Defense Travel System

DTS Guide 1: Getting Started

December 30, 2020
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<td>Defense Travel Management Office (DTMO)</td>
<td>New Guide</td>
<td>All</td>
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<tr>
<td>1.1</td>
<td>08/21/17</td>
<td>DTMO</td>
<td>Updated link</td>
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| 2.0          | 01/19/18   | DTMO                           | Jan 2018 limited DTS release (look-ahead):  
1. Updated DTS home page  
2. Updated self-reg info  
3. Updated DTS log in process | Section 2  
Section 3.1  
Section 4 |
| 2.1          | 01/24/18   | DTMO                           | Jan 2018 limited DTS release (look-ahead):  Screenshot updates | Sections 2-6   |
| 2.2          | 02/16/18   | DMTO                           | Feb 2018 full DTS release:  Removed look-ahead notice                                         | Cover         |
| 2.3          | 02/23/18   | DTMO                           | Updated login procedures                                                                     | Sections 2-4   |
| 3.0          | 08/17/18   | DTMO                           | 1. Updated URLs  
2. Updated for new DTS Dashboard                                                              | Throughout     
Sections 4-7   |
| 3.1          | 01/04/19   | DTMO                           | Updated text. Updated URL.                                                                  | Section 2      |
| 3.2          | 04/05/19   | DTMO                           | General text updates  
1. Updated Create document list screenshots                                                      | Throughout Page 18 |
| 3.3          | 06/17/19   | DTMO                           | Updated self-registration user activation screen  
Added Self-registration button screen  
Added Welcome Self Registration Tool screen  
Added Logout screens                                                                 | Pages 8 – 12   |
| 3.4          | 05/12/20   | DTMO                           | Updated Homepage screen shot  
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| 3.5          | 10/15/20   | DTMO                           | Updated Formatting  
Updated Quick Links screen shots                                                               | Title Page 19  |
| 3.6          | 12/04/20   | DTMO                           | Updated DTS Dashboard screen shots                                                            | Throughout     |
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1 Introduction

The Defense Travel System (DTS) is a fully integrated, electronic, end-to-end travel management system automating temporary duty (TDY) travel for the Department of Defense (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 is available 24 hours a day, 7 days a week.

The information paper titled, *Defense Travel System Overview*, provides more information on:

- DTS features and benefits
- The trip planning process
- DTS roles
- Training resources, and
- Help support

*This paper is available at:*

This guide provides “getting started” instructions for using DTS. This guide includes:

- The DTS Home Page
- Login Instructions
- Creating and Activating a DTS Profile
- The DTS Dashboard
- Navigating in DTS Documents
- Using Multiple Profiles
- Logoff Instructions
- Helpful References
2 The DTS Home Page

The DTS Home page (Figure 1-1) is located at https://dtsproweb.defensetravel.osd.mil/dts-app/pubsite/all/view/. From top to bottom, it contains:

1. **DTS and ETWS status icons** (Indicator 1) let you know when the systems are working. When a yellow or red icon appears, select it to see specific system statuses.

2. **Travel alerts** (Indicator 2), when posted, appear below the status icons to provide immediate information about current critical travel situations.

3. A **Log In** button (Indicator 3) allows you to launch DTS – the process may include creating and activating your own DTS account, if necessary.

4. **A step-by-step travel process summary** (Indicator 4) is especially useful if you’re new to DoD official travel.

5. **DoD Travel News** and **DTS Notices** (Indicator 5) open travel information that – while important – is less urgent than the travel alerts, as well as important information about DTS.

6. **Buttons** (Indicator 6) give you fast access to A) DTS Training, B) chat with a TAC (DoD travel Help Desk) analyst, C) TSA’s Pre✓ program, and D) the Joint Travel Regulations.

7. **Links** (Indicator 7) lead to additional assistance and travel-related services.
Figure 1-1: DTS Home Page
3 Logging into DTS

You must have an active DTS profile to log into DTS. Although you can create your own profile as part of the login process, your organization may prefer to have a Defense Travel Administrator (DTA) create a profile for you. Contact a DTA at your site for guidance on this process. DTA contact information is available online at: https://www.defensetravel.dod.mil/site/localSupport.cfm.

The DTS login process is as follows:

1. With your CAC into the CAC reader, select Log In in the large blue box near the top of the DTS Home Page (Figure 1-1).

2. Read and Accept the DoD Privacy and Ethics Policy statement.

3. Enter your PIN, then select OK. DTS compares the CAC certificate listing of the last name and SSN against the DTS database to try to find a match. The following results are possible:

   - DTS finds an active account registered under your last name and SSN.
     o The first time you log in, DTS assigns your account a User ID, which allows the system to log you on without checking the last name and SSN again. This status lasts until you reset your profile (see Section 5), which deactivates your account. Note: For an example of why you might reset your profile, see Section 7.
     o The DTS Dashboard opens; go to section 4.

   - DTS cannot find an account registered under your name and SSN (see example below) or finds your account, but it is inactive (e.g., if you reset your profile as mentioned above).
     o The Activate Account screen opens; go to Section 3.1.

   - An error prevents DTS from creating an account for you.
     o DTS displays an error message.

Example: You have a hyphenated last name Smith-Jones and that is how you (or the DTA) entered it in DTS when creating your account. Unfortunately, your CAC certificate reflects your last name differently, say with a space between the names or without the hyphen (i.e., Smith Jones or SmithJones). To a computer, Smith-Jones is not the same as Smith Jones or SmithJones, so DTS generates an error.
Try to resolve the problem using the actions listed below.

- Make sure you seat your CAC securely in the CAC reader and remains in place the entire time you are using DTS.

- If you receive an error message, regardless of the type of error message, select OK or Retry Login and begin again.

- If the problem persists, contact your DTA, local help desk, or travel office for assistance. Make sure you note the content of the error message DTS displayed, to help them troubleshoot the problem.

**Note:** If you ever enter your CAC PIN incorrectly three times, DTS locks you out. If this happens, you must contact your Local Registration Authority (LRA) or CAC Office to unlock your CAC.

### 3.1 Self-Registering and Activating a DTS Profile

When you try to log onto DTS, but DTS cannot find an account registered under your SSN or finds an inactive account, DTS displays the **Activate Account** screen (Figure 1-2).

![Activate Account Screen](image)

**Figure 1-2: Activate Account Screen**

On the **Activate Account** screen:

1. Enter your Social Security Number (SSN) in both text fields.
2. (optional) If you are in the Reserves or National Guard and want to use your Reserve Component profile, check the Member of the Reserves/National Guard box.

3. Select **Activate Account**.

   - If you have an inactive DTS account, DTS activates it, opens the DTS Dashboard, and displays the tool bar for options. If your account is now activate, skip to Section 4, DTS Dashboard further below.

   - If you don’t have a DTS account, the DTS provides a Self Registration option (Figure 1-3, Indicator 1). See Step 4, directly below to the complete self-registration process.

4. Select **Self Registration** (Figure 1-3, Indicator 1). The **Welcome to the Self Registration Tool** screen opens (Figure 1-4). There are four selectable tabs across the top of the page: **Home**, **Basic Information**, **Additional Information**, and **Submit Self-Registration** to support a profile request.

   - **Home** presents an overview of the tool and staging profile removal option (Figure 1-4, Indicator 1).

   - **Basic Information** provides the required data fields, which are necessary to support document processing, reservations, and ticketing (Figure 1-4, Indicator 2).

   - **Additional Information** permits residence data entry, travel preferences, frequent flyer, and rewards information. (Figure 1-4, Indicator 3).

   - **Submit Self Registration** allows submission of the profile for DTA.
review and acceptance or rejection (Figure 1-4, Indicator 4).

5. Select **Basic Information** on the **Navigation Bar** (Figure 1-4, Indicator 2). The **Basic Information** screen opens (Figure 1-5). Enter your personal data. Fields with an asterisk or red triangle indicate mandatory information.
• The First Name, Last Name, and SSN (pulled from the CAC) automatically appear on the profile screen (view only). Other key data includes the email address, mailing address, duty station address,*DTS Organization, EFT (checking or savings), and Government Travel Charge Card (GTCC). **Note:** If you are unsure about any of the required information, contact your DTA before submitting the Self-Registration profile.

• Be sure to complete all required fields and then select **SAVE AND PROCEED.**

6. On the **Additional Information** tab, you must enter mandatory information and you may choose to enter optional data.

7. Select **Submit Self-Registration** and the screen opens (Figure 1-6). Select **SUBMIT.** DTS emails the DTA, who will review and either accept or reject your self-registration request.
DTS emails the result to you.
- If accepted, log on again using steps 1-3 above.
- If rejected, correct the information and re-submit it following the instructions above.

**Note 1:** The most common reason for profile rejection is entering the wrong DTS Organization. If you enter the wrong organization, your self-registration request routes to the incorrect DTA, who does not know you, so the DTA will not accept the request. The DTA will reject the submission, providing comments explaining you selected the wrong organization, and advise you to contact your DTA or supervisor for assistance. Once you make the corrections, re-submit the profile.

**Note 2:** If you unintentionally create a self-registration profile, you can remove the entry. Select the *here* link on the **Welcome to the Self Registration Tool** screen to remove the partial profile (Figure 1-4, Indicator 1). An information window opens (Figure 1-7). Select **DELETE**. This removes the staging profile. Close all browser windows, then log back into DTS to active your profile.

![Figure 1-7: Delete Partial Profile Screen](image)

4 The DTS Dashboard

4.1 Overview

From the DTS main page, the **DTS Dashboard** (Figure 1-8) displays. It contains five primary sections:

1. **Login Information** (Indicator 1): See Section 4.2.

2. **Administrative Functions** (Indicator 2): See Section 4.3.


4. **My Travel Documents** (Indicator 4): See Section 4.5.

5. **Additional Information**: These items are exactly as described in Section 1.
See Figure 1-1, Indicators 5-7 for specific details.

Figure 1-8: DTS Dashboard

4.2 Login Information

In the top right corner of every screen, DTS displays information about your current session (Figure 1-9a). It shows:

1. The current **DTS System Status**. A drop-down provides you the individual
system components status.

2. **A bell icon** lets you see organization alerts. The number tells you how many alerts are currently available.

3. **Your name.** A drop-down lets you see your last sign on date/time, assigned organization, organization and group accesses (if any), and your permission levels (Figure 1-9a). From this menu, you can also update your DTS profile, reset your profile (Figure 1-9b - if dual profiles), and log out of DTS. For an example of when to use **Reset Profile**, see Section 5. For the **Log Out** process, see Section 7.

![Figure 1-9a: DTS Dashboard – Login Information Expanded Screen](image)
Figure 1-9b: DTS Dashboard – Login with Reset Profile Screen

My Profile (Figure 1-10) lets you update your DTS personal profile. It is comprised of multiple screens allowing you to change most aspects of your DTS personal profile. At any given moment, one screen is open, while access to the other screens is through links in the left column. Use these screens to update your:

- **User Profile.** Includes your name, addresses, contact information, emergency contact information, assignment information, and your form printing preferences (see Table 1-1).

- **Accounting Information:** Includes key information about your GTCC and personal bank accounts.

- **Travel Preferences:** Includes your TSA information and preferred travel choices (e.g., favorite airlines and hotels) and rewards program data.

- **Additional Information:** Details about your work: your Service or Agency, unit, work address, and phone number. Some details (e.g., rank) you can’t change.

Contact your DTA for help updating any information you cannot modify through these screens.
The above option is available at any time. You can also change your profile when:

- You log onto DTS and a profile validation appears, as it does:
  - The first time you log onto DTS.
  - If you have not validated your profile in the past 60 days.
  - If your GTCC has expired or is within 30 days of expiration.

- You are working on a DTS travel document.

**Important:** Changes to your personal profile do not affect existing travel documents. To apply profile changes to existing travel documents, you must re-sign each document after you make the change.
4.3 Administrative Functions Tool Bar

These items (Figure 1-11) appear near the top of the DTS screen. **Note:** The Administration drop down menu does not appear for a traveler only role. This option is available for Routing Officials and DTAs.

**Figure 1-11: Administrative Functions**

1. **Home:** Return to the DTS Dashboard.

2. The **Trips** drop-down menu includes:
• **Trips Awaiting Action:** Used to access documents in the routing process. Generally used by Routing Officials (e.g., Authorizing Officials, Reviewers).

• **Traveler Lookup:** Used to find travel documents belonging to other people. Generally used by Non-DTS Entry Agents and travel clerks.

• **Cross Org Document Lookup:** Used to find travel documents using cross-organization funding. Generally used by those assigned to monitor use the cross-organization lines of accounting and payments.

3. The **Travel Tools** drop-down menu includes:

   • **Distance Calculator:** Connects to the Defense Table of Official Distances to look up official en route mileage.

   • **Government Meal Rate Table:** Connects to the DTMO website to look up the current Government meal rate.

   • **Mileage Rates Table:** Connects to the DMTO website to look up the current mileage rates.

   • **Per Diem Rate Lookup:** Connects to the DMO website to look up the latest per diem rates.

   • **Per Diem Rate Notes:** Connects to the DTMO website to see how per diem rates are calculated.

   • **Routing Chain Lookup:** Use this to look up your organization’s available routing lists and see the personnel assigned to each.

4. **Message Center** provides access to DTS Travel News and DTS Notices.

5. The **Administration** drop-down menu (Figure 1-12) provides access to the administrative tools that are available to you. Depending on the access you have, this drop-down menu may not be available to you. Although others are possible, the most commonly available options are:

   • **Administration** contains links to the:
     - Budget Tool
     - DTA Maintenance Tool
     - Self-Registration Administration
     - Delegate Authority
     - Document Unlock Tool
• **Reports** gives you access to the Report Scheduler and the BI and Reporting Tool.

• **Read-Only Access (ROA)** (not shown) gives you access to ROA Invoices and ROA Trip.

• **Centrally Billed Accounts (CBA)** (not shown) allows access to the CBA Tool.

• **Debt Management** gives you access to the Debt Management Tool.

4.4 **Quick Links**

These five shortcut tiles (Figure 1-13) lead to the same place as various other tools available elsewhere on the DTS Dashboard – they simply provide faster access to them. Your DTS permission levels and accesses currently determine which shortcuts appear on your screen, but a future expansion may allow you to select which ones display. These Quick Links are only visible on the DTS Dashboard.

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This document is maintained on the DTMO website at [https://www.defensetravel.dod.mil](https://www.defensetravel.dod.mil). Printed copies may be obsolete.
4.5 My Travel Documents

This section contains three primary areas: document types (with totals), document list (with details), and document creation. **Note:** For full details on document processing steps for authorizations, vouchers, local vouchers, and group authorizations, refer to the [DTS Guides](https://www.defensetravel.dod.mil).

1. **Document Types:** A **Selector Bar** (Figure 1-14) lets you select the type of travel document you want to display. Options include authorizations, vouchers, local vouchers, and group authorizations. It also tells you how many of each type are currently in DTS.

   ![Figure 1-14: View Document Type Selector](https://www.defensetravel.dod.mil)

2. **Document List:** The selected documents display in a column (Figure 1-15). Each entry displays the document’s name, departure date, TANUM (if available), current status, action buttons (e.g., View, Edit, Amend), and an Options icon that allows you to Print or Remove* a document (Figure 1-15, red highlight).

   *Note:* Remove is only available for documents in a CREATED status.
3. **Document Creation**: A **Create New Document** function (Figure 1-16) allows you to build a new **Routine TDY Trip**, **Voucher**, **Local Voucher**, or **Group Authorization**.

![Figure 1-15: Document List](image)

4.6 **What’s New Feature**

DTS provides a **What’s New** feature alerting you when software changes occur. After a system update, the first time you access an affected module, the **What’s New** feature activates. You readily receive a series of pop-up screens annotating any revisions. Once you proceed through the overview, you must select **Got It** to close the messaging. Your personal profile tracks your acknowledgement and then the **What’s New** feature inactivates. As this a one-time alert, unless there is another system change, you will not see the **What’s New** alert again.

![Figure 1-16: Create New Document Options](image)
Note: If you have multiple personal profiles, each one will receive the What’s New communication, requiring your acknowledgement. Section 5, Using Multiple Profiles explains how to reset and log into DTS, when you more than one profile.

Here is an example of what you might see on the What’s New featured screens (e.g., expense and document attachment) (Figure 1-17a-d).

Figures 1-17a-b: What’s New Screens – Expenses / Attaching Files Featured

Figures 1-17c-d: What’s New Screens – Expenses / Attaching Files Featured
5 Using Multiple Profiles

If you are a DoD civilian employee and you are also a member of the Reserves or National Guard, or if you serve administrative roles for DTS organizations in different hierarchies, you may need multiple DTS profiles. For those who have multiple profiles, the DTS Dashboard screen will display a Reset Profile button in the Login Information menu. As listed in Figure 1-9b, you can reset your profile.

![Figure 1-9b: DTS Dashboard – Login with Reset Profile Option]

If you are using Profile #1 and want to continue using Profile #1, log out of DTS without hitting Reset Profile. When you log back into DTS, the DTS Dashboard for Profile #1 automatically displays.

If you need to access a different profile:

1. When you are ready to log out of DTS, select Reset Profile to deactivate your current profile (Profile #1 in this example) and log you out of DTS.

2. When you log back into DTS, the system will see that you have no active profile and launch the Activate Account screen (Figure 1-2).
3. To activate an alternate profile or Profile #2, enter the SSN associated with that profile twice, then place a check in the Reserve/National Guard box, if you need to access a profile under Reserve/National Guard organization or don’t check mark the box. When you select Activate Account, DTS activates the profile associated with Profile #2 SSN and opens the DTS Dashboard for that profile.
6 Document Lock

When you perform any action altering a document, DTS locks the document to prevent others from creating modifications to it simultaneously. The document lock applies to all document types (i.e., authorizations and vouchers).

**Important:** Select **Home** at the top of the DTS screen to exit a trip and return to the **DTS Dashboard**. Using the browser’s “X” button causes DTS to lock the document for 30 minutes or until a DTA manually unlocks it.

DTS locks travel documents when they are open in an editable mode, including:

- Manual processing, such as:
  - Initial creation
  - Adjustments and amendments
  - Reviews and approvals

- Electronic processing, such as document:
  - Reservation processing by the Travel Management Company (TMC)
  - Document being removed
  - Document being cancelled
  - Reservations in document being auto-cancelled

**Note:** Viewing, printing, opening via **Read Only Access** (ROA), performing certain **Import/Export** (I/E) options, or when interacting with the **DTS Payment** module will not lock the document.

A document can unlock when the following occurs:

- The person who locked the document:
  - Leaves the document inactive for 30 minutes
  - Closes the document properly
  - Allows their DTS session to time out
  - Logs off DTS

- A DTA uses the **Document Lock Tool** to unlock the document

DTS provides information regarding documents in a locked status:

1. If you try to open a locked trip, DTS informs you that you can’t and displays who locked the trip.
2. When a DTA unlocks your document, DTS alerts you of the action.
3. When a DTA unlocks a document, the person who had it locked gets an email on who unlocked it, and warns that unsaved changes have been lost.
7 Logoff Instructions

Remember to logoff DTS when you complete all travel related actions.

1. The best way to close an open DTS document is to select Home at the top of the screen to return to the DTS Dashboard.

2. To exit DTS, select your name at the top of the DTS Dashboard and then select Log Out on the drop-down menu.

3. DTS provides a Confirm Log Out screen (Figure 1-18). Select Log Out.

![Figure 1-18: Confirm Log Out Screen](image)

4. A confirmation displays (Figure 1-19). Select Close Window to exit the browser.

![Figure 1-19: Log Out Successful Screen](image)
8 Additional Resources

8.1 Component Representatives

Your Component Representatives can provide more information on DTS. You can find contact information for your Component Representatives at https://www.defensetravel.dod.mil/site/dtsContacts.cfm.

This information is also available by selecting the Contacts link on the left side of the DTS Home page.

8.2 Helpful References

In addition to providing a wide variety of on-demand and scheduled training, DTMO publishes many useful resources such as Manuals, Guides, and Trifolds that clarify many aspects of official travel. The charts below provide a sampling of resources. For a complete listing of available resources, check the Training Resource Lookup Tool at: https://www.defensetravel.dod.mil/site/training.cfm.

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| * Web-based training module is also available in Travel Explorer (TraX) at [https://www.defensetravel.dod.mil/passport](https://www.defensetravel.dod.mil/passport) |