



Information Paper: Document Lock

Background

When you perform an action altering a DTS document, the system automatically locks the document to prevent others from simultaneously making modifications to the same trip.

Document lock applies to all DTS document types (i.e., authorizations, vouchers, local vouchers, and group authorizations).

Reasons for Document Lock

DTS locks a document while the document is:

- Opened for editing
- Opened for adjustment (including adjustments made through the Centrally Billed Account [CBA] Tool or Debt Management Tool)
- Opened for amendment (including amendments made through the CBA Tool or Debt Management Tool)
- Being created
- Being reviewed
- Being swept for Passenger Name Record (PNR) processing
- Being removed
- Being canceled
- Having reservations removed by the auto-cancel feature

The **Document Lock** feature does not activate for a document when you are viewing, printing, or accessing the trip through the **Read Only Access (ROA) Tool, Import/Export (I/E) Tool, or Payment module.**

Removing Document Lock

Once a document locks, one of these actions must occur before DTS removes the document lock:

- The person who has the document locked:
 - Remains inactive for 30 minutes
 - Logs out
 - Exits the document
 - Allows the session to time out
- A Defense Travel Administrator (DTA) performs an administrative unlock action.



Information Message

When a document locks and you try to edit the trip, you receive a **Document Locked** message (Figure 1). You can't access the document. You must wait until the person exits the trip or have the DTA unlock the document, before trying to enter again.

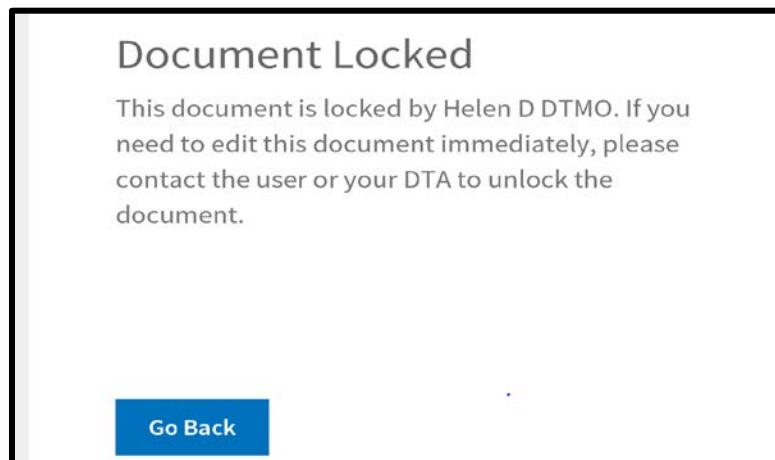


Figure 1: Document Locked – Message

DTS Status Notification Email

When you are working in a document and a DTA unlocks that trip, DTS sends you an email (Figure 2) informing you of the action. You'll need to address any specific questions to that individual.

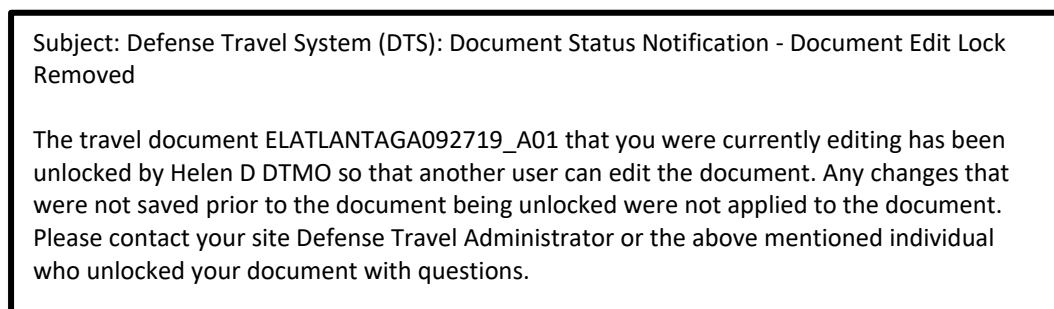


Figure 2: Document Status Notification Email – Document Edit Lock Removed

Document Unlock Tool

The **Document Unlock Tool** allows a DTA to remove a document lock action when a person requires immediate access to a locked trip. This option displays under the **DTS Dashboard's Administration** menu for those individuals with the proper permission level and group access to the traveler's documents.



**Document
Unlock Tool
(continued)**

To unlock a locked document:

1. Mouse over **Administration** on the **DTS Dashboard** (Figure 3) and select **Document Unlock Tool** from the drop-down list.

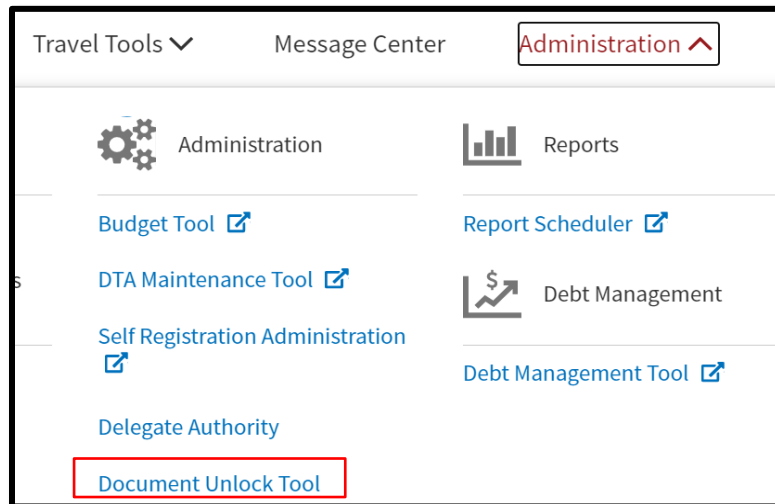


Figure 3: Administration Drop-Down – Document Unlock Tool

2. The **Document Unlock Admin Tool** screen displays (Figure 4).

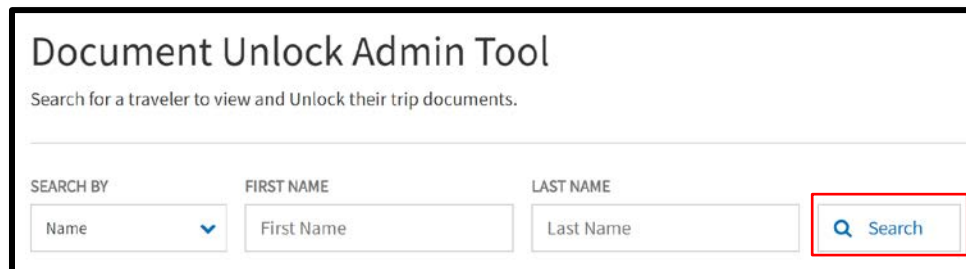


Figure 4: Document Unlock Admin Tool Screen

3. Use one of the available **Search By** methods then select **Search** to locate the traveler. The **Traveler Lookup Results** screen displays a list of travelers who match your search criteria and the last four digits of each one's SSN (Figure 5).



Document
Unlock Tool
(continued)

| SEARCH BY | FIRST NAME | LAST NAME | |
|-----------|------------|-----------|--------|
| Name | eric | linden | Search |

| Traveler Name | Organization | SSN | |
|----------------|--------------|-------------|--------|
| LINDEN, ERIC T | DTMOCS | ###-##-9743 | Select |

1

Close

Figure 5: Traveler Lookup Results Screen

4. Choose the **Select** next to the name of the traveler whose document you want to unlock. The **Document Unlock Admin Tool** window appears (Figure 6).

Document Unlock Admin Tool

Search for a traveler to view and Unlock their trip documents.

| SEARCH BY | FIRST NAME | LAST NAME | |
|-----------|------------|-----------|--------|
| Name | eric | linden | Search |

Unlock Documents for: LINDEN, ERIC T. ⓘ

| Document Name | Locked By | Last Update | |
|----------------------|--------------|-------------|--------|
| EWBOISEID022717_A01 | Eric T West | 17 Sep 2019 | Unlock |
| EWCINNATIO082613_A01 | Chris A West | 17 Sep 2019 | Unlock |

Figure 6: Document Unlock Admin Tool Screen

5. Select **Unlock** for the appropriate document. A **Document Unlock Confirmation** message displays asking you to confirm the document unlock request (Figure 7).



**Document
Unlock Tool
(continued)**

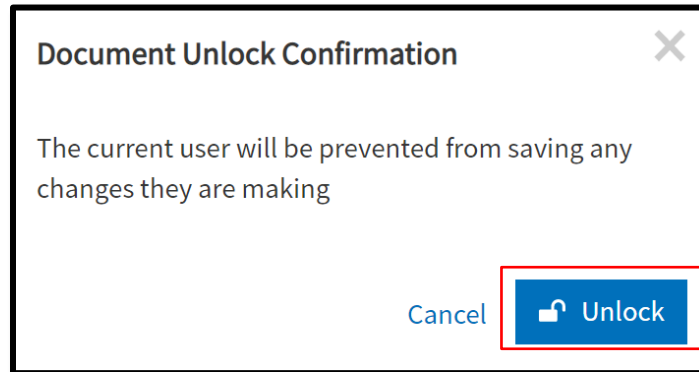


Figure 7: Document Unlock Confirmation Message

6. Select **Unlock**. The **Document Unlock Admin Tool** page refreshes removing the document you just unlocked from the list.

References

- DTS Guide [DTS Guide 2: Authorizations](#)
DTA Manual [DTA Manual, Chapter 1: DTS Overview](#)
DTA Manual [DTA Manual, Chapter 2: DTS Access](#)