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1 Defense Travel System (DTS) Overview

DTS is the DoD’s fully integrated, electronic, end-to-end travel management system for processing temporary duty (TDY) travel documents. DTS is available at all times to create two primary types of travel documents – authorizations and vouchers – both of which have two sub-types:

- **Authorizations.** Before a trip begins, an authorization provides the tools to book reservations, estimate trip expenses, request advance or monthly payments, and receive approval to travel. The system also allows travel managers to review and approve official travel documents, and integrates with various accounting systems to pay post-travel claims. A group authorization is also available to simplify the order creation process for personnel who are traveling together.

- **Vouchers.** After official travel ends, the traveler files a voucher to claim reimbursement of expenses and payment of allowances, as well as to split disburse their payments to both their personal bank accounts and the Government Travel Charge Card (GTCC) vendor. Different voucher types are available for local travel and for travel away from the local area.

This chapter introduces you, the Defense Travel Administrator (DTA), to DTS and the personnel it serves.

For a more comprehensive introduction to DTS, see the information paper *DTS Background*.

2 DTS User Types and Roles

Personnel who use DTS can be defined in two broad ways: by the type of DTS profile they have (see the *DTA Manual, Chapter 7: People*) and by the roles they perform.

2.1 DTS User Profile

A DTS User profile contains information that allows a travel manager or administrator to perform specialized DTS functions, such as accessing another person’s official documents or updating an organization’s routing lists. Personnel who interact with DTS, but never perform official travel have a DTS User profile. Although others exist, the roles that most commonly need a DTS User profile include DTAs and Reviewing Officials. See Sections 2.3 and 2.4 for more information about these roles. Personnel who interact with DTS on behalf of one or more travelers, such as a travel clerk or a Non-DTS Entry Agent (NDEA), may also have a DTS User profile. See Section 2.5 for more information about them.

2.2 DTS User/Traveler Profile
A DTS User/Traveler profile contains information that allows a person to travel, such as GTCC information and travel preferences. All personnel who expect to go on official travel must have a User/Traveler profile – this includes the administrators and managers named in Section 2.1.

For a more comprehensive introduction to DTS roles, see the DTA Manual, Chapter 7: People.

2.3 DTAs

Four types of DTAs work in DTS. They perform the functions listed below.

- **Lead DTA (LDTA).** Oversees the actions of all of an organization’s or a site’s DTAs. Can perform any of the functions listed below as needed.

- **Organization DTA (ODTA).** Performs the non-financial administrative functions that allow an organization’s travelers and Reviewing Officials to use DTS to execute travel. This includes, but is not limited to, creating and maintaining organizations, personal profiles, routing lists, and groups.

- **Finance DTA (FDTA).** Performs financial functions within DTS. This includes setting up an organization’s Lines of Accounting (LOAs) and budgets and tracking the obligation and expenditure of travel funds.

- **Budget DTA (BDTA).** Helps the FDTA set up and maintain an organization’s budgets.

2.4 Reviewing Officials

Although others are possible, the most common types of Reviewing Officials are:

- **Reviewing Officials (ROs)** who review travel document for accuracy.

- **Certifying Officials** who certify that funds available to pay for the trip.

- **Authorizing Officials (AOs)** who perform a final review and decide whether to approve the traveler’s plans (on an authorization) or payment claims (on a voucher).
2.5 Traveler

Using DTS, travelers generally create and sign their own travel documents, although the traveler’s organization may designate others (e.g., travel clerks, NDEAs) to enter information into DTS for them.

3 DTS Architecture

Many systems and organizations interact with DTS to allow official travel to take place. For example:

- A central data center (CDC) allows 24/7 access to DTS from any computer capable of connecting to the internet.

- The Defense Information Systems Agency (DISA) provides system security with the use of DoD Public Key Infrastructure (PKI) certificates – usually stored on a Common Access Card (CAC).

- Accounting systems such as the Defense Finance and Accounting System (DFAS) provides financial support such as automated obligation creation and electronic payment.

- Travel Management Companies (TMCs) validate traveler reservation requests and book reservations as needed.

4 The Trip-Planning Process

The trip-planning process differs for travelers that are able to use DTS vs. those who cannot access DTS, as explained in Sections 4.1 and 4.2 below.

4.1 Travelers Who Can Access DTS

Figure 1-1 depicts the trip process for a DTS-connected traveler.
Figure 1-1: DTS Trip Process

A brief explanation of the authorization (pre-trip) process is:

1. **Traveler.** Logs into DTS using their CAC and PIN. Creates an itinerary. Selects all necessary reservations (air, hotel, rental car, train) or requests TMC help. Enters reimbursable expense estimates and per diem allowances to create an estimated cost. Requests a travel advance and/or Scheduled Partial Payments (SPPs) if necessary and allowed. Digitally signs the authorization. DTS status stamp: **SIGNED**.

2. **TMC.** If the traveler requested reservations, books the reservations immediately, and issues tickets after AO approval, but usually no sooner than 3 business days before the trip start date. DTS status stamps: **CTO SUBMIT**, **CTO BOOKED**, **CTO TICKETED**. (Note: DTS calls the TMC a “Commercial Travel Office” or CTO.)

3. **AO.** Reviews and approves the authorization. DTS status stamp: **APPROVED**.

4. **DFAS (or the servicing finance system).** Acknowledges that it made an obligation and scheduled any requested advances and SPPs. DTS status stamps: **OBLIG SUBMITTED**, **POS ACK RECEIVED**, and **ADVANCE** (or **SPP** SUBMITTED) (or **PAID**).
A brief explanation of the voucher (post-trip) process is:

1. **Traveler.** Updates estimated expenses with actual costs. Attaches receipts and digitally signs the voucher. DTS status stamps: **SIGNED**.

2. **AO.** Reviews and approves the voucher. DTS status stamp: **APPROVED**.

3. **DFAS (or the servicing finance system).** Acknowledges that it adjusted to the amount for disbursement and has split disbursed the payment to the traveler’s bank account and the GTCC vendor. DTS status stamps: **OBLIG SUBMITTED, POS ACK RECEIVED, PAYMENT SUBMITTED**, and **PAID**.

### 4.2 Travelers Who Cannot Access DTS

Figure 1-2 depicts the trip process for a traveler who is not DTS-connected.

![Figure 1-2: NDEA/Travel Clerk DTS Trip Process](image)
In general, the process is the same for a DTS-connected traveler; however, the following differences apply:

1. During the authorization process, a travel clerk or NDEA creates and signs the document for the traveler, generally using information the traveler provided.

2. A few additional steps apply to the voucher process:
   a. The traveler must complete a DD Form 1351-2 and give it to the travel clerk or NDEA.
   b. The travel clerk or NDEA uses the information in the 1351-2 to complete the voucher and then attaches an electronic image of the 1351-2 to the DTS voucher.
   c. The traveler or NDEA signs the voucher (a travel clerk cannot). If the NDEA signs it, DTS applies the status stamp T-ENTERED.

All other steps remain identical to those outlined in Figure 1-1.

5 Document Lock

When anyone performs an action that alters a document, DTS locks that document to prevent others from making changes to the document at the same time. Document lock applies to all DTS travel documents (i.e., authorizations, vouchers, local vouchers, and group authorizations).

Performing the following actions causes DTS to lock a document:

- Create
- Edit
- Adjust
- Amend
- Review
- Approve
- TMC actions
- Remove
- Cancel (both automatic and manual)

DTS does not lock the document when view-only actions take place, such as viewing, printing, or accessing document in the Read Only Access (ROA), Import/Export (I/E), or the Payment modules.
The following actions cause DTS to unlock a locked document:

- The person who locked the document:
  - Is inactive for 30 minutes
  - Logs out of DTS
  - Closes the document
  - Allows their DTS session to time out

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

**Note:** A DTA should always use the **Return to traveler’s documents** option (blue link) available on the **Progress Bar** to exit a document. Closing out by selecting other **Administrative Functions**, may cause DTS to lock it for 30 minutes or until a DTA manually unlocks it.

A traveler does not have the **Return to traveler’s documents** option (blue link) to exit their document. Instead, he or she must use **Home** from the **Administrative Functions** area to exit the travel document and return to **My Traveler Documents** to view all documents.

### 5.1 Document Lock Notifications

#### 5.1.1 Error Messages

When a document is locked or manually unlocked, DTS displays a message.

- When someone tries to open a locked document for editing, DTS displays a message to explain that the document is locked, identifies the person who has it locked, and provides options for getting the document unlocked (Figure 1-3).

**Figure 1-3: Document Locked Message**

- When you perform an administrative unlock, DTS prevents the person who was editing the document from making further edits. DTS displays a message to explain the situation.
5.1.2 Status Notification Email

When you unlock a document, DTS sends an email to the individual that was working with it. Any changes not saved prior to unlocking will not save. The individual must address any questions to the LDTA or to you. DTS includes your name, as the person who unlocked the document, in the email. See the DTA Manual, Appendix E for a copy of the email.

5.2 Document Lock Admin

The Document Lock Admin module allows you (if you have a permission level 5 or higher) to unlock a document when an individual needs to access it immediately. You must also have group access to the traveler who owns the document to unlock it.

1. Select Administration (Figure 1-4, red highlight) from the DTS Dashboard, then Document Unlock Tool (Figure 1-4, green highlight) on the Administration menu. The Document Unlock Admin Tool (Figure 1-5) displays.

Figure 1-4: DTS Dashboard - Administrative Drop-Down List

Figure 1-5: Document Unlock Admin Tool
2. Look up the traveler who owns the locked document in one of three ways:

   a. Select whether you want to SEARCH BY the traveler’s **Name**, the **TA Number** (document’s Travel Authorization Number), or SSN (Social Security Number).

   b. Enter the search criteria and then select **Search**. The **Traveler Lookup Results** screen (Figure 1-6) displays. Search options are:

      • **Name**: Enter all or a portion of the **Last Name**, then select **Search**. You can also include all or some of the traveler’s **First Name**, if you choose. This search may provide multiple results.

      • **SSN**: Enter the traveler’s **SSN** then select **Search**. This search always provides a single result.

      • **TA Number**: Enter a document’s Ta Number then select **Search**. The TA Number is a six-character identifier DTS assigns to the document when the AO approves it. This search always provides a single result – the name of the traveler who owns the document of which you searched.

![Figure 1-6: Traveler Lookup Results Screen](image)

3. Choose **Select** next to the traveler whose document you want to unlock. The **Document Unlock Admin Tool** refreshes (Figure 1-7) to display locked documents.
4. Select Unlock next to the document that you need to unlock. A pop-up message displays asking you to confirm the unlock request (Figure 1-8).

5. Select Unlock. The screen refreshes again and the unlocked document no longer appears on the list.

6  DTS Training Resources

6.1  Training and Resource Center

The Training and Resource Center, located on the Defense Travel Management Office (DTMO) website (https://www.defensetravel.dod.mil/site/training.cfm), provides access to a number of resources that can help improve your DTS skills and find answers to your questions about DTS. Specifically, you can access:

- **Manuals.** These large documents (around 100 pages) provide in-depth instruction about how to perform a broad task in DTS, such CBA Reconciliation. A primary resource
for DTAs is the DTA Manual consisting of chapters and appendices. This manual provides a wealth of information related to the administrative set-up and maintenance of DTS.

- **Guides.** These smaller documents (25-75 pages) focus specialized topics such as Invitational Travel, and DoD Integrated Lodging Program (ILPP). One set of the guides that will prove invaluable are the DTS Guides. These five guides provide in-depth information about to access DTS and the processing DTS travel documents.

- **Information papers.** These small documents (1-25 pages) provide very specific guidance on a single task (e.g., how to calculate local POV mileage in DTS) or key point (e.g., Expenses screens for Travelers in DTS).

- **Trifolds.** These single-page documents provide basic instructions on how to perform a complex task. They serve as a quick reference source, rather than a learning tool.

- **Instructor Materials.** These downloadable sets of materials provide a jump start should you have to teach a class. They include class guides for the instructor and students, as well as supporting PowerPoint slides.

### 6.2 Traveler Explorer (TraX)

The DTMO provides useful travel resources, tools, and training classes via the TraX application. You will use Passport, DTMO's web portal to access TraX. To access Passport, go to [https://www.defensetravel.dod.mil/neoaccess/login.php](https://www.defensetravel.dod.mil/neoaccess/login.php). If you do not have an account, you must register by selecting the **register here** link (Figure 1-9).

![Passport Screen](image)

*Figure 1-9: Passport Screen*

After you log into Passport, select **TraX** and the **TraX Homepage** appears. Select **Training**
and the Available training displays. For details on accessing TraX WBTs, see the information papers, General TraX Training Instructions, DTS Basics, Accessing Travel Card Program Training, and Accessing Training for AOs and COs.

- Training resources available through TraX include:
  - Distance learning classes (webinar sessions presented by live instructors). Students register in advance for a specific topic. Sessions are from 30 minutes to 60 minutes in length.
  - Web based training classes (self-paced training modules available 24/7). WBTs provide hands-on, interactive travel training. There are over 30 classes offered covering an array of travel topics and ranging from 30 minutes to 90 minutes in length.
  - Knowledge Search (frequently asked questions). A user can enter a question and search for a response or browse from a listing of travel topics to find solutions.

7 Help Using DTS

In addition to the Training Resources Look up Tool and the TraX Knowledge Center, you have a few other sources to help you with travel related questions and DTS.

7.1 Local Help Desk Support

Your local help desk, which generally includes people with in-depth knowledge of DTS, your local travel process, can provide an immediate answer to common questions about travel, policies, DTS, and much more. You can find contact information for your local help desk at https://www.defensetravel.dod.mil/site/localSupport.cfm.

7.2 TraX Travel Assistance

The TraX Travel Assistance module allows you to choose the Create Help Ticket form to submit a travel concern to the Travel Assistance Center (TAC). Submitting your own ticket is the fastest way to contact the TAC. You can provide specific details and pdf attachments to your request. One of the TAC analysts will carefully review and respond to your ticket in short order. The My Tickets section in TraX allows you to view your tickets and any TAC responses.

7.3 Travel Assistance Center (TAC)

The TAC can address any issues that the local organization help desk cannot resolve. The TAC supports all DTS users 24 x 7, on every day of the year. You can reach them:

- By phone at 888-Help1Go (888-435-7146), or DSN 312-564-3950
- By creating an online help ticket through TraX.
- By chat through the DTS Home Page.
## The DTA Manual: Contents & Links

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