Defense Travel System

DTS Guide 1: Getting Started

August 17, 2018
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<td>New Guide</td>
<td>All</td>
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<td>3.0</td>
<td>8/17/18</td>
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<td>Throughout Sections 4-7</td>
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1 Introduction

The Defense Travel System (DTS) is a fully integrated, electronic, end-to-end travel management system that automates 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 to get you started 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 www.defensetravel.osd.mil. 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 last name and SSN that are listed on the CAC certificate 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.
     - 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.
     - 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).
     - The User Activation Screen opens; go to Section 3.1.
   - An error prevents DTS from creating an account for you.
     - DTS displays an error message.

**Example:** You have a hyphenated last name – Smith-Jones – which 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 isn’t the same as Smith Jones or SmithJones, so DTS generates an error.
Try to resolve the problem using the actions listed below.

- Make sure your CAC is seated 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 User Activation screen (Figure 1-2).

![Figure 1-2: User Activation Screen](https://www.defensetravel.dod.mil)

*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.
On the User Activation 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 Reserve/National Guard box
3. Select Submit.
   - If you have an inactive DTS account, DTS activates it and opens the DTS Dashboard; go to Section 4.
   - If you don’t have a DTS account, the User Activation screen refreshes (Figure 1-3) to provide a self-registration option. Continue to step 4.

![User Activation Screen - Self Register](image)

**Figure 1-3: User Activation Screen – Self Register**


5. Select Basic Information on the navigation bar. The Basic Information screen opens.

6. Complete all fields on the screen, then select SAVE AND PROCEED. The Submit Self-Registration screen opens. **Note:** If you are unsure about any of the required information, contact your DTA.
7. 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 that caused the DTA to reject the request and resubmit it following the instructions above.

Note: The most common reason for rejection is entering the wrong Organization. If you enter the wrong organization, your self-registration request gets routed to the wrong DTA, who doesn’t know you, so they will reject the request.

4 The DTS Dashboard

4.1 Overview

When DTS opens, the DTS Dashboard (Figure 1-4) displays. It contains five primary sections:

1. Login Information (indicator #1): See Section 4.2.

2. Administrative Functions (indicator #2): See Section 4.3.


5. Additional Information: These items are exactly as described in Section 1. See Figure 1, indicators 5-7.
4.2 Login Information

In the top right corner of every screen, DTS displays information about your current session (Figure 1-5). It shows:

1. The current **DTS system status**. A drop-down lets you to see individual system component statuses.
2. A **bell icon** that 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 assigned organization, your organization and group accesses (if any), and your permission levels. From this menu you can also update your DTS profile (Figure 1-6), reset your profile, and log out of DTS.

For an example of when you might want to reset your DTS profile, see Section 7.

![Figure 1-5: DTS Dashboard – Login Information Expanded](image)

**Figure 1-5: DTS Dashboard – Login Information Expanded**

**My Profile** (Figure 1-6) lets you update your DTS personal profile. It comprise multiple screens that allow 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 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 change through these screens.

![Update Profile Tool – Personal Information Screen Open](image)

**Figure 1-6:** Update Profile Tool – Personal Information Screen Open

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 haven’t 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.
### Table 1-1

**FORM PRINTING PREFERENCE OPTIONS**

<table>
<thead>
<tr>
<th>Section</th>
<th>Options &amp; Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AUTHORIZATIONS/ORDERS</strong></td>
<td></td>
</tr>
<tr>
<td>Print Full SSN*</td>
<td>• No masks the first 5 digits of your SSN (XXX-XX-6789).</td>
</tr>
<tr>
<td></td>
<td>• Yes displays your full SSN (123-45-6789).</td>
</tr>
<tr>
<td>Authorization</td>
<td>• Default: Provides more details than the other options. Prints all available travel data without making it look like a DD Form 1610.</td>
</tr>
<tr>
<td></td>
<td>• Govt + Form: Prints a DD Form 1610 showing trip information from DTS onto blank printer paper. Use when you don’t have a blank DD Form 1610.</td>
</tr>
<tr>
<td></td>
<td>• Govt: Prints trip information from DTS onto a blank DD Form 1610 (which you’ve loaded into the printer).</td>
</tr>
<tr>
<td>Cash Advance</td>
<td>• Default, Govt + Form, and Govt as described above.</td>
</tr>
<tr>
<td></td>
<td>• None: Do not print a cash advance summary.</td>
</tr>
<tr>
<td>Group Auth:</td>
<td>• Summary: Prints the group authorization and a cash advance summary showing the total amount of advanced all travelers received.</td>
</tr>
<tr>
<td></td>
<td>• Summary &amp; Individual: As above, but it also includes the individual authorizations and cash advance totals for each traveler.</td>
</tr>
<tr>
<td>Itinerary Listing</td>
<td>Check the box to print your reservations &amp; itinerary.</td>
</tr>
<tr>
<td><strong>VOUCHERS</strong></td>
<td></td>
</tr>
<tr>
<td>Print Full SSN*</td>
<td>As described above.</td>
</tr>
<tr>
<td>Voucher</td>
<td>Options as in “Authorizations” above, except for DD Form 1610, substitute DD Form 1351-2.</td>
</tr>
<tr>
<td>Receipt Checklist</td>
<td>Check the box to print a list of receipts that must be attached to the voucher.</td>
</tr>
<tr>
<td><strong>ATTACHMENTS</strong></td>
<td></td>
</tr>
<tr>
<td>Document History</td>
<td>Check the box to print every step in the document’s electronic routing history.</td>
</tr>
<tr>
<td>Accounting Detail</td>
<td>Check the box to print the document’s expenses listed by accounting code and category.</td>
</tr>
<tr>
<td>Privacy Act</td>
<td>Check the box to print the Privacy Act Statement.</td>
</tr>
<tr>
<td><strong>PRINT DOCUMENT NAME</strong></td>
<td></td>
</tr>
<tr>
<td>Block 2 of SF1164</td>
<td>Do not check this box. (Note: SF 1164 was replaced by OF 1164 in Dec 2016.)</td>
</tr>
<tr>
<td>Block 22 of DD1610</td>
<td>Check the box to print the document name in block 22 of DD Form 1610.</td>
</tr>
</tbody>
</table>

*When a DTA with PL-5 prints a DTS document for a traveler, DTS applies the DTA’s Print Full SSN preference settings. If you don’t have PL-5, you can’t print the traveler’s full SSN. It is always masked.

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### 4.3 Administrative Functions

These items (Figure 1-7) appears near the top of every DTS screen.

**Figure 1-7: Administrative Functions**

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

2. The **Trips** drop-down menu includes:
   i. **Trips Awaiting Action**: Used to access documents in the routing process. Generally used by Routing Officials (e.g., Authorizing Officials, Routing Officials).
ii. **Traveler Lookup**: Used to find travel documents that belong to other people. Generally used by Non-DTS Entry Agents and travel clerks.

iii. **Cross Org Document Lookup**: Used to find travel documents that used cross-organization funding. Generally used by those assigned to monitor cross-organization funding.

3. The **Travel Tools** drop-down menu includes:
   i. **Distance Calculator**: Connects to the Defense Table of Official Distances to look up official en route mileage.
   ii. **Government Meal Rate Table**: Connects to the DTMO website to look up the current Government meal rate.
   iii. **Mileage Rates Table**: Connects to the DMTO website to look up the current mileage rates.
   iv. **Per Diem Rate Lookup**: Connects to the DMO website to look up the latest per diem rates.
   v. **Per Diem Rate Notes**: Connects to the DTMO website to see how per diem rates are calculated.
   vi. **Routing Chain Lookup**: Use this to look up your organization’s available routing lists and see the personnel assigned to each.

4. **News & Notices** provides access to DTS Travel News and DTS Notices.

5. The **Administration** drop-down menu (Figure 1-8) 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:
   i. **Administration** contains links to the:
      1. Budget Tool
      2. DTA Maintenance Tool
      3. Self-Registration Administration
      4. Delegate Authority
      5. Document Unlock
   ii. **Reports** gives you access to the Report Scheduler and the BI and Reporting Tool.
   iii. **Read-Only Access (ROA)** gives you access to ROA Invoices and ROA Trip.
   iv. **Centrally Billed Accounts (CBA)** gives you access to the CBA Tool.
   v. **Debt Management** (not pictured) gives you access to the Debt Management Tool.
4.4 Quick Links

These six shortcut tiles (Figure 1-9) 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.
4.5 My Travel Documents

This section contains three individual functions:

1. A selector bar (Figure 1-10) 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 1-10: View Document Type Selector]

2. The selected documents display in a column (Figure 1-11). 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 1-11, red highlight).

*Note: Remove is only available for documents in a CREATED status.
3. A **Create New Document** button (Figure 1-12) lets you create a new Routine TDY authorization, Special Circumstances TDY authorization, voucher, local voucher, or group authorization.

![Create New Document Options](image-url)
5 Using Multiple Profiles

If you are a DoD civilian employee and are also a member of the Reserves or National Guard, or if you serve administrative roles for DTS organizations that are 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 (see Section 4.2).

If you are using Profile #1 and want to continue using Profile #1 when you come back, 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 User Activation Screen (Figure 1-2).

3. To activate, an alternate profile, enter the SSN associated with that profile twice, then place a check in the **Reserve/National Guard** box, if necessary. When you hit **Submit**, DTS activates the profile associated with that SSN and opens the DTS Dashboard for that profile.

6 Document Lock

When you perform any action that alters a DTS travel document, DTS locks the document to prevent others from creating modifications to it simultaneously. The document lock applies to all travel documents (i.e., authorizations, vouchers, local vouchers, and group authorizations).

**Important:** You should always select **Home** at the top of the DTS screen to exit a document 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:
  o Reservation processing by the Travel Management Company (TMC)
  o Document being removed
  o Document being cancelled
  o Reservations in document being auto-cancelled

Documents do not lock during actions that do not include active editing, such as viewing or printing, opening via Read Only Access (ROA) or certain Import/Export (I/E) options, or when interacting with the Payment module.

The following actions all allow a locked document to unlock:

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

• A DTA performs an administrative unlock via the Document Lock Admin module

DTS provides information regarding documents in a locked status:

1. If you attempt to open a locked document, a popup notifies you who has it locked.

2. If a DTA unlocks the document, you get a popup to let you know.

3. If a DTA unlocks the document, the person who had it locked gets an email to let them know who unlocked it, and to let them know that unsaved changes have been lost.

7 Logoff Instructions

Remember to logoff DTS when you are done using it.

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, then select Log Out on the drop-down menu.
8 Additional Resources

8.1 Component Representatives

Your Component Representatives can provide more information on DTS. You can find contact information for 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. A sampling is provided in the charts below. 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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<tr>
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</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>*Web-based training module is also available in Travel Explorer (TraX) at <a href="https://www.defensetravel.dod.mil/passport">https://www.defensetravel.dod.mil/passport</a></td>
<td></td>
</tr>
</tbody>
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