

# TRAVEL ASSISTANCE

## OVERVIEW

Travelers seeking travel assistance before, during and after travel can seek help through several avenues. Often, issues can be resolved at the local level, so travelers are encouraged to first contact their local Lead Defense Travel Administrator (LDTA) before contacting their Service/Agency level help desk. If additional support is required, travelers can contact the Travel Assistance Center (TAC). Additionally, travelers can seek assistance by utilizing the self-help features of Travel Explorer (TraX) to search hundreds of frequently asked questions and resources.

## LOCAL LEVEL SUPPORT

A Lead Defense Travel Administrator (LDTA) for a site is typically responsible for local level support. This subject matter expert is able to provide direction on local business rules governing travel for a particular organization. To find contact information for your DTA, go to [www.defensetravel.dod.mil/site/localSupport.cfm](http://www.defensetravel.dod.mil/site/localSupport.cfm).

## SERVICE/AGENCY OFFICES

An additional level of travel assistance is available through the Service/Agency offices. These offices provide support to their respective commands that cannot be accomplished at the local level. Issues that cannot be resolved at this level should be escalated to the TAC.

## TRAVEL ASSISTANCE CENTER

Staffed by a team of trained analysts, the TAC provides enterprise level support on a range of travel-related topics. The TAC is available to DoD travelers 24 hours a day, seven days a week including federal holidays.

The TAC provides supplemental support to local help desks and should be contacted if the issue cannot be resolved at the local or Service/Agency level.

## COMMERCIAL TRAVEL OFFICE

To address ticketing and/or itinerary changes once travel has commenced, travelers should contact their Commercial Travel Office (CTO). Contact information for a CTO including information for after-hours assistance, is listed on a traveler's travel itinerary.

## Travel Explorer

Travel Explorer (TraX) offers a centralized source of travel information to include travel assistance, training, access to trip tools and other useful information.

To access TraX, users must register through Passport, DTMO's web portal at [www.defensetravel.dod.mil/passport](http://www.defensetravel.dod.mil/passport)

## Travel Assistance

Contact your  
local help  
desk

Army

Navy

Marine Corps

Air Force

DoD Agency

Joint Command



**Travel Assistance Center**

24 hours a day, 7 days a week

Submit a help desk ticket at:

[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)  
1-888-Help1Go



**DEFENSE TRAVEL MANAGEMENT OFFICE**  
*The DoD Center for Travel Excellence*

\*Information current as of 3/2016

[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)