



Required Ticket Information for Issues Sent to the DTMO Travel Assistance Center

Introduction

There are two methods for submitting a ticket to the Travel Assistance Center (TAC). With either method you will need to provide required information so your issue can be resolved in a timely manner.

Check your site's business rules to determine if you should contact your **local help desk** before contacting the TAC. **Self-help resources** can also provide timely assistance and should be researched prior to contacting the TAC.

The TAC is available to all users 24 hours a day, seven days a week. You can find information about the TAC on the DTMO website (www.defensetravel.dod.mil).

Creating a Ticket in TraX

The preferred method for contacting the TAC is creating a help ticket using Travel Explorer (TraX).

To create a ticket:

1. Log into the DTMO Passport website (www.defensetravel.dod.mil/Passport), select **Travel Explorer** from the home page.
2. Select **Help Tickets** from the navigation bar. The Help Ticket page opens (Figure 1).

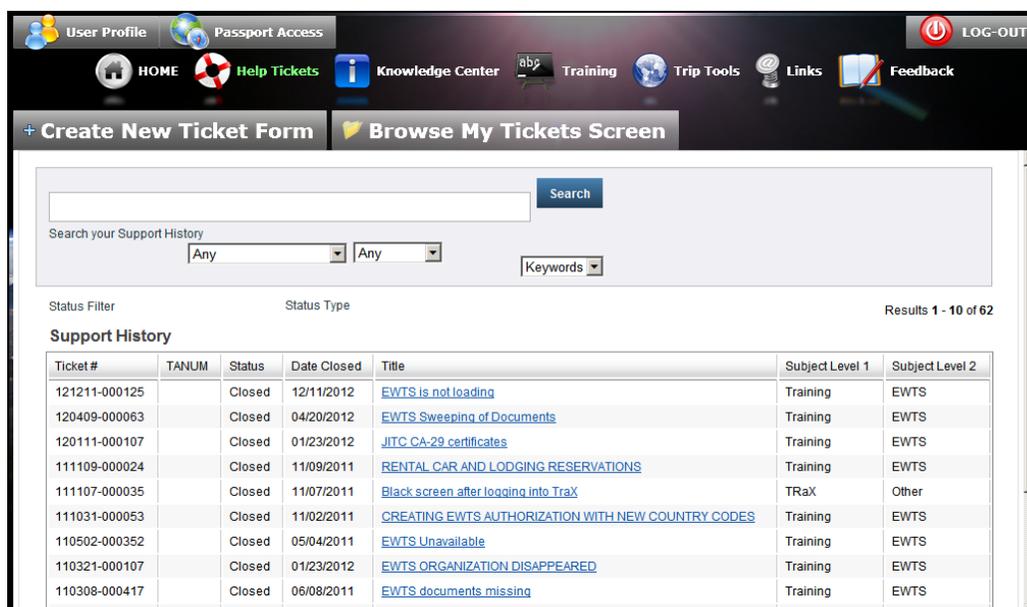


Figure 1: Travel Explorer – Help Ticket Home page

3. Select **Create New Ticket Form** to create a help ticket (Figure 2).



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Figure 2: Travel Explorer – Create New Ticket

4. It is important to provide as many details as possible regarding your issue, as it helps the TAC provide a faster and more accurate resolution. Starting at the top of the ticket:
 - a. Create a **Title** that summarizes your issue and highlights significant details, but isn't too generic.
 - b. Provide a detailed description of your issue. Your description should provide a step-by-step sequence of what happened, any DTS error codes, and where the issue occurred in DTS. Please do not include any personally identifiable information (PII) such as a full Social Security Number or charge card number.
 - c. The **Subject** line provides a drop-down list you can use to select a broad description of your issue. The TAC will use this information to route your ticket to the correct team for resolution.
5. For issues that are DTS-related, selecting the "Yes" radio button provides additional data fields so you can enter important details about the affected document (Figure 3).

Figure 3: DTS related ticket information



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6. All fields are important and should be completed to the best of your ability. The best way to do this is to copy and paste the information from DTS into each field.
7. If the travel authorization number or TANUM if available (this is often important to resolving the issue).

Before your ticket is routed to the TAC for resolution, TraX offers several Frequently Asked Questions (FAQs) from the Knowledge Center that may provide an immediate resolution to your issue. TraX recommends FAQs based on the subject and keywords you entered in the ticket description field. If you review these FAQs and find a solution to your issue, select **My Question is Answered** and you will exit the ticket process.

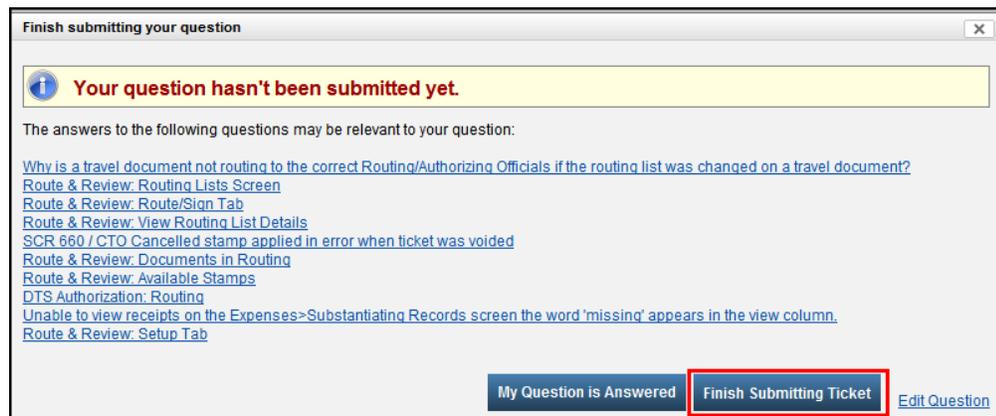


Figure 4: Finish Submitting Ticket

If the recommended FAQs do not solve your issue, select **Finish Submitting Ticket** (Figure 4) to route your ticket to the TAC for resolution.

The other method for contacting the TAC is calling 1-888-Help1Go (888-435-7146). When contacting the TAC, you should have the following information readily available. The TAC cannot open a ticket without this information (Figure 5).

Identification Information	Problem Description
Travel Date	Date travel will commence
Caller's Name	Traveler's Name
Caller's Telephone Number	Traveler's SSN (last 4 Digits only)
Caller's Email Address	Traveler's Document Name
DTS Organization Code	Travel Authorization Number (TANUM)
Site Location	Document Type (Authorization, Voucher)
Branch of Service	DTS Module (DTA Maintenance, MIS Reports, etc)
System Affected (DTS Production, EWTS)	Detailed Problem Description

Figure 5: Mandatory Information for TAC phone call