



Information Paper:

# Update Local Level Support Contact

## Introduction

The Lead Defense Travel Administrator (LDTA) for your site is typically responsible for local level travel support. As the subject matter expert, the LDTA provides assistance with profile setup, document processing, system errors, and understands your local business rules governing travel for your organization.

## Update Local Level Support

The DTMO website provides a comprehensive list of available local level support for DTS supplied by site POCs. You can search for the local support for your site and other Service/Agency locations using the **Select your Service/Agency** drop-down menu. If the displayed information is invalid (e.g., email or phone number), you can submit a request to update your local level support information.

To update contact information, begin on the [DTMO Local Level Support](#) screen (Figure 1).



Figure 1: Local Level Support Screen

1. Select the **Update your Local Level Support Contact Information** link. The **Local Level Support – Request Update** screen opens (Figure 2).



## Update Local Level Support (continued)

Customer Support & Training > Local Level Support - Request Update

### Local Level Support - Request Update

Use this form to request updates to the Local Level Support Contact List.

**Do not use this form for technical questions about DTS or for issues with travel document processing in DTS. If you are seeking assistance regarding the [DTS System](#), please contact your local Defense Travel Administrator or the [Travel Assistance Center](#) at 1-888-435-7146.**

**Quick Links and Resources**

- Find Your Local Level Support Contact Information
- Information Paper: How to Update Local Level Support Contact Information

Enter your contact information below. An asterisk (\*) indicates a required field.

Requester Name \*:

Requester Job Title\*:

Requester Email Address \*:

Requester Phone:

Enter information for the site you wish to add/update.

Service/Agency \*:

Site Name \*:

Major Command:   
(if applicable)

DTS Office Phone \*:

DTS Office Generic Email Address:

Note: email address must be the help desk email address; personal email addresses will not be accepted..

Action Required\*:

Enter Text Below:

**P R R 3 H 8**

Figure 2: Local Level Support – Request Update Screen

2. Fill out all required fields on the form. Required fields have a red asterisk (\*) beside them.
3. After you complete the required fields, scroll down to the **Action Required** drop-down menu (Figure 3).



Update Local  
Level Support  
(continued)

Do not use this form for technical assistance regarding the local Defense Travel Administration. Call 888-435-7146.

Enter your contact information below:

Requester Name \*:  
Requester Job Title\*:  
Requester Email Address \*:  
Requester Phone:

Enter information for the site you are updating:

Service/Agency \*:  
Site Name \*:  
Major Command:  
(if applicable)  
DTS Office Phone \*:  
DTS Office Generic Email Address:

Action Required\*:

Enter Text Below:

F R R 3 H 8

Submit

Figure 3: Action Required Drop-Down Menu

Choose the action required and then fill in the **Enter Text Below** field with the letters shown on the screen (Figure 3).

4. Select **Submit**. The DTMO will process your request and update the website generally within a week of your submission. If the form requires any clarification, the DTMO will contact you.