



Information Paper:

Defense Travel System – Introduction

Introduction

The Defense Travel System is a fully integrated, electronic, end-to-end travel management system that automates temporary duty (TDY) travel for the DoD. It allows travelers to create authorizations, book reservations, receive approval, generate vouchers for reimbursement, and direct payments to their bank accounts and the Government Travel Charge Card (GTCC) vendor, via a single web portal.

DTS Features

DTS provides full functionality, accessibility, and security when processing travel documents. You may search for airline, hotel, car rental, and rail availability as well as gather other details to plan a trip.

Real-time* reservations for air, lodging, and rental cars are built into DTS to provide easy access to commercial travel service information. The system streamlines workflow and processes to improve efficiency and productivity.

*Exception: Southwest Airlines

DTS meets the major functional requirements of the DoD and serves the needs of all users and travelers. The following highlights some major functions of DTS.

Travelers, Non-DTS Entry Agents (NDEAs), and Travel Clerks use DTS to:

- Create and update travel documents (e.g., authorizations, local vouchers)
- Create vouchers using information from an authorization
- Attach supporting documents and required receipts
- Digitally sign and submit travel documents
- Determine the status of a travel document at any time
- Update travel preferences in a traveler's personal profile

Routing Officials* use DTS to:

- Review and approve travel documents
- Verify receipts and supporting documents
- Cancel an authorization
- Return travel documents to user/traveler, NDEA or travel clerk for changes or corrections
- Edit travel documents for a user/traveler
- Delegate and revoke signature authority

**The most common Routing Officials are Authorizing Officials (AOs), Certifying Officers (COs), and Reviewing Officials (ROs).*



**DTS Features
(continued)**

Defense Travel Administrators (DTAs) use DTS to:

- Perform the administrative set up necessary to use DTS
- Establish electronic document routing processes
- Assist travelers with documents
- Track the obligation and expenditure of travel funds

For additional information on DTS roles, visit:

<https://www.defensetravel.dod.mil/site/userRoles.cfm>

Trip Processing

Although the overall trip process can differ for many reasons, the figure below (Figure 1) depicts the general process for using DTS and connection with travel partners for reservations and payments.

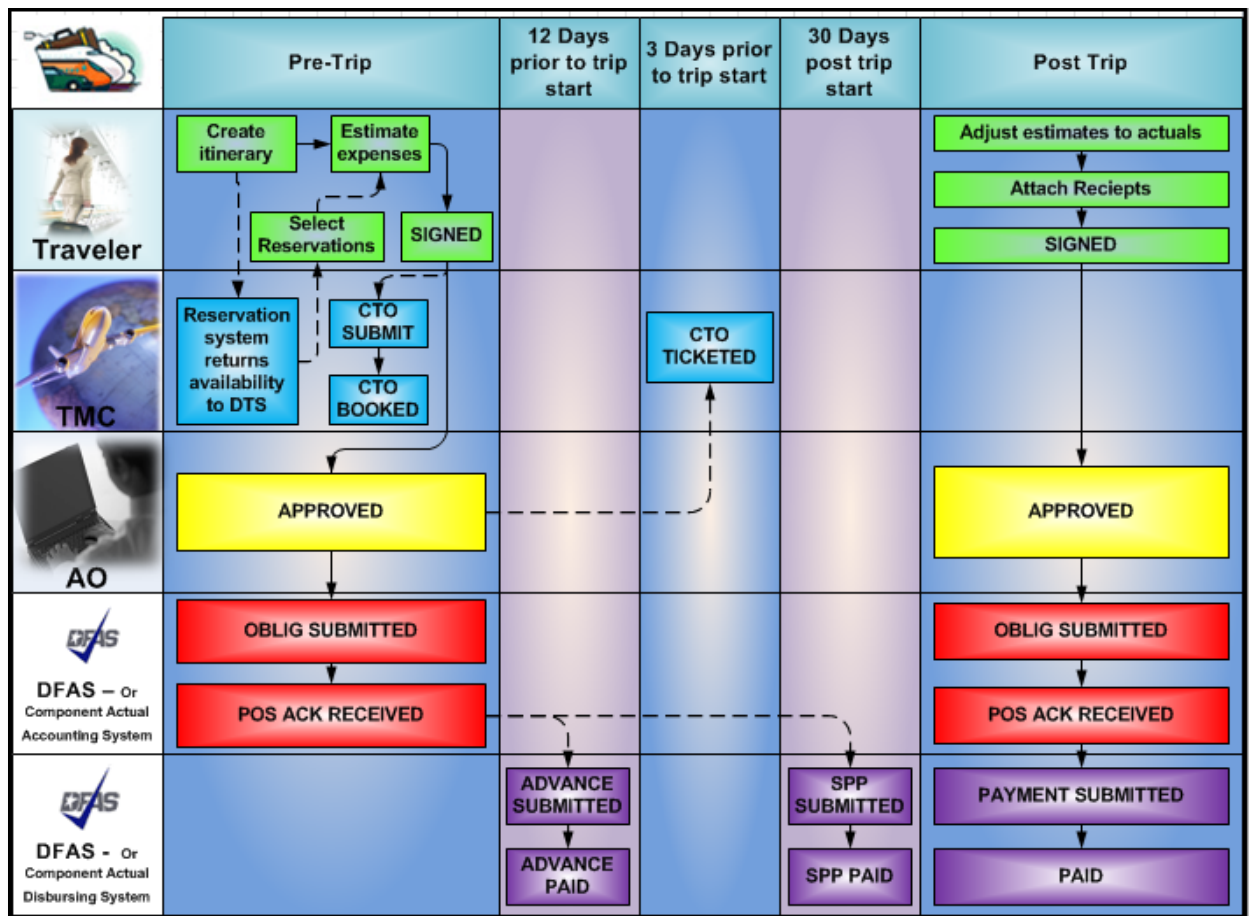


Figure 1: Trip Processes



Trip Processing (continued)

The necessary steps for processing trips include:

Pre-trip:

- a. In DTS, the traveler:
 - Creates an itinerary and selects air, hotel, and rental car reservations as needed.
 - Enters reimbursable expense estimates and per diem allowances to create an estimated trip cost.
 - Attaches supporting travel records.
 - Digitally signs the authorization.
- b. The Travel Management Company (TMC; formerly known as the Commercial Travel Office [CTO]; DTS still refers to the TMC as the CTO):
 - Receives reservation requests via the Passenger Name Record (PNR) Gateway.
 - Accesses the PNR in the inbound queue.
 - Performs quality checks on the reservation requests and confirms or makes reservations as needed.
 - Queues the PNR to update DTS.
- c. In DTS, each designated Routing Official reviews the authorization, then the AO reviews and approves it by applying a digital signature.
- d. DTS:
 - Updates the status of the authorization to inform the traveler of the approval.
 - Modifies the PNR to allow the TMC to ticket the reservations three days before travel.
 - Routes the transaction to the Defense Finance and Accounting Service (DFAS) or the appropriate financial accounting system to create an obligation and schedule advances and Partial Payments (SPPs).

Post-trip:

- a. In DTS, the traveler:
 - Creates a voucher from the authorization.
 - Updates estimated expenses with actual costs, attaches receipts, and digitally signs the voucher.
- b. The voucher routes to the AO who carefully reviews the document, ensuring only valid expenses claimed, verifying all required receipts are present in the document and approves it by applying a digital signature.



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- c. DTS routes the transaction to DFAS or the appropriate accounting system, where the original obligation is adjusted to the amount for disbursement. Finally, DFAS makes payments to the traveler's bank account and the GTCC vendor.

Trip Process for Travelers Without DTS Access

Following their local business process, an organization identifies who can serve as NDEAs and travel clerks in DTS. **Note:** These are optional DTS roles. Both roles can create authorizations for a traveler who cannot access DTS. Prior to document creation, the NDEA or travel clerk should verify the traveler's profile for completeness (e.g., EFT, GTCC, email address, and phone number). The traveler provides the travel details to the NDEA or travel clerk, who will complete the DTS trip process as outlined above.

Anyone that has group access in DTS can create and sign authorizations for another person by using the **SIGNED** stamp. Similarly, anyone with group access can create a voucher for another person. However, only NDEAs can sign vouchers on behalf of travelers using the **T-ENTERED** stamp. Prior to document signature, NDEAs *must* obtain a completed, signed copy of the *DD 1351-2* from the traveler and attach the form to the DTS record to achieve travel compliance.

DTS Training Resources

The Training and Resource Center, located at <https://www.defensetravel.dod.mil/site/training.cfm> is a gateway to a number of resources focused on helping you improve your skills in using the system and finding answers to questions about DTS.

Travel Explorer

The DTMO provides beneficial travel resources, tools, and training opportunities through the **Travel Explorer (TraX)**. To access **TraX**, register through Passport, DTMO's web portal.

To access e-learning, log into the **TraX** located at <https://www.defensetravel.dod.mil/Passport>. If you do not have an account, you must register for one by selecting **register here** on the **Passport Login** screen.

From the **Passport Landing** page, select **TraX**. When the **DoD Travel Explorer Home** page loads, select **Training**. For information, see https://www.defensetravel.dod.mil/Docs/Training_Instructions.pdf.

Training resources include:

- Web Based Training (self-paced training modules that are available 24 x 7)



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- Distance Learning classes (webinar sessions with live instructors)
- Knowledge Center (searchable FAQs and guides)

**Help Desk
Support**

Your organization's help desk provides local policy and DTS support, and may consist of a Lead DTA, Finance DTA, or other key personnel (e.g., IT personnel). You can find contact numbers for the local help desk at:
<https://www.defensetravel.dod.mil/site/localSupport.cfm>

The Travel Assistance Center (TAC) addresses issues that you cannot resolve through the DTS Training and Resource Center or the local organization help desk. The TAC is available to all DTS users 24 x 7. You can contact the TAC:

- By submitting a help desk ticket at:
<https://www.defensetravel.dod.mil/Passport>
- At 1-888-Help1Go (888-435-7146)

The Travel Assistance Center Live Chat is available Monday – Friday 800am to 600pm ET to field three specific types of questions as listed below. All other questions go through the traditional TAC process of ticket submission.

- DTS Log In and Profile Issues
- TraX Issues
- CTO Submit and Reservation Questions