

## APPENDIX E: EMAILS IN DTS

This appendix provides a list of DTS Email Notifications. These emails are generated in DTS to users, user/travelers, Authorizing Officials (AOs), Defense Travel Administrators (DTAs), Transportation Officers (TOs), Non-DTS Entry Agents (NDEAs), and Commercial Travel Offices (CTOs).

Particular emails may be found by using the Reference Number (Ref. No.) in the far left column of the **DTS EMAIL NOTIFICATIONS** Table (Table E-1). Email Notifications are organized in Table E-1 by subject matter under the following table headings:

- AUDIT FAILURE
- CANCELLATION
- CONSTRUCTED TRAVEL
- DEBT MANAGEMENT
- DOCUMENT STATUS
- FMS and MEPS
- GROUP AUTHORIZATION
- IMPORT/EXPORT
- REJECT
- REPORT READY FOR DOWNLOAD
- ROUTING OFFICIAL
- SCHEDULED PARTIAL PAYMENT & ADVANCES
- SELF-REGISTRATION
- CTO
- PMO NOTIFICATION
- MISCELLANEOUS
- CBA

**Table E-1: DTS EMAIL NOTIFICATIONS**

<b>DTA Ref. No.</b>	<b>Email Subject</b>	<b>Email Sent To</b>	<b>Email Description</b>
<b>AUDIT FAILURE</b>			
1	Authorization Audit Failure Notice	Traveler	Sent when an authorization did not pass audit, and cannot be completed; lists the specific audit failure(s).
2	Voucher Failed Audit	Traveler	Sent when a voucher did not pass audit; states the audit failure and traveler action needed.
<b>CANCELLATION</b>			
3	Confirmed Reservations Auto-Cancelled Notification	Traveler, AO	Sent when an authorization was not signed and reservations cancelled.
4	Sign Document to Prevent Auto-Cancel Notification (In source: "URGENT! DTS Action Required")	Traveler	Sent when an authorization with reservations is not yet signed. Informs traveler to sign immediately or reservations will cancel.
5	IMMEDIATE - AUTO PNR CANCELLATION FAILURE ALERT	Help Desk	Email will be sent only if help desk flag is set. Auto PNR Cancellation failed.
6	Urgent! DTS Action Required!	Traveler, AO	Sent to notify that a document will be canceled without approval.
7	Defense Travel System Travel Document Cancellation Notice!	Traveler	Sends notification of document cancellation.
8	DTS Overpayment EMAIL - Canceled trip contains a non-ATM advance	Traveler, AO, DTA	Sent when an AO approves a canceled trip that contains a paid or submitted for payment non-ATM advance.
9	Notification to AO Confirmed Reservations Auto-Cancelled	Traveler, AO	Sent when an authorization with reservations has been cancelled due to lack of AO approval. Informs traveler to adjust/amend the document to add reservations.
10	Cancellation Request for Group Travel Reservations to CTO	CTO, POC	Sent when cancelling group travel reservations using CTO assistance.
<b>CONSTRUCTED TRAVEL</b>			
11	Authorization Approved as 'Limited'	Traveler	Sent when an AO has approved a document with Limited Transportation Costs. Informs that no associated costs changed.
12	Authorization Approved as 'Limited' Supplemental	Traveler	Sent when an AO has approved a document with Limited Transportation Costs. Informs traveler to review changes.
13	Voucher from Authorization Approved as 'Limited'	Traveler	Sent when transportation costs in a voucher has been adjusted to not exceed the limits provided by the AO.
14	Voucher from Authorization Approved with DTS Override	Traveler	Sent when transportation costs in a voucher are limited by the AO, but the AO permits full reimbursement of the original costs.
15	Voucher from Authorization Approved with AO Override	Traveler	Sent when transportation costs in a voucher are limited by the AO, but full reimbursement is permitted because costs were due to mission reasons or circumstances beyond the traveler's control.

**Table E-1: DTS EMAIL NOTIFICATIONS (Continued)**

<b>DTA Ref. No.</b>	<b>Email Subject</b>	<b>Email Sent To</b>	<b>Email Description</b>
<b>DEBT MANAGEMENT NOTIFICATIONS</b>			
16	DTS Due U.S. Notification (Cancel) Previously titled Balance Due U.S. Notification - Signed by NDEA	Traveler	Sent when voucher or local voucher is Due U.S. and when a duration of 12 hours or less is present on the trip. The trip is then canceled
17	DTS Due U.S. Notification (Final)	Traveler	Sent when voucher or local voucher is proceeding with a status of Due U.S.
18	DTS Advice of Payment Rejection Notification	DTA	Sent by the Payment Module when Advice of Payment received from DEBX does not match the voucher amount submitted.
19	AOP Amount Does Not Match the Voucher Amount	DTA	Sent when the Advice of Payment amount does not match the voucher amount requested.
20	Notice of Over Collection of Due U.S.	Traveler, AO, DTA	Sent by the Payment Module if Advice of Payment(s) are received from DEBX when traveler has overpaid.
21	Satisfactory Repayment of a Debt	Traveler, AO, DMM	Sent by the Payment Module when the debt is paid.
22	Notice of Collection Action Email	Traveler, DTA, AO	Sent by the Payment Module when collection has been submitted to collect the debt outstanding from the referenced travel document.
23	Notice to Initiate Collection	Traveler, DTA, AO	Sent by the Payment Module when the email request has been made to establish the collection.
24	Reminder of Waiver Request Status	Traveler, DTA, DMM	Sent by the Payment Module to DTA when disposition on waiver/appeal request is not recorded within 60 days.
25	Duplicate AOC Rejection Notification	DTA, DMM	Sent by the Payment Module when Advice of Collection is rejected to DEBX due to duplication.
26	Debt Notification	Traveler, AO, DMM	Send after Positive Acknowledgement on all AR transactions and traveler is DUE US.
27	DTS Notification of Debt Less 12 Hour Trip	Traveler, AO, DMM	Send after Positive Acknowledgement on all AR transactions, trip length less than 12 hours and traveler DUE US.
28	DTS Final Adjusting Obligation Transaction Reject Notice	Traveler, AO, DMM	Sent by the Payment Module Debt Notification Email.
29	DTS Notification of Payroll Collection	Traveler, DMM	Sent by DTS when a Marine has not submitted a waiver request and still has an outstanding debt after 27 days.
30	Notification of Disposition of Waiver/Appeal Decision	Traveler, AO, DMM	Sent when a request for a waiver/remission of debt or appeal has been reviewed and the disposition of the request recorded.
<b>DOCUMENT STATUS</b>			
31	Defense Travel System Correspondence	Traveler	Sent when an amendment voucher is submitted to payment module with the previous voucher ignored.
32	DTS Warning EMAIL - DEBX Acknowledgment Has Not Been Received	DTA	Sent when DTS has not received acknowledgement from the accounting system for a transaction.

**Table E-1: DTS EMAIL NOTIFICATIONS (Continued)**

<b>DTA Ref. No.</b>	<b>Email Subject</b>	<b>Email Sent To</b>	<b>Email Description</b>
33	DTS Warning EMAIL - DEBX Acknowledgment Has Not Been Received	DTA	Sent when an obligation, a voucher or an A/R has not been acknowledged by DEBX after one calendar day from the date initial DTS Warning Email was sent. One email per org.
34	GEX/DADS Payment Notice	Traveler	Sent by the Payment Module when Advice of Payment is received from DEBX for vouchers, SPPs or Non-ATM Advances.
35	Payment Return for Invalid EFT Account Information	Traveler, DTA, AO	Sent by the Payment Module when an EFT Return is received from DEBX on a submitted Voucher or Local Voucher.
36	Negative Paid to Personal Account Email	Traveler, DTA	Sent by the Payment Module when amount paid to traveler's personal account is negative.
37	Negative Paid to Amex Email	Traveler, DTA	Sent when amount paid to AMEX is negative.
38	No GOVCC Account Email	Traveler, DTA	Sent by the Payment Module if GOVCC account empty and expenses are allocated to GOVCC.
39	Signed T-ENTERED Notice	Traveler	Sent when a voucher is stamped by an NDEA on the traveler's behalf. NDEA uses the T-ENTERED stamp to sign a voucher.
40	Document Returned Notice	Traveler	Sent when a routing official has stamped a document RETURNED. Informs the traveler to review remarks and adjust document in DTS.
41	Travel Document Approval Notification	Traveler	Sent when a voucher is just stamped APPROVED. FMS and MEPS NOTIFICATIONS.
42	Defense Travel System Correspondence	Traveler	Sent when a voucher contains the status code "EMAIL-TRAV"
43	Defense Travel System Correspondence	Traveler	Sent to inform traveler that the document's status has changed.
44	OCONUS Trip Notification	AO	Sent when an authorization containing foreign travel is signed by the traveler.
45	VoucherNumber + "TRIP ITINERARY"	Traveler, Others	Contains all of the details of the trip.
46	Send Voucher Split Adjusted Notification Email	Traveler, DTA	Send Voucher Split Adjusted Notification Email.
<b>FMS and MEPS NOTIFICATIONS</b>			
47	FMS Rejected Disbursement	Traveler, AO	Sent by the Payment Module when DEBX rejects FMS disbursement.
48	FMS Funds Approved Notice	Traveler	Sent when document indicates use of FMS funds. States that processing/payment may take up to 7 business days.
49	Possible Delay in Payment Due to FMS	Traveler	Sent when a FMS voucher is signed on traveler's behalf by an (NDEA).
50	MEPS Seat Blocking Request	Traveler, AO	Sent when there is a MEPS Seat Blocking Request.
51	Notice of Inbound Recruit Travelers	ODTA	Sent when a document with document type of "Accession Travel - No Entitlements" is APPROVED.

**Table E-1: DTS EMAIL NOTIFICATIONS (Continued)**

<b>DTA Ref. No.</b>	<b>Email Subject</b>	<b>Email Sent To</b>	<b>Email Description</b>
<b>GROUP AUTHORIZATION</b>			
52	Individual Authorization Unlocked from Group Authorization	Traveler	Sent when a Group Authorization is unlocked and individual may then cancel, amend, or create vouchers from their authorizations.
53	Notification of Release from a Group Authorization	Traveler	Sent when a traveler is released from a GAUTH. Any changes made to the Group Authorization no longer apply to released documents.
54	DTS Request for Group Travel Reservations to CTO	CTO, POC	Sent when the primary traveler sends preferred travel arrangements to the CTO for assistance in booking group travel reservations.
55	DTS Request for Group Travel Reservations to CTO	CTO, Primary Traveler, POC	Sent to the CTO when a group authorization is approved.
<b>IMPORT/EXPORT (I/E)</b>			
56	Authority to Travel	Traveler	Sent when an I/E document is available for edit in DTS.
57	Cancellation of Authority to Travel	Traveler	Sent when the I/E partner system has revoked the authority traveler to travel and the user has not edited the DTS document.
58	Cancellation of Authority to Travel After Access	Traveler	Sent when the I/E partner system has revoked the to travel, and traveler has already edited the DTS document.
59	Notice of New Traveler Assignment	DTA	Sent when an IE traveler has been authorized for travel by the partner system.
60	Cancel before IE Traveler Access	Traveler	Sent when trip has been cancelled by partner system and DTS has electronically cancelled the document. No action needed by traveler.
61	Modification After IE Traveler Access	Traveler	Sent when IE Auth has been changed by partner system and states the change made. Traveler needs to adjust document according to stated changes.
62	Modification Before IE Traveler Access	Traveler	Sent when traveler has not yet entered the document. Original Auth is replaced with the new data.
63	Modification Before IE Traveler Signed	Traveler	Sent when change from the partner system has changed data. Traveler needs to re-enter to update removed travel details.
64	LOA Modifications Applied	Traveler	Sent when LOA(s) have been changed by the partner system.
<b>REJECT NOTIFICATIONS</b>			
65	DEBX Reject Email	Traveler, DTA, AO	Sent by the Payment Module when a reject is received from DEBX for vouchers, SPPs, or Non-ATM Advances or Local Vouchers.
66	DEBX Reject Email for Manual Intervention	Traveler, AO, DTA	Sent when a Reject is received from DEBX that maps to multiple Authorizations.
67	Accounts Receivable Reject Notice	AO, DMM	Sent by the Payment Module when a reject is received from DEBX on a submitted AR transaction.

**Table E-1: DTS EMAIL NOTIFICATIONS (Continued)**

<b>DTA Ref. No.</b>	<b>Email Subject</b>	<b>Email Sent To</b>	<b>Email Description</b>
68	Accounts Receivable Reject Reminder Notice	AO, DMM	Sent by the Payment Module when a reject is received from DEBX on a submitted accounts receivable transaction for more than 30 days.
69	Payment Rejected	Traveler, DTA, AO	Sent by the Payment Module when a reject is received from DEBX.
70	Archive Reject Email	Archive	Sent by the Payment Module when a reject is received from DEBX that maps to multiple Authorizations.
<b>REPORT GENERATED</b>			
71	Notify User of MIS Report Generated	User/Traveler	Sent when a MIS Report is created and available for download through: Budget Reports menu> Download menu bar.
72	Completion Notification for the Target Adjustment or Budget Balance Report	User	Sent when a Target Adjustment or Budget Balance report is created and is available for download through Budget Reports menu> Download menu bar.
73	Completion Notification for the Total Obligations Report	User/Traveler	Sent when a Total Obligations Report requested is created and is available for download through: Budget Reports menu> Download menu bar.
74	DTS Report Unable to Complete	Traveler	Sent when a report has failed.
75	Transaction Report Ready Notification	User / Traveler	Sent when Transaction Report is ready for user to review.
76	Adjustment Report Ready Notification	User	Sent when Adjustment Report is ready for user to review.
<b>ROUTING OFFICIALS</b>			
77	Travel Document(s) Are Ready for Your Review	Routing Officials	Sent when one or more travel documents in DTS account is awaiting review.
78	Voucher Awaiting Attention	Routing Officials	Sent when a voucher is awaiting the stamp of an routing official in a routing list.
79	Daily Notification to AO Authorizations not approved	Authorizing Officials	Sent daily when an unapproved document with confirmed reservations is awaiting approval.
<b>SCHEDULED PARTIAL PAYMENTS and ADVANCES</b>			
80	DTS Scheduled Partial Payment (SPP) De-Scheduled	Traveler, DTA, AO	Sent by the Payment Module when the corresponding obligation received a negative acknowledgement.
81	DTS SPP Submission Delay Notice	Traveler, DTA, AO	Sent by the Payment Module when the corresponding obligation has not been acknowledged and 24 hrs. has passed since the de-scheduled date.
82	Notice of Partial Payment Return for Invalid EFT Account Information	Traveler, DTA, AO	Sent by the Payment Module when an EFT Return is received from DEBX on a submitted SPP transaction.
83	Notice of Travel Advance Payment Return for Invalid EFT Account Information	Traveler, DTA, AO	Sent by the Payment Module when an EFT Return is received from DEBX on a submitted ADV transaction.
84	Non-ATM Advance Submission Delay Notice	Traveler, DTA, AO	Sent by the Payment Module when the corresponding obligation has not been acknowledged and the de-scheduled date is passed after 24 hrs.

**Table E-1: DTS EMAIL NOTIFICATIONS (Continued)**

<b>DTA Ref. No.</b>	<b>Email Subject</b>	<b>Email Sent To</b>	<b>Email Description</b>
85	Adv Descheduled Due to NegAck	Traveler, AO, DTA	Sent when the corresponding obligation received a Negative Acknowledgement.
86	Rejection Received from DEBX/DADS	Traveler, AO, DTA	Sent when a Negative Acknowledgement is received for an obligation, voucher or A/R.
87	Advance Account Mismatch Email	Traveler	Sent by the Payment Module when account on an advance does not match the system account information.
<b>SELF-REGISTRATION NOTIFICATIONS</b>			
88	Self-Registration Rejected Notification	New Traveler	Sent when self-registration request is not accepted. Email includes actions required for acceptance.
89	Traveler Self Registration Request	DTA	Sent when a traveler submits a request for self-registration. DTA should review it, and accept or reject.
90	Self-Registration Accept Notification	New Traveler	Sent when user/traveler has been accepted in DTS through Self Registration.
<b>CTO NOTIFICATIONS</b>			
91	CTO BOOKED Notification	Traveler (or NDEA)/AO	Sent when reservation(s) have been booked by the CTO. Informs traveler of the reservation itinerary and that CTO has processed the Auth.
92	CTO TICKETED	Traveler/AO/RO/TO/NDEA	Sent when reservation(s) have been ticketed. Informed the traveler of l departing / arrival airports, flight numbers, carrier(s), dates, and times.
93	CTO CANCELLED	Traveler	Sent when a document is stamped CTO CANCELLED.
94	Form of Payment Changed on PNR	AO, TO, DTA, Traveler	Sent when a change in the Form of Payment (FOP) is detected at sweeping
95	Form of Payment Changed to GOVCC when Traveler is not a card holder	Traveler and AO	Sent when the Form of Payment on a Ticketed PNR is GOVCC, but traveler does not have a GOVCC in their profile.
96	Ignored PNR email	Traveler and AO	Sent when a PNR is received for a document: - that has already been vouchered - that has completed travel - where the authorization has not been signed after reservations were added or modified (i.e. in CTO SUBMIT)
<b>PMO NOTIFICATIONS</b>			
97	Unrecognized CBA Account number	PMO CBA recipient, AO, TO, and DTA ID	Sent when a swept PNR has a CBA account that is not in the CBA Module.
<b>MISCELLANEOUS</b>			
98	Government Travel Charge Card will Expire Soon	Traveler	Sent when traveler's charge card will expire within 30 days.
99	Notice of Delinquent CBA Invoice Email	TO	Sent to TO when a CBA invoice hasn't received a Positive Acknowledgement from DADS after certain interval.
100	Notice of Collection Fail Email	DMM, DTA	Send Debt Notification Email

**Table E-1: DTS EMAIL NOTIFICATIONS (Continued)**

<b>DTA Ref. No.</b>	<b>Email Subject</b>	<b>Email Sent To</b>	<b>Email Description</b>
101	DTS Cognos Connection - User Added	Traveler	Sent when the creation of a Cognos user succeeds.
102	DTS Cognos DTS - User Deleted	Traveler	Sent when the deletion of a Cognos user succeeds.
103	DTS Cognos DTS - User Modified	Traveler	Sent when the modification of a Cognos user succeeds.
104	DTS Cognos DTS - Add User Failed	Admin@organization.org.mil	Sent when the creation of a Cognos user fails.
105	DTS Cognos DTS - Delete User Failed	Admin@organization.org.mil	Sent when the deletion of a Cognos user fails.
106	DTS Cognos DTS - Update User Failed	Admin@organization.org.mil	Sent when the modification of a Cognos user fails.
107	Cross Organizational Funding LOA	Cross Org DTA	Sent when user creates new Cross Org for funding in DTA Maintenance.
<b>CBA NOTIFICATIONS</b>			
108	Error Establishing Connection to the Mailbox	System Admin	Sent by CBA when a connection to the vendor mailbox could not be established.
109	Invalid User Name and Password	System Admin	Sent by CBA when the username or password to the vendor mailbox is invalid.
110	Error Retrieving Invoice File from Mailbox	System Admin	Sent by CBA when retrieving an invoice file from the vendor mailbox failed.
111	CBA Invoice has been Paid - Information to TO	Travel Officer, DTMO	Sent by CBA when the invoice has been paid.
112	CBA Invoice Rejected by GEX	Travel Officer, System Admin, Help Desk, PMO on second reject	Sent by CBA when the invoice is rejected by GEX.
113	CBA Invoice Returned to Unmatched	Travel Officer, System Admin	Sent by CBA when the invoice is out of balance.
114	CBA Invoice Rejected by Archive/MIS	System Admin	Sent by CBA when the invoice is rejected by Archive/MIS.
115	Invoice Response Status from Archive/MIS is Missing	System Admin	Sent by CBA when the invoice response status is missing.
116	CBA Account Deleted	PMO	Sent by CBA when an account is deleted.
117	Duplicate CCV Invoice	CCV recipient	Sent by CBA when it encounters a duplicate invoice.
118	Error Parsing Invoice File	CCV recipient	Sent by CBA when the invoice cannot be parsed.
119	Invoice Not PPA Compliant	CCV recipient	Sent by CBA when the invoice is not PPA Compliant.

**Table E-1: DTS EMAIL NOTIFICATIONS (Continued)**

<b>DTA Ref. No.</b>	<b>Email Subject</b>	<b>Email Sent To</b>	<b>Email Description</b>
120	Invoice Total Mismatch	CCV recipient	Sent by CBA when the invoice line items don't match the total.
121	Unknown CBA Account	CCV recipient	Sent by CBA when the account is unknown.
122	Duplicate Line Item	CCV recipient	Sent by CBA when a duplicate line item is encountered in the invoice.
123	Unreconcilable CBA Account	PMO	Sent by CBA when the account is flagged as unreconcilable for the given invoice.
124	CBA Invoice is Reconciled	TO	Sent by CBA when the invoice has been reconciled and is ready for review.
125	CBA Invoice is Ready For Acknowledgement / Certification	TO	Sent by CBA when the invoice is ready for acknowledgement or certification.
126	Invoice Not Ready For Reconciliation	PMO, TO	Sent by CBA when the previous month invoice has not been certified or locked.
127	Duplicate Transaction (Line Item)	TO	Sent by CBA when a duplicate transaction was found for the invoice based on previously reconciled and paid transactions.
128	CBA Invoice Rejected by Vendor Pay System	TO, System Administrator, Help Desk	Sent by CBA when the invoice is rejected by the Vendor Pay System.
129	Invalid DTS CBA Account	CCV recipient	Sent by CBA when the account is invalid.

## 1. DTS Authorization Audit Failure Notice

Subject: Defense Travel System Authorization Audit Failure Notice!

---

Dear &NAME&,

Your &DOCTYPE& was stamped &STATUS& by &STATNAME&. Travel authorization number &TANUM1& did not pass audit, and cannot be completed. Audit failure of your Travel Authorization was due to:

&AUDITBLK&

### TRAVELER ACTIONS NEEDED:

- O Review the comments listed above regarding your &DOCTYPE& document &VCHNUM&.
- O Log into DTS and make any necessary changes to the document.

NOTE: Documents stamped Audit Fail can be amended or adjusted by selecting the amend link located next to &DOCTYPE& document &VCHNUM&.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing Manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

## 2. Voucher Failed Audit

Subject: Defense Travel System Voucher Audit Failure Notice!

---

Dear &NAME&,

Your &DOCTYPE& was stamped &STATUS& by &STATNAME&. Travel authorization number &TANUM1& did not pass audit, and cannot be completed. Audit failure of your Travel Voucher was due to:

&AUDITBLK&

### TRAVELER ACTIONS NEEDED:

- O Review the comments listed above regarding your &DOCTYPE& document &VCHNUM&.
- O Log into DTS and make any necessary changes to the document.

NOTE: Documents stamped Audit Fail can be amended or adjusted by selecting the amend link located next to &DOCTYPE& document &VCHNUM&.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing Manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

### 3. Confirmed Reservations Auto-Cancelled Notification

Subject: Confirmed Reservations Cancelled

-----

Your authorization named <document name> contained new or changed commercial reservations that have been cancelled due to the lack of the SIGNED stamp on the authorization. Only the new or changed reservations in this document have been cancelled. Any reservations that were previously selected, stamped SIGNED and that remain in this document were not auto-cancelled. If you still need to travel on the unsigned reservations that have been canceled, please adjust the document and re-select the commercial reservations. If your TDY has been cancelled, please follow the appropriate cancellation procedure. Please visit the DTS Travel Center at [www.dtstravelcenter.dod.mil](http://www.dtstravelcenter.dod.mil) and view the Document Processing Manual for help with either procedure.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>

PLEASE DO NOT REPLY TO THIS EMAIL.

#### **4. Sign Document to Prevent Auto-Cancel Notification (In source: “URGENT! DTS Action Required”)**

Subject: URGENT! DTS Action Required

-----

You have made new or changed travel reservations, but not signed your DTS Authorization named \$VCHNUM.

Please log into DTS at [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil) to sign your authorization immediately or your new or changed travel reservations will be cancelled.

Any reservations that were previously selected, stamped SIGNED and remain in this document will not be auto-cancelled.

PLEASE DO NOT REPLY TO THIS EMAIL.

## 5. IMMEDIATE - AUTO PNR CANCELLATION FAILURE ALERT

Subject: IMMEDIATE - AUTO PNR CANCELLATION FAILURE ALERT

---

Traveler: \$FullName / SSN: \$SSN / Document:

\$DocName / Org: \$Org / GDS: \$GDS / CTO: \$CTO / PCC: \$PCC / \$failedPnrs

To log into DTS, select the following link:

<http://www.defensetravel.osd.mil>.

## 6. Urgent! DTS Action Required

Subject: URGENT! DTS Action Required

---

#if(\$NOT\_APPROVED)

The Authorization / Amendment for \$TRAVELER - \$LAST4SSN named \$VCHNUM has not been approved.

#else

The Authorization / Amendment for \$TRAVELER - \$LAST4SSN named \$VCHNUM, document number \$TANUM has not been approved.

#end

Immediate Action is required to APPROVE the authorization or any new or changed reservations will be cancelled. Only the new or changed reservations in this document will be cancelled. Any reservations that were previously selected, stamped SIGNED and remain in the document will not be auto-cancelled.

PLEASE DO NOT REPLY TO THIS EMAIL.

## 7. Defense Travel System Travel Document Cancellation Notice!

Subject: Document Cancellation Notice

-----

Dear \$NAME,

Your \$DOCTYPE named \$VCHNUM with authorization number \$TANUM was stamped CANCELLED by \$STATNAME.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For assistance with DTA processes, policies and procedures, please refer to the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

## 8. DTS Overpayment EMAIL - Canceled Trip Contains a Non-ATM Advance

Subject: DTS Overpayment EMAIL - Canceled Trip Contains a Non-ATM Advance

---

Dear \$NAME,

Your \$DOCTYPE named \$VCHNUM with authorization number \$TANUM was stamped CANCELLED by \$STATNAME.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For assistance with DTA processes, policies and procedures, please refer to the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

## 9. Notification to AO Confirmed Reservations Auto-Cancelled

Subject: Notification to AO Confirmed Reservations Auto-Cancelled

-----

Your Authorization / Amendment named \$VCHNUM contained new or changed commercial reservations that have been cancelled due to lack of approval by the AO. Only the new or changed reservations in this document have been cancelled. Any reservations that were previously approved and remain in the document were not auto-cancelled. If you still need to travel on the new or changed reservations, please adjust/amend the document and re-select the commercial reservations. Approval is necessary. If your TDY has been cancelled, please follow the appropriate cancellation procedure. Please visit the DTS Travel Center at [www.dtstravelcenter.dod.mil](http://www.dtstravelcenter.dod.mil) and view the Document Processing Manual for help with either procedure.

PLEASE DO NOT REPLY TO THIS EMAIL.



## 11. Authorization Approved as 'Limited'

Subject: Authorization Approved as 'Limited'

---

Dear \$NAME,

Your \$DOCTYPE was stamped \$STATUS by \$STATNAME. Travel authorization number \$TANUM.

The \$DOCTYPE was \$STATUS as "Limited".

Therefore reimbursement of transportation related expenses and associated per diem will be adjusted to not exceed the limits provided by the Authorizing Official.

If your document contained Advances or Scheduled Partial Payments, this change did not affect any of the associated costs.

Please review your document for any changes related to the "allowed" costs for your trip.

To log into DTS, select the following link:

<http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing manual in the Training Materials Module, which can be located at

<http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jpg>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

## 12. Authorization Approved as 'Limited' Supplemental

Subject: Authorization Approved as 'Limited'

---

Dear \$NAME,

Your \$DOCTYPE was stamped \$STATUS by \$STATNAME. Travel authorization number \$TANUM.

The \$DOCTYPE was \$STATUS as "Limited". Therefore reimbursement of transportation related expenses and associated per diem will be adjusted to not exceed the limits provided by the Authorizing Official.

If your document contained Advances or Scheduled Partial Payments you will need to review the document for these cost changes.

Please review your document for any changes related to the "allowed" costs for your trip.

To log into DTS, select the following link:

<http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing manual in the Training Materials Module, which can be located at

<http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jpg>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

### 13. Voucher from Authorization Approved as “Limited”

Subject: Voucher from Authorization Approved as 'limited'

-----

Dear \$NAME,

Your \$DOCTYPE was stamped \$STATUS by AO \$STATNAME. Travel authorization number \$ANUM.

The \$DOCTYPE was \$STATUS as “Limited.” Therefore reimbursement of transportation related expenses and associated per diem will be adjusted to not exceed the limits provided by the Authorizing Official.

Please review your document for any changes related to the “allowed” costs for your trip. To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jpg>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

## 14. Voucher from Authorization Approved with DTS Override

Subject: Voucher from Authorization Approved with DTS Override

---

DATE: &TODAY&  
FROM: Defense Travel System  
TO: &D-EMAIL&

Dear &NAME&,

Your &DOCTYPE& was stamped &STATUS& by AO &STATNAME&. Travel authorization number &TANUM1&.

The &DOCTYPE& was &STATUS& with a DTS Over Ride of the Limited Reimbursement Baseline Costs. Because transportation costs are non-reimbursable the Authorizing Official's option to limit reimbursement does not apply and adjustments were made to your document for the reimbursement costs.

Please review your document for any changes related to the “allowed” costs for your trip. To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/training-manuals.jpg>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

## 15. Voucher from Authorization Approved with AO Override

Subject: Voucher from Authorization Approved with AO Override

---

DATE: &TODAY&  
FROM: Defense Travel System  
TO: &D-EMAIL&

Dear &NAME&,

Your &DOCTYPE& was stamped &STATUS& by &STATNAME&. Travel authorization number &TANUM1&.

The &DOCTYPE& was &STATUS& with an Over Ride of the Limited Reimbursement Baseline Costs due to mission reasons or circumstances beyond the travelers control.

The Limited Reimbursement no longer applies and adjustments were made to your document for the reimbursement costs.

Please review your document for any changes related to the “allowed” costs for your trip. To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jpg>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

## 16. DTS Due U.S. Notification (Cancel)

Subject: DTS Due U.S. Notification (Cancel)

---

Your voucher, signed by the Non-DTS Entry Agent, indicates a debt may be owed to the Government if approved as submitted.

Name of traveler: \$TRAVELERNAME

Name of travel document: \$DOCUMENTNAME

TANUM: \$TANUM

Organization: \$ORGANIZATION

Potential Amount Due Government: \$AMTDUEGOV

After the Authorizing Official approves your voucher, you will receive an electronic notification indicating the amount of your debt, if any. If you are a civilian traveler and your debt is due to a Non-ATM Advance, you must repay this debt immediately. If the debt is not repaid within 15 days, payroll collection action will be taken. If you are a military traveler, this debt must be paid in 30 days or payroll collection action will be taken. As the receipt of a non-ATM advance generated your potential debt amount, you cannot submit a request for waiver, remission, or cancellation of the debt.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 17. DTS Due U.S. Notification (Final)

Subject: DTS Due U.S. Notification (Final)

---

Your voucher, signed by the Non-DTS Entry Agent, indicates a debt may be owed to the Government if approved as submitted.

Name of traveler: \$TRAVELERNAME

Name of Travel Document: \$DOCUMENTNAME

TANUM: \$TANUM

Organization: \$ORGANIZATION

Potential Amount Due Government: \$AMTDUEGOV

After the Authorizing Official approves your voucher, you will receive an electronic notification indicating the amount of your debt, if any. If your voucher is approved with an amount owed to the Government, you will have 30 days from the date of the electronic notification to make payment or submit a for waiver, remission, or cancellation of the debt.

Please contact your Debt Management Monitor for instructions on how to make payment or how to request a waiver.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL

## 18. DTS Advice of Payment Rejection Notification

Subject: DTS Advice of Payment Rejection Notification

---

Travel Authorization Number: ~TANUM  
Document Name: ~DocumentName  
Traveler: ~TravelerName

Advice of Payment Voucher Number: ~VoucherNumber  
Rejection Error: ~RejectionError  
Paid Amount: ~AmountPaid  
Voucher Amount: ~VoucherAmount  
Received Date: ~Date

---

The Advice of Payment received for the referenced voucher, was rejected because the amount of the payment did not equal the voucher invoice.

Please contact your help desk for assistance.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 19. AOP Amount Does Not Match the Voucher Amount

Subject: DTS Advice of Payment Rejection Notification

-----

An Advice of Payment received for the referenced voucher was rejected because the total principal amount of the payment did not equal the Net-to-Traveler amount on the voucher invoice.

Advice of Payment Voucher Number: ~InvoiceNumber

Received Date: ~TransactionDate

TANUM: ~TANUM

Name of Travel Document: ~Vchnum

Total Advice of Payment Principle Amount: ~TotalPrincipalAmounts

Net to Traveler Voucher Amount: ~Net\_to\_Traveler\_Amount

Please contact your DTS help desk for assistance.

PLEASE DO NOT RESPONSE TO THIS EMAIL.

## 20. Notice of Over Collection of Due U.S.

Subject: DTS Notice of Over Collection of Due U.S.

---

Name of Traveler: ~TravelerName  
Name of Travel Document: ~DocumentName  
TANUM: ~TANUM  
Organization: ~Org  
Voucher Approval Date: ~VouchAppDate  
Original Amount Due Government: ~Amount  
Total Amount Remitted: ~AmountRemitted  
Amount Overpaid and Due Traveler: ~AmountDueTraveler

---

An Advice of Collection has been received that includes a collection amount that exceeds the balance of the outstanding debt that was owed.

Due to an over collection of the amount owed to the Government, you have a balance due you. In order to be reimbursed for the balance, create and sign an amendment to your voucher.

No change to the voucher is necessary on your part, DTS will automatically compute the balance owed to you based on the over-collection. You can confirm the balance on the Payment Totals page under Additional Options.

Check with your DMM if additional help is required in order to complete this action.  
To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

**PLEASE DO NOT RESPONSE TO THIS EMAIL.**

## 21. Satisfactory Repayment of a Debt

Subject: Satisfactory Repayment of a Debt

---

Traveler Name: ~TravelerName  
Travel Document Name: ~Vchnum  
TANUM: ~TANUM  
Organization: ~Organization  
Voucher Approval Date: ~VoucherApprovalDate  
Amount Due Government: ~DueUSAmount  
Total Amount Remitted: ~TotalAmountRemitted  
Date Debt Paid in Full: ~DebtSatisfiedDate

---

Current documentation history indicates that the original debt amount for this travel document has been reduced to zero.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 22. Notice of Collection Action Email

Subject: Notice of Collection Action Email

---

Travel Authorization Number: ~TANUM  
Document Name: ~DocumentName  
Traveler: ~TravelerName  
Organization: ~Org  
Voucher Approved Date: ~VoucherAppDate  
Collection Notice Amount: ~CancelAmount  
Collection Notice Submit Date: ~CancelDate  
Net Amount Due Government: ~Amount

---

A notice for collection has been submitted to the pay system to collect the debt outstanding from the referenced travel document.

If you choose to repay the debt, please contact you disbursing office and your DTA to arrange re-payment. If the debt is repaid, the collection action for the outstanding debt will be cancelled.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 23. Notice to Initiate Collection

Subject: DTS Notice to Initiate Collection.

---

Travel Authorization Number: ~TANUM  
Document Name: ~DocumentName  
Traveler: ~TravelerName

Transmittal Number: ~TransNum  
Last Name: ~LName  
First Name: ~FName  
Middle Initial: ~MidInitial  
SSN: ~SSNum  
Organization: ~Org  
Action Code: ~Code  
Transaction ID: ~TransID  
Amount: ~Amount  
Amount Per Pay Period: ~AmountPPP  
LOA: ~LOA  
Standard Doc Number: ~SDN  
Collection Authorizing Officials Name: ~CAName  
Authorizing Officials Phone: ~AuthOfficialPhone  
Authorizing Officials Email: ~AuthOfficialEmail

---

A collection action is requested for the following individual to recoup payment(s) made to a traveler that exceeded trip expenses.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 24. Reminder of Waiver Request Status

Subject: DTS Reminder of Waiver Request Status

---

Name of Traveler: ~FName ~LName  
SSN of Traveler: ~Ssn  
Name of Travel Document: ~Vchnum  
Organization: ~Organization  
TANUM: ~Tanum  
LOA(s)/Due U.S. Amount(s): ~LOA  
Voucher Approval Date: ~CurrDate  
Total Net Amount Due Government: ~DueUSAmount  
Waiver Request Amount: ~WaAmount  
Waiver Request Submission Date: ~WaStatusDate  
Current Waiver Status: ~WaStatus

A Waiver Request has been recorded in DTS for the above document and has not been updated in excess of 60 days.

Action to collect the debt or adjust the amount of the debt cannot be initiated until the waiver process has been completed.

Please contact the appropriate individual to check the status of the waiver and update the travel document as necessary.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 25. Duplicate AOC Rejection Notification

Subject: DTS Advice of Collection Rejection Notification

-----  
The Advice of Collection (AOC) received for the referenced travel document was rejected because the AOC included duplicate transaction ID and cash collection voucher number data previously received and processed by DTS.

TANUM: ~TANUM

Name of Travel Document: ~Vchnum

Cash Collection Voucher Number (recorded in DTS): ~PrevInvNumber

Received Date (recorded in DTS): ~PrevTransDate

Cash Collection Voucher Number (subsequent occurrence): ~CurrInvoiceNumber

Received Date (subsequent occurrence): ~CurrTransDate

Please contact your DTS Help Desk for assistance.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 26. Debt Notification

Subject: DTS Notification of Debt

---

The Defense Finance and Accounting Service has sent a notification to us indicating an account has been established for your approved travel voucher with a Balance Due to the Government based on the following information:

Name of Traveler: ~TravelerName  
 SSN(of Traveler): ~Ssn  
 Name of Travel Document: ~DocumentName  
 Travel Authorization Number: ~TANUM  
 LOA(s)/Due U.S. Amount(s)/Initial Accounts Receivable Transaction ID:  
 ~LOA  
 Organization: ~OrgName  
 Voucher Approval Date: ~VouchAppDate  
 Total Amount Due Government: \$~Amount

You have 30 days from the date of this notification to make payment, request payroll deduction, or submit a request for waiver, remission, or cancellation of the debt. If one, or a combination, of these actions is not completed within 30 days, action will be taken to collect the debt via payroll deduction.

If you would like to send a payment, make your check or money order payable to: U.S. Treasury, DSSN 3801, and send your payment, along with a copy of this email, to:

Disbursing Operations Directorate  
 3801 DTS Remittances  
 PO Box 26670  
 Indianapolis, IN 46226-0670

I consent to immediate collection from my pay the amount of this check plus bank charges, if this check is dishonored \_\_\_\_\_. (Please initial on line at the end of this statement to validate that you understand immediate collection action will be taken from your pay account for dishonored personal checks.)

If you have any questions regarding direct remittance, you can contact Disbursing Operations Directorate via email, [checkremittanceinquiry-de@dfas.mil](mailto:checkremittanceinquiry-de@dfas.mil).

For instructions on how to request voluntary payroll deduction or a waiver/remission or cancellation of the debt, you should contact your Debt Management Monitor and/or Authorizing Official (AO).

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 27. DTS Notification of Debt Less 12 Hour Trip

Subject: Supplemental Debt Notification

---

Recently, you were sent a debt notification indicating that another notice would be sent with additional information. The previous notification should be discarded. You should now include this notification in any payments made against this debt.

The Defense Finance and Accounting Service has sent a notification to us indicating an account has been established for your approved travel voucher with a Balance Due to the Government based on the following information:

Name of Traveler: ~TravelerName  
SSN(of Traveler): ~Ssn  
Name of Travel Document: ~DocumentName  
Travel Authorization Number: ~TANUM  
LOA(s)/Due U.S. Amount(s)/Initial Accounts Receivable Transaction ID:  
~LOA  
Organization: ~OrgName  
Voucher Approval Date: ~VouchAppDate  
Total Amount Due Government: \$~Amount

In the notice sent to you earlier, you were advised that your debt was due to a Non-ATM Advance, and that you must repay the debt immediately. Additionally, you were advised that payroll collection action would be taken if the debt were not repaid within 15 days of the Voucher Approval Date (shown above) unless you are a military traveler. If you are a military traveler, this debt must be paid within 30 days from the Voucher Approval Date (shown above) to avoid payroll collection. As the receipt of a non-ATM advance generated your debt amount, you cannot submit a request for waiver, remission, or cancellation of the debt.

If you would like to send a payment, make your check or money order payable to: U.S. Treasury, DSSN 3801, and send your payment, along with a copy of this email, to:

Disbursing Operations Directorate  
3801 DTS Remittances  
PO Box 26670  
Indianapolis, IN 46226-0670

I consent to immediate collection from my pay the amount of this check plus bank charges, if this check is dishonored \_\_\_\_\_. (Please initial on line at the end of this statement to validate that you understand immediate collection action will be taken from your pay account for dishonored personal checks.)

If you have any questions regarding direct remittance, you can contact Disbursing Operations Directorate via email, [checkremittanceinquiry-de@dfas.mil](mailto:checkremittanceinquiry-de@dfas.mil).

## **27. DTS Notification of Debt Less 12 Hour Trip (continued)**

For instructions on how to request voluntary payroll deduction, you should contact your Debt Management Monitor and/or Authorizing Official (AO).

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 28. DTS Final Adjusting Obligation Transaction Reject Notice

Subject: DTS Final Adjusting Obligation transaction Reject Notice

---

DTS has received a reject from the accounting system for the following transaction:

Name of Traveler: ~TravelerName  
SSN(of Traveler): ~Ssn  
Name of Travel Document: ~DocumentName  
Travel Authorization Number: ~TANUM  
LOA Labels: ~LoaLabel  
Organization: ~OrgName  
Date of submission: ~SubmissionDate  
Type of transaction Rejected: Final Adjusting Obligation  
Error Message(s): ~RejectError

Disbursing Operations Directorate  
3801 DTS Remittances  
PO Box 26670  
Indianapolis, IN 46226-0670

The transaction associated with the referenced travel document has been rejected by the DoD accounting system. Please contact your accounting system to inform them of the failed posting of the final adjusting obligation and the necessity for the accounting system to post the transaction manually.

If accounting indicates that the final adjusting obligation can be posted, contact the DTS Tier 3 Help Desk for assistance.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 29. DTS Notification of Payroll Collection

Subject: DTS Notification of Payroll Collection

-----

Due Process was served on this document 27 days ago for the debt listed below.  
 DTS shows that no action has been taken on the debt since that time.  
 If no action is taken in the next five days, this debt will be automatically referred to payroll for collection.

Name of Traveler: <traveler name>  
 SSN: <masked SSN>  
 Name of Travel Document: <document name>  
 Travel Authorization Number: <TANUM>

LOA: <LOA>  
 TransactionID:<transaction id>      SDN:<SDN>      Amount:<amount>

Organization: <organization>  
 DUE PROCESS Served Date: <Approval date>  
 Total Amount Due Government: <amount>

-----

Your Debt Management Monitor (DMM) has the ability to delay this collection action if necessary. If DTS receives notification that a collection was received in full in the next five days, this debt will not be referred to payroll. If you have any questions, please consult your DMM or refer to the Debt Management Monitor Roles and Responsibilities, located on the Defense Travel website at [http://www.defensetravel.dod.mil/Sections/DTS\\_FDTA.cfm#DMM](http://www.defensetravel.dod.mil/Sections/DTS_FDTA.cfm#DMM).

For direct remittance, make your check or money order payable to: U.S. Treasury DSSN 3801. Send your payment, along with a copy of this email to:

Disbursing Operations Directorate  
 3801 DTS Remittances  
 PO Box 26670  
 Indianapolis, IN 46226-0670

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 30. Notification of Disposition of Waiver/Appeal Decision

Subject: DTS Notification of Disposition of Waiver/Appeal Decision

---

Name of Traveler: ~FName ~LName  
SSN(of Traveler): ~Ssn  
Name of Travel Document: ~Vchnum  
TANUM: ~Tanum  
LOA(s)/Due U.S. Amount(s)/Initial Accounts Receivable Transaction ID:  
~LOA  
Voucher Approval Date: ~CurrDate  
Original Amount of Debt: \$~OriginalAmt  
  
Waiver Request Amount: \$~RequestAmt  
Waiver Request Submission Date: ~RequestDate  
Waiver Request Status: ~RequestStatus  
  
Waiver Resolution Date: ~ApprovedDate  
Waiver Amount Approved: \$~ApprovedAmt  
  
Total Net Amount Due Government: \$~Amount

Your request for a waiver/remission of debt or appeal has been reviewed and the disposition of your request recorded.

If the net amount due the Government is greater than zero, you have 30 days from the date of this notification to make payment. Action will automatically be taken after 30 days to collect the debt via pay-roll deduction.

For direct remittance, make your check or money order payable to: U.S. Treasury, DSSN 3801. Send your payment, along with a copy of this email to:

Disbursing Operations Directorate  
3801 DTS Remittances  
PO Box 26670  
Indianapolis, IN 46226-0670

I consent to immediate collection from my pay the amount of this check plus bank charges, if this check is dishonored \_\_\_\_\_. (Please initial on line at the end of this statement to validate that you understand immediate collection action will be taken from your pay account for dishonored personal checks.)

If you have any questions regarding direct remittance, you may contact DFAS-ADDO by calling (303) 676-4391 or by email, [checkcemittanceinquiry-de@dfas.mil](mailto:checkcemittanceinquiry-de@dfas.mil).

### **30. Notification of Disposition of Waiver/Appeal Decision (continued)**

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 31. Defense Travel System Correspondence

Subject: Defense Travel System Correspondence

---

Voucher ~vchnum for trip ~TANUM for ~TravelerName has been ignored, since a previous voucher was stamped 'PAY PROCESS IGNORE'.

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 32. DEBX Acknowledgment Has Not Been Received

Subject: DTS Acknowledgement Delinquency Notice

-----

DTS has not received acknowledgement from the accounting system for the following transaction:

~ Vchnum  
  ~TravelerName  
  ~Organization  
  ~Doctype  
  ~TransactionDate  
  ~UASN  
  ~TransactionAmount  
  ~TransactionID

Proper document processing depends on acknowledgement of these transaction(s). Please take action to contact the appropriate authority to investigate this transaction.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 33. DTS Acknowledgement Delinquency Notice By Org

Subject: DTS Acknowledgement Delinquency Notice By Org

---

DTS has not received acknowledgement from the accounting system for the following transactions:

DocumentName	Traveler	Org	DocType
@{~Vchnum	~TravelerName	~Organization	~Doctype
TransationDate	UASN	Amount	TransactionID
~TransactionDate	~UASN	~TransactionAmount	~TransactionID}@

Proper document processing depends on acknowledgement of these transaction(s).

Please take action to contact the appropriate authority to investigate these transaction(s).

PLEASE DO NOT RESPOND TO THIS EMAIL

### 34. GEX/DADS Payment Notice

Subject: Defense Travel System: Payment Notice

---

Dear ~TravelerName,

Your document ~DocumentName has just been stamped ~PaidType in DTS.

**PAYMENT INFORMATION:**

TANUM: ~TANUM

Disbursing Office Voucher Number (DOV): ~DovNumber

Disbursing Station Symbol Number (DSSN): ~StationNum

Effective Payment Date: ~EffPayDate

Total Amount Paid: \$~TotalAmt

Amount Paid to Traveler: \$~EFTAmt

Amount Paid to Government Charge Card (GOVCC): \$~GCCAmt

If you have questions regarding any of the above information, please contact your DTA.

If you need to make changes to your EFT Bank Account or GOVCC data, please update your traveler profile.

To log into DTS, select the following link:

<http://www.defensetravel.osd.mil>.

For DTS document creation training, please refer to the Document Processing Manual in the Training Materials Module, which can be located at:

<http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

**PLEASE DO NOT RESPOND TO THIS EMAIL.**

### 35. Payment Return for Invalid EFT Account Information

Subject: Notice of Payment Return for Invalid EFT Account Information

-----

On ~Date, we received notice from the Disbursing System that your request for payment in the amount of ~EFTReturnAmount was returned because of invalid Electronic Funds Transfer (EFT) account information.

In your voucher you requested a split disbursement in the amount of ~Amount be sent to the Charge Card Vendor. That payment was made and is not affected by this notice. DTS will resubmit your request for payment to your EFT account after your Approving Official has approved your amended voucher.

Please visit the Defense Travel System website.: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil) and login using your Public Key Infrastructure (PKI) certificate and password.

Select ~Vchnum from your list of vouchers and view your EFT account information (routing number and account number).

Verify the EFT account information within the Traveler Profile of this document matches the same information at your financial institution. If necessary, please correct your EFT account information in DTS. Use the following information to locate your voucher in DTS:

Travel Authorization Number: ~TANUM  
Document Name: ~Vchnum  
Travel Dates: ~TDY\_start\_date to ~TDY\_end\_date

If you are unfamiliar with how to amend your voucher, instructions can be retrieved by using the hyperlinks "Training" followed by "Quick References" at the Defense Travel System website.

Within "Quick References" select "Create A Voucher from Authorization" appropriate to your PKI medium (Common Access Card or Digital Signature Diskette), and then use the section, "Adjusting/Amending Documents". During the signature process, please insert a comment to your Approving Official that your amendment is generated to receive payment due to an EFT return. If you need assistance or have questions regarding this email, contact your Commander/Supervisor.

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 36. Negative Paid to Personal Account Email

Subject: Defense Travel System Correspondence

-----

Voucher ~vchnum for traveler ~TravelerName with Authorization Number ~tanum implies a negative disbursement to the traveler's personal account. This is not possible. (Funds cannot be withdrawn from the account through DTS.) Disbursement to the personal account for this voucher has been adjusted to zero, and ~Net\_To\_Traveler will be paid to the traveler's government charge card account.

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 37. Negative Paid to AMEX Email

Subject: Defense Travel System Correspondence

-----

Voucher ~vchnum for traveler ~TravelerName Authorization Number ~tanum implies a negative disbursement to the traveler's government charge card account. This is not possible. (Funds cannot be withdrawn from the account through DTS.) Disbursement to the government charge card account for this voucher has been adjusted to zero, and ~Net will be paid to the traveler's personal account.

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 38. No GOVCC Account Email

Subject: Defense Travel System Correspondence

-----

Voucher ~Vchnum for traveler ~TravelerName has no government charge card information in the traveler profile.

Payments in voucher (Authorization Number ~Tanum and Document Name ~Vchnum) that had been allocated to GOVCC have been reallocated to ~account.

PLEASE DO NOT RESPOND TO THIS EMAIL.

### 39. Signed T-ENTERED Noticed

Subject: Defense Travel System (DTS): Official Travel Document

---

An official travel document \$VCHNUM was created and stamped \$STATUS on your behalf by your Non Defense Travel System Entry Agent (NDEA). Please log into DTS to make any necessary adjustments if the document has not been stamped APPROVED, or create an amendment if the document has already been stamped APPROVED.

#### TRAVELER ACTION NEEDED

- O Review travel document \$VCHNUM by logging into DTS.
- O Create any necessary adjustments if the document has not been stamped APPROVED, or create an amendment if the document has already been stamped APPROVED.
- O Your NDEA has created the Travel Voucher on your behalf and signed the voucher "T-ENTERED" to route the document for approval. You must provide a signed paper voucher to the NDEA for audit purposes.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing training, please refer to the Document Processing Manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

Please contact your site DTA for questions concerning your documents.

PLEASE DO NOT RESPOND TO THIS E-MAIL.

## 40. Document Returned Notice

Subject: Defense Travel System Travel Document Returned Notice!

---

Dear \$NAME,

Your \$DOCTYPE was stamped \$STATUS by \$STATNAME. Travel authorization number \$STANUM CANNOT be completed because:  
\$REMARKS

Returned Authorization, Voucher, and Local Voucher documents can be adjusted by selecting the View/Edit link associated with the document within DTS. Un-check the View Only checkbox and change the document as needed. Then Sign (or NDEAs can T-Enter Vouchers) the document.

### TRAVELER ACTION(S) NEEDED

Review and Defense Travel Administrator (DTA) comments associated with the document and make any necessary updates by logging onto DTS.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing Manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

Please contact your site DTA for question concerning your travel documents.

## 41. Travel Document Approval Notification

Subject: Defense Travel System Travel Document Approval Notification

---

This notification was generated to inform you that a Defense Travel System \$DOCTYPE named \$VCHNUM for \$NAME with authorization number of \$TANUM was just stamped APPROVED by \$STATNAME.

There is no action required in response to this notification.

To log into DTS, select the following link:

<http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 42. Defense Travel System Correspondence

Subject: Defense Travel System Correspondence

---

\$TODAY  
\$NAME  
\$ORG  
\$ADDRESS1  
\$ADDRESS2  
\$CITY, \$STATE \$ZIP  
\$DEMAIL

This letter is to notify you that your Defense Travel System  
\$DOCTYPE named \$VCHNUM was just stamped \$STATUS by \$STATNAME.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

### 43. Defense Travel System Correspondence

Subject: Defense Travel System Correspondence

---

\$TODAY

This letter was generated to inform you that a Defense Travel System \$DOCTYPE named \$VCHNUM for \$NAME with authorization number of \$TANUM was just stamped \$STATUS by \$STATNAME and is awaiting your attention.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

#### 44. OCONUS Trip Notification

Subject: Defense Travel Systems (DTS) OCONUS Trip Notification!

---

This letter is to notify you that <traveler name> Defense Travel System Authorization <document name> has a trip with Foreign Travel in its Itinerary. Please access this document for further details by logging into Defense Travel System (DTS) at <http://www.defensetravel.osd.mil>.

For assistance with approving processes, policies, and procedures, please refer the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

## 45. VoucherNumber + "TRIP ITINERARY"

Subject: VoucherNumber + "TRIP ITINERARY"

---

Comments: \$!comments  
DTS Detailed Travel Itinerary for \$!name  
DTS Document Name \$!vchnum  
DTS / CTO Confirmation: \$!pnr  
(Please reference this number when contacting the CTO.)

Travel / TDY Information:  
Trip Type: \$!trip.tripType  
Trip Purpose: \$!trip.tripPurpose  
Trip Description: \$!trip.tripDescription

Overall Starting Point Time Zone: \$!trip.tripStartTimeZone  
Leave From: \$!trip.startLocation.city, \$!trip.startLocation.state  
Leave: \$!trip.startDate

( \$!tripLocation in \$!trip.tripLocations )  
Location \$!velocityCount - \$!tripLocation.location.city, \$!tripLocation.location.state Time Zone:  
\$!tripLocation.arrivalTripItem.timeZone  
Leave From: \$!tripLocation.departureFrom.city, \$!tripLocation.departureFrom.state  
TDY Location: \$!tripLocation.location.city, \$!tripLocation.location.state  
Arrive: \$!tripLocation.formattedStartDate  
Leave: \$!tripLocation.formattedEndDate

Overall End Point Time Zone:\$!trip.tripEndTimeZone  
Return Location: \$!trip.endLocation.city, \$!trip.endLocation.state  
Arrive: \$!trip.endDate  
#foreach(\$TDYReservationStatus in \$reservationSummary.orderedItinerary)  
#if(\$TDYReservationStatus.transportationMode == \$airMode)  
## Display the air reservation details  
#set(\$airReservation = \$TDYReservationStatus )  
#if(\$airReservation.displayDateFlag)

---

\$!airReservation.departureDateAsString

\*\*\* Air \*\*\*

#foreach(\$DTSAirAvailLeg in \$!airReservation.selectedSeg.legs)  
#set(\$leg = \$DTSAirAvailLeg )  
\$!velocityCount) \$!leg.carrier  
Flight: \$!leg.flightNumber

\$!leg.departureTimeAsString \$!leg.departureAirport \$!leg.departureAirportDesc

**45. VoucherNumber + "TRIP ITINERARY" (continued)**

```

$!leg.arrivalTimeAsString $!leg.arrivalAirport $!leg.arrivalAirportDesc
Depart: $!leg.departureDateAsString
Arrive: $!leg.arrivalDateAsString
## todo: check if non-stop flight
Elapsed Travel Time: $!leg.travelTime
Seat: $!airReservation.findSeatNumber($!leg)
Air Confirmation: $!leg.confirmationNumber
Frequent Flyer:
Special Requests:

#end
#elseif($TDYReservationStatus.transportationMode == $hotelMode)
## Display the hotel reservation details
#set( $hotelReservation = $TDYReservationStatus )
#if($hotelReservation.displayDateFlag)
-----
$!hotelReservation.checkinDateAsString
#end
*** Lodging ***
$!hotelReservation.hotelName
#foreach( $FreeTextLine in $hotelReservation.address )
$!FreeTextLine.textLine
#end
Check In: $!hotelReservation.checkinDateAsString
Check Out: $!hotelReservation.checkoutDateAsString

Hotel Confirmation: $!hotelReservation.confirmationNumber
Frequent Guest:
Special Requests:
Room:
#foreach( $GenericString in $hotelReservation.roomInfoList )
$!GenericString
#end
Hotel Policies:
Cancellations not received according to hotel policy may result in
financial obligations such as cancellation penalties. For the hotel cancellation policy,
view "Additional Hotel Information" or the property website.

#elseif($TDYReservationStatus.transportationMode == $scarMode)
## Display the car reservation details
#set($scarReservation = $TDYReservationStatus )
#if($scarReservation.displayDateFlag)
-----

```

#### 45. VoucherNumber + “TRIP ITINERARY” (continued)

```

$!carReservation.pickupDateAsString
#end
*** Car ***
$!carReservation.providerName
$!carReservation.pickupLocationCode - $!carReservation.pickupLocation.city,$!carReserva-
tion.pickupLocation.state
$!carReservation.counterLocationValue
Pickup: $!carReservation.pickupDateAsString
Time: $!carReservation.pickupTimeAsString
Drop-off: $!carReservation.dropoffDateAsString
Time: $!carReservation.dropOffTimeAsString
Class: $!carReservation.vehClassSizeValue
Car Confirmation: $!carReservation.confirmationNumber
Frequent Renter:
Special Request:
#end
#end
```

## 46. Send Voucher Split Adjusted Notification Email

Subject: Defense Travel System Correspondence

---

The document ~vchnum for traveler ~TravelerName with Authorization Number ~tanum contained a split disbursement payment that has been changed. This payment could be from a Voucher, Local Voucher or Scheduled Partial Payment (SPP). The amount approved for payment to the Government Travel Charge Card (GTCC) account could not be made and the \$~Net was made to the traveler's bank account. This EFT/personal payment was necessary due to the timing of the payment and the transition to the new GTCC vendor.

The traveler must ensure that the funds sent to their personal account are used to make a direct payment to the appropriate GTCC vendor.

For web payments to the Bank of America, use [myeasypayment.com](http://myeasypayment.com). For web payments to Citi, follow the Electronic Access System On-Line System instructions.

The traveler's Defense Travel Administrator (DTA) should forward this email to the local GTCC Account Program Coordinator (APC).

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 47. FMS Rejected Disbursement

Subject: FMS Rejected Disbursement

---

Name of travel document: ~Vchnum  
Travel Authorization Number (TANUM): ~TANUM  
Travel Authorization Approved Date: ~ApproveDate  
Type of transaction Rejected (SPP, Advance, Voucher): ~PmDocType  
Disbursement Reject Description: ~RejectDesc

---

Your referenced voucher, local voucher, SPP or non-ATM advance identified above has been rejected due to reason indicated.

Please take the appropriate actions to correct the errors in the travel document to have the disbursement resubmitted for payment.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 48. FMS Funds Approved Notice

Subject: FMS Funds Approved Notice

---

Name of travel document: \$DOCUMENTNAME  
Travel Authorization Number (TANUM): \$TANUM  
Organization: \$ORGANIZATION

Your authorization \$DOCUMENTNAME indicates travel being performed on Foreign Military Sales (FMS) funds. Disbursement of FMS funds requires prior approval from the Defense Integrated Financial System (DIFS), DFAS-ADY/DE and requires additional processing time. Processing/payment of your subsequent non-ATM Advance, SSP and/or voucher from authorization may take up to 7 business days.

Contact your Finance Defense Travel Administrator (FDTA) if you do not receive payment within this time.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 49. Possible Delay in Payment Due to FMS

Subject: Possible Delay in Payment Due to FMS

---

Dear \$NAME,

An official travel document \$VCHNUM was created and stamped \$STATUS on your behalf by your Non Defense Travel System Entry Agent (NDEA).

The voucher indicates travel performed on Foreign Military Sales (FMS) funds. Use of FMS funds requires prior approval from the Defense Integrated Financial System (DIFS), DFAS-ADY/DE and requires additional processing time. Processing/payment of your voucher from authorization may take up to 7 business days.

Please log into DTS to make any necessary adjustments if the document has not been stamped APPROVED, or create an amendment if the document has already been stamped APPROVED.

### TRAVELER ACTION NEEDED

Review travel document \$VCHNUM by logging into DTS.

Create any necessary adjustments if the document has not been stamped APPROVED, or create an amendment if changes are required and the document has already been stamped APPROVED.

Your NDEA has created the Travel Voucher on your behalf and signed the voucher "T-ENTERED" to route the document for approval. You must provide a signed paper voucher to the NDEA for audit purposes.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing training, please refer to the Document Processing Manual in the Training Materials Module, which is located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

Please contact your site DTA for questions concerning your documents.

## 50. MEPS Seat Blocking Request

Subject: MEPS Seat Blocking Request

---

Contact Name: &LOGINNAME&

Contact Email: &ECONTACT&

Start Location: &STARTLOC&

End Location: &ENDLOC&

Trip Start Date: &TRIPSTART&

Trip End Date: &TRIPEND&

&NUMTRAV&

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 51. Notice of Inbound Recruit Travelers

Subject: Defense Travel System Notice of Inbound Recruit Travelers

---

Dear ODTA,

The Authorizing official of &DETACHORG& has approved an accession travel authorization that identifies your Destination Training Organization as the destination. When the detaching organization has detached the traveler record in DTS, you will be able to receive the traveler(s) into your organization. To receive these recruit traveler records into your organization, please access the maintenance tool within DTS, by selecting the web address <http://www.defensetravel.osd.mil> or by copying and pasting this address to your web browser.

The list below identifies the recruit traveler records inbound to your organization:

&TRAVELERNAME& &SSN& &DEPARTDATE&

For assistance with receiving recruit traveler records into your organization, refer to your DTA User's Manual from the Training Materials module of the DTS website.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>

Please do not use the email reply functions attached with the notice.

## 52. Individual Authorization Unlocked from Group Authorization

Subject: Individual Authorization Unlocked from Group Authorization

-----

Dear &NAME&,

Your individual authorization, document number &TANUM1&, has now been unlocked from the Group Authorization &VCHNUM&. You may cancel, make amendments to your authorization, or create a voucher as necessary.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/training-manuals.jpg>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

PLEASE DO NOT REPLY TO THIS EMAIL.

### 53. Notification of Release from a Group Authorization

Subject: Notification of Release from a Group Authorization

-----

Dear \$NAME,

You have been released from Group Authorization \$VCHNUM and are no longer part of the Group Travel document. An individual authorization now exists, document number \$TANUM.

Please note that any changes to the Group Authorization will no longer apply to your travel document. You may cancel, make amendments to your authorization, or create a voucher as necessary.

To log into DTS, select the following link:

<http://www.defensetravel.osd.mil>.

For DTS document processing assistance, please refer to the Document Processing manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/training-manuals.jpg>.

Please contact your site Defense Travel Administrator for questions regarding your travel document.

PLEASE DO NOT REPLY TO THIS EMAIL.



## 55. DTS Request for Group Travel Reservations to CTO

Subject: Request Ticketing of Group Travel Reservations - <vGroupID>

---

Request CTO assistance in ticketing group travel reservations. The travel arrangements were previously booked under CTO Group ID &CTO-ID&. The travelers are listed below. If there are any questions or additional information is needed, please contact the POC below.

POC: &POC& Phone: &POC-PHONE&

Email: &POC-EMAIL&

Primary &TRAVELERNAME& Phone: &PTRAV-PHONE&

Traveler: &PTRAV-EMAIL&

Document: &DOCUMENTNAME& Travelers: &NUMTRAV& DTS Group ID: &GROUPID&

Start Location: &START-LOC& &START-DATE&

Location 1: &LOC1& &LOC1-DATE&

Remarks: &REMARK1&

&REMARK2&

Travel Group:

NAME SSN SEATING SMOKE

&TRAV-GRP&

Preferred transportation and lodging arrangements:

&TRANSP-LODGING&

PLEASE DO NOT REPLY TO THIS EMAIL.

## 56. Authority to Travel

Subject: Authority to Travel

---

We have received notice from \$PARTNER that authorizes \$NAME to travel to:  
\$TDYLOCATIONS  
during the period \$TRIPSTART to \$TRIPEND.

Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil),  
and login using your Public Key Infrastructure (PKI) certificate and password  
to review, create travel arrangements and reservations, and complete the  
travel authorization for \$VCHNUM.

If this is your first time using the Defense Travel System, you will be  
guided through a self-registration process that must be completed before  
you can access your travel document.

Instructions for completing this travel authorization can be retrieved by using  
the hyperlinks "Training" followed by "Quick References" at the Defense Travel System  
website. Within "Quick References" select "Create an Authorization/Order" appropriate  
to your PKI medium (Common Access Card or Digital Signature Diskette).

If you need assistance or have questions regarding this travel authorization, contact  
your Commander/Supervisor.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 57. Cancellation of Authority to Travel

Subject: Cancellation of Authority to Travel

---

We have received notice from \$PARTNER that the original authority for \$NAME to travel to:  
\$TDYLOCATIONS  
during the period \$TRIPSTART to \$TRIPEND is revoked.

Based on this cancellation notice, DTS has deleted the original travel authorization.  
It is not necessary for you to take any further action.

If you have questions regarding the cancellation of this travel authorization, contact  
your Commander/Supervisor.

PLEASE DO NOT RESPOND TO THIS E-MAIL.

## 58. Cancellation of Authority to Travel After Access

Subject: Cancellation of Authority to Travel After Access

---

We have received notice from \$PARTNER that the original authority for \$NAME to travel to: \$TDYLOCATIONS during the period \$TRIPSTART to \$TRIPEND is revoked.

Actions have been performed against this document that prevent DTS from electronically canceling the authorization and require your action.

Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil), and login using your Public Key Infrastructure (PKI) certificate and password to review the notice and cancel the travel arrangements and reservations for the travel authorization, \$VCHNUM.

Instructions for canceling this travel authorization can be retrieved by using the hyperlinks "Training" followed by "Quick References" at the Defense Travel System website. Within "Quick References" select either "Traveler Cancellation Procedures | With CTO" or "Traveler Cancellation Procedures | With NO CTO" as appropriate.

If you need assistance or have questions regarding this travel authorization, contact your Commander/Supervisor.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 59. Notice of New Traveler Assignment

Subject: Notice of New Traveler Assignment

---

We have received notice from <partner system> that authorizes <traveler name> to travel to:  
<list of TDY locations>  
during the period <from date> to <end date> and establishes a traveler profile.

Based on the information provided, we assigned <traveler name> to your organization. Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil), login using your Public Key Infrastructure (PKI) certificate and password, and, using the DTA Maintenance Tool, review the Traveler's profile.

If you are no longer assigned as the DTA for this traveler, please notify the Site Tier II Help Desk.

**PLEASE DO NOT RESPOND TO THIS EMAIL.**

## 60. Cancel Before IE Traveler Access

Subject: Cancel Before IE Traveler Access

---

We have received notice from \$PARTNER that the original authority for \$NAME to travel to: \$TDYLOCATIONS during the period \$TRIPSTART to \$TRIPEND is revoked.

Based on this cancellation notice, DTS has cancelled the original travel authorization. It is not necessary for you to take any further action.

If you have questions regarding the cancellation of this travel authorization, contact your Commander/Supervisor.

PLEASE DO NOT RESPOND TO THIS E-MAIL.

## 61. Modification After IE Traveler Access

Subject: Modification After IE Traveler Access

---

We have received notice from \$PARTNER that modifies the content of the original authority for \$NAME to travel to:  
\$TDYLOCATIONS  
during the period \$TRIPSTART to \$TRIPEND.

The data that has changed from the original authorization is:  
\$IXMODSBLK

Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil), and login using your Public Key Infrastructure (PKI) certificate and password to review these changes, and adjust the travel authorization, \$VCHNUM, as necessary.

Once logged into DTS, select "Authorizations/Orders" from the navigation bar and select \$VCHNUM from the list of "Existing Authorizations/Orders."  
Instructions for adjusting this travel authorization can be retrieved by using the hyperlinks "Training" followed by "Quick References" at the Defense Travel System website. Within "Quick References" select "Create an Authorization/Order" appropriate to your PKI medium (Common Access Card or Digital Signature Diskette), and then use the section, "Adjusting/Amending Documents."

If you need assistance or have questions regarding this travel authorization, contact your Commander/Supervisor.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS E-MAIL.

## 62. Modification Before IE Traveler Access

Subject: Modification Before IE Traveler Access

---

We have received notice from \$PARTNER that modifies the content of the original authority for \$NAME to travel to:  
\$TDYLOCATIONS  
during the period \$TRIPSTART to \$TRIPEND.

We have not detected that anyone has accessed \$VCHNUM and have replaced the original data with the new (modified) data.

Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil), and login using your Public Key Infrastructure (PKI) certificate and password to review, create travel arrangements and reservations, and complete the travel authorization for \$VCHNUM.

Once logged into DTS, select "Authorizations/Orders" from the navigation bar and select \$VCHNUM from the list of "Existing Authorizations/Orders."

Instructions for completing this travel authorization can be retrieved by using the hyperlinks "Training" followed by "Quick References" at the Defense Travel System website. Within "Quick References" select "Create an Authorization/Order" appropriate to your PKI medium (Common Access Card or Digital Signature Diskette).

If you need assistance or have questions regarding this travel authorization, contact your Commander/Supervisor.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

Please do not respond to this email.

### 63. Modification Before IE Traveler Signed

Subject: Modification Before IE Traveler Signed

---

We have received notice from \$PARTNER that modifies the content of the original authority for \$NAME to travel to:  
\$TDYLOCATIONS  
during the period \$TRIPSTART to \$TRIPEND.

Per the instructions of your order-issuing activity, we have replaced the original data with the new (modified) data and have removed any information you may have entered, to include itinerary, reservations, and expenses.

Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil), and login using your Public Key Infrastructure (PKI) certificate and password to review, create travel arrangements and reservations, and complete the travel authorization for \$VCHNUM.

Once logged into DTS, select "Authorizations/Orders" from the navigation bar and select \$VCHNUM from the list of "Existing Authorizations/Orders."

Instructions for completing this travel authorization can be retrieved by using the hyperlinks "Training" followed by "Quick References" at the Defense Travel System website. Within "Quick References" select "Create an Authorization/Order" appropriate to your PKI medium (Common Access Card or Digital Signature Diskette).

If you need assistance or have questions regarding this travel authorization, contact your Commander/Supervisor.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 64. LOA Modifications Applied

Subject: LOA Modifications Applied

---

The original authority for &NAME& to travel to: &TDYLOCATIONS& during the period &TRIP-START& to &TRIPEND& contained changes to Lines of Accounting (LOA).

The LOA information on the travel authorization, &VCHNUM& was modified and existing expenses were re-allocated. Itinerary changes need to be manually made.

Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil), and login using your Public Key Infrastructure (PKI) certificate and password to review these changes, and adjust the travel authorization, &VCHNUM&, as necessary.

Once logged into DTS, select “Authorizations/Orders” from the navigation bar and select &VCHNUM& from the list of “Existing Authorizations/Orders.”

Instructions for adjusting this travel authorization can be retrieved by using the hyperlinks “Training” followed by “Quick References” at the Defense Travel System website. Within “Quick References” select “Create an Authorization/Order” appropriate to your PKI medium (Common Access Card or Digital Signature Diskette), and then use the section, “Adjusting/Amending Documents.”

If you need assistance or have questions regarding this travel authorization, contact your Commander/Supervisor.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS E-MAIL.

## 65. DEBX Reject Email

Subject: DTS Scheduled Partial Payment (SPP) was Rejected

---

Name of Traveler: ~TravelerName  
Name of Travel Document: ~DocumentName  
TANUM: ~TANUM  
Organization: ~Organization  
SPP Schedule Date: ~Date  
Disbursing System: ~GS03

Detailed information about error codes received from the Accounting System:

~ErrorDetails

---

The referenced scheduled partial payment request has been rejected due to the rejection reason(s) listed above. Please take the appropriate actions to correct the errors in the travel document and reschedule the SPP payments on the DTS SPP screen to have the disbursement re-submitted for payment.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 66. DEBX Reject Email for Manual Intervention

Subject: DTS Accounts Receivable Reject Notice

---

Traveler Name: ~TravelerName  
Traveler Document Name: ~DocumentName  
Tanum: ~Tanum  
Organization: ~Org  
Type of transaction Rejected: Accounts Receivable  
Date of first submission: ~SubmitDate  
Error Message(s): ~ErrorMsg

---

The accounts receivable transaction associated with the referenced travel document has been rejected by the DoD accounting system. Please contact your accounting system DMM to inform them of the failed posting of the accounts receivable transaction. When accounting indicates that the A/R can be posted, contact the DTS Tier3 Help Desk to have DTS System Administrator re-submit the A/R manually.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 67. Accounts Receivable Reject Notice email text

Subject: DTS Accounts Receivable Reject Notice

---

Traveler Name: ~TravelerName  
Traveler Document Name: ~DocumentName  
Tanum: ~Tanum  
Organization: ~Org  
Type of transaction Rejected: Accounts Receivable  
Date of first submission: ~SubmitDate  
Error Message(s): ~ErrorMsg

---

The accounts receivable transaction associated with the referenced travel document has been rejected by the DoD accounting system. Please contact your accounting system DMM to inform them of the failed posting of the accounts receivable transaction. When accounting indicates that the A/R can be posted, contact the DTS Tier3 Help Desk to have DTS System Administrator re-submit the A/R manually.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 68. Accounts Receivable Reject Reminder Notice

Subject: DTS Accounts Receivable Reject Reminder Notice

---

It has been more than 30 days since DTS received a rejection notification for the accounts receivable transaction for the following travel document:

Traveler Name: ~TravelerName

Traveler Document Name: ~DocumentName

Tanum: ~Tanum

Organization: ~Org

Type of transaction Rejected: Accounts Receivable

Date of first reject notice receivable: ~RejectDate

Reject Reason: ~Reason

Length of time the document has been in current status(days): ~CurStatusTime

Error Code(s): ~Code

Error Message(s): ~ErrorMsg

---

There has been no activity on the referenced travel document since the rejection notice was received. It is necessary to have the error condition corrected in the travel document to enable the accounts receivable action to be posted in the DoD accounting system. Please take the necessary action with the DMM or the traveler to have the travel document modified to correct the error to allow the accounts receivable transaction to be resubmitted to the accounting system.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 69. Payment Rejected

Subject: DTS Payment Rejected

---

Name of Traveler: ~TravelerName  
Name of Travel Document: ~vchnum  
TANUM: ~TANUM  
Organization: ~Organization  
Disbursement Type: ~Doctype  
Disbursing System: ~GS03  
Detailed information about error codes received from the Accounting System:  
~ErrorDetails

---

The referenced voucher, local voucher or non-ATM advance request has been rejected due to the rejection reason(s) listed above. Please take the appropriate actions to correct the errors in the travel document to have the disbursement resubmitted for payment.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT REPLY TO THIS EMAIL.

## 70. Archive Reject Email

Subject: Defense Travel System Correspondence

---

The document voucher ~vchnum for ~TANUM has just been marked ARCHIVE REJECTED because:

~Remarks.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 71. Notify User of MIS Report Generated

Subject: DTS Report Available for Viewing

---

Report Title: \$ReportTitle  
Date Requested: \$RequestDate  
Report Run Date: \$CompletedDate

The above report requested on the referenced date has been created and can be viewed and downloaded through the Report Scheduler option on the Reports menu. The report has been created in a format that will allow it to be opened in a spreadsheet application.

If you have any difficulty accessing or downloading the report, please contact your help desk for assistance. The report will be available for 7 days after the Report Run Date.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 72. Completion Notification for the Target Adjustment or Budget Balance Report

Subject: Completion Notification for Budget Balance Report

---

Report Title: \$ReportTitle  
Requested Date for Report: \$RequestedDate  
Report Run Date: \$ReportRunDate

---

The Budget Balance Report requested on the referenced date has been created and can be downloaded through the download menu bar selection option on the budget reports menu. The report has been created in a format that will allow the report to be opened in a spreadsheet application. If you have any difficulty in accessing or downloading the report, please contact your help desk for assistance.

### 73. Completion Notification for the Total Obligations Report

Subject: Completion Notification for the Total Obligations Report

---

Report Title: \$ReportTitle  
Requested Date for Report: \$RequestedDate  
Report Run Date: \$ReportRunDate

---

The Total Obligations Report requested on the referenced date has been created and can be downloaded through the download menu bar selection option on the budget reports menu. The report has been created in a format that will allow the report to be opened in a spreadsheet application. If you have any difficulty in accessing or downloading the report, please contact your help desk for assistance.

## 74. DTS Report Unable to Complete

Subject: DTS Report Unable to Complete

---

Report Title: \$ReportTitle  
Date Requested: \$RequestDate

The above report requested on the referenced date has failed to complete after three attempts.

It is now marked for RESUBMIT. If you still need the report, please return to DTS Report Scheduler where you normally download reports, and click on the RESUBMIT link.

If you receive this email a second time for the same report, please contact your local help desk with both emails and they should escalate the issue to the Tier 3 Help Desk for a potential system wide issue.

If the report is not needed, no further action is required.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 75. Transaction Report Ready Notification

Subject: Completion Notification for Budget Item Transaction Report

---

Report Title: \$ReportTitle  
Requested Date for Report: \$RequestedDate  
Report Run Date: \$ReportRunDate

---

The Budget Item Transaction Report requested on the referenced date has been created and can be downloaded through the download menu bar selection option on the budget reports menu. The report has been created in a format that will allow the report to be opened in a spreadsheet application. If you have any difficulty in accessing or downloading the report, please contact your help desk for assistance.

## 76. Adjustment Report Ready Notification

Subject: Completion Notification for Adjustment Report

---

Report Title: \$ReportTitle  
Requested Date for Report: \$RequestedDate  
Report Run Date: \$ReportRunDate

---

The Budget Adjustment Report requested on the referenced date has been created and can be downloaded through the download menu bar selection option on the budget reports menu. The report has been created in a format that will allow the report to be opened in a spreadsheet application. If you have any difficulty in accessing or downloading the report, please contact your help desk for assistance.

## 77. Travel Document(s) Are Ready for Your Review

Subject: Defense Travel System (DTS): Travel Document(s) Are Ready for Your Review

---

Dear &NAME&,

There are one or more travel document(s) in your DTS account awaiting your review. The following is a list of documents that are available for review in your Defense Travel System.

&RTSTATBLK&

**TRAVELER ACTIONS NEEDED:**

- o Review travel documents and make any necessary updates by logging onto DTS.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For assistance with DTA processes, policies and procedures, please refer to the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

## 78. Voucher Awaiting Attention

Subject: Defense Travel System Correspondence

---

<today's date>

This letter was generated to inform you that a Defense Travel System <document type> named <document name> for <traveler name> with authorization number of <TANUM> was just stamped <status> by <userid of stamper> and is awaiting your attention.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 79. Daily Notification to AO Authorizations Not Approved

Subject: URGENT! DTS Action Required

---

#if(\$NOT\_APPROVED)

The Authorization / Amendment for \$TRAVELER - \$LAST4SSN named \$VCHNUM has not been approved.

#else

The Authorization / Amendment for \$TRAVELER - \$LAST4SSN named \$VCHNUM, document number \$TANUM has not been approved.

#end

Immediate Action is required to APPROVE the authorization or any new or changed reservations will be cancelled. Only the new or changed reservations in this document will be cancelled. Any reservations that were previously selected, stamped SIGNED and remain in the document will not be auto-cancelled.

PLEASE DO NOT REPLY TO THIS EMAIL.

## 80. DTS Scheduled Partial Payment and Advances

Subject: DTS Scheduled Partial Payment (SPP) De-Scheduled

---

DTS has removed an SPP(s) from the payment submission schedule due to a rejection received from DoD Accounting, for the corresponding obligation transaction. Once your travel document has been amended to correct the rejection error, please re-schedule your SPP(s) through the DTS Scheduled Partial Payment screens to

re-initiate the SPP request(s).

Name of Traveler: ~TravelerName

Name of Travel Document: ~Vchnum

TANUM: ~TANUM

Organization: ~Organization

Date the Transaction was De-Scheduled: ~TransDate

Amount of the De-Scheduled Transaction: ~Amount

Accounting System: ~GS03

Detailed information about error codes received from the Accounting System:

~ErrorDetails

---

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 81. DTS SPP Submission Delay Notice

Subject: DTS SPP Submission Delay Notice

-----  
DTS is currently holding an SPP that is scheduled for payment because  
DTS has not received an acknowledgement from the accounting system for the following transaction:

Traveler Name: ~TravelerName  
Document Name: ~Vchnum  
TANUM: ~TANUM  
Organization: ~Organization  
Document Type: ~Doctype  
XML Transaction Type: ~XMLTransType  
Date Sent: ~DateSent  
Transaction ID: ~TransactionID  
Transaction Amount: ~TransactionAmount

Submission of the SPP for payment depends on acknowledgement of this transaction.  
Please take action to contact the appropriate authority to investigate this transaction.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 82. Notice of Partial Payment Return for Invalid EFT Account Information

Subject: Notice of Partial Payment Return for Invalid EFT Account Information

---

On ~Date, we received notice from the Disbursing System that your request for payment in the amount of ~EFTReturnAmount was returned because of invalid Electronic Funds Transfer (EFT) account information. In your partial payment you requested a split disbursement in the amount of ~Amount be sent to the Charge Card Vendor.

That payment was made and is not affected by this notice. DTS will resubmit your request for payment to your EFT account after your Approving Official has approved your amended authorization. If you do not amend your authorization, remaining partial payments, if any, will not include an amount for this EFT return. Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil) and login using your Public Key Infrastructure (PKI) certificate and password. Select ~Vchnum from your list of vouchers and view your EFT account information (routing number and account number).

Verify the EFT account information within the Traveler Profile of this document matches the same information at your financial institution. If necessary, please correct your EFT account information in DTS. Use the following information to locate your voucher in DTS:

Travel Authorization Number: ~TANUM

Document Name: ~Vchnum

Travel Dates: ~TDY\_start\_date to ~TDY\_end\_date

If you are unfamiliar with how to amend your voucher, instructions can be retrieved by using the hyperlinks "Training" followed by "Quick References" at the Defense Travel System website. Within "Quick References" select "Create An Authorization" appropriate to your PKI medium (Common Access Card or Digital Signature Diskette), and then use the section, "Adjusting/Amending Documents". While amending the authorization, you must select "Additional Option" followed by "Partial Payments" to review the new schedule of partial payments.

If your travel is complete, DTS cannot resubmit your request for a partial payment. Rather, submit your voucher to receive prompt reimbursement of your travel expenses. If you need assistance or have questions regarding this email, contact your Commander/Supervisor.

**PLEASE DO NOT RESPOND TO THIS EMAIL.**

### 83. Notice of Partial Payment Return for Invalid EFT Account Information

Subject: Notice of Travel Advance Payment Return for Invalid EFT Account Information

-----

On ~Date, we received notice from the Disbursing System that your request for payment of a travel advance, in the amount of ~EFTReturnAmount, was returned because of invalid Electronic Funds Transfer (EFT) account information. Unless your travel is completed, DTS will resubmit your request for payment of a travel advance to your EFT account after your Approving Official has approved your amended authorization.

Please visit the Defense Travel System website: [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil) and login using your Public Key Infrastructure (PKI) certificate and password. Select ~Vchnum from your list of authorizations and view your EFT account information (routing number and account number). Verify the EFT account information within the Traveler Profile of this document matches the same information at your financial institution. If necessary, please correct your EFT account information in DTS. Use the following information to locate your voucher in DTS:

Travel Authorization Number: ~TANUM  
Document Name: ~Vchnum  
Travel Dates: ~TDY\_start\_date to ~TDY\_end\_date

If you are unfamiliar with how to amend your authorization, instructions can be retrieved by using the hyperlinks "Training" followed by "Quick References" at the Defense Travel System website.

Within "Quick References" select "Create An Authorization" appropriate to your PKI medium (Common Access Card or Digital Signature Diskette), and then use the section, "Adjusting/Amending Documents". While amending the authorization, you must select "Additional Options?" followed by "Advances" to review the new amount of your additional travel advance.

If a travel advance is longer required, do not amend your authorization. If your travel is complete, DTS cannot resubmit your request for a travel advance. Rather, submit your voucher to receive prompt reimbursement of your travel expenses. If you need assistance or have questions regarding this mail, contact your Commander/Supervisor.

**PLEASE DO NOT RESPOND TO THIS EMAIL.**

## 84. Non-ATM Advance Submission Delay Notice

Subject: DTS non-ATM Advance Submission Delay Notice

---

DTS is currently holding a non-ATM Advance that is scheduled for payment because DTS has not received an acknowledgement from the accounting system for the following transaction:

Traveler Name: ~TravelerName  
Document Name: ~Vchnum  
TANUM: ~TANUM  
Organization: ~Organization  
Document Type: ~Doctype  
XML Transaction Type: ~XMLTransType  
Date Sent: ~DateSent  
Transaction ID: ~TransactionID  
Transaction Amount: ~TransactionAmount

Submission of the non-ATM advance for payment depends on acknowledgement of this transaction.

Please take action to contact the appropriate authority to investigate this transaction.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 85. Adv Descheduled Due to NegAck

Subject: DTS non-ATM Advance De-Scheduled

---

DTS has removed a non-ATM advance request from the payment submission schedule due to a rejection of the corresponding obligation transaction received from DoD Accounting. Once your travel document has been amended to correct the rejection error, DTS will reschedule the non-ATM advance for payment when the amended travel document is approved.

Name of Traveler: ~TravelerName

Name of Travel Document: ~Vchnum

TANUM: ~TANUM

Organization: ~Organization

Date the Transaction was Descheduled: ~Date

Amount of Descheduled Transaction: ~Amount

Accounting System: ~GS03

Detailed information about error codes received from the Accounting System:

~ErrorDetails

---

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

Please do not respond to this email.

## 86. Rejection Received From DEBX/DADS

Subject: DTS Acknowledgement Reject Notice

---

DTS has received an acknowledgement reject from the accounting/disbursing system for the following transaction:

- ~TravelerName
- ~Vchnum
- ~TANUM
- ~Organization
- ~Doctype
- ~Error\_Message

Proper document processing depends on acknowledgement of this transaction. Please take action to correct the error by amending the voucher document and resubmitting the voucher for processing.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 87. Advance Account Mismatch Email

Subject: Defense Travel System Correspondence

-----

The account information on the advance does not match the system account information.

## 88. Self-Registration Rejected Notification

SUBJECT: Defense Travel System Self-Registration Rejected Notification

---

Dear <Traveler>,

Your self-registration request cannot be completed because:

### TRAVELER ACTION REQUIRED

You may try resubmitting your self-registration request in Defense Travel System (DTS).

If you are rejected a second time contact your Defense Travel Administrator (DTA) for further assistance.

To log in to DTS, select the following link: <http://www.defensetravel.osd.mil>

## 89. Traveler Self Registration Request

SUBJECT: Defense Travel System Traveler Self Registration Request

---

Dear ODTA,

Traveler <Traveler> has submitted a request for self-registration into the Defense Travel System (DTS). Please access the maintenance tool within DTS, by selecting the web address <<http://www.defensetravel.osd.mil>> or copying and pasting this address to your web browser, to review this request.

ODTA ACTIONS NEEDED:” Review the traveler's self-registration request for accuracy by accessing the maintenance tool in DTS.” Apply the necessary accept/reject stamp to the traveler's self-registration request.

NOTE: A stamp-dependent automated email will be generated by the system and sent to the traveler once the appropriate stamp is applied to the request document.

For assistance with Self-Registration requests, please refer to your DTA Users Manual from the Training Materials Module from the DTS website.

To log in to DTS, select the following link: <<http://www.defensetravel.osd.mil>>.

For assistance with DTA processes, policies, and procedures, please refer the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

## 90. Self-Registration Accept Notification

SUBJECT: Greetings New DTS User!

---

Greetings New DTS User!

Congratulations! You have successfully registered to use the Defense Travel System (DTS).

DTS is the Department of Defense' temporary duty (TDY) web-based travel tool. You have access to DTS anywhere by NIPRNET or Internet, and your sensitive data will remain protected by DoD compliant security features.

DTS will give you greater convenience and choice in selecting your travel arrangements to meet mission requirements and your own travel preferences by letting you view and select from all the options that are available to you.

DTS will save you time and effort by automating the three DoD travel processes - authorization, reservation, and voucher filing. DTS eliminates repetitive, duplicate entry of data by remembering your personal information and trip data. It saves time by routing planned trips (authorizations) electronically for approval. And after your travel is completed, DTS simplifies and expedites the travel claim (voucher) process by recalling all your saved data to speed up voucher preparation, submission, and electronic payment.

Check it out! Mouse-around the DTS website and the on-line training module. You'll find DTS provides you much more than online booking for airlines, car rentals and hotels. It automates the entire travel process - it estimates travel costs, provides per diem rates for accurate entitlements, checks for compliance with travel policy, routes your travel authorization for supervisor approval and electronically sends transactions to your DoD financial system. When your travel is complete, you simply update your approved authorization data online to show actual expenses. DTS routes your travel voucher for approval and sends the electronic transaction to your financial system requesting payment directly to your bank account. It will even pay your government charge card bill.

Welcome to the online Travel World of DTS. Just Log on and Go!

To log in to DTS, select the following link: <<http://www.defensetravel.osd.mil>>

## 91. CTO BOOKED Notification

Subject: CTO BOOKED Notification

---

Dear <traveler name>,

Your travel authorization named: <document name> has been processed by the Commercial Travel Office (CTO) and will be forwarded to your authorization official (AO), if required. If your reservations include air or rail tickets, an electronic ticket will be issued by the CTO three (3) business days before the trip departure date. You should receive an email from your CTO confirming this and will also receive a DTS email when the CTO sends the ticket information to DTS. If you do not receive confirmation of ticketing, you should contact the CTO. Note: If you require your ticket earlier than the standard 3 business days, please notify the CTO after you receive approval from your AO.

The CTO booked segment(s) are listed below.

DATE	TIME	FLIGHT NUMBER	ORIGINATION/DESTINATION
<deptime>	<deptime>	<flight num>	<dep airport> / <arr airport>

### RENTAL CAR

DATE	LOCATION	COMPANY	TYPE VEHICLE
<pickup>	<location>	<rental agency>	<vehicle type>

### LODGING

DATE IN	DATE OUT	LOCATION	COMPANY
<checkin>	<checkout>	<airport abbr>	<hotel name>

Please review the above authorization information for accuracy. If the information is not correct, contact your CTO and AO immediately.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document creation training, please refer to the Document Processing Manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

**92. CTO TICKETED**

Subject: Defense Travel System (DTS): Commercial Travel Office (CTO) Status Notification - CTO TICKETED

-----

Dear <traveler name>,

The Commercial Ticket Office (CTO) has ticketed your travel authorization <document name>. Normally this is an electronic ticket unless the Airlines require a paper ticket to be used. In that case, the Commercial Travel Office will provide you the ticket. If you want a paper ticket, please notify your Authorizing Official (AO), as optional paper tickets will result in additional processing fees.

The CTO TICKETED segment(s) are listed below.

DATE	TIME	FLIGHT NUMBER	ORIGINATION/DESTINATION
<date>	<time>	<flight number>	<orig airport>/<dest airport>

COMMENTS FROM THE CTO:

RENTAL CAR COMMENTS: <rental car comments>

LODGING COMMENTS: <lodging comments>

RAIL COMMENTS: <rail comments>

Please review the above authorization information for accuracy. If the information is not correct, contact your CTO and AO immediately.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document creation training, please refer to the Document Processing Manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

Please contact your site Defense Travel Administrator for questions.

### 93. CTO CANCELLED

Subject: Defense Travel System (DTS): Commercial Travel Office (CTO) Status Notification - CTO CANCELLED

-----

Dear <traveler name>,

Your travel authorization <document name> has been cancelled. If you were issued a ticket, be aware that it has a monetary value, which belongs to the Government. Electronic tickets are processed for refund by the CTO at time of cancellation. If you were issued a paper ticket, you must return it to the CTO to begin the refund process.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document creation training, please refer to the Document Processing Manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

Please contact your site Defense Travel Administrator for questions.

## 94. Form of Payment Changed on PNR

Subject: Defense Travel System (DTS) Form of Payment Has Changed

---

DTS has identified a change in the form of payment for the air or rail reservation in the PNR returned from the CTO for the document below:

Traveler: <traveler name>  
SSN: <masked SSN>  
Organization: <organization>  
Document Name: <document Name>  
TANUM: <TANUM>  
PNR Record Locator: <PNR locator>  
Stamp: <cto status>

The booked or ticketed information returned from the CTO indicates a different method of payment (account number) than submitted. The request was submitted as <previous pay method> and the booked or ticketed information indicates <new pay method>.

Please verify the method of payment charged by the CTO and ensure the travel document correctly reflects the actual method of payment prior to voucher signing and approval. Failure to indicate the correct method of payment could lead to an error in reimbursement and a DUE US condition.

In addition, the CTO Fee should be verified as it should always have the same method of reimbursement as the air or rail reservations. For example, if the air or rail is CBA, the CTO Fee should also be CBA; if the air or rail is GOVCC, the CTO Fee should be GOVCC.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

Replies to this message are undeliverable. Please do not reply.

## 95. Form of Payment Changed to GOVCC when Traveler is not a card holder

Subject: Defense Travel System (DTS) Form of Payment Needs Verification

---

Please verify the form of payment for <traveler name> in travel document <document name>, <TANUM>. If the form of payment is incorrect, ensure your GOVCC is loaded in your profile. If your profile does not have the GOVCC loaded, you may need to contact your DTA to have your profile/document updated to reflect your GOVCC for use as the form of payment. You may also need to contact the CTO if the form of payment should be different than what is in the document.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

REPLIES TO THIS MESSAGE ARE UNDELIVERABLE. PLEASE DO NOT REPLY.

## 96. Ignored PNR Email

Subject: Defense Travel System (DTS) Unexpected PNR Received (<PNR locator>)

---

<If document has been vouchered> The CTO (commercial travel office) has returned a copy of the reservations to DTS after a voucher has been created for the trip below:

<if document is in CTO SUBMIT Status> The CTO (commercial travel office) has returned a copy of the reservations to DTS, but the authorization has not been signed after reservations were added or modified for the trip below:

<if travel is complete> The CTO (commercial travel office) has returned a copy of the reservations to DTS after travel has been completed for the trip below:

Traveler: <traveler name>

SSN: <masked SSN>

Organization: <organization>

Document Name: <document name>

TANUM: <TANUM>

PNR Record Locator: <PNR locator>

DTS has compared the arrangements in the PNR and has detected one or more changes, but cannot automatically post changes to the authorization. You may want to contact the CTO to determine the reason for returning the reservations to DTS. You will need the PNR (passenger name record) locator listed above when you contact them.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

**REPLIES TO THIS MESSAGE ARE UNDELIVERABLE. PLEASE DO NOT REPLY.**

## 97. Unrecognized CBA Account number

Subject: Defense Travel System (DTS) Unrecognized CBA Account Number

---

DTS has identified a CBA form of payment in the PNR returned from the CTO that does not exist in the DTS CBA module.

Traveler: <traveler name>

SSN: <last 4 of SSN>

Organization: <organization>

Document Name: <document name>

TANUM: <TANUM>

PNR Record Locator: <PNR locator>

FOP/CBA Account Nbr: <Masked credit card number>

Stamp: <cto status stamp>

The PNR from the CTO contains a CBA account number (identified above) for air or rail reservations that is not in the DTS CBA module. The travel document cannot be approved unless the account number is added in CBA and available to the traveler's organization.

A separate email has been sent to the traveler, AO, TO, and DTA ID to notify them of the issue.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT REPLY TO THIS EMAIL.

## 98. Government Travel Charge Card will Expire Soon

Subject: Government Travel Charge Card will expire soon

---

Your profile indicates that your individual Government Travel Charge Card will expire within 30 days. If the expiration date of your existing charge card was extended or a new charge card has been issued, you can update this information in your document profile. To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

PLEASE DO NOT RESPOND TO THIS EMAIL.

## 99. Notice of Delinquent CBA Invoice Email

Subject: DTS Acknowledgement Delay Notice

---

DTS has not received acknowledgement from the Vendor Pay system for the following invoice:

CBA Account Number: ~CbaAccNo

Certification Date: ~CertDate

CBA Invoice Number: ~InvNo

PPA Start Date: ~PpaStartDate

Invoice Amount: ~TotalAmt

Date and Time of Invoice Submittal: ~StatusDate

An acknowledgement from DEBX/Vendor Pay is still outstanding. To ensure compliance with the Prompt Pay Act, please take action to contact Vendor Pay to validate that the submitted invoice was received and processed.

Please do not respond to this email.

## 100. Notice of collection Fail Email

Subject: Action Required DTS Payroll Collection Reject ~TravName

---

Issue/Action: A reject has been received on the referenced travel document  
Resolution/Next Step: Please refer to Appendix B of the Debt Management Monitor Roles and Responsibilities for guidance on the appropriate next step. The DMM Roles and Responsibilities can be found on the Defense Travel website at [http://www.defensetravel.dod.mil/Sections/DTS\\_FDFTA.cfm#DMM](http://www.defensetravel.dod.mil/Sections/DTS_FDFTA.cfm#DMM).

Details:

Name of Traveler: ~TravName  
Name of Travel Document: ~DocumentName  
TANUM: ~TANUM  
Total Amount Due Government: \$~Amount  
Organization: ~OrgName  
Payroll System: MCTFS  
Error Message(s): ~RejectError

Please do not respond to this email.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>

Help: If you need assistance or have questions regarding this email, please contact your FDTA or DTA. Privacy Act Notice:

FOR OFFICIAL USE ONLY - PRIVACY SENSITIVE - Any misuse or unauthorized access may result in both civil and criminal penalties. This e-mail communication contains information subject to the provisions of the Privacy Act (P.L. 93-579). This personal data is intended only for the use of the individual(s) addressed above and is to be treated in a confidential manner. If you have received this e-mail in error, please notify your organization's Defense Travel Administrator or local help desk.

## 101. DTS Cognos Connection - User Added

Subject: DTS Cognos DTS Add User Notification

---

\$TravelerName, Welcome to DTS Cognos. Your profile has been changed so that you now have access to the DTS Cognos reporting tool. You can access this tool from your personal home page at the Reports tab. Your Cognos user account is number \$PasswdId. This will display as your user name in the Cognos displays. You are not required to use or enter this number; it is for display purposes only.

Your account was created because your profile was just changed and meets both of the Cognos access criteria: permission level \$PermissionLevel and an entry for org-access. If one or the other of these two access criteria change, you will receive another notice.

## 102. DTS Cognos DTS - User Deleted

Subject: DTS Cognos DTS Delete User Notification

---

\$TravelerName, Your profile has been changed so that you no longer have access to the DTS Cognos reporting tool.

Your account was removed because your profile was just changed and no longer meets both of the Cognos access criteria: permission level \$PermissionLevel and an entry for org-access. You should contact your DTA if there is an issue with this action. If your profiles changed so that these two access criteria are met, you will receive another notice.

### 103. DTS Cognos DTS - User Modified

Subject: DTS Cognos DTS Update User Notification

---

\$TravelerName, Welcome to DTS Cognos. Your profile org-access has been changed so that you now have a different access to the DTS Cognos reporting tool.

Your current org-access was either upgraded to the ALL or Service / Agency level (i.e. from DFCWT to DF) or your org-access was down graded from the All or Service / Agency level (i.e. from DF to DFCWT). Your org-access could have also been changed between Services and Agencies (i.e. from DA to DF, or from ALL to DF).

## 104. DTS Cognos DTS - Add User Failed

Subject: DTS Cognos DTS Add User Failed Notification

---

Failed to add user account \$PasswdId for DTS user \$TravelerName.  
Cognos Record ID: \$CognosUserQueueId

## 105. DTS Cognos DTS - Delete User Failed

Subject: DTS Cognos DTS Delete User Failed Notification

---

Failed to delete user account \$PasswdId for DTS user \$TravelerName.  
Cognos Record ID: \$CognosUserQueueId

## 106. DTS Cognos DTS - Update User Failed

Subject: DTS Cognos DTS Update User Failed Notification

---

Failed to update user account \$PasswdId for DTS user \$TravelerName.  
Cognos Record ID: \$CognosUserQueueId

## 107. Cross Organizational Funding LOA

Subject: Cross Organizational Funding LOA

-----

The following LOA, <LOA> has been attached to your organization <org> for use in an upcoming TDY. When the order is built you will be able to add this LOA, <LOA>, using the XORG FUNDING drop down on the Lines of Accounting screen. Please adhere to the funding organization's limitations and guidance while using this fund cite.

If you have any questions please contact <audit\_user\_name> <dta\_email> of <dta\_org>

To log into DTS, select the following link: <http://www.defensetravel.osd.mil> .

## 108. Error Establishing Connection to the Mailbox

Subject: Error Establishing Connection to the Mailbox

---

Date/Time: date/time

Mailbox Name: mailbox name

DTS was not able to establish a connection to the mailbox. Please take the necessary action to correct the problem and retransmit.

## 109. Invalid User Name and Password

Subject: Invalid User Name and Password

---

Date/Time: <date/time>

Mailbox Name: <mailbox name>

CBA received a message indicating that an invalid user name and password combination was used while logging in to the CCV mailbox. Contact the CCV help desk at <phone number> to request the correct password.

## 110. Error Retrieving Invoice from Mailbox

Subject: Error Retrieving Invoice File from Mailbox

---

Date/Time: <date/time>

Mailbox Name: <mailbox name>

DTS was not able to retrieve invoice file <filename> from the mailbox. Please take the necessary action to correct the problem and retransmit.

## 111. CBA Invoice has been Paid

Subject: CBA Invoice has been Paid - Information to TO

-----

DTS has received notification that the below reference CBA invoice has been paid.

Account Number: <account number>

Date of Payment: <date of payment>

CCV Invoice Number: <CCV invoice number>

Optional Action: N/A

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

Help: Access the DTS Centrally Billed Account (CBA) Reconciliation User's Manual at [http://www.defensetravel.dod.mil/Sections/RL\\_DocLib.cfm](http://www.defensetravel.dod.mil/Sections/RL_DocLib.cfm).

## 112. CBA

Subject: CBA Invoice Rejected by GEX

---

Account Number: <account number>

Date Certified: <date certified>

Date Rejected: <date rejected>

Invoice Number: <invoice number>

XML File Name: <XML file name>

The GEX rejected the above referenced CBA invoice. Please take corrective action and retransmit the invoice.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

### 113. CBA Invoice Returned to Unmatched

Subject: CBA Invoice Returned to Unmatched

---

Account Number: <account number>

Date Returned: <date returned>

Invoice Number: <invoice number>

XML File Name: <XML file name>

DTS has determined that the certified CBA invoice file indicated above is out of balance (details records do not equal total record). The invoice has been returned to your unmatched invoices section for correction and re-certification.

Please contact the DTS Tier-3 Help Desk to resolve the problem before attempting to re-certify the invoice. A copy of this reject e-mail should be included with your communication with the Help Desk.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 114. CBA Invoice Rejected by Archive/MIS

Subject: CBA Invoice Rejected by Archive/MIS

---

Account Number: <account number>

Date Rejected: <date rejected>

Invoice Number: <invoice number>

XML File Name: <XML file name>

The Archive/MIS rejected the above reference XML file.

Please regenerate the file.

## 115. Invoice Response Status from Archive/MIS is Missing

Subject: Invoice Response Status from Archive/MIS is Missing

---

Account Number: <account number>

Date Rejected: <date rejected>

Invoice Number: <invoice number>

XML File Name: <XML file name>

The Archive/MIS invoice response status is missing.

## 116. CBA Account Deleted

Subject: CBA Account Deleted

---

The CBA account <account number> was deleted from the DTS CBA Module on <date> by <user name>.

The following remarks were entered prior to deletion:  
<deletion comments>

## 117. Duplicate CCV Invoice

Subject: Duplicate CCV Invoice

---

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

File Name: <file name>

DTS has received the above referenced invoice. DTS examined the invoice number and has determined that this invoice is a duplicate.

## 118. Error Parsing Invoice File

Subject: Error Parsing Invoice File

---

Date/Time: <date/time>

Mailbox Name: <mailbox name>

File Name: <file name>

DTS has determined that the above invoice file was not in TMC format. Please take the necessary action to correct the problem and retransmit.

## 119. Invoice Not PPA Compliant

Subject: Invoice Not PPA Compliant

---

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

File Name: <file name>

DTS has determined that the above referenced invoice does not contain the following PPA data elements:

<missing elements>

Please take corrective action and retransmit the invoice.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 120. Invoice Total Mismatch

Subject: Invoice Total Mismatch

---

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

File Name: <file name>

DTS has determined that the total amount billed does not equal the sum of the line items in the above referenced invoice.

Total Amount Billed: \$<amount billed>

Sum of Line Items: \$<sum of line items>

Please correct the problem and retransmit.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 121. Unknown CBA Account

Subject: Unknown CBA Account

---

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

DTS has received a CBA invoice for the above referenced account. No such account exists in DTS.

Please determine if the account is valid. If the account is valid, create the account and restage the invoice for reconciliation. If the account is not valid, reject the invoice back to the CCV.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 122. Duplicate Line Item

Subject: Duplicate Line Item

---

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

File Name: <file name>

DTS has rejected the invoice because a duplicate line item with reference number <reference number> was found in the above referenced invoice. Please review and revise the invoice as necessary and resubmit the invoice to DTS for payment processing.

### 123. Unreconcilable CBA Account

Subject: Unreconcilable CBA Account

---

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

DTS Reconciliation Status Flag: <status flag>

Date Status Flag Set: <date flag set>

DTS has received an invoice for the referenced CBA account. The account number is valid, but the reconciliation flag on DTS indicates the account is not reconcilable by DTS. Please validate that the reconciliation flag is set correctly for the CBA account, reset the reconciliation flag if it not set correctly, and restage the invoice for reconciliation. If the account is not reconcilable by DTS, reject the invoice back to the CCV and/or delete the invoice from the CBA module.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 124. CBA Invoice is Reconciled

Subject: CBA Invoice is Reconciled

---

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

The above referenced CBA invoice is reconciled and ready for your review.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 125. CBA Invoice is Ready for Acknowledgement/Certification

Subject: CBA Invoice is Ready For Acknowledgement / Certification

-----

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

The above referenced CBA invoice is system reconciled and ready for your review.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 126. Invoice Not Ready for Reconciliation

Subject: Invoice Not Ready For Reconciliation

---

Account Number: <account number>

Invoice Number: <invoice number>

The above referenced CBA invoice is held for reconciliation because the previous month invoice has not been certified or locked.

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

## 127. CBA

Subject: Duplicate Transaction (Line Item)

---

Duplicate Transaction (Line Item)

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

A duplicate transaction was found for the CBA Invoice based on previously reconciled and paid transactions. This transaction is Unmatched with a duplicate classification. Please review and take the appropriate actions.

## 128. CBA Invoice Rejected by Vendor Pay System

Subject: CBA Invoice Rejected by Vendor Pay System

---

<OSH Record status remarks>

## 129. Invalid DTS CBA Account

Subject: Invalid DTS CBA Account

---

Account Number: <account number>

Date Received: <date received>

Invoice Number: <invoice number>

To log onto DTS, select the following link: <http://www.defensetravel.osd.mil>.

*This page is left blank intentionally.*