Information Paper:
How to Update Local Level Support Contact Information

Background
The Local Level Support screen provides a list of DTS Help Desks available at the Installation/Unit level by Service/Agency/Joint Command. If you are a Lead Defense Travel Administrator (LDTA) and need to update your information or add your site to the list, please follow the instructions below.

If you are a traveler who is having trouble with DTS or your travel document and require assistance, you can use the Local Level Support screen to search for contact information for your Installation/Unit level support personnel, or contact the Travel Assistance Center (TAC) at 1-888-435-7146. This form described below will not get you the assistance you need.

Find the Local Level Support Update Form
To update your local support information, begin on the DTMO Local Level Support screen at http://www.defensetravel.dod.mil/site/localSupport.cfm.

Select the Update Your Local Level Support Contact Information link located in the Quick Links and Resources box on the right side of the page (Figure 1).

Complete and Submit the Local Level Support Update Form
Complete the form by filling in the required fields (Figure 2). These are indicated by asterisks.
Figure 2: Contact Information and Site Information

*Note: The Site Name text box should contain the actual name of the organization, not the DTS organization name.

The email address should be a Help Desk email address; the Defense Travel Management Office (DTMO) will not display a personal email address on the website.

To complete the form, select an action from the **Action Required** drop-down list (Figure 3), then select **Submit**.
After Submission  DTMO personnel will process the request and update the website within 1 week of submission. If any clarifications are needed, you will be contacted using the information provided on the form.