



# OnSite Travel Training Services

## Advanced Topics in Defense Travel Administration

### Course Agenda

#### **I. Introduction**

- Introduction
- Course Overview
- Administrative Remarks

#### **II. Cancellation Procedures**

- Traveler/Clerk/NDEA And AO Responsibilities

#### **III. Reports**

- Reports Scheduler Demonstration
- DTA Maintenance Tool Reports Demonstration
- Budget Reports Demonstration

#### **IV. CTO Speak**

- What Is A CTO?
- Common CTO Terms
- Terminology Crosswalk
- Obtaining The CTO Confirmation Number
- Quality Check Process
- CTO Ticketed
- Ways To Help The CTO
- What The CTO Will See
- Types Of Airfares Displayed In DT

#### **V. Basic Troubleshooting**

- Document Preparation Issues
- CTO Submit/CTO Booked Issues
- Routing Process Issues
- Obligation Issues
- Ticketing And During Travel Issues

#### **VI. TAC (Technical Assistance Center)**

- Three Step Process

#### **VII. TraX/Passport**

- Registering For TraX
- Knowledge Center
- Creating A Ticket
- Training Resources

#### **VIII. Sustainment Checklist**

- Weekly, Monthly Checklist
- Best Practices

#### **IX. Establishing Local Help Desk & Local Business Rules**

- Introduction
- Personnel
- Hours Of Operation
- Methods Of Contacting
- Training Help Desk Personnel
- Issue Tracking
- Why Have Local Business Rules
- Topics For Business Rules
- Non-Mileage Expenses
- Local Vouchers

#### **X. Fiscal Year Crossover (seasonal)**

- Create/Rollover LOAs
- Types Of Rules For Rolling Over LOAs
- Budgets
- Traveler Responsibilities
- Created In Current Fiscal Year (FY) For Travel In New FY
- Travel Cross-Fiscal Year
- Cross FY Reservations

#### **XI. Adjustments/Amendments/Itinerary Changes/Profile Changes**

- Adjustments Vs. Amendments
- Changes To Profile Information
- Itinerary Updates
- Itinerary Changes—Extending The Trip
- Itinerary Changes—Shortening The Trip

#### **XII. Course Evaluation**