



TAC & TRAX

Helpful Resources Guide

September 11, 2020

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Revision History

Revision No.	Date	Author	Revision/Change Description	Chapter
1.0	08/06/15	Defense Travel Management Office (DTMO)	New	All Chapters
1.1	07/12/17	DTMO	General updates and formatting	All
1.2	06/20/18	DTMO	Updated links Fixed formatting errors Updated TAC information	Throughout Throughout Section 4.3
1.3	09/11/20	DTMO	Revised formatting Updated Passport and TraX screens and details	All

1 Introduction

This manual provides information about DoD travel assistance resources. It begins by briefly describing various forms of assistance available at your site or support provided by your Component. Then, it covers the key features of the Travel Explorer (TraX), which is a website designed to help the entire DoD travel community with travel information and training. Finally, it introduces you to the DoD-level travel help desk, also known as the Travel Assistance Center (TAC).

2 Local Support

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

2.1 Local Support Options

Local support includes:

- **Local travel experts** – Ask around. 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.
- **Service or Agency help desk** – If your organization has a help desk, use their experience. Please note that some organizations limit who may call the help desk. Be sure to follow your local policies. If they only allow, say, a DTA to call the help desk, don’t call them if you’re not a DTA.

Local support personnel are familiar with your organization’s local business rules, making them the best source of answers to your travel questions.

2.2 How to Find Local Support

If you are not sure how to locate your local support (e.g., a help desk or Lead DTA [LDTA]), a good place to start is the DTMO website (Figure 2-1) using the direct link <https://www.defensetravel.dod.mil/site/localSupport.cfm>.



Figure 2-1: DTMO Website Customer Support Screen

1. On the **Local Level Support** screen (Figure 2-1) select your **Service/Agency** from the drop-down listing (Figure 2-2).



Figure 2-2: Local Level Support (Components) Screen

2. A search results screen appears (Figure 2-3). It lists all organizations the Component owns.

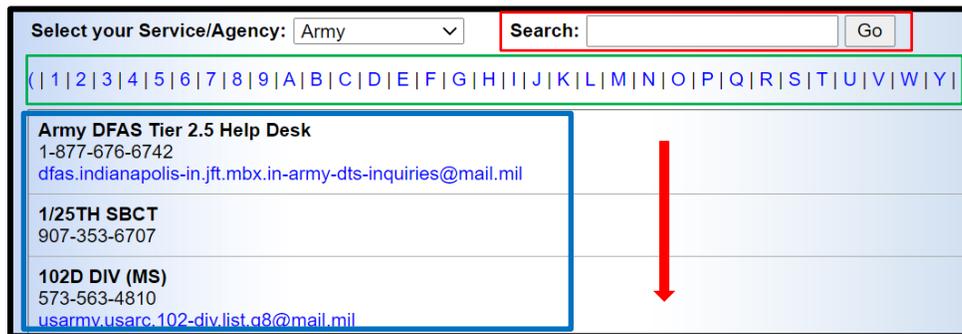


Figure 2-3: Local Level Support (Results List and Search Options) Screen

3. You have three options to locate a resource:
 - a. Use the **Search** field (Figure 2-3, red box) to locate a specific organization.
 - b. Select a character from the alphanumeric list (Figure 2-3, green box) to focus on the organization names that begin with that character.
 - c. Scroll down the list (Figure 2-3, blue box) until you see your organization.

If your local support information is missing or incorrect, contact your LDTA to make the correction. If you are the LDTA, use the **Update Your Local Level Support Contact Information** link in the upper right portion of the **Local Level Support** screen to submit the change (Figure 2-1).

3 TraX

Expanding your travel skills by using the training resources is one of the best ways to avoid travel difficulties. However, the best training in the world won't prevent *all* travel problems. If your local level support is unable to resolve your travel concern, it's nice to know there are other means readily accessible in finding a solution. [Travel Explorer \(TraX\)](#) is a 24 hours a day, seven days a week interactive website containing valuable tools, travel information, and training sources for the DoD travel community. This section introduces you to the capabilities of TraX, starting with access and log on.

3.1 Accessing TraX

There are a few ways to access TraX. You can get there through the DTMO or DTS websites, various training resources (e.g., guides, manuals, etc.), and other places via a text link or a TraX Bootprint™ icon (Figure 3-1).



Figure 3-1: The TraX Bootprint™ Icon

1. For this guide, we will log into TraX, using the DTMO Passport link (Figure 3-2) at <https://www.defensetravel.dod.mil/passport>. You are presented the **DoD Warning** to advance, review the information on the **Passport Message** page and select **OK** to proceed.

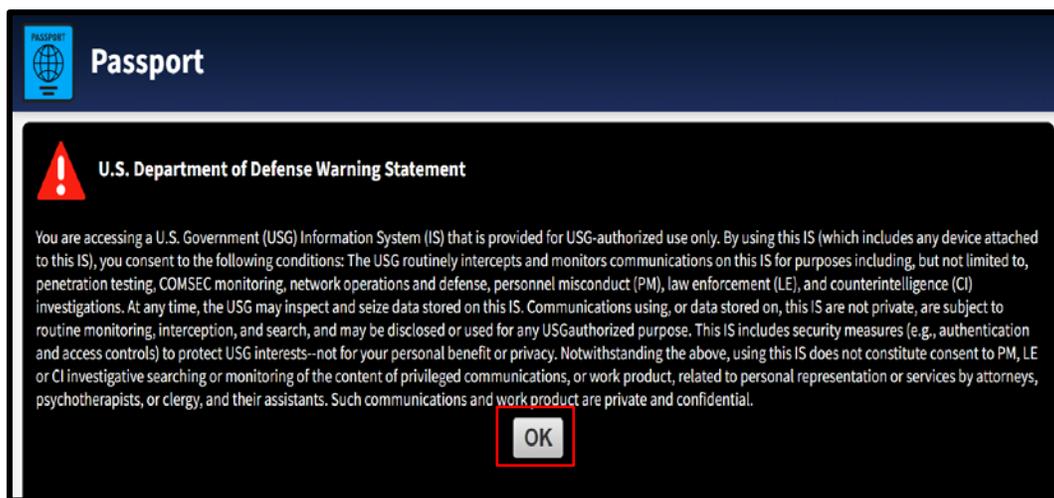


Figure 3-2: Passport Message Page

You must have a user account to log into **Passport**. If you do not have one, select **register here** on the **Passport Login** screen (Figure 3-3). If you already have an account, then skip the next step.

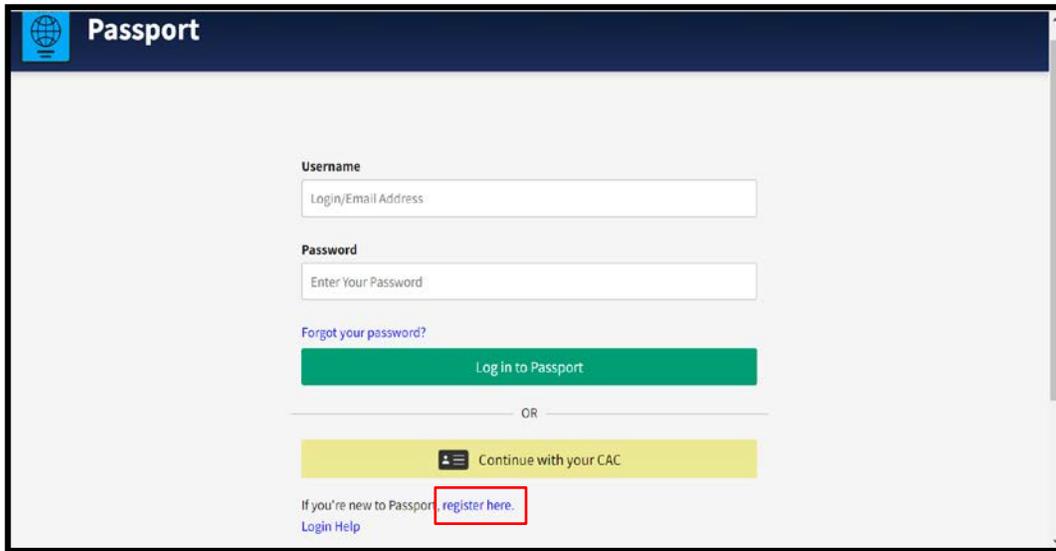


Figure 3-3: Passport Login Screen

The **Passport Registration** page opens (Figure 3-4).

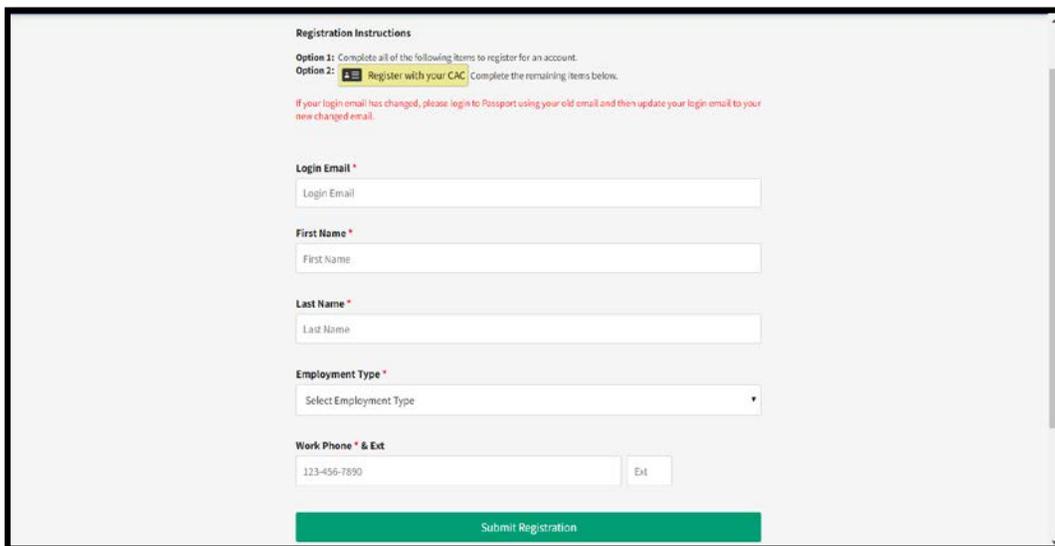


Figure 3-4: Passport Registration Page

There are two ways to register an account in **TraX**.

- **Register an account with Login Email:** Enter an email address, first and last name and remaining mandatory fields, then select **Submit Registration**.

After your account is created, you'll receive an email informing you of the status. You use the link within the email to complete registration and establish a new password. Once you complete the actions, return to Passport, enter your email address and password, and then select **Log in to Passport** (Figure 3-3).

- **Register with your CAC:** Select **Register with your CAC**. Upon account creation, you will receive an email notifying you of the status. You will be able to log into **Passport** by selecting **Continue with your CAC** (Figure 3-3).
2. From the **Passport Login** screen, log in with your preferred method (Figure 3-3). The **Passport Home** page opens (Figure 3-5). You can access different applications based upon your permissions. At a minimum, you will have access to **My Profile**, **Subscriptions**, and **TraX**.
- **My Profile:** Access your **Passport** profile to update your registration data (e.g., work email address change). You can change your TraX login email address to match it. For the details, see Section 3.9.
 - **Subscriptions:** DTMO Publications are announcements you indicated be sent to your email. You may unsubscribe at any time, by selecting **Subscriptions**. When the page opens, uncheck the notice box to **Unsubscribe**.
 - **TraX:** Tool used to access training, help tickets, and trip cost estimator. For complete details, see Sections, 3.4, 3.5, and 3.6.

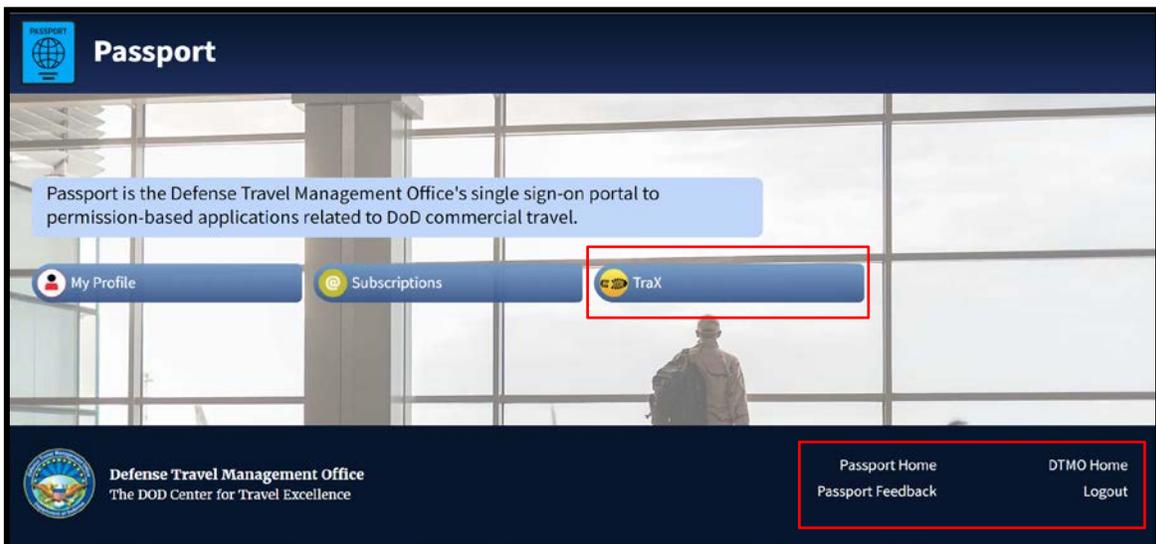


Figure 3-5: Passport Home Page

At the bottom of the page, you can also access **Passport Home**, **DTMO Home**, **Passport Feedback**, and **Logout**.

3.2 TraX Home Screen

From the **Passport Home** page, select **TraX** (Figure 3-5). The **TraX Home** page opens (Figure 3-6). You can access the quick links directly on the page or choose specific options from the **Navigation Bar**, which include:

- **Training:** Launch training recommended specifically for you based upon your designated role(s) (see Section 3.5).
- **Knowledge Search:** Search FAQs on travel topics, access guides and resources.
- **Trip Tools:** Open individual cost estimation functions (see Section 3.6).
- **Travel Assistance:** Create new Help Tickets and access your submitted Help Tickets (see Section 3.3).
- **Announcements:** Select any item to view more information in the display area.
- **Passport Home:** Return to Passport to access other features (Figure 3-5).
- **Log Out:** Close your TraX session.

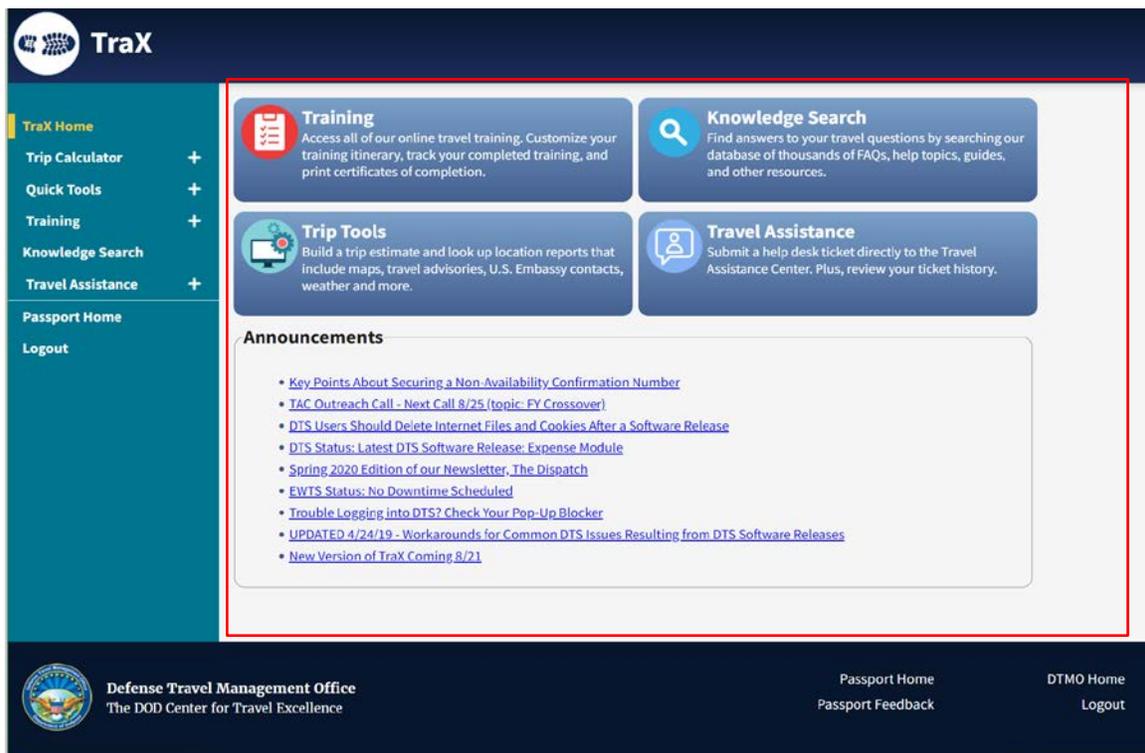


Figure 3-6: TraX Home Page

3.3 Help Tickets

A help ticket is an electronic request for assistance. When you have a travel-related problem, and need more help than your local staff can provide, it's time to involve the TAC. The quickest, best way to do that is to complete and submit a help ticket. See Section 4 for much more information about the TAC.

The **Travel Assistance** module allows you to choose the **Create Help Ticket** form to submit a travel problem. **My Tickets** section is to browse for your submitted tickets.

3.3.1 Create Help Ticket

When you submit a new ticket to the TAC, it is important to provide as many details as possible. The **Create Help Ticket** form (Figure 3-7) gives you the ability to record the details. Only the items marked with a red asterisk are mandatory, but you should fill in as many fields as possible. If you do not provide enough information, the TAC analyst will need to contact you to obtain the information, which slows down the process.

The screenshot shows the 'Create Help Ticket' form. On the left is a navigation sidebar with the following items: TraX Home, Knowledge Search, Create Help Ticket (highlighted), My Tickets, Passport Home, DTMO Home, and Logout. The main content area is titled 'Submit a Ticket to the Travel Assistance Center (TAC)' and includes the text 'Our dedicated staff will respond within 48 hours.' Below this is a 'Tips' section with the instruction 'Include as many details as possible'. The form contains several fields: a 'Subject *' text input field, a 'Description *' text area, an 'Attach Documents' section with a 'Choose File' button and 'No file chosen' text, and a 'Subject *' dropdown menu with the option 'Select a Subject'.

Figure 3-7: Create Help Ticket Form

Available fields on the form, from top to bottom include:

- **Subject:** Enter a short summary of your issue. Highlight significant details.
 - Good: DTS document EWMIAMIFL102120_A01 stuck at CTO SUBMIT
 - Poor: Traveler has a problem
- **Description:** Give a detailed account of what happened, how you tried to solve it, and the results.
 - Never include the traveler's full Social Security number (SSN), which violates regulations mandating protection of Personally Identifiable Information (PII).

- **Attach documents:** Attach screen captures of error messages when possible to help the TAC analyst solve your problem quickly. When you capture a screen image, include the entire DTS screen. Zooming in on a smaller area may make it hard for the TAC analyst to figure out exactly which DTS screen to review.

Note: *You may only attach pdf documents. TraX does not permit other file formats. You will receive an error message if you try to upload an invalid file format. The file will not attach to the ticket. If you receive an error, remove the invalid formatted file and upload a pdf version.*

- **Subject:** Select the category that best describes the issue. You may have to drill down to a sub-category or two to get the best fit. The TAC will use this information to route your ticket to the correct analyst for resolution.
- Between **Subject** and **Submit** are several optional fields. These entries help the TAC analyst identify key points such as the traveler and DTS document. Not all optional fields pertain to every problem. However, when entering data into form carefully type or copy/paste the information from DTS into the ticket to avoid entry mistakes.
- **Submit:** This button is the last action on the form. Selecting it, does not immediately create a ticket. Instead, a “ticket avoidance” screen (Figure 3-8) provides frequently asked questions (FAQs) from the **Knowledge Center** (see Section 3.4) that may provide an immediate resolution to the problem.

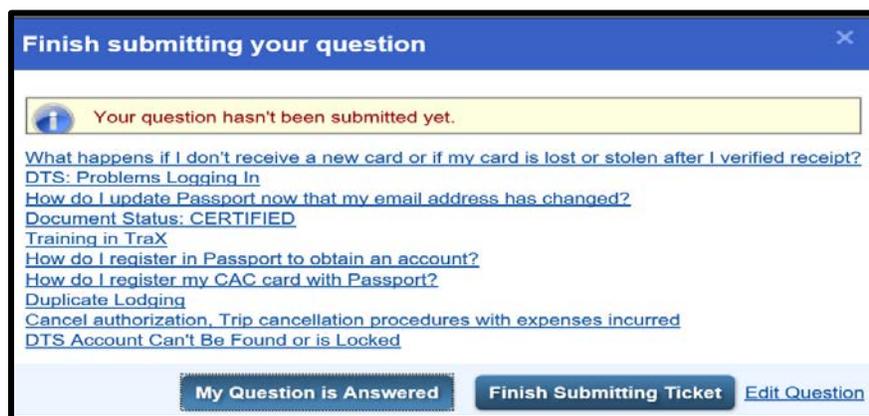


Figure 3-8: TraX Provides FAQs to Provide Immediate Resolution

Review the FAQs. If one of them provides a solution, select **My Question is Answered** to navigate away from this screen, or close your browser to exit

the ticket creation process. Otherwise, select **Finish Submitting Ticket** to route your ticket to the TAC for resolution.

3.3.2 My Tickets

When the screen opens a listing of your submitted tickets appear. If you have several tickets, you need to scroll to the bottom of the page to advance the listing or at the top of the screen use a search tool and filter to locate a particular ticket (Figure 3-9).

Each ticket contains a ticket number, status, title, and if applicable, a travel authorization number (TANUM) and close date. Select the title hyperlink to open the record and review updates or comments added by the TAC analyst.

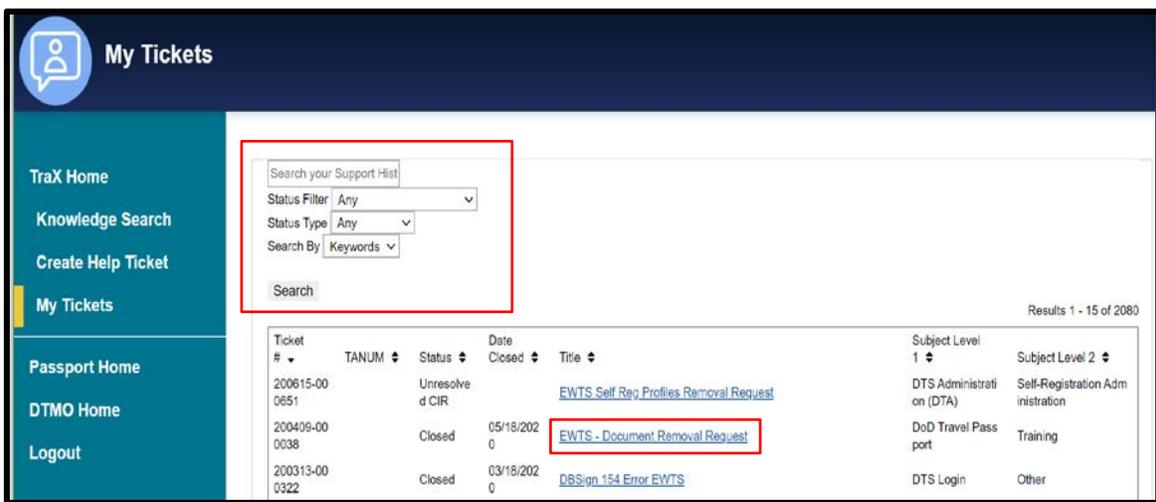


Figure 3-9: My Tickets Screen

3.4 Knowledge Center

The Knowledge Center is the repository of travel related sources contained in hundreds of Frequently Asked Questions (FAQs). Many of those FAQs contain hyperlinks, which provide access to a multitude of web-based materials and training resources. You access **Knowledge Search** from the **TraX Home** page or **Navigation Bar** (Figure 3-6). A listing of resources automatically appears for viewing (Figure 3-10) based on new and recently updated materials and items most often viewed.

3.4.1 Knowledge Search

There are multiple opportunities to locate travel resources in the Knowledge Center. On the **Knowledge Search** page, you can enter a single word or multiple words in the **Key Word** field (Figure 3-10, Indicator 1).

To use the search feature:

- Enter key words in the text field.
- Select the **Search** button or press **Enter** on your PC.
- The database returns published questions and answers. **Note:** If you frequently refer to a particular FAQ, search by its **ID** number to retrieve the data.

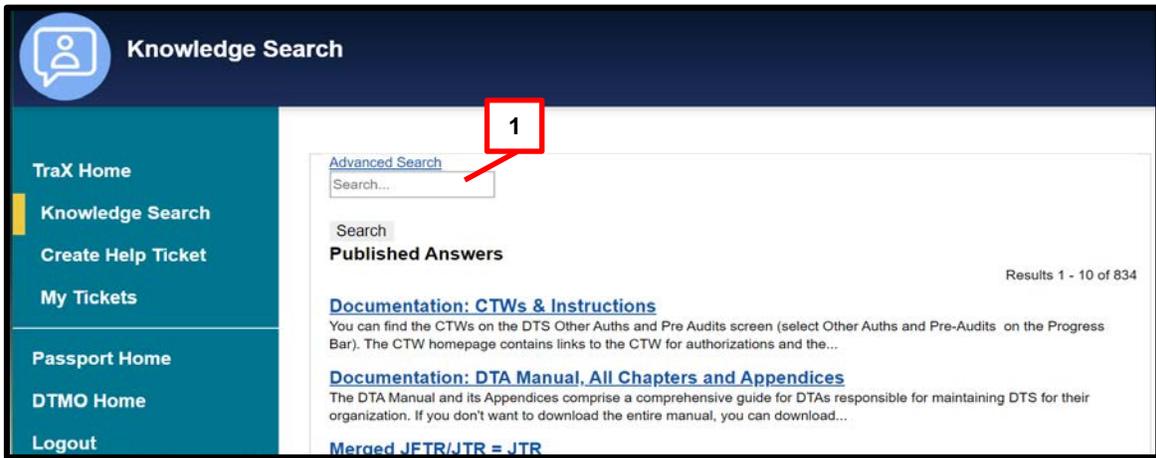


Figure 3-10: Knowledge Search Screen

If you choose the **Advanced Search** link, the **Advanced Search** window opens providing the **Filter by product** (Figure 3-11, Indicator 1), and **Filter by category** (Figure 3-11, Indicator 2) options.

- **Filter by product** provides 13 specific topics to narrow the search criteria (e.g., document types, DTA admin, and login).
- **Filter by category** offers 8 specialized topics to narrow the search criteria (e.g., DTS training resources, GTCC, Rental Car).



Figure 3-11: Advanced Search Option Screen

- Choose the query method, then select **Search** and the results display.
- Select the hyperlink to open the relevant entry. The item displays a topic or question, an ID, published date, revised date, and a detailed response (Figure 3-12).

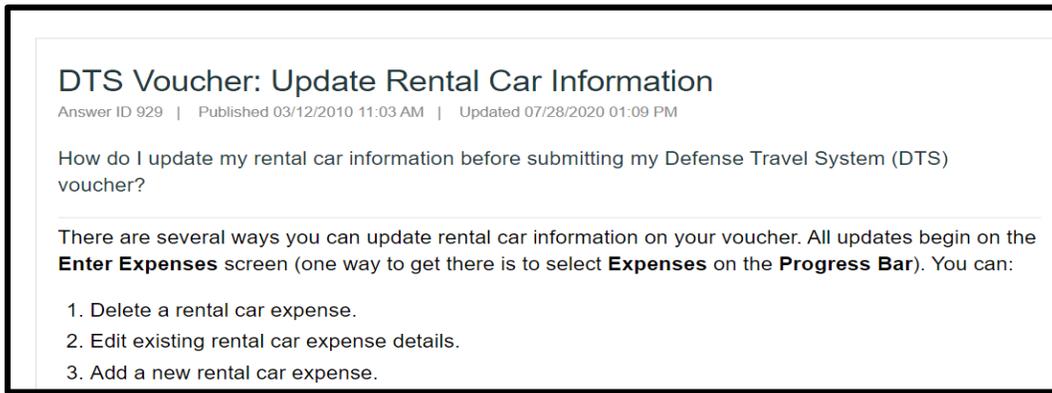


Figure 3-12: Entry Details Screen

3.4.1.1 Knowledge Search Additional Sources

If you review a FAQ and the response does not answer your question you can view the additional links at the bottom of the entry (Figure 3-13).

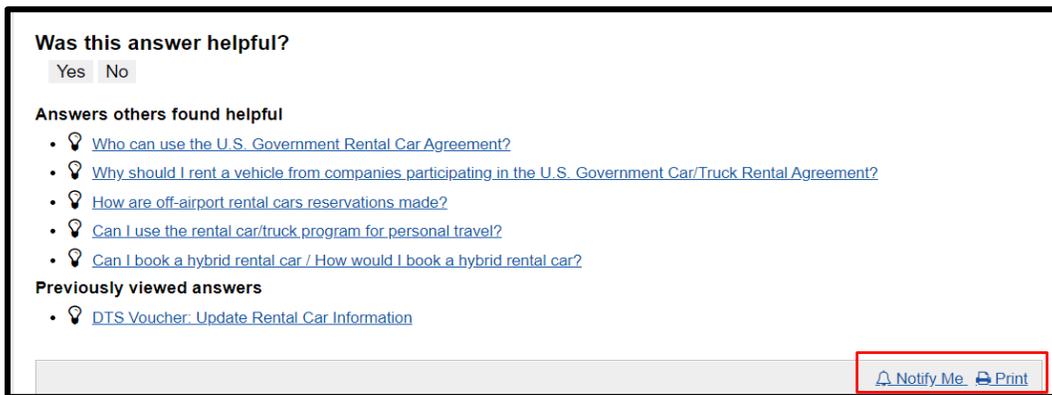


Figure 3-13: View Resources Links

You can examine the answers viewed by other customers, which may be helpful. If you want to revisit the FAQ that you previously then read look under **Previously viewed answers**.

If you find a specific FAQ is beneficial and you want to know if the item undergoes changes, select the **Notify Me**. You will receive an email if the FAQ updates in the Knowledge Center (Figure 3-13).

3.5 Training Module

From the **TraX Home** page, you can access the **Training** module directly from the page or from the **Navigation Bar** (Figure 3-14). When you select **Training**, the **Available Training** screen opens (Figure 3-15). By default, the **Recommended** classes display based upon your selections in **My Roles**.

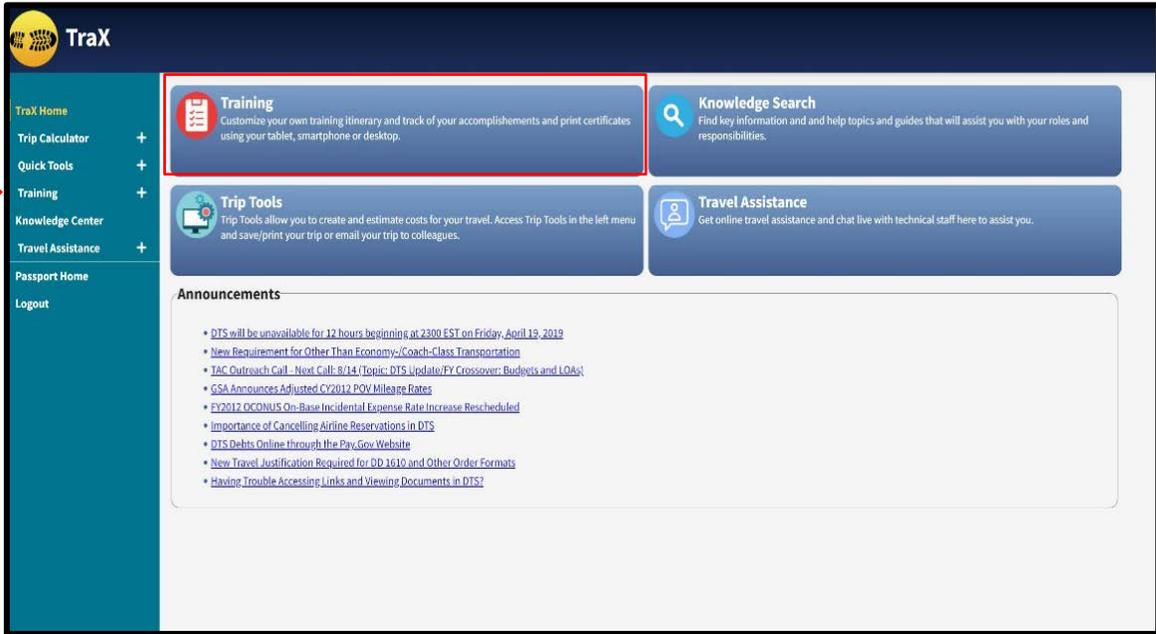


Figure 3-14: TraX Home Page

If this is the first time in the **Training** Module, start with **My Roles** and verify settings before searching for classes.

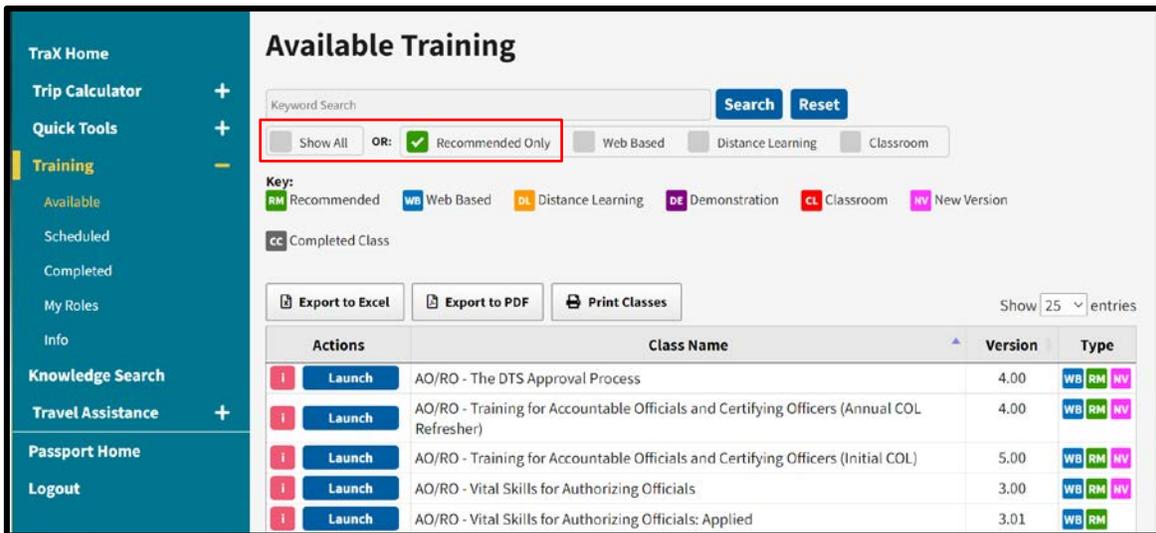


Figure 3-15: Available Training Screen

3.5.1 My Roles

The **My Roles** section asks you to identify your travel roles. TraX uses the roles list (Figure 3-16) to recommend training that applies specifically to you. Check the boxes next to each of your assigned roles or desired training. At a minimum, you should select **DoD traveler and/or DTS user**. If you expect to travel and need a GTCC, also select **Travel card holder**.

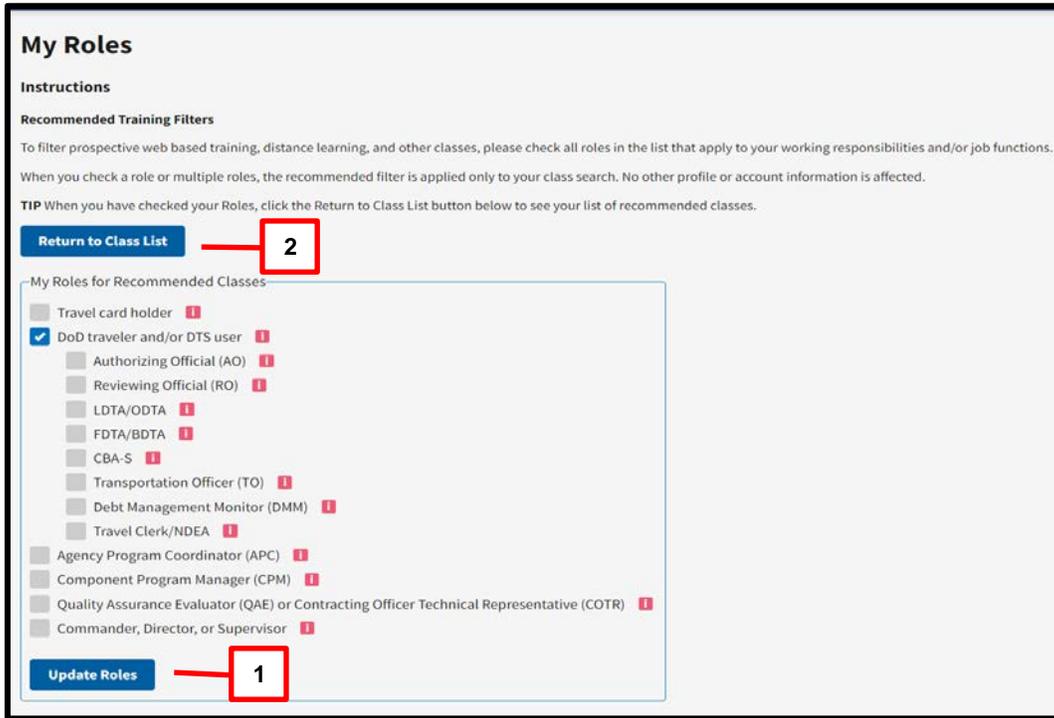


Figure 3-16: My Roles Screen

Select **Update Roles** (Figure 3-16, Indicator 1) to save changes. The top of the page updates with a message (Figure 3-17). **Note:** You will not need to return to this section, unless your roles change or to display other training.

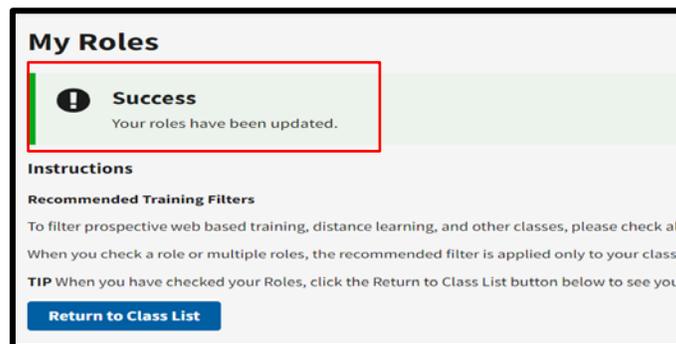


Figure 3-17: My Roles (Updated) Message

Select **Return to Class List** (Figure 3-16, Indicator 2) to access the revised listing or select **Training** directly from the **Navigation Bar**.

3.5.2 Available

The **Available** section is the first option under the **Training** module. On the **Available Training** screen, you can switch from **Recommended Only** expanding the inventory, by checking the box **Show All** (Figure 3-17, Indicator 1). To differentiate the training, a **Key** identifies the classes with a 2-digit code and color indicator (Figure 3-17, Indicator 2).

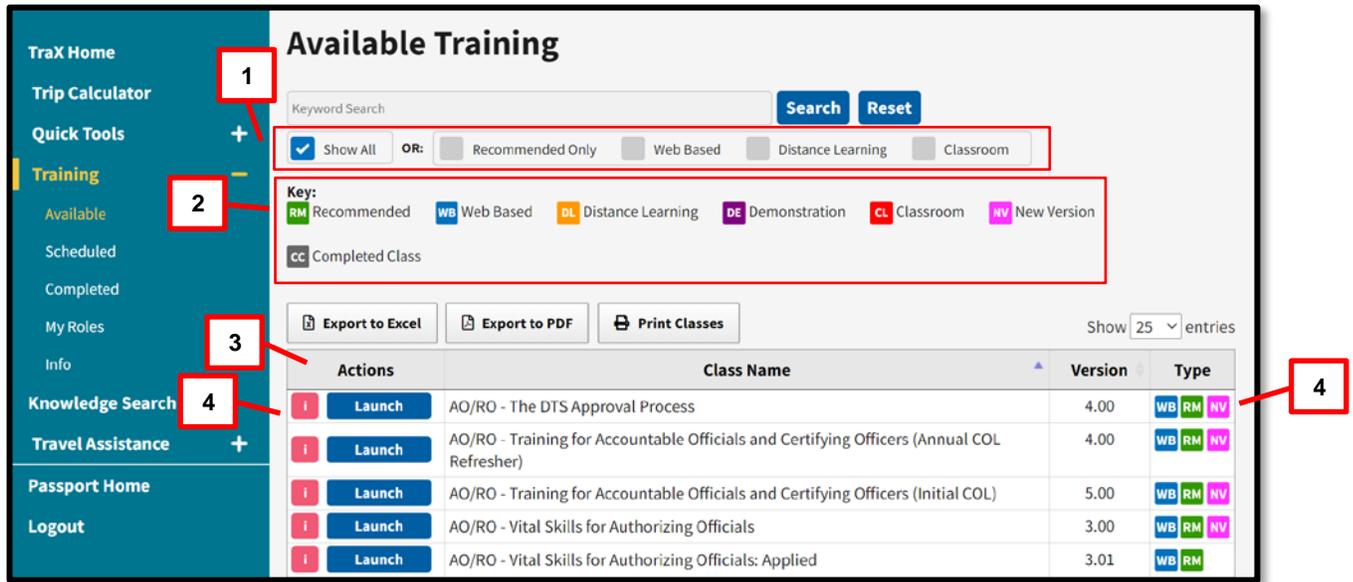


Figure 3-17: Available Training Screen

There are *four* data columns, which arrange the class listing: **Actions**, **Class Name**, **Version**, and **Type** (Figure 3-17, Indicator 3).

- The **Actions** column contains *three* key items. The **Information** icon outlining the class content, **Launch** to start a WBT class, and **Schedule** to register for a DL session (Figure 3-17, Indicator 4).
- **Class Name** lists the lessons.
- View the document’s current **Version** to see if updates occurred.
- **Type** reflects the class **Key** codes. Some classes may reflect multiple class codes.

The **Web Based** and **Distance Learning** sessions present by **Class Name** (default sort). If you need to change the sort method, simply select a different column heading (e.g., **Type**) to rearrange the data. Depending upon your roles and if you checked **Show All**, the listing

may encompass several pages. If you have taken a class before, quickly locate the entry using the **Key Word** search feature. If you are not sure of class name, scroll through the listing using **Next** or a specific page number to identify the class.

When the class log is extensive, you may find it easier to generate a report so you can look through the options. To do so, select either **Export to Excel, Export to PDF or Print Classes** (Figure 3-17, Indicator 4). Open the file to review the choices.

How to access the training:

- **Web Based:** These self-paced training classes are available 24/7 covering a variety of travel topics to support the different DTS roles. Each concludes with an assessment and offers a certificate upon successful completion.

To begin a WBT class:

1. Locate the WBT on the **Available Training** screen (Figure 3-17).
2. Select **Launch** to the left of the class name.
3. The class **Welcome screen** opens. It provides a class description, some key data, and its computer requirements in order to run the class and receive the certificate.
4. Ensure your PC settings are compliant.
5. To advance the WBT, select **Launch Course** (Figure 3-18). You earn a training certificate for successfully completing the assessment.

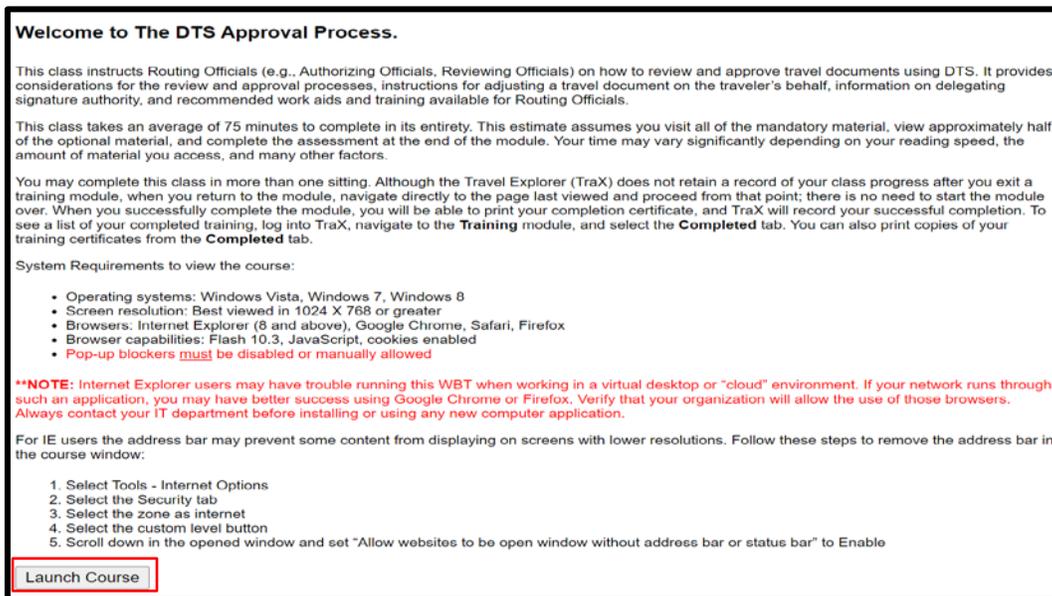


Figure 3-18: Welcome WBT Class (Launch Course) Screen

For more information on retrieving a certificate, see the **Completed** Section 3.5.4, defined further below.

Note: As the WBTs are readily available, you can retake a WBT as often as you need. If you want references, you can access a variety of travel materials on the DTMO Website, under DoD Travel Training and Resource Center, using the [Training Resources Look Up Tool](#).

- **Distance Learning:** DTMO instructors teach these online classes (webinar style) with a live instructor. The sessions typically last about 1 hour addressing a particular topic or system module using comprehensive slides and relevant reference materials. Within a few days of class completion, participating students receive a certificate of attendance.

To schedule a DL session:

1. Locate the DL session on the **Available Training** screen (Figure 3-17).
2. Select **Schedule** to the left of the class title.
3. The class schedule pop-up box appears. There may be multiple sessions for a class. Determine the preferred class date and time.
4. Select **Register**. A *check mark* appears for the **Registered** class in the pop-up box (Figure 3-19).

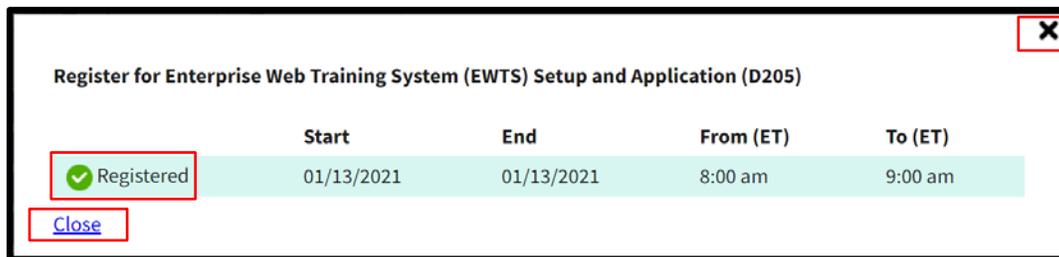


Figure 3-19: Scheduled Training (Registered Confirmation) Screen

5. Select **Close** or **X** at the top right of the window to exit.

To actually attend a DL session and obtain a certificate, see the **Scheduled** Section 3.5.3 and the **Completed** Section 3.5.4 outlined further below.

Note: DTMO schedules DL sessions at intervals. You should see the DL classes in TraX. To view (off line) upcoming classes, see <https://www.defensetravel.dod.mil/site/training.cfm#lookup>, Quick Links and Resources, [Distance Learning Schedule](#).

Note: If you incur any problems launching a WBT or prohibited from starting a DL session, contact your IT department for help configuring your computer settings.

Once you complete the WBT training or finalize DL registration, you can select another module from the **Navigation Bar** or select **Logout** of TraX.

3.5.3 Scheduled

After signing up for training through the **Available Training** page, you can confirm the status by selecting **Scheduled** from the **Navigation Bar**. This page also serves as the entry point for the DL session. The **Scheduled Training** page opens displaying classes you registered to attend (Figure 3-20).

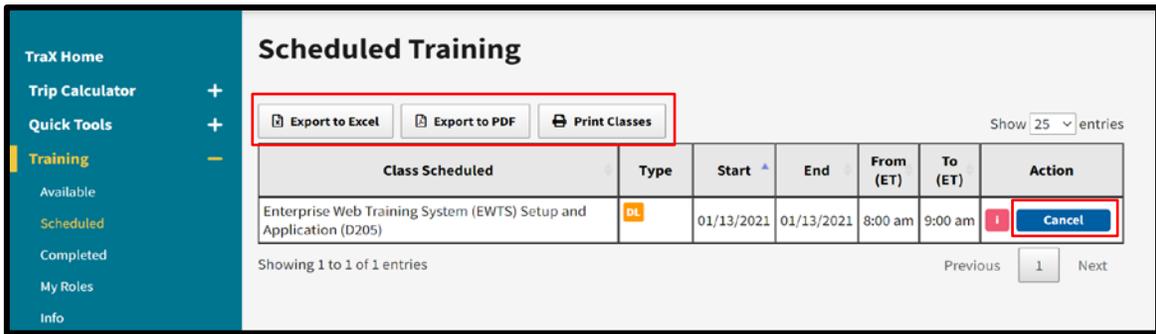


Figure 3-20: Scheduled Training Screen

There are *seven* data columns, which arrange the scheduled classes: **Class Scheduled**, **Type**, **Start**, **End**, **From**, **To**, and **Action**.

The **Action** column contains the **Information** icon outlining the class content, **Cancel**, if you can't attend a class and **Launch** to open the online classroom.

If you registered for a significant number of classes, you may find it beneficial to print your training schedule. To do so, select either **Export to Excel**, **Export to PDF**, or **Print Classes**. Open the file to view the sessions.

We all know things can occur and our schedule changes. To decline a registered DL session follow these steps:

1. Log into **TraX**.
2. Under **Training**, select **Scheduled** from the **Navigation Bar**.
3. The **Scheduled Training** page opens.
4. Select **Cancel** in the **Action** column. A pop up message appears.

5. Select **Yes**. The class disappears from the list.
6. The **Scheduled Training** screen updates with a success message at the top.
7. When you finish, select a module from the **Navigation Bar** or **Logout**.

When you are ready to attend a DL session, on the planned training day follow these steps:

1. Log into **TraX**.
2. Under **Training**, select **Scheduled** from the **Navigation Bar**.
3. The **Scheduled Training** page opens.
4. In the **Action** column, the **Launch** button should appear shortly before the class begins.
5. Select **Launch** to start the session. **Note:** Refer to your **Travel Explorer Course Reminder** emails for class details. For more on TraX emails, see Section 3.5.3.1 below.

3.5.3.1 Scheduled Course Emails

TraX provides you an initial system generated **Travel Explorer Course Registration** email when you sign up for a DL session. The notification transmits to the email address listed in your TraX profile. The correspondence provides the class specifics (e.g., name, date/time, and access link).

Shortly before for your pending DL session, TraX dispatches follow up **Travel Explorer Course Reminders**. The emails provide you vital instructions for attending the session and helpful FAQs.

3.5.4 Completed

When you successfully finish a class that offers a certificate, you can access the record by selecting **Completed** from the **Navigation Bar**. TraX records the achievement on the **Completed Training** screen by the *oldest* **Completed** class (Figure 3-21). If you accomplished substantial number of courses, you may want to switch the display by selecting the **Completed** column (one time), so your newest concluded class appears at the top. You can also arrange the data by **Version** and **Issued By** preferences. If you complete training outside TraX, the confirmation will be **Verified By** instructor input.

Class Completed	Version	Completed	Issued By	Print Certificate	
DTA - Reports	2.04	04/09/2020	TraX	Print	Delete
DTS (Basic) - DTS Travel Documents (DTS 101)	6.00	03/18/2020	TraX	Print	Delete
Programs & Policies - TDY Travel Policies 101	2.05	03/18/2020	TraX	Print	Delete
Programs & Policies - U.S. Government Rental Car Program	1.05	03/18/2020	TraX	Print	Delete
DTS (Basic) - DTS Travel Documents (DTS 101)	6.00	02/28/2020	TraX	Print	Delete

Figure 3-21: Completed Training Screen

TraX provides the few printing methods on the **Completed Training** screen. If you want to retrieve a catalog of all your completed courses, then choose either **Export to Excel**, **Export to PDF**, or **Print Classes** to extract the data. If you need to print an actual certificate validating training completion, then your printing option is by each completed course.

To print a single training certificate:

1. On the **Completed Training** page, locate the course.
2. Select the **Print** within the **Print Certificate** column (Figure 3-21).
3. A PDF certificate generates containing, your name, the course name and completed date.
4. Use your preferred method to print and save to your pc.
5. When you are finished, select a module from the **Navigation Bar** or **Logout** of TraX.

If you took a specific course several times and there are multiple records on the **Completed Training** page, then you may choose to remove the older versions of the completed class. Determine if you need to print a log of the courses or print and save a certificate prior to removal. **Note:** Once you remove the training certificate, there is no reinstatement. You need to retake the course to generate a new training certificate.

To remove a single training certificate:

1. On the **Completed Training** page, locate the course.
2. Select the **Delete** within the **Print Certificate** column. A pop up message appears.
3. Select **Yes**. The class row removes the certificate from the list.
4. The **Completed Training** screen updates with a success message.
5. When you are finished, select a module from the **Navigation Bar** or **Logout** of TraX.

3.5.5 Seminars

Seminars only appear on the **Navigation Bar** when the Defense Travel Management Office (DTMO) is planning an event. The section provides tools that allow potential attendees to request a seat at the seminar, and senior Component personnel to indicate their attendees.

3.5.6 Info

The **Info** section is the last option under the **Training** module. You can view the session type, the delivery method, and a few key details. From the **Navigation Bar**, select **Info** and the **Training Information** page displays the *five* different training sources:

- Distance Learning Webinars
- Self-Paced Web Training
- Enterprise Web Training System
- Classroom Training
- Demonstrations

3.6 Trip Tools

The **Trip Tools** module includes the **Trip Calculator** and **Quick Tools** to support travel planning for a TDY trip or a single expense. These self-contained planning aids provide a general idea of costs. With the **Locator Reports**, you can investigate the facts about a TDY location before you need to travel. However, **Trip Tools** do not interface with DTS nor the Travel Management Company (TMC). To meet official TDY travel requirements, log into DTS, submit an authorization (e.g., itinerary, reservations, and expenses) and obtain AO trip approval. Upon trip completion, file a voucher timely for reimbursement on approved travel expenses and allowances.

To start your trip planning, from the **TraX Home** page, select the **Trip Tools** quick link (Figure 3-22).

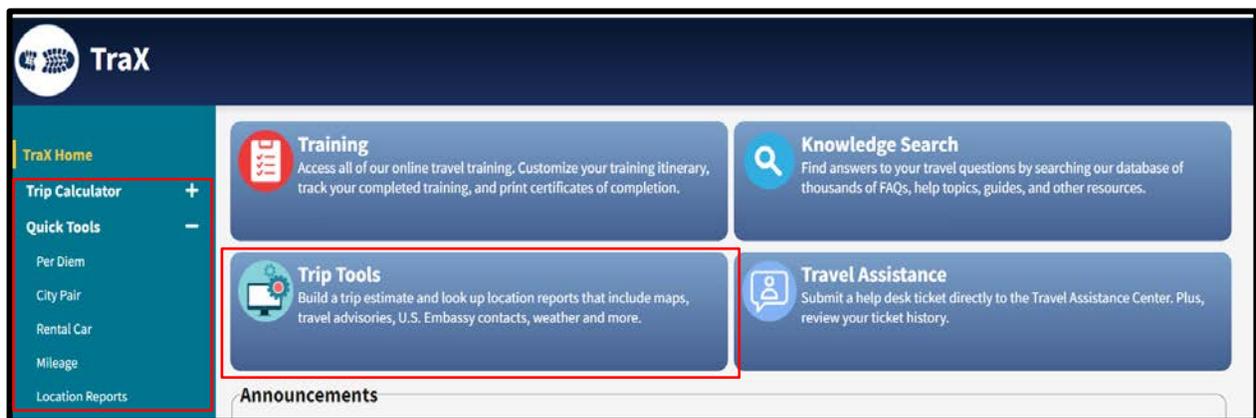


Figure 3-22 – TraX Home Page - Trip Tools

The **Navigation Bar** refreshes and loads the default screen **Trip Calculator**.

- **Trip Calculator** contains *two* sections: **Calculate Estimates** and **Save Estimates**, which are accessible from the **Navigation Bar**.
- **Quick Tools** contains *five* sections: **Per Diem**, **City Pair**, **Rental Car**, **Mileage**, and **Location Reports**, which are accessible from the **Navigation Bar**.

3.6.1 Trip Calculator

To create an entire travel estimate for per diem, air, rental car, mileage and/or miscellaneous expenses use the **Trip Calculator, Calculate Estimate** feature. This section provides the means to build the **Trip Information** form to simulate the basic travel costs. Once the **Trip Information** form is finished and you have a **Trip Estimate**, you can access the files under the **Saved Estimates** feature.

3.6.1.1 Calculate Estimate

To begin your trip plan, select **Calculate Estimate** from the **Navigation Bar**. The **Trip Information** form opens (Figure 3-23) with required and optional data fields. An information icon ⓘ displays for each mandatory item required to build the form. You can mouse over the icon to see the details.

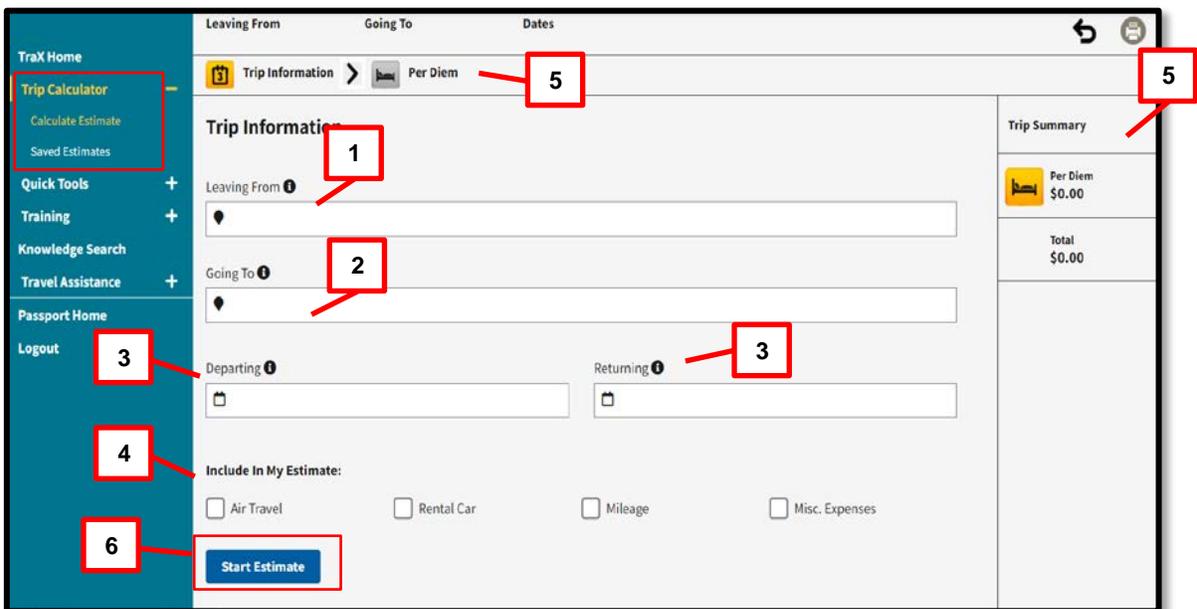


Figure 3-23: Calculate Estimate – Trip Information Screen

Note: After completing the first page of the **Trip Information** form, the action icons (top right) appear (Figure 3-24) which include:



Figure 3-24: Trip Information Form Action Icons

- The **Start Over** icon to begin a different estimate.
 - The **Print** icon to make a copy of the estimate.
 - The **Floppy Disc** icon to save your work. Saved work appears under the **Saved Estimates** accessible from the **Navigation Bar**.
1. Complete the **Trip Information** (itinerary) form based upon your travel requirements (Figure 3-23).
 - a. In the **Leaving From** field start typing the location and then select the location from the drop-down menu (Figure 3-23, Indicator 1).
 - b. In the **Going To** field type the location and then select the location from the drop-down menu (Figure 3-23, Indicator 2).
 - c. In the **Departing** field, use the calendar feature to choose the start trip date (Figure 3-23, Indicator 3).
 - d. In the **Returning** field, use the calendar feature to choose the end trip date (Figure 3-23, Indicator 3).
 - e. Under the **Include in My Estimate**, check box if you want to calculate **Air Travel, Rental Car, Mileage, and/or Misc. Expenses** (Figure 3-23, Indicator 4). **Note:** Travel related icons appear in the **Trip Information** row at the top of the form as you move through the application and the **Trip Summary** travel costs updates too (Figure 3-23, Indicator 5).
 - f. Select **Start Estimate** for the computation (Figure 3-23, Indicator 6).
 2. The **Trip Information** form advances to the **Per Diem:** (TDY Location) page (Figure 3-25). The **Per Diem** icon activates on the **Trip Information** row. The **Per Diem** chart computes the daily lodging and M&IE, along with the **Total Per Diem** allowance. The **Trip Summary** posts the **Per Diem** total with a view icon . Review the data, then select **Next:** (expense>) to advance.

Leaving From: Woodbridge, VA | Going To: Ft. Bragg, NC | Dates: 09/13/2020 - 09/18/2020

Navigation: Trip Information > **Per Diem** > Air Travel > Rental Car

Per Diem: Ft. Bragg, NC

DATE(s)	DAYS	DAILY LODGING	DAILY MIE	LODGING x Days	MIE x Days
2020-09-13	First Day	\$109.00	\$56.00	\$109.00	\$42.00
2020-09-14 - 2020-09-17	4	\$109.00	\$56.00	\$436.00	\$224.00
2020-09-18	Last Day	\$109.00	\$56.00	\$0.00	\$42.00
09/13/2020 - 09/18/2020	6			\$545.00	\$308.00

Total Lodging: \$545.00
Total MIE: \$308.00
Total Per Diem: \$853.00

Next: Air Travel >

Trip Summary

- Per Diem: \$853.00
- Air Travel: \$0.00
- Rental Car: \$0.00
- Total: \$853.00**

Figure 3-25: Calculate Estimate – Per Diem Page

- During the **Trip Information** (itinerary) form creation, if you checked the box for **Air Travel**, then the **Air Travel** page loads (Figure 3-26). The **Air Travel** icon activates on the **Trip Information** row.

Leaving From: Woodbridge, VA | Going To: Ft. Bragg, NC | Dates: 09/13/2020 - 09/18/2020

Navigation: Trip Information > Per Diem > **Air Travel** > Rental Car

Air Travel

Search for airports near Woodbridge, VA and Ft. Bragg, NC below. Choose a mileage radius for your search.

Miles: 0

500

Round Trip One Way

<< **Search**

Trip Summary

- Per Diem: \$853.00
- Air Travel: \$0.00**
- Rental Car: \$0.00
- Total: \$853.00**

Figure 3-26: Calculate Estimate – Air Travel Page

The form defaults to **Round Trip**, but you can also search **One Way** flights. The **Miles** box sets the parameter to search airports. You can use the default, enter a new amount or use the sliding scale to set the miles to identify airports. Select **Search** to query **Departing** and **Returning City Pair Flights** (Figure 3-26) at the **Origin** and **Destination** airports.

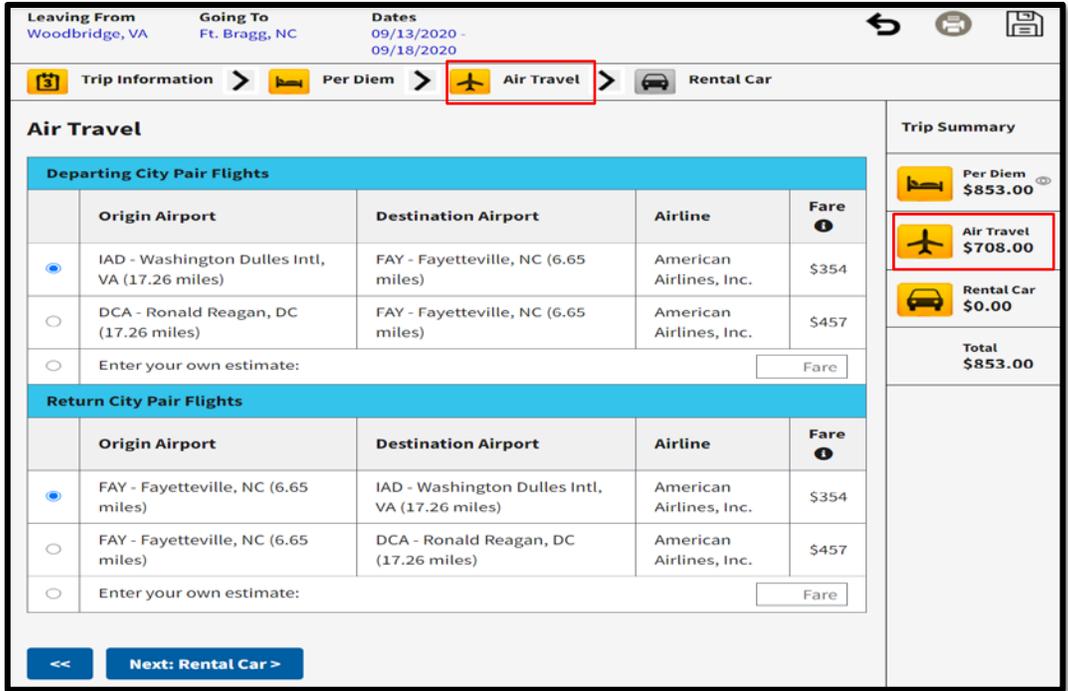


Figure 3-27: Calculate Estimate – Updated Air Travel Page

Once the page refreshes, select your flights from the list or **Enter your own estimate** for the airfare (Figure 3-27). **Trip Summary** posts the **Air Travel** total. To advance, select **Next:** (expense>).

4. During the **Trip Information** (itinerary) form creation, if you checked the box for **Rental Car**, then the **Rental Car** page loads (Figure 3-28). The **Rental Car** icon activates on the **Trip Information** row.

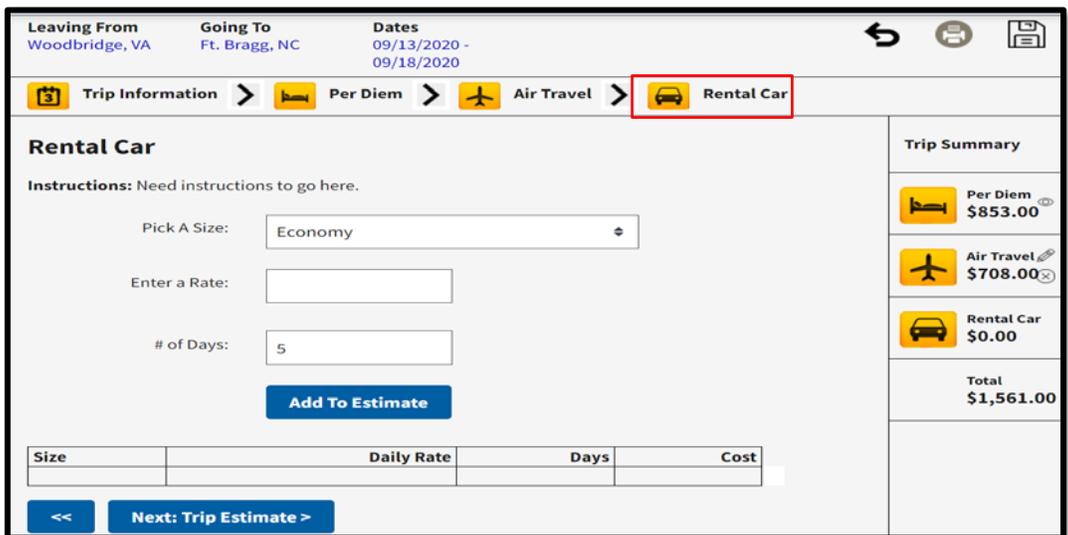


Figure 3-28: Calculate Estimate – Rental Car Page

Based upon your travel requirements complete the required steps:

- a. **Pick A Size:** Use the drop-down menu to select the car. Compact is the policy vehicle. **Note:** If you are traveling with a group, you may need a larger vehicle.
- b. **Enter a Rate:** Type in the cost. You can use **Rental Car Ceiling Rates PDF** to obtain an estimated cost based upon either Domestic or International prices. **Note:** You may need to download the file in order to view the rental car rates.
- c. **Number of Days:** Automatically calculates based upon travel days.
- d. Choose **Add to Estimate**. The page refreshes with the **Rental Car** table details (Figure 3-29). **Trip Summary** posts the **Rental Car** cost total.

Rental Car

Instructions: Need instructions to go here.

Pick A Size: Economy

Enter a Rate:

of Days: 5

Add To Estimate

Size	Daily Rate	Days	Cost
Economy	\$85.00	5	\$425.00

Trip Summary

- Per Diem \$853.00
- Air Travel \$708.00
- Rental Car \$425.00**
- Total \$1,561.00

Next: Trip Estimate >

Figure 3-29: Calculate Estimate – Rental Car Updated Page

5. (Optional) During the **Trip Information** (itinerary) form creation, if you checked the box for **Misc. Expenses**, then the **Miscellaneous Expenses** page loads (Figure 3-30). The **Miscellaneous** icon activates on the **Trip Information** row.
 - a. Use the drop-down menu to select the **Expense Type**. Options include **Conference Fees, Parking, Tolls, Taxi, and Other**.
 - b. Enter the **Total Cost** of the expense.
 - c. Choose **Add to Estimate** to compute the cost. The **Expense** table populates and **Trip Summary** posts the **Miscellaneous** expense total.

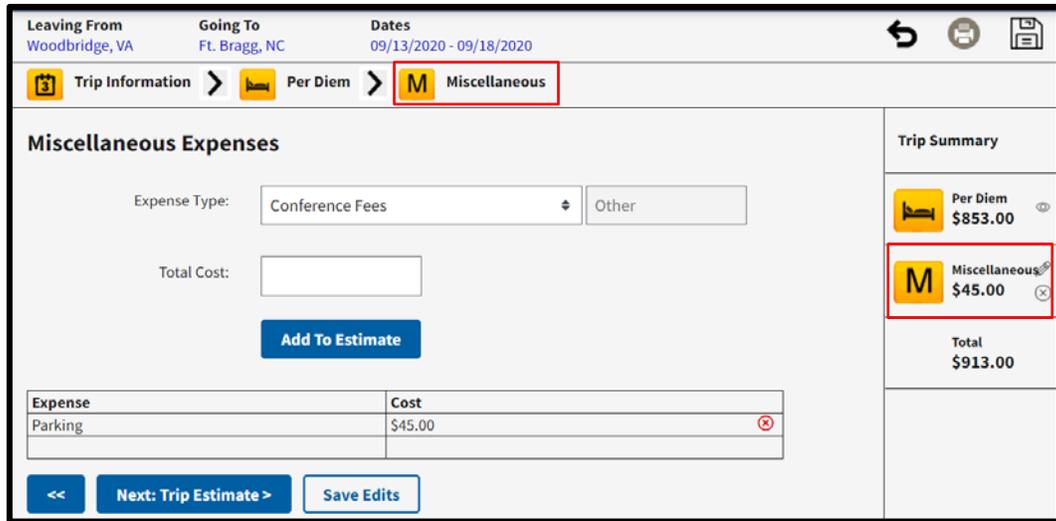


Figure 3-30: Calculate Estimate – Miscellaneous Page

6. Once you complete the **Trip Information** form, you have a choice on *how to save* the completed estimate.

Note: You can periodically save the file as you maneuver through the form using the **Floppy Disc** icon. If you exit the form without *saving*, the estimate ceases. You will need to do a new estimate.

Save options:

- Select the **Floppy Disc** icon at the top of the **Trip Information** form (Figure 3-29). This option provides a pop-up box with a default **Estimate Name** that you can keep as is or tailor (Figure 3-31). Select **Save**. Your file appears under **Saved Estimates** accessible from the **Navigation Bar**.

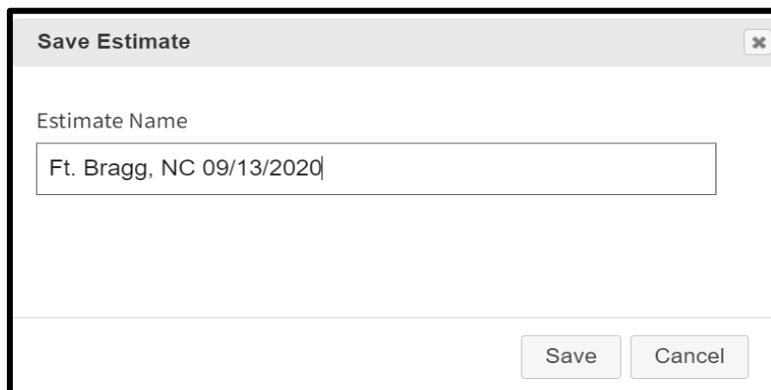


Figure 3-31: Save Estimate Window

- Select **Next: Trip Estimate >** at the bottom of the **Trip Information**

form (Figure 3-29). The **Trip Estimate** page appears (Figure 3-32). View the information. Select **Save Estimate** to retain the file. A **Success Message** posts at the top of the page. Your file appears under **Saved Estimates** accessible from the **Navigation Bar**.

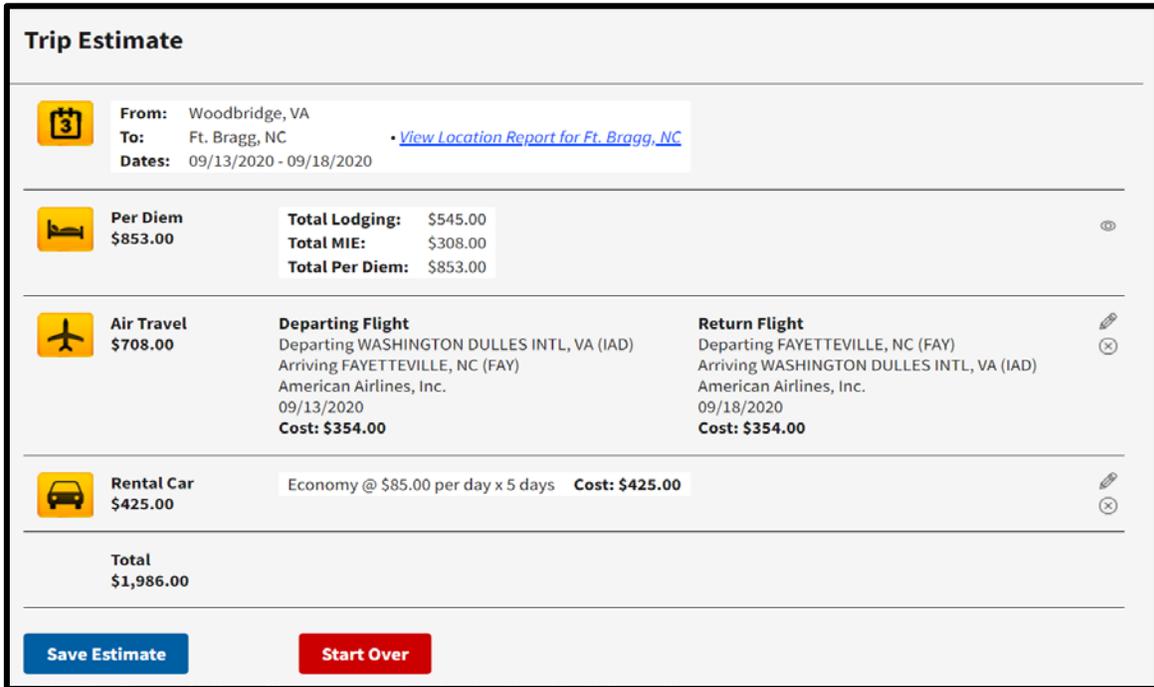


Figure 3-32: Trip Estimate (Completed) Screen

To exit the screen, select a module from the **Navigation Bar** or disregard the **Trip Estimate** and select **Start Over**.

3.6.1.2 Saved Estimates

To review your proposed trip costs, from the **Navigation Bar**, select **Trip Calculator, Saved Estimates**. The **Saved Estimates** page appears (Figure 3-33) with most recent created file appearing at the top of the page. Each submission displays the key trip data (e.g., **TDY location, Travel Dates**) along with the action icons.

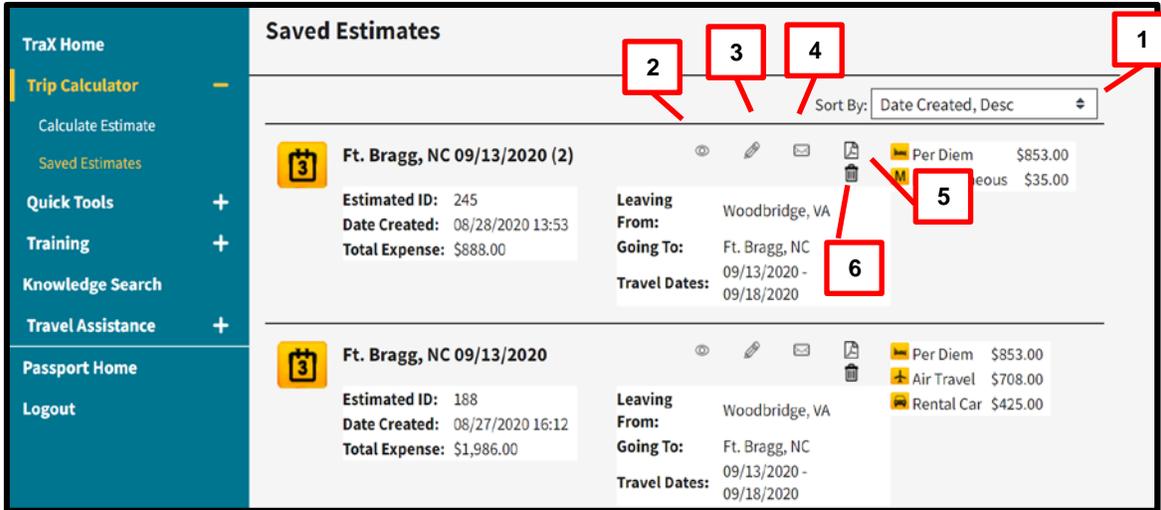


Figure 3-33: Saved Estimates Screen

On this screen (Figure 3-33) you can do the following:

- Change the **Sort by** listing of trips (Indicator 1)
- View the trip estimate by selecting the *eye icon*  (Indicator 2)
- Edit the trip estimate by selecting the *pencil icon*  (Indicator 3)
- Mail the file using the *email icon*  (Indicator 4)
- Save the file using the *pdf icon*  (Indicator 5)
- Remove the file using the *trash can icon*  (Indicator 6)

To edit a projected trip begin on the **Saved Estimates** screen (Figure 3-33):

1. Locate the file requiring a change to an entered expense.
2. Select the *pencil icon*. The **Trip Estimate** page appears (Figure 3-34).

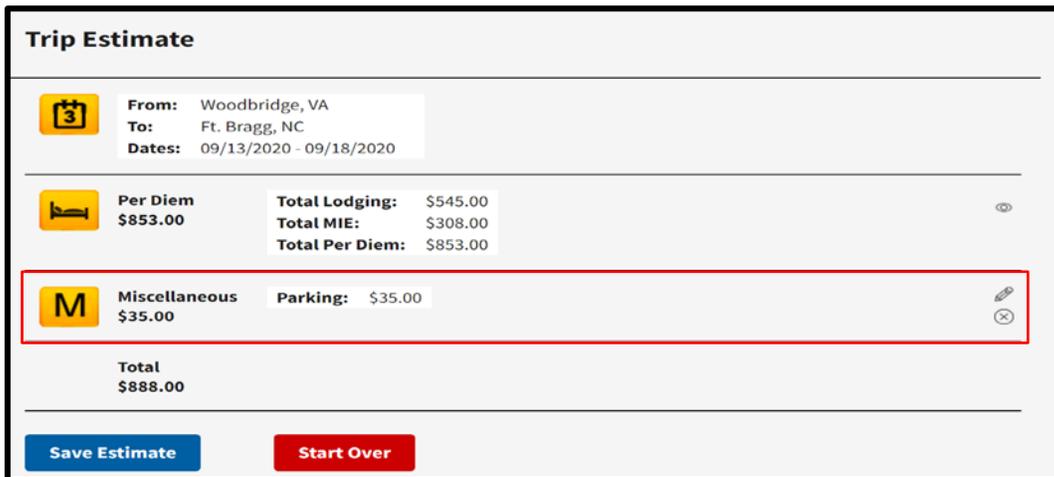


Figure 3-34: Trip Estimate (Edit an Expense) Screen

3. Select the *pencil icon* to edit the expense (Figure 3-34). The expense category window opens (Figure 3-35).

Figure 3-35: Miscellaneous Expenses

4. You can remove and add expenses based upon the items in the drop-down menu. When you make a change, be sure to select **Add to Estimate** to save each entry (Figure 3-35).

Note1: In our example, the trip contains a **Miscellaneous Expense, Parking**. In this screen, you can't actually *change* the entered expense. Instead, use the red **x** to remove the expense (e.g., **Parking**) and then use the **Expense Type** drop-down menu to select **Parking** and enter the **Total Cost**. To add a new expense (e.g., tolls), use the **Expense Type** drop-down menu to select the item and enter the **Total Cost**.

Note2: The edit feature only allows you to remove and add expense items in which you indicated to include on the **Trip Information** form during the itinerary creation. In other words, if you did not indicate rental car expense on the **Trip Information** form, you cannot add the rental car later using the edit feature. If your projected trip cost should include a rental car, then you need to complete a new estimate.

5. Select **Save Edits** (Figure 3-35). The **Trip Estimate** window displays changes to individual items and an overall **Total** (Figure: 3-36).

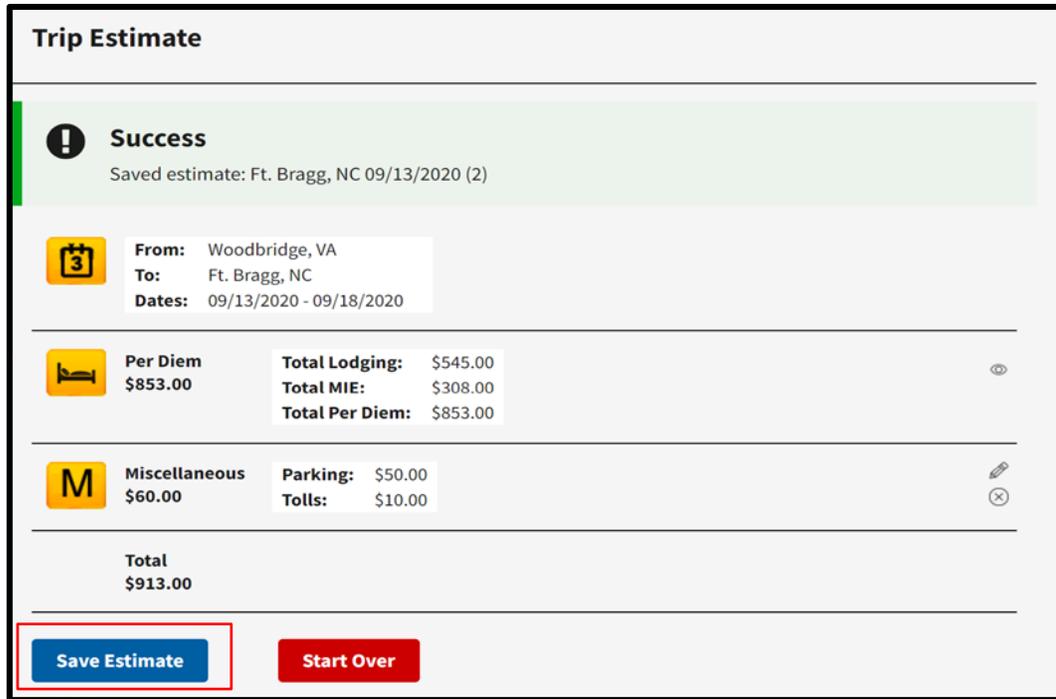


Figure 3-36: Trip Estimate Screen

6. Select **Save Estimate** (Figure: 3-36). The **Save Estimate** pop-up message box appears. You can keep the same name or change it.

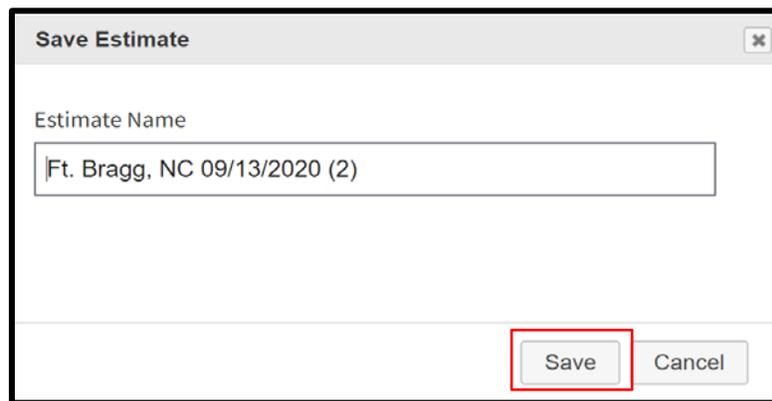


Figure 3-37: Save Estimate Screen

7. Select **Save**. The **Trip Estimate** page refreshes with a successful message appearing at the top.
8. To exit the screen, select a module from the **Navigation Bar** or **Logout** of TraX.

3.6.2 Quick Tools

To view a single item estimate (e.g., a City Pair flight), rather than build the entire trip, you can use the **Quick Tools** feature. This section provides an individual computation for **Per Diem**, **City Pair**, **Rental Car** and **Mileage**. You can promptly look up the expense, but there is no save option for individual computations. Included in **Quick Tools** is the **Location Reports** function, which provides key information for a TDY location such as typical weather, travel alerts, and if applicable restrictions.

To begin, on the **TraX Home** page, select **Trip Tools** from the **Navigation Bar** (Figure 3-38). The **Quick Tools** sections appear.

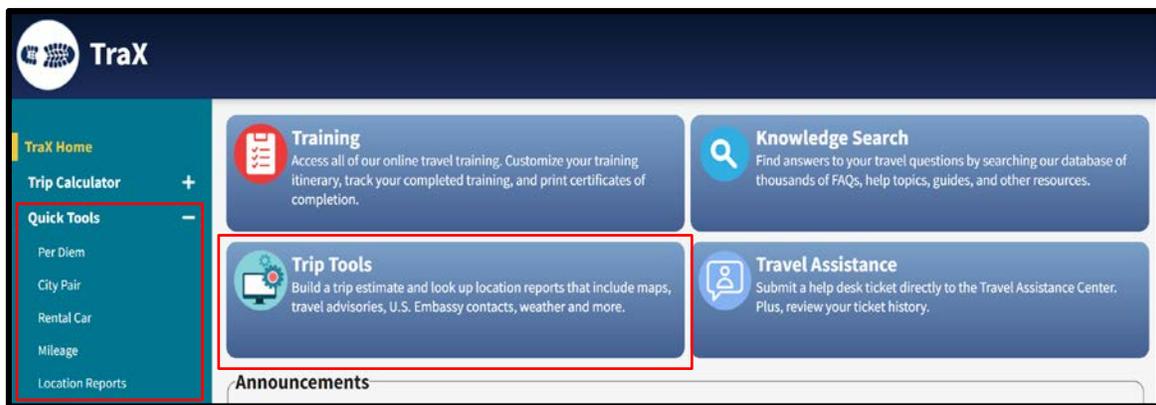


Figure 3-38: Quick Tools Selection Screen

3.6.2.1 Per Diem

Per Diem provides the lodging and M&IE costs for a single TDY location. The **Per Diem Tool**, **Trip Information** mandatory fields are **Going To**, and **Departing** and **Returning Dates** (Figure 3-39).

The screenshot shows the 'Per Diem Tool' interface. Under the 'Trip Information' heading, there are three input fields: 'Going To' with a location pin icon and the text 'ATL - Atlanta, GA'; 'Departing' with a calendar icon and the date '09/27/2020'; and 'Returning' with a calendar icon and the date '10/02/2020'. Below these fields is a blue 'Search' button, which is highlighted with a red border.

Figure 3-39: Per Diem Tool Screen

To compute the per diem:

1. Complete the mandatory fields.
2. Select **Search**. The **Per Diem: (TDY Location)** results page appears (Figure 3-40).

Per Diem: ATL - Atlanta, GA					
Location: ATL - Atlanta, GA					
Trip Start: 09/27/2020					
Trip End: 10/02/2020					
DATE(s)	DAYS	DAILY LODGING	DAILY MIE	LODGING x Days	MIE x Days
2020-09-27	First Day	\$157.00	\$66.00	\$157.00	\$49.50
2020-09-28 - 2020-09-30	3	\$157.00	\$66.00	\$471.00	\$198.00
2020-10-01 - 2020-10-01	1	\$163.00	\$66.00	\$163.00	\$66.00
2020-10-02	Last Day	\$163.00	\$66.00	\$0.00	\$49.50
09/27/2020 - 10/02/2020	6			\$791.00	\$363.00
Total Lodging: \$791.00					
Total MIE: \$363.00					
Total Per Diem: \$1,154.00					

Figure 3-40: Per Diem (Results) Screen

3. Record the **Total Per Diem** results for your trip planning purposes.
4. To exit the screen, select a module from the **Navigation Bar** or **Logout** of TraX.

3.6.2.2 City Pair

City Pair provides government negotiated flights to the single TDY location. The **City Pair Tool** mandatory data is **Leaving From**, **Going To** and **Miles** (number) to search for the flights (Figure 3-41).

City Pair Tool

Leaving From **i**

♥ IAD - Washington Dulles Intl, VA

Going To **i**

♥ Atlanta, GA

Miles **i**

50 0

500

Round Trip One Way

Search

Figure 3-41 City Pair Tool Screen

To generate the flight cost:

1. Complete the mandatory fields.
2. Select **Search**. The **City Pair Tool** flights options appear (Figure 3-42).

City Pair Tool

From: IAD - Washington Dulles Intl, VA
To: Atlanta, GA
Within: 50 miles

Departing Flights				
	Origin Airport	Destination Airport	Airline	Fare ¹
<input checked="" type="radio"/>	IAD - Washington Dulles Intl, VA (0.00 miles)	ATL - Atlanta, GA (2.16 miles)	Delta Air Lines, Inc.	\$128
<input type="radio"/>	BWI - Baltimore Washington Intl, MD (37.77 miles)	ATL - Atlanta, GA (2.16 miles)	Delta Air Lines, Inc.	\$175
<input type="radio"/>	DCA - Ronald Reagan, DC (0.00 miles)	ATL - Atlanta, GA (2.16 miles)	Delta Air Lines, Inc.	\$240

Return Flights				
	Origin Airport	Destination Airport	Airline	Fare ¹
<input checked="" type="radio"/>	ATL - Atlanta, GA (2.16 miles)	IAD - Washington Dulles Intl, VA (0.00 miles)	Delta Air Lines, Inc.	\$128
<input type="radio"/>	ATL - Atlanta, GA (2.16 miles)	BWI - Baltimore Washington Intl, MD (37.77 miles)	Delta Air Lines, Inc.	\$175
<input type="radio"/>	ATL - Atlanta, GA (2.16 miles)	DCA - Ronald Reagan, DC (0.00 miles)	Delta Air Lines, Inc.	\$240

Select

Figure 3-42: City Pair Tool (Options) Screen

3. Choose the radio button for the **Departing** and **Return Flights**. Choose **Select**. The **City Pair Tool** flight results display (Figure 3-43).

City Pair Tool

From: IAD - Washington Dulles Intl, VA
To: Atlanta, GA
Within: 50 miles

Departing Flight			
Origin Airport	Destination Airport	Airline	Fare
IAD - WASHINGTON DULLES INTL, VA (0.00 miles)	ATL - ATLANTA, GA (2.16 miles)	Delta Air Lines, Inc.	\$128

Return Flight			
Origin Airport	Destination Airport	Airline	Fare
ATL - ATLANTA, GA (2.16 miles)	IAD - WASHINGTON DULLES INTL, VA (0.00 miles)	Delta Air Lines, Inc.	\$128

Total Fare: \$256

Figure 3-43: City Pair Tool (Results) Screen

4. Record the **Total Fare** for your trip planning purposes.
5. To exit, select another module from the **Navigation Bar** or **Logout**.

3.6.2.3 Rental Car

Rental Car provides vehicle rates for **Domestic** and **International** locations. The **Rental Car Tool** required data is **Pick A Size**, **Enter a Rate** and **# of Days** fields (Figure 3-44).

Rental Car Tool

Instructions: Need instructions to go here.

Pick A Size:

Enter a Rate:

of Days:

Add To Estimate

Size	Daily Rate	Days	Cost
Generate Estimate			

Showing: Domestic Ceiling Rates International Ceiling Rates

Figure 3-44: Rental Car Tool Screen

To compute the rental car cost:

1. Complete the mandatory fields. **Note:** You can use the **Domestic** or **International Ceiling Rates** to determine a cost.
2. Select **Add to Estimate**. The **Rental Car Tool** estimate appears in the table.
3. Select **Generate Estimate**. The **Rental Car Tool Estimate** displays the **Cost** (Figure 3-45).

Rental Car Tool Estimate

Size	Rate	Days	Cost
Compact	\$85.00	6	\$510.00
			\$510.00

Figure 3-45: Rental Car Tool Estimate Screen

4. Record the **Cost** for your trip planning purposes.
5. To exit the screen, select a module from the **Navigation Bar** or **Logout** of TraX.

3.6.2.4 Mileage

Mileage provides the POV miles driven to the single TDY Location. The **Mileage Tool** required data is **Leaving From**, **Going To**, and **Round Trip** or **One Way** indicator. (Optional) Check the box **Include Driving Directions** (Figure 3-46).

Mileage Tool

Leaving From ⓘ
Woodbridge, VA

Going To ⓘ
Ft. Jackson, SC

Round Trip One Way

Include Driving Directions

Search

Figure 3-46: Mileage Tool Screen

To calculate miles:

1. Complete the mandatory fields.
2. Select **Search**. The **Mileage Tool** results page opens (Figure 3-47). If you checked **Include Driving Directions**, those details present on the page.

Mileage Tool

Leaving From: Woodbridge, VA
Going to: Ft. Jackson, SC
Miles: 900 (Round Trip)
Rate: .575 per mile
Expense: \$517.50

Driving Directions

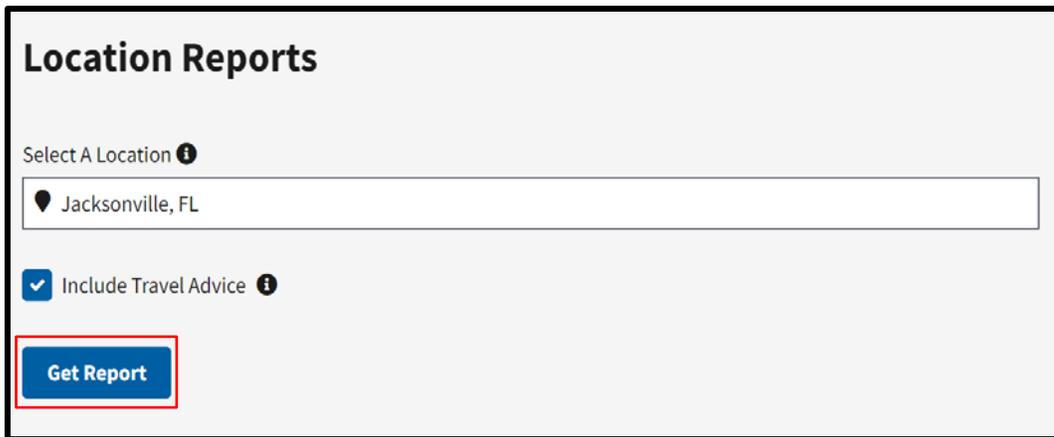
South 0.862 miles on US-1 to + US-1 VA-294 (VA)
West 1.373 miles on VA-294 to + VA-294 Ramp (VA)
Left 0.273 miles on Ramp to + Ramp I-95 (VA)
South 158.481 miles on I-95 to (to VA/NC State Line) (VA)
South 181.370 miles on I-95 to (to NC/SC State Line) (NC)
South 37.629 miles on I-95 to + I-95 Exit 160B (SC)
0.741 miles on to + Exit 160B I-20 (SC)
West 64.810 miles on I-20 to + I-20 Exit 76A (SC)
0.338 miles on to + Exit 76A Ramp (SC)
0.850 miles on to + Ramp I-77 (SC)
South 2.747 miles on I-77 to + I-77 Exit 12 (SC)
0.323 miles on to + Exit 12 Ramp (SC)
0.043 miles on to + Ramp SC-12 Spur (SC)
West 0.206 miles on SC-12 Spur to + SC-12 Spur Ramp (SC)
0.040 miles on to + Ramp SC-12 (SC)
East 0.142 miles on SC-12 to Fort Jackson, SC (SC)

Figure 3-47: Mileage Tool (Results) Screen

6. Record the **Expense** for your trip planning purposes.
7. To exit the screen, select a module from the **Navigation Bar** or **Logout** of TraX.

3.6.2.5 Location Reports

Location Reports presents an insightful, comprehensive rundown of facts about a destination. The **Location Reports** mandatory data is **Select a Location**. (Optional) Check the box, **Include Travel Advice** (Figure 3-48).



The screenshot shows a web interface for generating location reports. At the top, the heading 'Location Reports' is displayed. Below it, there is a section titled 'Select A Location' with an information icon. A text input field contains 'Jacksonville, FL'. Underneath, there is a checkbox labeled 'Include Travel Advice' with an information icon, which is currently checked. At the bottom of the form is a blue button with the text 'Get Report'.

Figure 3-48: Location Reports Screen

The report provides an extensive amount of material. This is especially useful when traveling to foreign locations. The report topics includes:

- Travel alerts, security concerns, and health risks
- Entry and exit information
- Transportation tips
- Exchange rates
- Local weather and customs
- Important contact information, such as embassy locations and phone numbers

To run a report:

1. Complete the mandatory field and optional field, if preferred.
2. Select **Get Report**. The **Report Summary** page opens (Figure 3-49).
3. The report provides a **Key** to flag significant items. The results may be lengthy comprising of several pages. You can **Export to PDF** for easier viewing.

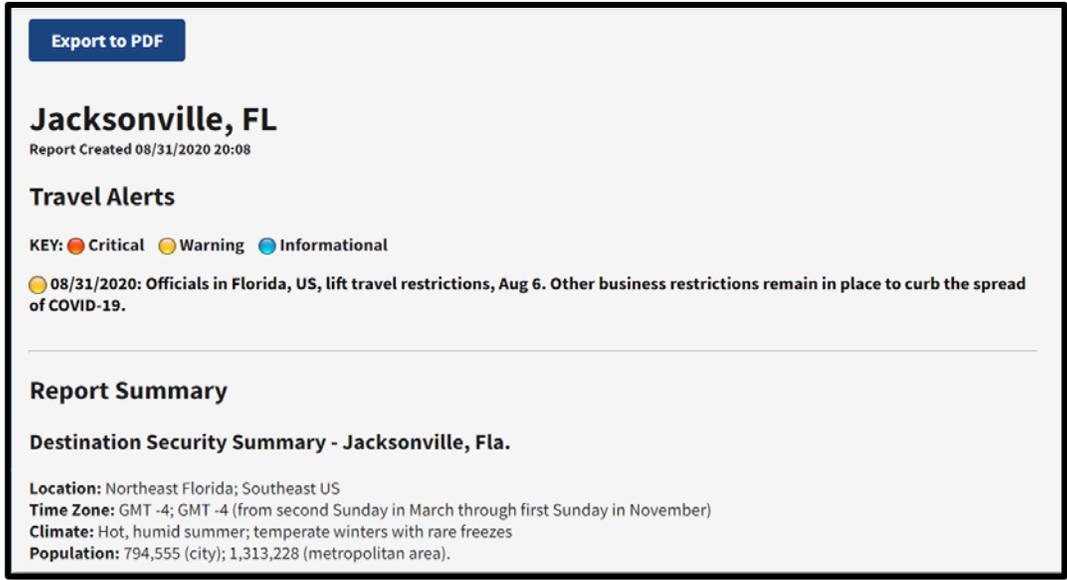


Figure 3-49: (Location) Report Summary Screen

- To exit the screen, select another module from the **Navigation Bar** or **Logout** of TraX.

3.7 Announcements

TraX fosters frequent communication on travel related topics using the **Announcements** section available on the **TraX Home** page (Figure 3-50).

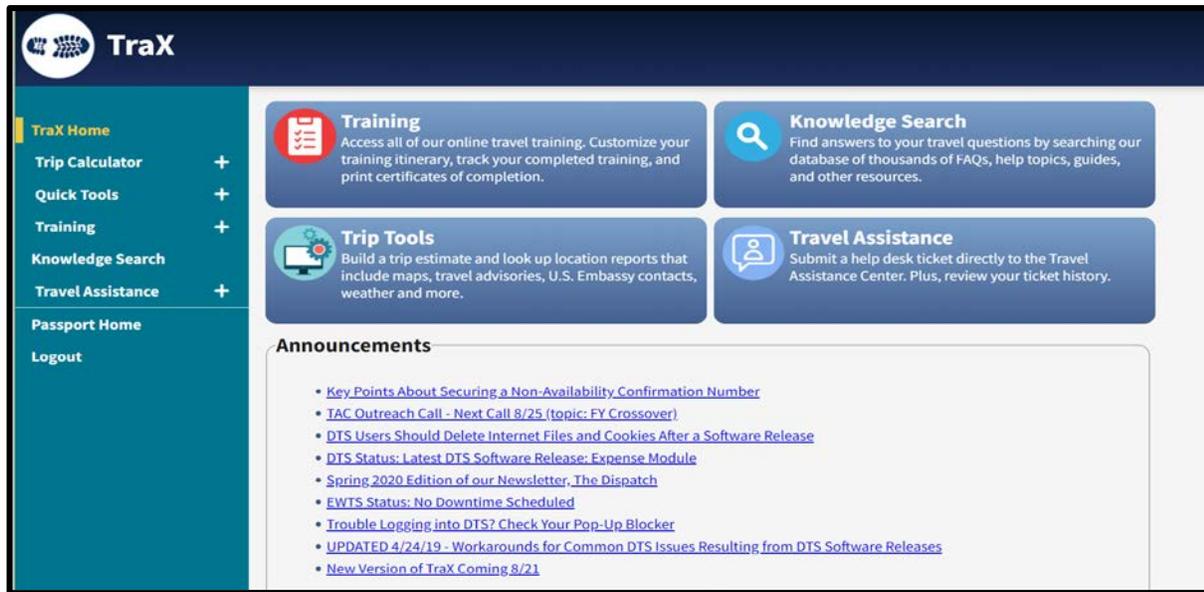


Figure 3-50: TraX Home Page (Announcements)

Select the hyperlink to access the publicized communications, which may include:

- Information papers, which convey troubleshooting techniques, DTS changes, financial systems and FY crossover and more.
- The DTMO Dispatch Quarterly Travel articles which highlights travel events and noteworthy topics.
- The TAC Outreach session details and materials as well as access to prior training meeting's data.

3.8 Travel Feedback

To provide comments about the **DTMO Passport** portal, you can do so through the **Passport Feedback** link. The **Passport Feedback** option appears at the bottom the **Passport Home** page (Figure 3-5), **TraX Home** page (Figure 3-6) and throughout the TraX application for easy access.

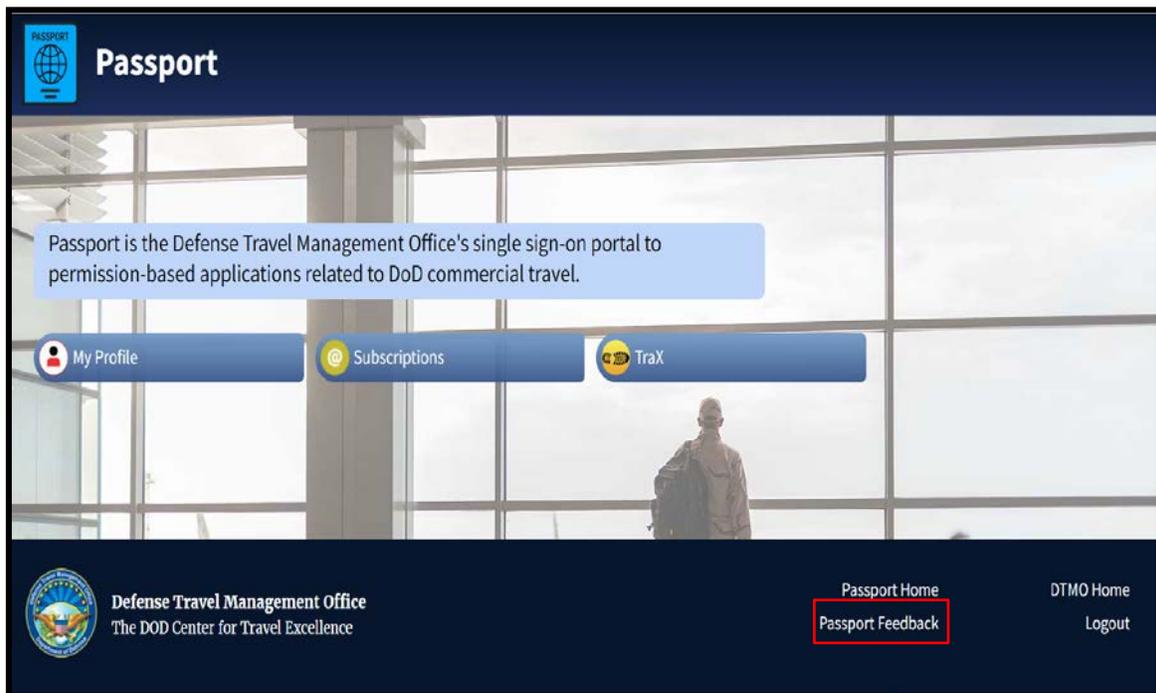


Figure 3-5: Passport Home Page (Passport Feedback Link)

To provide feedback:

1. Log into **Passport** using your user name/Password or CAC.
2. At the bottom of the **Passport Home** page, select the **Passport Feedback** link.
3. A DoD pop up information message appears. Read the message and select **OK**.
4. The **Passport Feedback** page opens a survey containing a few questions and opportunity to enter comments.
5. Once you complete the survey, select **Submit** to transmit the results.

3.9 My Profile

Your **Passport** account contains essential data, which specifically identifies you and allows access to the TraX applications. If you need to update your **Passport** account information (e.g., email address change), you can access **My Profile** from the **Passport Home** page (Figure 3-5). **Note:** The **Passport Home** page is the single access point to modify your account.

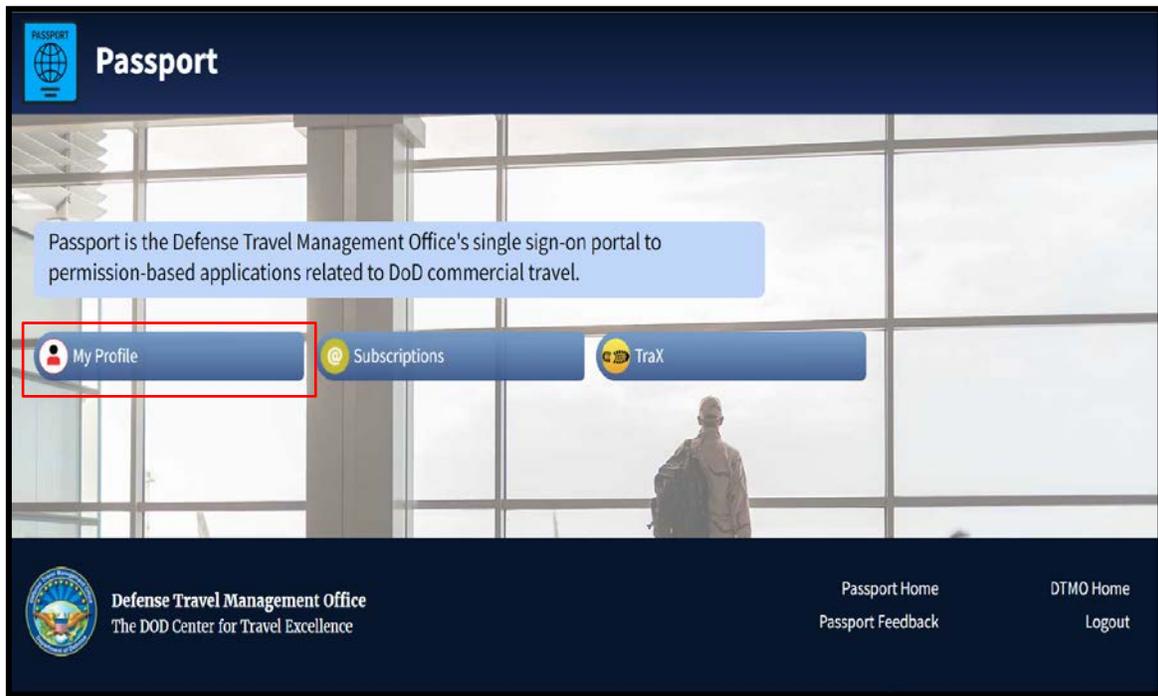


Figure 3-5: Passport Home Page (My Profile)

To update your account:

1. Select **My Profile** from the **Passport Home** page. The **My Profile** screen opens (Figure 3-51). The **Navigation Bar** displays on the left side of the screen with the existing options: **My Profile**, **Change Password**, **Subscriptions**, **Passport Home** and **Logout**.

Passport

My Profile

Change Password

Subscriptions

Passport Home

Logout

My Profile

Login Email *

Name.civ.@mail.mil

First Name *

First Name

Last Name *

Last Name

Employment Type *

Civ/Mil/Contractor

Service/Agency *

Select Service/Agency

Rank/Grade *

GS Other

XX-XX

Duty Station/Site Name *

Select Duty Station/Site Name

Work Phone * & Ext

XXX-XXX-XXXX

DSN & Ext

123-456-7890 Ext

International Phone & Ext

International Phone - Numbers Ext

Update Profile

* Required

Figure 3-51: My Profile Screen

2. Mandatory fields contain a red asterisk. All other fields are optional. Review the information for accuracy and modify those items requiring change.
3. After you correct the information, select **Update Profile** to save changes.
4. A **Success** message appears at the top of the page.
5. You can select **Passport Home** from the **Navigation Bar** or choose **Logout** to exit.
6. TraX dispatches a **DTMO Passport Profile Updated** notice to the email listed in your **Passport** account, alerting you of the change.

3.10 Change Password

When you registered for your **Passport** Account, you provided an email address and password as identification to authenticate login. You may have also opted to register your CAC to the account for quicker access. It is advisable to have both access methods. If you only use the CAC option and then replace your CAC, you won't be able to access your old TraX account. If you have an email address and password on file, you'll always be able to access your **Passport** account. TraX provides you the means to change your password, if you forget it.

To change your **Passport** password:

1. Select **My Profile** from the **Passport Home** page (Figure 3-5). The **My Profile** screen opens (Figure 3-51).
2. From the **Navigation Bar** displays on the left side of the screen, choose **Change Password** (Figure 3-51). The **Change Password** screen displays Figure 3-52)

Figure 3-52: Change Password Screen

3. Enter the **New Password** and retype **Confirm Password**.
4. Select **Save Password**. **Note:** Be sure to remember the new PW.
5. A **Success** message appears at the top of the page.
6. You can select **Passport Home** from the **Navigation Bar** or choose **Logout** to exit.
7. TraX dispatches a **DTMO Passport Profile Updated** notice to the email listed in your **Passport** account, alerting you of the change.

4 TAC

4.1 TAC Overview

The Travel Assistance Center (TAC) is a 24 hours a day, 7 days a week help desk staffed by skilled analysts who offer assistance to DoD personnel experiencing travel related problems. The TAC can help with a wide span of travel issues associated to DTS, the Government Travel Charge Card (GTCC), Commercial Travel Programs, Travel Policy, and Recruit Assistance, to name just a few.

4.2 TAC Operations

Because travel encompasses broad range of topics, the TAC Analysts specialize in certain areas. For example, answering questions related to Travel Management Company (TMC) operations requires a different knowledge base than answering finance-related questions.

For this reason, as a way of providing targeted assistance to its customers, TAC analysts are divided into four teams to concentrate on specific issues. See Table 4-1 for specifics.

Table 4-1: TAC Teams

TAC TEAMS AND THEIR SPECIALITIES	
Team	Addresses issues pertaining to:
General	DTS DTS documents
Finance	Centrally-billed accounts Debt management Accounting systems Financial partner systems
TMC (DTS refers the TMC as CTO)	Passenger name records DTS document routing (stuck at CTO SUBMIT) Reservations Global distribution systems
Technical	DTS design DTS performance DTS access

In addition, the General team is every customer's first point of contact. They receive help tickets and phone calls, research their content, and resolve them or route them to other teams for resolution as appropriate.

4.3 How to Contact the TAC

In Section 2, we addressed contacting a local help desk for travel support as the first line of aid. Remember, if you don't know a POC, start with a help list through the DTMO website <https://www.defensetravel.dod.mil/site/localSupport.cfm>. Once you exhaust all local support options then engage the TAC on the travel issue. When it comes to requesting travel support, it is best to always follow your local policies.

Here are ways to contact the TAC based upon the type of travel situation.

Help Ticket - When the time comes to contact the TAC, the fastest and most efficient way of reporting a problem is by submitting an online a help ticket as covered in Section 3.3. As TraX is readily available, there are no delays in reporting the issue. The TAC analysts have direct access to online tickets, can research problems and provide prompt solutions. At any time, you can access TraX to check on and update your ticket.

Telephone – You may call the TAC directly at 888-Help-1-Go (888-435-7146) for assistance. That number even works if calling from overseas on a DSN line. One thing to keep in mind when calling the TAC, they receive thousands of calls daily, so you may be on hold before getting through to an analyst. The first thing the analyst will do is ask questions to create a help ticket to report and track your issue. Be sure you have the key data necessary for your ticket submission to prevent delays. Even though the TAC analyst creates the ticket on your behalf, you can access the ticket in TraX as needed and when available view the resolution.

Chat – You can open chat line to discuss select travel topics directly with the TAC. The DTMO website <https://www.defensetravel.dod.mil/site/livechat.cfm> provides live chat details. 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 Section 3.7). 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.

5 Acronyms

AO	Authorizing Official
CAC	Common Access Card
DL	Distance Learning
DoD	Department of Defense
DTA	Defense Travel Administrator
DTMO	Defense Travel Management Office
DTS	Defense Travel System
EWTS	Enterprise Web Training System
FAQ	Frequently Asked Question
GDS	Global Distribution System
LDTA	Lead Defense Travel Administrator
PII	Personally Identifiable Information
PIN	Personal Identification Number
PNR	Passenger Name Record
SSN	Social Security Number
TAC	Travel Assistance Center
TANUM	Travel Authorization Number
TMC	Travel Management Company (formerly Commercial Travel Office [CTO])
TraX	Travel Explorer
WBT	Web Based Training