



**DEFENSE TRAVEL  
MANAGEMENT OFFICE**

## **DTS and EWTS Status Update**

### *R10 Software Update To Be Implemented on 12/3*

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#### **I. DTS Software Update**

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Due to maintenance, DTS will be unavailable for three hours starting at 2300 ET on Friday, December 3, 2010 until 0200 ET on Saturday, December 4, 2010. Please be aware that during this time, the R10 software update will be implemented across all remaining DTS sites. For information on the contents of this update, please see the document available at [http://www.defensetravel.dod.mil/DTSOutreach/DTS-R10\\_Software\\_Update.pdf](http://www.defensetravel.dod.mil/DTSOutreach/DTS-R10_Software_Update.pdf).

For a current list of System Problem Reports (SPRs) and associated workaround information, see the SIM in Passport ([www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)). If you do not have access to the SIM and would like workaround information, please contact the TAC.

#### **Reporting Issues to the Travel Assistance Center**

Users that may continue to experience issues with the system should contact the Travel Assistance Center (TAC). The TAC can be reached by submitting a help ticket online through the "Tickets" section of TraX ([www.defensetravel.dod.mil/passport](http://www.defensetravel.dod.mil/passport)) or by calling 1-888-Help1Go. If calling from overseas, use DSN 312-564-3950 or dial 809-463-3376 (wait for the beep) then dial 1-888-Help1Go (888-435-7146).

For updated information pertaining to Defense travel including DTS, please monitor the "Notices" section of the DTS homepage.

#### **Travel Assistance Center Outreach Calls**

The Travel Assistance Center (TAC) offers outreach calls the second and fourth Tuesdays of the month. Please visit the announcement section of TraX ([www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport)) for the current schedule.