DTAs]), you may have “informal experts” in your office, even among your own peers, who have worked through your issue before.

- **Service or Agency help desk** – If your organization has a help desk, use their experience. Please note that some organizations limit who may call the help desk. Respect your local policies. If they only allow, say, a DTA to call the help desk, don’t call them if you’re not a DTA.

Local support personnel are familiar with your organization’s local business rules, making them the best source of answers to your travel questions.

2.2 How to Find Local Support

If you’re not sure how to locate your local support (e.g., a help desk or Lead DTA [LDTA]), a good place to start is the DTMO website.

1. Hover over (don’t click the mouse) the **Program and Services** navigation tab, then **Customer Support**. Select (click your the mouse button) **Local Level Support**. (Figure 2-1)

The Local Level Support screen opens.
Section 2: Local Support

2. Select your Component from the dropdown. (Figure 2-2)
   A search results screen appears. It lists all organizations the Component owns.

   ![Select your Service/Agency: Air Force](image)
   
   Figure 2-2 – Local Level Support Screen – Detail

3. You have three options (Figure 2-3):
   a. Scroll down the list (blue box) until you see your organization.
   b. Select a character from the alphanumeric list (green box) to jump down to
      organization names that begin with that character.
   c. Use the Search field (red box) to search for a specific organization.

   ![Select your Service/Agency: Air Force](image)
   
   Figure 2-3 – Local Level Support Screen – Detail

   If your local support information is missing or incorrect, contact your LDTA to correct it. If you are
   the LDTA, use the Update Your Local Level Support Contact Information link in the upper right
   portion of the Local Level Support screen to submit the change.
Section 3: TraX

One of your most valuable tools for avoiding travel problems is training. However, the best training in the world won’t prevent all problems. When problems occur, it’s nice to have somewhere you can go to try to find a solution. If you can’t find the answer, you need to be able to contact the experts. The Travel Explorer (TraX) will let you do all of that, and more. So let’s take a good, long look at TraX.

TraX is an interactive website that contains valuable tools, information, and training resources for the DoD travel community. This section introduces TraX, starting with how to access it and log on.

3.1 Accessing TraX

1. Select any link to TraX. You can find them on the DTMO and DTS websites (and elsewhere), sometimes as a text link, sometimes as a Bootprint™ icon. (Figure 3-1)

You can also navigate directly to TraX, but since TraX is housed on a password-controlled DoD portal called “Passport,” you have to go through Passport.

A DoD “consent to be monitored” screen opens.

2. Read and acknowledge the statement.

The DTMO Passport Account Login screen opens. (Figure 3-2)

If you have problems logging in, select Forgot Your Password? or Login Help.

If you have a Passport account, skip steps 2a-2e.
Section 3: TraX

a. Select **Register**.
   A registration form opens. (Figure 3-3)

   ![Figure 3-3 – The Passport Registration Screen](image)

b. Complete at least the first four fields.
   The inactive **Required Fields Missing** button changes to **Submit Registration**.

c. Select **Submit Registration**.
   TraX emails a temporary password to your Login Email address.
   Return to step 1.
   You may return to this screen at any time to register your Common Access Card (CAC).

3. On the Passport Login Screen (Figure 3.2), complete the **Login/E-Mail Address** and **Password** fields then select **Password Login**. -OR- Select **CAC Login** and enter your PIN (only available if you registered your CAC in step 2c).

   a. If you logged in with a temporary password, TraX will prompt you to change it.
   b. If you have access to more than one Passport application, the Passport Access screen (Figure 3-4) opens. Select **Travel Explorer**. -OR- If you only have access to TraX, you will not see the Passport Access screen.
   Either way, the TraX Home screen opens.

   ![Figure 3-4 – The Passport Access Screen](image)
3.2 TraX Home Screen

The TraX Home screen automatically displays when you open TraX or select the HOME icon. The screen contains, roughly top to bottom, and left to right:

- A User Profile button: Access your Passport profile to update your registration information.
- A Passport Access button: Return to the Passport Access screen (Figure 3-4).
- A Log Out button: Close your TraX session.
- Icons: Go directly to different TraX modules (see Sections 3.2-3.7).
- Trip Tools area: Open individual cost estimation functions (see Section 3.6).
- A large, central display area: View the Welcome Message and Welcome Video here.
- Travel Assistance area: Access your most recent Help Tickets (see Section 3.3).
- Announcements area: Select any item to view more information in the central display area.
- Training area: Launch training recommended specifically for you (see Section 3.5).

![Figure 3-5 – The TraX Home Screen](image)

3.3 Help Tickets Module

A help ticket is an electronic request for assistance. When you have a travel-related problem, and need more assistance than your local help desk can provide, it’s time to involve the TAC. The quickest, best way to do that is to complete and submit a help ticket. See Section 4 for much more information about the TAC.

In the Help Tickets module, use the Create New Ticket Form tab to submit a new help ticket. Use the Browse My Tickets Screen tab to monitor the progress of tickets you have already submitted.
3.3.1 Create New Ticket Form Tab

When you submit a new ticket to the TAC, it is important to provide as many details as possible regarding your issue. Only the items marked with a red asterisk are mandatory, but you should fill in as many fields to the best of your ability. If you do not provide enough information, the TAC analyst will have to get in touch with you to obtain the data, which slows the resolution process. Available form fields include (Figure 3-6):

- **Title:** Summarize your issue. Highlight significant details.
  - Good: DTS document EWMIAMIFL112114_A01 stuck at CTO SUBMIT
  - Poor: Traveler has a problem

- **Description:** Give a detailed account of what happened, how you tried to solve it, and the results.
  - Never include the traveler’s full Social Security number (SSN), which violates regulations mandating protection of Personally Identifiable Information (PII).

- **Attach documents:** Attaching screen captures of error messages, unusual display issues, etc. will help the TAC analyst solve your problem more quickly. When you capture a screen image, include the entire DTS screen. Zooming in on a smaller area may make it hard for the TAC analyst to figure out exactly which DTS screen is shown.

- **Subject:** Select the category that best describes your issue. The TAC will use this information to route your ticket to the correct analyst for resolution.

- **Is this Ticket DTS Related?**
  - Yes – Generates 21 new fields. Not all the new fields are applicable to every problem. For those that are applicable, it’s a good idea to copy/paste the content from DTS to the ticket to avoid errors. Also, make sure you paste information into the corresponding field in the ticket. For best results, always enter the correct information into the correct fields. Complete those that relate to your issue, and select **Create Ticket.**
    - These new fields help the TAC analyst identify the traveler, the DTS document, and pertinent payment information.
  - No – You are done. Select **Create Ticket.**
Selecting **Create Ticket**, ironically, does not actually create a ticket. Instead, it opens a “ticket avoidance” screen (Figure 3-7). That screen provides frequently asked questions (FAQs) from the Knowledge Center (see Section 4) that may provide an immediate resolution to your issue.

Review the FAQs. If one of them provides a solution, select **My Question is Answered**, navigate away from this screen, or close your browser to exit the ticket creation process. Otherwise, select **Finish Submitting Ticket** to route your ticket to the TAC for resolution.

**3.3.2 Browse My Tickets Screen Tab**

Although there are search tools at the top of the screen to help find a particular ticket, the majority of the screen is taken up with a list of the tickets you have created. (Figure 3-8)
Each ticket is identified by a ticket number, its current status and title, and if applicable, a travel authorization number (TANUM) and close date. Select the title hyperlink to open the ticket and see updates or comments added by the TAC analyst.

<table>
<thead>
<tr>
<th>Ticket #</th>
<th>TANUM</th>
<th>Status</th>
<th>Date Closed</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>100427-000246</td>
<td>Closed</td>
<td>11/16/2010</td>
<td></td>
<td>Ad Hoc Report Request (EWTS usage)</td>
</tr>
<tr>
<td>100406-000088</td>
<td>Closed</td>
<td>07/27/2010</td>
<td></td>
<td>EWTS web speed errors and white screens</td>
</tr>
</tbody>
</table>

Figure 3-8 – The TraX Home Screen

### 3.4 Knowledge Center Module

The Knowledge Center is the repository of a wealth of information contained in hundreds of FAQs. Many of those FAQs contain hyperlinks which provide access to a multitude of web based informational materials and training resources.

You can search or browse for information in the Knowledge Center by selecting one of the two tabs – **Search Knowledge Center** or **Browse Knowledge Center**. The results of your search are organized with **New** and **Updated** material at the top, followed by the most relevant results.

#### 3.4.1 Search Knowledge Center Tab

Search the Knowledge Center to find information on a particular subject. Enter keywords in the text field then hit **Search**. (Figure 3-9) If you frequently refer to a particular FAQ, search by its ID number to provide maximum focus to your search. Select one of the hyperlinked search results to open the complete FAQ. If none of them gives you what you need, try selecting one of the **Other Suggested Searches** instead.

Figure 3-9 – The Search Knowledge Center Search Screen

#### 3.4.2 Browse Knowledge Center Tab

Browsing (Figure 3-10) is the same as searching, but the **Browse Knowledge Center** screen includes major FAQ categories. Whether you search by selecting a category or by using the
search tool, the Search Knowledge Center screen opens with your search results displayed.

![Figure 3-10 – The Browse Knowledge Center Search Screen](image-url)

<table>
<thead>
<tr>
<th>Featured Support Categories</th>
<th>DTS Training Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>FAQs</td>
<td>eLearning</td>
</tr>
<tr>
<td>Government Travel Charge Card</td>
<td>Reference Materials</td>
</tr>
<tr>
<td>Other Travel Information</td>
<td>Instructor Curriculum</td>
</tr>
<tr>
<td>Travel Assistance Center</td>
<td>Rental Car Program</td>
</tr>
<tr>
<td>Outreach Presentations</td>
<td></td>
</tr>
</tbody>
</table>
3.5 Training Module

In the Training module, you can access many types of online training and schedule offline training. When you open the Training module, TraX opens on the Available/Recommended screen (Figure 3-12). However, a systematic introduction to the Training Module demands we begin elsewhere.

3.5.1 My Roles Tab

The My Roles tab asks you to identify the travel roles you perform. TraX uses this list to recommend training that applies specifically to you. Just check the boxes next to each one of your assigned roles then select View Recommended Training. Afterward, you will not need to come here again unless your roles change.

![My Roles Tab](image)

Figure 3-11 – The Browse Knowledge Center Search Screen

3.5.2 Available/Recommended Training Tab

By default, TraX displays training that is both designed –maybe even required – for the roles you have identified, and that you have not yet completed. However, completed classes may reappear on the list if there is a recurring requirement. (Figure 3-12)

![Available/Recommended Tab](image)

Figure 3-12 – The Available/Recommended Screen
Up to four types of training can appear on the Available/Recommended screen:

- **Web Based**: Self-paced training classes that are available 24/7. Each concludes with an assessment and offers a certificate upon successful completion.
- **Demos**: Watch-and-learn demonstrations. They are also available 24/7, and may have slight interactive elements, but offer no assessment or certificate.
- **Instructor Led**: Scheduled classes taught in a classroom with a live instructor. Most classes offer a certificate.
- **Distance Learning**: Scheduled classes taught by DTMO instructors online (webinar style) with a live instructor. Offers a certificate of attendance.

The screen also contains five types of selectable items. Select:

- The tabs with green checkmarks to toggle display/hide a particular type of training.
- **View Recommended** to display only the training TraX believes you should be taking.
- **View All** to display all available training options.
- **Launch** to start a web based training class or demonstration.
  - For web based training classes, a pre-launch screen displays the computer settings necessary to run the class and receive a completion certificate. Contact your IT department for help configuring your computer settings.
- **Schedule** to sign up for a distance learning class or classroom training.
- **Info** to see information about a class: content, estimated training time, etc.

### 3.5.3 Schedule Tab

After you sign up for a scheduled training class through the Available/Recommended tab (see above), it displays here until the class date passes. (Figure 3-13)

![Print My Schedule](image)

<table>
<thead>
<tr>
<th>Class Schedules:</th>
<th>Type</th>
<th>Start:</th>
<th>End:</th>
<th>From:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>JTR Module A (P200)</td>
<td>Distance Learning</td>
<td>05Mar15</td>
<td>05Mar15</td>
<td>1100</td>
<td>1200</td>
</tr>
<tr>
<td>Approval Process for TDY; Route &amp; Review (A100)</td>
<td>Distance Learning</td>
<td>16Dec14</td>
<td>16Dec14</td>
<td>1330</td>
<td>1430</td>
</tr>
</tbody>
</table>

![Figure 3-13 – The Schedule Screen](image)

In addition to displaying the class names, types, and scheduled times, the following buttons are usually available. Select:

- **Print My Schedule** to obtain a hard copy list of classes you have signed up for.
- **Info** to read details about class content.
- **Cancel** if you change your mind about attending a class.
  - Before the class begins, go into the online portal (at [https://www.dco.dod.mil](https://www.dco.dod.mil)) and run their diagnostic software to be sure your computer is properly configured.
- **Launch** to open the online classroom. This button only displays for distance learning classes, and is inactive until shortly before the class begins.
3.5.4 Completed Tab
When you successfully complete a class that offers a certificate, TraX lists it on the Completed screen (Figure 3-14) by name, version number, and completion date. If you completed the training outside TraX, completion will be Verified By instructor input.

![Completed Screen](image)

Figure 3-14 – The Completed Screen

In addition, this screen boasts three buttons. Select:
- **Print Completed Training** to display your certificates as a spreadsheet (e.g., Excel).
  Note: You must open the spreadsheet program before you select the button.
- **Delete** to remove a certificate from your list.
- **Print** to obtain a .PDF copy of a certificate.

3.5.5 Seminars Tab
This tab only appears when DTMO is planning a seminar. It provides tools that allow potential attendees to request a seat at the seminar, and senior Component personnel to select those who will actually attend.

3.5.6 Info Tab
The Info tab describes the different training resources offered in TraX. In general, it repeats information presented elsewhere in this Guide.

3.5.7 Travel Certificate Program Tab
The Travel Certificate Program (TCP) tab only appears if you have selected a role that is eligible for a Travel Certificate or if someone who is enrolled in a TCP (aka, a Candidate) has nominated you to be their Endorser. Selecting the TCP tab opens the TCP Welcome screen. (Figure 3-15)
The Welcome screen offers up to four tabs:

- **Introduction**: This tab always appears. If you are not currently a Candidate (i.e., someone who is enrolled in a program), it provides the tools to enroll. If you are currently a candidate, it displays your progress through the program.
- **Program tab**: This tab only appears if you are a Candidate. It shows the name of the program you are enrolled in. Select it to open the Status Home screen (Figure 3-16), which shows your progress in the program, as well as:
  - Information about your Supervisor, Endorser, and key program dates
  - Options to request an extension or withdraw from the program
  - The program curriculum, including classes and assessment material
- **Endorsement Dashboard**: This tab (Figure 3-17) appears if a Candidate has selected you to be their Endorser. The Endorsement Dashboard contains all the tools for accepting/rejecting the Endorser role, deciding whether or not to Endorse a Candidate or approve an extension, and view all completed certificates.
- **Archive**: Select this tab to view all certificates that you applied for, but are not active. These include rejected applications, withdrawals, and expired certificates.

![Figure 3-15 – The TCP Welcome Screen Tabs](image1)
![Figure 3-16 – The Status Home Screen Progress Tracker](image2)
![Figure 3-17 – The Endorser Dashboard](image3)
3.6 Trip Tools
The Trip Tools module is about trip planning. The tools on the Trip Tools Home screen (Figure 3-18) help you estimate costs for an entire trip or a single expense and execute a host of other functions.

When the Trip Tools Home screen first opens, the trip information entry tool on the left is blank, and many items seen in Figure 3-18 are not visible. As you make selections, new items appear.

Items in the Right Column* with round icons are headers. Select any header to view its individual links. Select any link to access a different screen.

*Note: For the duration of this Guide, “Right Column” is capitalized when it refers to this area of the Home screen.
3.6.1 Basic Estimate Creation

There are two ways to create estimates in the Trip Tools module (Figure 3-18):

1. To create an estimate for an entire trip:
   a. On the left side of the Home screen is a data entry form. Enter itinerary information in the **When** and **Where** areas, and select the expense types you want to estimate in the **What** area. The **Trip Summary** in the Right Column updates as you make entries.
   b. Select any item in the Right Column to open the entry screen for that expense. The selected screen opens.
   c. After entering the expense, use the **green arrow** navigation buttons take you forward or backward to other screens.
   d. (optional) At any time, you can select:
      i. The **house** icon to return to the Home screen.
      ii. The **NEW** icon to begin a different estimate.
      iii. The **floppy disc** icon to save your work. Saved work appears under **Estimates** in the Right Column.

2. To create an estimate for a single item, navigate to the specific screen you need by selecting a link in the Right Column under **Quick Tools** (Figure 3-19).

![Figure 3-19 – The Quick Tools Selection Screen](image)

Please note that the Trip Tools module is only for estimation purposes. It does not interface with DTS; you cannot export trip estimates into DTS to build an authorization.
3.6.2 Per Diem Rates
When you select a destination and trip duration, the per diem total under Trip Summary in the Right Column automatically updates. If you don’t want to accept the default per diem total, select Per Diem under Trip Summary in the Right Column then select Hotel Lookup to open the search tool so you can find the hotel you plan to use. (Figure 3-20)

Both the Per Diem and Hotel Lookup tools are also available under Quick Tools in the Right Column.

Figure 3-20 – The Per Diem Rates Indicator and Hotel Search Tools

3.6.3 Air Travel Rates
Select Air Travel under Trip Summary in the Right Column to access the City Pair Finder (Figure 3-21) and search for city pair flights. If you plan to use a non-city pair flight, enter the ticket cost in the ADD OWN ESTIMATE text block instead. Add a flight to the estimate by selecting one of the “plus sign” buttons.

Figure 3-21 – The City Pair Fare Finder

Selecting City Pair Search under Quick Tools in the Right Column also provides access to the City Pair Fare Finder.
3.6.4 Rental Car Rates

Select Rental Car under Trip Summary in the Right Column to access the Rental Car cost entry tools. (Figure 3-22, left) For the most accurate rental car cost estimate, go online or call the vendor. VIEW RATES only shows the maximum daily rate.

Select ENTER ESTIMATE to see the tools that let you input the vehicle type, daily rate, and length of rental. (Figure 3-22, right) Enter the estimate by selecting the “plus sign” button.

The Rental Car feature is also available under Quick Tools in the Right Column.

![Figure 3-23 – The Car Rental Input Tools](image)

3.6.5 Mileage Allowances

Select Mileage under Trip Summary in the Right Column to access the Mileage Lookup tool (Figure 3-23). You can’t change the mileage rate, so you can only estimate POV mileage allowances:

1. Use the top half of the screen to find en route mileage. Select Round Trip for a single-destination TDY. For a multiple-location TDY, enter each travel leg separately.
2. For in-and-around mileage, you only need to use the bottom half of the screen.

Use the “plus sign” button to add the expense to your estimate.

![Figure 3-23 – The Mileage Lookup Tool](image)

The same Mileage tool is also available under Quick Tools in the Right Column.
3.6.6 Miscellaneous Expenses
Select Misc under Trip Summary in the Right Column to open the Miscellaneous Expenses tool (Figure 3-24). The Expense Type drop-down tool offers a limited number of choices, but you can manually enter any expense you need. Since this is only an estimate, you can even total all miscellaneous expenses into a single estimate, if you feel so inclined.

![Image of Miscellaneous Expenses Tool]

Figure 3-24 – The Miscellaneous Expenses Tool

Use the “plus sign” button to add the expense to your estimate.

3.6.7 Finishing and Saving
When you have entered all expenses you selected at the start, the Finished screen opens. (Figure 3-25) If you inadvertently skipped any expense types, select it to return to that screen. Selecting Save Trip and View Estimate saves the trip in Estimates under Trip Tools (Figure 3-26) in the Right Column, and opens a full expense report.

![Image of Finished Screen]

Figure 3-25 – The Finished Screen

![Image of Estimates Screen]

Figure 3-26 – The Estimates Screen

Use the icons beneath each saved Estimate to delete, edit, print, or email the report.
3.6.8 Quick Tools – Location Report
Run a Location Report to find information about your destination. This option is available by selecting the shield icon on the Trip Tools home screen (Figure 3-18) after you select your locations and trip dates. You can also find one by selecting Location Report under Quick Tools menu in the Right Column.

Location Reports include a wealth of information about a location, including:
- Travel alerts, security concerns, and health risks
- Entry and exit information
- Transportation tips
- Exchange rates
- Local weather and customs
- Important contact information, such as embassy locations and phone numbers

3.6.9 Quick Tools – Currency Converter
The Currency Converter (Figure 3-27) is only available under Quick Tools in the Right Column. Just enter the type and amount of currency you are exchanging and the currency you wish to obtain.

![Currency Converter](Figure 3-27 – The Currency Converter)

3.6.10 Print and Email Icons
Icons that allow you to print and email your itinerary appear at the top of the Trip Tools home screen (Figure 3-18) after you enter your origin, destination, and trip dates.

3.7 Travel Links and Feedback
The last two TraX modules are Travel Links and Feedback.
- The Travel Links screen provides connections to a variety of helpful travel-related websites, such as up-to-the-minute Department of State travel advisories and airport delays posted by the Federal Aviation Administration.
- The Feedback icon opens a Create New Ticket Form (Figure 3-6) to allow you to submit comments that will help us make TraX even better.
Section 4: TAC

4.1 TAC Overview
The Travel Assistance Center (TAC) is a 24/7 help desk. It is staffed by analysts who are trained to offer assistance to DoD personnel on a wide spectrum of travel issues. The TAC can help with issues related to DTS, the Government travel charge card, commercial travel programs, travel policy, and recruit assistance, to name just a few.

4.2 TAC Operations
TAC Analysts are very knowledgeable on a wide range of travel topics, but answering questions related to CTO operations, for example, requires a very different knowledge base than answering finance-related questions.

For this reason, as a way of providing targeted assistance to its customers, TAC analysts are divided into four teams to concentrate on specific issues. See Table 4-1 for specifics.

<table>
<thead>
<tr>
<th>TAC Teams and Their Specialties</th>
<th>Deals with issues related to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>General</td>
<td>DTS</td>
</tr>
<tr>
<td></td>
<td>DTS documents</td>
</tr>
<tr>
<td>Finance</td>
<td>Centrally-billed accounts</td>
</tr>
<tr>
<td></td>
<td>Debt management</td>
</tr>
<tr>
<td></td>
<td>Accounting systems</td>
</tr>
<tr>
<td></td>
<td>Financial partner systems</td>
</tr>
<tr>
<td>CTO</td>
<td>Passenger name records</td>
</tr>
<tr>
<td></td>
<td>DTS document routing (stuck at CTO SUBMIT)</td>
</tr>
<tr>
<td></td>
<td>Reservations</td>
</tr>
<tr>
<td></td>
<td>Global distribution systems</td>
</tr>
<tr>
<td>Technical</td>
<td>DTS design</td>
</tr>
<tr>
<td></td>
<td>DTS performance</td>
</tr>
<tr>
<td></td>
<td>DTS access</td>
</tr>
</tbody>
</table>

In addition, the General team is every customer’s first point of contact. They receive phone calls and help tickets, research their content, and resolve them or route them to other teams for resolution as appropriate.
4.3 How to Contact the TAC

Please remember that, as covered in Section 2, you should always try to exhaust all local support options before you involve the TAC on a travel issue. In fact, many organizations have local business rules that require users to request assistance from local support resources before contacting the TAC. Always follow your local policies.

When the time comes to contact the TAC, the fastest and most efficient way of getting your issue resolved is by submitting a help ticket as covered in Section 3.3.

The other option is to call them directly at 888-Help-1-Go (888-435-7146). That number even works if calling from overseas on a DSN line. One thing to keep in mind is that if you do call the TAC, the first thing the analyst will do is ask you questions and create a help ticket to report and track your issue through to its eventual resolution.

In addition to providing travel support, the TAC also hosts twice-monthly educational Outreach Calls on a variety of travel-related topics. Outreach Calls offer great training opportunities on the latest and most common travel issues. A full schedule of upcoming TAC Outreach Calls is posted on the TraX home screen, in the Announcements area (see Section 3.2). All are welcome to attend and are offered the option to ask questions.
Appendix A: Acronyms

CAC       Common Access Card
CTO       Commercial Travel Office
DoD       Department of Defense
DTA       Defense Travel Administrator
DTMO      Defense Travel Management Office
DTS       Defense Travel System
FAQ       Frequently Asked Question
LDTA      Lead Defense Travel Administrator
PII       Personally Identifiable Information
PIN       Personal Identification Number
SSN       Social Security Number
TAC       Travel Assistance Center
TANUM     Travel Authorization Number
TCP       Travel Certificate Program
TraX      Travel Explorer