



## Error Code #003

### Introduction

To perform the accounting and disbursing functions associated with defense travel, DTS sends authorizations and vouchers to the Global Exchange (GEX) to extract and translate obligations into a data format. After translation, the GEX routes the transaction to the intended accounting, disbursing, or entitlement system for processing.

### All Accounting Systems

When there is a *Missing/Invalid Total Transaction Amount* the document rejects. This reject occurred because:

1. DTS sent an accounting transaction that has amount totals that do not match individual accounting items.
2. DTS sent an accounting transaction that has totals inconsistent with the previous transaction that was accepted with a *Positive Acknowledgement (POS ACK)* by the accounting system.

When a reject occurs, the traveler and the Authorizing Official (AO) receive a reject email (based upon their profiles) and the traveler's document updates with **REJECTED** to include the specific error message on the **Digital Signature** page. **Note:** If the organization's centralized email box is setup, then DTAs (with access to the the email box) also receive reject emails. See the [DTA Manual, Chapter 4: Organizations](#) on **DTA ID** and **Reject Email**.

There are different reasons for LOA rejects. If the Financial DTA (FDTA) can not resolve the problem, then contact the Travel Assistance Center (TAC) for assistance. The best way to reach the TAC is by submitting a TAC Help Ticket via the [DTMO Passport Portal](#). When submitting a ticket, be sure to provide all the vital data, see the [Required Information for TAC Help Tickets](#), information paper.

The TAC finance team will research the reason the document rejected for *Missing/Invalid Total Transaction Amount* and provide the most expedient resolution. The FDTA should not have the traveler amend the document until the TAC provides a resolution. Amending a rejected document without ensuring the fix is in place will cause an additional reject.

### Resources

The below resources can assist the Financial DTA or Budget DTA with the DTS LOAs and Budgets. In addition, see the resources for processing DTS documents.

- DTA Manual, Chapter 8: LOAs - [https://media.defense.gov/2022/May/11/2002994836/-1/-1/0/DTA\\_8.PDF](https://media.defense.gov/2022/May/11/2002994836/-1/-1/0/DTA_8.PDF)
- DTA Manual, Chapter 9: Budgets - [https://media.defense.gov/2022/May/11/2002994835/-1/-1/0/DTA\\_9.PDF](https://media.defense.gov/2022/May/11/2002994835/-1/-1/0/DTA_9.PDF)

**Resources**  
**(continued)**

- DTA Manual, Appendix R - [https://media.defense.gov/2021/Nov/15/2002893225/-1/-1/0/DTA\\_APP\\_R.PDF](https://media.defense.gov/2021/Nov/15/2002893225/-1/-1/0/DTA_APP_R.PDF)
- DTA Manual, Appendix G - [https://media.defense.gov/2021/Nov/15/2002893232/-1/-1/0/DTA\\_APP\\_G.PDF](https://media.defense.gov/2021/Nov/15/2002893232/-1/-1/0/DTA_APP_G.PDF)
- DTS Guide 2: Authorizations - [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)
- DTS Guide 3: Vouchers - [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)
- Making Changes to DTS Documents - [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)