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## Information Paper: Document Lock

### Background

When you perform any action that alters a DTS document, the system automatically locks the document to prevent others from simultaneously making modifications to the same document.

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

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### 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 when you are simply viewing or printing a document, or accessing it through the **Read Only Access (ROA) Tool, Import/Export (I/E) Tool, or Payment module.**

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### Removing Document Lock

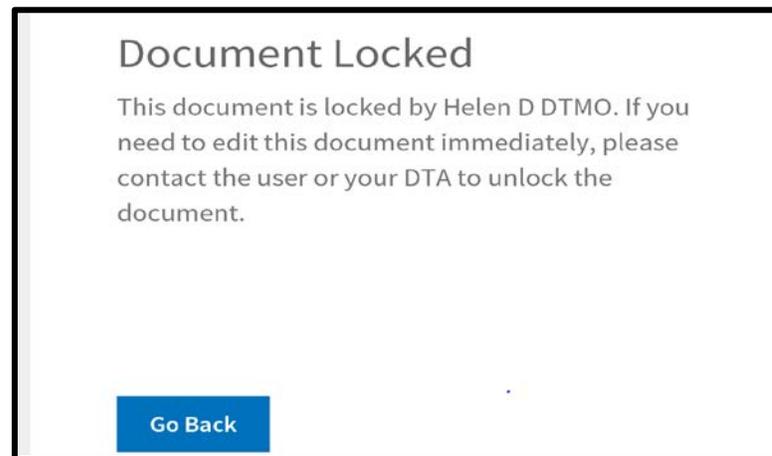
Once a document locks, one of these actions must occur before DTS removes the document lock:

- 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

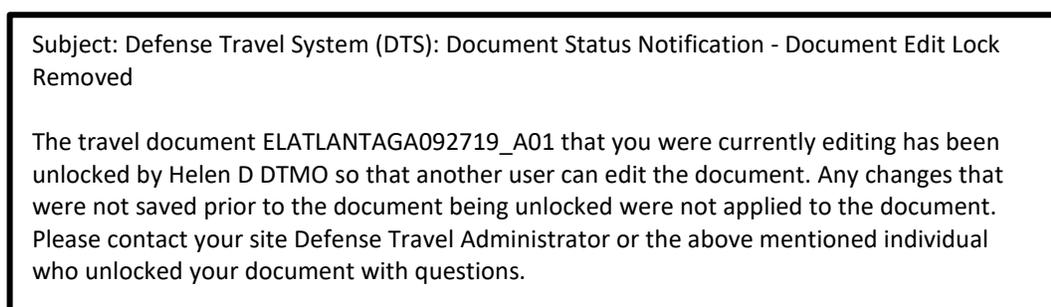
When a document locks and you try to edit the trip, you receive a **Document Locked** message (Figure 1). You can't access the document. You must wait until the person exits the trip or have the DTA unlock the document, before trying to enter again.



*Figure 1: Document Locked – Message*

## DTS Status Notification Email

When a DTA unlocks a document you were working in, DTS sends you an email (Figure 2) letting you know who unlocked the document. 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 in the **DTS Dashboard's Administration** menu for all people that have a permission level 5 or



## Document Unlock Tool (continued)

higher, though the person must also have group access to the traveler who owns the document.

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.

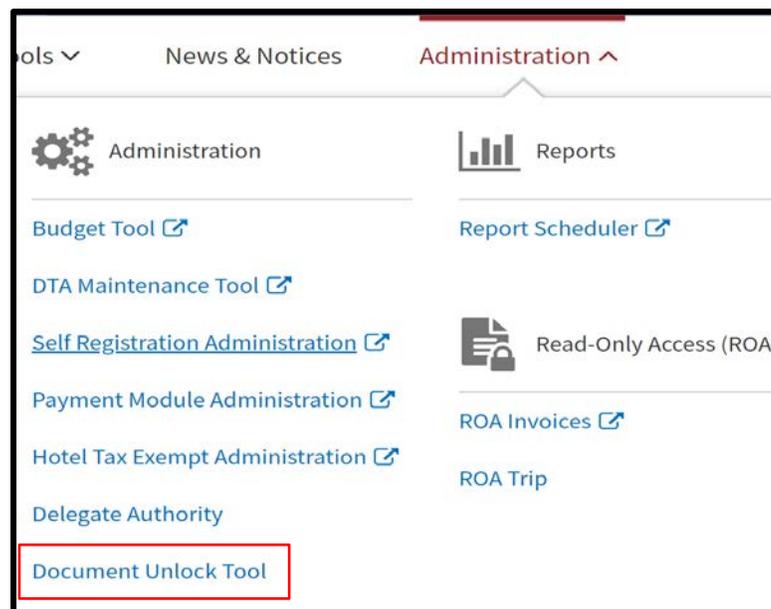


Figure 3: Administrative Drop-Down List – Document Lock Admin

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

The screenshot shows the 'Document Unlock Admin Tool' screen. It has a title 'Document Unlock Admin Tool' and a subtitle 'Search for a traveler to view and Unlock their trip documents.' Below the subtitle is a search form with three input fields: 'SEARCH BY' (a dropdown menu with 'Name' selected), 'FIRST NAME' (a text input field with 'First Name' entered), and 'LAST NAME' (a text input field with 'Last Name' entered). A 'Search' button with a magnifying glass icon is located to the right of the input fields and is highlighted with a red rectangular box.

Figure 4: Document Unlock Admin Tool Screen



**Document  
Unlock Tool  
(continued)**

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).

SEARCH BY	FIRST NAME	LAST NAME	
Name	eric	linden	Search

Traveler Name	Organization	SSN	
LINDEN, ERIC T	DTMOCS D	###-##-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. ⓘ

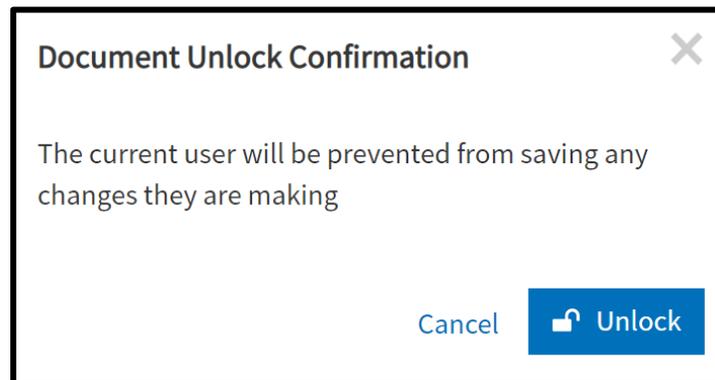
Document Name	Locked By	Last Update	
EWBOISEID022717_A01	Eric T West	17 Sep 2019	Unlock
EWCIINNATIO082613_A01	Chris A West	17 Sep 2019	Unlock

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**

Guide	<a href="#">DTS Guide 2: Authorizations</a>
Manual	<a href="#">DTA Manual, Chapter 1: DTS Overview</a>
Manual	<a href="#">DTA Manual, Chapter 2: DTS Access</a>