Defense Travel System

DTA Manual, Chapter 1: DTS Overview

August 12, 2019

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Revision History

Revision No.	Date	Authorization	Revision/Change Description	Page, Section
1.0	04/25/18	Defense Travel Management Office (DTMO)	Change format, updated language & screenshots	All
1.1	06/22/18	DTMO	1. Update URL to "https" vs. "http". 2. Removed DTS Help For This Screen.	Throughout Section 7.1
1.2	08/17/18	DTMO	Updated for DTS Dashboard.	Section 5.2
1.3	01/04/19	DTMO	Updated Document Unlock process.	Section 5.2
1.4	08/12/19	DTMO	1. Update Return to Document listing section. 2. Update wording from OK to Unlock 3. Update training link	Page 10 Page 13 Page 15

1 Defense Travel System (DTS) Overview

DTS is the DoD's fully integrated, electronic, end-to-end travel management system for processing temporary duty (TDY) travel documents. DTS is available at all times to create two primary types of travel documents – *authorizations* and *vouchers* – both of which have two sub-types:

- **Authorizations.** Before a trip begins, an authorization provides the tools to book reservations, estimate trip expenses, request advance or monthly payments, and receive approval to travel. The system also allows travel managers to review and approve official travel documents, and integrates with various accounting systems to pay post-travel claims. A group authorization is also available to simplify the order creation process for personnel who are traveling together.

- **Vouchers.** After official travel ends, the traveler files a voucher to claim reimbursement of expenses and payment of allowances, as well as to split disburse their payments to both their personal bank accounts and the Government Travel Charge Card (GTCC) vendor. Different voucher types are available for local travel and for travel away from the local area.

This chapter introduces you, the Defense Travel Administrator (DTA), to DTS and the personnel it serves.

For a more comprehensive introduction to DTS, see the information paper *[DTS Background](https://www.defensetravel.dod.mil)*.

2 DTS User Types and Roles

Personnel who use DTS can be defined in two broad ways: by the type of DTS profile they have (for much more about DTS profiles, see the *DTA Manual, Chapter 7: People)* and by the roles they perform.

2.1 DTS User Profile

A *DTS User* profile contains information that allows a travel manager or administrator to perform specialized DTS functions, such as accessing another person's official documents or updating an organization's routing lists. Personnel who interact with DTS, but never perform official travel have a DTS User profile. Although others exist, the roles that most commonly need a DTS User profile include DTAs and Reviewing Officials. See Sections 2.3 and 2.4 for more information about these roles. Personnel who interact with DTS on behalf of one or more travelers, such as a travel clerk or a Non-DTS Entry Agent (NDEA), may also have a DTS User profile. See Section 2.5 for more information about them.

2.2 DTS User/Traveler Profile

A DTS *User/Traveler* profile contains information that allows a person to travel, such as GTCC information and travel preferences. All personnel who expect to go on official travel must have a User/Traveler profile – this includes the administrators and managers named in Section 2.1.

For a more comprehensive introduction to DTS roles, see the *DTA Manual, Chapter 7: People.*

2.3 DTAs

Four types of DTAs work in DTS. They perform the functions listed below.

- **Lead DTA (LDTA).** Oversees the actions of all of an organization's or a site's DTAs. Can perform any of the functions listed below as needed.

- **Organization DTA (ODTA).** Performs the non-financial administrative functions that allow an organization's travelers and Reviewing Officials to use DTS to execute travel. This includes, but is not limited to, creating and maintaining organizations, personal profiles, routing lists, and groups.

- **Finance DTA (FDTA).** Performs financial functions within DTS. This includes setting up an organization's Lines of Accounting (LOAs) and budgets and tracking the obligation and expenditure of travel funds.

- **Budget DTA (BDTA).** Helps the FDTA set up and maintain an organization's budgets.

2.4 Reviewing Officials

Although others are possible, the most common types of Reviewing Officials are:

- **Reviewing Officials (ROs)** who review travel document for accuracy.

- **Certifying Officials** who certify that funds available to pay for the trip.

- **Authorizing Officials (AOs)** who perform a final review and decide whether to approve the traveler's plans (on an authorization) or payment claims (on a voucher).

2.5 Traveler

Using DTS, travelers generally create and sign their own travel documents, although the traveler's organization may designate others (e.g., travel clerks, NDEAs) to enter information into DTS for them.

3 DTS Architecture

Many systems and organizations interact with DTS to allow official travel to take place. For example:

- A central data center (CDC) allows 24/7 access to DTS from any computer capable of connecting to the internet.

- The Defense Information Systems Agency (DISA) provides system security through the use of DoD Public Key Infrastructure (PKI) certificates – usually stored on a Common Access Card (CAC).

- Accounting systems such as the Defense Finance and Accounting System (DFAS) provides financial support such as automated obligation creation and electronic payment.

- Travel Management Companies (TMCs) validate traveler reservation requests and book reservations as needed.

4 The Trip-Planning Process

The trip-planning process differs for travelers that are able to use DTS vs. those who cannot access DTS, as explained in Sections 4.1 and 4.2 below.

4.1 Travelers Who Can Access DTS

Figure 1-1 depicts the trip process for a DTS-connected traveler.

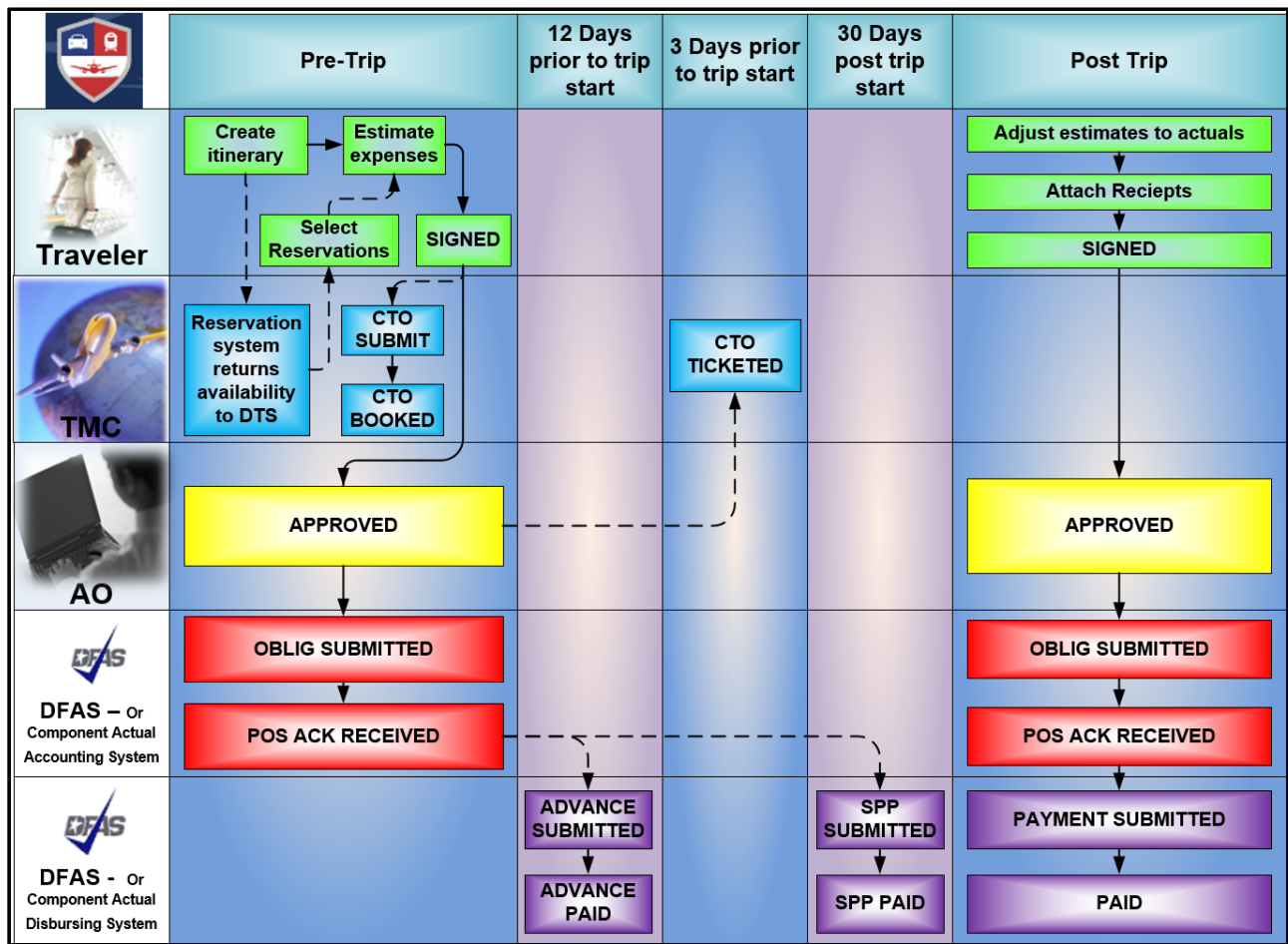|	Pre-Trip	12 Days prior to trip start	3 Days prior to trip start	30 Days post trip start	Post Trip
Traveler	Create itinerary → Estimate expenses; Select Reservations; SIGNED				Adjust estimates to actuals; Attach Reciepts; SIGNED
TMC	Reservation system returns availability to DTS; CTO SUBMIT; CTO BOOKED		CTO TICKETED		
AO	APPROVED				APPROVED
DFAS – Or Component Actual Accounting System	OBLIG SUBMITTED; POS ACK RECEIVED				OBLIG SUBMITTED; POS ACK RECEIVED
DFAS - Or Component Actual Disbursing System		ADVANCE SUBMITTED; ADVANCE PAID		SPP SUBMITTED; SPP PAID	PAYMENT SUBMITTED; PAID

Figure 1-1: DTS Trip Process

A brief explanation of the authorization (pre-trip) process is:

1. **Traveler.** Logs into DTS using their CAC and PIN. Creates an itinerary. Selects all necessary reservations (air, hotel, rental car, train) or requests TMC help. Enters reimbursable expense estimates and per diem allowances to create an estimated cost. Requests a travel advance and/or Scheduled Partial Payments (SPPs) if necessary and allowed. Digitally signs the authorization. DTS status stamp: **SIGNED**.

2. **TMC.** If the traveler requested reservations, books the reservations immediately, and issues tickets after AO approval, but usually no sooner than 3 business days before the trip start date. DTS status stamps: **CTO SUBMIT**, **CTO BOOKED**, **CTO TICKETED**. (**Note:** DTS calls the TMC a "commercial travel office" or CTO.)

3. **AO.** Reviews and approves the authorization. DTS status stamp: **APPROVED**.

4. **DFAS** *(or the servicing finance system).* Acknowledges that it made an obligation and scheduled any requested advances and SPPs. DTS status stamps: **OBLIG SUBMITTED**, **POS ACK RECEIVED**, **ADVANCE** (or **SPP**) **SUBMITTED** (or **PAID**).

A brief explanation of the voucher (post-trip) process is:

1. **Traveler.** Updates estimated expenses with actual costs. Attaches receipts and digitally signs the voucher. DTS status stamps: **SIGNED**.

2. **AO.** Reviews and approves the voucher. DTS status stamp: **APPROVED**.

3. **DFAS** *(or the servicing finance system)***.** Acknowledges that it adjusted to the amount for disbursement and has split disbursed the payment to the traveler's bank account and the GTCC vendor. DTS status stamps: **OBLIG SUBMITTED**, **POS ACK RECEIVED**, **PAYMENT SUBMITTED**, **PAID**.

4.2 Travelers Who Cannot Access DTS

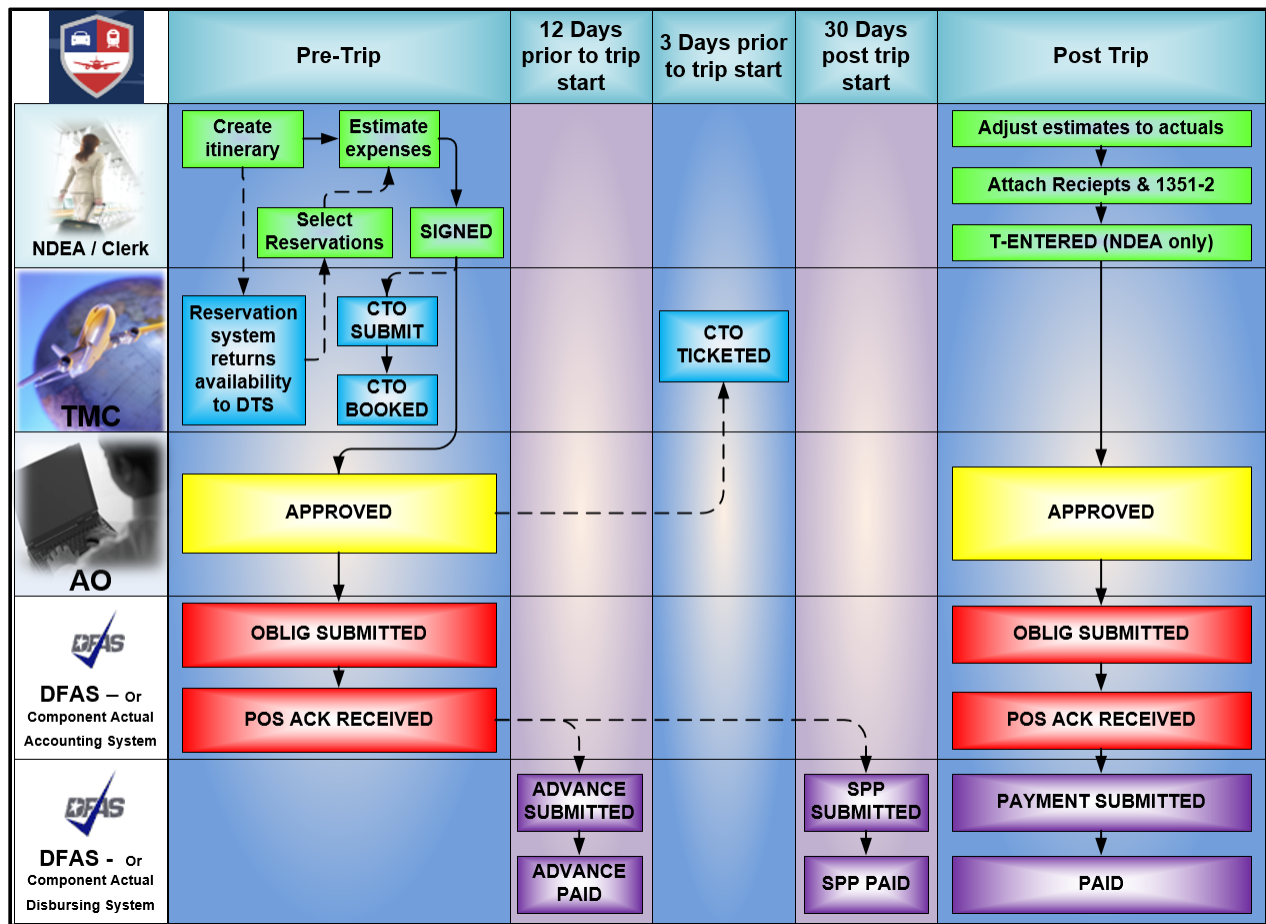Figure 1-2 depicts the trip process for a traveler who is not DTS-connected.

Figure 1-2: NDEA/Travel Clerk DTS Trip Process

In general, the process is the same for a DTS-connected traveler; however, the following differences apply:

1. During the authorization process, a travel clerk or NDEA creates and signs the document for the traveler, generally using information the traveler provided.

2. A few additional steps apply to the voucher process:

   a. The traveler must complete a DD Form 1351-2 and give it to the travel clerk or NDEA.

   b. The travel clerk or NDEA uses the information in the 1351-2 to complete the voucher and then attaches an electronic image of the 1351-2 to the DTS voucher.

   c. The traveler or NDEA signs the voucher (a travel clerk cannot). If the NDEA signs it, DTS applies the status stamp **T-ENTERED**.

   All other steps remain identical to those outlined in Figure 1-1.

5 Document Lock

When anyone performs an action that alters a document, DTS locks that document to prevent others from making changes to the document at the same time. Document lock applies to all DTS travel documents (i.e., authorizations, vouchers, local vouchers, and group authorizations).

Performing the following actions causes DTS to lock a document:

- Create
- Edit
- Adjust
- Amend
- Review
- Approve
- TMC actions
- Remove
- Cancel (both automatic and manual)

DTS does not lock the document when view-only actions take place, such as viewing, printing, or accessing document in the Read Only Access (ROA), Import/Export (I/E), or the Payment modules.

The following actions cause DTS to unlock a locked document:

- The person who locked the document:
  - Is inactive for 30 minutes
  - Logs out of DTS
  - Closes the document
  - Allows their DTS session to time out

- A DTA performs an administrative unlock via the Document Lock Admin module.

Note: A DTA should always use the **Return to traveler's documents** option (blue link) available on the **Progress Bar** to exit a document. Closing out by selecting other **Administrative Functions**, may cause DTS to lock it for 30 minutes or until a DTA manually unlocks it.

A traveler does not have the **Return to traveler's documents** option (blue link) to exit their document. Instead, he or she must use **Home** from the **Administrative Functions** area to exit the travel document and return to **My Traveler Documents** to view all documents.

5.1 Document Lock Notifications

5.1.1 Error Messages

When a document is locked or manually unlocked, DTS displays a message.

- When someone tries to open a locked document for editing, DTS displays a message to explain that the document is locked, identifies the person who has it locked, and provides options for getting the document unlocked.

- When you perform an administrative unlock, DTS prevents the person who was editing the document from making further edits. DTS displays a message to explain the situation.

5.1.2 Status Notification Email

When you unlock a document, DTS sends an email to the individual that was working with it. Any changes not saved prior to unlocking will not save. The individual must address any questions to the LDTA or to you. DTS includes your name, as the person who unlocked the document, in the email. See the *DTA Manual, Appendix E* for a copy of the email.

5.2 Document Lock Admin

The **Document Lock Admin** module allows you (if you have a permission level 5 or higher) to unlock a document when an individual needs to access it immediately. You must also have group access to the traveler who owns the document to unlock it.

1. Select **Administration** (Figure 1-3, red highlight) on the **DTS Dashboard**, then **Document Unlock Tool** (Figure 1-3, green highlight) on the **Administration** menu. The **Document Unlock Admin Tool** (Figure 1-4) displays.
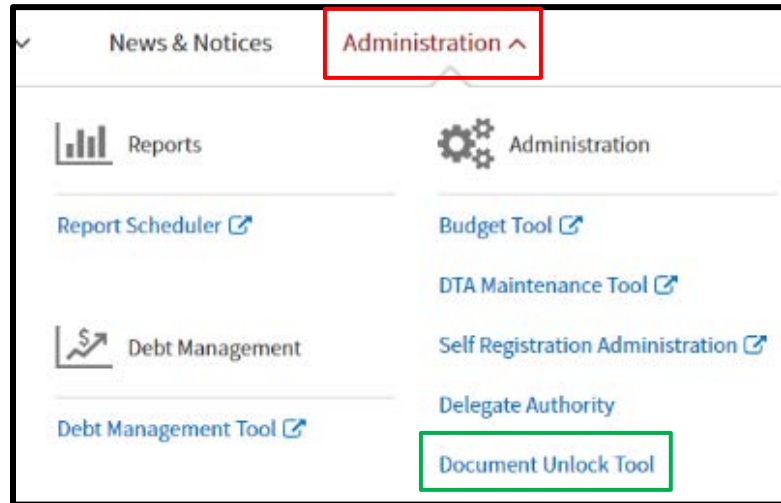

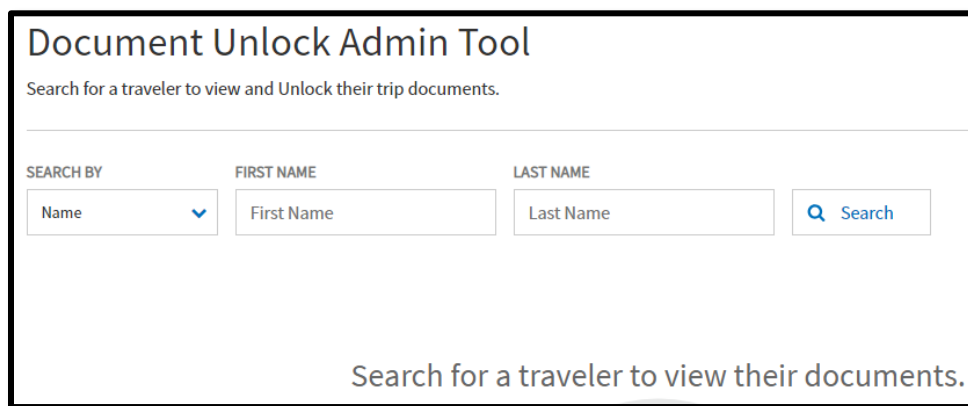*Figure 1-3: Welcome Screen - Administrative Drop-Down List*

Figure 1-4: Document Unlock Admin Tool

2. Look up the traveler who owns the locked document in one of three ways:

   a. Select whether you want to **SEARCH BY** the traveler's **Name**, the **TA Number (**document's Travel Authorization Number), or SSN **(Social Security Number)**.

   b. Enter the search criteria, then select **Search**. The **Traveler Lookup Results** screen (Figure 1-5) displays. Search options are:

      • **Name**: Enter all or a portion of the traveler's **Last Name**, then select **Search**. You can also include all or some of the traveler's **First Name**, if you choose. This search may provide multiple results.

      • **SSN**: Enter the traveler's **SSN** then select **Search**. This search always provides a single result.

      • **TA Number**: Enter a document's Ta Number then select **Search**. The TA Number is a six-character identifier DTS assigns to the document when the AO approves it. This search always provides a single result – the name of the traveler who owns the document of which you searched.

Figure 1-5: Traveler Lookup Results Screen

3. Choose **Select** next to the traveler whose document you want to unlock. The **Document Unlock Admin Too**l refreshes (Figure 1-6) to display locked documents.
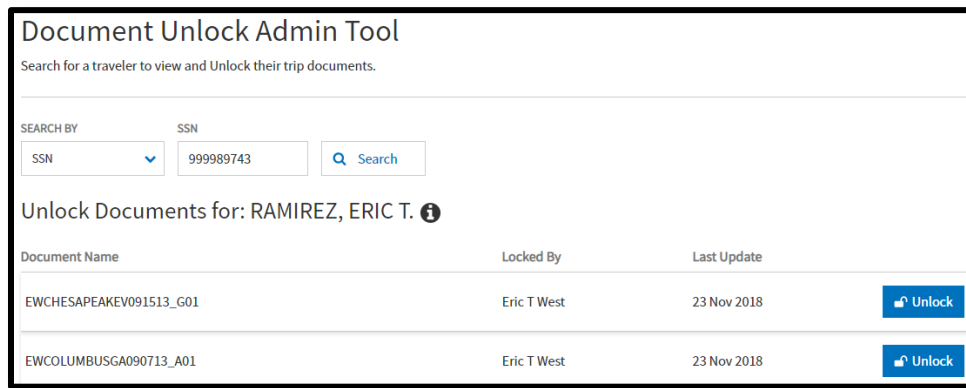
Figure 1-6: Document Unlock Admin Tool - Results

4. Select **Unlock** next to the document that you need to unlock. A pop-up message displays asking you to confirm the unlock request.

5. Select **Unlock.** The screen refreshes again and the unlocked document no longer appears on the list.

6 DTS Training Resources

6.1 Training and Resource Center

The Training and Resource Center, located on the Defense Travel Management Office (DTMO) website (https://www.defensetravel.dod.mil/site/training.cfm), provides access to a number of resources that can help improve your DTS skills and find answers to your questions about DTS. Specifically, you can access:

- **Manuals.** These large documents (over 100 pages) provide in-depth instruction about how to perform a broad task in DTS, such as the DTS travel document approval process or the debt management process. A primary resource for DTAs is the DTA Manual consisting of chapters and appendices. This manual provides a wealth of information related to the administrative set-up and maintenance of DTS.

- **Guides.** These smaller documents (25-75 pages) provide more focused guidance on how to perform more focused tasks, such as how to create an authorization in DTS or how to cancel a document. One set of the guides that will prove invaluable are the DTS Guides. These five Guides provide in-depth information about the DTS travel document creation process.

- **Information papers.** These small documents (1-25 pages) provide very specific guidance on a single task (e.g., how to calculate local POV mileage in DTS) or key point (e.g., changes to the Expenses screen in DTS).

- **Trifolds.** These single-page documents provide basic instructions on how to perform a

complex task. They serve as a quick reference source, rather than a learning tool.

- **Instructor Materials.** These downloadable sets of materials provide a jump start should you have to teach a class. They include class guides for the instructor and students, as well as supporting PowerPoint slides.

6.2 Traveler Explorer (TraX)

The DTMO provides useful travel resources, tools, and training resources via the TraX. To access TraX, you must first log into Passport, DTMO's web portal.

To log into Passport, go to https://www.defensetravel.dod.mil/Passport. If you do not have an account, you must register by selecting the **Register** button. After you log in, select the **Training** tab to open the Training module.

The *General TraX Training Instructions* information paper, explains how to access various training options in TraX.

- Training resources available through TraX include:
  - *Distance learning classes* (webinar sessions presented by live instructors). Students register in advance for a specific topic. Sessions are from 30 minutes to 60 minutes in length.
  - *Web based training classes* (self-paced training modules available 24/7). WBTs provide hands-on, interactive travel training. There are over 30 classes offered covering an array of travel topics and ranging from 30 minutes to 90 minutes in length.
  - *Knowledge Center* (frequently asked questions). A user can enter a question and search for a response or browse from a listing of travel topics to find solutions.

7   Help Using DTS

In addition to the Training and Resource Center, you have several other sources of help when you have questions about using the system.

7.1 Local Help Desk Support

Your local help desk, which generally includes people with in-depth knowledge of DTS, your local travel process, can provide an immediate answer to common questions about travel, policies, DTS, and much more. You can find contact information for your local help desk at *https://www.defensetravel.dod.mil/site/localSupport.cfm*.

7.2 Travel Assistance Center (TAC)

The TAC can address any issues that the local organization help desk cannot resolve. It

is available to all DTS users 24 x 7, on every day of the year. You can contact the TAC:

- By phone at 888-Help1Go (888-435-7146), or DSN 312-564-3950
- By creating an online help ticket through TraX.
- By chat through the DTS Home Page.

8 The DTA Manual: Contents & Links

DTA MANUAL CHAPTER: TOPIC	URL (SELECT OR CUT & PASTE)
Chapter 1: DTS Overview	https://www.defensetravel.dod.mil/Docs/Training/DTA_1.pdf
Chapter 2: DTS Access	https://www.defensetravel.dod.mil/Docs/Training/DTA_2.pdf
Chapter 3: DTS Site Setup	https://www.defensetravel.dod.mil/Docs/Training/DTA_3.pdf
Chapter 4: Organizations	https://www.defensetravel.dod.mil/Docs/Training/DTA_4.pdf
Chapter 5: Routing Lists	https://www.defensetravel.dod.mil/Docs/Training/DTA_5.pdf
Chapter 6: Groups	https://www.defensetravel.dod.mil/Docs/Training/DTA_6.pdf
Chapter 7: People	https://www.defensetravel.dod.mil/Docs/Training/DTA_7.pdf
Chapter 8: LOAs	https://www.defensetravel.dod.mil/Docs/Training/DTA_8.pdf
Chapter 9: Budgets	https://www.defensetravel.dod.mil/Docs/Training/DTA_9.pdf
Chapter 10: Reports	https://www.defensetravel.dod.mil/Docs/Training/DTA_10.pdf
Chapter 11: MIS Administration	https://www.defensetravel.dod.mil/Docs/Training/DTA_11.pdf
Chapter 12: ROA Administration	https://www.defensetravel.dod.mil/Docs/Training/DTA_12.pdf

DTA MANUAL APPENDIX: TOPIC	URL (SELECT OR CUT & PASTE)
Appendix A: Self-Registration	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_A.pdf
Appendix B: Acronyms	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_B.pdf
Appendix C: Definitions	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_C.pdf
Appendix E: Emails	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_E.pdf
Appendix F: Import / Export Module	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_F.pdf
Appendix G: Error Codes	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_G.pdf
Appendix J: Help Process	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_J.pdf
Appendix K: DTS Tables	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_K.pdf
Appendix L: Reorganizations	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_L.pdf
Appendix M: Ranks and Grades	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_M.pdf
Appendix N: Country Codes	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_N.pdf
Appendix Q: Org Naming Sequence	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_Q.pdf
Appendix R: LOA Formats	https://www.defensetravel.dod.mil/Docs/Training/DTA_App_R.pdf