

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	04/25/18	Defense Travel Management Office (DTMO)	Change format, updated language & screenshots	All
1.1	08/17/18	DTMO	1. Changed URLs to https vs. http 2. Remove ref to help in DTS	Throughout Section 1.1
1.2	11/20/20	DTMO	General review Changed Table of Contents format Added links and screen shots	All Page 2 Throughout
1.3	06/01/21	DTMO	Updated Ticket Home page screen shot Added additional screen shots and wording for TraX options	Page 5 Page 5 & 6

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.

Taking travel-training classes and reviewing current travel resources and policies, based upon your designed role or responsibilities can expand your travel skills. However, even the most knowledgeable individuals within the DoD travel community may incur travel difficulties. There are options available to provide answers to questions and resolve problems at different support levels.

1.1 Self Help Support

When questions arise, you can use the ready-available self-help tools to aid you in finding a solution. These resources include:

- **Training Resources.** The [DoD Travel Training and Resource Center](#) available on the DTMO website provides an abundance of guides, manuals, trifold, and information papers covering a variety of travel related topics.
- **Travel Explorer (TraX).** The **Travel Explorer (TraX)** is accessible through the [DTMO Passport](#) portal for registered users (Figure J-1).

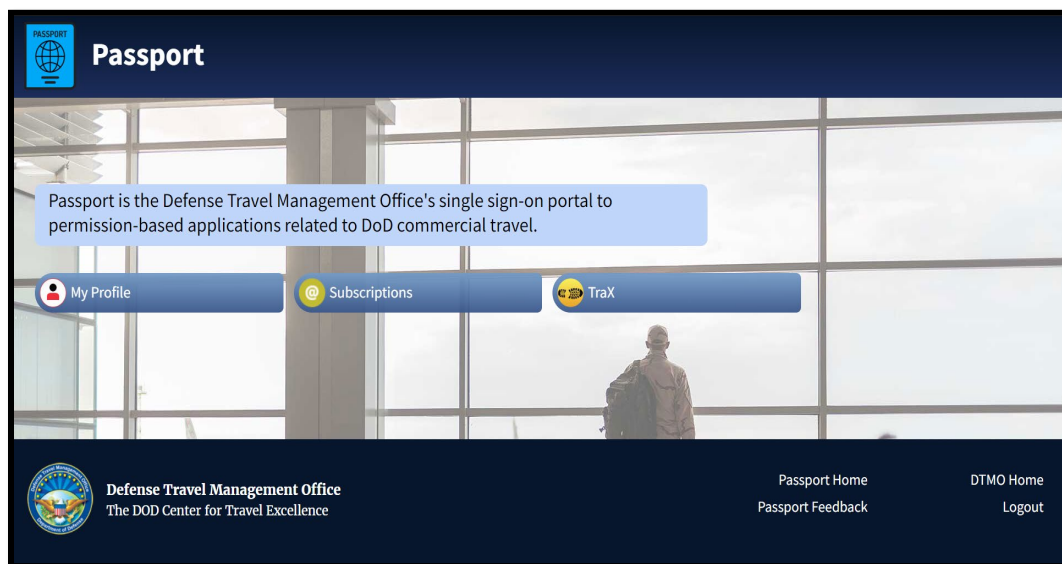


Figure J-1: Passport Home Page

After selecting the **TraX** (footprint) icon, the **TraX Home** page appears providing the following options:



Figure J-2: TraX Home Page

- **Training:** From the **TraX Home** page, select **Training** and launch classes specifically based upon your designated role or roles (Figure J-2, Indicator 1). TraX Training (Figure J-3) provides a wide range of **Web-based Training (WBTs)** covering numerous travel topics and allows registration for **Distance Learning (DL)** sessions provided through Defense Collaboration Service (DCS). For more on accessing TraX classes, see the [General TraX Instructions](#) information paper. Log into the DTMO website to view the [DL class schedule](#).

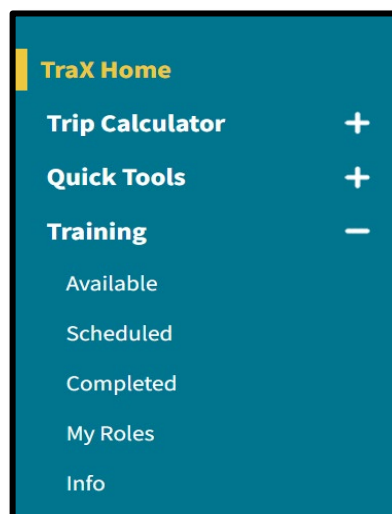


Figure J-3: Training Sections Screen

- **Knowledge Search:** Search FAQs on travel topics, review guides and resources (Figure J-2, Indicator 2). From the **TraX Home** page, you can access **Knowledge Search**. A resource listing automatically appears based on new and recently

updated materials and items most often viewed. Type into the query box and select **Search** to locate your topic and view additional related resources (Figure J-4)

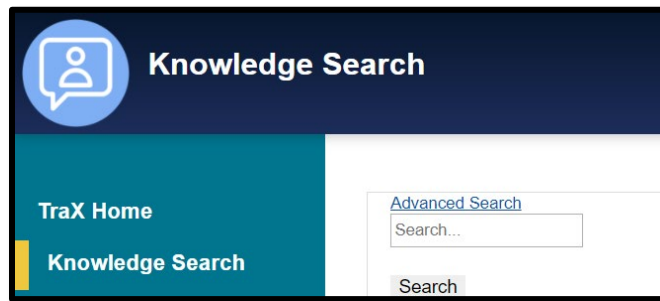


Figure J-4: Knowledge Search Screen

- **Trip Tools:** Open individual cost estimation functions (Figure J-2, Indicator 3). From the **TraX Home** page, select **Trip Tools**. TraX provides users with useful trip planning tools such as a trip calculator, maps, and location reports that include travel advisories, health and safety considerations, embassy phone numbers, and weather forecasts. The **Trip Calculator** allows you to create a trip estimate that includes daily per diem.
- **Travel Assistance:** Create new Help Tickets and access your submitted Help Tickets. From the **TraX Home** page, select **Travel Assistance** (Figure J-2, Indicator 4). Submit online help tickets directly to the [Travel Assistance Center \(TAC\)](#) (Figure J-5). **Note:** When creating a ticket, you must choose a **Subject** to allow the other fields to display. Under **My Tickets**, you can track the progress of open tickets and view ticket history. Before submitting a help ticket, users are encouraged to use the **Knowledge Search** or contact their local help desk for assistance.

Figure J-5: Help Ticket Screen

- **Announcements:** Select any item to view more information in the display area. From the **TraX Home** page, select **Announcements** (Figure J-2, Indicator 5). TraX fosters frequent communication on travel related topics which may include:
 - TAC Outreach sessions
 - Training Resources
 - DTMO Dispatch (Quarterly Travel articles)

1.2 Local Help Support

When you need help with an issue related to official travel, you should pursue all available local support options before seeking outside support.

- **Key Personnel.** For an organization or site, there is typically local support operated by key personnel with in-depth knowledge of DTS and DoD travel. They can answer many questions without Travel Assistance Center (TAC) intervention. If the local help desk can't resolve your questions, they can elevate the situation to the TAC for support. **Note:** Some organizations only allow help desk personnel to contact the TAC.

In addition to the trained and knowledgeable experts (e.g., Defense Travel Administrators [DTAs]), you may have “informal experts” in your office, even among your own peers, who have worked through the same types of issues. If you are a DTA and need to reach other DTAs, you can log onto the DTMO website to review [Local Level Support](#) contact numbers and/or emails.

- **Travel Management Company (TMC).** The TMC provides assistance with booking and ticketing TDY reservations. The TMC office may reside at your PDS or support a number of sites at a central location. The TMC provides contact information during normal business hours and after hours support with a 24/7 toll-free number for assistance while you are traveling. Your DTA and local business rules should provide guidance for contacting the TMC. Senior organizations or your Component may provide further procedural guidance.

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 individuals performing recruit travel. The fastest way to reach the TAC is by creating your own TraX Help Ticket (see 1.2 Self Help Support). Other contact methods include:

- **Telephone.** You can contact the TAC by calling 1-888-Help1Go (1-888-435-7146). This number also works from OCONUS via any DSN line. You can call at any time, but since the TAC supports all DoD user's travel needs, you may experience lengthy hold times. **Note:** The longest hold time is around mid-day Eastern Time.

When an analyst answers your call, the first step is to create a **TraX Help Ticket**. The

analyst will ask you for required information and enter it into the form for you. To speed up the ticket entry process considerably, come prepared with the necessary information the TAC analyst needs to complete your help ticket. That information includes:

- Your name, telephone number, and email address
- The traveler's full name and last 4 of their SSN
- A detailed description of the problem, including the steps that led to it, the actual nature of the problem, any fixes you've attempted, and the results of those fixes
- If it's a DTS document problem, you'll need some document identification information, including the document name, TANUM (if available), and document type (e.g., an authorization)
- Depending on the nature of the problem, the analyst may require more key pieces of information (e.g., the traveler's GTCC data)

Once the analyst completes the ticket, you receive a confirmation email and follow up notices regarding the status of your help ticket. You can view and update your submitted tickets at any time in **TraX** under **Travel Assistance, My Tickets**.

- **Chat.** You can open chat line to discuss select travel topics directly with the TAC. The [Live Chat](#) analysts can assist in resolving DTS logon and profile issues, TraX logon issues, DTS documents stuck at CTO Submit, and reservations concerns. For travel concerns outside the designated topics, a help ticket submission is necessary to achieve resolution.
- **Outreach Calls.** In addition to providing on-going travel support, the TAC also hosts twice-monthly educational **Outreach Calls** on a variety of travel-related topics. Outreach Calls offer valuable training opportunities on the latest software changes and most common travel issues. A full schedule of upcoming TAC Outreach Calls is available on the **TraX Home** page, in the **Announcements** area (see Figure J-2). All are welcome to attend the sessions and awarded an opportunity to ask questions. For those who cannot attend an Outreach Call, TraX stores previous Outreach briefing slides with Q/A results, so users can still get benefit from the information.

For more information regarding the TAC, see the DMTO website for the [TAC and TraX Helpful Resource Guide](#).

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