



Defense Travel System

DTA Manual, Appendix J: Help Process

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Revision History

Revision No.	Date	Authorization	Revision/Change Description	Page, Section
1.0	4/25/18	Defense Travel Management Office (DTMO)	Change format, updated language & screenshots	All
1.1	8/17/18	DTMO	<ol style="list-style-type: none">1. Changed URLs to https vs. http2. Remove ref to help in DTS	Throughout Section 1.1

1 Help Process

This appendix contains guidance for the help process at the self, local, and enterprise levels. Lead Defense Travel Administrators (LDTAs) are typically responsible for developing local policies and procedures for at the local level.

1.1 Self Help Support

- **Travel Explorer (TraX)** – This website offers a centralized source of online training, FAQs, and an expansive knowledge database. To access the FAQs and knowledge database, select the **Knowledge Center** icon on the TraX Home Page. For training classes, select **Training**.

To open TraX, register through the DTMO's Passport web portal. TraX is online at: <https://www.defensetravel.dod.mil/Passport>.

- **Travel Management Company (TMC)** – The TMC provides a 24/7 toll-free number for assistance while you are traveling. Your local business rules provide guidance for contacting the TMC. Senior organizations or your Component may provide further procedural guidance.

1.2 Local Help Support

Typically, your site LDTA is responsible for organizing local level support. If you need help locating your LDTA or local help desk, you can find a contact list on the DTMO website at: <https://www.defensetravel.dod.mil/site/localSupport.cfm>.

1.3 Enterprise Help Support

The Travel Assistance Center (TAC) is available to all DoD travelers 24/7 every day, including federal holidays. The TAC also provides after-hours assistance to those performing recruit travel.

You can contact the TAC by calling 1-888-Help1Go (1-888-435-7146*), by submitting a help desk ticket through the **Help Tickets** section of TraX, or via chat (link available on the DTS homepage).

The 1-888-Help1Go number also works from OCONUS via any DSN line.

The TAC offers bi-weekly Outreach calls that inform and educate the DoD travel community about issues and topics related to DTS. You can find information about upcoming and recent Outreach calls on the TraX home screen.

2 The DTA Manual: Contents & Links

DTA MANUAL CHAPTER: TOPIC	URL (SELECT OR CUT & PASTE)
Chapter 1: DTS Overview	https://www.defensetravel.dod.mil/Docs/Training/DTA_1.pdf
Chapter 2: DTS Access	https://www.defensetravel.dod.mil/Docs/Training/DTA_2.pdf
Chapter 3: DTS Site Setup	https://www.defensetravel.dod.mil/Docs/Training/DTA_3.pdf
Chapter 4: Organizations	https://www.defensetravel.dod.mil/Docs/Training/DTA_4.pdf
Chapter 5: Routing Lists	https://www.defensetravel.dod.mil/Docs/Training/DTA_5.pdf
Chapter 6: Groups	https://www.defensetravel.dod.mil/Docs/Training/DTA_6.pdf
Chapter 7: People	https://www.defensetravel.dod.mil/Docs/Training/DTA_7.pdf
Chapter 8: LOAs	https://www.defensetravel.dod.mil/Docs/Training/DTA_8.pdf
Chapter 9: Budgets	https://www.defensetravel.dod.mil/Docs/Training/DTA_9.pdf
Chapter 10: Reports	https://www.defensetravel.dod.mil/Docs/Training/DTA_10.pdf
Chapter 11: MIS Administration	https://www.defensetravel.dod.mil/Docs/Training/DTA_11.pdf
Chapter 12: ROA Administration	https://www.defensetravel.dod.mil/Docs/Training/DTA_12.pdf

DTA MANUAL APPENDIX: TOPIC	URL (SELECT OR CUT & PASTE)
Appendix A: Self-Registration	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_A.pdf
Appendix B: Acronyms	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_B.pdf
Appendix C: Definitions	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_C.pdf
Appendix E: Emails	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_E.pdf
Appendix F: Import / Export Module	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_F.pdf
Appendix G: Error Codes	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_G.pdf
Appendix J: Help Process	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_J.pdf
Appendix K: DTS Tables	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_K.pdf
Appendix L: Reorganizations	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_L.pdf
Appendix M: Ranks and Grades	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_M.pdf
Appendix N: Country Codes	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_N.pdf
Appendix Q: Org Naming Sequence	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_Q.pdf
Appendix R: LOA Formats	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_R.pdf