



GUIDE



# DTS Reservation Process Guide

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Version 2.7



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## Revision History

Revision	Date	Authorization	Change Description	Page, Section
2.5	02/25/25	DTMO	General review Update screen shots	Throughout Throughout
2.6	04/09/25	DTMO	General Review Verified JTR references Update links Rental Car, GSA City Pair Updated Authorization link Updated Voucher link Updated Authorization link Added new DTMO website screen shot Updated CBA worksheet link Updated Table 2-1 Updated Table 2-2 Updated TSA data requirements Updated Document History page Updated My profile section Updated TSA data Updated DTS Reports screen shot Updated links  Updated screen shots Updated wording and screens shots Chapter 6 Updated plural to singular pronouns	Throughout  Throughout  Page 3  Page 3 Page 3 Page 4 Page 4 Page 6 Page 7 Page 10 Page 18 & 23  Page 14  Page 23 Page 24 Page 29 Page 30 Pages 34-36 Pages 41-46 Throughout
2.7	05/13/25	DTMO	Updated Per Diem information Updated Rental Car information Added Profile PII change email Updated Expenses	Page 22  Page 29  Pages 24-25  Pages 37-38

## Chapter 1: Introduction

Per the [Joint Travel Regulations \(JTR\)](#) par. 010201-A, a traveler is anyone who travels on official business for DoD. Unlike personal travel, there are specific rules and limitations ([JTR, par. 010201-A, par. 010201-B, and par. 010201-C](#)) for a Government mission. For Temporary Duty (TDY) and local travel ([JTR, par. 010205](#)), DoD travelers and Authorizing Officials (AOs) must use the Defense Travel System (DTS) which is programmed to support [JTR](#) travel compliance including **Pre-Audit** flags and **Reason Codes** requiring justifications, when outside the defined parameters. When DTS is available, the [JTR, par. 010205](#) states, “A traveler must use the DTS to the maximum extent possible to arrange all en route transportation, rental cars, commercial lodging, and government quarters”. DTS and the servicing Travel Management Company (TMC) ([JTR, par. 010201-C](#)) together ensure the moving of official DoD travelers from point A to point B. Clear communication between the DTS users and the TMC is imperative to obtain properly booked reservations and ticket issuance timely to meet mission. This guide addresses the DTS reservation process and the TMC, provides some best practice suggestions, troubleshooting and typical solutions for travel circumstances. The content targets travelers, AOs, and Defense Travel Administrators (DTAs), but is useful for anyone who wants to learn about DTS and the TMC.

*For the rest of this guide, “you” refers to the person engaged in communications with the TMC, and processing DTS documents with reservations, regardless of your actual role in DTS – e.g., traveler, clerk, Non-DTS Entry Agent (NDEA), AO, or DTA.*



You must know your local policies regarding contacting the TMC. Not all organizations allow their users direct access to the TMC. Instead, some organizations prefer to have all TMC contact go through a Lead DTA or a local help desk. Do not contact the TMC directly, if doing so would contradict your local policy. When uncertain, contact your Component for direction.

To support official travel, here are some of the essential resources and companion programs:

- [Defense Travel System \(DTS\)](#): Manages TDY and local travel.
- [Joint Travel Regulations \(JTR\)](#): Implements policy and law to establish travel and transportation allowances for Uniformed Service members, Department of Defense (DoD) civilian employees, and others traveling at the DoD’s expense.
- [GSA City Pair Program \(CPP\)](#): Provides discounted air passenger transportation services to federal government travelers.
- [Integrated Lodging Program \(ILP\)](#): Ensures DoD travelers on official travel have safe, quality lodging at costs well below the maximum per diem limits.
- [U.S. Government Rental Car Agreement \(Number 5\)](#): Governs the rental of vehicles by military members, and employees of the Federal Government while in official travel status when authorized.
- [Travel Explorer \(TraX\)](#): Provides access to online training, knowledge search for common questions, and help ticket submissions through the DTMO Passport portal.
- [Travel Assistance Center \(TAC\)](#): Provides help desk services to all DTS users.
- [DTS Guide 2: Authorizations](#): Provides the complete steps including illustrations to process a DTS authorization.
- [DTS Guide 3: Vouchers](#): Provides the complete steps including illustrations to process a DTS voucher from an approved authorization.

- *Trifold:* [Create an Authorization](#): Outlines the key actions for creating an authorization.
- *Trifold:* [Create a Voucher](#): Outlines the key actions for creating a voucher.

On the Defense Travel Management Office ([DTMO](#)) website (Figure 1-0), you can access [Travel Programs](#), the [JTR](#) and other [Policy & Regulations](#), [Training](#) resources, and much more.

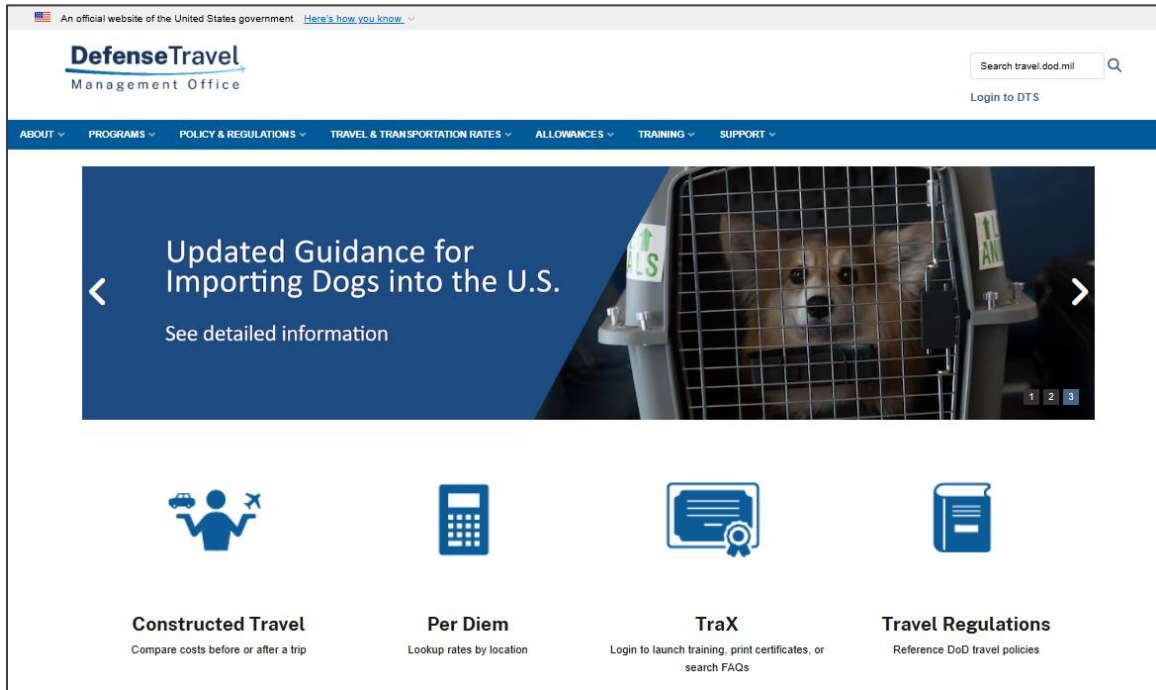


Figure 1-0: DTMO Website

## Chapter 2: Important Concepts

There are a few fundamental steps to processing an authorization for official travel, although your organization may require additional actions based upon the specific trip (e.g., foreign travel). The standard process begins when a Component (*JTR, par. 010104-A*) needs to send someone on official travel (*JTR, par. 010202*).

Here is what you need to know:

- You create the DTS authorization, establish the framework or trip itinerary (TDY location, purpose, travel dates, and the mode of travel [air, train, rental car, or POV]).
- Based upon mission, you make the necessary reservations (e.g., air or rail, hotel, rental car) creating the **Passenger Name Record (PNR)**. **Note:** An Individually Billed Account (IBA) or Centrally Billed Account (CBA) is required to make air or rail reservations within DTS. See *Section 3.1: Traveler Selects First Reservation*.
- After selecting the reservations, entering expenses, attaching supporting records, then the DTS document must be **SIGNED** to begin the routing process. Once you sign it, the trip updates to **CTO SUBMIT**.
- Documents containing reservations must go to the TMC first before any other step on the routing list. The TMC receives the request, takes appropriate action (i.e., performs Quality Control (QC) checks, reviews comments, and books reservations) and places the PNR on the outbound queue back to DTS. See *Section 2.1: Passenger Name Record and Global Distribution System*. The document updates to **CTO BOOKED** before going to your routing officials. The traveler receives an email from the TMC (reservations) and from DTS (document status). **Note:** Always review your document (TMC Comments and document status) and emails after TMC action.
- If you adjust your DTS document to change your reservations (before approval), the PNR updates. Don't forget to stamp the document **SIGNED**, so the PNR is available for the TMC to act. See *Section 3.2: Traveler Alters Reservations*. If needed, you can select **Request TMC Assistance** option to ask for help in modifying your reservations. In Chapter 3, we will go more in-depth on making reservations. For more details on using the **Request TMC Assistance** option, see the [DTS Guide 2: Authorizations](#).
- Although your organization may have additional routing steps, the last stamping action is **APPROVED**. Your AO should review your document and if within mission requirements approve the trip timely. For approved documents containing reservations, the TMC typically tickets three business days prior to travel. **Note:** There are some exceptions for early ticketing, such as LLA flights or restricted fares.
- After AO approval to make reservation changes, you may need to amend the document depending upon a few significant factors: your departure date, if your tickets are already issued, and local business processes. **Note:** Contact your Lead DTA for support, if you are within three business days of departure and require reservation/ticketing changes.

**Key Note 1:** In DTS to make air and rail reservations requires an IBA or CBA. The traveler's profile must be configured properly with the appropriate designation (i.e., **Gov't Charge Card Holder** set to **Yes** for IBA use and the **Advance Authorization** set to **CARD HOLDER**) along with completing the other data fields. If the traveler can't obtain an IBA and your organization determines use of a CBA is necessary, then the traveler's profile must be configured to reflect **Gov't Charge Card Holder** set to **No** for IBA use and **Advance Authorization** field setup per your local business rules. In addition to modifying a traveler's profile, the organization must request a DTS



CBA account using the [CBA Load Worksheet](#) available on the DTMO website. Once the CBA is associated to the DTS organization, then the traveler can make air or rail reservations for travel. The CBA Specialist will work with the organization and traveler to reconcile the CBA invoices using the CBA Reconciliation Tool. If you want to learn more about the CBA recon process, see the [CBA Reconciliation Manual](#).

**Key Note 2:** The electronic reservation’s process should always start in DTS, flow to the TMC, and back to DTS. If you contact the TMC directly and make reservations outside of DTS (non-DTS PNR), then those items are not available to view in DTS. You will need to manage those reservations carefully, provide the supporting documentation, ensure you claim the costs accurately in DTS, and always follow your local business rules.

**Key Note 3:** If a user can’t locate a reservation (e.g., flight, rail, rental car, or hotel) to support the mission, DTS provides the **Request TMC Assistance** option, so you can convey your exact reservation needs – be clear when requesting support. The TMC can provide additional help by searching the Global Distributions System (GDS), (see *Section 2.1*) for solutions or if there is no availability, provide comments back in the traveler’s document.

**Key Note 4:** The TMC itinerary and ticketing invoice contain the TMC’s contact information, business hours, and after hours’ support. Travelers should keep both TMC emails in case on-travel changes are necessary and for voucher processing.

**Key Note 5:** If DTS is unavailable due to a system outage (should be a *rare* occurrence), the TMC is readily available to support reservation and ticketing needs, if the traveler provides the necessary information and AO grants travel approval. Be sure to follow your local business rules when directly contacting the servicing TMC.

When it comes the reservation piece for travel, the TMC serves a vital role for additional travel assistance, booking and ticketing, on-travel changes, reservation cancellations, and ticket refunds. It is important to point out that there is a significant difference between DTS and the TMC terminology regarding reservations. DTS uses unique system terms, see *Table 2-1*. The TMC uses standard commercial terms, see *Table 2-1*. Although the TMC accesses the PNR to process reservations (per contractual requirements), they do not have access to DTS. How the TMC views the information is quite different from what a user sees in DTS.

To help clarify, *Table 2-1* contains some examples of the linguistic differences between DTS and the TMC. When communicating with your TMC, you should always try to use terms the agent understands.

Table 2-1: TMC VS DTS Terminology

TMC TERMINOLOGY VS. DTS TERMINOLOGY		
The DTS Term ...	... and the TMC Term ...	... Both Mean ...
CTO SUBMIT (stamp)*	Inbound or TMC Queue	The TMC received the traveler’s reservation requests for electronic quality control and verification.
CTO BOOKED (stamp)	Outbound or Polling Queue	The TMC finished the electronic quality control check and verified that the traveler’s requested reservations were successfully booked.
CTO TICKETED (stamp)	Ticketing Queue	The TMC issued electronic tickets for air reservations.



CANCELLED (stamp)	Cancellation Queue	The trip has been cancelled, and the TMC removed all requests and booked reservations.
VOCO, last-minute travel	Urgent Queue	The Commanding Officer authorized the trip with little notice and with no supporting paperwork.
DTS/TMC Confirmation ID	PNR** Locator	The alphanumeric code used to identify the file containing the traveler's requests and reservations.
Send PNR***	Sweep PNR***	The process that recognizes that DTS and the TMC are alternately able to access the PNR.

\*DTS occasionally refers to the TMC as a *Commercial Travel Office (CTO)*

\*\*Passenger name record – more on this in *Section 2.1*.

\*\*\* Despite what this sounds like, the PNR doesn't get sent or swept. See *Section 2.1* for more information.

In the next sections, we go into more detail for processing reservations. You can find more about document processing details in the [DTS Guide 2: Authorizations](#).

## 2.1 Passenger Name Record and Global Distribution System

All electronic communication between DTS and the TMC takes place through an electronic record called the "Passenger Name Record" (PNR). The PNR contains all the relevant information about the traveler's reservation requests and resides permanently in the TMC's database, which is known as a "Global Distribution System" (GDS).

A Global Distribution System (GDS) is a computerized reservation network used as a single point of live availability access to reserve airline seats, hotel rooms, rental cars, and other travel related items by travel agents, online reservation sites, and large corporations.

The GDS's DTS interfaces with are AA = SABRE and TW = Woldspan. **Note:** In DTS, the GDS TW is referenced as Worldspan even though it is part of Travelport. If an update occurs in DTS, then this document will be updated to reflect the interface or GDS coding change.

Which GDS your organization uses depends upon the servicing TMC and contract specifications. In DTS, under **DTA Maintenance Tool, Organization(s)** you can view the TMC or CTO specific data; GDS, Pseudo City Code (PCC), Ticketing Pseudo City Code (TPCC) and Company Code information (Figure 2-1). The data is viewable from the **Search Results** screen and within the organization by selecting the **Update** button.

Search Organization(s)   Create Organization(s)   View CBA List   View Organization List					
<b>Organization(s)</b> (Search Results)					
Organization Name: DTMOCSO					
Include Sub-Organizations: No					
Edit	Organization Code	GDS	PCC	Ticket PCC	Company Code
Copy Update Delete Reassign Personnel	DTMOCSO	AA	D1WA	D1WA	-D1WA-PROFILE
1 - 1 of 1					

Figure 2-1: DTS Organizations (Search Results) Screen

These essential data elements work together to ensure the PNR flows to the proper TMC for booking and ticketing of reservations. During a site's initial setup or during a reorganization the DTMO establishes the TMC information in the DTS Organization table. The formatted data does not require changes unless indicated by the DTMO (e.g., TMC contractual swap or a DTS programming modification). **Note:** TMC or CTO data within DTS should never be altered by a DTA. Contact the DTMO for assistance.

Travelers and those supporting travel documents can also view the GDS information by selecting the “i” or information icon next to a traveler’s name (Figure 2-2). If you don’t see any GDS or PCC data reflected within the window, contact the DTA for assistance.

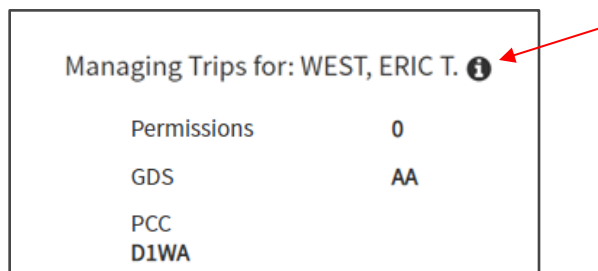


Figure 2-2: Traveler Lookup Information Icon

The PNR is created when a traveler selects their first reservation in DTS. The PNR updates every time the reservation information changes – for example, when a traveler selects a new reservation, changes an existing reservation, or when the TMC adds ticket information.

DTS and the TMC don’t interact directly with each other, but each can access the PNR to update or access information about reservations or requests as necessary. In DTS after you sign the document, the **Digital Signature** page updates with **CTO Submit** (when you have reservations), and the document is “view only”. Figure 2-3 shows the “sweeping” or “sending” PNR action. After the TMC performs Quality Control (QC) checks, works any **Request TMC Assistance** actions, and places the PNR on the outbound queue, in DTS the **Digital Signature** page updates to **CTO BOOKED**. The document is editable and routing continues (based upon the predetermined routing list).

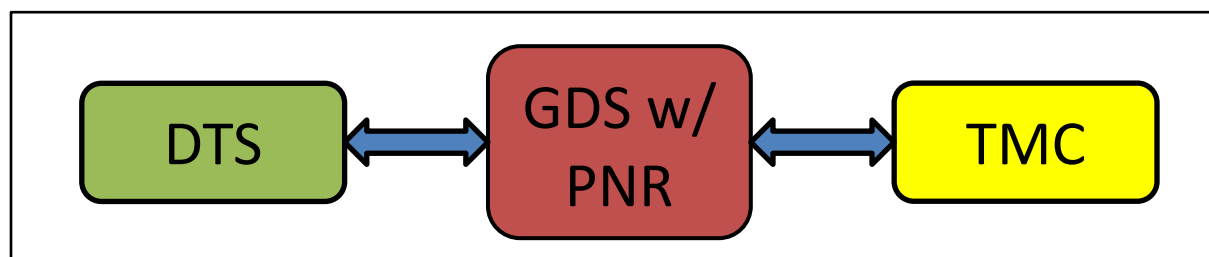


Figure 2-3: Interaction between DTS, TMC and GDS/PNR

The booking and ticketing reservation process can go smoothly if the TMC has the necessary information to support the request. Typical information in the PNR includes, but is not limited to:

- Pertinent DTS profile information such as the traveler’s name and contact information
- The traveler’s projected itinerary
- Requested reservations and estimated costs

- The method of payment is typically one of the following:
  - Traveler's Government Travel Charge Card (GTCC) – IBA (supports all reservations)
  - Unit's Centrally Billed Account (CBA) information – CBA (air and rail only)
- Additional information the traveler provided (e.g., a TMC assistance request in DTS)

The PNR does NOT contain information such as:

- DTS screen names or formats
- DTS on-screen tools or entry fields
- People on the routing list
- Miscellaneous reimbursable expenses
- Additional Authorizations (e.g., leave)
- Justifications to the AO
- Document history, including comments to the AO

A sample PNR format is as shown in *Table 2-2*. Remember this is how a TMC views the reservation information within their system of record. You will probably never see it. We only include it to give you a general idea of data in a PNR.

**Note:** The table is only an example. Your TMC's actual PNR format (i.e., within the Global Distribution System [GDS]) may be configured differently. If you have any questions regarding your servicing TMC or the terms of the contract, contact your Component.

*Table 2-2: PNR Information*

PRN INFORMATION	
DATA FIELDS	MEANING
1.1TRAVELER/JOE	Traveler's name
1 UA1107Y 05MAY IADSAT HK1 600A 830A/ E	Outbound flight request
2 CAR ET 05MAY HK1 SAT/09MAY/CCAR/ARR-830A/RET-0230P/RG-USD30.00 UNL DY XD22.00 UNL/BS-22972246 /RC-DTS /CF-123456789	Rental car request
3 HHL BW HK1 DAL IN 05MAY OUT 09MAY 1NT 54847 BW /BW SAT 95.00USD/ AGT1234567/TRAVELER JOE/SI-CF-12345	Hotel request
4 UA2534 09MAY SATIAD HK1 425P 810P / E	Return flight request

PRN INFORMATION	
DATA FIELDS	MEANING
W#FLIGHT NUMBER UA2671 IAD-SAT 05/05/25 W#SEAT PREF 20A W#FLIGHT NUMBER UA2670 SAT-IAD 05/09/25 W#SEAT PREF 20C W#COMMENTS CTO PLEASE ASSIST WITH BOOKING	Request for TMC assistance booking flights
X#CAR SEGMENT ET CCAR SAT 05/05/25 - 05/09/25	Additional rental car information
Y#LODGING SEGMENT 05/05/25 THRU 05/09/25 Y#BW54847 Y#DOUBLE BEDS NONSMOK	Additional lodging information

Notice the special requests in the **W**, **X**, and **Y** lines. The TMC could overlook such requests, especially in a long PNR. If the TMC overlooks a special request then simply contact the agent for support, based upon your local business process. You should also be aware the TMC's responsibility is not ensuring the vendor satisfies such special requests. Instead, their role is to make sure that the vendor receives the request. Each vendor decides if the traveler's request is possible.

The **Review Reservation Selections** screen organizes your reservation information in date order, making it easy to review all your reservations, check for missing reservations, make special requests, and more. Always check the information for accuracy before sending the request to the TMC (**CTO SUBMIT**) and when the TMC returns the PNR and DTS updates the document to **CTO BOOKED**.

When communicating with the TMC about your reservations, the most important piece of information is the PNR identifier. To find it in DTS, view the DTS authorization. On the **Progress Bar** select **Reservations**. The **Review Reservation Selections** screen (Figure 2-4) opens. The **DTS/TMC Confirmation ID** appears in the **Trip Details**.

**Review Reservation Selections** Email Print

**Trip Details:** EWATLANTAGA050525\_A01

---

**Trip Type:** Temporary Duty Travel (Routine)

**Trip Description:**

**Dates:** 05/05/2025 - 05/09/2025

**DTS/TMC Confirmation ID:** 09XB3W ←

[Lodging Cancellation History](#)

Add to Trip

Figure 2-4: Where to Find the PNR Locator in DTS

Providing the number to the TMC enables the agent to find the PNR and gain access to the traveler’s reservation information. However, going back to the terminology listed in *Table 2-1*, remember that when you talk to the TMC, you should call it the “PNR locator” or simply the “PNR”, so the TMC understands exactly what you mean.

Depending upon the type of reservations, sometimes two PNR locators appear. For example, if you have a *Southwest* outbound flight and a *United* return flight, when you view the **Review Reservation Selections, Trip Details** you will see two **DTS/TMC Confirmation ID** numbers. This simply means that the carriers maintain separate records. Having two PNRs is not a problem, but you must give the TMC both numbers to prevent mistakes that may cause the DTS document to lock.

## 2.2 Ticketing Date

The tickets-are-waiting (TAW) date – a.k.a., the ticketing date – is the day the TMC is allowed to issue tickets on booked reservations for approved travel. The TAW date is usually three business days before travel is due to start. Of course, the organization can request early ticketing, if required by the mission.

**Note:** If you have Lowest Logical Airfare (LLA) or restricted airfare, the AO must approve the flights per the airline requirements which is typically within 24 hours of booking. Failure to follow the airlines rules will result in loss of LLA fare or restricted fare. For more on booking LLA or restricted fares in DTS, see the information paper, [Restricted Airfares Available in DTS](#).

DTS adds the TAW to the PNR when the AO stamps the authorization **APPROVED**. If the AO does not approve the authorization, the TAW is not assigned and the TMC cannot issue tickets. This can lead to unaware travelers showing up at the airport without tickets. Don’t let this happen.

Once the TMC tickets the reservations, an amended order or **CTO AMENDMENT** is created (Figure 2-5b). Depending upon your organization’s setup, the amendment may not require reapproval. If so, DTS will reflect no additional action required the in the **Comments** field.

### 2.2.1 Travelers:

1. Log into DTS and locate your trip. View the document. Check your authorization’s document history (e.g., trip named **EWATLANTAGA050525\_A01**) on the **Digital Signature** screen (Figure 2-5a):

2. Look for the **APPROVED** stamp. It should be there at least three business days prior to travel unless, short notice travel applies. If you don't see the **APPROVED** stamp and travel is within 3 business days, then contact your AO for action.

## Digital Signature

### Trip Authorization Status

See where your trip authorization currently is in the approval process.

[Check document for errors...](#)

Hide Previous Stamp ^

✓	03/10/2025 11:41AM CREATED	NAME Eric T West	COMMENT
✓	04/08/2025 02:05PM EST SIGNED	NAME Eric T West	COMMENT
✓	04/08/2025 02:05PM CTO BOOKED	NAME Eric T West	COMMENT
✓	04/08/2025 02:05PM CTO SUBMIT	NAME Eric T West	COMMENT
✓	04/08/2025 02:53PM ADJUSTED	NAME Chris A West	COMMENT
✓	04/09/2025 08:36AM ADJUSTED	NAME Eric T West	COMMENT
✓	04/09/2025 10:25AM ADJUSTED	NAME Eric T West	COMMENT
✓	04/09/2025 11:10AM EST APPROVED	NAME Chris A West	COMMENT bypassbooking
✓	04/09/2025 11:10AM EST BUDGET ADJUSTED	NAME Chris A West	COMMENT Trip #1 DTMOCS D 25 ROUTINE TVL 2025 QTR: 3 \$1287.05

Figure 2-5a: Digital Signature Page with APPROVED stamp



3. Log into DTS and locate your trip. View the document. Check your amended authorization document history (e.g., trip ending in A01-01) on the **Digital Signature** screen (Figure 2-5b):
  - Look for **CTO TICKETED** stamp. It occurs typically three business days prior to travel with the AO approval.

**Digital Signature**

**Trip Authorization Status**  
See where your trip authorization currently is in the approval process.

[Check document for errors...](#)

[Hide Previous Stamp ^](#)

✓	03/01/23 09:04AM EST <b>CREATED</b>	NAME CTO	
✓	03/01/2023 09:04AM <b>ADJUSTED</b>	NAME CTO	
✓	03/01/2023 09:04AM EST <b>CTO TICKETED</b>	NAME CTO	
✓	03/01/2023 09:04AM EST <b>CTO AMENDMENT</b>	NAME CTO	COMMENT Routing for approval not required.

*Figure 2-5B: Digital Signature Page with CTO TICKETED stamp*

4. Ensure your Government Travel Charge Card (GTCC) is turned on and limits meet the mission. **Note:** DTS sometimes refers to the GTCC as Government Charge Card (GOVCC).
5. Verify you receive the TMC emails for your reservations for both the itinerary and ticketing notices.
6. Contact the AO, DTA, or help desk for assistance.

### 2.2.2 Defense Travel Administrators (DTAs)

1. Be aware of upcoming travel for your organizations. Use **DTS Report Scheduler** to generate reports weekly or more often to help manage travel. See *Section 4.4* for report examples such as Pending Airline Cancellation Report and Depart Stats Report.

2. You may need view details in the authorization or document history (Figure 2-5) on the **Digital Signature** screen to identify why the document is not ticketed.
3. Reach out to the AO when trips are pending approval.
4. Reach out to the TMC if the trip is approved, but not ticketed.
5. Submit a TAC ticket for documents stuck at **CTO SUBMIT** and over 24 hours.

## Chapter 3: DTS and TMC Reservation Process

This section expands even more on how DTS and the TMC interact with the Passenger Name Record (PNR), actions taken in DTS and by the TMC, and how information is communicated regarding the PNR. Table 3-1 shows the primary steps involved in making reservations in DTS, through a TMC.

As explained previously, DTS and the TMC both access the GDS (where the PNR is stored) to obtain, record, or update information during the reservations process. This type of access by alternate entities is known as “sending” or “sweeping” the PNR, although the DTS document doesn’t go anywhere.

*Table 3-1: TSA Secure Flight Information Field Definitions*

TSA SECURE FLIGHT INFORMATION FIELD DEFINITIONS				
STEP	ACTION	EFFECT ON PNR	DTS STAMP	EMAIL?
1	Traveler selects first reservation	Created	None	No
2	Traveler alters a reservation	Updated	None	No
3	Traveler completes authorization	None	SIGNED	No
4	TMC receives reservation requests	To TMC inbound queue	CTO SUBMIT	No
5	TMC books reservations	To TMC outbound queue	CTO BOOKED	Yes
6	AO approves travel	Updated	APPROVED	Yes
7	TMC issues tickets	Updated	CTO TICKETED	Yes

### 3.1 Traveler Selects First Reservation

Selecting the first reservation with the designated MOR (i.e., IBA for all reservation types or CBA for just air and rail) in the DTS **Reservations** module creates a PNR and immediately incorporates the item. The particular reservation is “on hold” – meaning a plane seat, hotel room, or rental car is set aside for the traveler. DTS displays a booking message for each selected reservation (air, rental car, and lodging) with a **PNR Record**, six-digit number (Figure 3-1).

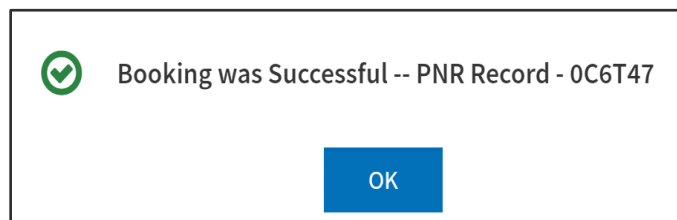


Figure 3-1: Booking message in DTS

While the reservation remains on hold, no one else can select it, though it is not yet booked or ticketed. The PNR continues to update as the traveler makes additional selections.

Since this activity takes place while the traveler is still creating the authorization, DTS does not apply any stamps, and neither the TMC nor DTS send any emails.

### 3.2 Traveler Alters Reservations

“Altering” the reservations can mean selecting more reservations, cancelling existing reservations, replacing reservations with others, and more. The actions all occur in the DTS **Reservations** module, so they behave almost exactly like the reservations discussed in *Section 3.1* above. Altering can create a reservation that is placed on hold or remove the hold on an existing reservation. Each alteration updates the PNR.

The PNR may update quite a few times while the traveler goes through the process of building the authorization and during subsequent trip planning.

### 3.3 Traveler Completes Authorization

After finalizing the reservations and entering all other necessary information, the traveler must apply the **SIGNED** stamp to complete the authorization. The **SIGNED** stamp triggers DTS to start electronically routing the document to the travel experts on the routing list. If the authorization includes reservations, the first stop is the TMC.

**Note:** If the traveler makes any reservation changes between **SIGNED** and the trip start date, the person must re-sign the authorization to send the updated PNR back to the TMC.

### 3.4 TMC Receives the Reservation Request

For authorizations including reservation requests, applying the **SIGNED** stamp triggers several actions:

- The PNR is swept to the TMC’s “inbound queue”
- DTS applies the **CTO SUBMIT** stamp
- The document becomes temporarily “view-only” in DTS

When the authorization arrives in the inbound queue, the TMC performs an electronic quality control check of the reservation requests. Some TMC contracts also allow the TMC to conduct a check for alternate flights, if the traveler’s request includes flights that are not Government contracted airfares. **Note:** Recommend checking with your Component for specific TMC contract requirements.

### 3.5 TMC Books the Reservations

Typically, within one business day, the TMC books the reservations, including any special requests within the PNR. At this point, the traveler has guaranteed reservations, though the TMC has neither charged the traveler nor issued tickets. The act of booking reservations causes several steps to occur automatically:

- The PNR is swept to the TMC's outbound queue
- The document once again becomes editable DTS
- DTS applies the **CTO BOOKED** stamp
- The TMC sends the traveler an email that includes the trip itinerary
- DTS sends the traveler an email that includes:
  - The trip itinerary
  - Comments from the TMC
  - The document's current status – **CTO BOOKED** and actively routing
  - Instructions on how to access the document in DTS

The traveler should log into DTS and carefully review the reservation information updated in DTS, verifying returned details match the reservation submission, specifically check:

The carrier, flight number, dates, and times.

- The hotel dates and any special requests.
- The rental car dates and any special needs.
- Check for TMC comments and contact the agent when necessary.

### 3.6 AO Approves Travel

The last person in the local routing process is always the AO. In DTS, the AO approval triggers several actions automatically:

- Update the PNR to attach the tickets-are-waiting (TAW) date
- Apply the **APPROVED** stamp
- Send the traveler an email with the document's new status – **APPROVED**

The traveler should closely monitor their trip for AO approval and reservation ticketing. If within three business days of departure and the traveler has not received an email from the TMC for issued tickets or an update to reservations (hotel and/or rental car only), then the most likely reason for the omission of the TMC email is lack of document approval. **Note:** For short notice travel with 48 hours or same day, approval and ticketing must occur much sooner or the airlines will release the flights. The traveler should:

- Access their Authorization and verify the status.
  - If AO approval is pending, contact their supervisor to take appropriate approval action.
  - If AO approval occurred, contact the TMC to check ticketing status.
  - If there are concerns about the document routing, contact DTA for document review support.
- Not depart for travel until approval and reservation ticketing confirmed.

### 3.7 TMC Issues Tickets

Typically, the TMC issues electronic tickets three days prior to travel, unless the mission demands paper tickets, the organization has requested early ticketing, or short notice travel applies. There can be a few reasons why the TMC can't issue a ticket such as:

- The PNR contains an invalid or inactivated GTCC.
- The PNR is missing the required Transportation Security Administration (TSA) data for air, rail request or rental car.
- The reservations were changed in DTS, but the document was not stamped **SIGNED** to send the modifications to the TMC.
- AO didn't stamp the document **APPROVED** for the changed reservations.

If the TMC can't ticket the reservations:

- For invalid GTCC or missing TSA data, the TMC will typically return the PNR and provide comments back to the traveler (**Comments From Travel Agent**) available on the **Review Authorization** screen when a problem occurs.
  - The DTS document reflects **CTO BOOKED** instead of the expected **CTO TICKETED** stamp on the **Digital Signature** page.
- For changed reservations but document not **APPROVED**, the TMC may return the PNR.
  - The DTS document reflects **CTO BOOKED** instead of the expected **CTO TICKETED** stamp on the **Digital Signature** page.
  - The TMC may send the traveler an email (depending upon the TMC contract).

The traveler:

- For a GTCC issue, contact the Agency Program Coordinator (APC) and ensure the GTCC is on and activated. Then contact the TMC with the valid card number and expiration date.
- For TSA missing data, contact the TMC and provide the valid information.
- If the trip is not **SIGNED**, then stamp it. Ensure the AO stamps the trip **APPROVED**. Monitor your document and email for TMC notifications.

When the TMC does issue the ticket, several actions occur:

- The TMC updates the PNR with ticket information and applicable fees.
- The traveler's GTCC or the unit's CBA is debited.
- DTS updates the authorization with the new PNR information.
- DTS applies **CTO TICKETED** stamp (see Figure 3-2) to the amended order.
- DTS sends the traveler an email that includes:
  - Basic itinerary information
  - TMC comments
  - The document's current status – **CTO TICKETED**
- The TMC sends the traveler an email that contains:

- The payment invoice
- A more complete version of the itinerary
- The ticket numbers and costs
- After-hours emergency contact information
- Additional information may be included

With an approved and ticketed trip, the traveler may proceed to the airport and travel. **Note:** Retain the TMC email for vouchering purposes.

## Digital Signature

### Trip Authorization Status

See where your trip authorization currently is in the approval process.

[Check document for errors...](#)

[Hide Previous Stamp ^](#)

✓	08/14/2024 10:47AMCET CREATED	NAME CTO	COMMENT
✓	08/14/2024 10:47AM ADJUSTED	NAME CTO	COMMENT
✓	08/14/2024 10:47AMCET CTO BOOKED	NAME CTO	COMMENT
✓	08/14/2024 11:07AM ADJUSTED	NAME CTO	COMMENT
✓	08/14/2024 11:07AMCET CTO TICKETED	NAME CTO	COMMENT

Figure 3-2: Digital Signature Page with CTO TICKETED stamp



## Chapter 4: Best Practices

Travelers, Clerks, NDEAs, AOs and DTAs can positively influence the travel experience. Here are some best practice travel suggestions to follow based upon each DTS role.

### 4.1 Traveler

Travelers must adhere to trip creation date and the trip duration rules. These specifications apply to all DTS document types to reduce the possible invalid reservation selections (e.g., selections made in the next FY before airlines post flights) and incorrect per diem calculations (e.g., documents crossing multiple FYs and per diem changes). These processing rules include:

- Authorizations and vouchers can't exceed the maximum trip length of one year from the trip start date.
- Imported authorizations along with vouchers can't exceed the maximum trip length of one year from the trip start date.
- Authorizations may not be created greater than 6 months in advance of the trip.
- Imported authorizations may not be created greater than 6 months in advance of the trip.

Planning in advance of travel can provide a better choice of flight and hotel selections, especially if you are traveling close to a holiday or during a special event, work out any details or additional requirements for travel, and obtain travel approval timely. When processing travel documents, follow the [JTR](#) (e.g., air, hotel, and rental car reservations, expenses), provide required documentation, and justify **Pre-Audit flags** and **Reason Codes**.

For CONUS travel, suggest starting the authorization at least 2 to 3 weeks out to allow ample time for processing, unless your local business rules don't allow. In addition, review the *JTR, 0202 Transportation and par. 020102. Per Diem Allowances* and the *JTR par. 020304-E. Incidental Expense Reimbursement*.

For OCONUS travel recommend creating your trip at least 4 to 6 weeks in advance of departure as there may be limited flights to your location or hotel availability. Be aware when flying over night and arriving to the next day, DTS will reset the lodging dates to account for the time change. Verify lodging reservation dates and the Per Diem table calculations. Check cancellation rules for overseas hotel vendors (view the *details*) before booking. Allow extra time to complete foreign travel requirements (e.g., briefings, medical checks). Inquire about any foreign clearance requirements for your TDY and timelines for completion. In addition, review the *JTR, par 020102. Per Diem Allowances* and the *JTR par. 020304-E. Incidental Expense Reimbursement*.

Even with the best planning, circumstances can arise where you must travel on short notice. If this occurs, contact your DTA if you need assistance, reach out to the AO to verify availability for short notice approval, and follow your local business rules.

Before starting your authorization:

1. Identify:

- TDY location (where you conduct business, not where you sleep), trip dates, travel mode, trip purpose etc.
- Reservation needs - projected expenses, airline, hotel requirements, and rental car. **Note:** Ensure you book a compact car unless a larger vehicle is required and if so provide a valid justification (e.g., traveling with multiple people and sharing a rental vehicle).
- Passport or other identification requirements.

- Foreign Travel Requirements, if applicable.
- Key POC contact data (e.g., DTA, AO, APC, TMC) for assistance.

## 2. Contact APC:

- Payment type
  - IBA status – If using the IBA have the APC verify the GTCC or IBA is open, active and the limit meets the mission.
  - CBA – If using the CBA have the APC verify the CBA is available follow the internal business process for CBA use.

### 4.1.1 Verify Traveler Profile

Log into DTS and begin on the **DTS Dashboard**. **Note:** If you are logging in for the first time or it has been at least 60 days since your last logon, DTS may prompt you to verify your profile. Ensuring a profile contains valid data before document creation can reduce reservation or payment problems due to incorrect GTCC, EFT, or other information.

Here is how you check your profile:

1. Select your arrow by your name.
2. Select **My Profile** (Figure 4-1 and Figure 4-1a). **Note:** You can also update the GTCC information within a document by selecting **Review Profile** (Figure 4-1b). **Note:** The TMC cannot issue tickets, if your GTCC number or expiration date is invalid or when your TSA information is missing for the reservation record.

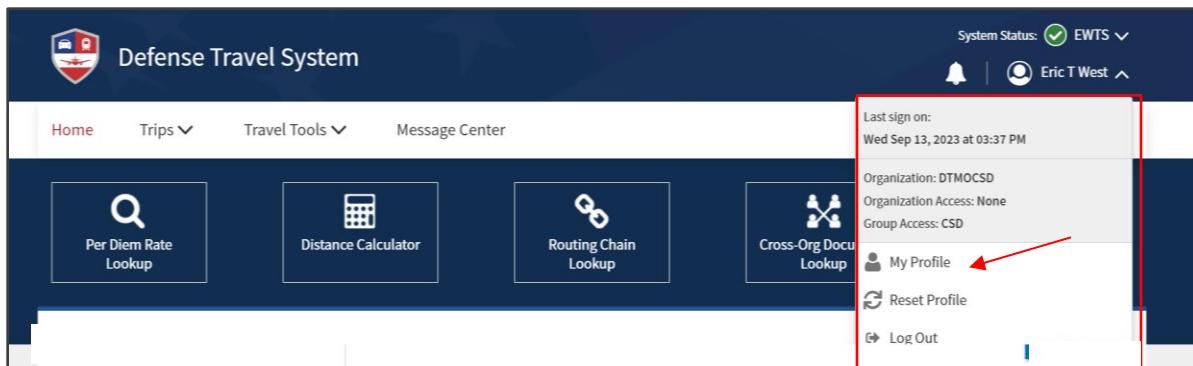


Figure 4-1: My Profile Option

**User Profile**

Eric T West

**EFT and Credit Card Accounts**

Payment by Electronic Funds Transfer (EFT) is mandatory unless the traveler does not have access to an account at a financial institution that can receive ETF transmissions.

**Accounts**

Account Type	Account Number	Routing Number	Expiration Date
GOVCC	42424242424242	N/A	10/28
Checking	101010101	114000653	N/A

Mandatory EFT Payment\*

☒ Yes ☐ No

GTCC Account Number  
42424242424242

GTCC Expiration Date  
10/28

Checking Routing Number  
114000653

Checking Account Number  
101010101

Saving Routing Number

Saving Account Number

Changes to the permanent profile do not affect any existing travel documents.

Cancel Save

Figure 4-1a: Permanent Profile

**User Profile**

Eric T West

**EFT and Credit Card Accounts**

Payment by Electronic Funds Transfer (EFT) is mandatory unless the traveler does not have access to an account at a financial institution that can receive EFT transmissions.

**ACCOUNTS**

[Refresh Account Data](#)

Account Type	Account Number	Routing Number	Expiration Date
<input type="radio"/> GOVCC	42424242424242	N/A	10/28
<input type="radio"/> Checking	101010101	114000653	N/A

Enter only one account with a routing number.

Mandatory EFT Payment ?

☒ Yes ☐ No

GTCC Account Number  
42424242424242

GTCC Expiration Date  
10/28

Checking Routing Number  
114000653

☐ Update Permanent Profile

Cancel Save

Figure 4-1b: Profile within a Document

3. Verify or update your contact information in your DTS profile; work email and phone number (Figure 4-2).
4. Verify or update the **TSA Secure Flight** information in your DTS profile (Figure 4-2a).

The screenshot shows a web interface for updating profile information. On the left is a sidebar menu for user 'Eric T West' with categories: User Profile (expanded), Accounting, and Travel Preferences. Under 'User Profile', 'TSA Secure Flight Information' is selected. The main form area is titled 'TSA Secure Flight Information' and contains instructions: 'Please enter the information below EXACTLY as it appears on your state or government issued identification card. When entering last name, do not include suffixes (e.g., Jr). As a Service member or DoD civilian, you qualify for TSA PreCheck for free. For more information on participation or the TSA privacy policies, visit the [TSA's Website](#).' The form fields are: First Name (Eric), Last Name (West), Middle Initial (T), Sex (Male selected, Female unselected), Date of Birth (11/18/1989), and Known Traveler Number (12345678). At the bottom, a message states: 'Changes to the permanent profile do not affect any existing travel documents.' with 'Dismiss', 'Cancel', and 'Save' buttons.

Figure 4-2a: Permanent Profile – TSA Secure Flight Information

- TSA data is required when you select flights, rail request, and rental car. DTS provides you the opportunity to verify or change the TSA information. Make sure what is listed in DTS is what identification (ID) you will use for the reservations.
    - The name for the reservation must match form of identification for issuing tickets for air or rail and rental car reservation.
    - The traveler's date of birth is also required.
  - Per airline and train rules, the TMC cannot issue tickets without the required information.
5. Verify or update GTCC data.
  6. Verify or update EFT data.
  7. When you finish the profile updates, be sure to **Save** the changes.

- When you or a DTA makes a change to your *permanent profile*, DTS will provide a **PII Data Change e-mail** alerting you of the modification.
  - Data field updates which trigger the email include **EFT data, GTCC info, Name, Mailing Address, and Email Address**.
  - See the example of a DTS **Profile PII Change** email below (Figure 4-2b). **Note:** For the example, the person's name and email are blurred out. The actual email will contain your name and email. In addition, the <subject> will vary based the item impacted (e.g., EFT, GTCC, name, etc.).

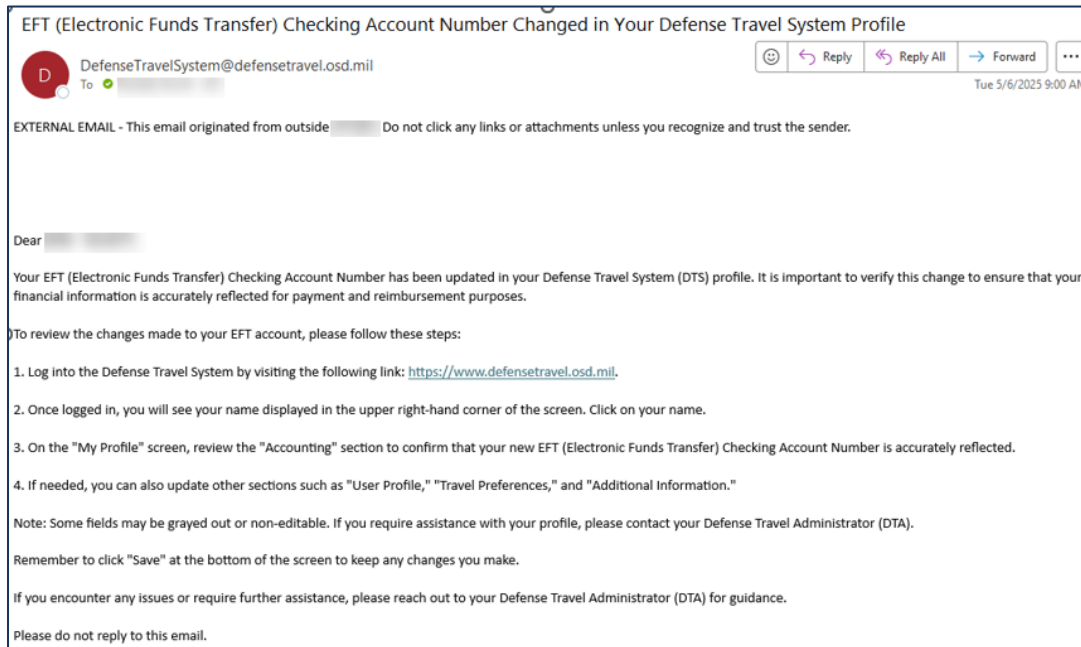


Figure 4-2b: Profile PII Data Change Email

- Changes to the *document profile only* do not warrant a **PII Data Change** e-mail.

#### 4.1.2 Travel Readiness

1. Create the authorization based upon mission needs being sure to:
  - Enter in the required information necessary for travel (e.g., travel dates, TDY location, reservations, expenses, supporting records).
  - Justify any **Pre-Audit** flags and **Reason Codes** when applicable.
  - **SIGN** the trip to begin routing.
2. Once you submit your document for processing:
  - Closely monitor the trip. Check your document status in DTS at least weekly to ensure it is routing in a timely manner.
3. Review TMC comments for reservation information in DTS. Select **Review Authorization** from the **Progress Bar**, and once the page loads, under **Trip Details** locate the **CTO Comments**. An example might

be, **Comments From Travel Agent; Air Comments: CTO BOOKED-PLS REVIEW SEGMENT DATES AND TIMES.** Contact the TMC if the agent requests your attention.

- For request pre-travel reservation changes – prior to 3-business days of travel and when reservations are not ticketed, generally you use the DTS **Reservations** Module and not contact the TMC. Contacting the TMC directly when you could use DTS, may cause you to incur extra cost for assistance. If unsure, contact your DTA for assistance.
4. If you incur a problem in DTS, contact the DTA, local help desk or TAC for support. The TMC cannot see your DTS document to assist you.
  5. Monitor your work email for DTS and TMC notifications. **Note:** Travelers typically receive 2 TMC emails; one for itinerary, and one for the invoice (i.e., GTCC billed). The TMC ticketing occurs 3 business day prior to travel (unless advance ticketing is necessary), if you don't receive the TMC Invoice email, then contact your AO and DTA for assistance.
  6. Obtain trip approval and ticketing prior to departure. You can verify **APPROVED** on the authorization and **CTO TICKETED** on the amended authorization on the **Digital Signature Page** (Figure 4-3).
  7. Depending upon the organization's setup, the AO may not have to re-approve the amended authorization when the TMC tickets the reservations. If re-approval is not required then DTS provides comments to alert the user.

✓	03/01/2023 09:04AM <b>ADJUSTED</b>	NAME CTO	
✓	03/01/2023 09:04AM EST <b>CTO TICKETED</b>	NAME CTO	
✓	03/01/2023 09:04AM EST <b>CTO AMENDMENT</b>	NAME CTO	COMMENT Routing for approval not required.

Figure 4-3: CTO Ticketed Stamp

8. Be *diligent*. Don't hesitate to ask for help (e.g., document sitting at CTO Submit well over 24 hours or document stamped **APPROVED**, but not **CTO TICKETED** and you need to depart with 1 to 2 days).
  - Start with your DTA, AO, and local Help Desk first.
  - If needed, elevate to the Travel Assistance Center (TAC). **Note:** Before contacting the TAC, be aware of your local policies on this matter. Some organizations have rules about who is authorized to contact the TAC.
  - If the authorization is **APPROVED** and no reservation changes occurred, but the **CTO Amendment** does not reflect **CTO TICKETED** action and instead displays **CTO BOOKED**, you may need contact the TMC for assistance. There could a problem with the GTCC data, missing TSA data, or no flight availability.

- Remember, don't leave for the airport without first receiving AO approval and tickets.

For your actual trip:

1. Bring your resources with you; TMC contact information and after hours' support, DTA and Helpdesk contact information, your GTCC, passport (if required), proper identification for carrier and to access your TDY location, and your reservation details (i.e., ticketing receipt/itinerary) in case you need to make changes. **Note:** If you make changes to your reservations be sure to keep all your receipts, and documents for refunds and cancellations.
2. Know what to do and who to contact if you trip gets delayed or you must return earlier than planned.
  - Do not hesitate to contact the TMC when:
    - An emergency or mission requirement demands short-notice travel (aka, "verbal orders of the Commanding Officer [VOCO])
    - Changes are required while official travel is in progress
    - You need to return any unused paper tickets

## 4.2 Clerk and NDEA

Clerks and NDEAs can process authorizations on behalf of a traveler. You may start the authorization well advance of travel, but not greater than six months from trip start date and you cannot create a trip greater than 365 days.

Begin on the **DTS Dashboard** to access **Traveler Lookup**.

1. On the **Traveler Lookup** screen, **Search** for the traveler and your screen updates to **Managing Trips for: Traveler Name**. **Note:** If you can't locate the traveler, contact the DTA to verify the traveler is in your group and you have the proper group access.
2. Create the authorization, add dates, locations, book reservations, and enter expenses per mission.
3. Check the DTS profile (work email, GTCC) and contact the traveler, DTA or APC if GTCC is missing or the card requires activation, and increased limits to support the mission.
4. Be sure to **SIGN** the document to start the routing process.
5. Ensure the document reflects the **CTO Booked** and **CTO Ticketed** actions as appropriate.
6. Ensure the document reflects **APPROVED** within timelines. **Note:** Contact the AO to act if you notice a lengthy delay in approval.
7. Contact the traveler to verify the individual receives the DTS and TMC emails. **Note:** Remind the traveler to take the reservations/receipt information (TMC contact information) in case travel changes are needed.
8. Remind the traveler to retain all required receipts and receipts for changes to the reservations.
9. Contact the DTA if you need assistance.

**Note:** Clerks *only* assist with document creation and signing of authorization and voucher creation. A NDEA can create and sign an authorization and create and stamp a voucher (**T-ENTERED**) on behalf of traveler. You can learn more about documents in the [DTS Guide 2: Authorizations](#) and vouchers in the [DTS Guide 3: Vouchers](#).



### 4.3 Authorizing Official

AOs are responsible for ensuring all travel follows the DoD travel regulations per the [JTR](#). The AO acts as a Certifying Officer for DTS documents and is the individual who controls the mission, authorizes the trip, and allocates funds for TDY travel.

Begin on the **DTS Dashboard** to access **Trips Awaiting Action** (Route and Review) queue.

The **Trips Awaiting Action** screen allows the AO to monitor documents and act at least one time per day or when the person knows travel approval is necessary. When reviewing trips ensure:

1. Review documents timely especially short notice travel or documents containing [Lowest Logical Airfare \(LLA\)](#) or restricted fares requiring a quick turnaround. **Note:** Airlines will cancel reservations for documents not approved within their timeline specifications. This could be same day trips or ones containing LLA. Once the reservations cancel, you will not be able to approve those trips in DTS and new orders are required.
2. Documents meet travel compliance requirements (e.g., [GSA City Pairs](#), [U.S. Government Rental Car Agreement \(Number 5\)](#), [Integrated Lodging Program \(ILP\)](#) selected when required or a valid justification for non-use of [\(ILP\)](#).
3. Check if there are additional drivers on the **Rental Car** agreement when a **Rental Car** is authorized for official travel [U.S. Government Rental Car Agreement \(Number 5\)](#).
  - 3.1. Per the *U.S. Government Rental Car Agreement (Number 5) Section 16*, page 10 states, "Authorized drivers 21 years and older are covered by this agreement at no additional cost to the traveler and are not required to be listed on the Company rental documentation. If the Government traveler procuring the vehicle chooses to identify additional drivers ages 21 and over at the time of vehicle pickup, then the Company may list the additional drivers on the rental agreement. Authorized drivers ages 18-20 years may be charged and underage driver fee and must be identified as the renter or an additional driver on the rental agreement."
  - 3.2. Be aware per the *Per the JTR, par 020209-C. Reimbursement for Use of a Rental Vehicle*. "If additional drivers are identified and listed on the rental company's rental documentation or rental agreement, then each driver may be reimbursed for fuel and oil expenses." If you see fuel or oil charges on the voucher and no Rental Car reservation then this could be a case of an additional driver claiming an expense. You want to ensure for auditing purposes this situation is well documented.
4. Documents only contain the necessary cost allowable by the [JTR](#).
5. Supporting records are attached. **Note:** If your organization uses NDEA then a DD 1351-2 or 1164 is required to be complete and signed by the traveler and attached to the document prior to the NDEA stamping the document T-Entered in DTS.
6. Proper justification for **Pre-Audit** flags and **Reason Codes** to support the mission.

**Note:** If a document is missing information (e.g., no return flight) or is non-compliant, the best practice is for the AO to return the document to the traveler for correction and re-submission.

## 4.4 Defense Travel Administrator

DTAs fulfill an essential role as they manage travel for their organization. You have administrative access in the **DTA Maintenance Tool** (e.g., routing list, profiles, etc.), **Report Scheduler**, and document access with **Traveler Lookup** which enables you to actively support travel in DTS. Proactivity can help avoid many travel problems.

### 4.4.1 Travel Documents

Monitor travel documents to ensure there are no processing delays. In addition:

1. Request travelers review and update their profile for GTCC, work email, phone numbers necessary for reservation processing, at least annually or when changes apply.
2. Work with travelers when they have document and reservation questions (see Chapter 5).
3. Work with the TMC regarding reservations.
4. Work with the APC or CPM regarding the travelers GTCCs.
5. Monitor documents for AO approval and encourage timely document approval.
6. Elevate stuck **CTO SUBMIT** (well over 24 hours) problem using [TraX](#), Help Desk ticket (see *Section 5.1*).

### 4.4.2 Reports

Run reports at least weekly and review data for mission support and travel compliance.

Begin on the DTS **Dashboard**, select **Administration**.

1. When the Admin page opens, select **Report Scheduler**. The **Reports** Homepage appears.
2. From the **Reports** Homepage, select **Request New Report**. DTS provides a listing of available reports. The below reports should help manage the upcoming travel and identify potential problems (Figure 4-4):
  - The **Routing Status** report identifies all documents currently in routing, along with their status, awaiting status, and the amount of time they have been waiting for action.
  - The **Pending Airline Cancellation** report identifies all documents with flights that are stamped **CTO BOOKED**, but not **APPROVED**. You can limit this search by a number of hours before the trip start time to spot documents for imminent trips.
  - The **Depart Status** report identifies all documents for upcoming travel with the current and awaiting status. When the TA number column is blank, then the AO has not approved the document.

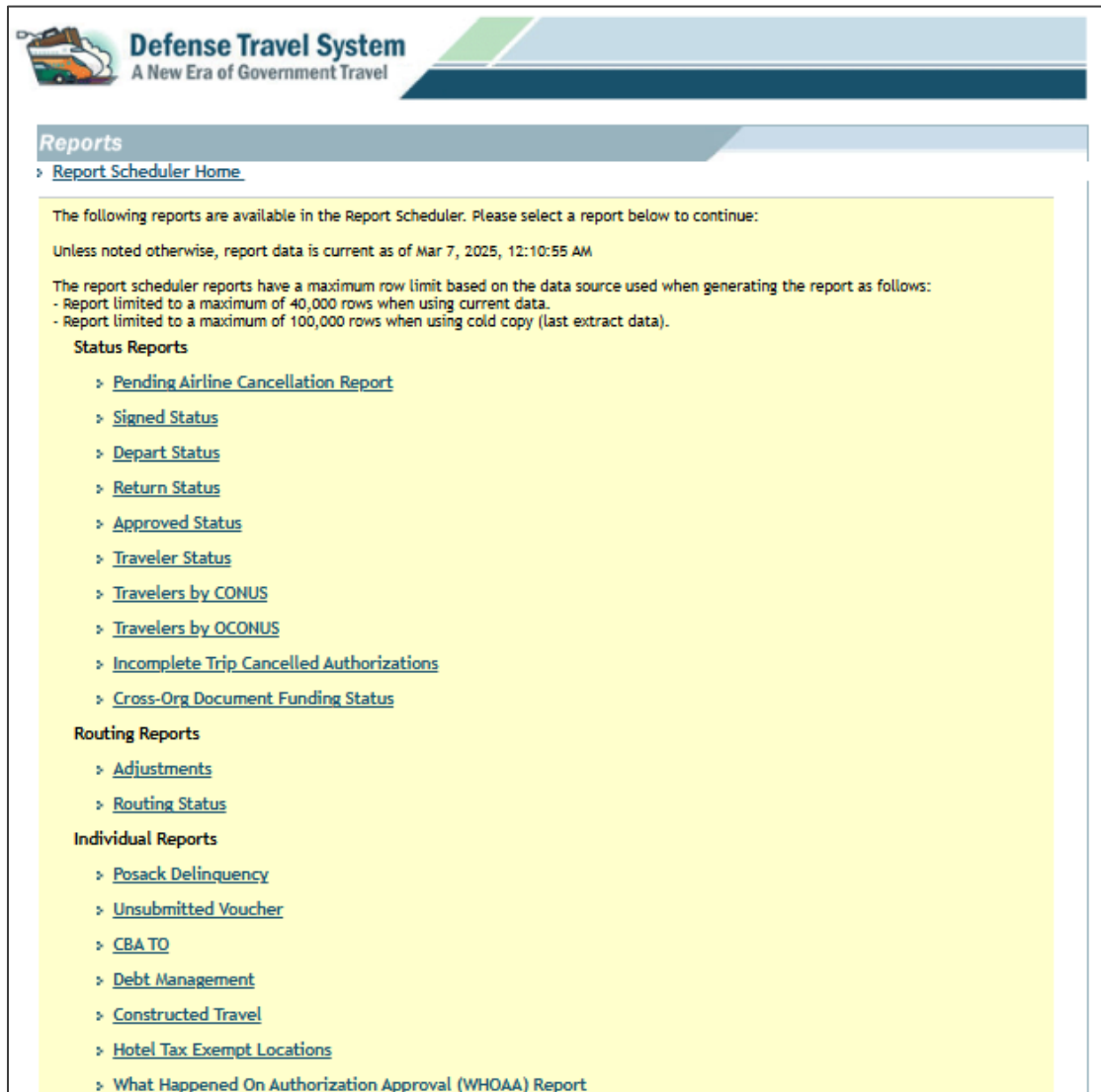


Figure 4-4: Report Scheduler Screen

3. When a document is identified as not approved, contact the AO to review and if compliant with policy, approve the authorization.
  - If the trip is short notice or contains restricted fares, the airlines will cancel the flight if the approval is not timely.
4. Reach out to the TMC, if the AO has approved the document, but the TMC has not ticketed the reservations.
5. Reach out to the TAC if the document is stuck and not routing properly.
6. If the TMC contacts you because the traveler's GTCC declined, contact your APC/CPM for assistance in determining why the card declined.

**Note:** DTAs can learn more about DTS Reports in the [DTA Manual, Chapter 10](#).

## Chapter 5: Travel Circumstances, Problems and Solutions

Sometimes things don't quite go as planned or you incur new situations, which may require research or elevation to resolve, these conditions can include:

- Document Stuck at CTO SUBMIT
- Seats Not Available
- Passenger Name Record (PNR)
- Duplicate Bookings
- Lodging Cancellations
- Over-Claiming Reimbursement for Reservations
- Churning
- Reservation Auto-Cancellation
- Restricted Fares

Let's take a more thorough look at some of common situations and what you can do to avoid them or fix them as quickly as possible.

### 5.1 Document Stuck at CTO Submit

A document properly routing should change status from **CTO SUBMIT** to **CTO BOOKED** in about 24 hours or one business day. If the document status remains at **CTO SUBMIT** for more than 24 hours, then you can consider the document "stuck" and should seek assistance. **Note:** Some documents may contain more than one PNR.

Different carriers may have specific processing rules and don't combine their reservation information with other carriers. For example, you have one segment of the trip booked with Southwest and another part booked with Delta, then you will have 2 PNRs for this trip. If this is the case, the TMC must queue back both PNRs for the DTS document to update.

There are many reasons a document may remain at **CTO SUBMIT**. Some are due TMC issues and others are a result of DTS problems. Either way, contacting the TAC should provide insight to the problem, as the TAC has access to DTS and the TMC system.

Travelers should NOT call the TAC about a **CTO SUBMIT** status until at least 24 hours have passed. You need to allow the TMC ample time to process the PNR. For example, if you sign a trip with reservations on Friday, then it is not considered stuck until COB Monday.

### 5.2 Seats Not Available

Occasionally DTS displays a seat map with no selectable seats. One contributing factor to this situation is the fact that most airlines offer seat selection on a "first come, first served" basis and demand is high. If you don't see an available seat, you don't need to be overly concerned. If the flight appears in DTS for you to select, then at least one seat is available. Every airline restricts a certain number of seats from pre-flight selection.

Some common pre-flight selection restrictions are:

- Emergency row seats
- Seats reserved for frequent flyers

- Seats reserved for people who purchase tickets at the airport

The combination of pre-flight seat restrictions and high traveler demand can make pre-flight seat assignments difficult to obtain. However, the airline can confirm a flight reservation even without a specific seat assignment.

To increase your odds of getting your seat of choice, try to:

- Book as early as possible – booking early increases your chances of getting a reserved seat.
- Use the DTS seat selector, if available, to find an available seat then call the airline to reserve it. Be advised – the airline may charge a fee for this service; that fee is not reimbursable.
- Join the airline’s frequent flyer program. Doing so will allow you to take advantage of seats reserved for that class of traveler.
- Take advantage of early online check-in. You can usually select a seat when you check in.
- Check in early at the airport early on travel day – arriving early increases your odds of getting the seat of your choice.

**Note:** Please be aware that selecting your seat number is not a guarantee, as the airlines controls the seats, and it is subject to change.

### 5.3 Duplicate Bookings

Never make duplicate air bookings. Airlines do not allow travelers to hold multiple reservations to the same destination on the same day. Sometimes travelers re-book flights hoping to get a better price or book flights on multiple routes as a backup in case of flight cancellation. To some, such actions may seem like prudent planning, but to the airlines, the traveler is tying up a seat the person can’t use and the airlines can’t sell.

Restrictions against duplicate bookings apply even if you make the reservations in different travel classes or by different methods, such as booking online then calling the TMC or the airline. The restriction even applies if the bookings are on different flights.

Duplicate bookings waste time and money. When you make duplicate bookings, the airline will:

- Cancel all your reservations. You must re-book the cancelled reservations – and you may find that your preferred flights are no longer available.
- Fine the TMC. In most cases, the TMC will pass responsibility for paying the fine to the DoD Component that made the duplicate booking.

Of course, duplicate booking is not strictly an airline issue. Other travel and transportation (bus, rail, hotel) vendors have similar rules:

- Many transportation vendors charge for all booked tickets, whether you use the seat or not.
- Most lodging providers charge a “no show” fee for the first night of the duplicate booking before cancelling any remaining nights.

Remember that DTS is a “book as you go” system, meaning that a reservation is held as soon as you select it. It is booked before you sign the authorization or the AO approves it, though DTS will cancel those reservations if you don’t sign the trip or the AO doesn’t approve the document in time (see Section 5.6 for more information on the DTS auto-cancellation process). In other words, creating duplicate authorizations may well lead to duplicate reservations as well. Unless the TAC instructs you to do so, never create duplicate authorizations in DTS:

- Never use DTS to as a practice or estimation tool; only use the system to create *real* travel documents. Use practice tools, such as the **Enterprise Web Training System (EWTS)\***, or trip estimation tools, like the **Trip Tools** module in **TraX**, for training/estimation purposes.
- If you need to replace one reservation with another, do so in DTS whenever possible. Just make sure you remove the reservation you don't need first before adding the new one. If you need to replace the entire authorization for any reason, cancel all reservations on the old authorization before creating the new document.

\* EWTS is a robust DTS simulator that provides DTS training in a threat-free environment. You can use EWTS without making any real reservations. For more information on how to access and use EWTS, take the [EWTS WBT](#) class.

To prevent duplicate bookings in a single authorization:

- Never ask the TMC to make reservations that already exist in DTS. If you call the TMC to replace reservations made in DTS, let the TMC know about them, so the agent does not make duplicate reservations by accident.
- Of course, the reverse is also true: never book reservations in DTS if you already have arrangements outside DTS (e.g., through the TMC or calling a provider directly).
- When creating a new DTS authorization, on any reservation screen in the **Reservations** module (Figure 5-1), select **Skip this <type> booking** in the upper right corner.

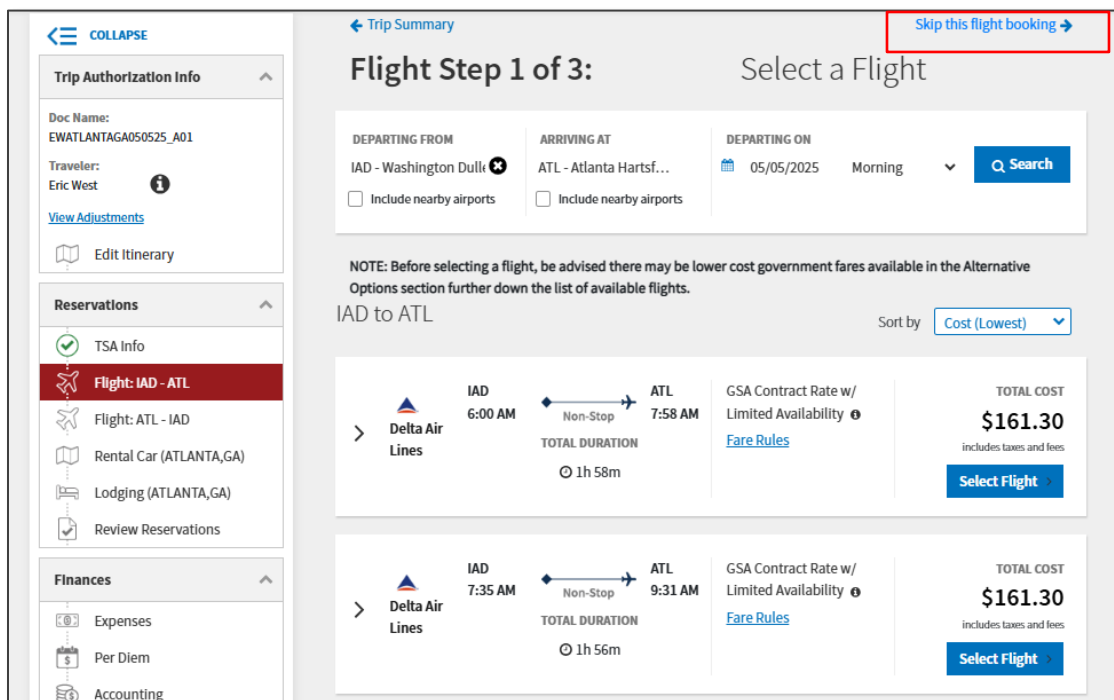


Figure 5-1: Sample Reservation Screen in the Reservations Module

For more information about documents, take the DTS (Basic) - DTS Travel Documents (DTS 101) WBT (web-based training) available through [TraX](#) or see the [DTS Guide 2: Authorizations](#).

## 5.4 PNR Concerns

As outlined in *Section 2.1*, the PNR or the **DTS/TMC Confirmation ID** appears in the **Trip Details** in the document. If you have questions, first try the Lead DTA and if confirmed there is a problem elevate to the TAC. For PNR questions which can't be resolved through the TAC, the next step is to contact the TMC. Remember to provide the PNR to the TMC and if your document has more than one PNR, provide it the TMC as well. **Note:** You may incur a higher fee by contacting the TMC directly. Here are some valid reasons TMC intervention is necessary.

- Fixing issues with the fares
  - Storing a Valid Airfare
  - Storing a Manual Airfare
  - Fixing an Unconfirmed Segment
  - Removing an Airline Ticketing Accounting (PAC) line
- Working a Request for Assistance
- Issuing tickets early
- Making or changing existing reservations while on travel
- Making, changing, canceling Southwest Flights
- Refunding a ticket

## 5.5 Over-claiming Reimbursement for Reservations

When you make reservations in DTS, the system automatically incorporates them into the travel cost estimate, so you don't need to manually enter the reservation data under **Expenses**. When you create the voucher, DTS automatically copies the cost into the document and you can update the information based upon actual costs. If your reservations are in DTS and you manually enter the same reservation under **Expenses**, then have duplicate entry. Doing so will result in duplicate payments and will probably leave you owing money to the Government.

If you must enter reservation information manually, here is how to claim the costs for reservations purchased outside DTS as follows:

1. To enter air, bus, rail, or rental car costs in the **Expenses** module. Access it by selecting **Expenses** from the **Progress Bar**.
  - On the **Enter Expenses** screen, select **Add** (Figure 5-3, Indicator 1). The **Add New** window opens (Figure 5-2).

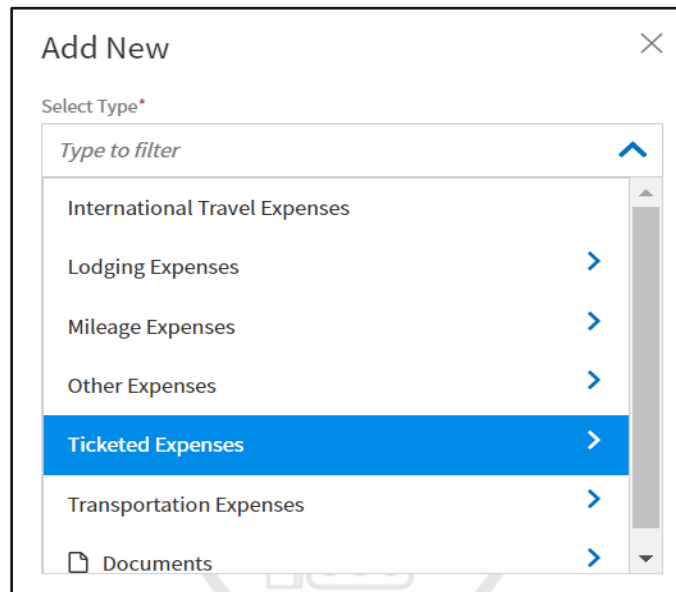


Figure 5-2: Add New Screen

- On the **Add New** screen choose **Ticketed Expenses** to claim an **Airline Ticket, Bus Ticket, or Train Ticket**. Enter the mandatory fields as displayed on the screen. Select **Add** to save the entry (Figure 5-3, Indicator 2). The information appears under **Enter Expenses**.
- On the **Add New** screen choose **Transportation Expenses** to claim a **Rental Car**. **Note:** There are three rental car expense types from which you can choose: -**Terminal, To/From TDY, or at TDY Area**. Enter the mandatory fields as displayed on the screen. Select **Add** to save the entry. **Note:** This expense is not shown in the screen shot below.

On the **Add New** screen, if you estimate on the authorization then you need to verify and update expense items on the voucher. Be sure not to claim the same expense twice. Remove any duplicate. For example, baggage fees, lodging taxes, mileage, and more. Here is how to enter those expense types.

- On the **Add New** screen, choose the **Expense Type** for example **Lodging Expenses** then select **Type Lodging taxes CONUS and Non-foreign** (Figure 5-2a). Complete the field information and select **Add** to retain the data.
- If you need to edit select the **options** (3-dots icon) to make a change.



**Add New** ✕

Select Type\*

Lodging Taxes (CONUS and Non-foreign) ✕ ✓

[Attach Receipt](#)

**⚠** You are traveling to the following state(s) or US territory which exempts taxes when paying with the IBA government travel charge card. This is a savings to the department. Exempted TDY Locations: Texas

Expense Date\*

📅 03/10/2025

Expense Amount\*

\$ 80.00

[Currency Converter](#)

Method of Reimbursement\*

[Cancel](#) [Add](#)

*Figure 5-2a: Add New Screen - Expense Details*

**Key Note 1: Lodging Taxes (OCONUS)** are combined with daily lodging under the **Per Diem** table and not broken out under the **Expenses** module. **Lodging Taxes (CONUS and Non-foreign)** are listed separately from daily lodging.

- On the **Add New** screen, choose the **Expense Type** for example then select **Type Private Auto – To/From TDY** mileage (Figure 5-2b). Complete the field information and select **Add** to retain the data.
- If you need to edit select the **options** (3-dots icon) to make a change.

**Add New**

Select Type\*

Private Auto - To/From TDY

Attach Receipt

Requires a [Constructed Travel Worksheet](#) when mileage exceeds 400 one-way/800 roundtrip.

Expense Date\*

03/11/2025

Start Location\*

Type to search for a starting location

End Location\*

Type to search for an ending location

Cancel Add

Figure 5-2b: Add New Screen - Expense Details

**Key Note 2:** When choosing **Mileage, Private Auto – To/From TDY** or **Mileage, Private Motorcycle – To/From TDY** DTS may or may not require you to complete a **Constructed Travel Worksheet (CTW)**. There are 3 different CTW warning messages you could receive based on the Trip Start date. Review the information and the JTR to determine if the CTW is required for the trip. If you want to find out more about *Constructed Travel* review the [Constructed Travel](#) WBT or the [Introduction to Constructed Travel](#), information paper.

**Enter Expenses**

Sort By: **Date (Newest)** Expand All Download Print Add

✈ Delta Air Lines (Flight 1444 - ATL to IAD)	05/09/2025	\$161.30	IBA
✈ Details			
\$ Baggage - 1st Checked Bag	05/09/2025	\$30.00	IBA
✈ Details			
\$ Private Auto - To/From Terminal	05/09/2025	\$14.00	EFT
✈ Details			
🏠 Lodging (Atlanta, GA)	05/09/2025 - 05/09/2025	\$357.00	IBA
✈ Details			
🚗 Fox Rent A Car (ATL)	05/09/2025 - 05/09/2025	\$188.45	IBA
✈ Details			
✈ Delta Air Lines (Flight 1354 - IAD to ATL)	05/05/2025	\$161.30	IBA
✈ Details			
\$ Lodging Taxes (CONUS and Non-foreign)	05/05/2025	\$30.00	IBA
✈ Details			
\$ Baggage - 1st Checked Bag	05/05/2025	\$30.00	IBA
✈ Details			
\$ Private Auto - To/From Terminal	05/05/2025	\$14.00	EFT
✈ Details			
📄 Memo	04/08/2025		
✈ Details			
\$ Airline Ticket (IBA)	03/06/2023	\$400.00	IBA
✈ Details			

Figure 5-3: Enter Expenses Screen

2. Enter a lodging cost in the **Per Diem** module (Figure 5-4). Access **Per Diem** on the **Progress Bar** or select **Lodging** expense to use **options** (3-dots icon) for quick access to **Edit Per Diem** (Figure 5-3, Indicator 3).
  - Once on the **Review Per Diem Amounts** screen, select **Adjust Per Diem Amounts** to make changes (Figure 5-4). You can make changes to single days using **options** (3-dots icon) to choose **Edit** (Figure 5-4). Remember to manually adjust **Per Diem**, if you will make or already made reservations through some means besides DTS. After making changes be sure to save the information.

## Review Per Diem Amounts

[Reset all adjustments](#)

Adjust Per Diem Amounts

Click "Adjust Per Diem Amounts" to make adjustments based on your travel orders or duty conditions. See the [GSA State Tax Exempt List](#) to find out if your lodging costs are exempt from state sales tax.

[Group similar days](#)
[Expand all](#)
[Collapse all](#)

TDY: ATLANTA, GA (5 days)

DATE	LODGING COST	LODGING ALLOWED	M&IE ALLOWED
> 05/05/2025 <span>First Day</span>	\$119.00	\$119.00	\$64.50
> 05/06/2025	\$119.00	\$119.00	\$86.00
> 05/07/2025	\$182.00	\$182.00	\$86.00
> 05/08/2025	\$119.00	\$119.00	\$86.00
> 05/09/2025 <span>Last Day</span>	\$0.00	\$0.00	\$64.50

### PER DIEM SUMMARY

Total Lodging Cost	Total Lodging Allowed	Total M&IE Allowed
<b>\$539.00</b>	<b>\$539.00</b>	<b>\$387.00</b>

[< Back](#)
[Continue >](#)

Figure 5-4: DTS Per Diem Module – Update Lodging Costs

For more information on updating the Per Diem table in a document, access [TraX](#) and take WBT class such as **DTS (Basics) – About DTS** or **DTS (Basics) – DTS Travel Documents (DTS 101)** or review the [DTS Guide 2: Authorizations](#) available on the DTMO website.

## 5.6 Churning

“Churning” – that is, repeatedly creating and canceling reservations – is another practice that costs DoD money. Like duplicate bookings, the airline industry prohibits churning because it ties up seat inventory. As with duplicate bookings, the airline can fine the TMC that allows churning to occur. In most cases, the TMC passes responsibility for payment to the DoD component that is churning the inventory.

See *Section 5.3* for more information on two more situations that lead to churning:

- Using DTS to research flight costs or travel schedules
- Creating authorizations in DTS for practice

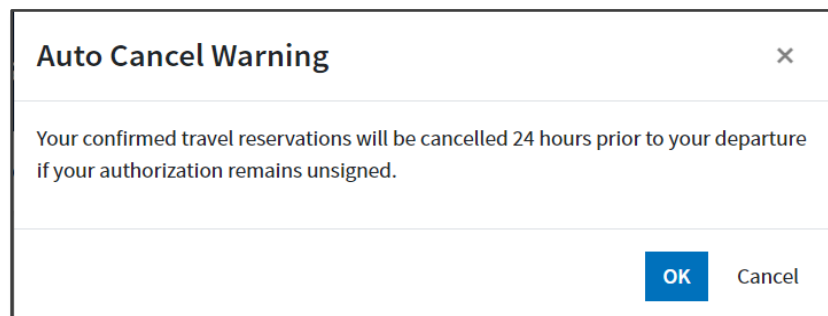
To avoid the situation, know your travel schedule before starting the authorization, select the required reservations one time, and sign your trip timely to avoid auto-cancellation rules.

## 5.7 Reservation Auto Cancellation

Under the **GSA City Pair Program** contract, the airlines instituted the auto-cancel policy to avoid seats being held and not used. To support the requirement, DTS informs the traveler or document creator of the cancellation rules and what will happen if appropriate action does not occur within a specified time frame.

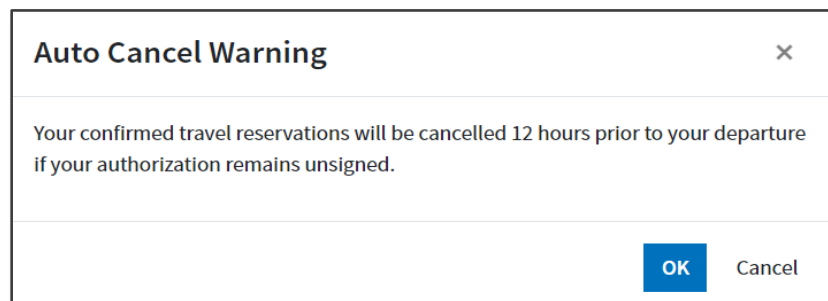
To prevent prospective DoD travelers from holding reservations that they aren't going to use, reservations are automatically cancelled when certain criteria aren't met.

**Note 1:** When you leave the **Reservations** module, DTS warns you that if you do not sign your authorization within 24 hours, your reservations automatically cancel (Figure 5-5a) when your trip is further than 3 business days from departure. You must acknowledge this warning to proceed.



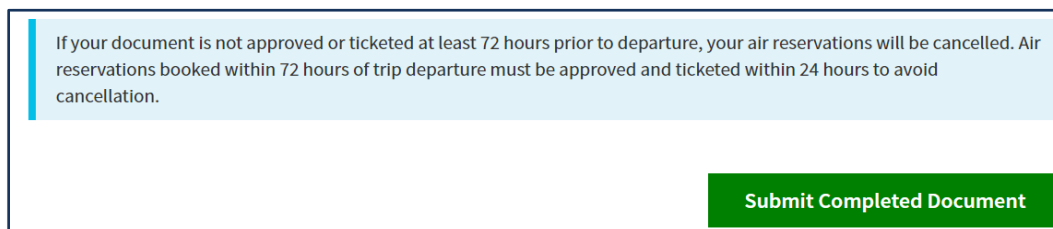
*Figure 5-5a: Cancellation Warning Message*

**Note 2:** When you leave the **Reservations** module, DTS warns you that if you do not sign your authorization within 12 hours, your reservations automatically cancel (Figure 5-5b) when your trip within 1 business days of departure. You must acknowledge this warning to proceed.



*Figure 5-5b: Cancellation Warning Message*

**Note 3:** On the **Digital Signature** page, at the bottom, DTS posts a warning that if your document is **NOT** approved or ticketed within 72 hours prior to departure, air reservations will be cancelled. When the booked reservations are within 72 hours of departure, approval is required within 24 hours (Figure 5-5c).

A screenshot of a web interface showing a warning message in a light blue box. The message states: "If your document is not approved or ticketed at least 72 hours prior to departure, your air reservations will be cancelled. Air reservations booked within 72 hours of trip departure must be approved and ticketed within 24 hours to avoid cancellation." Below the message box is a green button with the text "Submit Completed Document".

If your document is not approved or ticketed at least 72 hours prior to departure, your air reservations will be cancelled. Air reservations booked within 72 hours of trip departure must be approved and ticketed within 24 hours to avoid cancellation.

Submit Completed Document

*Figure 5-5c: Cancellation Warning Message*

If your reservations cancel, then you will need to re-create all the cancelled reservations in a *new* document. If you create the same reservations before cancellation occurs, then this is called “churning,” a poor business practice that is covered in *Section 5.5*. To prevent the system cancelling reservations, all you need to do is simply sign the authorization within 24 hours.

- If a trip remains un-ticketed 72 hours\* before the scheduled departure time, the airline may cancel all flight reservations to sell them to someone who is able to travel. Most such cancellations occur because the AO did not stamp the authorization **APPROVED** or because the document is stuck at **CTO SUBMIT** (see *Section 5.2* for more on stuck at **CTO SUBMIT** and *Section 2.2* for how to check whether the TMC has ticketed the flight).

After signing your document, regularly checking the status for progress and the AO approving the trip timely can minimize the risk of reservations being cancelled by the airlines.

\*Applies to reservations made more than 72 hours before departure time. Each airline sets its own policy for cancellation timing of reservations made less than 72 hours before departure time. See the information paper on the [72-Hour Air Reservation Auto Cancellation](#).

For more information on the **GSA City Pair Program**, see the [GSA](#) website.

### 5.7.7 DTS Email Notifications for Cancellations

There are times when some or all of reservations require cancellation. Depending upon the document status, the traveler will follow the required cancellation process. DTS provides an email to the traveler or document creator when the reservations are cancelled and when the AO stamps the trip **CANCELLED**.

If there is a situation where the flight has not been auto-cancelled due to unconfirmed segments on the active portion of the Sabre PNR, DTS will provide an email notification to the traveler or document creator so the person can make corrections with the TMC.

- The email will display details for each unconfirmed segment and if there are multiple unconfirmed segments for the PNR, the email will display details for each segment.
- If there are multiple PNRs for the document, the email will display details for all unconfirmed segment for each PNR.
- If the unconfirmed segment is part of a connecting flight, the email will display details only for the unconfirmed segment.

## 5.8 Lodging Cancellations

DTS provides the vendor details such as address, contact information, hotel website, and their policy for cancelling a reservation to name a few. You can use the **Details** drop-down for more information about a particular hotel prior to booking in DTS. The **Policy** subtab lists information about the property, including the **Cancellation Policy** (Figure 5-6).

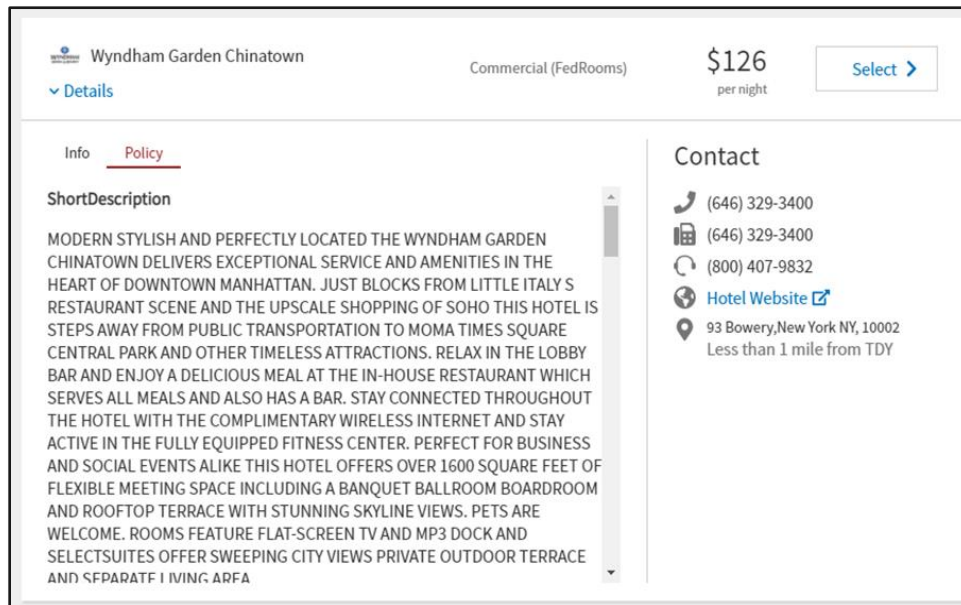


Figure 5-6: Hotel Policy Screen

Some lodging cancellation policies refer to the **Rate Rules**.

- Navigate to the rate page (by hitting the “Select” button) and then selecting “Room Details” (Figure 5-7).

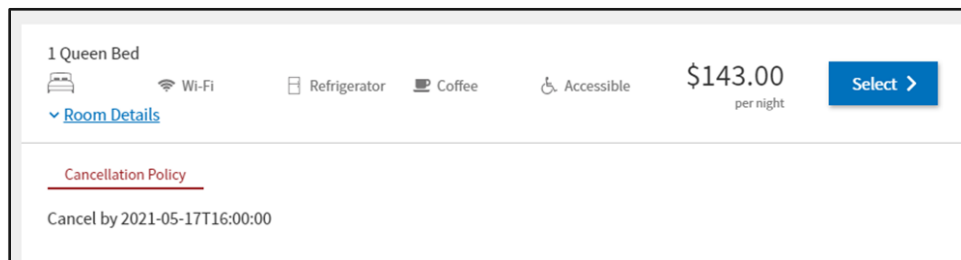


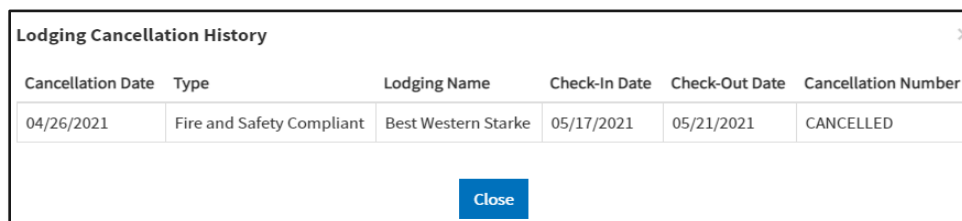
Figure 5-7: Room Details Option

- If the **Cancellation Policy** is still vague or unclear, suggest reaching out to the property prior to booking the hotel and have the vendor clarify their cancellation penalties or requirements.
- Unless mission requires, you can opt to select and book a different hotel.

Even with the best planning, sometimes you must cancel your hotel. Check the status of your document. If within 24 to 48 hours of departure and you need to cancel the lodging reservation, then hotel cancellation rules can apply.

- Contact the hotel to verify if a cancellation or no-show fee (short notice cancellation) is applicable.

- Obtain the hotel receipt for the expense.
- Navigate to the DTS **Reservations** module and select the link to cancel the hotel. A **Confirm Cancellation** message appears. Select **Yes, Cancel Reservation**. **Note:** Do not remove the unsigned authorization if the hotel imposes a fee.
- Enter the fee manually under **Expenses**. The fee is reimbursable, but only if you show that you took all reasonable actions to avoid it.
- Ensure that a hotel cancellation number appears in the **Lodging Cancellation History** section of the **Review Reservation Selections** screen (Figure 5-8).



Cancellation Date	Type	Lodging Name	Check-In Date	Check-Out Date	Cancellation Number
04/26/2021	Fire and Safety Compliant	Best Western Starke	05/17/2021	05/21/2021	CANCELLED

*Figure 5-8: Lodging Cancellation Number*

- If the authorization is unsigned, then you should sign the trip and AO approve the document, so you can voucher.
- If the authorization is already signed, adjust the document, sign the trip and AO approve the document, so you can voucher.
- Create the voucher include only incurred expenses (hotel fee), attaching the supporting document, sign the voucher and monitor for AO approval and reimbursement of incurred expense.

For more about cancelling documents with or without expenses see the information paper, [Trip Cancellation Procedures in DTS](#).

## 5.9 Use of Restricted Airfares

DTS provides the vendor details such as address, contact information, hotel website, and their policy for cancelling a reservation to name a few. You can use the **Details** drop-down for more information about a particular hotel prior to booking in DTS. The **Policy** subtab lists information about the property, including the **Cancellation Policy** (Figure 5-6).



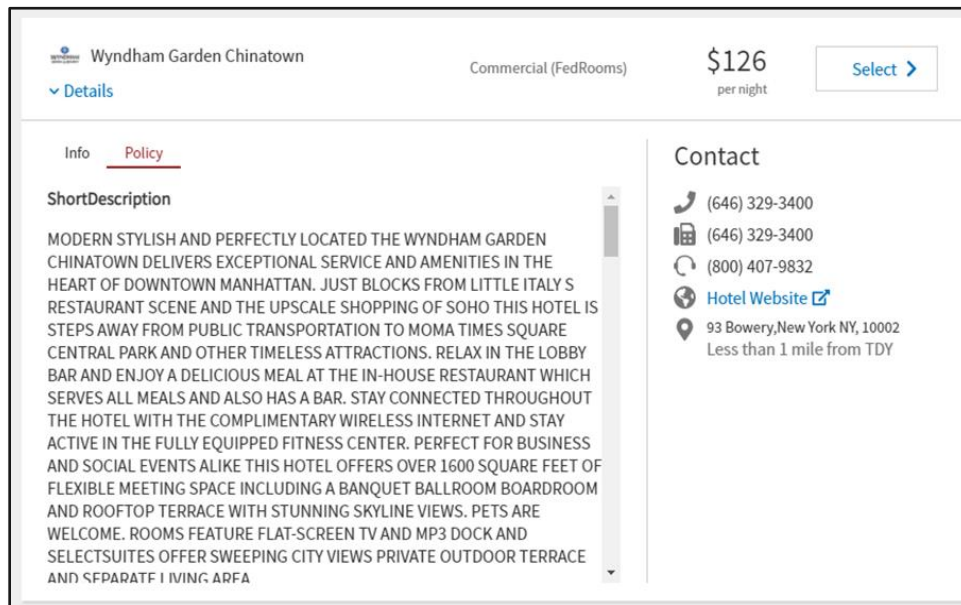


Figure 5-6: Hotel Policy Screen

Some lodging cancellation policies refer to the **Rate Rules**.

- Navigate to the rate page (by hitting the “Select” button) and then selecting “Room Details” (Figure 5-7).

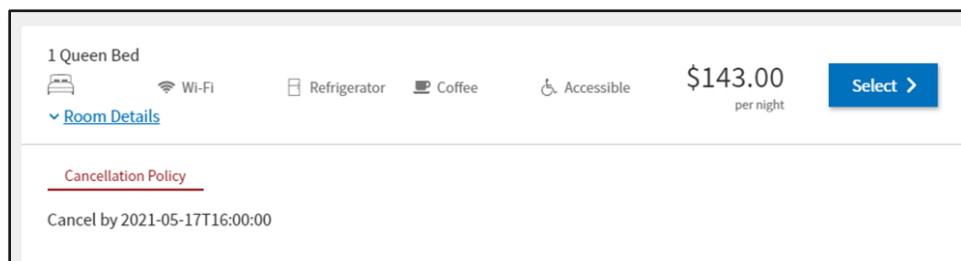


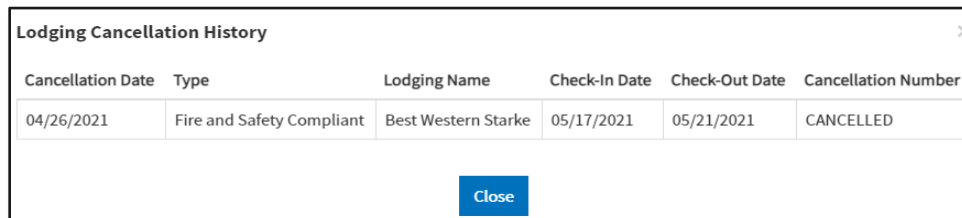
Figure 5-7: Room Details Option

- If the **Cancellation Policy** is still vague or unclear, suggest reaching out to the property prior to booking the hotel and have the vendor clarify their cancellation penalties or requirements.
- Unless mission requires, you can opt to select and book a different hotel.

Even with the best planning, sometimes you must cancel your hotel. Check the status of your document. If within 24 to 48 hours of departure and you need to cancel the lodging reservation, then hotel cancellation rules can apply.

- Contact the hotel to verify if a cancellation or no-show fee (short notice cancellation) is applicable.
- Obtain the hotel receipt for the expense.
- Navigate to the DTS **Reservations** module and select the link to cancel the hotel. A **Confirm Cancellation** message appears. Select **Yes, Cancel Reservation**. **Note:** Do not remove the unsigned authorization if the hotel imposes a fee.

- Enter the fee manually under **Expenses**. The fee is reimbursable, but only if you show that you took all reasonable actions to avoid it.
- Ensure that a hotel cancellation number appears in the **Lodging Cancellation History** section of the **Review Reservation Selections** screen (Figure 5-8).



Cancellation Date	Type	Lodging Name	Check-In Date	Check-Out Date	Cancellation Number
04/26/2021	Fire and Safety Compliant	Best Western Starke	05/17/2021	05/21/2021	CANCELLED

Close

*Figure 5-8: Lodging Cancellation Number*

- If the authorization is unsigned, then you should sign the trip and AO approve the document, so you can voucher.
- If the authorization is already signed, adjust the document, sign the trip and AO approve the document, so you can voucher.
- Create the voucher include only incurred expenses (hotel fee), attaching the supporting document, sign the voucher and monitor for AO approval and reimbursement of incurred expense.

For more about cancelling documents with or without expenses see the information paper, [Trip Cancellation Procedures in DTS](#).

## Chapter 6: Support Resources

Sometimes even if you implement preventive measures, use best practices and apply troubleshooting techniques, there may be situations you can't resolve. Should problems arise, there are several resources to help.

### 6.1 Local Resources

For specific document questions or local processes, reach out to the DTA, AO, experienced travelers, and local help desk.

For network problems, contact your local IT department.

### 6.2 Training Search Tool

On the DTMO website (Figure 6-1), there an abundance of information available in the Training Search Tool to support different travel related questions.

On the DTMO website (Figure 6-1), there an abundance of information available in the [Training Search Tool](#) to support different travel related questions.

An official website of the United States government [Here's how you know.](#)

**DefenseTravel**  
Management Office

Search travel.dod.mil

Login to DTS

ABOUT ▾ PROGRAMS ▾ POLICY & REGULATIONS ▾ TRAVEL & TRANSPORTATION RATES ▾ ALLOWANCES ▾ TRAINING ▾ SUPPORT ▾

HOME > TRAINING > TRAINING SEARCH

**Training**

- eLearning
- Reference Materials
- Instructor Resources ▾
- Training Search**

### Training Search Tool

Search for training resources by keyword, user role, or type. If no options are selected, all training will display below.

When searching by keyword, include quotation marks around search terms to return only results with exact phrasing (i.e. "travel card" will yield results that contain the exact phrase "travel card"). Without quotation marks, the database will search for both "travel" and "card" (results will include terms separately).

**Keyword**

**Search**

**Role**

**Type**

- ☐ Distance Learning
- ☐ Web-based
- ☐ Tri-fold
- ☐ Information Paper
- ☒ Guide
- ☐ Manual
- ☐ Instructor Resources
- ☐ Instructor-led

**Topic**

**Series**

**Sort**

**Results:** Type: Guide

April 7, 2025

#### DTS Guide 5: Group Authorizations

Recommended for: AO, RO, Traveler, NDEA, Travel Clerk | Series: Approver (DTS), DTS (Special Topics)

This guide explains how to create, amend, and cancel a DTS group authorization. It focuses on and highlights how a group authorization differs from an authorization.

Figure 6-1: Training Search Tool Screen

## 6.3 TraX WBT

To learn about how to do documents or a specific DTS function, take a web-based training (WBT) class available in [TraX](#) (Figure 6-2). **Note:** You can access TraX multiple places from the DTMO website such as the bottom of any webpage, and from the **Navigation Bar** under **Training** and **Support** topics.

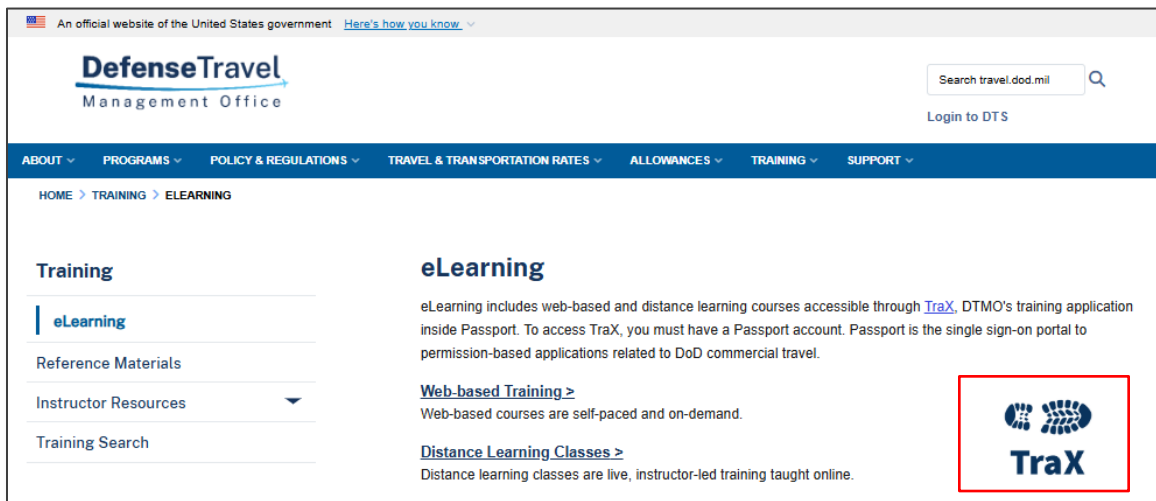


Figure 6-2: TraX Access Screen

### 6.3.1 TraX FAQs

Search the FAQs in the **Knowledge Center** in [Travel Explorer \(TraX\)](#) for documents, references and “how to” questions.

## 6.4 TraX Help Desk Ticket

Submit a TraX Help Desk ticket for TAC assistance, for DTS problems (Figure 6-3). You can also reach the TAC by:

- **Phone:** 1-888-Help1Go (888-435-7146)
- **DSN line** (if calling from overseas): 1-888-Help1Go
- **TAC Callback:** Available 0800 to 1500 ET
- **Live Chat:** DTS Login/Profile, TraX, and CTO Submit/Reservation question

An official website of the United States government [Here's how you know](#)

**DefenseTravel**  
Management Office

Search travel.dod.mil

Login to DTS

ABOUT ▾ PROGRAMS ▾ POLICY & REGULATIONS ▾ TRAVEL & TRANSPORTATION RATES ▾ ALLOWANCES ▾ TRAINING ▾ SUPPORT ▾

HOME > SUPPORT > TRAVEL ASSISTANCE CENTER

### Support

- Frequently Asked Questions
- Local Level Travel Assistance
- Travel Assistance Center**
- Recruit Travel Assistance
- Travel Management Company Assistance
- Travel Disruptions

## Travel Assistance Center

The Travel Assistance Center (TAC) provides DoD-wide support for issues unresolved or unaddressed at the local level. Staffed by a team of trained analysts, the TAC offers escalated assistance across the spectrum of defense travel including help with DTS issues, Commercial Travel Programs, and Travel Policy.

The TAC surveys users to measure the quality of assistance provided. This feedback allows us to identify potential problems, pinpoint process improvements, and improve overall traveler satisfaction.

### TAC Live Chat

If you're experiencing one of the issues outlined below, Live Chat will provide the quickest resolution. Chat is available online Monday - Friday 8:00 am - 6:00 pm ET (excluding Federal holidays). At this time, Live Chat analysts can only field questions related to these specific issues.

Review the [TAC Live Chat Users Guide \(PDF, 11 pages\)](#) for more information on accessing and using chat.

**The TAC is unable to make, change, or ticket reservations. For this, you must [contact your Travel Management Company](#).**

#### Get Help with DTS & TraX Login or Profile Issues

Including assistance with:

- Logging into DTS or TraX
- Updating your DTS or TraX profile/email
- Rejecting DTS self-registration
- Detaching requests
- Training certificate issues
- Requesting training materials

#### Get Help with Reservation & CTO Submit Issues

Including assistance with:

- Authorizations stuck at CTO submit
- Ticketing status & declines/expired GTCC in DTS
- Approval failure for unable to end the PNR
- Locating CTO/TMC phone numbers
- Missing TSA information notice

### Other Issues

Submit a Help Ticket

Search FAQs

Figure 6-3: TAC Contact Screen

## 6.5 TMC Support

Contact the Travel Management Company (TMC) for PNR problems (Figure 6-4). Follow your local business rules when contacting your TMC.

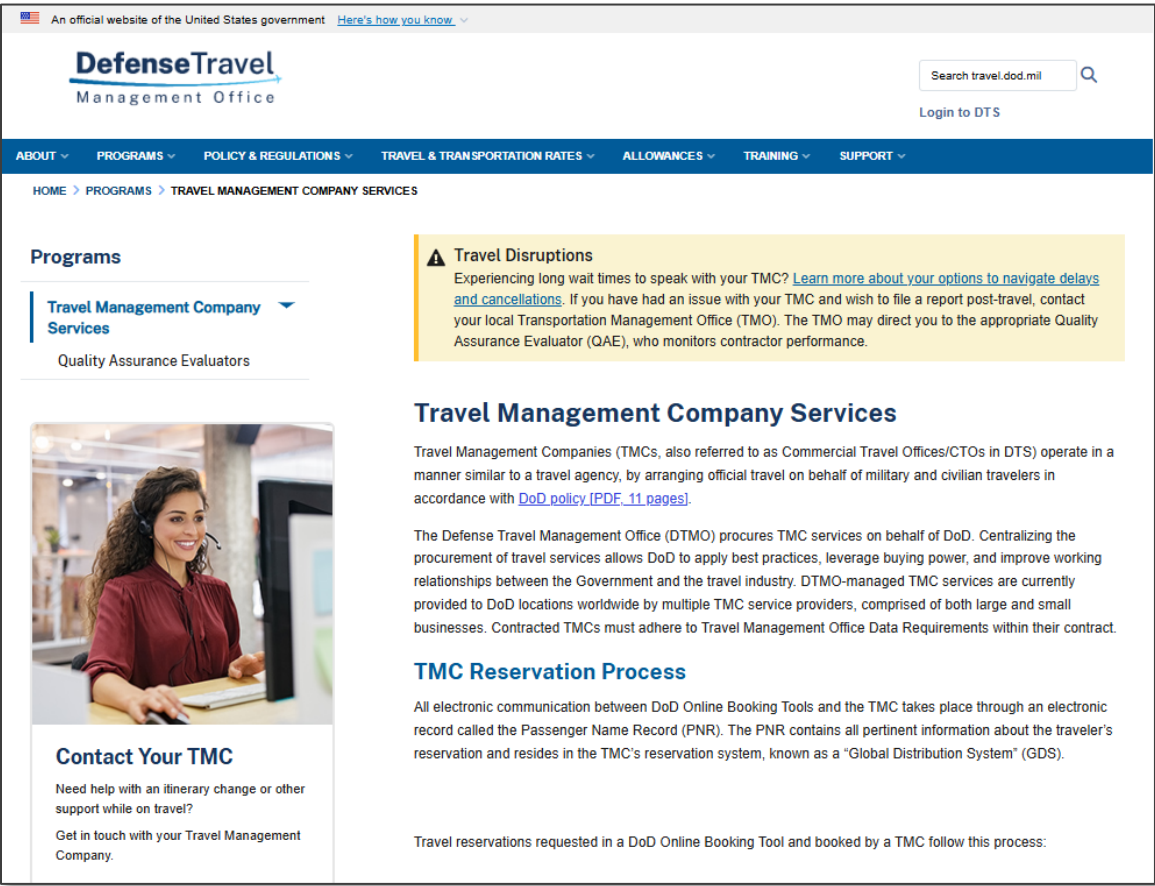


Figure 6-4: Travel Management Company

6.6 DTS Message Center

Logon the **DTS Dashboard** (Figure 6-5). The **DTS Message Center** provides inclusive alerts, system notices, and relevant travel news for the DoD global community. Specific and specialized Component alerts may display under the **DTS Message Center** on a limited basis when an emergency or impactful event warrants extensive communication to the Component’s organizations.

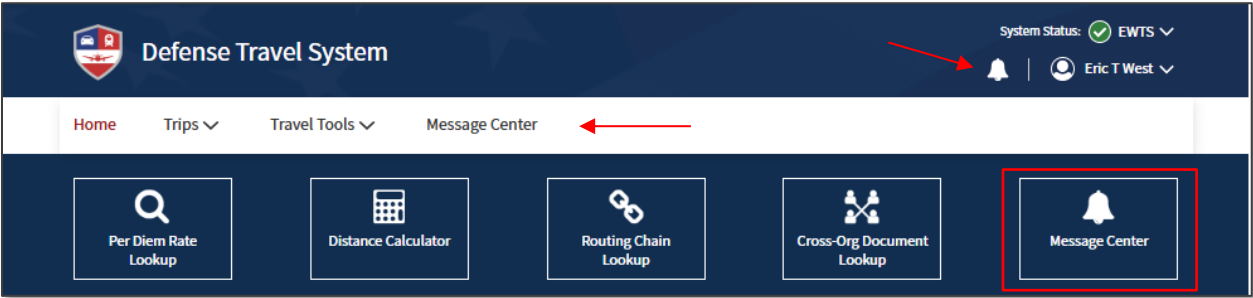


Figure 6-5: Message Center - DTS Dashboard Screen

6.7 Component Representative or Supervisor

Contact your Component Representative or supervisor for local policies and issues specific to your site.

## 6.8 Quality Assurance Evaluator (QAE)/Contracting Officer Technical Representative (COTR)

Contact the Quality Assurance Evaluator (QAE) or Contracting Officer Technical Representative (COTR) if your site communications liaison between the Government and a private contractor, such as the TMC. If you need to verify some aspect of your TMC contract or need someone to intervene directly with the TMC, the QAE/COTR is the one to do it. **Note:** Contact your local chain of command, if you need to solicit their assistance.

You can find some information about QAEs/COTRs (Figure 6-5) on the DTMO website at <https://www.travel.dod.mil/Programs/Travel-Management-Company-Services/Quality-Assurance-Evaluators/>.

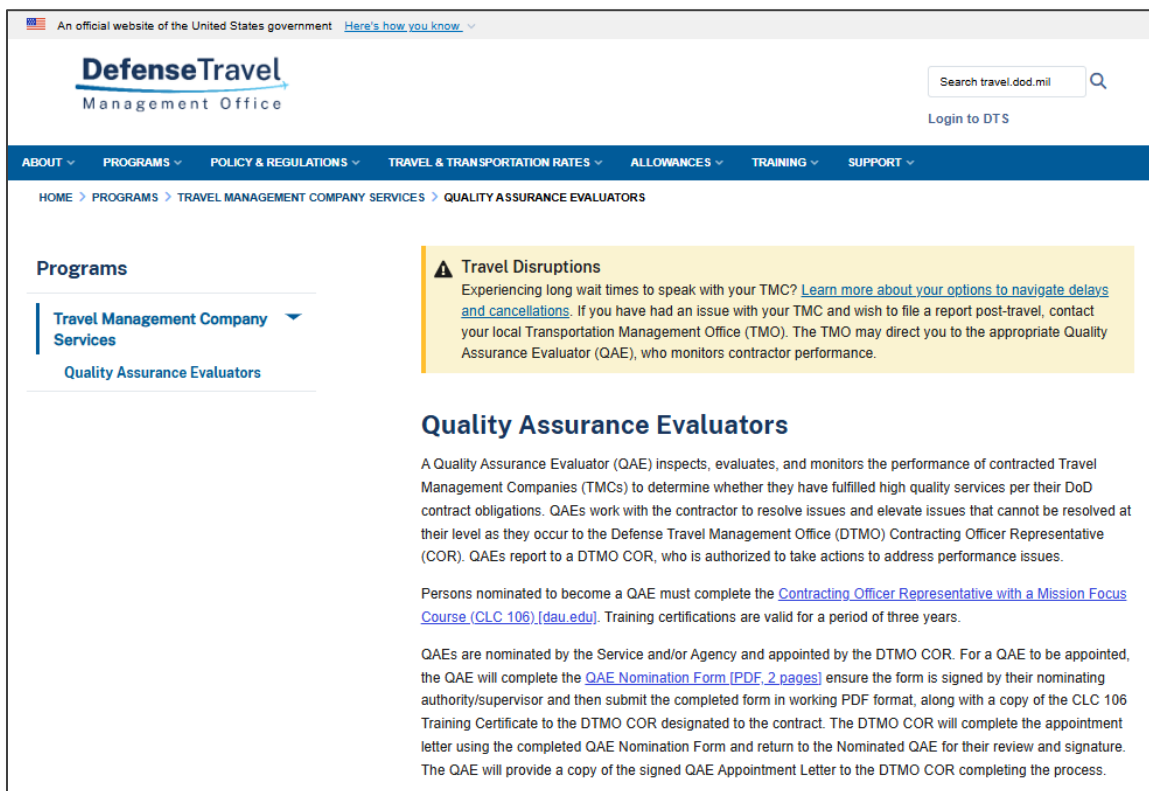


Figure 6-6: DTMO Website - QAE Information Screen



## Appendix A: Glossary

Here are some common terms to become familiar with Travel, using DTS, and those with DTS roles.

GLOSSARY	
TERM	DEFINITION
Accountable Official	An appointed person who provides a Certifying Officer with information, data, or services to support the payment certification process.
Agency Program Coordinator/ Component Program Manager	An Agency Program Coordinator manages day-to-day operations of the travel card program for an organization and serve as the primary liaisons between the travel cardholder and the Government Travel Charge Card (GTCC) vendor. A Component Program Manager manages the APCs for their organization and additional duties.
Authorizing Official (AO)	A DTS official appointed in writing to obligate funds to support mission-related TDY travel. The AO serves as a Certifying Officer when approving DTS documents that request payment. AOs may be held financially liable for erroneous payments resulting from the performance of their duties.
Budget Defense Travel Administrator (DTA)	A person responsible for managing the funding for one or more organizations. They typically work with the FDTA. <b>Note:</b> Some organizations may only have a FDTA who manages both the LOAs and Budgets.
Business Travel	Business travel includes all official travel to support mission requirements other than schoolhouse training, deployment, or unit travel by DoD military personnel and civilian employees. It also includes certain local travel, but not leave or evacuation travel.
Centrally Billed Account (CBA)	An account established between the Government and a GSA SmartPay contractor for the purchase of official transportation tickets.
Certification	The act of attesting to the legality, propriety, and correctness of a voucher for payment as stated in 31 U.S.C. 3528.
Certificate of Non-Availability Number (CNA)	Certificate of Non-Availability Number Verifies that required DoD lodging is not available. When a traveler requests DoD lodging reservations, but no rooms are available, the lodging facility issues a nonavailability confirmation number. DTS adds elements to that number to create a Non-Availability Number.
Certifying Officer	An official designated in writing to certify official payments.

GLOSSARY	
TERM	DEFINITION
City Pair Program (CPP)	The GSACity Pair Program (CPP) is a contract between the Government and certain airlines for routes frequently traveled for Government business. Airfares are priced on one way routes permitting multiple destination travel, require no minimum or maximum length of stay, and the tickets are fully refundable with no cancellation fees. Many City Pair routes have two contract fares: a YCA and a -CA.
Commercial Travel Office (CTO)	A travel agent that provides official travel and ticketing services to official Government travelers. (Replaced in the JTR with "Travel Management Company (TMC)", although DTS sometimes still refers to the CTO).
Contiguous United States (CONUS)	The contiguous 48 states of the United States and the District of Columbia; does not include Alaska and Hawaii.
Defense Table Of Official Distances (DTOD)	Defense Table Of Official Distances is the official source for worldwide distance information used by the DoD
Defense Travel Administrator (DTA)	A DTS official who manages the administrative aspects of the travel process. A DTA may be Lead DTA or Organization DTA depending on the level of support. For more information, see Finance and Budget DTA.
Defense Travel System (DTS)	The DoD travel system supporting authorizations, vouchers, local vouchers processing, coordinating document approval, verifying payments, reporting for data management, and issuing record retention for 10 years.
Digital Signature	The analogue of a written signature on electronic documents. An electronic signature used to prove to a recipient that the message or data attested to by the signature was truly signed by the originator (i.e., nonrepudiation), and that no changes were made to the message or data in transit (i.e., data integrity).
Disbursing	The act of paying public funds to entities to which the Government is indebted; the safeguarding of public funds; and the documenting and reporting of these transactions.
Disbursing Office	An activity whose principal function consists of the disbursement and collection of official funds for the Government.
Document	A business record in hard copy or electronic form. In DTS, it refers to an authorization, group authorization, voucher, or local voucher.
Erroneous payment	A fiscal irregularity resulting from processed payments that do not comply with laws and regulations. Can be an overpayment or an underpayment.

GLOSSARY	
TERM	DEFINITION
Finance DTA (FDTA)	A person responsible for managing the Lines of accounting (LOA) for one or more organizations. The role may also include managing the budgets.
Government Travel Charge Card (GTCC)	A charge card the traveler used to pay for official travel and transportation related expenses for which the card contractor bills the Government centrally billed (CBA) or individually billed (IBA).
Joint Travel Regulations (JTR)	The regulation that prescribes travel and transportation allowances authorized for DoD employees while on official travel.
Legal, proper, and correct	A payment that is not prohibited by law; is for provided goods or services; and is represented accurately (e.g., amount, date, payee).
Line of Accounting (LOA)	A DTS construct that identifies a DoD account used to fund official travel (e.g., transportation, per diem).
NDEA	A Non-DTS Entry Agent creates and stamps documents on behalf of the traveler in DTS.
Pecuniary Liability	Personal financial liability for fiscal irregularities of COs (in DTS, AOs) as protection for the Government against errors and theft.
Per Diem	Per diem is a set allowance for lodging, meal and incidental costs incurred while on official government travel. Calculation of travel per diem rates within the Federal government is a shared responsibility of the General Services Administration (GSA), the Department of State (DoS), and the Defense Travel Management Office (DTMO).
Passenger Name Record (PNR)	The Passenger Name Record contains vital reservation (e.g., air, rail, rental, and hotel) data for your official travel.
Pre-Audit Flag	Notification that some aspect of the travel document may not comply with regulations.
Split Disbursement	Mandatory distribution of a traveler's voucher payment to both the GTCC vendor and the traveler.
TANUM	The travel authorization number is system generated by DTS when the AO approves a document.
Temporary Duty (TDY)	Official travel to one or more places away from the traveler's Permanent Duty Station (PDS).
Travel Management Company (TMC)	A travel agent that provides official travel and ticketing services to official Government travelers. DTS still refers to the TMC as the CTO (see "CTO" above).
VOCO	Verbal Orders of the Commanding Officer. If given and a DTS authorization is created after travel, the system will require a justification for auditability.

GLOSSARY	
TERM	DEFINITION
Voucher	A document that is certified by a CO and provides the basis for the disbursing office to make a payment.
Web-Based Training	There are numerous travel and DTS online Travel Explorer (TraX) training classes available in the DTMO Passport portal supporting the DoD travel community.

## Chapter 9: Additional Assistance

### 9.1 Component Representatives

Your Component Representatives can provide more information on DTS and specifics on your local business rules. You can find **Local Level Travel Assistance** on the [DTMO](#) website at

<https://www.travel.dod.mil/Support/Local-Level-Travel-Assistance/> and at the bottom of the [DTS Home](#) page.

### 9.2 Training Opportunities

The DTMO Passport portal provides access to [Travel Explorer \(TraX\)](#) which offers a variety of on-demand Web-based Trainings (WBTs). These courses support training on the Government Travel Charge Card (GTCC), Certifying Officer Legislation (COL) training for Authorizing Officials, DTS Basics for travelers, DTS Admin for DTAs and much more. Users can print or download a copy of their Completed Training certificates. Check with your Component Representative for how you will meet your training objects either using TraX or a locally approved process.

### 9.3 Available Resources

The DTMO publishes numerous travel related resources. Below offers a sampling of materials. These sources are regularly updated based upon system and policy changes. For a complete listing of available resources, check the DTMO [Training Search Tool](#).

The three sections include: Additional Resources (e.g., policies, programs, tools), Guides and Manuals, and Other Resources (e.g., information papers, trifold) which you may find useful as a DTS user.

ADDITIONAL RESOURCES	
TITLE	URL
DTS Regulations Volume 3:	<a href="https://www.travel.dod.mil/Portals/119/Documents/DTS/DTS%20Regulations%2020210812.pdf?ver=VfpoSUpC5RkeYkAX8zsH9A%3d%3d">https://www.travel.dod.mil/Portals/119/Documents/DTS/DTS%20Regulations%2020210812.pdf?ver=VfpoSUpC5RkeYkAX8zsH9A%3d%3d</a>
GTCC Regulations Volume 4:	<a href="https://www.travel.dod.mil/Portals/119/Documents/GTCC/GTCC-Regs.pdf?ver=gbMwVEbHaPblwlaXw4V1jg%3d%3d">https://www.travel.dod.mil/Portals/119/Documents/GTCC/GTCC-Regs.pdf?ver=gbMwVEbHaPblwlaXw4V1jg%3d%3d</a>
DoD FMR:	<a href="https://comptroller.defense.gov/FMR/">https://comptroller.defense.gov/FMR/</a>
Joint Travel Regulations (JTR):	<a href="https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/">https://www.travel.dod.mil/Policy-Regulations/Joint-Travel-Regulations/</a>
Defense Travel System (DTS)	<a href="https://www.travel.dod.mil/Programs/Defense-Travel-System/">https://www.travel.dod.mil/Programs/Defense-Travel-System/</a>
Government Travel Charge Card Program	<a href="https://www.travel.dod.mil/Programs/Government-Travel-Charge-Card/">https://www.travel.dod.mil/Programs/Government-Travel-Charge-Card/</a>
Per Diem Rate Lookup	<a href="https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/">https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/</a>

ADDITIONAL RESOURCES	
TITLE	URL
Commercial Air Program	<a href="https://www.travel.dod.mil/Programs/Commercial-Air/">https://www.travel.dod.mil/Programs/Commercial-Air/</a>
Lodging Program	<a href="https://www.travel.dod.mil/Programs/Lodging/">https://www.travel.dod.mil/Programs/Lodging/</a>
Rail Information	<a href="https://www.travel.dod.mil/Programs/Rail/">https://www.travel.dod.mil/Programs/Rail/</a>
Rental Car Program	<a href="https://www.travel.dod.mil/Programs/Rental-Car/">https://www.travel.dod.mil/Programs/Rental-Car/</a>
DTMO Training Search Tool	<a href="https://www.travel.dod.mil/Training/Training-Search/">https://www.travel.dod.mil/Training/Training-Search/</a>

GUIDES and MANUALS	
TITLE	URL
DTS Guide 1: Getting Started	<a href="https://media.defense.gov/2022/May/11/2002995242/-1/-1/0/DTS_GUIDE_1_OVERVIEW.PDF">https://media.defense.gov/2022/May/11/2002995242/-1/-1/0/DTS_GUIDE_1_OVERVIEW.PDF</a>
DTS Guide 2: Authorizations	<a href="https://media.defense.gov/2022/May/11/2002995241/-1/-1/0/DTS_GUIDE_2_AUTHORIZATION.PDF">https://media.defense.gov/2022/May/11/2002995241/-1/-1/0/DTS_GUIDE_2_AUTHORIZATION.PDF</a>
DTS Guide 3: Vouchers	<a href="https://media.defense.gov/2022/May/11/2002995240/-1/-1/0/DTS_GUIDE_3_VOUCHER.PDF">https://media.defense.gov/2022/May/11/2002995240/-1/-1/0/DTS_GUIDE_3_VOUCHER.PDF</a>
DTS Guide 4: Local Vouchers	<a href="https://media.defense.gov/2022/May/11/2002995239/-1/-1/0/DTS_GUIDE_4_LOCAL_VOUCHER.PDF">https://media.defense.gov/2022/May/11/2002995239/-1/-1/0/DTS_GUIDE_4_LOCAL_VOUCHER.PDF</a>
DTS Guide 5: Group Authorizations	<a href="https://media.defense.gov/2022/May/11/2002995238/-1/-1/0/DTS_GUIDE_5_GROUP_AUTHORIZATION.PDF">https://media.defense.gov/2022/May/11/2002995238/-1/-1/0/DTS_GUIDE_5_GROUP_AUTHORIZATION.PDF</a>
Desktop Guide for Authorizing Officials	<a href="https://media.defense.gov/2021/Nov/08/2002889466/-1/-1/0/AO_CO_GUIDE.PDF">https://media.defense.gov/2021/Nov/08/2002889466/-1/-1/0/AO_CO_GUIDE.PDF</a>
DTA Manual, Appendix K	<a href="https://media.defense.gov/2021/Nov/15/2002893230/-1/-1/0/DTA_APP_K.PDF">https://media.defense.gov/2021/Nov/15/2002893230/-1/-1/0/DTA_APP_K.PDF</a>

OTHER RESOURCES	
TITLE	URL
Cancellation Procedures, Information Paper	<a href="https://media.defense.gov/2022/May/13/2002996889/-1/-1/0/CANCELLATION_PROCEDURES_INFORMATION_PAPER.PDF">https://media.defense.gov/2022/May/13/2002996889/-1/-1/0/CANCELLATION_PROCEDURES_INFORMATION_PAPER.PDF</a>

OTHER RESOURCES	
TITLE	URL
Cancellation Procedures, Trifold	<a href="https://media.defense.gov/2022/May/12/2002995647/-1/-1/0/CANCEL_A_TRIP_TRI-FOLD.PDF">https://media.defense.gov/2022/May/12/2002995647/-1/-1/0/CANCEL_A_TRIP_TRI-FOLD.PDF</a>
Constructed Travel Home Page	<a href="https://www.travel.dod.mil/Programs/Defense-Travel-System/Constructed-Travel/">https://www.travel.dod.mil/Programs/Defense-Travel-System/Constructed-Travel/</a>
Dependent Travel, Information Paper	<a href="https://media.defense.gov/2021/Nov/08/2002889431/-1/-1/0/DEPENDENT_TRAVEL_INFORMATION_PAPER.PDF">https://media.defense.gov/2021/Nov/08/2002889431/-1/-1/0/DEPENDENT_TRAVEL_INFORMATION_PAPER.PDF</a>
DTS Overview, Information Paper	<a href="https://media.defense.gov/2022/May/11/2002995237/-1/-1/0/DTS_BACKGROUND_INFORMATION_PAPER.PDF">https://media.defense.gov/2022/May/11/2002995237/-1/-1/0/DTS_BACKGROUND_INFORMATION_PAPER.PDF</a>
Import/Export, Trifold	<a href="https://media.defense.gov/2022/May/13/2002996906/-1/-1/0/TRIIEAUTH.PDF">https://media.defense.gov/2022/May/13/2002996906/-1/-1/0/TRIIEAUTH.PDF</a>
Import/Export, Information Paper	<a href="https://media.defense.gov/2022/May/12/2002995644/-1/-1/0/IMPORT_EXPORT_INFORMATION_PAPER.PDF">https://media.defense.gov/2022/May/12/2002995644/-1/-1/0/IMPORT_EXPORT_INFORMATION_PAPER.PDF</a>
Foreign Military Sales, Information Paper	<a href="https://media.defense.gov/2021/Nov/08/2002889202/-1/-1/0/FOREIGN_MILITARY_SALES_INFORMATION_PAPER.PDF">https://media.defense.gov/2021/Nov/08/2002889202/-1/-1/0/FOREIGN_MILITARY_SALES_INFORMATION_PAPER.PDF</a>
How to Make Rail Reservation Using DTS, Information Paper	<a href="https://media.defense.gov/2024/Mar/04/2003404230/-1/-1/0/HOW_TO_MAKE_RAIL_RESERVATIONS_USING_DTS.PDF">https://media.defense.gov/2024/Mar/04/2003404230/-1/-1/0/HOW_TO_MAKE_RAIL_RESERVATIONS_USING_DTS.PDF</a>
How to Print a DTS Document. Information Paper	<a href="https://media.defense.gov/2024/Oct/08/2003561592/-1/-1/0/PRINT_A_DTS_DOCUMENT.PDF">https://media.defense.gov/2024/Oct/08/2003561592/-1/-1/0/PRINT_A_DTS_DOCUMENT.PDF</a>
Making Changes to DTS, Documents Information Paper	<a href="https://media.defense.gov/2022/May/12/2002995780/-1/-1/0/ADJUSTMENTS_AND_AMENDMENTS_INFORMATION_PAPER.PDF">https://media.defense.gov/2022/May/12/2002995780/-1/-1/0/ADJUSTMENTS_AND_AMENDMENTS_INFORMATION_PAPER.PDF</a>
Renewal Agreement Travel, Information Paper	<a href="https://media.defense.gov/2022/May/13/2002996904/-1/-1/0/RENEWAL_AGREEMENT_TRAVEL_INFORMATION_PAPER.PDF">https://media.defense.gov/2022/May/13/2002996904/-1/-1/0/RENEWAL_AGREEMENT_TRAVEL_INFORMATION_PAPER.PDF</a>
Restricted Airfare in DTS, Information Paper	<a href="https://media.defense.gov/2022/May/13/2002996901/-1/-1/0/LOOK_AHEAD_IP_2.PDF">https://media.defense.gov/2022/May/13/2002996901/-1/-1/0/LOOK_AHEAD_IP_2.PDF</a>
Updating an Authorization, Trifold	<a href="https://media.defense.gov/2022/May/13/2002996882/-1/-1/0/UPDATINGITINERARYAUTH.PDF">https://media.defense.gov/2022/May/13/2002996882/-1/-1/0/UPDATINGITINERARYAUTH.PDF</a>
Updating a Voucher, Trifold	<a href="https://media.defense.gov/2022/May/13/2002996883/-1/-1/0/UPDATINGITINERARYVOU.PDF">https://media.defense.gov/2022/May/13/2002996883/-1/-1/0/UPDATINGITINERARYVOU.PDF</a>
Self-Approving Official, Information Paper	<a href="https://media.defense.gov/2022/May/13/2002996899/-1/-1/0/SELF-APPROVING_OFFICIAL_INFORMATION_PAPER.PDF">https://media.defense.gov/2022/May/13/2002996899/-1/-1/0/SELF-APPROVING_OFFICIAL_INFORMATION_PAPER.PDF</a>
What is a Valid Receipt?	<a href="https://media.defense.gov/2022/Oct/20/2003099851/-1/-1/0/WHAT-IS-A-VALID-RECEIPT.PDF">https://media.defense.gov/2022/Oct/20/2003099851/-1/-1/0/WHAT-IS-A-VALID-RECEIPT.PDF</a>
TraX Web-based Training	<a href="https://www.defensetravel.dod.mil/neoaccess/login.php">https://www.defensetravel.dod.mil/neoaccess/login.php</a>