

CHAPTER 1: OVERVIEW OF THE DEFENSE TRAVEL SYSTEM (DTS)

DTS is a fully integrated, electronic, end-to-end travel management system that automates temporary duty (TDY) travel for the Department of Defense (DoD). It allows travelers to create authorizations, book reservations, receive approval, generate vouchers for reimbursement, and direct payments to their bank accounts and the Government Travel Charge Card (GTCC) vendor, all via a single Web portal. DTS is available 24 hours a day, 7 days a week (24x7). This chapter covers the following topics:

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1.1 The Defense Travel System

To manage travel or create travel plans, open the DTS Home page by entering the URL www.defense-travel.osd.mil, then select the **LOGIN TO DTS** button (Figure 1-1).

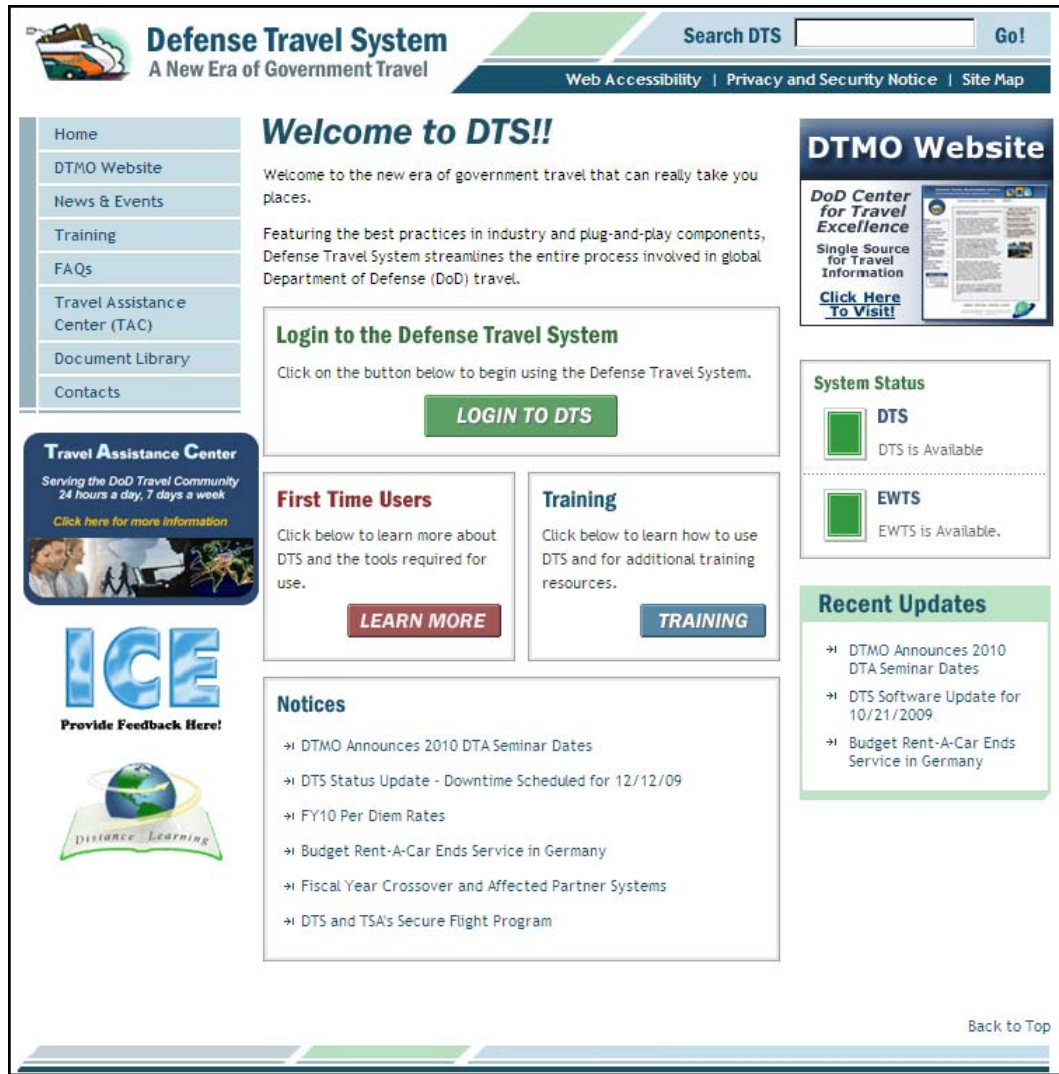


Figure 1-1: DTS Home Page

When the travel has been completed, the traveler files a voucher that is routed electronically to the appropriate officials for approval, then to the Defense Finance and Accounting Service (DFAS)** for payment.

**DFAS is the financial system that supports most DoD personnel. If your organization uses a different finance system, replace “DFAS” with the name of your servicing financial system throughout this manual.

1.2 DTS Users

DTS *users* are DoD personnel who, in any role, interact with DTS. DTS does not manage travel for contractors; it is for DoD personnel traveling on official business.

Users include Defense Travel Administrators (DTAs), Authorizing Officials (AOs), Certifying Officers (COs), Routing Officials (ROs), Transportation Officers (TOs) and Centrally Billed Account (CBA) Specialists, Disbursing Officers (DOs), and agents within the Commercial Travel Office (CTO). Anyone who interacts with DTS on behalf of another person is also a user. Some users may prepare authorizations and vouchers for other individuals who travel.

1.3 DTS Features and Benefits

DTS provides full functionality, accessibility, and security when processing authorizations and vouchers. It is easy to search for airline, hotel, car rental, and rail availability, as well as gather all details to plan a trip.

Real-time reservations for air, lodging, and rental cars are built into DTS to provide easy access to commercial travel service information. The system streamlines workflow and processes to improve efficiency and productivity.

DTS meets the major functional requirements of the DoD and serves the needs of all user/travelers. The following are highlights of DTS' benefits for travelers, travel clerks, AOs, COs, and DTAs.

User/Travelers and Travel Clerks. Using DTS, user/travelers and travel clerks accomplish the below tasks:

- Create and update travel documents
- Update travel preferences in a traveler's personal profile
- Create a voucher by using information from an authorization
- Submit and digitally sign documents
- Determine the status of an authorization or a voucher at any time
- Receive travel reimbursements normally within 72 hours of AO approval

AOs and COs. Using DTS, AOs and COs accomplish the below tasks:

- Preview, review, and approve authorizations and vouchers
- Cancel an authorization
- Return travel documents to user/travelers for changes or corrections
- Edit travel documents for a user/traveler
- Delegate and revoke signature authority
- Certify funds available

DTAs. Using DTS, DTAs accomplish the below tasks:

- Establish document routing based on the organization and type of action
- Track the obligation and expenditure of travel funds
- Perform all administrative setup and maintenance necessary to use DTS

1.4 The Trip-Planning Process

The trip-planning process will differ for user/travelers, depending upon whether or not they are connected to DTS.

1.4.1 Users With Access To DTS

User/travelers, travel clerks, or Non-DTS Entry Agents (NDEAs) log in to DTS using a digital Signature. They complete an itinerary and build an authorization that DTS passes along a chain of ROs for actions such as reviewing travel expenses and approving travel.

Users who can log in use the DTS travel feature to make air, hotel, car rental, and rail reservations. If necessary, specific requests can be entered in each travel segment using the comments window, or CTO assistance can be requested from the Trip Overview screen. Figure 1-2 depicts a trip-planning and authorization process for a connected user/traveler.

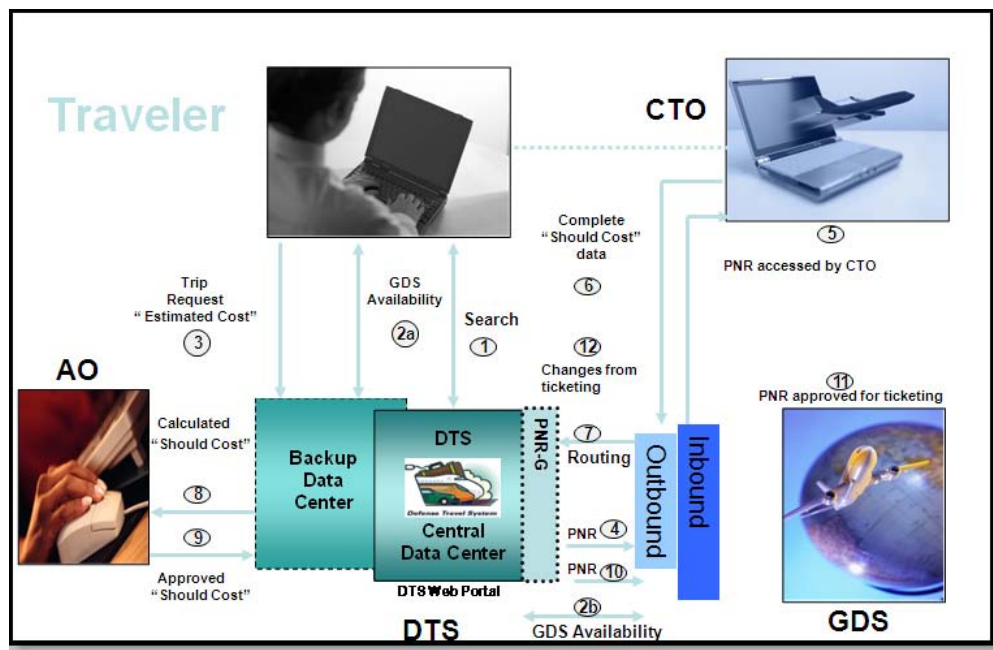


Figure 1-2: Users With Access To DTS

After a user/traveler logs in to DTS and initiates a new document, the following sequence for the trip planning process occurs:

- a. *Create Authorization*: Select air, hotel, and rental car reservations or use the Full CTO Assistance Request button (1, 2a, 2b). Enter reimbursable expense estimates and per diem entitlements to create an estimated total, or “should cost” and complete the authorization (3). Digitally sign the authorization.
- b. *Route*. DTS routes the authorization to the CTO via the Passenger Name Record (PNR) Gateway (4). DTS then places the PNR in the CTO's inbound queue.
- c. *Process*. The travel agent located at the CTO accesses the PNR in the Global Distribution System (GDS), performs quality checks, and confirms rail reservations or makes reservations if assistance is requested (5,6). The travel agent directs the PNR through DTS for further routing (7).
- d. *Route*. DTS routes the request to the AO (8).
- e. *Approve*. The AO reviews and approves the authorization by affixing a digital signature (9).
- f. *Route*. DTS updates the status of the authorization to inform the traveler of the approval and routes it through the PNR Gateway to the CTO's ticketing queue for ticketing (10).
- g. *Ticket*. The CTO tickets the itinerary, as required (11, 12).

1.4.2 Users Without Access To DTS

A travel clerk or a Non DTS Entry Agent (NDEA) can initiate the process for a user/traveler who cannot log in to DTS. The user/traveler may call, send an email or fax to the NDEA and provide the travel information (Figure 1-3). The NDEA will complete the authorization as outlined in the process for connected user/travelers (See Section 1.4.1).

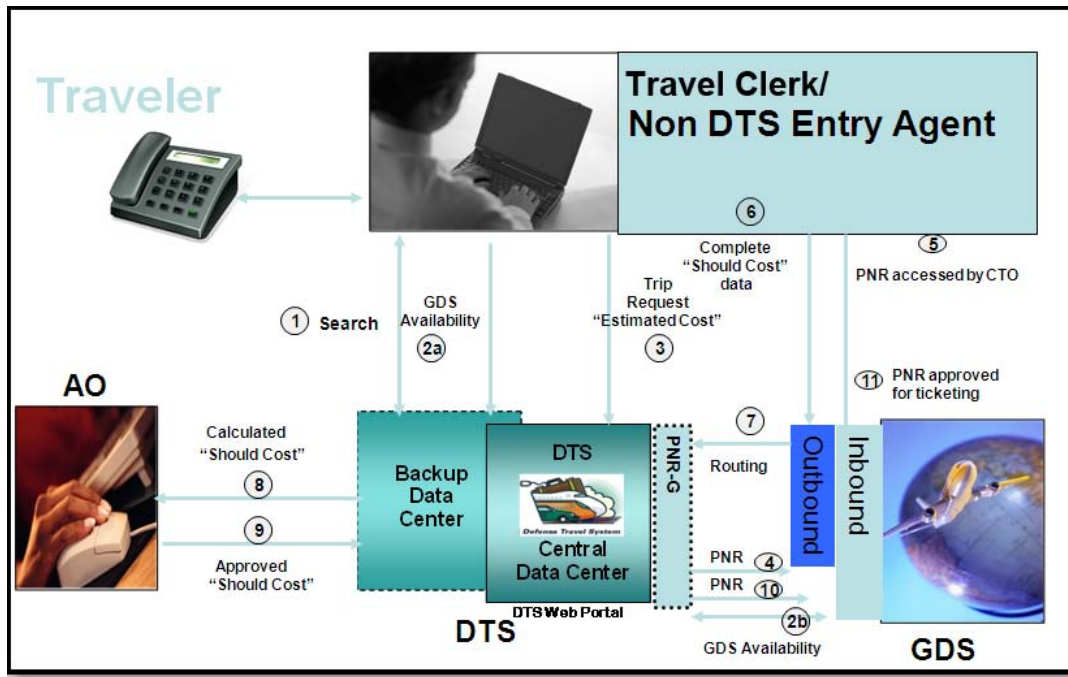


Figure 1-3: Users Without Access To DTS

Any user with access to a person's profile can create and sign authorizations for that person by using the SIGNED stamp. Only NDEAs can sign vouchers for others. The NDEA uses the T-ENTERED stamp to sign another person's voucher. The NDEA is an optional role in DTS.

If a traveler cannot contact the NDEA, they will need to contact the CTO to make travel arrangements. When the traveler completes the travel, all information will be entered into DTS.

Note: A travel clerk with group access can create and sign authorizations using the SIGNED stamp. Travel clerks can create vouchers for others, but may not sign them.

1.5 DTS Training Resources

1.5.1 DTMO Training and Resource Center

The DTS Training and Resource Center, located at www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm is a gateway to a number of resources that will help improve skills in using the system and finding answers to questions about DTS. To access the Training and Resource Center from the DTS Home page, select either the blue **TRAINING** button or the Training link on the left side bar.

1.5.2 Travel Explorer (TraX)

The Defense Travel Management Office (DTMO) provides useful travel resources, tools, and training opportunities via the Travel Explorer (TraX). To access TraX, users must register through Passport, DTMO's Web portal.

To access e-learning, log in to the TraX located at <https://www.defensetravel.dod.mil/Passport>. Users who do not have an existing account must register for a new account by selecting the **Register** button.

After login, select the **Training** tab. Additional instructions for accessing training in TraX can be found at www.defensetravel.dod.mil/Docs/Training_Instructions.pdf.

Training Resources include:

E-Learning Resources

- Distance Learning Program (Webinar sessions with live instructors)
- Web Based Training (Self-paced, anytime/anywhere training modules)
- Demonstrations (Narrated online simulations)

Instructor Materials

- Instructor Guides
- Participant Guides
- PowerPoint Slides to accompany instructor guide

Reference Materials

The DTS Training and Resource center provides additional manuals and resources, including:

- **Defense Travel Administrator's (DTA) Manual**
- **Document Processing Manual**
- **Centrally Billed Account (CBA) Reconciliation Manual**
- **Debt Management Monitor (DMM) Manual**
- **Quick Reference Guides**

1.6 Help in DTS

In addition to the DTS Training and Resource Center, DTS provides help in using the system through various other sources. These additional sources include online help and the help desk.

1.6.1 Self Support

When logged in to DTS, help can be requested for any screen by selecting the **Help for This Screen** link in the upper right corner. A window opens that explains the topics on the current screen (Figure 1-4). When a user traveler selects a topic, more information related to that topic displays. Select **See Table of Contents** to search the entire Help database for information related to any topic in DTS.

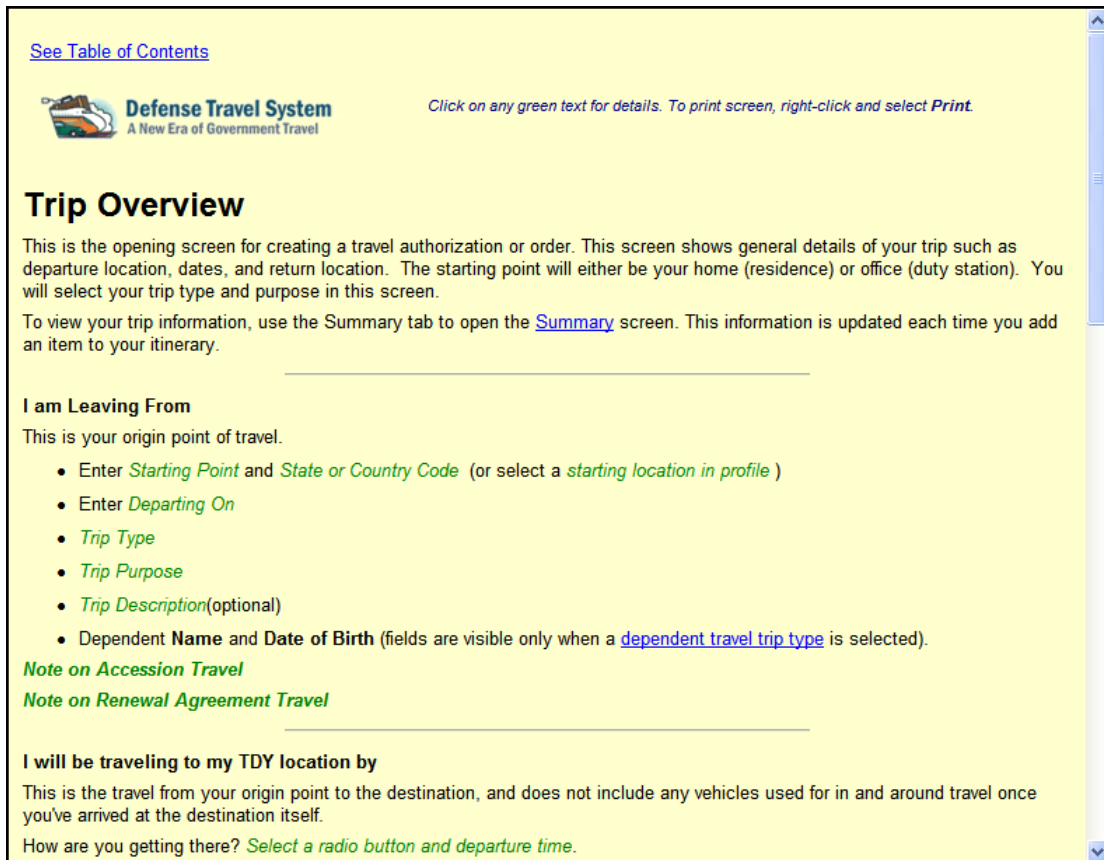


Figure 1-4: DTS Help Window

1.6.2 Local Level Support

Local Organization Help Desk. The local help desk provides user/travelers with local policy and DTS support, and may consist of the DTA, Finance DTA (FDTA), and IT personnel. Contact numbers for the local help desk can be found by entering URL: www.defensetravel.dod.mil/Sections/HD_Main.cfm.

Travel Assistance Center (TAC). The TAC addresses issues that the DTS Training and Resource Center and local organization help desk cannot resolve. The TAC is available to all DTS users 24x7 excluding Federal holidays. Below is the TAC contact information:

- Phone: 888-Help1Go (888-435-7146), DSN 312-564-3950
- Web: <http://www.defensetravel.dod.mil/passport>

1.7 DTS Fielding

All the actions necessary to set up DTS at a site and the procedures that allow the software to work are referred to as the DTS Fielding process. Contact the Service or Agency representative for more information. Contact information for Service or Agency representatives can be found at www.defense-travel.dod.mil/Sections/DTSContacts.cfm. This information is also available by selecting the Contacts link on the left hand side of the DTS Home page.

1.8 Log In to DTS

Launch the Internet browser and enter the following URL www.defensetravel.osd.mil.

Follow the below steps to log in to DTS:

1. Insert the CAC into the CAC reader.

The CAC must be left in the CAC reader for the entire DTS session. The system will read from the reader periodically. If the CAC is not in the reader, an error message will display.

2. Select the green **LOGIN TO DTS** button that is located near the center of the DTS Home page (Figure 1-1).

The DoD Privacy and Ethics Policy statement displays (Figure 1-5).

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Privacy and Ethics Policy

Please read the following DoD Privacy & Ethics Policy concerning DTS website, travel, and usage. By signing in to the DTS System, you agree to the terms and conditions of use.

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

ETHICS

Travelers must comply with the Federal and Departmental ethics rules when accepting travel benefits (i.e. goods, services, or payment) from non-Federal sources. For DoD personnel, see Joint Ethics Regulation, DoD 5500.7-R, Chapter 4. Travelers may keep items of nominal value (as defined in applicable ethics regulations). Travelers may also keep benefits received for voluntarily vacating a seat on an over-booked flight, but are not to vacate their seat if the Government would incur additional costs or if it would affect the mission.

PRIVACY ACT

AUTHORITY: 5 U.S.C.57, Travel, Transportation, and Subsistence; 10 U.S.C. 135, Under Secretary of Defense (Comptroller); 10 U.S.C. 136, Under Secretary of Defense for Personnel and Readiness; 10 U.S.C. 3013, Secretary of the Army; 10 U.S.C. 5013 Secretary of the Navy; 10 U.S.C. 8013 Secretary of the Air Force; DoD Directives 7000.14-R; and E.O. 9397 (SSN). **PRINCIPAL PURPOSE(S):** To obtain information for processing a request to travel at Government expense on official Department of Defense business and for processing a claim for reimbursement of authorized and legitimate expenses incurred as a result of such travel.

ROUTINE USE: For Federal and private entities providing travel services for purposes of arranging transportation at Government expense for official business.

DISCLOSURE: Voluntary, however, failure to provide all of the requested information may preclude the processing of both the travel request and the claim for reimbursement.

DEPARTMENT OF DEFENSE: Department of the Army Narrative Statement on a New System of Records Under the Privacy Act of 1974.

Figure 1-5: DoD Privacy and Ethics Policy Statement

3. Read the statement.
4. Select **Accept**. Selecting **Decline** will take the user back to the DTS Home page.

The DTS Secure Login screen opens.

5. Enter the PIN in the **PIN** field.

DTS allows a user to enter their PIN incorrectly up to three times before locking them out of the system. If this happens, the Local Registration Authority (LRA) must be contacted to unlock the CAC.

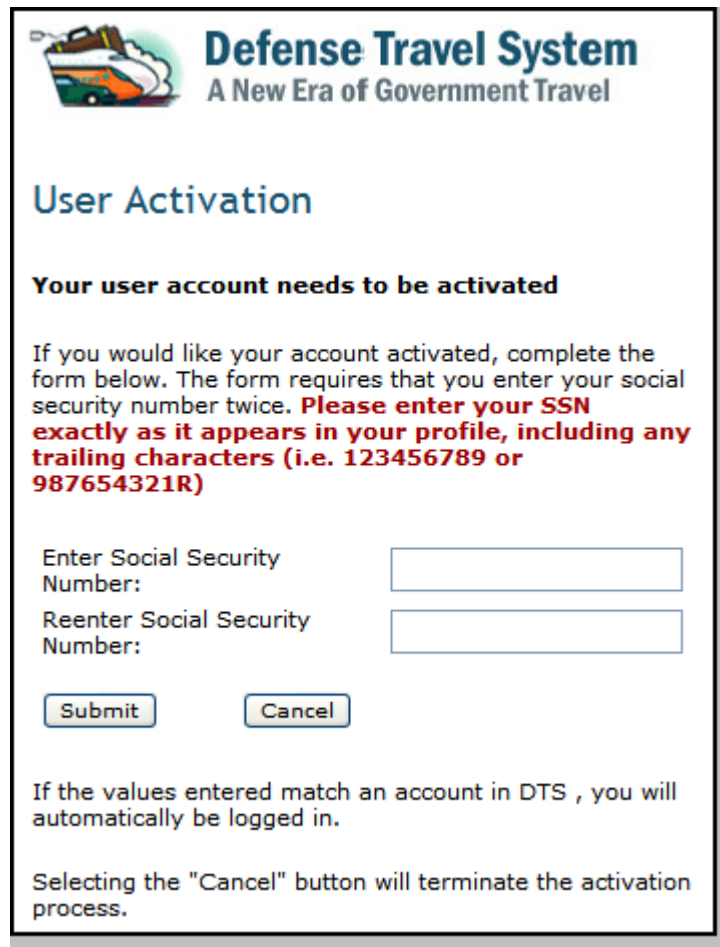
6. Select **OK**.

Note: Users who prefer to use a soft certificate should contact their LRA for further guidance.

1.8.1 How to Activate a DTS Account

If a user has been registered in DTS, but their account has not yet been activated, the below steps can be used to activate their account:

1. Enter the SSN in the **Enter Social Security Number (SSN)** field (Figure 1-6).
2. Re-enter the SSN in the **Reenter Social Security Number** field.
3. Select **Submit**.



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User Activation

Your user account needs to be activated

If you would like your account activated, complete the form below. The form requires that you enter your social security number twice. **Please enter your SSN exactly as it appears in your profile, including any trailing characters (i.e. 123456789 or 987654321R)**

Enter Social Security Number:

Reenter Social Security Number:

If the values entered match an account in DTS, you will automatically be logged in.

Selecting the "Cancel" button will terminate the activation process.

Figure 1-6: DTS User Activation Screen

DTS searches the database for the SSN. If DTS finds the SSN, it determines whether or not it has been activated. DTS then verifies whether the last name that corresponds to the SSN in the database matches the last name stored on the digital certificate. If these elements match, DTS will update the user ID information in the database.

After the user ID is updated, the DTS User Welcome screen opens (Figure 1-7). The default values for the user are listed on the screen. These are based on the permissions and access granted by the organization's DTA. If more permission or access is needed, contact the DTA.

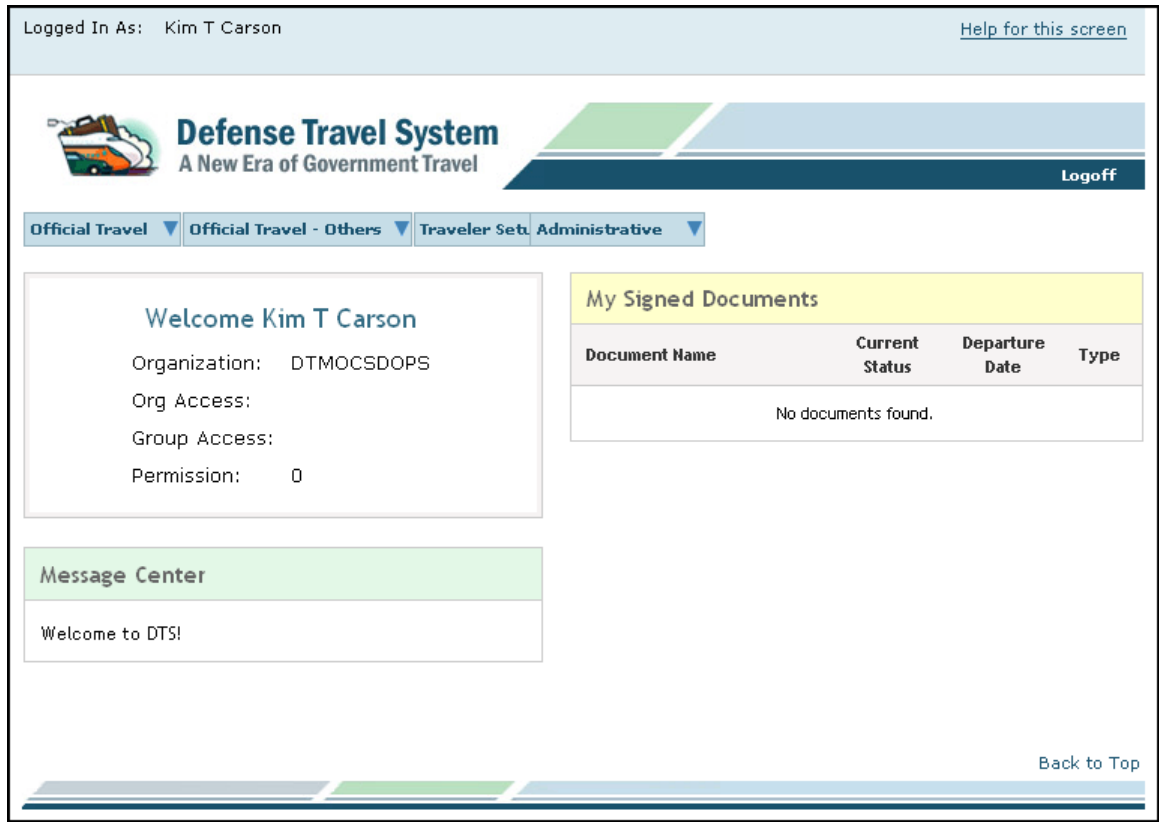


Figure 1-7: DTS Welcome Screen

If DTS finds the SSN in the database, but the last name does not match the digital certificate, or if the user ID field is already populated, an error message will display (See Section 1.10).

If DTS does not find the SSN, the user must complete Self-Registration. Instructions for Self-Registration are presented in Section 1.8.2.

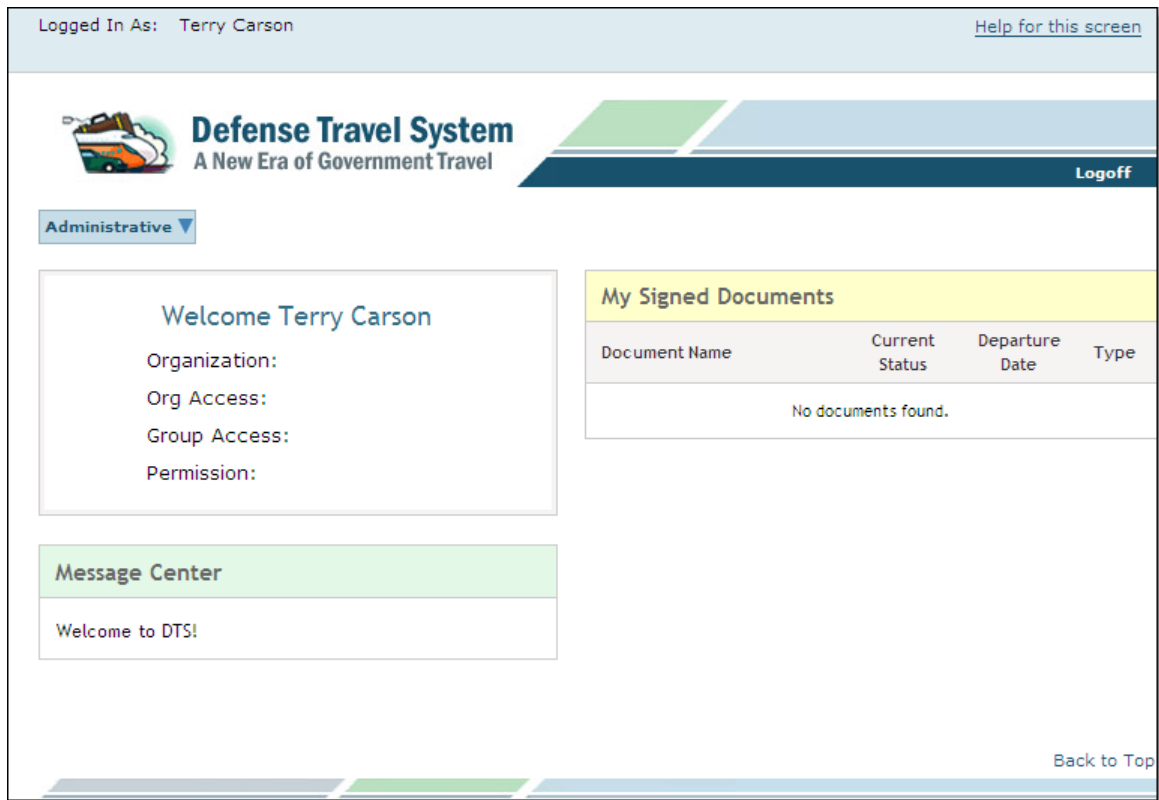
Note: If the traveler is employed with the DoD as a civilian and is also a member of the Reserves or National Guard, or if a user is located at a service/agency DTS office, they may need dual profiles in DTS (See Section 1.9). Contact the DTA to confirm if any trailing characters should be entered in the SSN fields on the User Activation screen.

1.8.2 How to Self-Register

If DTS determines that a person is new to DTS and has not been entered using the DTA Maintenance Tool, the User Activation screen will open. Follow the below steps to self-register:

1. Select **Self Register**.

The User Welcome screen opens (Figure 1-8).



Logged In As: Terry Carson [Help for this screen](#)

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Administrative ▼

Welcome Terry Carson

Organization:
Org Access:
Group Access:
Permission:

Message Center

Welcome to DTS!

My Signed Documents

Document Name	Current Status	Departure Date	Type
No documents found.			

[Back to Top](#)

Figure 1-8: User Welcome Screen - Self-Registration

2. Mouse over the **Administrative** drop-down menu and select **Self Registration**.

The Self-Registration Welcome screen opens (Figure 1-9).

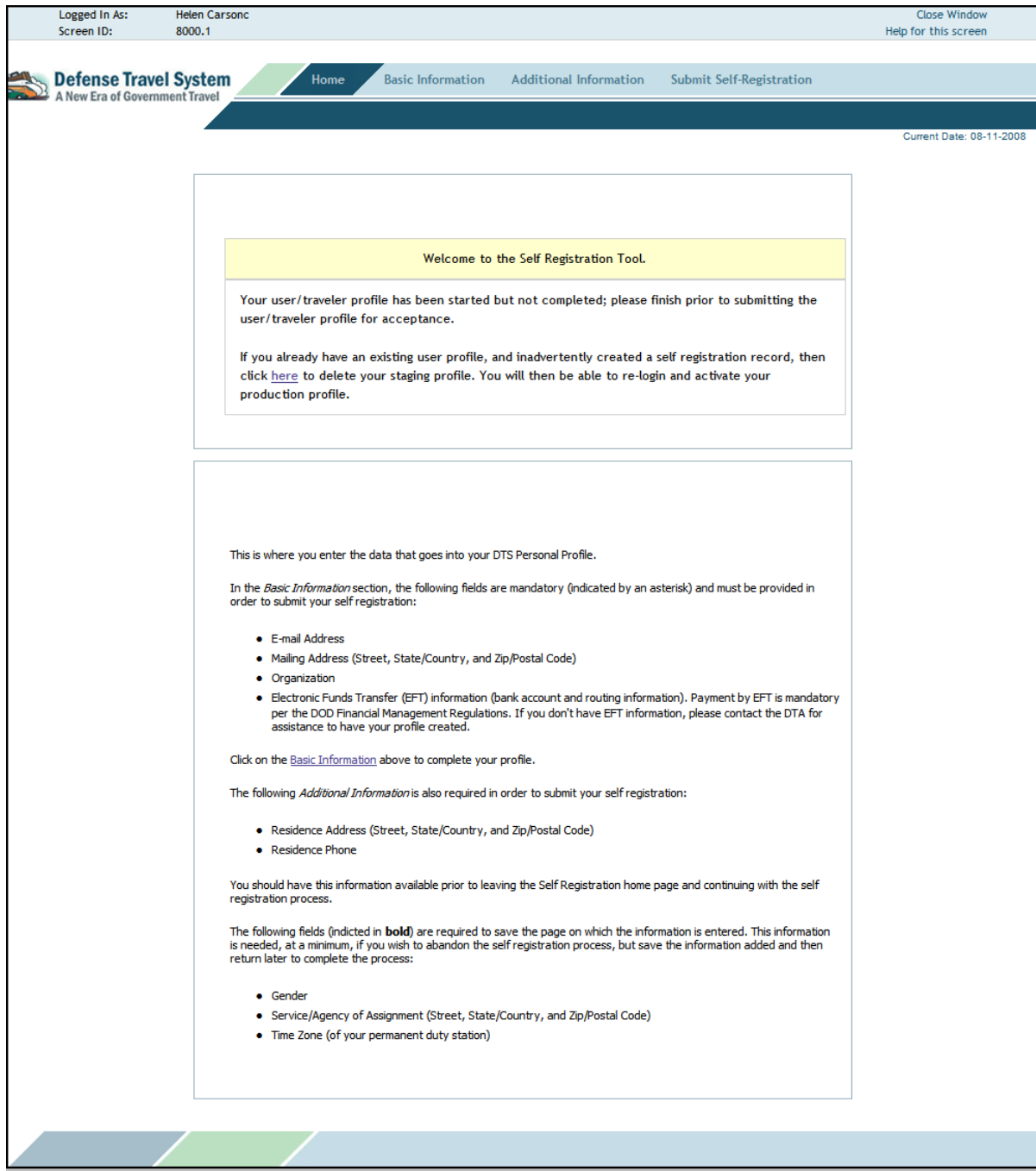


Figure 1-9: Self-Registration Welcome Screen

3. Select **Basic Information** on the navigation bar.

The Basic Information screen opens (Figure 1-10, Figure 1-11 and Figure 1-12).

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Home Basic Information Additional Information Submit Self-Registration

Current Date: 08-11-2008

Field with *** is a required field when you submit on the BASIC INFORMATION page.
Fields with a bolded Field Name are required to save data on the BASIC INFORMATION page.

MANDATORY INFORMATION

GENERAL INFORMATION

First Name > Helen
Last Name > Carsonc
Middle Initial >
SSN > 111111111
Gender > N/A
* Email Address >

MAILING ADDRESS

* Mailing Street 1 >
Mailing Street 2 >
* City >
* State / Country > Click on the icon to select a value
* Zip / Postal Code >

Is this the same as Residence Address? Yes No (If not, we'll ask you for it on the Additional Information page.)

Figure 1-10: Self-Registration Basic Information Screen (Top)

REQUIRED WORK INFORMATION	
Civilian / Military >	<input type="text" value="Civilian"/>
Title / Rank >	<input type="text" value="AD-00"/>
Tech Status >	<input type="radio"/> Yes <input checked="" type="radio"/> No
* Organization >	<input type="text"/>
<small>Click on the icon to select a value</small>	
Service / Agency of Assignment >	
Office Street 1 >	<input type="text"/>
Office Street 2 >	<input type="text"/>
City >	<input type="text"/>
State / Country >	<input type="text"/>
<small>Click on the icon to select a value</small>	
Zip / Postal Code >	<input type="text"/>
Time Zone >	<input type="text" value="GMT"/>
Work Hours >	<input type="text" value="8"/>
Emergency Contact Name >	<input type="text"/>
Emergency Contact Phone Number >	<input type="text"/>
<small>Format: 999-999-9999 x9999; up to 20 characters</small>	
ELECTRONIC FUNDS TRANSFER DATA	
Account Type >	<input type="radio"/> Checking <input checked="" type="radio"/> Saving <input type="radio"/> None
Account Routing Number >	<input type="text"/>
<small>Click on the icon for help</small>	
Account Number >	<input type="text"/>
TRAVEL RESERVATION INFORMATION	
GOVERNMENT CHARGE CARD (GOVCC)	
Advance Authorization >	<input type="text" value="CARD HOLDER"/>
Account Number >	<input type="text"/>
GOVCC Exp. Date >	<input type="text"/>
<small>Format is mm/dd/yyyy</small>	

Figure 1-11: Self-Registration Basic Information Screen (Middle)

ADDITIONAL INFORMATION	
Printed Organization >	<input type="text"/>
Present Duty Station >	<input type="text"/>
Miles from Office to Airport >	<input type="text"/>
Office Phone >	<input type="text"/> <small>Format: 999-999-9999 x9999; up to 20 characters</small>
Office Fax >	<input type="text"/> <small>Format: 999-999-9999; up to 20 characters</small>
Office Mail Stop >	<input type="text"/>
Organization Email >	<input type="text"/>
Unit ID (UIC/RUC/PASSCODE) >	<input type="text"/>
FOREIGN TRAVEL INFORMATION	
OFFICIAL (NO-FEE) PASSPORT INFORMATION	
First Name >	<input type="text"/>
Last Name >	<input type="text"/>
Middle Initial >	<input type="text"/>
Birth Date >	<input type="text"/> <small>Format is mm/dd/yyyy</small>
Passport Number >	<input type="text"/>
Issuing City >	<input type="text"/>
Issuing State / Country >	<input type="text"/> <small>Click on the icon to select a value</small>
Expiration Date >	<input type="text"/> <small>Format is mm/dd/yyyy</small>
REGULAR (TOURIST) PASSPORT INFORMATION	
First Name >	<input type="text"/>
Last Name >	<input type="text"/>
Middle Initial >	<input type="text"/>
Birth Date >	<input type="text"/> <small>Format is mm/dd/yyyy</small>
Passport Number >	<input type="text"/>
Issuing City >	<input type="text"/>
Issuing State / Country >	<input type="text"/> <small>Click on the icon to select a value</small>
Expiration Date >	<input type="text"/> <small>Format is mm/dd/yyyy</small>
<input type="button" value="SAVE AND PROCEED"/> <input type="button" value="CANCEL WITHOUT SAVING"/>	

Figure 1-12: Self-Registration Basic Information Screen (Bottom)

4. Complete the fields on the screen.
5. Select **SAVE AND PROCEED**.

The Additional Information screen opens (Figure 1-13 and Figure 1-14).

Figure 1-13: Additional Information Screen (Top)

The screenshot displays the 'Additional Information Screen (Bottom)' with three main sections:

- LODGING PREFERENCES:** Includes a dropdown menu for 'Preferred Lodging' and a text input field for 'Lodging Special Needs'.
- RENTAL CAR PREFERENCES:** Includes a dropdown menu for 'Preferred Rental Car', a text input field for 'Rental Car Special Needs', and a text input field for 'Personal Remarks'.
- SMOKING PREFERENCES:** Includes a 'Smoker' field with radio buttons for 'No' (selected) and 'Yes'.

At the bottom of the form are two buttons: 'SAVE AND PROCEED' and 'CANCEL WITHOUT SAVING'.

Figure 1-14: Additional Information Screen (Bottom)

6. Complete the fields on the screen.
7. Select **SAVE AND PROCEED**.

The Submit Self-Registration screen opens (Figure 1-15).

The screenshot shows the 'Submit Self-Registration Screen' with a navigation bar at the top containing 'Home', 'Basic Information', 'Additional Information', and 'Submit Self-Registration' (highlighted). The 'Defense Travel System' logo and tagline 'A New Era of Government Travel' are on the left, and 'Current Date: 08-11-2008' is on the right. The main content area features a yellow confirmation box with the text: 'You are going to submit the traveler profile to DTA.' Below this box are two buttons: 'SUBMIT' and 'CANCEL'.

Figure 1-15: Submit Self-Registration Screen

8. Select **Submit**.

1.9 Dual Profile

If the traveler is employed with the DoD as a civilian and is also a member of the Reserves or National Guard, or if a user is located at a service/agency DTS office, they may need dual profiles in DTS. When users with dual profiles log into DTS, the DTS Welcome Screen will display a Reset Profile button that allows the user to reset or change their profile (Figure 1-16).

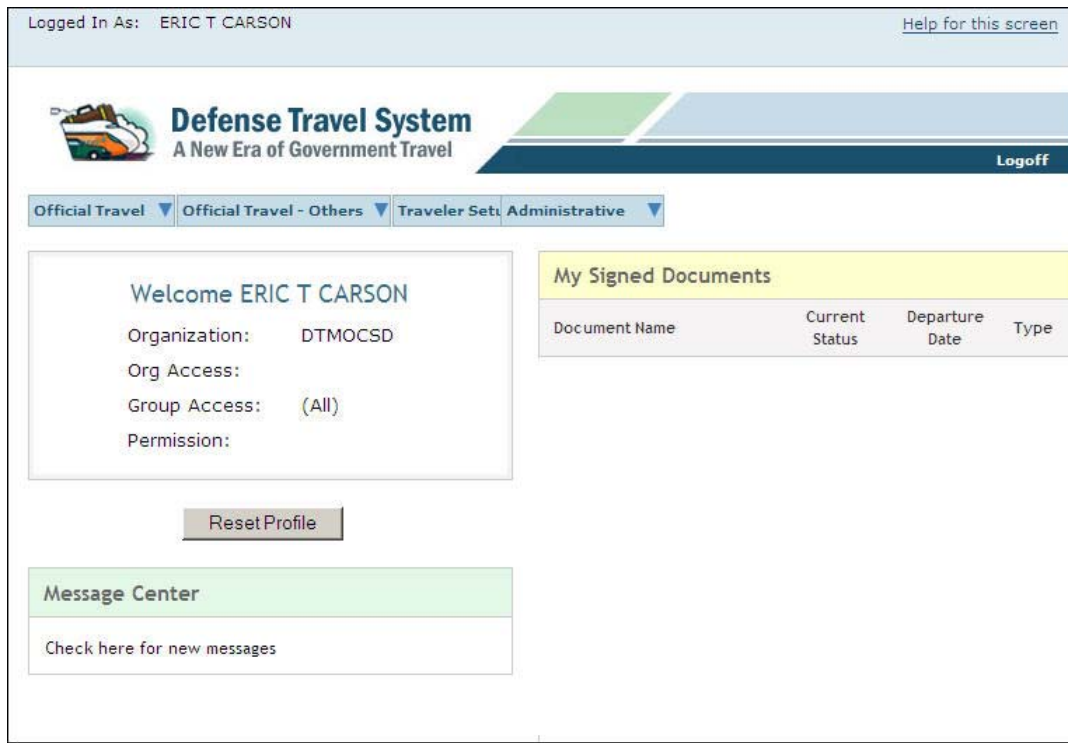


Figure 1-16: Welcome Screen with Dual Profile

To activate a different profile, select **Reset Profile**. A Reset Profile window opens (Figure 1-17). To proceed with resetting the profile, select **Continue**.

The screen refreshes and an Internet Explorer message will pop-up; select **Yes**.

The user will be logged off DTS and will have to log in again. The User Activation screen opens (Figure 1-8). Enter the correct SSN to activate the new profile.

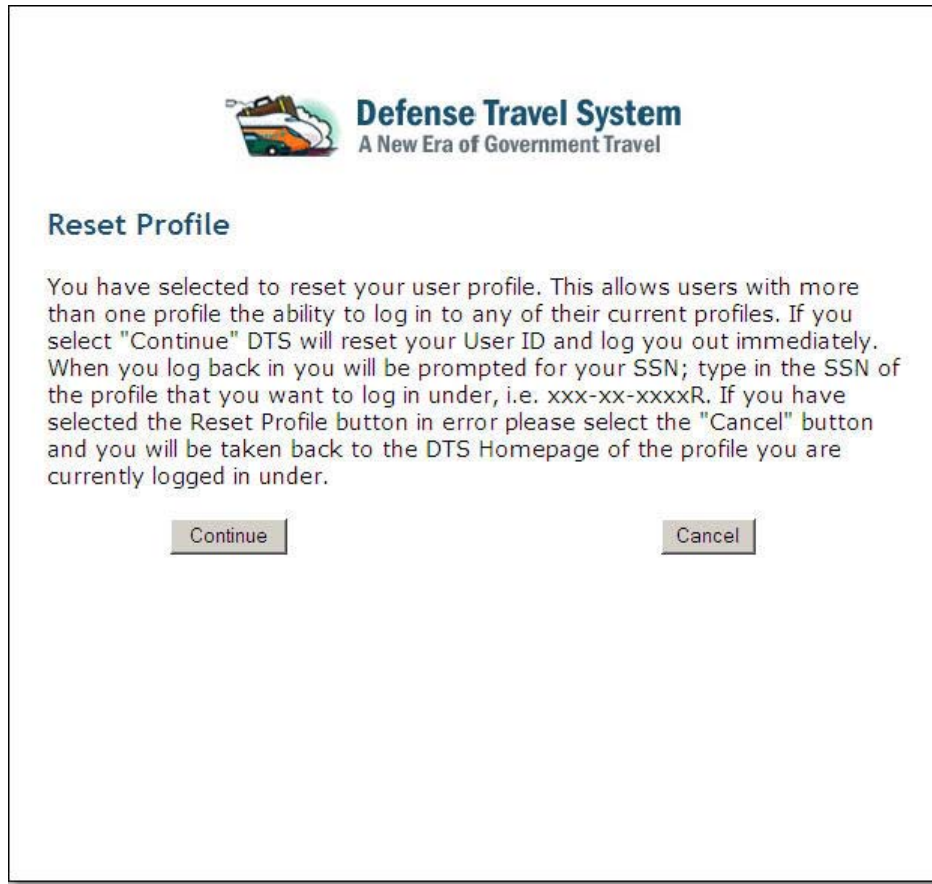


Figure 1-17: Reset Profile Window

1.10 Error Messages

If the log-in attempt is unsuccessful, any of the error messages listed below may display.

The User Activation message displays if the values entered in the Social Security Number (SSN) fields do not match (Figure 1-18).

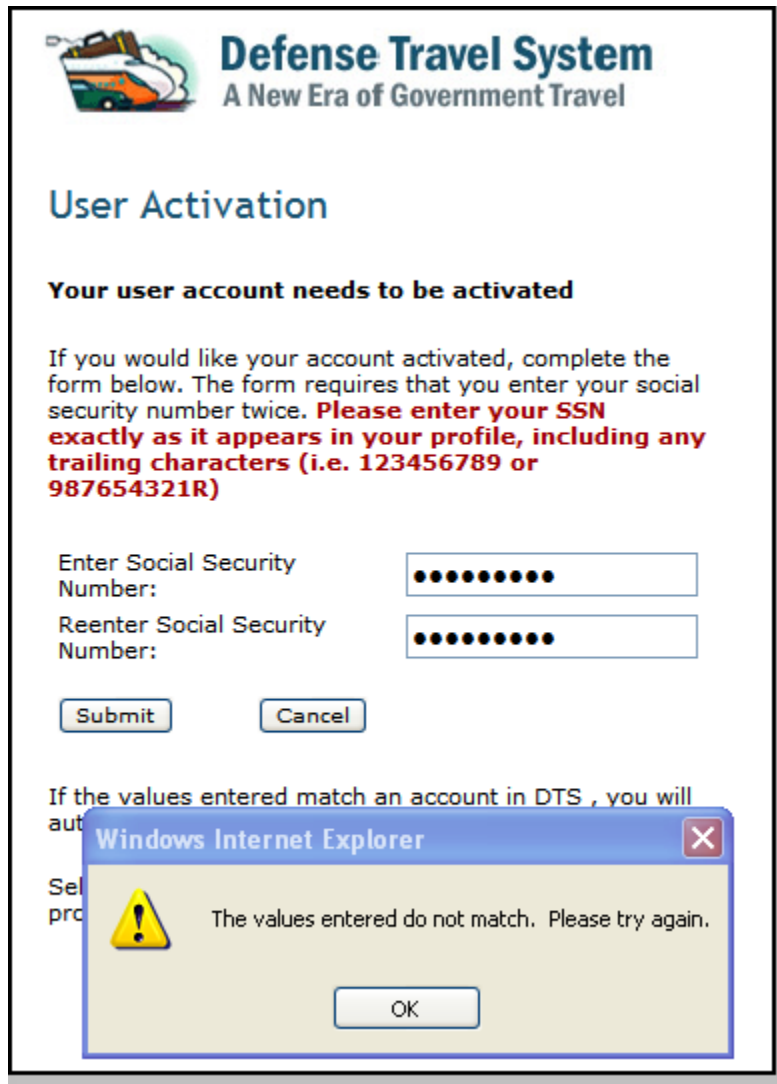


Figure 1-18: User Activation Message

Resolve by entering the correct **SSN** in both of the fields and select **Submit**.

-OR-

Stop the process by selecting **Cancel**.

The Invalid or Expired Certificate Message (Figure 1-19) and the Account Locked or Not Found or Certificate Revoked Message (Figure 1-20) are two other Log-In Error Messages.

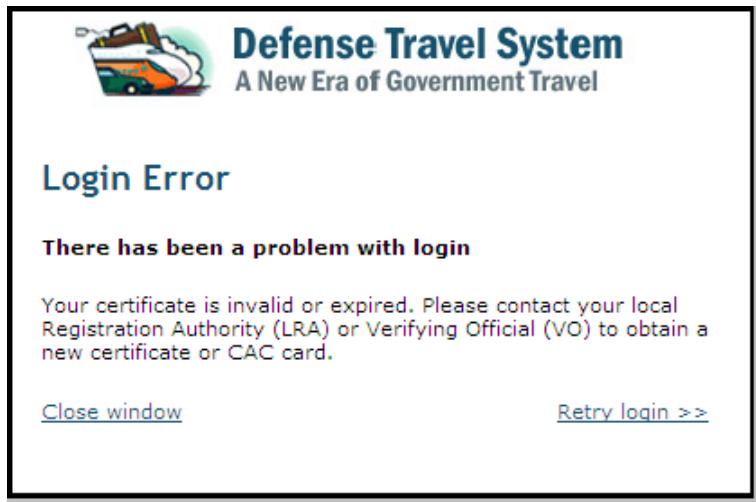


Figure 1-19: Invalid or Expired Certificate Message

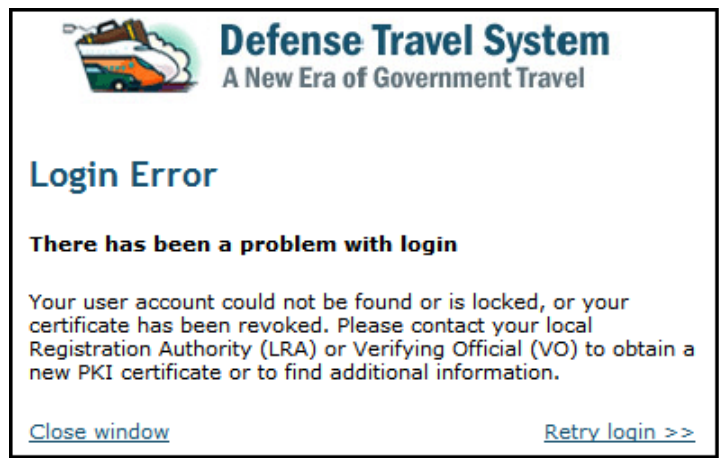


Figure 1-20: Account Locked or Not Found or Certificate Revoked Message

Resolve by contacting the LRA or the Verifying Official for assistance.

1.11 Troubleshooting

If a problem is encountered during the log-in or authentication process, try to resolve the problem using the actions listed below.

- Insert the CAC *before* selecting the **LOGIN TO DTS** button
- Make sure that the CAC remains securely in place the entire time when using DTS
- Enter the PIN when the Digital Signature Login screen opens

If an error occurs during the authentication process, either a numbered error message or an un-numbered error message will display to alert the user that the connection will be terminated. Regardless of the type of error message, select OK to start the process again. If the problem persists, contact the local help desk or the TAC.

1.12 Log Off DTS

Remember to log off DTS at the end of a session. Complete the below steps to close screens and exit DTS:

1. To exit from any DTS screen, select **Close** when available. Select the **x** in the top right corner of the browser screen if a Close button is not available.
2. To exit DTS completely, select **Logoff** on the banner at the top of the DTS User Welcome screen.

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