



**DEFENSE TRAVEL
MANAGEMENT OFFICE**

What's New? Troubleshooting and Prevention for DTAs

I. What's New?

Defense Travel Administrators (DTAs) are often required to provide troubleshooting for travelers, Authorizing Officials, and for other DTAs. To help address the most common troubleshooting situations, DTMO is pleased to announce a new Distance Learning class, *Troubleshooting & Prevention for DTAs*.

II. Description

This class provides DTAs with practical solutions to common troubleshooting situations, such as authorizations stuck at CTO SUBMIT, travelers at the airport without ticketed reservations, and personal profiles that cannot be received into a DTS organization.

The class also places a strong emphasis on preventative maintenance by recommending best practices, DTS report options, and training strategies.

III. How and where is this class offered?

This class is offered through the DTMO Distance Learning Program via Defense Connect Online (DCO.) To register for this class, select the class titled *Troubleshooting and Prevention for DTAs* within the Training Center of TraX. If you do not see this class, we recommend selecting the **VIEW ALL** radio button. Once you select the **SCHEDULE** button, the listing of available dates will appear to the right.

For a complete listing of upcoming classes, review the 3-month Distance Learning schedule at <http://www.defensetravel.dod.mil/Docs/Training/DLearningSchedule.pdf>.