The Manual Abandon Process: Closing a Stuck Document

Introduction

As a document electronically routes through DTS, an individual or the system applies the necessary status stamp. If a document stalls in the routing process becoming "stuck" in DTS, then the trip is not editable. Although not the norm, a problem can occur due to an internal server error. However, "stuck" is more likely to occur at **CTO SUBMIT** (over 24 hours after TMC action) or when cancelling a trip. If confirmed your document is truly stuck, initiate action for document closure.

Note: DTS <u>does not</u> permit Defense Travel Administrators (e.g., Component, Lead, Organizational DTAs) to stamp a trip **MANUAL ABANDON**. <u>Only</u> DTS Operations (system administrator) may apply the **MANUAL ABANDON** stamp for a stuck trip. For a complete list of DTS status stamps, see the *[DTA Manual, Appendix K](#)*.

*For this information paper, unless otherwise stated, "you" refers to a traveler or applies to anyone who creates documents for you (e.g., Non-DTS Entry Agent, travel clerk). You should seek assistance from a DTA if you cannot access your document.

Manual Abandon Request Process

If your DTS document is inaccessible and confirmed the trip is not useable, follow these steps to request the **MANUAL ABANDON** stamp.

1. Submit a Travel Assistance Center (TAC) help ticket using TraX via the DMTO Passport portal. TraX is available at *https://www.defensetravel.dod.mil/neoaccess/login.php*.

2. For help ticket process, see *https://media.defense.gov/2022/May/12/2002995657/-1/-1/0/GENERAL_TRAX_TRAINING_INSTRUCTIONS.PDF*. You can also reach the TAC by calling 1-888-Help1Go (888-435-7146). However, as the TAC supports the entire DoD, you may be on hold for a while, especially during high volume periods. Either way you opt to create the ticket, include the travel authorization number (TANUM), mandatory ticket data and any details, which will help the TAC analyst to identify and evaluate the document.

3. The TAC analyst evaluates the document and if warranted, notifies the system administrator.

4. The system administrator applies the **MANUAL ABANDON** stamp to the most current version of the trip and enters the TAC ticket number for reference.

5. Review your help ticket in *[TraX](#)* for TAC updates.

Document Types

DTS supports TDY travel with three document types. The system administrator may apply the **MANUAL ABANDON** stamp to:

- Authorizations (including individual authorizations generated from group authorizations and imported authorizations)

Document Types *(continued)*

- Vouchers
- Local vouchers

*Note: Group authorizations do not receive the **MANUAL ABANDON** stamp.*

For more information on documents, see the *DTS Guide 2: Authorization*, *DTS Guide 3: Vouchers*, and *DTS Guide 4: Local Vouchers*.

Document History

When the system administrator applies the **MANUAL ABANDON** stamp, the action appears as the final entry in the Document History section of the Digital Signature screen. You can view the information in your trip. Table 1 shows the information that displays for the **MANUAL ABANDON** entry:

Table 1: MANUAL ABANDON Stamp Entry in Document History

STATUS	DATE	TIME	NAME	REMARKS
MANUAL ABANDON	*<date the stamp was applied>*	*<time the stamp was applied>*	Database Administrator	*Abandoned Document. See TAC ticket number <TAC ticket number>*

Implications and Results

Table 2 shows what happens to the document, DTS, and the traveler's reservations when the **MANUAL ABANDON** stamp is applied.

Table 2: Effects of the MANUAL ABANDON Stamp

DOCUMENT	DTS	RESERVATIONS
The document locks permanently. You can no longer edit, cancel, adjust, or amend it.	All pending travel advances, Scheduled Partial Payments (SPPs), obligations, settlement invoices, supplemental invoices, supplemental local vouchers, accounts receivable, notices of collection, or archive transactions stop processing.	You must cancel all existing reservations outside of DTS. This action does not remove reservations from the document or cancel them. **Note:** Short notice lodging reservation cancellation may result in a fee. Contact your DTA.
If the document is an authorization, you cannot create a voucher from it.	DTS sends no further email notifications regarding the document. TAC handles all notification regarding the **MANUAL**	

Implications and Results *(continued)*		**ABANDON** document status outside of DTS.	
	If the document is accessible, you may view or print it via the links in DTS.	DTS does not archive the document.	
	Printed versions display the following text in the Remarks section: *Abandoned Document. See TAC ticket number <TAC ticket number>.*		
	Routing stops. The document no longer requires or accepts routing action. DTS clears all pending routing actions.		

Obligations and Payments

The DTA should monitor the document history page for the update of **MANUAL ABANDON** stamp. Although the **MANUAL ABANDON** stamp locks the trip, stops pending payments, and prevents future processing, the action does not de-obligate funds from the DTS budget or the official accounting system. If the AO approved the trip, a finance POC should perform a manual de-obligation through your official accounting system. **Note**: This offline action will not update the DTS locked document. See **Edit the DTS Budget** section, below.

Outside of DTS, a manual debt collection must be administered for stuck documents containing previous payments (e.g., Advances and SPPs). Trip payment data, displays in the **Document History** section of the **Digital Signature** screen (e.g., **DOV Number**, **Disbursing Station Number**, **Trace/Check Number**, payment amount (traveler and GTCC) and payment date.

Import/Export

The **MANUAL ABANDON** stamp is a valid stamp for exported documents. For travel documents generated from an export file, DTS exports travel document data to the associated partner system when the **MANUAL ABANDON** stamp is applied. For information on import/export trips, see *https://media.defense.gov/2022/May/12/2002995644/-1/-1/0/IMPORT_EXPORT_INFORMATION_PAPER.PDF*.

Edit the DTS Budget

After the Finance POC manually de-obligates the trip cost from the official accounting system, the funds are available for travel use. To align the DTS budget with your official available travel funds, contact your organization's Finance DTA or Budget DTA (FDTA/BDTA) to request a manual budget target adjustment. Provide the organization, effected LOA and budget names, reason for the adjustment, the TAC help ticket number, and any other locally required information.

The following instructions apply to the FDTA/BDTA:

1. Log into the DTS **Budget Tool**, then select **Budget Maintenance**, and **Show Budgets** (Figure 1). The **Show Budgets** screen (Figure 2) opens.
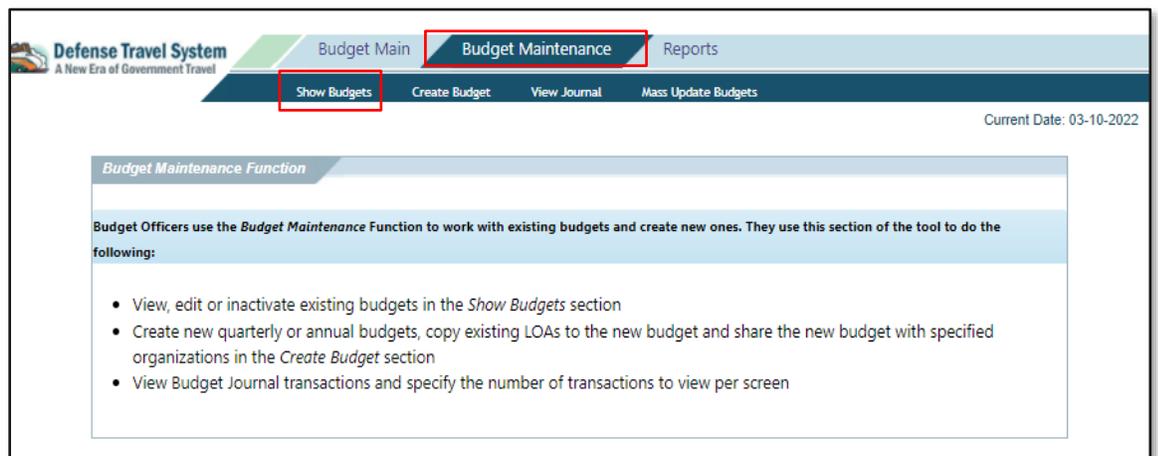
Figure 1: Budget Maintenance Screen
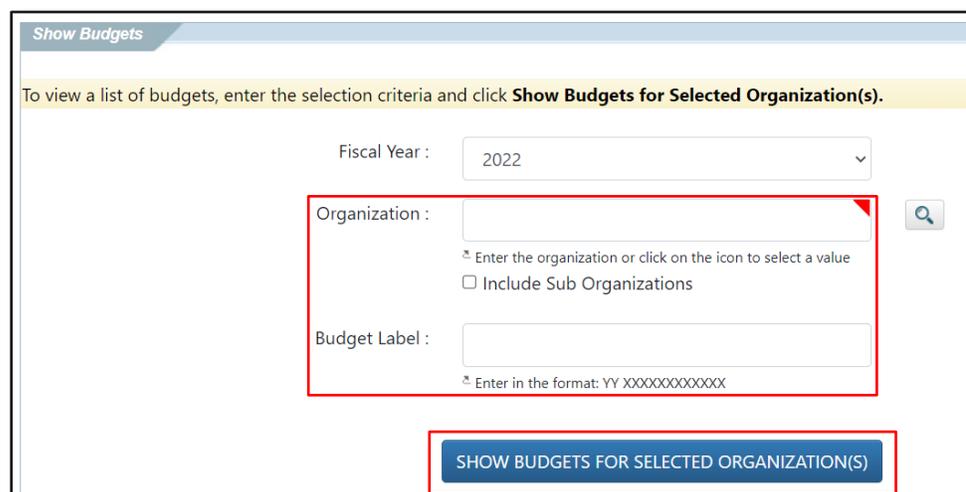
Figure 2: Show Budgets Screen

2. Select the **Organization** and **Budget Label** you need to update, then **SHOW BUDGETS FOR SELECTED ORGANIZATION(S)**. The **Show Budgets Results** screen (Figure 3) opens.

**Edit the
DTS Budget
(continued)**

Figure 3: Show Budget Results

3. Select **Edit** to open a budget item. The **Edit Budget Item** screen (Figure 4) displays.

Figure 4: Funding Target Adjustments Field

4. In at least one **Funding Target Adjustments** field, enter the budget target adjustment – use numbers only; don't add a comma or dollar sign. **Example:** To increase the budget by $3,128.57 enter "3128.57" in the appropriate quarter – or in the overall total in an annual budget.

5. Enter a **Remark** documenting the reason for the change, then scroll to the bottom of the page and **Save** (not visible here) to save the entry.

Reports

DTAs use DTS reports to manage their organization's travel. The benefit of locking a stuck document is that such trips won't appear on certain key reports as an open action. Documents in a **MANUAL ABANDON** status do not display on the reports listed in Table 3, for the reasons shown:

Table 3: Reports Excluding Documents in a MANUAL ABANDON Status

REPORT	REASON
Unsubmitted Voucher	**MANUAL ABANDON** removes the document from any further action including vouchering.
Unsubmitted Voucher (Partner System)	
Routing Status	**MANUAL ABANDON** stops routing the affected document. The document no longer awaits further routing action.
Routing Status (Partner System)	

The *DTA Manual, Chapter 10* provides information on how to run reports using DTS Report Scheduler, Budget Reports, and View Listings in the DTA Maintenance Tool. The *DTA Manual Chapters and Appendices* as well as many more travel resources are available on the DTMO website at *https://www.travel.dod.mil/Training/*.