



## Document Lock

### Summary

When you\* perform an action altering a DTS document, the system automatically locks the document to prevent others from simultaneously making modifications to the same trip.

**Document lock** applies to all DTS document types (i.e., authorizations, vouchers, local vouchers, and group authorizations).

*\*In this information paper, “you” refers to a traveler, but can apply to anyone who creates documents for you, such as a Non-DTS Entry Agent or travel clerk.*

### Reasons for Document Lock

DTS locks a document while the document is:

- Opened for editing
- Opened for adjustment (including adjustments made through the Centrally Billed Account [CBA] Tool or Debt Management Tool)
- Opened for amendment (including amendments made through the CBA Tool or Debt Management Tool)
- Being created
- Being reviewed
- Being swept for Passenger Name Record (PNR) processing
- Being removed
- Being canceled
- Having reservations removed by the auto-cancel feature

The **Document Lock** feature does not activate for a document when you are viewing, printing, or accessing the trip through the **Read Only Access (ROA) Tool**, **Import/Export (I/E) Tool**, or **Payment module**.

### Removing Document Lock

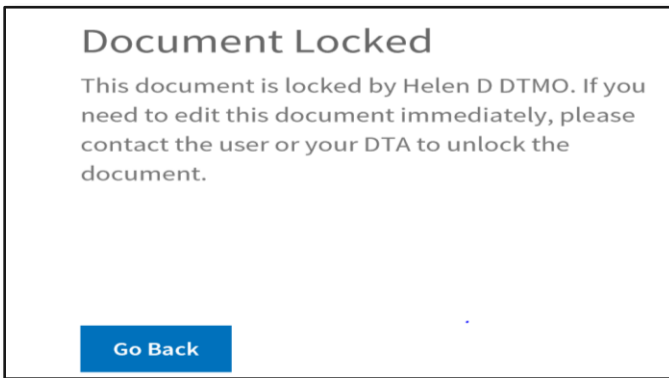
Once a document locks, one of these actions must occur before DTS removes the document lock:

- The person who has the document locked:
  - Remains inactive for 30 minutes
  - Logs out
  - Exits the document
  - Allows the session to time out

- A Defense Travel Administrator (DTA) performs an administrative unlock action.

### Information Message

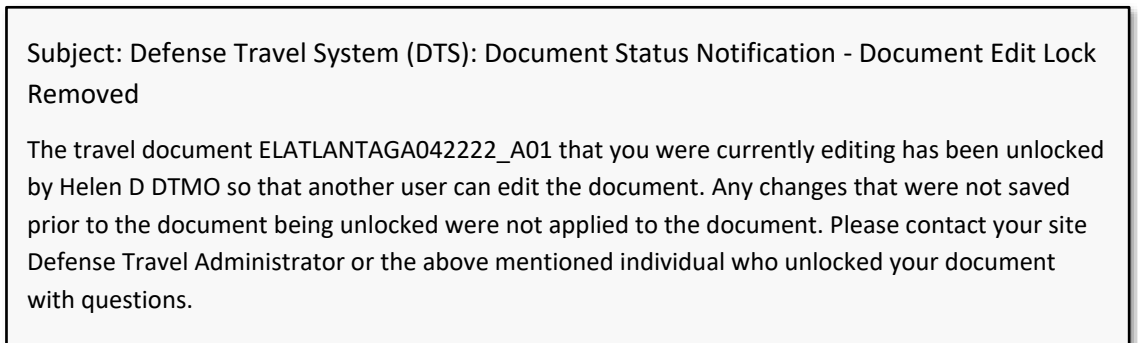
When a document locks and you try to edit the trip, you receive a **Document Locked** message (Figure 1). You can't access the document. You must wait until the person exits the trip or have the DTA unlock the document, before trying to enter again.



*Figure 1: Remove Authorization Option*

### DTS Document Status Email

When you're working in a document and a DTA unlocks that trip, DTS sends you an email (Figure 2) informing you of the action. You will need to address your question to that individual.



*Figure 2: Document Status Notification Email – Document Edit Lock Removed*

### Document Unlock Tool

The **Document Unlock Tool** allows a DTA to remove a document lock action when a person requires immediate access to a locked trip. This option displays under the DTS **Dashboard's Administration** drop-down menu for those individuals with the proper permission level and group access to the traveler's documents.

Here is how to unlock a locked document:

1. From the DTS **Dashboard**, mouse over **Administration** (Figure 3) and select **Document Unlock Tool** from the drop-down list.

**Document Unlock Tool**  
(continued)

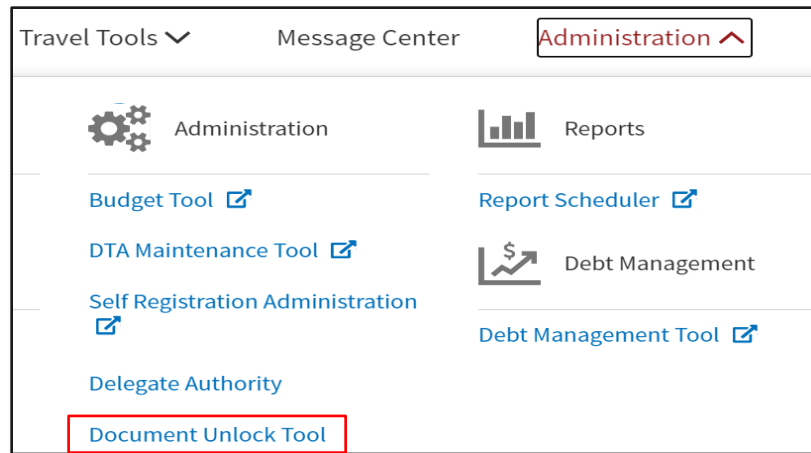


Figure 3: Administration Drop-Down – Document Unlock Tool

2. The **Document Unlock Admin Tool** screen displays (Figure 4).

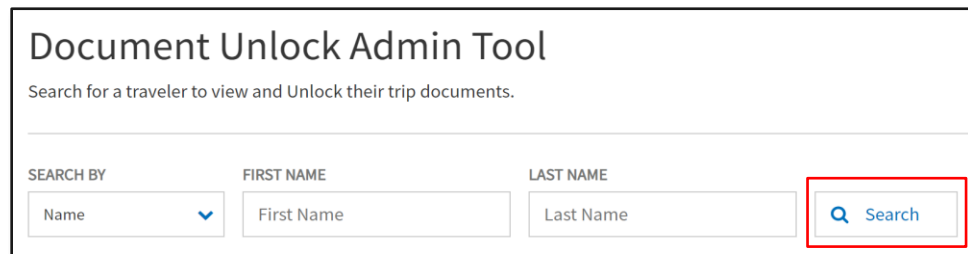


Figure 4: Document Unlock Admin Tool Screen

3. Use one of the available **Search By** methods then select **Search** to locate the traveler. The **Traveler Lookup Results** screen displays a list of travelers who match your search criteria and the last four digits of each one’s SSN (Figure 5).

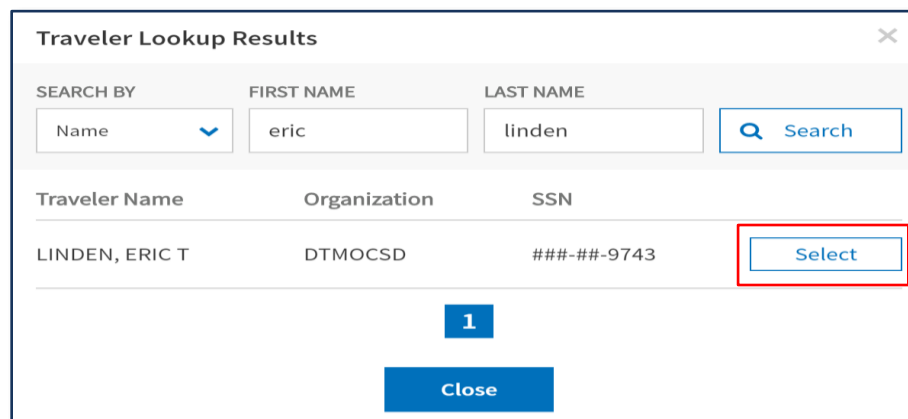


Figure 5: Traveler Lookup Results Screen

**Document  
Unlock Tool  
(continued)**

- Choose the **Select** next to the name of the traveler whose document you want to unlock. The **Document Unlock Admin Tool** window appears (Figure 6).

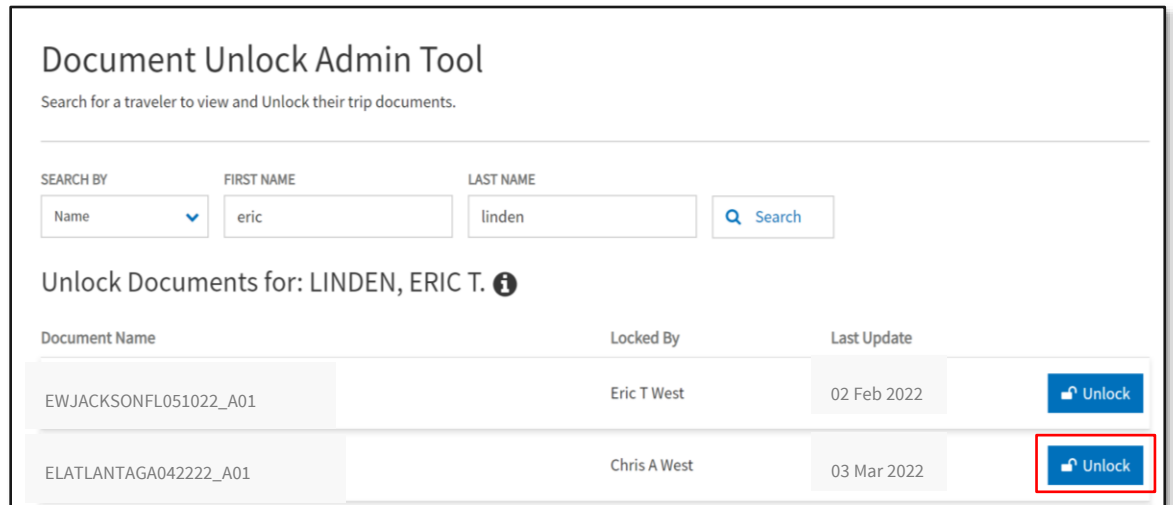


Figure 6: Document Unlock Admin Tool Screen

- Select **Unlock** for the appropriate document. A **Document Unlock Confirmation** message displays asking you to confirm the document unlock request (Figure 7).

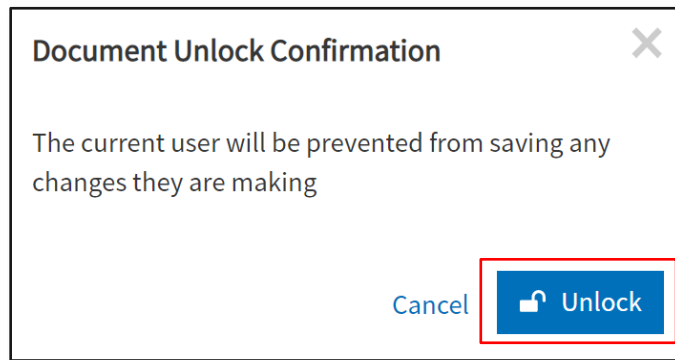


Figure 7: Document Unlock Confirmation Message

**Resources**

Below are some resources on the standard processes mentioned in this information paper.

- [DTS Guide 2: Authorizations](#)
- [DTS Guide 3: Vouchers](#)
- [DTA Manual, Chapter 1: DTS Overview](#)
- [DTA Manual, Chapter 2: DTS Access](#)