
Information Paper:

Document Lock



DEFENSE TRAVEL
MANAGEMENT OFFICE

Background When you perform any action that alters a DTS document, the system automatically locks the document to prevent others from simultaneously making modifications to the same document.

Document lock applies to all DTS document types (i.e., authorizations, vouchers, local vouchers, and group authorizations).

Reasons for Document Lock

DTS locks a document while the document is:

- Opened for editing
- Opened for adjustment (including adjustments made through the Centrally Billed Account [CBA] or Debt Management Monitor [DMM] Gateway module)
- Opened for amendment (including amendments made through the CBA or DMM Gateway module)
- Being created
- Being reviewed
- Being swept for Passenger Name Record (PNR) processing
- Being removed
- Being canceled
- Having reservations removed by the auto-cancel feature

The document lock feature does not activate when you are simply viewing or printing a document, or accessing it through the Read Only Access (ROA), Import/Export (I/E), or Payment module.

Removing Document Lock

Once a document is locked, one of these actions must occur before DTS will remove the document lock:

- The person who has the document locked:
 - Remains inactive for 30 minutes
 - Logs out
 - Exits the document
 - Allows the session to time out
- A Defense Travel Administrator (DTA) performs an administrative unlock

Error Messages

When a document is locked, there are two scenarios that will trigger an error message:

You try to modify the document. When you try to modify a document that is locked, you receive an Error Message (Figure 1) that informs you the document is locked, and who locked it. If you need to edit the document immediately, contact that person or a DTA to unlock the document.

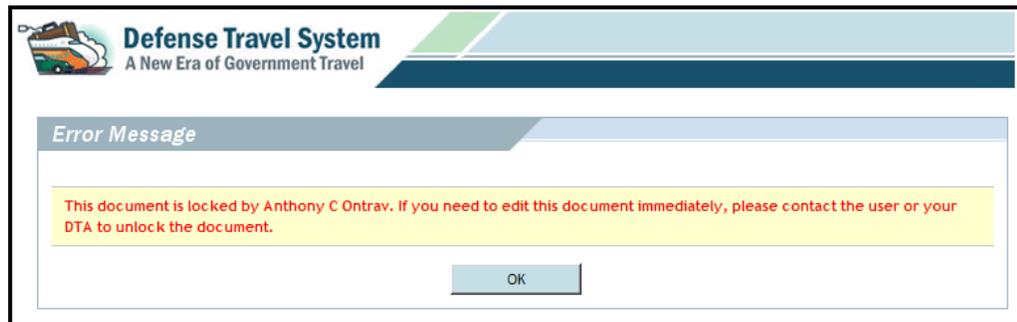


Figure 1: Error Message – Document Locked

Note: When you select **Edit** on the document list screen, if the locked document has not yet been **SIGNED**, the error message displays a **View Only** button. Select it to continue in view-only mode.

You lose access to a locked document due to DTA action. When you are working in a document, it is locked. If another person has an immediate need to make modifications to the same document, a DTA can unlock the document. After the DTA unlocks the document, you receive an error message when you next try to modify the document. The message informs you that the DTA has unlocked the document, and why (Figure 2).

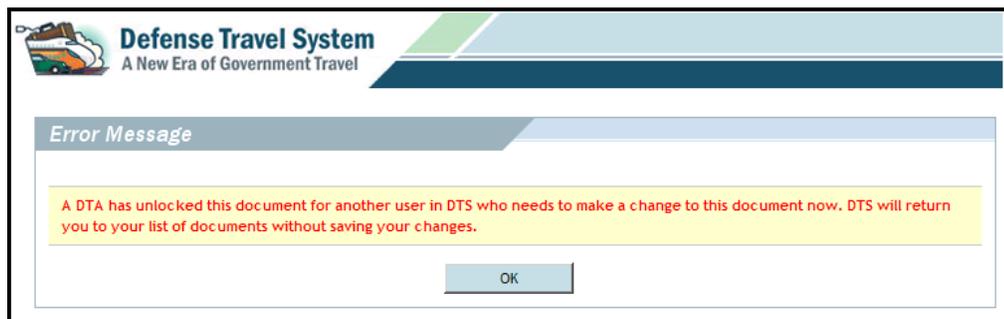


Figure 2: Error Message – Document Unlocked by DTA

DTS Status Notification Email

When a DTA unlocks a document you were working in, DTS also sends you an email (Figure 3) to let you know who unlocked the document. You'll have to address any specific questions to that person.

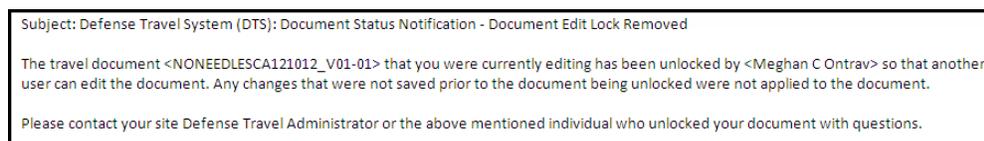


Figure 3: Document Status Notification Email – Document Lock Removed



Document Lock Admin

The Document Lock Admin module allows a DTA to remove a document lock when a person requires immediate access to a locked document. This option displays for all people that have a permission level 5 or higher, though the person must also have group access to the traveler who owns the document.

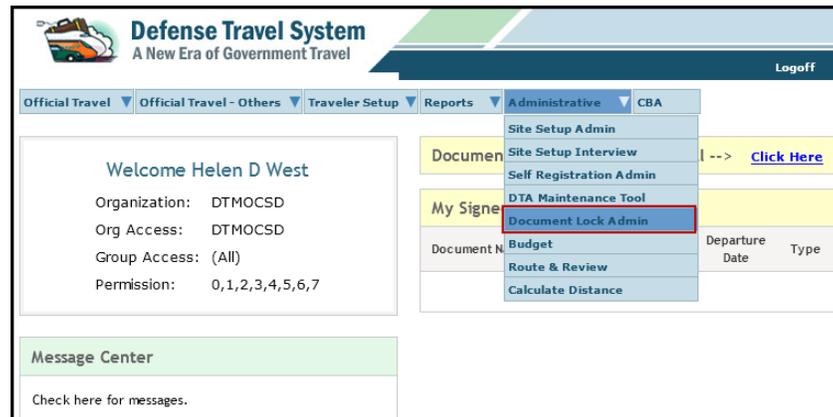


Figure 4: Administrative Drop-Down List – Document Lock Admin

To unlock a locked document, follow the steps below:

1. Mouse over **Administrative** on the User Welcome screen (Figure 4).
2. Select **Document Lock Admin** from the drop-down list.
The Traveler Lookup screen displays.
3. Use one of the available tools to search for the traveler.
The Traveler Lookup screen refreshes to display a list of travelers who you're your search criteria and the last four digits of each one's SSN.
4. Choose the **select** link next to the name of the traveler whose document you want to unlock.
The Documents Locked by Traveler screen displays (Figure 5).



Logged In As: Helen D West
Traveler Name: Eric T West
Screen ID: 1299.4
Close Window
Help for this screen

Defense Travel System
A New Era of Government Travel

Documents Locked By Traveler

Document Name	Locked By	Last Update	
EWBRUNSWICKMED081715_A01	Eric T West	08/05/15 06:55:02	> unlock
EWCAMPFOSTERU042516_A01	Eric T West	04/07/16 10:39:06	> unlock
EWCHICAGOIL110215_A01	Eric T West	10/22/15 15:39:05	> unlock
EWCOLORADOSPRO022216_A01	Eric T West	02/09/16 14:48:56	> unlock
EWCOLORADOSPRO032416_A01	Eric T West	03/09/16 12:58:51	> unlock
EWCORONADOCA112415_A01	Eric T West	11/16/15 09:00:08	> unlock
EWHOUSTONTX102615_A01	Chris A West	10/06/15 07:57:09	> unlock
EWJACKSONVILL102615_A01	Chris A West	09/29/15 10:12:39	> unlock
EWKANSASCITYM021516_A01	Eric T West	02/02/16 08:04:08	> unlock
EWNORFOLKVA062915_A01	Eric T West	06/15/15 06:38:42	> unlock
EWROCKISLANDI081715_A01	Eric T West	08/04/15 13:04:03	> unlock
EW SARATOGASPRO072015_A01	Eric T West	06/30/15 11:55:00	> unlock
EW SHEPPARDFA062215_A02	Eric T West	06/11/15 16:07:39	> unlock
EW TAMPAPFL112315_A01	Eric T West	10/28/15 15:01:51	> unlock
EWUSMCFMFLANTO10416_A01	Eric T West	10/15/15 12:19:49	> unlock
EW WRIGHTPATTE092115_A01	Eric T West	08/24/15 14:24:54	> unlock
EW040516_L01	Eric T West	04/05/16 16:02:27	> unlock
EW BAKERSFIELD041816_V01	Eric T West	03/21/16 15:14:54	> unlock
EWBRUNSWICKMED072015_V01	Eric T West	06/04/15 16:13:49	> unlock
EWGROTONCT042516_V01	Eric T West	03/22/16 15:00:51	> unlock
EW SANDIEGOCOA062915_V01	Eric T West	06/22/15 13:15:15	> unlock

Figure 5: Documents Locked By Traveler Screen

5. Select the **unlock** link next to the appropriate document.

A pop-up message displays asking you to confirm the document unlock request (Figure 6).

6. Select **OK** to proceed

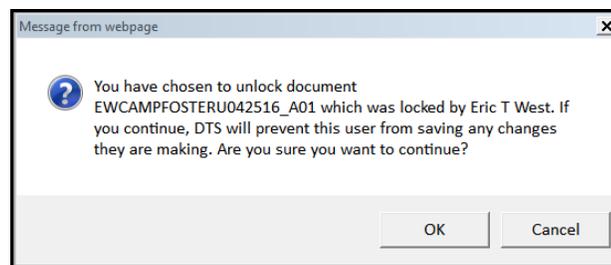


Figure 6: Unlock Document Confirmation Pop-Up Message

The **Documents Locked by Traveler** screen refreshes and the document is no longer on the list.