



MANUAL



DTA Manual, Appendix J: Help Process

August 04, 2023

V1.5



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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	08/17/18	DTMO	Changed URLs to https vs. http Remove ref to help in DTS	Throughout Section 1.1
1.2	11/20/20	DTMO	General review Changed Table of Contents format Added links and screen shots	All Page 2 Throughout
1.3	06/01/21	DTMO	Updated Ticket Home page screen shot Added additional screen shots and wording for TraX options	Page 5 Page 5 & 6
1.4	05/20/22	DTMO	Re-formatted, added new template Added new TraX screens	Throughout Throughout
1.5	08/04/23	DTMO	General Review Reformatted footer Updated all screen shots Updated wording	All Throughout Throughout Throughout

Chapter 1: Help Process

This appendix contains general guidance for the help process at the self, local, and enterprise levels. Lead Defense Travel Administrators (LDTAs) are typically responsible for developing local policies and procedures for the local level.

Taking travel classes and reviewing current travel resources and policies, based upon your designed role or responsibilities can expand your travel skills. However, even the most knowledgeable individuals within the DoD travel community may incur travel difficulties. There are options available to provide answers to questions and resolve problems at different support levels as discussed in this guide. The [TAC & TraX Helpful Resources Guide](#) provides even more details when using **TraX** such as taking a web-based training class, creating Help tickets and resetting your password.

When questions arise, there are avenues to aid you in finding a solution. When you select **Support** from the DTMO website **Menu Bar**, the Main **Support** page opens (Figure J-1). The **Support** screen provides some resources as well directs users to the **Training** page. Support options include:

- **Component or Site Level Support.** Reach out to your Component and Site level subject matter experts for assistance with resolving questions or to enhance your travel knowledge level.
- **Training Resources.** The [DoD Travel Training and Resource Center](#) available on the DTMO website provides an abundance of guides, manuals, trifold, and information papers covering a variety of travel related topics.
- **Travel Explorer (TraX).** TraX is accessible through the [DTMO Passport](#) portal for registered users and provides a centralized support location (e.g., Help tickets, training, FAQs).
- **TAC.** The Travel Assistance Center (TAC) provided 24/7 support to DoD customers.

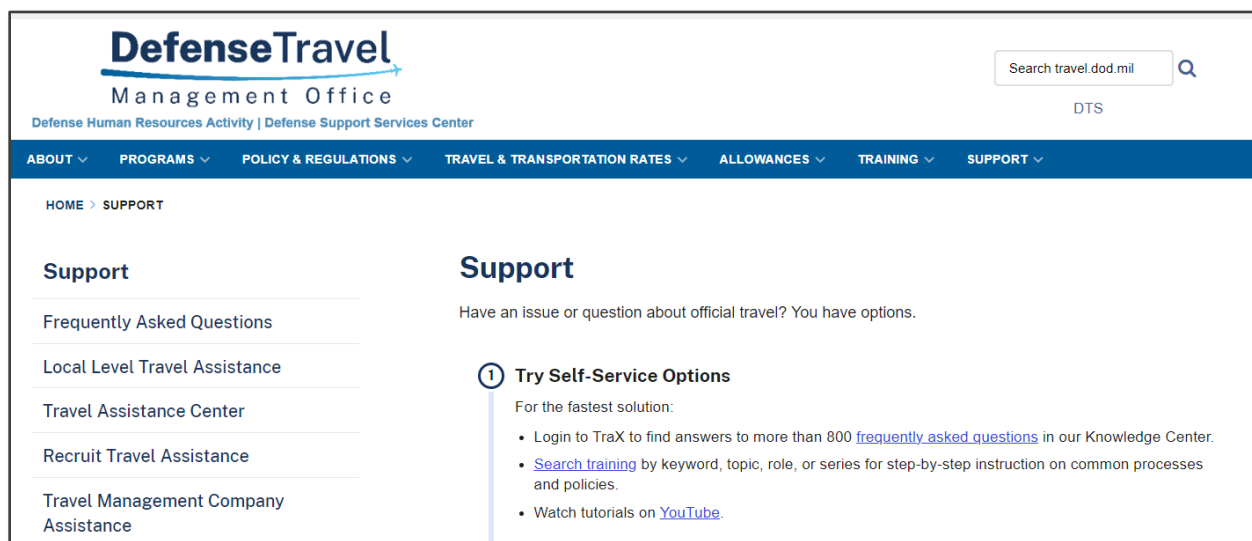


Figure J-1: DTMO Website - Customer Support Screen

1.1 Local Level Assistance

When you need help with an issue related to official travel, you should pursue all available local support options before seeking outside support.

1. **Key Personnel.** For an organization or site, there is typically local support operated by key personnel with in-depth knowledge of DTS and DoD travel. They can answer many questions without Travel Assistance Center (TAC) intervention. If the local help desk can't resolve your questions, they can elevate the situation to the TAC for support. **Note:** Some organizations only allow help desk personnel to contact the TAC.
2. **Local Level Support.** In addition to the trained and knowledgeable experts (e.g., Defense Travel Administrators [DTAs]), you may have "informal experts" in your office, even among your own peers, who have worked through the same types of issues. If you are a DTA and need to reach other DTAs, you can log onto the DTMO website to review [Local Level Travel Assistance](#) contact numbers and/or emails (Figure J-2). Select your Service/Agency and then view the entries to locate assistance.

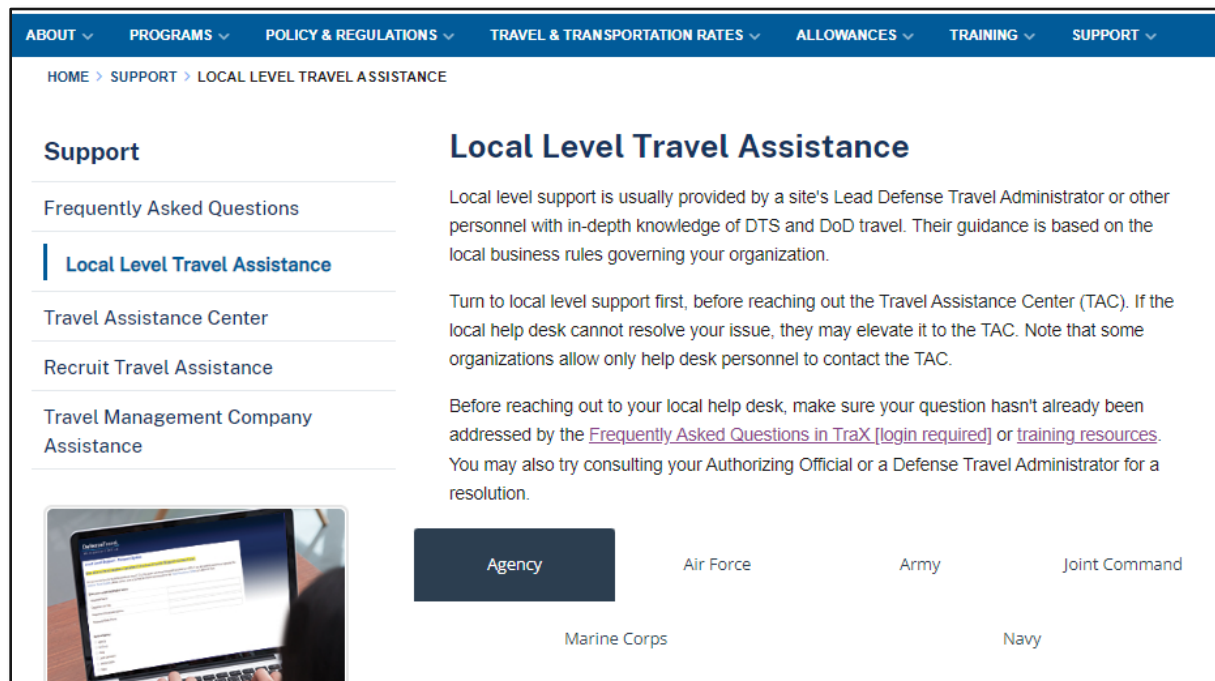
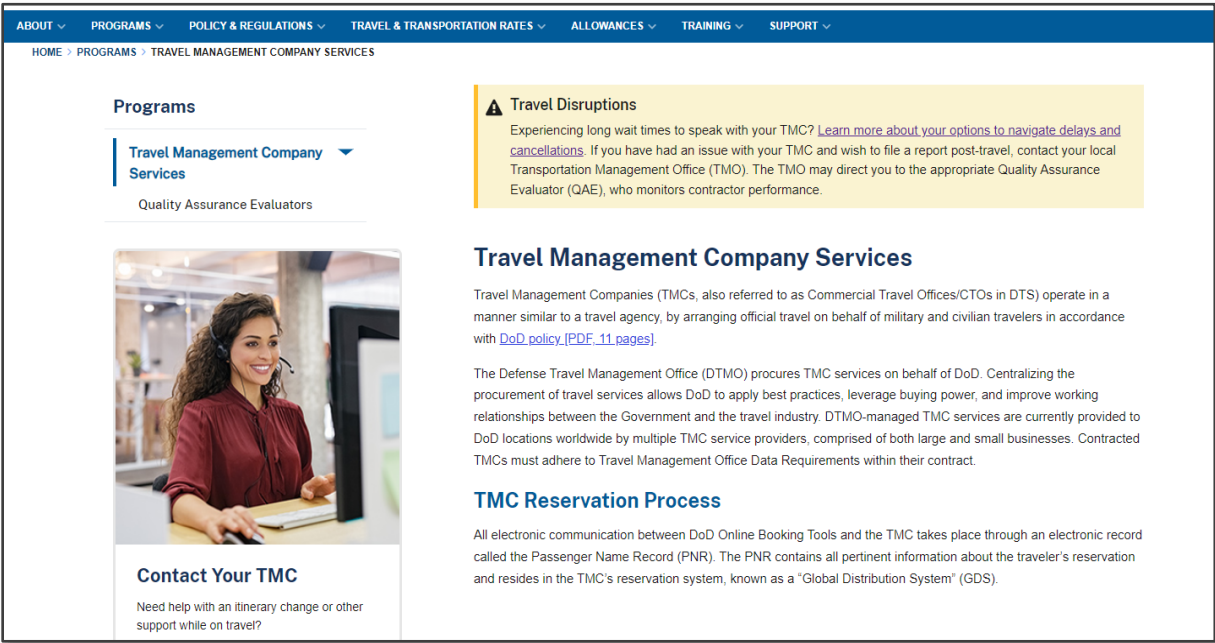


Figure J-2: DTMO Website- Local Level Travel Assistance Search Screen

3. **Travel Management Company (TMC).** The TMC aids with booking and ticketing TDY reservations. The TMC office may reside at your PDS or support several sites at a central location. The TMC provides contact information during normal business hours and after hours support with a 24/7 toll-free number for assistance while you are traveling.

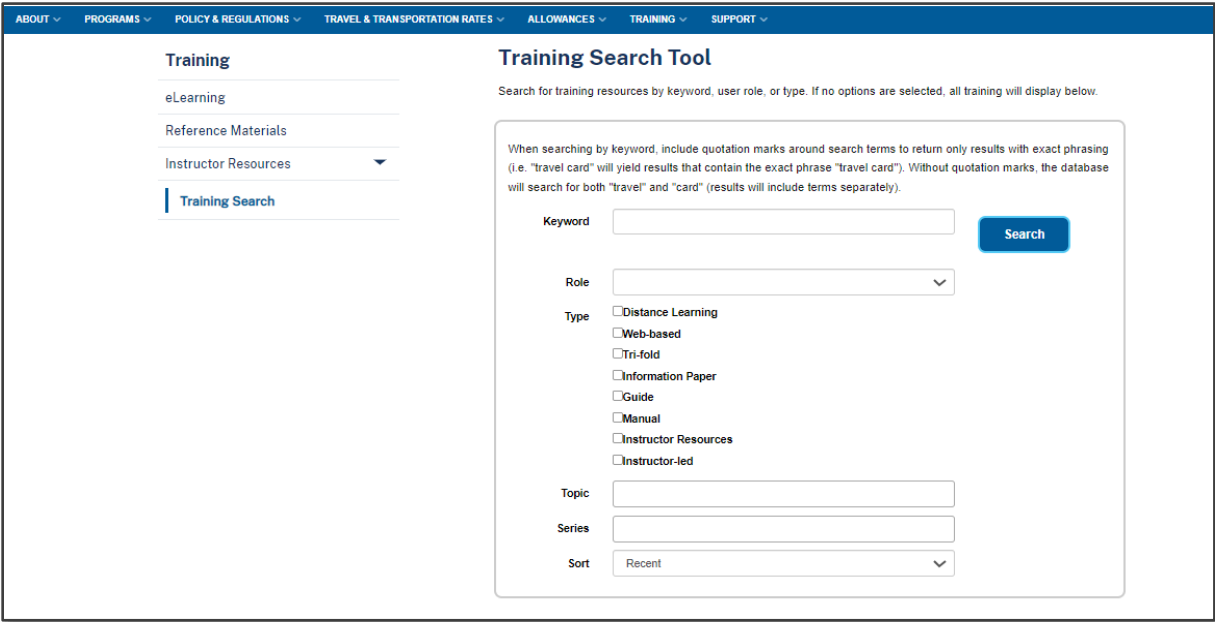
Your local business rules should provide guidance for contacting the TMC, support hours and contact information. Senior organizations or your Component may provide further procedural guidance. You can find some information about TMC on the DTMO website at

<https://www.travel.dod.mil/Programs/Travel-Management-Company-Services/>.



1.2 Training Resources

The DTMO website provides access to a variety of travel resources: guides, manuals, web-based training, information papers, and trifold. These resources provide detailed information in different subject areas such as document processing, reservations, approving trips, ticketing, cancellation, and more. When you select **Training** from the DTMO website **Menu Bar**, the Main **Training** page opens (Figure J-4). You can use the **Training Search Tool** to locate the Resource **Type** you need to answer your questions. You can open the resource to view or download and save the pdf.



1.3 TraX

The DTMO [Passport](#) portal provides access to the **Travel Explorer (TraX)**. Individuals access **Passport** either with a **User name** (email address) and **Password** or with a CAC. Once in TraX, users can take training, access FAQs and submit TAC tickets when issues occur.

Here is how to get started.

1. Select [Passport](#) from the DTMO website under **Support** on at the bottom of the main **DTMO Home** page.
2. Log in with your preferred choice. **Note:** If you don't have a **Passport** account, select **register here** on the **Passport Login** screen. Once you have your account and pw then revisit **TraX**.
3. Once the **Passport Home** page appears (Figure J-5), select **TraX**. You will see the **TraX Home** page (Figure J-6) next.

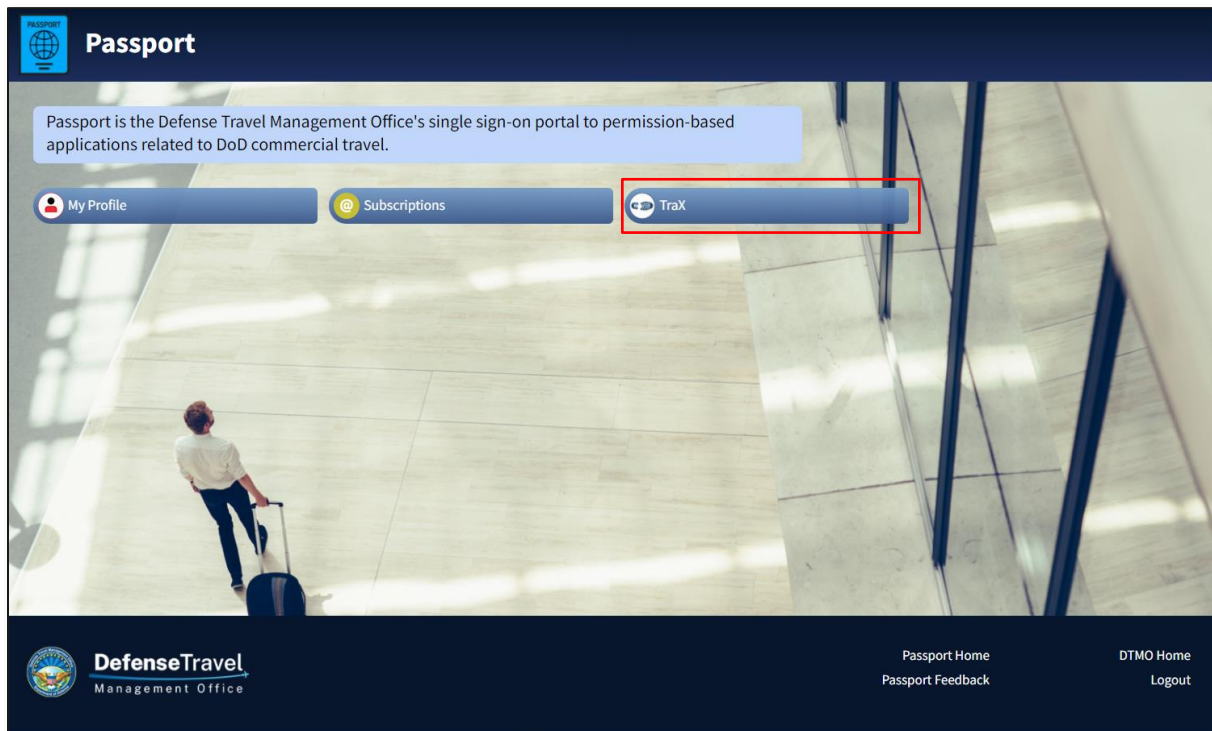


Figure J-5: Passport Home Page

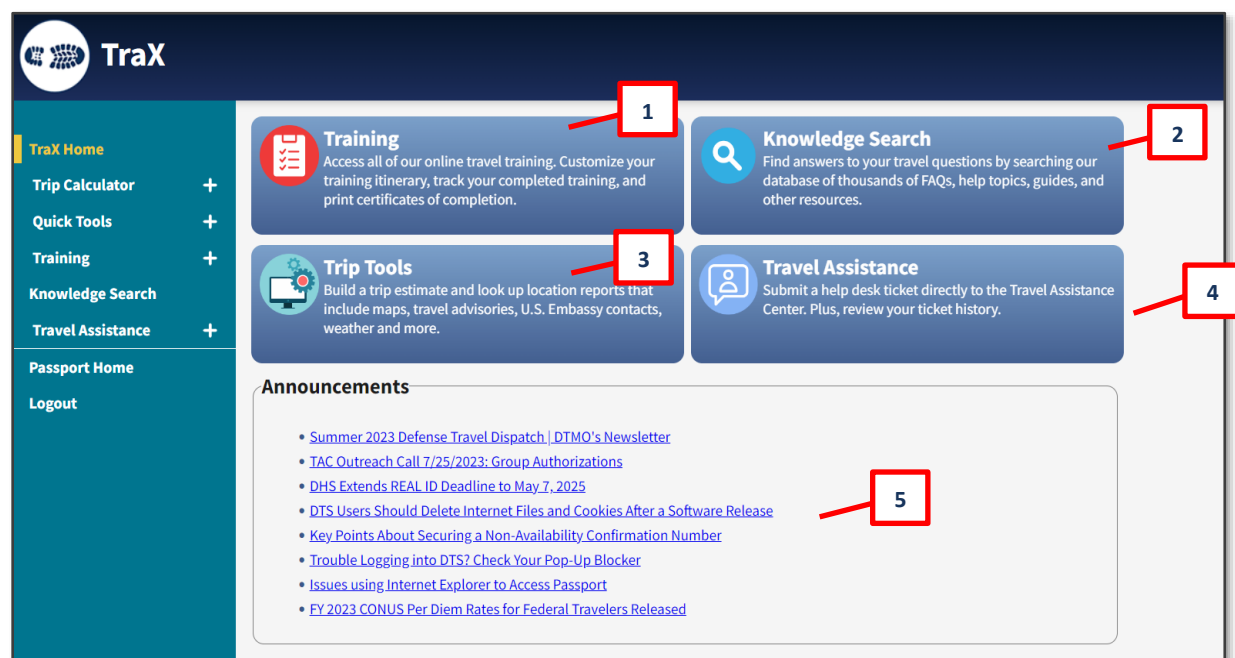


Figure J-6: TraX Home Page

The **TraX Home** page provides:

1. **Training.** From the **TraX Home** page, select **Training** and launch classes specifically based upon your designated role or roles (Figure J-6, Indicator 1).
 - TraX Training (Figure J-7) provides a wide range of **web-based training (WBTs)** covering numerous travel topics
 - Allows registration for **Distance Learning (DL)** sessions provided through MS Teams. For more on accessing TraX classes, see the [General TraX Instructions](#) information paper. Log into the DTMO website to view the [DL Class Schedule](#).

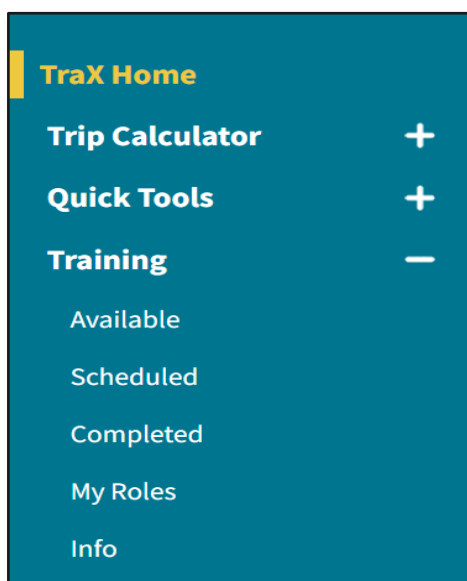


Figure J-7: Training Sections Screen

2. **Knowledge Search.** Search FAQs on travel topics, review guides and resources (Figure J-6, Indicator 2).

- From the TraX **Home** page, access **Knowledge Search**. A resource listing automatically appears based on new and recently updated materials and items most often viewed.
- Type in the query box and select **Search** to locate your topic and view additional related resources (Figure J-8).

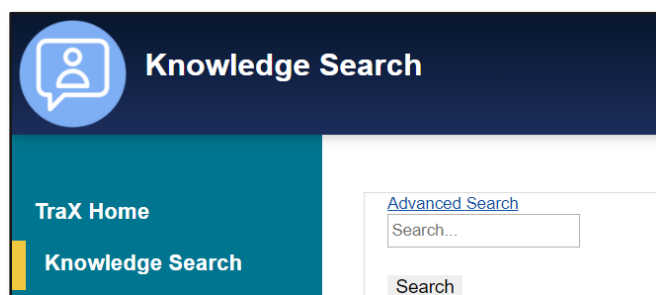


Figure J-8: Knowledge Search Screen

3. **Trip Tools.** Open individual cost estimation functions (Figure J-6, Indicator 3).

- From the **TraX Home** page, select **Trip Tools**. TraX provides users with useful trip planning tools such as a trip calculator, maps, and location reports that include travel advisories, health and safety considerations, embassy phone numbers, and weather forecasts.
- The **Trip Calculator** allows you to create a trip estimate that includes daily per diem.

4. **Travel Assistance.** Create new Help tickets and access your submitted Help tickets.

- From the **TraX Home** page, select **Travel Assistance** (Figure J-6, Indicator 4).
- Select **Create Help Ticket** (Figure J-9). Complete all mandatory fields. The online help tickets go directly to the [Travel Assistance Center \(TAC\)](#) for review and action. If you are not sure of what information to

Figure J-9: Help Ticket Screen

Enter into the ticket, review the [TAC & TraX Helpful Resources Guide](#) or the [Required Information for TAC Help Tickets](#), information paper for more details.

Note 1: When creating a ticket, you must choose a **Subject** to allow the other fields to display. You may have to drill down to a sub-category or two to get the best fit. Once you make your selection and choose **OK** then additional fields display for entry.

Note 2: The TAC uses the **Subject** to route your ticket to the correct analyst for resolution.

Note 3: You may only attach .pdf documents to help ticket. TraX does not permit other file formats. You will receive an error message if you try to upload an invalid file format. The file will not attach to the ticket. If you receive an error, remove the invalid formatted file and upload a .pdf version.

- Under **My Tickets**, you can track the progress of open tickets, view ticket history, and update the information if needed. Before submitting a help ticket, users are encouraged to use the **Knowledge Search** or contact their local help desk for assistance.

5. **Announcements.** Select any item to view more information in the display area.

- From the **TraX Home** page, select **Announcements** (Figure J-2, Indicator 5).
- TraX fosters frequent communication on travel related topics which may include:
 - TAC Outreach session
 - Training Resources
 - DTMO Dispatch (Quarterly Travel articles)

1.4 TAC

The Travel Assistance Center (TAC) is available to all DoD travelers 24/7 every day, including federal holidays. The TAC also provides after-hours assistance to those individuals performing recruit travel. The fastest way to reach the TAC is by creating your own TraX Help Ticket. Other contact methods include:

1. **Telephone.** You can contact the TAC by calling 1-888-Help1Go (1-888-435-7146). This number also works from OCONUS via any DSN line. You can call at any time, but since the TAC supports all DoD user's travel needs, you may experience lengthy hold times. **Note:** The longest hold time is around mid-day Eastern Time.
 - When an analyst answers your call, the first step is to create a **TraX Help Ticket**. The analyst will ask you for required information and enter it into the form for you.
 - To speed up the ticket entry process considerably, come prepared with the necessary information the TAC analyst needs to complete your help ticket. That information includes:
 - Your name, telephone number, and email address.
 - The traveler's full name and last 4 of their SSN.
 - A detailed description of the problem, including the steps that led to it, the actual nature of the problem, any fixes you've attempted, and the results of those fixes.
 - If it's a DTS document problem, you'll need some document identification information, including the document name, TANUM (if available), and document type (e.g., an authorization).

- Depending on the nature of the problem, the analyst may require more key pieces of information (e.g., the traveler's GTCC data).
 - Once the analyst completes the ticket, you receive a confirmation email and follow up notices regarding the status of your help ticket. You can view and update your submitted tickets at any time in TraX under Travel Assistance, **My Tickets**.
2. **TAC Callback.** This option allows callers to leave a callback number and is currently available 0800 to 1500 ET. Once your place in line is reached, the system will call you back and place you directly with an analyst. Some key points to know when choosing this option are:
- The system will only make one attempt, so ensure you leave a number you can be reached back at.
 - If the phone is busy, there is no answer, or the phone number is incorrect, the system will not make another attempt.
 - The phone number you provide must be 10 digits.
 - The system can't accept numbers requiring extensions or forwarding from a front desk.
 - The system is unable to dial OCONUS numbers (greater than 10 digits).
 - The system is unable to dial DSN numbers.
3. **Chat.** You can open chat line to discuss select travel topics directly with the TAC. The [Live Chat](#) analysts can assist in resolving Analysts can assist in resolving issues for DTS login, DTS profile, Passport/TraX logins, DTS documents stuck at CTO Submit, and reservation concerns. For more about using the chat, see the [Chat Users Guide](#) on the DTMO website. **Note:** For travel concerns outside the designated topics, a help ticket submission is necessary to achieve resolution.
4. **Outreach Calls.** In addition to providing on-going travel support, the TAC also hosts twice-monthly educational **Outreach Calls** on a variety of travel-related topics. Outreach Calls offer valuable training opportunities on the latest software changes and most common travel issues.
- The upcoming schedule of a TAC Outreach call is available on the **TraX Home** page, in the *Announcements* area. All are welcome to attend the sessions and are provided an opportunity to ask questions.
 - Prior TAC Outreach Call presentations (briefing slides and Q/A results) are available on the DTMO website at <https://www.travel.dod.mil/Support/Travel-Assistance-Center/TAC-Outreach/>
5. **RSS Feeds.** Important travel information is also available with **RSS** or **Really Simple Syndication** which allows you to keep track of news and updates easily by pushing web content straight to Microsoft Outlook or your RSS feed reader. For more on this topic, go the DTMO website at <https://www.travel.dod.mil/About/News/RSS/>.

For more information regarding the TAC, see the DTMO website for the [TAC and TraX Helpful Resource Guide](#).

Chapter 2: The DTA Manual: Contents & Links

DTA MANUAL CHAPTER: TOPIC	URL
Chapter 1: DTS Overview	https://media.defense.gov/2022/May/11/2002994773/-1/-1/0/DTA_1.PDF
Chapter 2: DTS Access	https://media.defense.gov/2022/May/11/2002994797/-1/-1/0/DTA_2.PDF
Chapter 3: DTS Site Setup	https://media.defense.gov/2022/May/11/2002994799/-1/-1/0/DTA_3.PDF
Chapter 4: Organizations	https://media.defense.gov/2022/May/11/2002994824/-1/-1/0/DTA_4.PDF
Chapter 5: Routing Lists	https://media.defense.gov/2022/May/11/2002994853/-1/-1/0/DTA_5.PDF
Chapter 6: Groups	https://media.defense.gov/2022/May/11/2002994838/-1/-1/0/DTA_6.PDF
Chapter 7: People	https://media.defense.gov/2022/May/11/2002994837/-1/-1/0/DTA_7.PDF
Chapter 8: LOAs	https://media.defense.gov/2022/May/11/2002994836/-1/-1/0/DTA_8.PDF
Chapter 9: Budgets	https://media.defense.gov/2022/May/11/2002994835/-1/-1/0/DTA_9.PDF
Chapter 10: Reports	https://media.defense.gov/2022/May/11/2002994832/-1/-1/0/DTA_10.PDF
Chapter 11: MIS Administration	https://media.defense.gov/2022/May/11/2002994834/-1/-1/0/DTA_11.PDF
Chapter 12: ROA Administration	https://media.defense.gov/2022/May/11/2002994833/-1/-1/0/DTA_12.PDF

DTA MANUAL APPENDIX: TOPIC	URL
Appendix A: Self-Registration	https://media.defense.gov/2021/Nov/15/2002893136/-1/-1/0/DTA_APP_A.PDF

Appendix B: Acronyms	https://media.defense.gov/2021/Nov/15/2002893141/-1/-1/0/DTA_APP_B.PDF
Appendix C: Definitions	https://media.defense.gov/2021/Nov/15/2002893143/-1/-1/0/DTA_APP_C.PDF
Appendix E: Emails	https://media.defense.gov/2021/Nov/15/2002893222/-1/-1/0/DTA_APP_E.PDF
Appendix F: Import / Export Module	https://media.defense.gov/2021/Nov/15/2002893234/-1/-1/0/DTA_APP_F.PDF
Appendix G: Error Codes	https://media.defense.gov/2021/Nov/15/2002893232/-1/-1/0/DTA_APP_G.PDF
Appendix J: Help Process	https://media.defense.gov/2021/Nov/15/2002893231/-1/-1/0/DTA_APP_J.PDF
Appendix K: DTS Tables	https://media.defense.gov/2021/Nov/15/2002893230/-1/-1/0/DTA_APP_K.PDF
Appendix L: Reorganizations	https://media.defense.gov/2021/Nov/15/2002893229/-1/-1/0/DTA_APP_L.PDF
Appendix M: Ranks and Grades	https://media.defense.gov/2021/Nov/15/2002893228/-1/-1/0/DTA_APP_M.PDF
Appendix N: Country Codes	https://media.defense.gov/2021/Nov/15/2002893227/-1/-1/0/DTA_APP_N.PDF
Appendix Q: Org Naming Sequence	https://media.defense.gov/2021/Nov/15/2002893226/-1/-1/0/DTA_APP_Q.PDF
Appendix R: LOA Formats	https://media.defense.gov/2021/Nov/15/2002893225/-1/-1/0/DTA_APP_R.PDF