



Defense Travel System – Introduction

Summary

The Defense Travel System is a fully integrated, electronic, end-to-end travel management system that automates Temporary Duty (TDY) travel for the DoD. It allows travelers to create authorizations, book reservations, receive approval, generate vouchers for reimbursement, and direct payments to their bank accounts and the Government Travel Charge Card (GTCC) vendor, via a single web portal.

DTS Features

DTS provides full functionality, accessibility, and security when processing travel documents. You may search for airline, hotel, car rental, and rail availability and gather other details for trip planning.

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

DTS supports the [Joint Travel Regulations \(JTR\)](#) policy requirements for DoD travel with **Pre-Audit** flags and selectable **Reason Codes**, when selections fall outside of the norms to assist travelers and Authorizing Officials in meeting compliance standards. Organizations have access to run numerous detailed system reports to help manage their travel needs; Pending Cancellation Report, Unsubmitted Voucher Report, and Budget Reports just to name a few.

DTS users can serve in various roles; Defense Travel Administrators (DTAs), Authorizing Officials, document preparers/Non-DTS Entry Agents (NDEAs), travelers and more. Below highlights the DTS common roles and typical duties performed in the system.

Travelers, Non-DTS Entry Agents (NDEAs), and Travel Clerks use DTS to:

- Create and update travel documents (e.g., authorizations, local vouchers)
- Create vouchers using information from an authorization
- Attach supporting documents and required receipts
- Digitally sign and submit travel documents
- Determine the status of a travel document at any time
- Update travel preferences in a traveler's personal profile

Routing Officials use DTS to:*

- Review and approve travel documents
- Verify receipts and supporting documents
- Cancel an authorization. **Note:** Only an Authorizing Official (AO) may stamp a DTS document **CANCELLED**.

DTS Features (continued)

- Return travel documents to user/traveler, NDEA or travel clerk for changes or corrections
- Edit travel documents for a user/traveler
- Delegate and revoke signature authority

*The most common Routing Officials are Authorizing Officials (AOs), Certifying Officers (COs), and Reviewing Officials (ROs).

Defense Travel Administrators (DTAs) use DTS to:

- Perform the administrative set up necessary to use DTS
- Establish electronic document routing processes
- Assist travelers with documents
- Track the obligation and expenditure of travel funds

For additional information on DTS roles, see the [DTA Manual, Chapter 3](#).

Trip Processing

Although the overall trip process can differ for many reasons, the figure below (Figure 1) depicts the general process for using DTS and connection with travel partners for reservations and payments.

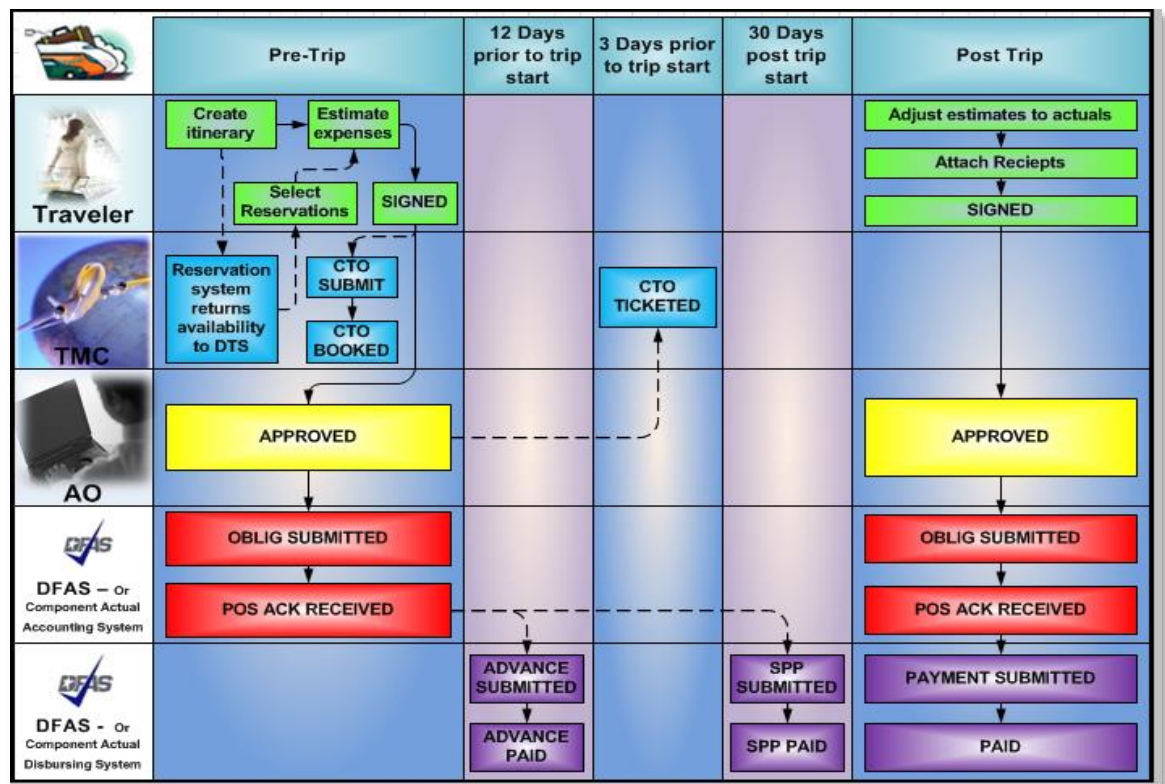


Figure 1: Trip Processes

**Trip
Processing
(continued)**

The necessary steps for processing trips include:

Pre-trip:

1. In DTS, the traveler:
 - Creates an itinerary and selects air, hotel, and rental car reservations as needed.
 - Enters reimbursable expense estimates and per diem allowances to create an estimated trip cost.
 - Attaches supporting travel records.
 - Digitally signs the authorization.
2. The Travel Management Company (TMC; formerly known as the Commercial Travel Office [CTO]; DTS still refers to the TMC as the CTO):
 - Receives reservation requests via the Passenger Name Record (PNR) Gateway.
 - Accesses the PNR in the inbound queue.
 - Performs quality checks on the reservation requests and confirms or makes reservations as needed.
 - Queues the PNR to update DTS.
3. In DTS, each designated Routing Official reviews the authorization, then the AO reviews and approves it by applying a digital signature.
4. DTS:
 - Updates the status of the authorization to inform the traveler of the approval.
 - Modifies the PNR to allow the TMC to ticket the reservations three days before travel.
 - Routes the transaction to the Defense Finance and Accounting Service (DFAS) or the appropriate financial accounting system to create an obligation and schedule advances and Partial Payments (SPPs).

Post Trip:

1. In DTS, the traveler:
 - Creates a voucher from the authorization.
 - Updates estimated expenses with actual costs, attaches receipts, and digitally signs the voucher.
2. The voucher routes to the AO who carefully reviews the document, ensuring only valid expenses claimed, verifying all required receipts are present in the document and approves it by applying a digital signature.
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Trip Process for Travelers Without DTS Access

Following their local business process, an organization identifies who can serve as NDEAs and travel clerks in DTS. **Note:** These are optional DTS roles. Both roles can create authorizations for a traveler who cannot access DTS. Prior to document creation, the NDEA or travel clerk should verify the traveler's profile for completeness (e.g., EFT, GTCC, email address, and phone number). The traveler provides the travel details to the NDEA or travel clerk, who will complete the DTS trip process as outlined above.

Anyone that has group access in DTS can create and sign authorizations for another person by using the **SIGNED** stamp. Similarly, anyone with group access can create a voucher for another person. However, only NDEAs can sign vouchers on behalf of travelers using the **T-ENTERED** stamp. Prior to document signature, NDEAs must obtain a completed, signed copy of the *DD 1351-2* from the traveler and attach the form to the DTS record to achieve travel compliance.

DTS Training Resources

The DTMO website provides access to various [Training Resources](#) (i.e., information papers, manuals, guides, and trifold) focused on improving user skills and finding answers to questions about DTS. Listed below are only a few examples of what you can find on the DTMO website.

Travelers who want to learn about processing documents can review the [DTS Guide 2: Authorizations](#), [DTS Guide 3: Vouchers](#), and [DTS Guide 4: Local Vouchers](#).

DTAs who want to learn about maintaining their organizations routing lists, profiles and other administrative capabilities can view the [DTA Manual](#) (Chapters and Appendices).

Authorizing Officials can learn about their responsibilities by viewing guides such as the [AO/CO Desktop Guide](#) and [Financial Field Procedures Guide](#).

Travel Explorer

The DTMO provides beneficial travel resources, tools, and training opportunities through the **Travel Explorer (TraX)**. To access **TraX**, register through [Passport](#), DTMO's web portal.

To access e-learning, log into the [TraX](#). If you do not have an account, you must register for one by selecting **register here** on the **Passport Login** screen.

From the **Passport Landing** page, select **TraX**. When the DoD Travel Explorer Home page loads, select Training. For more on accessing TraX, see the General TraX Training Instructions information paper https://media.defense.gov/2022/May/12/2002995657/-1/-1/0/GENERAL_TRAX_TRAINING_INSTRUCTIONS.PDF

Training resources include:

- Web-Based Training (WBTs): Self-paced training modules that are available 24 x 7
- Distance Learning classes: Webinar sessions with live instructors
- Knowledge Center: Searchable FAQs and guides

Help Desk Support

Your organization's help desk provides local policy and DTS support, and may consist of a Lead DTA, Finance DTA, or other key personnel (e.g., IT personnel). You can find contact numbers for the local help desk at: https://media.defense.gov/2022/May/13/2002996884/-1/-1/0/UPDATE_LOCAL_HELP_DESK_POC.PDF

The Travel Assistance Center (TAC) addresses issues that you cannot resolve using [DTS Training Resources](#) available on the DTMO website or your local organization help desk. The TAC is available to all DTS users 24 x 7 and reachable by:

- TraX Help Ticket: <https://www.defensetravel.dod.mil/neoaccess/login.php>
- Phone: 1-888-Help1Go (888-435-7146)
- TAC Callback Functionality: Monday through Friday between the hours of 0800 and 1200 ET. Leave a valid number (i.e., 10 digits, no OCONUS or DSN numbers) and the system will attempt to return your call.

The Travel Assistance Center Live Chat is available Monday – Friday 800am to 600pm ET to field three specific types of questions as listed below. All other questions go through the traditional TAC process of ticket submission.

- DTS Log In and Profile Issues
- TraX Issues
- CTO Submit and Reservation Questions