



GUIDE



TAC & TraX Helpful Resources Guide

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V2.1



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Revision History

Revision	Date	Authorization	Change Description	Page, Section
2.0	05/05/22	DTMO	Transferred data to the new DTMO template Updated screen shots Removed Mileage Tool Section Added TAC CallBack Feature Updated TAC Chat Feature	All Chapters 2 & 3 Chapter 3 Chapter 3 Chapter 3
2.1	08/02/23	DTMO	General review Minor formatting Updated screen shots Updated search options wording and screen shot Added DoD Warning message screen shot Updated the TAC Help form screen shot and wording Updated Available Training screen shots due to change in WBT names Updated DL classes screen shots Updated Trip Tools section screen shots and wording Updated TAC Outreach Session screen shot and wording Updated TAC Chat information and screen shots	Throughout Throughout Page 3 & 4 Page 5 Page 6 Page 11 Page 17 Page 19 - 22 Page 23 - 31 Page 38 Pages 43 - 49

Chapter 1: Introduction

This manual provides information about DoD travel support resources available on the [DTMO](#) website (Figure 1-1).



Figure 1-1: DTMO Website

The **Support** section of the website provides:

- Frequently Asked Questions
- Local Level Travel Assistance
- Recruit Travel Assistance – not addressed in this guide
- Travel Assistance Center Travel Management Company Assistance - not addressed in this guide

You can search [Frequently Asked Questions](#) for programs, regulations, system, training, document processing answers and much more (Figure 1-2).

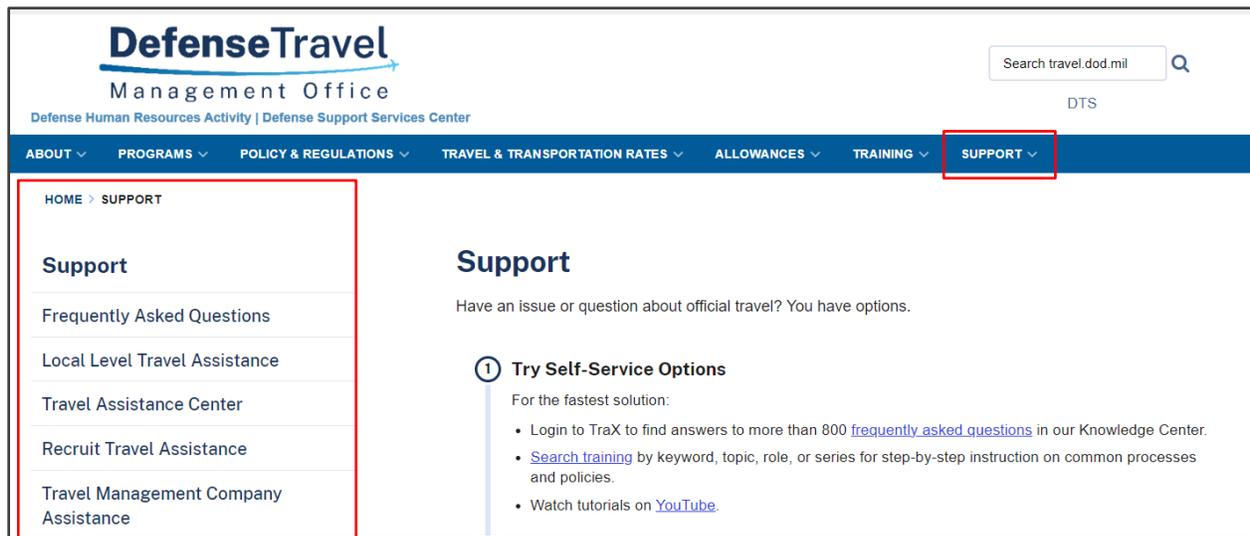


Figure 1-2: Frequently Asked Questions Screen

You can use the listing for [Local Level Travel Assistance](#) to reach out to Site Level or Helpdesk DTAs for travel aid with documents, system functions, and detaching profiles. **Note:** If your Component has Level II Helpdesk (i.e., Army – DFAS Tier II Helpdesk) then that information should also appear in the local listing.

You can access **Passport & [Travel Explorer \(TraX\)](#)** to take travel training classes, search more FAQs, and submit Help tickets.

You can contact the [Travel Assistance Center \(TAC\)](#), who are the DoD-wide support for issues unresolved or unaddressed at the local level. They can help with DTS issues, Commercial Travel Programs, and Travel Policy.

Chapter 2: Local Level Travel Assistance

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

2.1 Local Support Options

Local support includes:

- **Local travel experts** – Ask around. In addition to the trained and knowledgeable experts (e.g., Defense Travel Administrators [DTAs]), you may have “informal experts” in your office, even among your own peers, who have worked through the same types of issues.
- **Service or Agency help desk** – If your organization has a help desk, use their experience. Please note that some organizations limit who may call the help desk. Be sure to follow your local policies. If they only allow, say, a DTA to call the help desk, don’t call them if you’re not a DTA.

Local support personnel are familiar with your organization’s local business rules, making them the best source of answers to your travel questions.

2.2 How to Find Local Support

If you are not sure how to locate your local support (e.g., a help desk or Lead DTA [LDTA]), a good place to start is the [DTMO](https://www.travel.dod.mil/Support/Local-Level-Travel-Assistance/) website (Figure 2-1) using the direct link <https://www.travel.dod.mil/Support/Local-Level-Travel-Assistance/>.

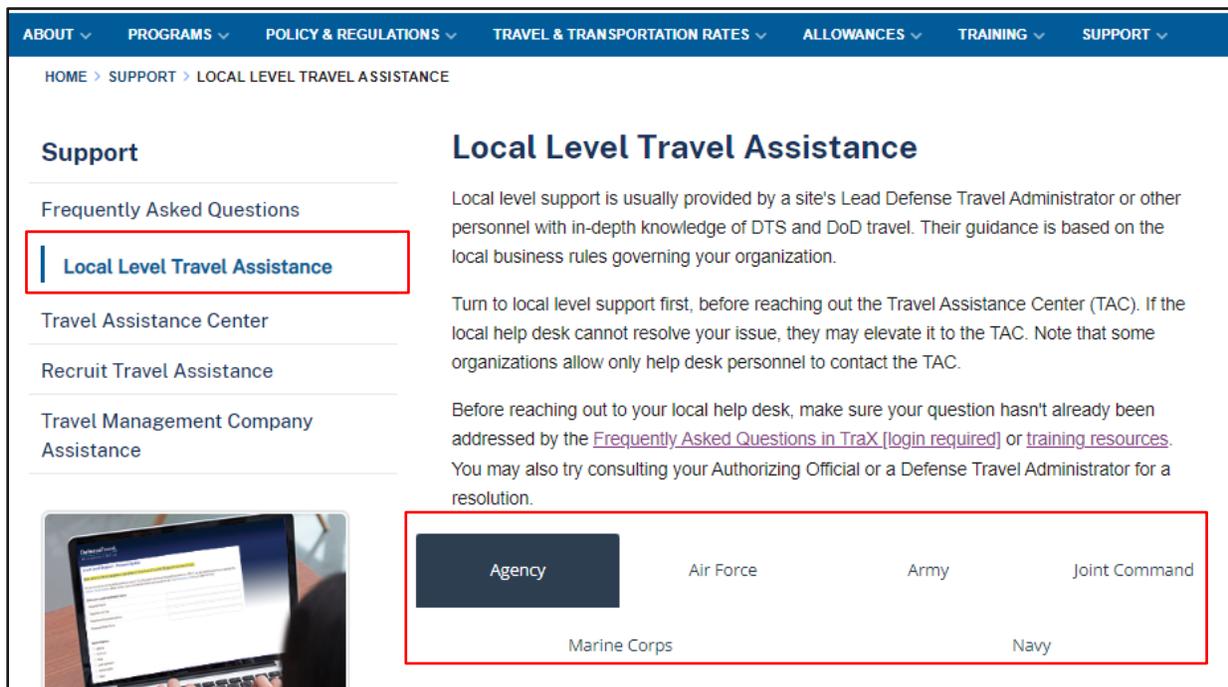


Figure 2-1: DTMO Website Support Screen

1. On the **Local Level Travel Assistance** screen (Figure 2-1) select your **Service** or **Agency** and a listing appears below (Figure 2-2).

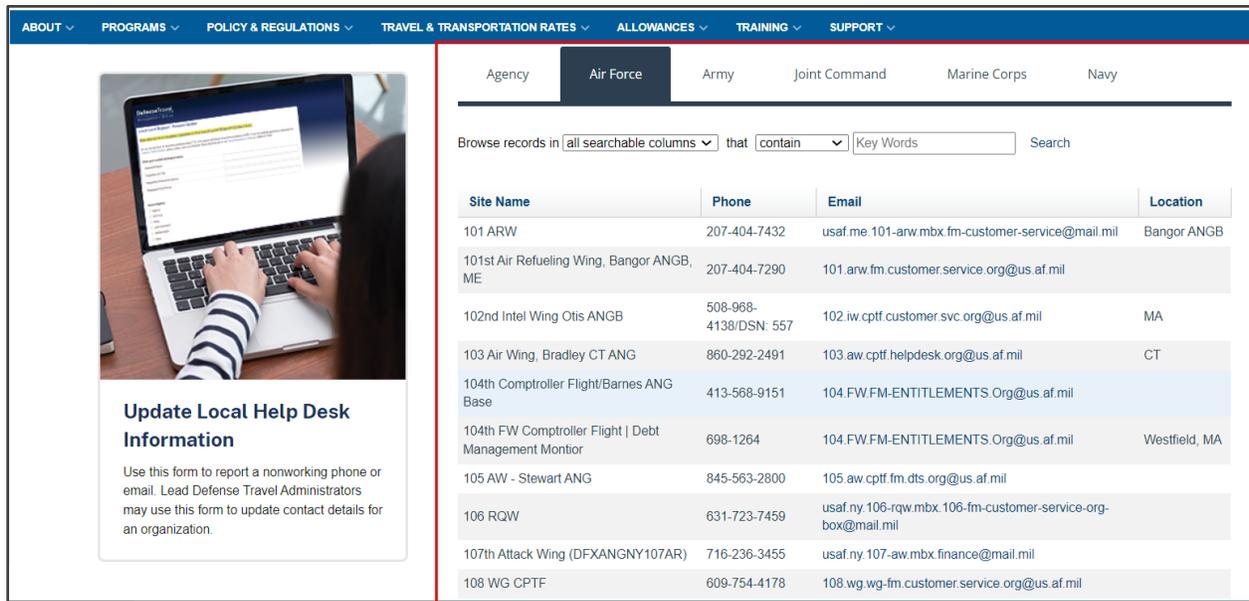


Figure 2-2: Local Level Travel Assistance (by Components) Screen

2. You can scroll through the list and advance by selecting **Next** at the bottom of the page.

-OR-

Further define the request by using the drop down menu (Figure 2-3) and picking one of the options (i.e., **Site Name, Phone, Email, or Location**).

3. Select **Search** (Figure 2-3). **Note:** You can also enter a **Key Word** and then **Search**.

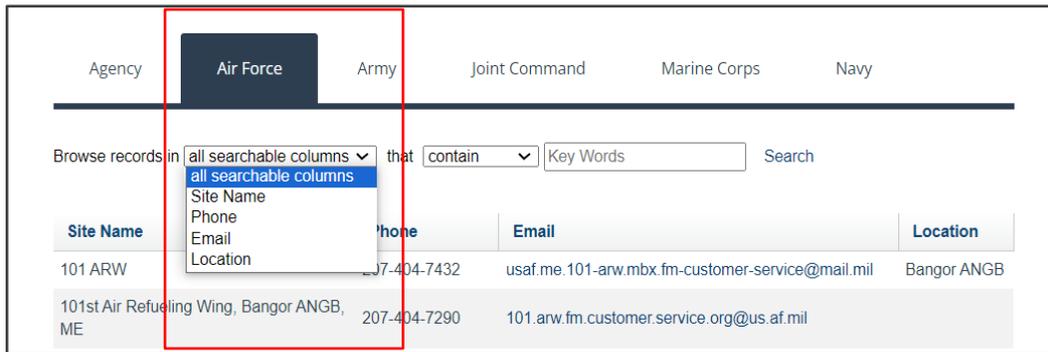


Figure 2-3: Local Level Support (Results List and Search Options) Screen

4. The information appears. Use the slider bar to scroll down the list.

5. To advance to the next page select a **number, next, or last** options.

If your local support information is missing or incorrect, contact your LDTA to make the correction. If you are the LDTA, here is how to submit corrections or additions.

1. Locate the **Update Local Help Desk Information** pictured on the left side of *Local Level Travel Assistance* screen. Select the icon (Figure 2-1).

2. A DoD warning appears (Figure 2-4). Select **OK**.

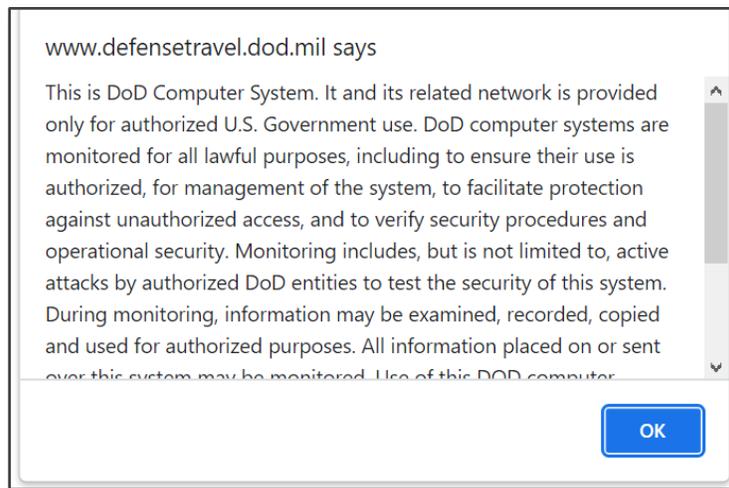


Figure 2-4: DoD Warning Message

3. A **Local Level Support - Request Update** page opens. Review the picture and answer the security question. **Note:** Be sure to reply with a one-word response (e.g., bus, car, tree).
4. The **Local Level Support - Request Update** form opens. Enter the information and then scroll to the bottom of the page and select **Submit**.
5. The local help desk information will be reviewed and updated by the DTMO POC. The submitter will receive a confirmation once change occurs.

Chapter 3: TraX

Expanding your travel skills by using the training resources is one of the best ways to avoid travel difficulties. However, the best training in the world won't prevent *all* travel problems. If your local level support is unable to resolve your travel concern, it's nice to know there are other means readily accessible in finding a solution.

[Travel Explorer \(TraX\)](#) is a 24 hours a day, seven days a week interactive application containing valuable tools, travel information, and training sources for the DoD travel community. This section introduces you to the capabilities of TraX, starting with access and log on.

3.1 Accessing TraX

There're a few ways to access TraX. You can access the link through the DTMO website under **Helpful Links, Passport & TraX** (bottom of website pages), the menu dropdown for **Training, Support** sections or using the **Search** box, just to name a few. TraX is also accessible from the [DTS Home](#) page, under **Travel Resources**.

On the DTMO website, Training, [eLearning](#) you can logon using the **TraX Bootprint™** icon (Figure 3-1).



Figure 3-1: The TraX Bootprint™ Icon

For this guide, we will log into **TraX**, using the DTMO Passport link (Figure 3-2) at <https://www.defensetravel.dod.mil/neoaccess/login.php>.

1. Select the DTMO **Passport** link. You are presented the **DoD Warning** message. Review the information on the **Passport Message** page and select **OK** to proceed.

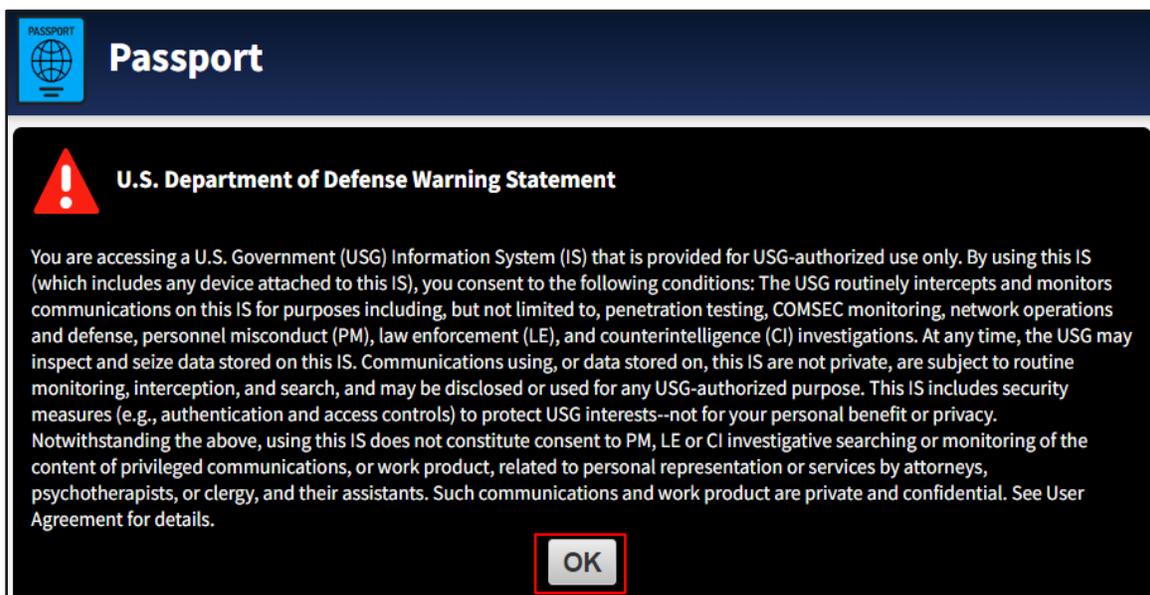


Figure 3-2: Passport Message Page

2. You must have a user account to log into **Passport**. If you do not have one, select **register here** on the **Passport Login** screen (Figure 3-3). If you already have an account, then skip the next step.

Figure 3-3: Passport Login Screen

3. The **Passport Registration** page opens (Figure 3-4).

Figure 3-4: Passport Registration Page

There are two ways to register an account in **TraX**.

- **Register an account with Login Email:** Enter an email address, first and last name and remaining mandatory fields, then select **Submit Registration**. After your account is created, you will receive an email informing you of the status. You use the link within the email to complete registration and establish a new password. Once you complete the actions, return to **Passport**, enter your email address and password, and then select **Log into Passport** (Figure 3-3).
- **Register with your CAC:** Select **Register with your CAC**. Upon account creation, you will receive an email notifying you of the status. You will be able to log into **Passport** by selecting **Continue with your CAC** (Figure 3-3).
 - From the **Passport Login** screen, log in with your preferred method (Figure 3-3). The **Passport Home** page opens (Figure 3-5). You can access different applications based upon your permissions. At a minimum, you will have access to **My Profile**, **Subscriptions**, and **TraX**.
 - **My Profile:** Access your **Passport** profile to update your registration data (e.g., work email address). You can change your TraX login email address to match your work email. For the details, see *Section 3.9*.
 - **Subscriptions:** DTMO Publications are announcements you indicated be sent to your email. You may unsubscribe at any time, by selecting **Subscriptions**. When the page opens, uncheck the notice box to **Unsubscribe**.
 - **TraX:** Tool used to access training, help tickets, and trip cost estimator. For complete details, see *Sections 3.4, 3.5, and 3.6*.



Figure 3-5: Passport Home Page

- At the bottom of the page, you can also access **Passport Home**, **DTMO Home**, **Passport Feedback**, and **Logout**.

3.2 TraX Home Screen

From the **Passport Home** page, select **TraX** (Figure 3-5). The **TraX Home** page opens (Figure 3-6). You can access the quick links directly on the page or choose specific options from the **Navigation Bar**, which include:

1. **Training:** Launch training recommended specifically for you based upon your designated role(s). For more on roles see *Section 3.5*.
2. **Knowledge Search:** Search FAQs on travel topics, access guides, and resources.
3. **Trip Tools:** Open individual cost estimation functions (see *Section 3.6*).
4. **Travel Assistance:** Create new **Help Tickets** and access your submitted **Help Tickets** (see *Section 3.3*).
5. **Announcements:** Select any item to view more information in the display area.
6. **Passport Home:** Return to **Passport** to access other features (Figure 3-5).
7. **Log Out:** Close your **TraX** session.

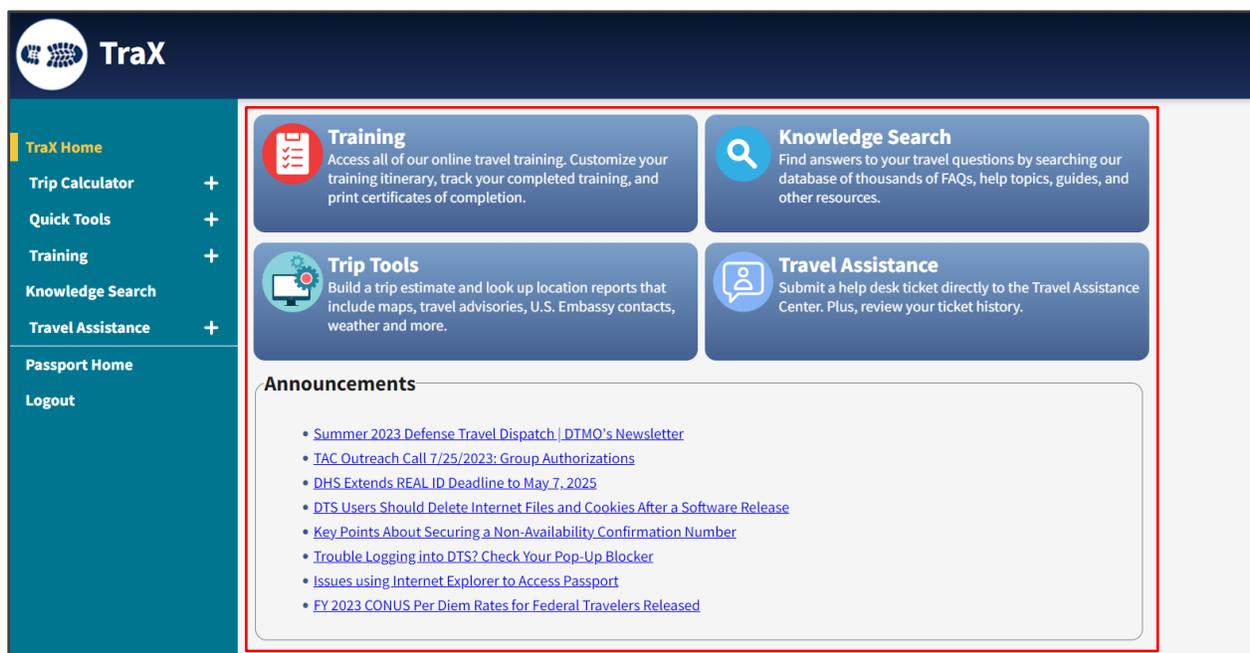


Figure 3-6: TraX Home Page

3.3 Help Tickets

A help ticket is an electronic request for assistance. When you have a travel-related problem, and need more help than your local staff can provide, it's time to involve the TAC. The quickest, best way to do that is to complete and submit a help ticket. See *Section 4* for much more information about the TAC. The **Travel Assistance** module allows you to choose the **Create Help Ticket** form to submit a travel problem. **My Tickets** section is to browse for your submitted tickets.

3.3.1 Create Help Ticket

When you submit a new ticket to the TAC, it is important to provide as many details as possible. The **Create Help Ticket** form (Figure 3-7) gives you the ability to record the details. Only the items marked with a red asterisk are

mandatory, but you should fill in as many fields as possible. If you do not provide enough information, the TAC analyst will need to contact you to obtain the information, which slows down the process.

Figure 3-7: Create Help Ticket Form

Available fields on the form, from top to bottom include:

1. **Tips:** Information only (not editable)
2. **Title:** Enter a short summary of the issue. Highlight significant details.
 - Good: DTS document EWMIAMIFL102120_A01 stuck at CTO SUBMIT
 - Poor: Traveler has a problem
3. **Description:** Give a detailed account of what happened, how you tried to solve it, and the results.
 - Never include the traveler's full Social Security number (SSN), which violates regulations mandating protection of Personally Identifiable Information (PII).
 - When entering data into the form carefully type or copy/paste the information from DTS into the ticket to avoid entry mistakes.
4. **Attach Documents:** Attach screen captures of error messages when possible to help the TAC analyst solve your problem quickly. When you capture a screen image, include the entire DTS screen. Zooming in on a smaller area may make it hard for the TAC analyst to figure out exactly which DTS screen to review.

Note: You may only attach .pdf documents to help ticket. TraX does not permit other file formats. You will receive an error message if you try to upload an invalid file format. The file will not attach to the ticket. If you receive an error, remove the invalid formatted file and upload a .pdf version.
5. **Subject:** Use the drop-down menu to select the category that best describes the topic. You may have to drill down to a sub-category or two to get the best fit. Once you make your selection and choose **OK**

then additional fields display for entry. **Note:** The TAC uses the **Subject** to route your ticket to the correct analyst for resolution.

- Between **Subject** and **Submit** can display both mandatory and optional fields. Not all optional fields pertain to every problem. Depending upon what item you choose under **Subject** drives the available fields.
 - If you select **Authorization** and then **Creating Orders**, you will see fields for **Traveler Last Name, Traveler First Name, Traveler SSN Last 4, Reservist (Yes or No), Travel Date, Document Type, Document Name,** and **TANUM.**
 - If you select **Authorization** and **Reservation** then you see the above mentioned fields along with **PNR, GDS,** and **PCC.**
 - The Passenger Name Record (PNR) is what identifies your request to the Travel Management Company (TMC) and is in the document under the Reservations section.
 - The Global Distribution System (GDS) and Pseudo City Code (PCC) which is used to send reservations to the TMC are available by selecting the **i** icon next to the traveler's name within a document or the DTA can view the data within the DTA Maintenance Tool, Organization table.
6. **Submit:** This button is the last action on the form. Selecting it, does not immediately create a ticket. Instead, a "ticket avoidance" screen (Figure 3-8) provides frequently asked questions (FAQs) from the **Knowledge Center** (see *Section 3.4*) that may provide an immediate resolution to the problem.

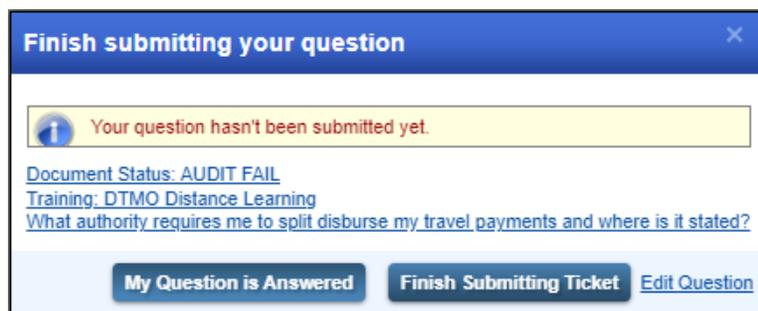


Figure 3-8: TraX Provides FAQs to Provide Immediate Resolution

7. **Review the FAQs.** If one of them provides a solution, select **My Question is Answered** to navigate away from this screen, or close your browser to exit the ticket creation process.
8. Select **Finish Submitting Ticket** to direct your ticket to the TAC for resolution.

3.3.2 My Tickets

When the screen opens a listing of your submitted tickets appear. If you have several tickets, you need to scroll to the bottom of the page to advance the listing or at the top of the screen use a search tool and filter to locate a particular ticket (Figure 3-9).

Each ticket contains a ticket number, status, title, and if applicable, a travel authorization number (TANUM) and close date. Select the **Title** hyperlink to open the record and review updates or comments added by the TAC analyst.

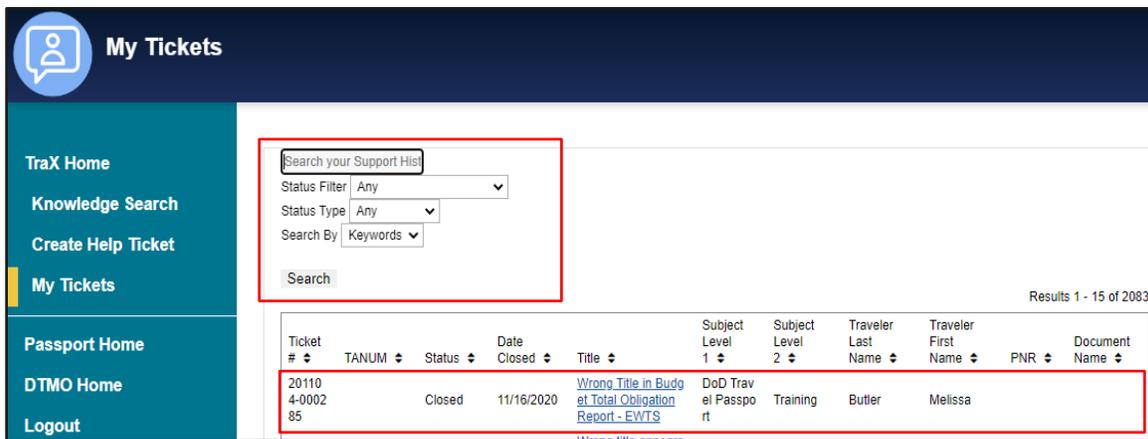


Figure 3-9: My Tickets Screen

3.4 Knowledge Center

The **Knowledge Center** is the repository of travel related sources contained in hundreds of **Frequently Asked Questions (FAQs)**. Many of those FAQs contain hyperlinks, which provide access to a multitude of web-based materials and training resources. You access **Knowledge Search** from the **TraX Home** page or **Navigation Bar** (Figure 3-6). A listing of resources automatically appears for viewing (Figure 3-10) based on new and recently updated materials and items most often viewed.

3.4.1 Knowledge Search

There are multiple opportunities to locate travel resources in the **Knowledge Center**. On the **Knowledge Search** page, you can enter a single word or multiple words in the **Key Word** field (Figure 3-10, Indicator 1).

To use the search feature:

1. Enter key words in the text field.
2. Select the **Search** button or press **Enter** on your PC.
3. The database returns published questions and answers. **Note:** You can search by its **ID** number too.

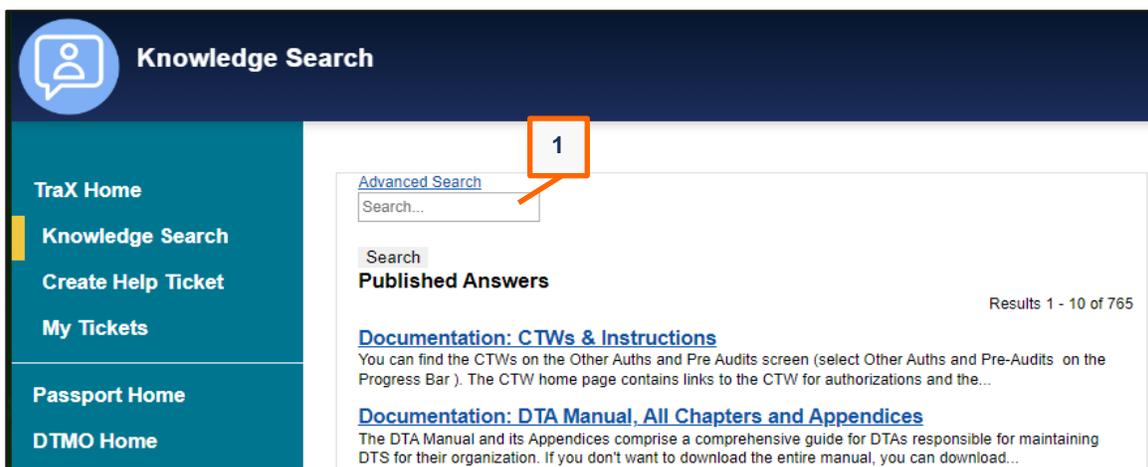


Figure 3-10: Knowledge Search Screen

If you choose the **Advanced Search** link, the **Advanced Search** window opens providing the **Filter by product** (Figure 3-11, Indicator 1), and **Filter by category** (Figure 3-11, Indicator 2) options.

- **Filter by product** provides 13 specific topics to narrow the search criteria (e.g., document types, DTA admin, and login).
- **Filter by category** offers 8 specialized topics to narrow the search criteria (e.g., DTS training resources, GTCC, and Rental Car).

Figure 3-11: Advanced Search Option Screen

1. Choose the query method, then select **Search** and the results display.
2. Select the hyperlink to open the relevant entry. The item displays a topic or question, an **ID** number, published date, revised date (if applicable), and a detailed response (Figure 3-12).

DTS Authorization: Create Authorization

Answer ID 811 | Published 11/30/2009 01:23 PM | Updated 07/12/2023 06:03 AM

How do I create an authorization in the Defense Travel System (DTS)?

To create a new authorization in DTS:

1. Log into DTS. The DTS **Dashboard** opens.
2. Under **My Travel Documents**, select **Create New Document**. A drop-down menu appears.
3. Select **Routine TDY Trip** for most trips; however, if you have a number of travelers who need the same reservations (traveling together), select **Group Authorization**. A screen that lets you create your trip itinerary opens.
4. Enter and save your itinerary information to create the authorization.

After you create the authorization, you can select your travel reservations, enter your reimbursable **expenses** and travel allowances, and much more before you sign it to route it for approval.

Note: A profile verification screen opens during the itinerary creation process if this authorization includes a traveler for whom any of the following is true: it is their first DTS document, it's been over 30 days since they last logged into DTS, or their Government Travel Charge Card has expired or soon will expire.

For more in-depth instructions on creating and completing a DTS authorization, see [DTS Guide 2: Authorizations](#) or [DTS Guide 5: Group Authorizations](#). If you have problems not addressed in those Guides, contact the Travel Assistance Center (TAC) at 1-888-Help1Go, by completing and submitting a help ticket, or via chat. The help ticket process begins with you selecting **Knowledge Search** then **Create Help Ticket** in the left column of any TraX screen. You can access chat through the DTS home screen.

Figure 3-12: Entry Details Screen

3.4.1.1 Knowledge Search Additional Sources

If you review a FAQ and the response does not answer your question you can view the additional links at the bottom of the entry (Figure 3-13).

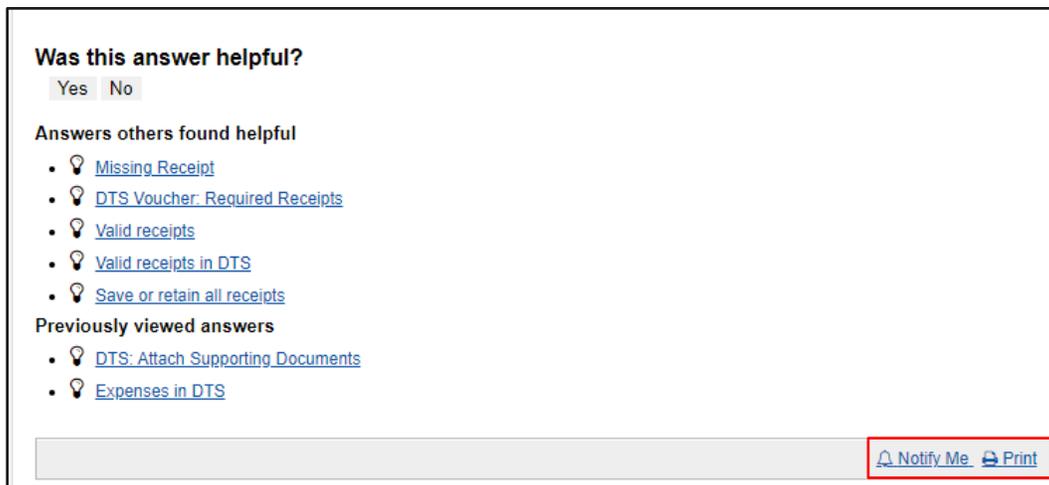


Figure 3-13: View Resources Links

You can examine the answers viewed by other customers, which may be helpful. If you want to revisit the FAQ that you previously read, look under **Previously viewed answers**.

If you find a specific FAQ is beneficial and you want to know if the item undergoes changes, select the **Notify Me**. You will receive an email when the FAQ is updated in the **Knowledge Center** (Figure 3-13).

3.5 Training Module

From the **TraX Home** page, you can access the **Training** module directly from the page or from the **Navigation Bar** (Figure 3-14). When you select **Training**, the **Available Training** screen opens (Figure 3-15). By default, the **Recommended** classes display based upon your selections in **My Roles**.

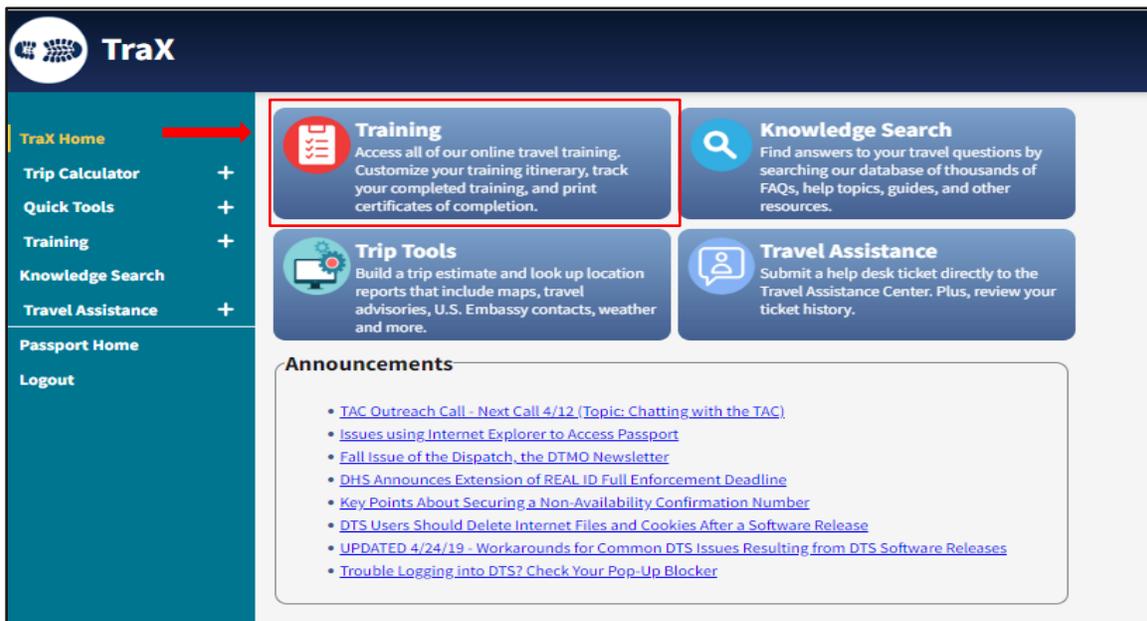


Figure 3-14: TraX Home Page

If this is the first time in the **Training** Module, start with **My Roles** and verify settings before searching for classes.

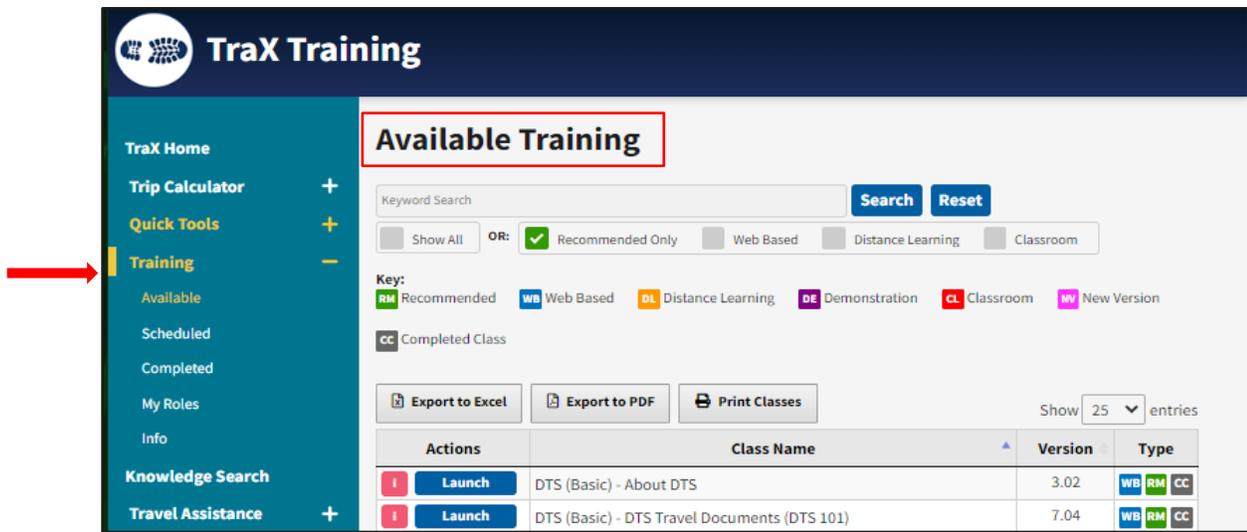


Figure 3-15: Available Training Screen

3.5.1 My Roles

The **My Roles** section asks you to identify your travel roles. TraX uses the roles list (Figure 3-16) to recommend training that applies specifically to you.

1. Select **My Roles** from the **Navigation Bar**. The screen opens with different options. Some boxes may be checked.
2. Check the boxes next to each of your assigned roles or desired training. At a minimum, you should select **DoD Travel System User** and **DTS Traveler**. If you expect to travel and need a GTCC, also select **Travel Card Holder**.

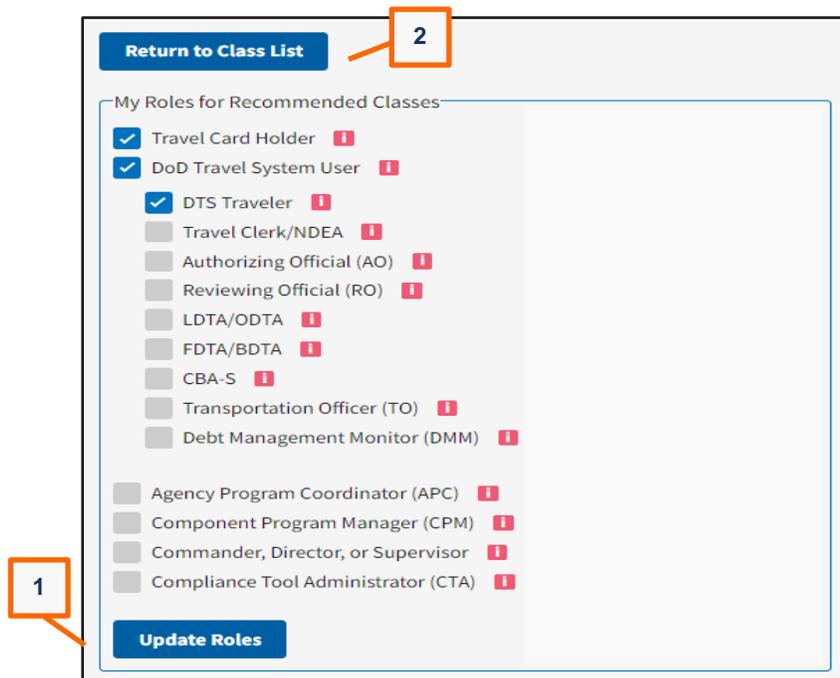


Figure 3-16: My Roles Screen

3. Select **Update Roles** (Figure 3-16, Indicator 1) to save changes. The top of the page updates with a message (Figure 3-17, Indicator 1). **Note:** You will not need to return to this section, unless your roles change or to display other training.

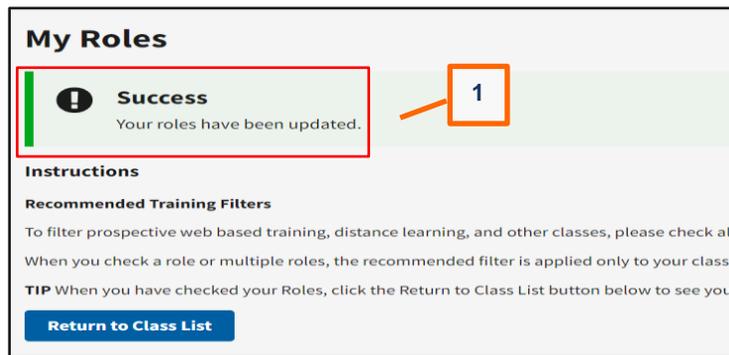


Figure 3-17: My Roles (Updated) Message

4. Select **Return to Class List** (Figure 3-16, Indicator 2) to access the revised listing or select **Training** directly from the **Navigation Bar**.

3.5.2 Available

The **Available** section is the first option under the **Training** module. On the **Available Training** screen, you can switch from **Recommended Only** expanding the inventory, by checking the box **Show All** (Figure 3-18, Indicator 1). To differentiate the training, a **Key** identifies the classes with a 2-digit code and color indicator (Figure 3-18, Indicator 2).

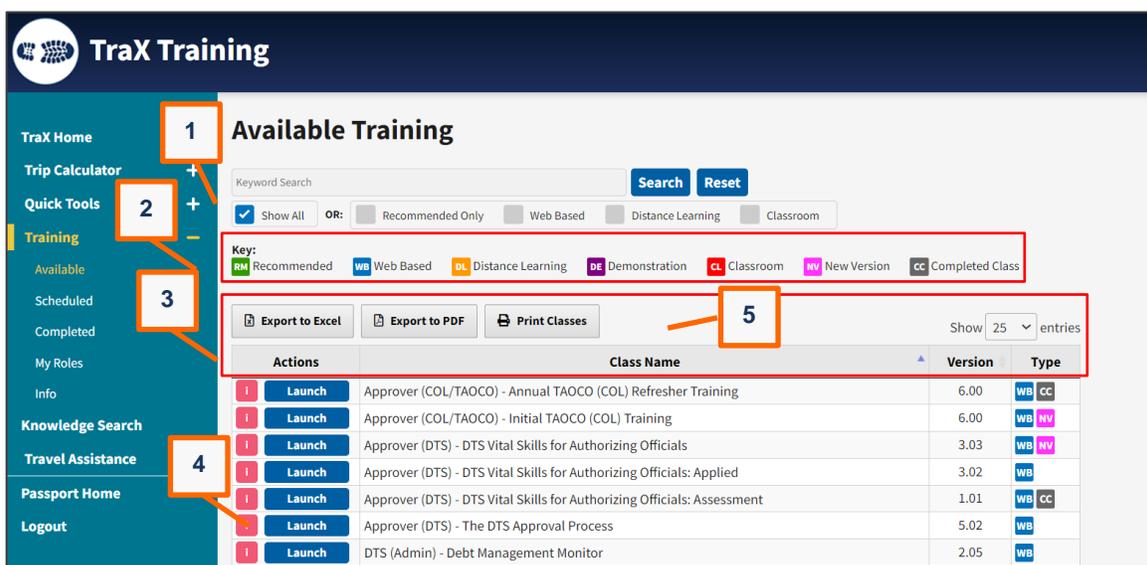


Figure 3-18: Available Training Screen

There are *four* data columns, which arrange the class listing: **Actions**, **Class Name**, **Version**, and **Type** (Figure 3-18, Indicator 3).

- The **Actions** column contains *three* key items. The **Information** icon outlining the class content, **Launch** to start a WBT class, and **Schedule** to register for a DL session (Figure 3-18, Indicator 4).

- **Class Name** lists the lessons.
- View the document's current **Version** to see if updates occurred.
- **Type** reflects the class **Key** codes. Some classes may reflect multiple class codes.

The **Web Based** and **Distance Learning** sessions present by **Class Name** (default sort). If you need to change the sort method, simply select a different column heading (e.g., **Type**) to rearrange the data. Depending upon your roles and if you checked **Show All**, the listing may encompass several pages. If you have taken a class before, quickly locate the entry using the **Key Word** search feature.

If you are not sure of class name, scroll through the listing using **Next** or select a specific page number to identify the class.

When the class log is extensive, you may find it easier to generate a report so you can look through the options. To do so, select either **Export to Excel**, **Export to PDF** or **Print Classes** (Figure 3-18, Indicator 5). Open the file to review the choices.

Training types:

Web Based: These self-paced training classes are available 24/7 covering a variety of travel topics to support the different DTS roles. Each concludes with an assessment and offers a certificate upon successful completion.

To begin a WBT class:

1. Locate the WBT on the **Available Training** screen (Figure 3-18).
2. Select **Launch** to the left of the class name. The class **Welcome** screen opens. It provides a class description, some key data, and its computer requirements to run the class and receive the certificate.
3. Ensure your PC settings are compliant.
4. To advance the WBT, select **Launch Course** (Figure 3-19). You earn a training certificate for successfully completing the assessment.

Welcome to The DTS Approval Process

This class instructs Routing Officials (e.g., Authorizing Officials, Reviewing Officials) on how to review and approve travel documents using DTS. It provides considerations for the review and approval processes, instructions for adjusting a travel document on the traveler's behalf, information on delegating signature authority, and recommended work aids and training available for Routing Officials.

This class takes an average of 75 minutes to complete in its entirety. This estimate assumes you visit all of the mandatory material, view approximately half of the optional material, and complete the assessment at the end of the module. Your time may vary significantly depending on your reading speed, the amount of material you access, and many other factors.

You may complete this class in more than one sitting. Although the Travel Explorer (TraX) does not retain a record of your class progress after you exit a training module, when you return to the module, navigate directly to the page last viewed and proceed from that point; there is no need to start the module over. When you successfully complete the module, you will be able to print your completion certificate, and TraX will record your successful completion. To see a list of your completed training, log into TraX, navigate to the **Training** module, and select the **Completed** tab. You can also print copies of your training certificates from the **Completed** tab.

System Requirements to view the course:

- **Operating Systems:** Windows 8.1 and greater, macOS 10.13 and greater
- **Screen Resolution:** Best viewed in 1024 X 768 or greater
- **Supported Browsers:** Edge, Chrome, Safari, Firefox
- **Technologies:** JavaScript and Cookies enabled
- **Pop-up blockers** must be disabled or manually allowed

Internet Explorer (IE) is no longer supported and will not function in our classes. We recommend using the Edge, Chrome, Safari, or Firefox browser instead, if your organization allows their use. Always contact your IT department before installing or using any new computer application.

Launch Course

Figure 3-19: Welcome WBT Class (Launch Course) Screen

For more information on retrieving a certificate, see the **Completed Section 3.5.4**, defined further below. **Note:** As the WBTs are readily available, you can retake a WBT as often as you need. If you want references, you can access a variety of travel materials on the [DTMO](#) website, under the **Training Search Tool**.

Distance Learning: DTMO teaches these online classes (webinar style) with a live instructor. The sessions typically last about 1 hour addressing a particular topic or system module using comprehensive slides and relevant reference materials. Within a few days of class completion, participating students receive a certificate of attendance.

To schedule a DL session:

1. Locate the DL session on the **Available Training** screen (Figure 3-18). **Note:** You might need to select **Show All** to see the DL classes.
2. Select **Schedule** to the left of the class title. The class schedule pop-up box appears. There may be multiple sessions for a class. Determine the preferred class date and time.
3. Select **Register**. A check mark appears for the **Registered** class in the pop-up box (Figure 3-20).

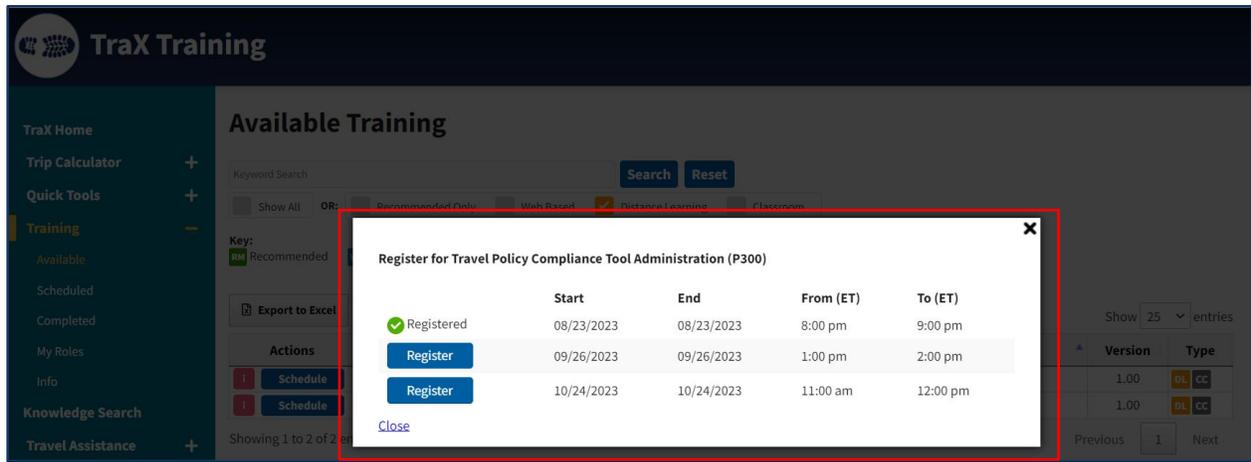


Figure 3-20: Scheduled Training (Registered Confirmation) Screen

4. Select **Close** or **X** at the top right of the window to exit.

To attend a DL session and obtain a certificate, see the **Scheduled Section 3.5.3** and the **Completed Section 3.5.4** outlined further below.

Note 1: DTMO schedules DL sessions at intervals. You should see the DL classes in TraX. To view (off line) upcoming classes, see the **Training, eLearning** section, <https://www.travel.dod.mil/Training/eLearning/> then select [Download the schedule](#).

Note 2: If you incur any problems launching a WBT or prohibited from starting a DL session, contact your IT department for help configuring your computer settings.

Once you complete the WBT training or finalize DL registration, you can select another module from the **Navigation Bar** or select **Logout** of TraX.

3.5.3 Scheduled

After signing up for training through the **Available Training** page, you can confirm the status by selecting **Scheduled** from the **Navigation Bar**. This page also serves as the entry point for the DL session. The **Scheduled Training** page opens displaying classes you registered to attend (Figure 3-21).

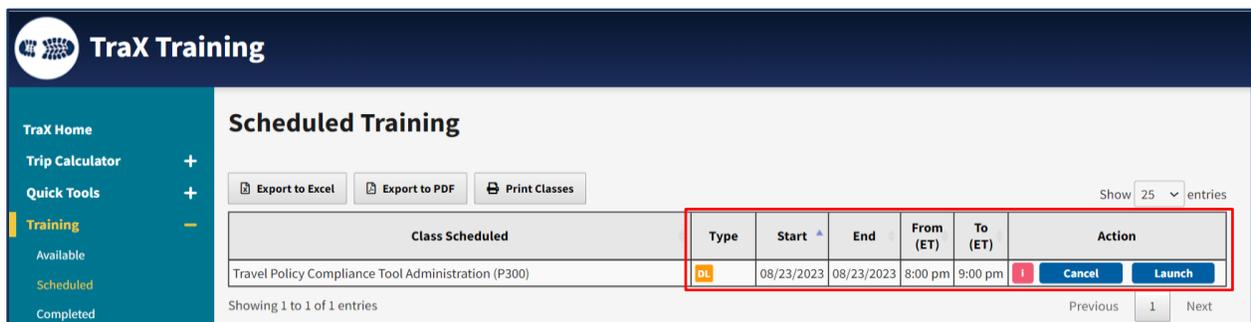


Figure 3-21: Scheduled Training Screen

There are *seven* data columns, which arrange the scheduled classes: **Class Scheduled, Type, Start, End, From, To, and Action.**

The **Action** column contains the **Information** icon outlining the class content, **Cancel**, if you can't attend a class and **Launch** to open the online classroom.

If you registered for a significant number of classes, you may find it beneficial to print your training schedule. To do so, select either **Export to Excel**, **Export to PDF**, or **Print Classes**. Open the file to view the sessions.

To decline a registered DL session, follow these steps:

1. Log into **TraX**.
2. Under **Training**, select **Scheduled** from the **Navigation Bar**. The **Scheduled Training** page opens.
3. Select **Cancel** in the **Action** column. A pop up message appears.
4. Select **Yes**. The class disappears from the list.
5. The **Scheduled Training** screen updates with a success message at the top.
6. When you finish, select a module from the **Navigation Bar** or **Logout**.

When you are ready to attend a DL session, on the planned training day follow these steps:

1. Log into **TraX**.
2. Under **Training**, select **Scheduled** from the **Navigation Bar**. The **Scheduled Training** page opens.
3. In the **Action** column, the **Launch** button should appear shortly before the class begins.
4. Select **Launch** to start the session. **Note:** Refer to your **Travel Explorer Course Reminder** emails for class details. For more on TraX emails, see *Section 3.5.3.1* below.

3.5.3.1 Scheduled Course Emails

TraX provides you an initial system generated **Travel Explorer Course Registration** email when you sign up for a DL session. The notification transmits to the email address listed in your TraX profile. The correspondence provides the class specifics (e.g., name, date/time, and access link).

Shortly before for your pending DL session, TraX dispatches follow up **Travel Explorer Course Reminders**. The emails provide you vital instructions for attending the session and helpful FAQs.

3.5.4 Completed

When you successfully finish a class that offers a certificate, you can access the record by selecting **Completed** from the **Navigation Bar**. TraX records the achievement on the **Completed Training** screen by the *oldest* **Completed** class (Figure 3-22). If you accomplished substantial number of courses, you may want to switch the display by selecting the **Completed** column (one time), so your newest concluded class appears at the top. You can also arrange the data by **Version** and **Issued By** preferences. If you complete training outside TraX, the confirmation will be **Verified By** instructor input.

Note: The completed training records display in TraX, but only up to six years from the completion date. Federal records management regulations require the DTMO to purge all TraX training records over six years old.

Completed Training

Completed training records, including certificates, will be deleted after 6 years. Be sure to click "Print" and then "Save" a copy of your certificates if needed for your records.

Export to Excel Export to PDF Print Classes Show 25 entries

Class Completed	Version	Completed	Issued By	Print Certificate	
DTS (Basic) - DTS Travel Documents (DTS 101)	7.01	06/16/2021	Admin	Print	Delete
DTS (Basic) - DTS Travel Documents (DTS 101)	7.01	09/24/2021	TraX	Print	Delete
DTS (Special Topic) - Itinerary Changes	6.07	03/08/2023	TraX	Print	Delete
DTS (Special Topic) - Itinerary Changes	6.04	06/14/2021	TraX	Print	Delete
Approver (COL/TAOCO) - Annual TAOCO (COL) Refresher Training	6.00	06/26/2023	TraX	Print	Delete
DTS (Basic) - DTS Travel Documents (DTS 101)	6.00	02/28/2020	TraX	Print	Delete
DTS (Basic) - DTS Travel Documents (DTS 101)	6.00	03/18/2020	TraX	Print	Delete
AO/RO - Training for Accountable Officials and Certifying Officers (Annual COL Refresher)	5.03	02/01/2022	TraX	Print	Delete
AO/RO - Training for Accountable Officials and Certifying Officers (Annual COL Refresher)	5.01	12/11/2020	TraX	Print	Delete

Figure 3-22: Completed Training Screen

TraX provides the few printing methods on the **Completed Training** screen. If you want to retrieve a catalog of all your completed courses, then choose either **Export to Excel**, **Export to PDF**, or **Print Classes** to extract the data. If you need to print an actual certificate validating training completion, then your printing option is by each completed course.

To print a single training certificate:

1. On the **Completed Training** page, locate the course.
2. Select the **Print** within the **Print Certificate** column (Figure 3-22).
3. A PDF certificate generates containing, your name, the course name and completed date.
4. Use your preferred method to print and save to your pc.
5. When you are finished, select a module from the **Navigation Bar** or **Logout** of TraX.

If you took a specific course several times and there are multiple records on the **Completed Training** page, then you may choose to remove the older versions of the completed class. Determine if you need to print a log of the courses or print and save a certificate prior to removal. **Note:** Once you remove the training certificate, there is no reinstatement. You need to retake the course to generate a new training certificate.

To remove a single training certificate:

1. On the **Completed Training** page, locate the course.
2. Select the **Delete** within the **Print Certificate** column. A pop up message appears.
3. Select **Yes**. The class row removes the certificate from the list.
4. The **Completed Training** screen updates with a success message.
5. When you are finished, select a module from the **Navigation Bar** or **Logout** of TraX.

3.5.5 Seminars

Seminars only appear on the **Navigation Bar** when the Defense Travel Management Office (DTMO) is planning an event. The section provides tools that allow potential attendees to request a seat at the seminar, and senior Component personnel to indicate their attendees.

3.5.6 Info

The **Info** section is the last option under the **Training** module. You can read about each session type, the class delivery method, and a few key details. From the **Navigation Bar**, select **Info** and the **Training Information** page displays the *five* different training sources:

- Distance Learning Webinars
- Self-Paced Web Training
- Enterprise Web Training System
- Classroom Training
- Demonstrations

3.6 Trip Tools

The **Trip Tools** module includes the **Trip Calculator** and **Quick Tools** to support travel planning for a TDY trip or a single expense. These self-contained planning aids provide a general idea of costs. With the **Locator Reports**, you can investigate the facts about a TDY location before you need to travel. However, **Trip Tools** do not interface with DTS nor the Travel Management Company (TMC). To meet official TDY travel requirements, log into DTS, submit an authorization (e.g., itinerary, reservations, and expenses), and obtain AO trip approval. Upon trip completion, file a voucher timely for reimbursement on approved travel expenses and allowances.

To start your trip planning, from the **TraX Home** page, select the **Trip Tools** quick link (Figure 3-23).

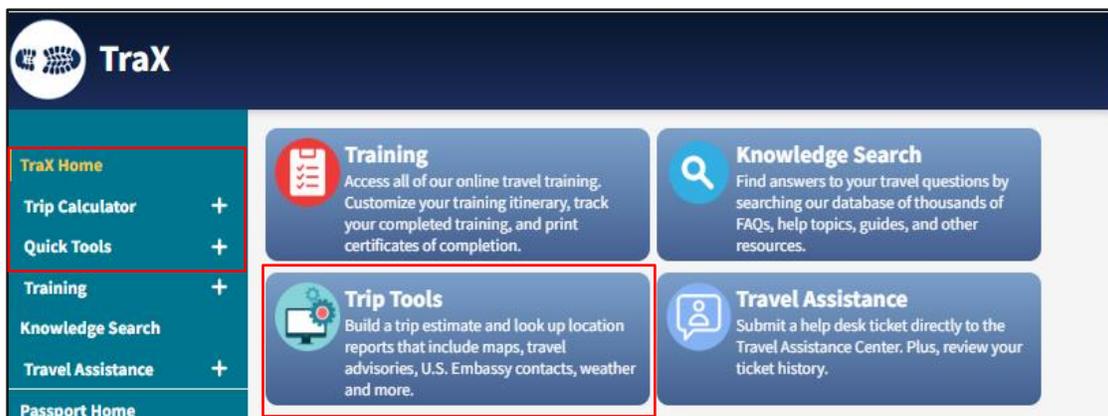


Figure 3-23 – TraX Home Page - Trip Tools

The **Navigation Bar** refreshes and loads the default screen **Trip Calculator**.

- **Trip Calculator** contains *two* sections: **Calculate Estimates** and **Save Estimates**, which are accessible from the **Navigation Bar**.
- **Quick Tools** contains *four* sections: **Per Diem**, **City Pair**, **Rental Car**, and **Location Reports**, which are accessible from the **Navigation Bar**.

3.6.1 Trip Calculator

To create an estimate for per diem, air, rental car, mileage and/or miscellaneous expenses use the **Trip Calculator, Calculate Estimate** feature. This section provides the means to build the **Trip Information** form to simulate the basic travel costs. Once the **Trip Information** form is finished and you have a **Trip Estimate**, you can access the files under the **Saved Estimates** feature.

3.6.1.1 Calculate Estimate

To begin your trip plan, select **Calculate Estimate** from the **Navigation Bar**. The **Trip Information** form opens (Figure 3-24) with required and optional data fields.

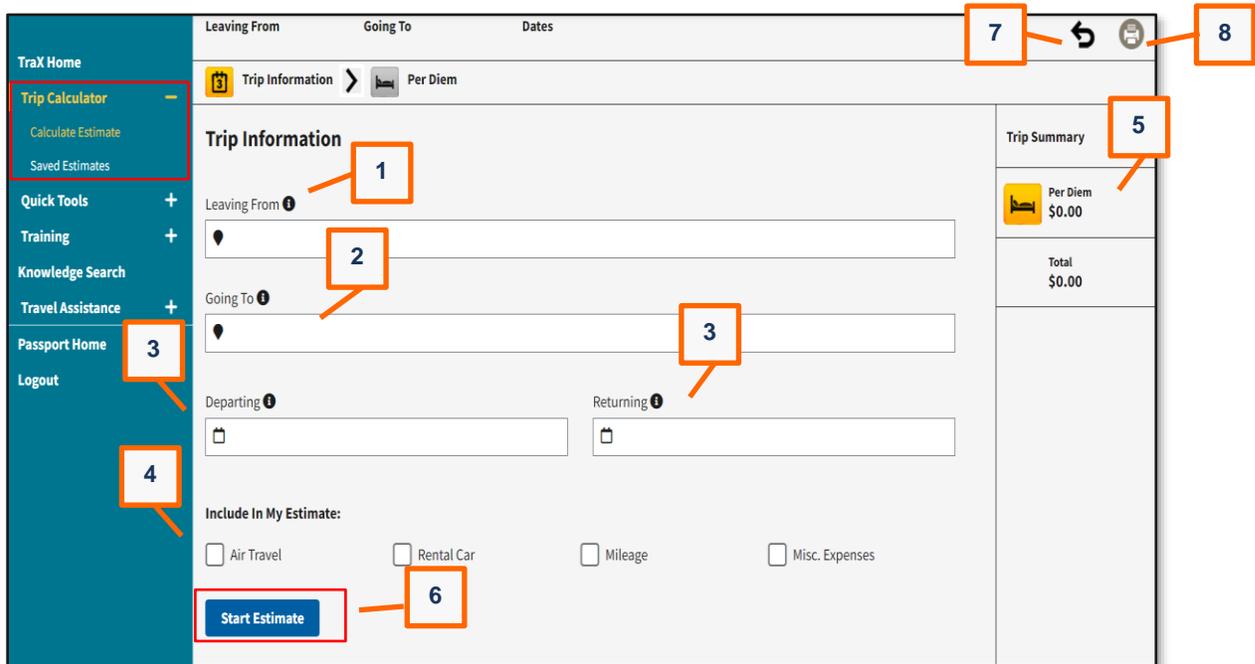


Figure 3-24: Calculate Estimate – Trip Information Screen

An information icon  displays for each mandatory item required to build the form. You can mouse over the icon to see the details. On the blank form, you only see **Start Over** icon (Indicator 7) and the **Print** icon (Indicator 8). After completing the first page of the **Trip Information** form, the **Floppy Disc** (Save) icon appears top right (Figure 3-25). **Note:** Saved work appears under the **Saved Estimates** accessible from the **Navigation Bar**.



Figure 3-25: Trip Information Form Action Icons

1. Complete the **Trip Information** (itinerary) form based upon your travel requirements (Figure 3-24).
 - In the **Leaving From** field start typing the location and then select the location from the drop-down menu (Figure 3-24, Indicator 1).
 - In the **Going To** field type the location and then select the location from the drop-down menu (Figure 3-24, Indicator 2).

- In the **Departing** field, use the calendar feature to choose the start trip date (Figure 3-24, Indicator 3).
 - In the **Returning** field, use the calendar feature to choose the end trip date (Figure 3-24, Indicator 3).
 - Under the **Include in My Estimate**, check box if you want to calculate **Air Travel, Rental Car, Mileage, and/or Misc. Expenses** (Figure 3-24, Indicator 4). **Note:** Travel related icons appear in the **Trip Information** row at the top of the form as you move through the application and the **Trip Summary** travel costs updates too (Figure 3-24, Indicator 5).
 - Select **Start Estimate** for the computation (Figure 3-24, Indicator 6).
2. The **Trip Information** form advances to the **Per Diem: (TDY Location)** page (Figure 3-26). The **Per Diem** icon activates on the **Trip Information** row. The **Per Diem** chart computes the **Daily Lodging** and **M&IE**, along with the **Total Per Diem** allowance.
- The **Trip Summary** posts the **Per Diem** total with a view icon . Review the data, then select **Next: (expense>)** to advance.

Per Diem: Atlanta, GA

DATE(s)	DAYS	DAILY LODGING	DAILY MIE	LODGING x Days	MIE x Days
2023-08-14	First Day	\$163.00	\$74.00	\$163.00	\$55.50
2023-08-15 - 2023-08-17	3	\$163.00	\$74.00	\$489.00	\$222.00
2023-08-18	Last Day	\$163.00	\$74.00	\$0.00	\$55.50
08/14/2023 - 08/18/2023	5			\$652.00	\$333.00

Total Lodging: \$652.00
Total MIE: \$333.00
Total Per Diem: \$985.00

Next: Air Travel >

Trip Summary

- Per Diem **\$985.00** 
- Air Travel **\$0.00**
- Rental Car **\$0.00**
- Miscellaneous **\$0.00**
- Total \$985.00**

Figure 3-26: Calculate Estimate – Per Diem Page

3. During the **Trip Information** (itinerary) form creation, if you checked the box for **Air Travel**, then the **Air Travel** page loads (Figure 3-27). The **Air Travel** icon activates on the **Trip Information** row.

Air Travel

Search for airports near IAD - Washington Dulles Intl, VA and Atlanta, GA below. Choose a mileage radius for your search.

Miles ⁱ

50 0 500

Round Trip One Way

<< Search

Trip Summary	
	Per Diem \$985.00
	Air Travel \$266.00
	Rental Car \$0.00
Total \$1,251.00	

Figure 3-27: Calculate Estimate – Air Travel Page

- The form defaults to **Round Trip**, but you can also search **One Way** flights. The **Miles** box sets the parameter to search airports. You can use the default, enter a new amount or use the sliding scale to set the miles to identify airports. Select **Search** to query **Departing and Returning City Pair Flights** (Figure 3-28) at the **Origin and Destination** airports.

Air Travel

Departing City Pair Flights				
	Origin Airport	Destination Airport	Airline	Fare ⁱ
<input checked="" type="radio"/>	IAD - Washington Dulles Intl, VA (17.26 miles)	ATL - Atlanta, GA (2.16 miles)	Delta Air Lines, Inc.	\$153
<input type="radio"/>	DCA - Ronald Reagan, DC (17.26 miles)	ATL - Atlanta, GA (2.16 miles)	Delta Air Lines, Inc.	\$239
<input type="radio"/>	Enter your own estimate:			Fare

Return City Pair Flights				
	Origin Airport	Destination Airport	Airline	Fare ⁱ
<input checked="" type="radio"/>	ATL - Atlanta, GA (2.16 miles)	IAD - Washington Dulles Intl, VA (17.26 miles)	Delta Air Lines, Inc.	\$153
<input type="radio"/>	ATL - Atlanta, GA (2.16 miles)	DCA - Ronald Reagan, DC (17.26 miles)	Delta Air Lines, Inc.	\$239
<input type="radio"/>	Enter your own estimate:			Fare

<< Next: Rental Car >

Trip Summary	
	Per Diem \$985.00
	Air Travel \$306.00
	Rental Car \$0.00
	Miscellaneous \$0.00
Total \$985.00	

Figure 3-28: Calculate Estimate – Updated Air Travel Page

- Once the page refreshes, select your flights from the list or **Enter your own estimate** for the airfare (Figure 3-28). **Trip Summary** posts the **Air Travel** total. To advance, select **Next: (expense>)**.
- During the **Trip Information** (itinerary) form creation, if you checked the box for **Rental Car**, then the **Rental Car** page loads (Figure 3-29). The **Rental Car** icon activates on the **Trip Information** row.

Leaving From: Woodbridge, VA | Going To: Atlanta, GA | Dates: 08/14/2023 - 08/18/2023

Trip Information > Per Diem > Air Travel > Rental Car > Miscellaneous

Rental Car

Instructions: Need instructions to go here.

Pick A Size: Economy

Enter a Rate:

of Days: 4

Add To Estimate

Size	Daily Rate	Days	Cost
Economy	\$90.00	4	\$360.00

<< **Next: Miscellaneous >**

Showing: Domestic Ceiling Rates International Ceiling Rates

Trip Summary

- Per Diem \$985.00
- Air Travel \$306.00
- Rental Car \$360.00
- Miscellaneous \$0.00
- Total \$1,291.00**

Figure 3-29: Calculate Estimate – Rental Car Page

Based upon your travel requirements complete the required steps:

- **Pick A Size:** Use the drop-down menu to select the car. *Compact* is the policy vehicle. **Note:** If you are traveling with a group, you may need a larger vehicle.
- **Enter a Rate:** Type in the cost. You can use **Rental Car Ceiling Rates PDF** to obtain an estimated cost based upon either *Domestic* or *International* prices. **Note:** You may need to download the file to view the rental car rates.
- **Number of Days:** Automatically calculates based upon travel days.
- Choose **Add to Estimate**. The page refreshes with the **Rental Car** table details (Figure 3-30). **Trip Summary** posts the **Rental Car** cost total.

Trip Information > Per Diem > Air Travel > Rental Car > Miscellaneous

Rental Car

Instructions: Need instructions to go here.

Pick A Size: Compact

Enter a Rate:

of Days: 4

Add To Estimate

Size	Daily Rate	Days	Cost
Compact	\$95.00	4	\$380.00

<< **Next: Miscellaneous >**

Showing: Domestic Ceiling Rates International Ceiling Rates

Trip Summary

- Per Diem \$985.00
- Air Travel \$306.00
- Rental Car \$380.00
- Miscellaneous \$0.00
- Total \$1,291.00**

Figure 3-30: Calculate Estimate – Rental Car Updated Page

5. (Optional) During the **Trip Information** (itinerary) form creation, if you checked the box for **Misc. Expenses**, then the **Miscellaneous Expenses** page loads (Figure 3-31). The **Miscellaneous** icon activates on the **Trip Information** row.

- Use the drop-down menu to select the **Expense Type**. Options include **Conference Fees, Parking, Tolls, Taxi, and Other**.
- Enter the **Total Cost** of the expense.
- Choose **Add to Estimate** to compute the cost. The **Expense** table populates and **Trip Summary** posts the **Miscellaneous** expense total.

Figure 3-31: Calculate Estimate – Miscellaneous Page

6. Once you complete the **Trip Information** form, you have options on *how to save* the completed estimate. **Note:** If you exit the form without *saving*, the estimate ceases. You will need to create a new estimate.

Here are the *Save* options:

- Select the **Floppy Disc** icon at the top of the **Trip Information** form (Figure 3-31). This provides a pop-up box with a default **Estimate Name** that you can keep as is or tailor (Figure 3-32). Select **Save**. Your file appears under **Saved Estimates** accessible from the **Navigation Bar**. **Note:** You don't net have to wait to the end of the process. You can periodically save the file.

Figure 3-32: Save Estimate Window

- Select **Next: Trip Estimate** > at the bottom of the **Trip Information** form (Figure 3-31). The **Trip Estimate** page appears (Figure 3-33). View the information. Select **Save Estimate** to retain the file. A **Success Message** posts at the top of the page. Your file appears under **Saved Estimates** accessible from the **Navigation Bar**.

Trip Estimate	
From: Woodbridge, VA To: Atlanta, GA Dates: 08/14/2023 - 08/18/2023	View Location Report for Atlanta, GA
Per Diem \$985.00	Total Lodging: \$652.00 Total MIE: \$333.00 Total Per Diem: \$985.00
Air Travel \$306.00	Departing Flight Departing WASHINGTON DULLES INTL, VA (IAD) Arriving ATLANTA, GA (ATL) Delta Air Lines, Inc. 08/14/2023 Cost: \$153.00
	Return Flight Departing ATLANTA, GA (ATL) Arriving WASHINGTON DULLES INTL, VA (IAD) Delta Air Lines, Inc. 08/18/2023 Cost: \$153.00
Rental Car \$360.00	Compact @ \$90.00 per day x 4 days Cost: \$360.00
Miscellaneous \$45.00	Parking: \$45.00
Total \$1,696.00	
<input type="button" value="Save Estimate"/> <input type="button" value="Start Over"/>	

Figure 3-33: Trip Estimate (Completed) Screen

7. To exit the screen, you can select a module from the **Navigation Bar** or disregard the **Trip Estimate** and select **Start Over**.

3.6.1.2 Saved Estimates

To review your proposed trip costs, from the **Navigation Bar**, select **Trip Calculator, Saved Estimates**. The **Saved Estimates** page appears (Figure 3-34) with most recent created file appearing at the top of the page. Each submission displays the key trip data (e.g., **TDY location, Travel Dates**) along with the action icons.

Saved Estimates	
Atlanta, GA 08/14/2023 Estimated ID: 159752 Date Created: 08/02/2023 14:39 Total Expense: \$1,696.00	Leaving From: Woodbridge, VA Going To: Atlanta, GA Travel Dates: 08/14/2023 - 08/18/2023
	Per Diem \$985.00 Air Travel \$306.00 Rental Car \$360.00 Miscellaneous \$45.00

Figure 3-34: Saved Estimates Screen

On this screen (Figure 3-34) you can do the following:

- Change the **Sort by** listing of trips (Indicator 1)
- View the trip estimate by selecting the **eye icon**  (Indicator 2)

- Edit the trip estimate by selecting the *pencil icon*  (Indicator 3)
- Mail the file using the *email icon*  (Indicator 4)
- Save the file using the *pdf icon*  (Indicator 5)
- Remove the file using the *trash can icon*  (Indicator 6)

To edit a projected trip, begin on the **Saved Estimates** screen (Figure 3-34):

1. Locate the file requiring a change to an entered expense.
2. Select the *pencil icon*. The **Trip Estimate** page appears (Figure 3-35).

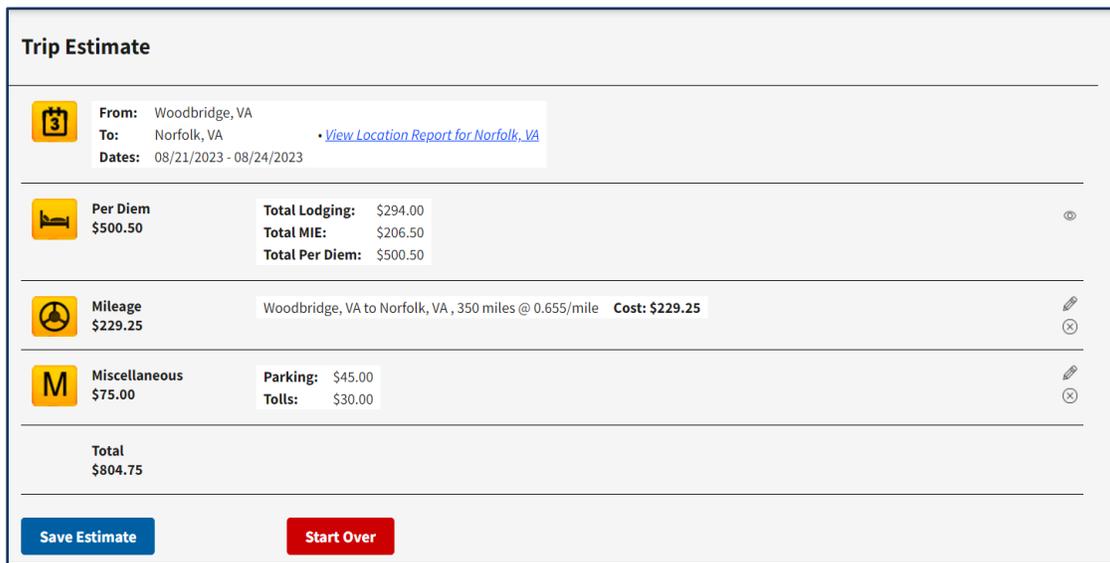


Figure 3-35: Trip Estimate (Edit an Expense) Screen

3. Select the *pencil icon* to edit the expense (Figure 3-35). The expense category window opens (Figure 3-36).

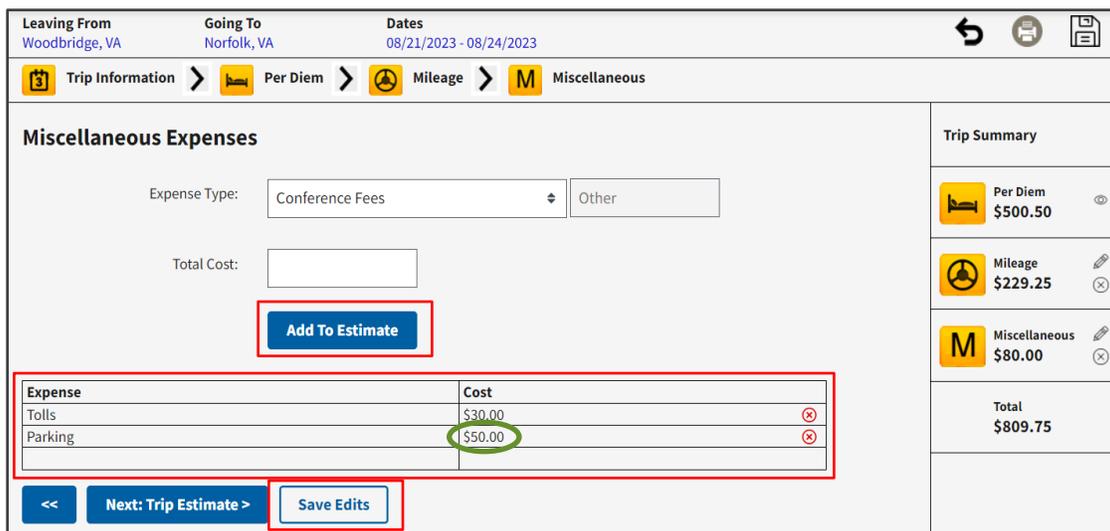


Figure 3-36: Miscellaneous Expenses

- You can remove and add expenses based upon the items in the drop-down menu. When you make a change, be sure to select **Add to Estimate** to save each entry (Figure 3-36).

Note 1: In our example, the trip contains a **Miscellaneous Expense, Parking**. In this screen, you can't actually *change* the entered expense. Instead, use the red **X** to remove the expense (e.g., **Parking**) and then use the **Expense Type** drop-down menu to select **Parking** and enter the **Total Cost**. To add a new expense (e.g., tolls), use the **Expense Type** drop-down menu to select the item and enter the **Total Cost**.

Note 2: The edit feature only allows you to remove and add expense items in which you indicated to include on the **Trip Information** form during the itinerary creation. In other words, if you did not indicate rental car expense on the **Trip Information** form, you cannot add the rental car later using the edit feature. If your projected trip cost should include a rental car, then you need to complete a new estimate.

- Select **Save Edits** (Figure 3-37). The **Trip Estimate** window displays changes to individual items and an overall Total (Figure: 3-37).

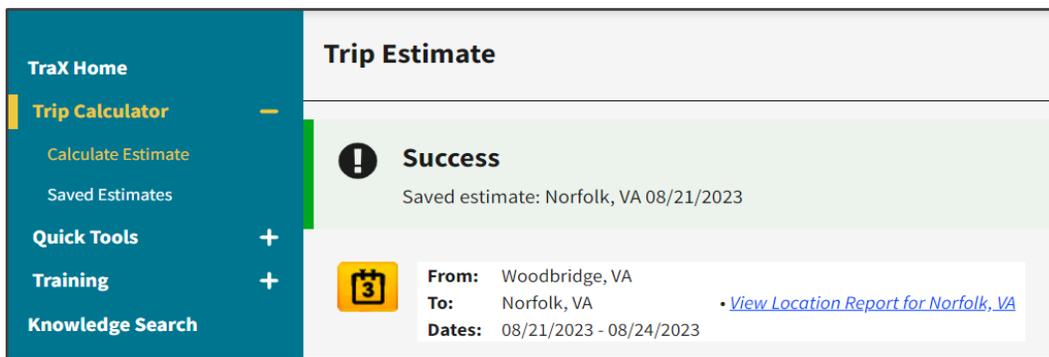


Figure 3-37: Trip Estimate Screen

- Select **Save Estimate** (Figure: 3-38). The **Save Estimate** pop-up message box appears. You can keep the same name or change it.



Figure 3-38: Save Estimate Screen

- Select **Save**. The **Trip Estimate** page refreshes with a successful message appearing at the top.
- To exit, select a module from the **Navigation Bar** or **Logout** of TraX.

3.6.2 Quick Tools

To view a single item estimate (e.g., a City Pair flight), rather than build the entire trip, you can use the **Quick Tools** feature. This section provides an individual computation for **Per Diem**, **City Pair**, and **Rental Car**. You can promptly look up the expense, but there is *no save* option for individual computations. Included in **Quick Tools** is the **Location Reports** function, which provides key information for a TDY location such as typical weather, travel alerts, and if applicable restrictions.

To begin, on the **TraX Home** page, select **Trip Tools** from the **Navigation Bar** (Figure 3-39). The **Quick Tools** sections appear.

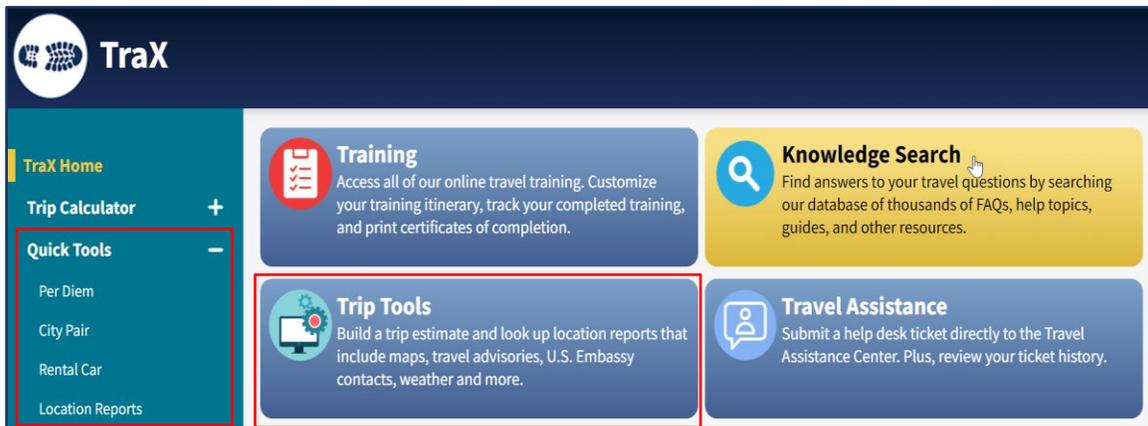


Figure 3-39: Quick Tools Selection Screen

3.6.2.1 Per Diem

Per Diem provides the lodging and M&IE costs for a single TDY location. The **Per Diem Tool**, **Trip Information** mandatory fields are **Going To**, and **Departing** and **Returning Dates** (Figure 3-40).

Per Diem Tool

Trip Information

Going To ⓘ

📍 Atlanta, GA

Departing ⓘ

📅 06/06/2022

Returning ⓘ

📅 06/10/2022

Search

Figure 3-40: Per Diem Tool Screen

To compute the per diem:

1. Complete the mandatory fields.
2. Select **Search**. The **Per Diem: (TDY Location)** results page appears (Figure 3-41).

Per Diem: Atlanta, GA

Location: Atlanta, GA
Trip Start: 06/06/2022
Trip End: 06/10/2022

DATE(s)	DAYS	DAILY LODGING	DAILY MIE	LODGING x Days	MIE x Days
2022-06-06	First Day	\$163.00	\$74.00	\$163.00	\$55.50
2022-06-07 - 2022-06-09	3	\$163.00	\$74.00	\$489.00	\$222.00
2022-06-10	Last Day	\$163.00	\$74.00	\$0.00	\$55.50
06/06/2022 - 06/10/2022	5			\$652.00	\$333.00

Total Lodging: \$652.00
Total MIE: \$333.00
Total Per Diem: \$985.00

Figure 3-41: Per Diem (Results) Screen

- Record the **Total Per Diem** results for your trip planning purposes.
- To exit, select a module from the **Navigation Bar** or **Logout** of TraX.

3.6.2.2 City Pair

City Pair provides government negotiated flights to the single TDY location. The **City Pair Tool** mandatory data is **Leaving From**, **Going To**, and **Miles** (number) to search for the flights (Figure 3-42).

City Pair Tool

Leaving From ⓘ

Going To ⓘ

Miles ⓘ
 0 500

Round Trip One Way

Figure 3-42 City Pair Tool Screen

To generate the flight cost:

1. Complete the mandatory fields.
2. Select **Search**. The **City Pair Tool** flights options appear (Figure 3-43).

City Pair Tool

From: IAD - Washington Dulles Intl, VA
To: Atlanta, GA
Within: 50 miles

Departing Flights				
	Origin Airport	Destination Airport	Airline	Fare ⓘ
<input checked="" type="radio"/>	IAD - Washington Dulles Intl, VA (0.00 miles)	ATL - Atlanta, GA (2.16 miles)	Delta Air Lines, Inc.	\$128
<input type="radio"/>	BWI - Baltimore Washington Intl, MD (37.77 miles)	ATL - Atlanta, GA (2.16 miles)	Delta Air Lines, Inc.	\$175
<input type="radio"/>	DCA - Ronald Reagan, DC (0.00 miles)	ATL - Atlanta, GA (2.16 miles)	Delta Air Lines, Inc.	\$240

Return Flights				
	Origin Airport	Destination Airport	Airline	Fare ⓘ
<input checked="" type="radio"/>	ATL - Atlanta, GA (2.16 miles)	IAD - Washington Dulles Intl, VA (0.00 miles)	Delta Air Lines, Inc.	\$128
<input type="radio"/>	ATL - Atlanta, GA (2.16 miles)	BWI - Baltimore Washington Intl, MD (37.77 miles)	Delta Air Lines, Inc.	\$175
<input type="radio"/>	ATL - Atlanta, GA (2.16 miles)	DCA - Ronald Reagan, DC (0.00 miles)	Delta Air Lines, Inc.	\$240

Select

Figure 3-43: City Pair Tool (Options) Screen

3. Choose the radio button for the **Departing** and **Return Flights**. Choose **Select**. The **City Pair Tool** flight results display (Figure 3-44).

City Pair Tool

From: IAD - Washington Dulles Intl, VA
To: Atlanta, GA
Within: 50 miles

Departing Flight			
Origin Airport	Destination Airport	Airline	Fare
IAD - WASHINGTON DULLES INTL, VA (0.00 miles)	ATL - ATLANTA, GA (2.16 miles)	Delta Air Lines, Inc.	\$128

Return Flight			
Origin Airport	Destination Airport	Airline	Fare
ATL - ATLANTA, GA (2.16 miles)	IAD - WASHINGTON DULLES INTL, VA (0.00 miles)	Delta Air Lines, Inc.	\$128

Total Fare: \$256

Figure 3-44: City Pair Tool (Results) Screen

4. Record the **Total Fare** for your trip planning purposes.
5. To exit, select another module from the **Navigation Bar** or **Logout** of TraX.

3.6.2.3 Rental Car

Rental Car provides vehicle rates for Domestic and International locations. The **Rental Car Tool** required data is **Pick A Size, Enter a Rate** and **# of Days** fields (Figure 3-45).

Rental Car Tool

Instructions: Need instructions to go here.

Pick A Size:

Enter a Rate:

of Days:

Add To Estimate

Size	Daily Rate	Days	Cost

Generate Estimate

Showing: Domestic Ceiling Rates International Ceiling Rates

Figure 3-45: Rental Car Tool Screen

To generate a rental car cost:

1. Complete the mandatory fields. **Note:** You can use the **Domestic** or **International Ceiling Rates** to determine a cost.
2. Select **Add to Estimate**. The **Rental Car Tool** estimate appears in the table.
3. Select **Generate Estimate**. The **Rental Car Tool Estimate** displays the Cost (Figure 3-46).

Rental Car Tool Estimate

Size	Rate	Days	Cost
Compact	\$85.00	6	\$510.00
			\$510.00

Figure 3-46: Rental Car Tool Estimate Screen

4. Record the **Cost** for your trip planning purposes.
5. To exit, select a module from the **Navigation Bar** or **Logout** of TraX.

3.6.2.5 Location Reports

Location Reports presents an insightful, comprehensive rundown of facts about your TDY destination. The **Location Reports** mandatory data is **Select a Location** with one optional data, Include **Travel Advice** (Figure 3-47).

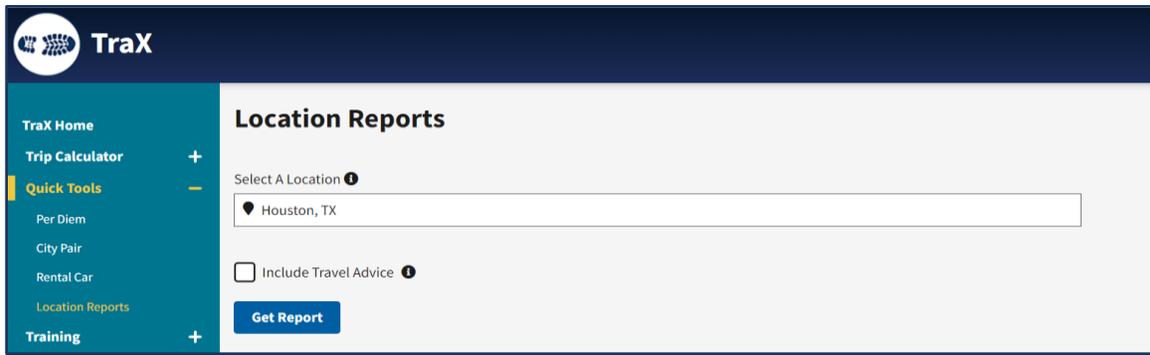


Figure 3-47: Location Reports Screen

The report provides an extensive amount of material. This is especially useful when traveling to foreign locations. The report topics includes:

- Travel alerts, security concerns, and health risks
- Entry and exit information
- Transportation tips
- Exchange rates
- Local weather and customs
- Important contact information, such as embassy locations and phone numbers

To run a report:

1. Complete the mandatory field and optional field, if preferred (Figure 3-47).
2. Select **Get Report**. The **Report Summary** page opens (Figure 3-48).
3. The report provides a **Key** to flag significant items. The results may be lengthy comprising of several pages. You can **Export to PDF** for easier viewing.

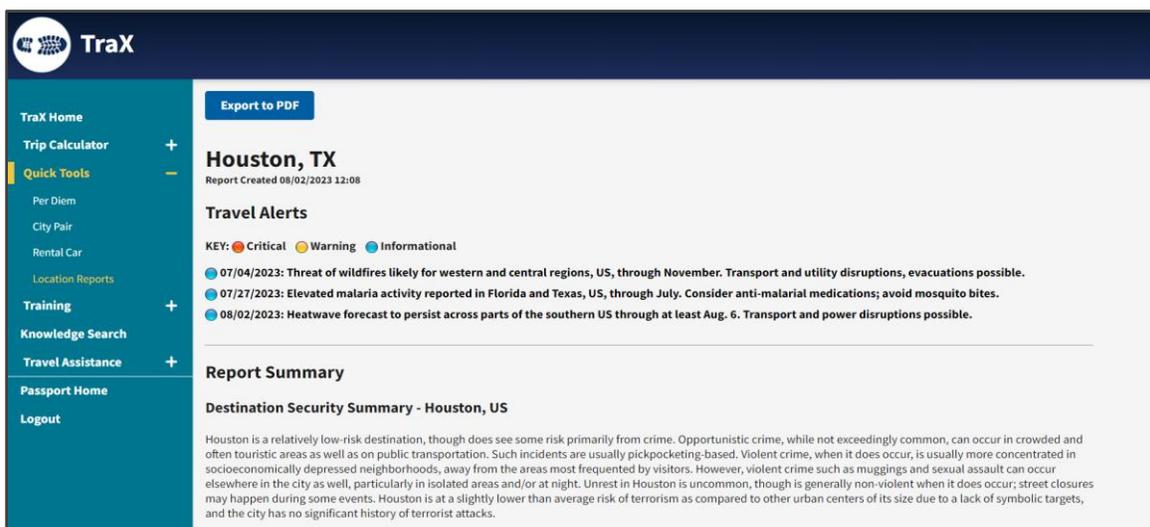


Figure 3-48: (Location) Report Summary Screen

4. To exit, select another module from the **Navigation Bar** or **Logout** of TraX.

3.7 Announcements

TraX fosters frequent communication on travel related topics using the **Announcements** section available on the TraX Home page (Figure 3-49).

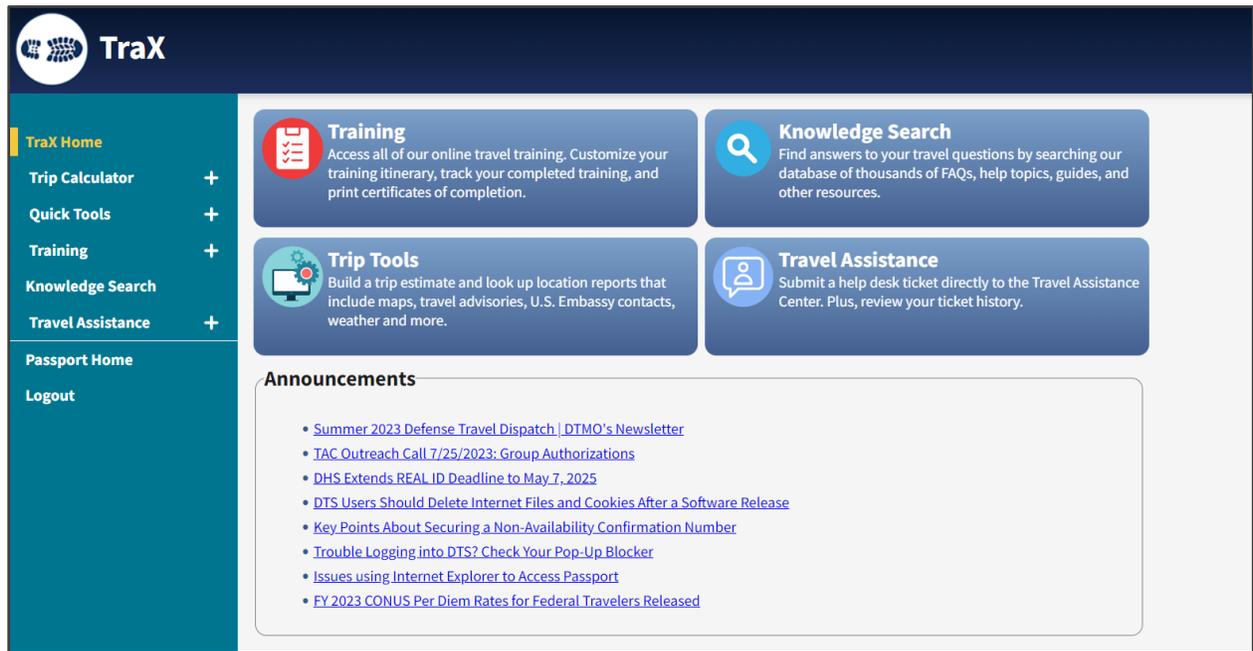


Figure 3-49: Announcements

Select the hyperlink to access the publicized communications, which may include:

- Information papers, which convey troubleshooting techniques, DTS changes, financial systems and FY crossover and more.
- The **DTMO Defense Travel Dispatch** articles which highlight travel events and noteworthy topics.
- The **TAC Outreach Call** topic and participants information. **Note:** The topic slides and prior **TAC Outreach** sessions are available on the DTMO website at <https://travel.dod.mil/Support/Travel-Assistance-Center/TAC-Outreach/>.

3.8 Travel Feedback

To provide comments about the DTMO Passport portal, you can do so through the **Passport Feedback** link. The **Passport Feedback** option appears at the bottom the **Passport Home** page (Figure 3-5), **TraX Home** page (Figure 3-6) and throughout the TraX application for easy access.

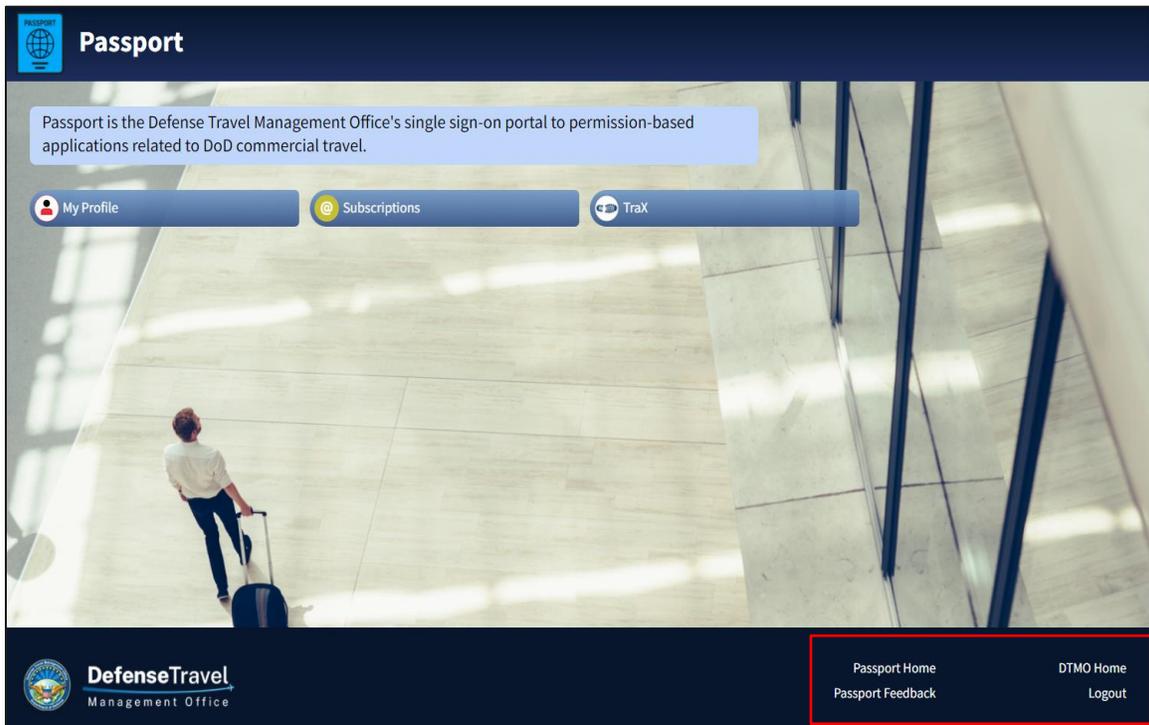


Figure 3-5: Passport Home Page (Passport Feedback Link)

To provide feedback:

1. Log into **Passport** using your user name/Password or CAC.
2. At the bottom of the **Passport Home** page, select the **Passport Feedback** link.
3. A DoD pop up information message appears. Read the message and select **OK**.
4. The **Passport Feedback** page opens a survey containing a few questions and opportunity to enter comments.
5. Once you complete the survey, select **Submit** to transmit the results.

3.9 My Profile

Your **Passport** account contains essential data, which specifically identifies you and allows access to the TraX applications. If you need to update your **Passport** account information (e.g., email address change), you can access **My Profile** from the **Passport Home** page (Figure 3-5). **Note:** The **Passport Home** page is the single access point to modify your account.

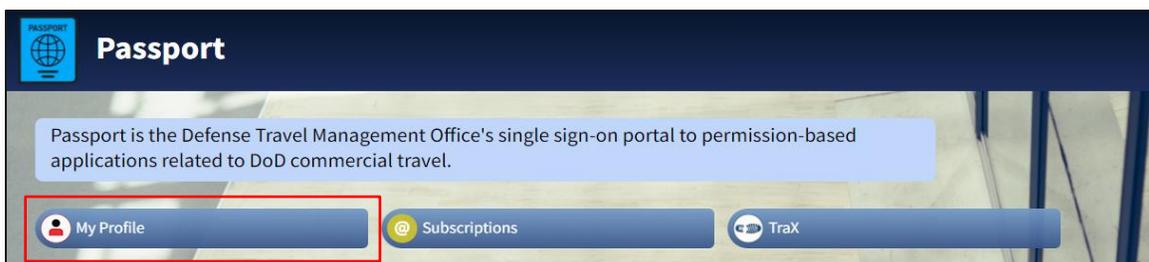


Figure 3-5: Passport Home Page (My Profile)

To update your account:

1. Select **My Profile** from the **Passport Home** page. The **My Profile** screen opens (Figure 3-50). The **Navigation Bar** displays on the left side of the screen with the existing options: **My Profile**, **Change Password**, **Subscriptions**, **Passport Home**, and **Logout**.

The screenshot shows the 'My Profile' screen with the following fields and options:

- Login Email ***: Text input field with placeholder 'Login Email'.
- First Name ***: Text input field with placeholder 'First Name'.
- Last Name ***: Text input field with placeholder 'Last Name'.
- Employment Type ***: Dropdown menu with 'Select Employment Type' and a downward arrow.
- Service/Agency ***: Dropdown menu with 'Select Service/Agency' and a downward arrow.
- Rank/Grade ***: Text input field with placeholder 'Rank/Grade'.
- Duty Station/Site Name ***: Dropdown menu with 'Select Duty Station/Site Name' and a downward arrow.
- Work Phone * & Ext**: Text input field with placeholder '123-456-7890' and an 'Ext' button.
- DSN & Ext**: Text input field with placeholder '123-456-7890' and an 'Ext' button.
- International Phone & Ext**: Text input field with placeholder 'International Phone - Numbers Only' and an 'Ext' button.

A red asterisk (*) indicates required fields. A red error message below the Work Phone field states: 'The phone number must match the 123-456-7890 format.' At the bottom, there is a green 'Update Profile' button and a red asterisk legend: '* Required'.

Figure 3-50: My Profile Screen

2. Review the information for accuracy and modify those items requiring change. Mandatory fields contain a red asterisk. All other fields are optional.
3. After you correct the information, select **Update Profile** to save changes. A **Success** message appears at the top of the page.
4. You can select **Passport Home** from the **Navigation Bar** or choose **Logout** to exit.
5. TraX dispatches a **DTMO Passport Profile Updated** notice to the email listed in your **Passport** account, alerting you of the change.

3.10 Change Password

When you registered for your **Passport** Account, you provided an email address and password as identification to authenticate login. You may have also opted to register your CAC to the account for quicker access. It is advisable to have both access methods. If you only use the CAC option and then replace your CAC, you won't be able to access your old TraX account. If you have an email address and password on file, you'll always be able to access your **Passport** account. TraX provides you the means to change your password, if you forget it.

To change your **Passport** password:

1. Select **My Profile** from the **Passport Home** page (Figure 3-5). The **My Profile** screen opens (Figure 3-50).
2. On the left side of the screen, choose **Change Password** from the **Navigation Bar**. The **Change Password** screen displays (Figure 3-51)

Change Password

Passwords must be at least 9 characters long and include:

- At least 2 upper case characters
- At least 2 lower case characters
- At least 2 numbers
- At least 2 special characters

The following special characters **ARE** allowed: ? ! @ # \$ % ^ * _ - + : ; . '

The following special characters are **NOT** allowed: & = / \ > < { } []

New Password

Confirm Password

Save Password

Figure 3-51: Change Password Screen

3. Enter the **New Password** and retype **Confirm Password**.
4. Select **Save Password**. **Note:** Be sure to remember the new PW.
5. A **Success** message appears at the top of the page.
6. You can select **Passport Home** from the **Navigation Bar** or choose **Logout** to exit.
7. TraX dispatches a **DTMO Passport Profile Updated** notice to the email listed in your **Passport** account, alerting you of the change.

Chapter 4: TAC

The Travel Assistance Center (TAC) is a 24 hours a day, 7 days a week help desk staffed by skilled analysts who offer assistance to DoD personnel experiencing travel related problems. The TAC can help with a wide range of travel issues associated to DTS, the Government Travel Charge Card (GTCC), Commercial Travel Programs, Travel Policy, and Recruit Assistance, to name just a few. You access the TAC contact information from the [DTMO website](#) (Figure 4-1).



Figure 4-1: Travel Assistance Center Screen

4.1 TAC Operations

The TAC Analysts specialize in certain areas to support the broad range of travel topics. For example, answering questions related to Travel Management Company (TMC) operations requires a different knowledge base than answering finance-related questions.

For this reason, as a way of providing targeted assistance to its customers, TAC analysts are divided into four teams to concentrate on specific issues. See Table 4-1 for specifics.

Table 4-1: TAC Teams

TAC TEAMS AND THEIR SPECIALITIES	
Team	Deals with issues pertaining to:
General	DTS DTS documents
Finance	Centrally-billed accounts Debt management Accounting systems Financial partner systems
TMC (DTS refers the TMC as CTO)	Passenger name records DTS document routing (stuck at CTO SUBMIT)

	Reservations Global distribution systems
Technical	DTS design DTS performance DTS access

In addition, the General team is every customer’s first point of contact. They receive help tickets and phone calls, research their content, and resolve them or route them to other teams for resolution as appropriate.

4.2 Contacting the TAC

In Section 2, we addressed contacting a local help desk for travel support as the first line of aid. Remember, if you don’t know a POC, start with a help list through the DTMO website <https://www.travel.dod.mil/Support/Local-Level-Travel-Assistance/>. Once you exhaust all local support options then engage the TAC on the travel issue. When it comes to requesting travel support, it is best to always follow your local policies.

Here are the ways to contact the TAC based upon the type of travel situation.

1. **Help Ticket** - When the time comes to contact the TAC, the fastest and most efficient way of reporting a problem is by submitting an online a help tickets as covered in *Section 3.3*. As [TraX](#) is readily available, there are no delays in reporting the issue. The TAC analysts have direct access to online tickets, can research problems, and provide prompt solutions. At any time, you can access [TraX](#) to check on and update your ticket (Figure 4-2).

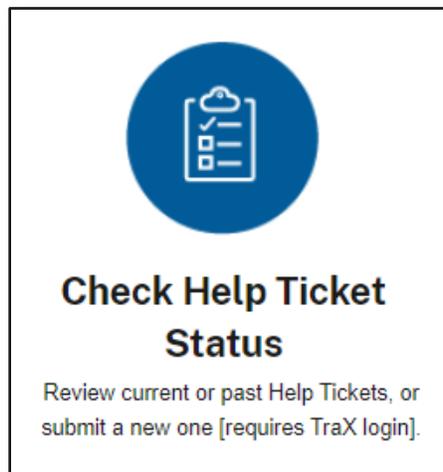


Figure 4-2: TraX Link

2. **Telephone** - The TAC is available directly at 888-Help-1-Go (888-435-7146) for assistance. That number even works if calling from overseas on a DSN line. When calling the TAC, keep in mind they receive thousands of calls daily, so you may be on hold before getting through to an analyst. The first thing the analyst will do is ask questions to create a help ticket to report and track your issue. Be sure you have the key data necessary for your ticket submission to prevent delays. Even though the TAC analyst creates the ticket on your behalf, you can access the ticket in [TraX](#) as needed and when available view the resolution.

Note: You may need to log into DTS and view the document to obtain information to provide the TAC. For reservations, the PNR is in the document under the **Reservations** section. The **Global Distribution System (GDS)** and **Pseudo City Code (PCC)** are available by selecting the information icon next to the traveler's name within a document or contact the DTA can view the data within the **DTA Maintenance Tool, Organization** table.

3. **TAC Callback** - This option allows callers to leave a callback number and is currently available 0800 to 1500 ET. Once your place in line is reached, the system will call you back and place you directly with an analyst. Some key points to know when choosing this option are:
 - The system will only make one attempt, so ensure you leave a number you can be reached back at.
 - If the phone is busy, there is no answer, or the phone number is incorrect, the system will not make another attempt.
 - The phone number you provide must be 10 digits.
 - The system can't accept numbers requiring extensions or forwarding from a front desk.
 - The system is unable to dial OCONUS numbers (greater than 10 digits).
 - The system is unable to dial DSN numbers.
4. **Chat** - You can open a chat line to discuss select travel topics directly with the TAC. The DTMO website link at https://dtmo.cx.defensetravel.dod.mil/app/chat/chat_launch_tac_login provides live chat details. Analysts can assist in resolving issues including:
 - DTS login
 - DTS profile
 - Passport/TraX logins
 - DTS documents stuck at CTO Submit
 - Reservation concerns
 - Ticketing status & declines/expired GTCC in DTS
 - Approval failure for unable to end the PNR
 - Locating CTO/TMC phone numbers
 - Missing TSA information notice

For more about using the chat, see the [Chat Users Guide](#) on the DTMO website.

Note: For travel concerns outside the designated topics, a help ticket submission is necessary to achieve resolution.

Here is how to use the TAC Live Chat.

- 1.1. Once you are on the TAC chat site, select one of the topic buttons available on the page (Figure 4-3).

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.

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

DTS & TraX Login & Profile Issues >

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

Reservation & CTO Submit Issues >

- 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

Figure 4-3: TAC Live Chat Screen

- 1.2. Depending on your selection, you will be brought to the appropriate **Chat Landing** page. A page appears for you to enter some information prior to beginning a chat.
- 1.3. Select the appropriate topic from the **Chat Issues** drop-down menu.
 - If the subject you'd like to chat about doesn't appear in this drop-down, that means it's not a chat topic. You should submit a ticket through the [TraX](#) instead.
- 1.4. Enter your contact information. **Note:** The "Official Email" should be the email associated with your [TraX](#) account.
- 1.5. Enter information about the problem or traveler. **Note:** Ensure spelling is accurate.
 - For *Reservation* and *CTO SUBMIT* issues, additional information is necessary to assist the TAC agent with locating the traveler, document, and/or reservations.
 - Include the **Passenger Name Records** (PNRs) from the document. PNRs can be found in the **Review Reservation Selection** screen as the "DTS/TMC Confirmation ID".
- 1.6. Once you complete the information, select **Start Chat** (Figure 4-4).

Live Chat with Travel Assistance Center (TAC)

Chat support is available
Chat available hours are listed below. Chat is unavailable during holidays.

Monday - Friday: 08:00 AM - 06:00 PM EDT
Saturday - Sunday: Unavailable
It is currently Thursday, Apr 07, 2022 08:03 AM EDT

Live Chat
✕

Traveler First Name *

Traveler Last Name *

Document Name *

PNR *

Travel Date

TANUM

[Start Chat](#)

Figure 4-4: Live Chat with Travel Assistance Center Form

1.7. The screen updates to start connecting you with the TAC. You will be placed in a queue with a # showing you how close you are to the front of the line.

1.8. Once you've been connected to an analyst, they'll announce their name and the status will change to "Connected" (Figure 4-5).

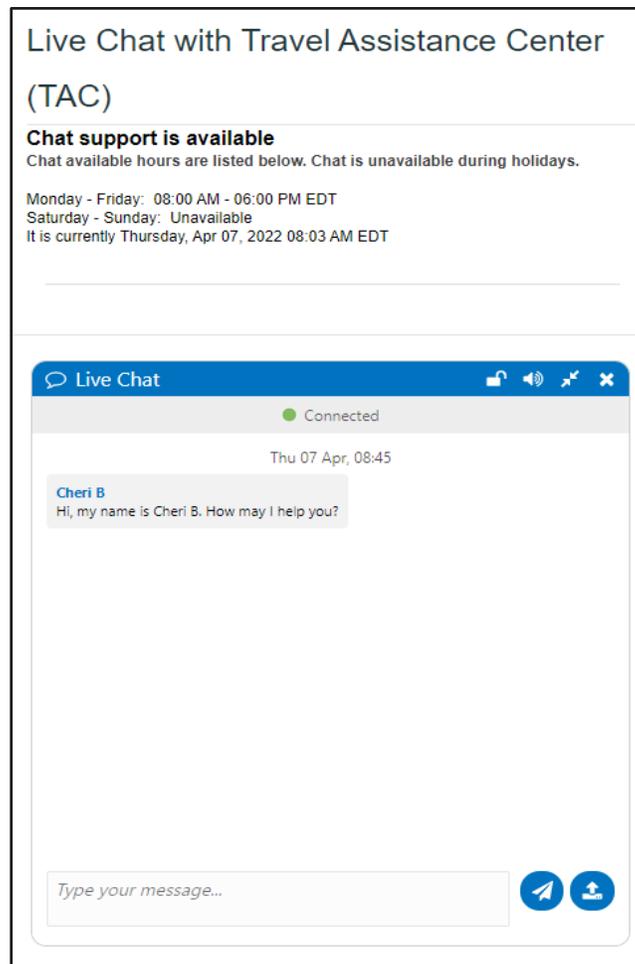


Figure 4-5: Connected Screen

1.9. In the blank field, type into the box to begin speaking with the analyst.

1.10. If you need to transmit personally identifiable information (PII), select the “Lock” icon at the top to securely transmit PII.

- If the PII is not sent securely, the TAC will have to delete the ticket and re-create, which will lead to a delay in ticket creation.
- Selecting the lock will then notify you that the following messages are now off the record.
- These messages are deleted from the transcript upon completion of the ticket.
- When finished transmitting PII, you should select the lock again.
- The chat analyst will walk you through this process.
- PII that has been securely sent will display a lock icon next to the message.

1.11. When an analyst is typing, you’ll see the words “Responding” next to your name.

1.12. Select the attachment icon at the bottom of the form if you need to include a document.

- You will see the search for file browser on your computer to send the attachment.
- Only attach .pdf file and ensure it doesn’t contain any PII.

- Selecting this icon at the bottom will allow you to send an attachment to the TAC.
- Once file is associated the status changes and reflects success.

1.13. The analyst can now see your attachment.

- The .pdf file will be associated with the ticket, so you can view it later in the **My Tickets** section of TraX.

1.14. Once the TAC POC resolves your questions, you can request help on 2 more issues. **Note:** There is limit of 3 separate issues per chat. If you have additional problems requiring resolutions, you will need to initiate a new chat session.

1.15. Upon the conclusion of your chat, you receive a ticket number that you can reference later if needed.

1.16. To close the chat, select the “X” button at the top of the form.

1.17. After the chat session, you receive a chat transcript via email and in the Help ticket.

4.3 Receiving TAC Information

Besides reviewing the travel resources (e.g., manuals, guides and trifold), there are a few other ways to stay current on travel topics; attend TAC Outreach calls, sign up for RSS Feeds and view FAQs.

1. **Outreach Calls** - In addition to providing on-going travel support, the TAC also hosts twice-monthly educational **Outreach Calls** on a variety of travel-related topics. Outreach Calls offer valuable training opportunities on the latest software changes and most common travel issues.
 - The upcoming schedule of a TAC Outreach call is available on the **TraX Home** page, in the *Announcements* area (see *Section 3.7*). All are welcome to attend the sessions and are provided an opportunity to ask questions.
 - Prior TAC Outreach Call presentations (briefing slides and Q/A results) are available on the DTMO website at <https://www.travel.dod.mil/Support/Travel-Assistance-Center/TAC-Outreach/>.
2. **RSS Feeds** – Important travel information is also available with **RSS** or **Really Simple Syndication** which allows you to keep track of news and updates easily by pushing web content straight to Microsoft Outlook or your RSS feed reader. For more on this topic, go the DTMO website at <https://www.travel.dod.mil/About/News/RSS/>.
3. **Review FAQs** - You can find answers to many common travel questions in the **Knowledge Center** [requires TraX login].

Chapter 5: Acronyms

AO	Authorizing Official
CAC	Common Access Card
DL	Distance Learning
DoD	Department of Defense
DTA	Defense Travel Administrator
DTMO	Defense Travel Management Office
DTS	Defense Travel System
EWTS	Enterprise Web Training System
FAQ	Frequently Asked Question
GDS	Global Distribution System
LDTA	Lead Defense Travel Administrator
PII	Personally Identifiable Information
PIN	Personal Identification Number
PNR	Passenger Name Record
SSN	Social Security Number
TAC	Travel Assistance Center
TANUM	Travel Authorization Number
TMC	Travel Management Company (formerly Commercial Travel Office [CTO])
TraX	Travel Explorer
WBT	Web Based Training