

CHAPTER 1: DEFENSE TRAVEL SYSTEM (DTS) OVERVIEW

DTS is a fully integrated, electronic, end-to-end travel management system that automates temporary duty (TDY) travel for the Department of Defense (DoD). It allows travelers to create authorizations, book reservations, receive approval, generate vouchers for reimbursement, and direct payments to their bank accounts and the Government Travel Charge Card (GTCC) vendor, all via a single Web portal. DTS is available 24 hours a day, 7 days a week (24x7). This manual will guide the Defense Travel Administrator (DTA) through the initial DTS setup and maintenance at a site. This chapter covers the following topics:

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1.1 The Defense Travel System

To manage travel or create travel plans, open the DTS Home page by entering the URL www.defense-travel.osd.mil (Figure 1-1) then select the **LOGIN TO DTS** button.

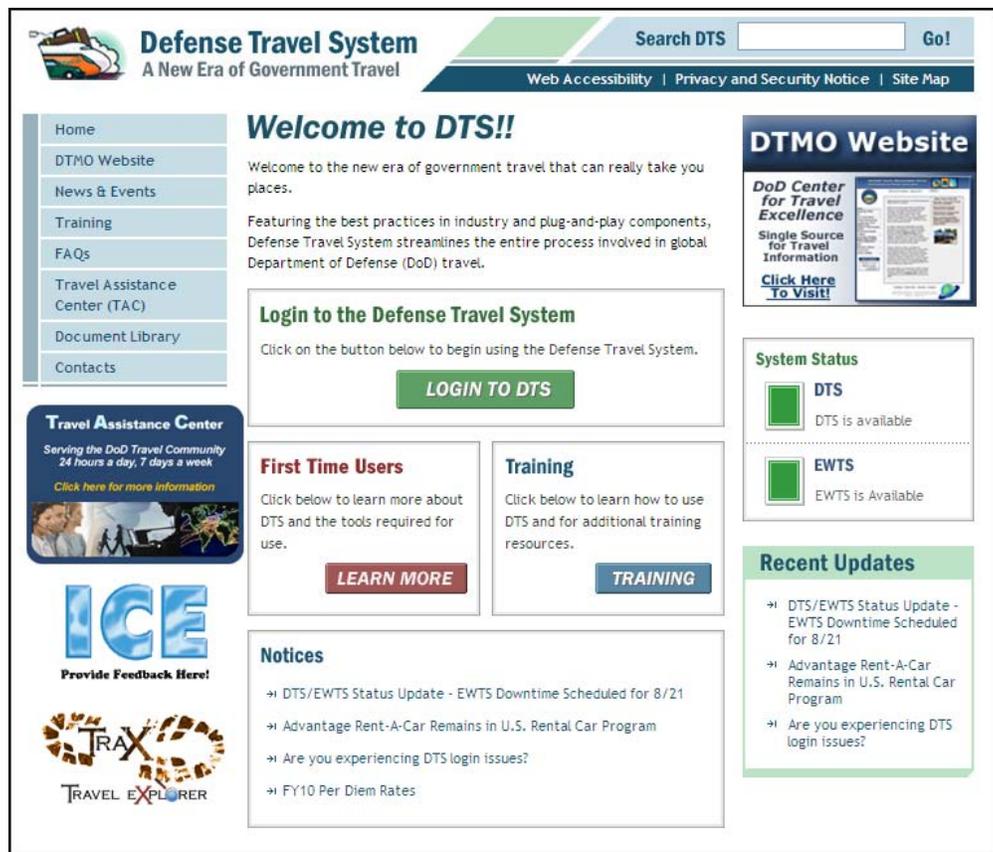


Figure 1-1: DTS Home Page

When the travel has been completed, the traveler files a voucher that is routed electronically to the appropriate officials for approval, then to the Defense Finance and Accounting Service (DFAS)** for payment.

** DFAS is the servicing financial organization that supports most DoD personnel. Users that use a different servicing financial organization should replace “DFAS” with the name of their servicing financial organization throughout this manual.

1.2 DTS Users

DTS *users* are DoD personnel who, in any role, interact with DTS. DTS does not manage travel for contractors; it is for DoD personnel traveling on official business.

Users include Defense Travel Administrators (DTAs), Authorizing Officials (AOs), Certifying Officers (COs), Routing Officials (ROs), CBA Specialists, Transportation Officers (TOs), Disbursing Officers (DOs), and agents within the Commercial Travel Office (CTO). Anyone who interacts with DTS on behalf of another person is also a user.

A DTS *user/traveler* is a traveler who interacts with DTS on their own behalf. User/travelers prepare their own authorizations and vouchers.

1.3 DTS Features and Benefits

DTS provides full functionality, accessibility, and security when processing documents. It is easy to search for airline, hotel, car rental, and rail availability, as well as gathering all details to plan a trip.

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

DTS meets the major functional requirements of the DoD and serves the needs of all user/travelers. The following are highlights of DTS' benefits for travelers, travel clerks, AOs and COs, and DTAs.

User/Travelers and Travel Clerks. Using DTS, user/travelers and travel clerks accomplish the below tasks:

- Create and update travel documents
- Update travel preferences in a traveler's personal profile
- Create a voucher by using information from an authorization
- Digitally sign and submit documents
- Determine the status of a document at any time
- Receive travel reimbursements normally within 72 hours of AO approval

AOs and COs. Using DTS, AOs and COs accomplish the below tasks:

- Preview, review, and approve travel documents
- Cancel an authorization
- Return travel documents to user/travelers for changes or corrections
- Edit travel documents for a user/traveler
- Delegate and revoke signature authority
- Certify funds availability

DTAs. Using DTS, DTAs accomplish the below tasks:

- Establish document routing based on the organization and type of action
- Track the obligation and expenditure of travel funds
- Perform all administrative setup and maintenance necessary to use DTS

1.4 DTS Architecture

DTS is operated by a central data center (CDC). The CDC allows travelers, AOs, and DTAs to use their local area networks to access DTS 24 hours per day, seven days per week through the existing DoD Non-Secure Internet Protocol Router Network. The DTS architecture provides for the following:

- Interface with other DoD systems such as the DoD PKI, DoD Archive, and the DoD Accounting and Disbursing Systems (DADS)
- Use of multiple CTOs

1.5 The Trip-Planning Process

The trip-planning process will differ for user/travelers, depending upon whether or not they are connected to DTS.

1.5.1 User/Travelers With Access To DTS

User/travelers log in to DTS using a digital signature. They complete an itinerary and build an authorization that DTS passes along a chain of routing officials for actions such as reviewing travel expenses and approving travel.

User/travelers who can log in use the DTS travel feature to make air, hotel, car rental, and rail reservations. If necessary, specific requests can be entered in each travel segment using the comments window, or CTO assistance can be requested from the Trip Overview screen.

After returning from travel, user/travelers log in to DTS to complete a voucher. They update estimated expenses with the actual cost and submit their claim for reimbursement. Figure 1-2 depicts the DTS trip process for a connected user/traveler.

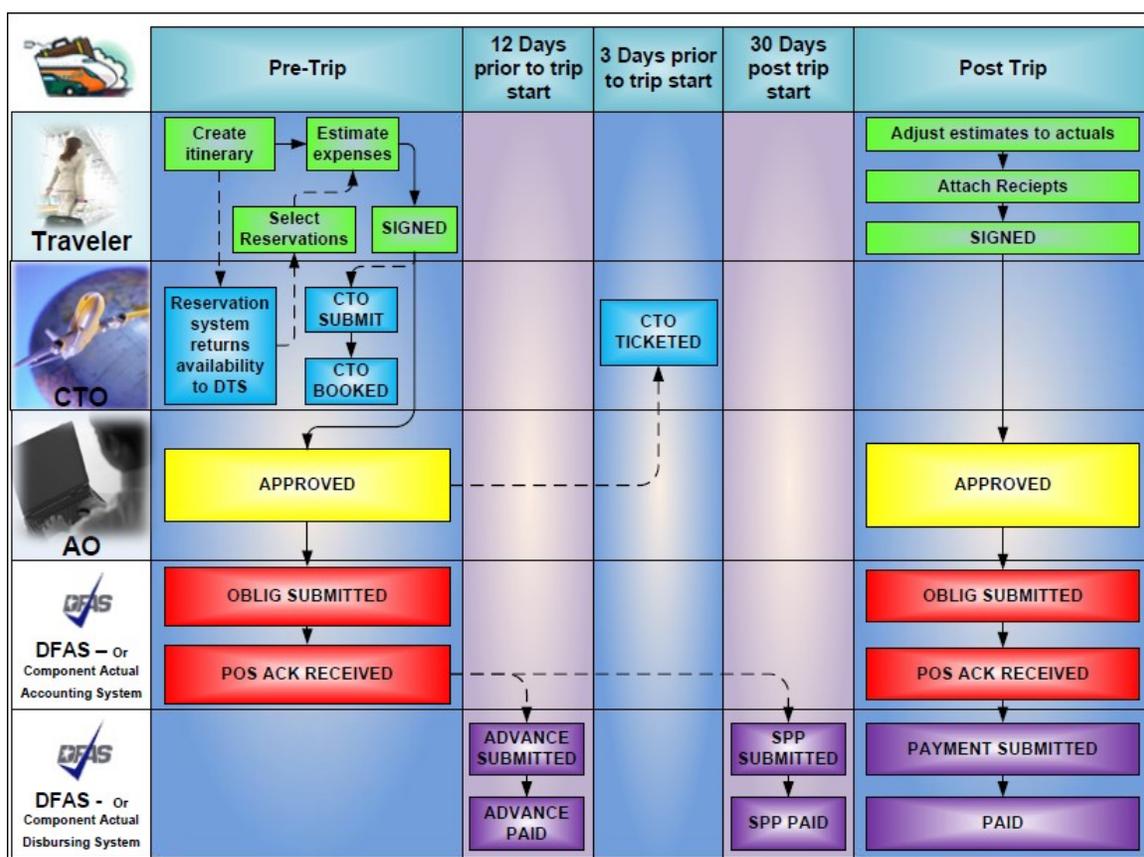


Figure 1-2: User/Traveler DTS Trip Process

After a user/traveler logs in to DTS and initiates a new authorization, the following sequence for the pre-trip process occurs:

- a. **Traveler.** Create itinerary, select air, hotel, and rental car reservations or use the Full CTO Assistance Request button if needed. Enter reimbursable expense estimates and per diem entitlements to create an estimated cost. Digitally sign the authorization.
- b. **CTO.** If the travel feature is used, DTS routes the authorization to the CTO via the Passenger Name Record (PNR) Gateway. DTS then places the PNR in the CTO's inbound queue. The travel agent located at the CTO accesses the PNR in the Global Distribution System (GDS), performs quality checks, and confirms rail reservations or makes reservations if assistance is requested. The travel agent directs the PNR through DTS for further routing.
- c. **AO.** DTS routes the request to the AO. The AO reviews and approves the authorization by affixing a digital signature. DTS updates the status of the authorization to inform the traveler of the approval and routes it through the PNR gateway to the CTO's ticketing queue for ticketing.
- d. **DFAS.** DTS routes the transaction via the Global Exchange Services (GEX) to the appropriate financial accounting system. The document is stamped POS ACK RECEIVED to serve as acknowledgement that an obligation has been posted in the accounting system. Advances and Scheduled Partial Payments (SPPs) are scheduled for payment.

After a user/traveler logs in to DTS and initiates a new voucher, the following sequence for the post trip occurs:

- a. **Traveler.** Update estimated expenses with actual costs. Attach receipts and digitally sign the voucher.
- b. **AO.** DTS routes the voucher to the AO. The AO reviews and approves the voucher by affixing a digital signature.
- c. **DFAS.** DTS routes the transaction via GEX to the appropriate accounting system. The original amount of the obligation is adjusted to the amount for disbursement. After receiving positive acknowledgement from the accounting system, DFAS makes payment to the user/traveler's bank account and Government Travel Charge Card (GTCC).

1.5.2 NDEA/Travel Clerk Access To DTS

A Non DTS Entry Agent (NDEA) or travel clerk can initiate the process for a user/traveler who cannot access DTS. The user/traveler may call, send an e-mail or fax to the NDEA or travel clerk and provide the travel information (Figure 1-4). The NDEA or travel clerk will complete the DTS trip process as outlined in the Section 1.5.1.

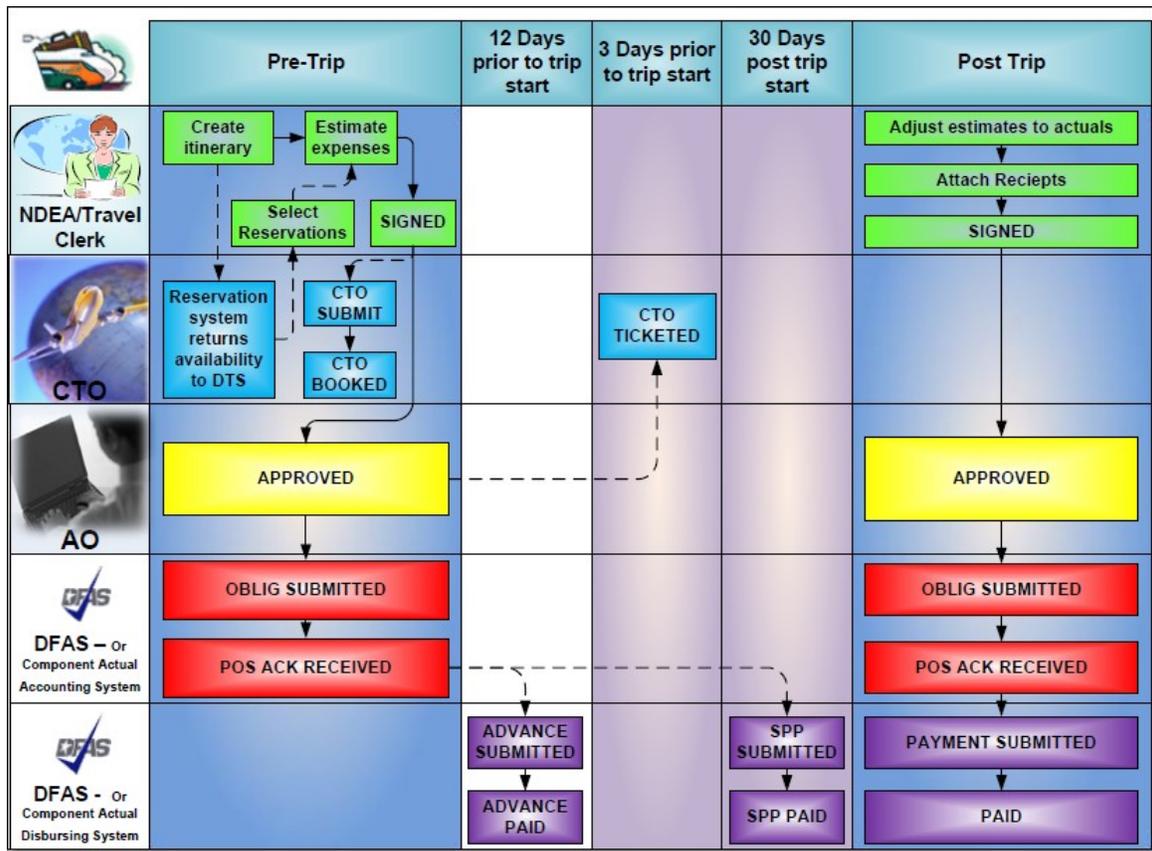


Figure 1-3: NDEA/Travel Clerk DTS Trip Process

1.6 DTS Training Resources

1.6.1 DTMO Training and Resource Center

The DTS Training and Resource Center, located at www.defensetravel.dod.mil/Training/DTS/Training_Main.cfm is a gateway to a number of resources that will help improve skills in using the system and finding answers to questions about DTS. To access the Training and Resource Center from the DTS Home page, select either the blue **TRAINING** button or the Training link on the left side bar.

1.6.2 Traveler Explorer (TRAX)

The Defense Travel Management Office (DTMO) provides useful travel resources, tools, and training opportunities via the Traveler Explorer (TraX). To access TraX, users must register through Passport, DTMO's Web portal.

To access e-learning, log in to the TraX located at <https://www.defensetravel.dod.mil/Passport>. Users that do not have an existing account must register for a new account by selecting the **Register** button.

After login, select the **Training** tab. Additional instructions for accessing training in TraX can be found at www.defensetravel.dod.mil/Docs/Training_Instructions.pdf.

Training Resources include:

E-Learning Resources

- Distance Learning Program (Webinar sessions with live instructors)
- Web Based Training (Self-paced, anytime/anywhere training modules)
- Demonstrations (Narrated online simulations)

Instructor Materials

- Instructor Guides
- Participant Guides
- PowerPoint Slides to accompany instructor guide

Reference Materials

The DTS Training and Resource center provides additional manuals and resources, including:

- *Defense Travel Administrator's (DTA) Manual*
- *DTS Document Processing Manual*
- *Centrally Billed Account (CBA) Reconciliation Manual*
- *Guide to Managing Travel-Incurred Debt*
- Quick Reference Guides

1.7 Help in DTS

In addition to the DTS Training and Resource Center, DTS provides help in using the system through various other sources. These additional sources include online help and the help desk.

1.7.1 Self Support

When logged in to DTS, help can be requested for any screen by selecting the **Help for This Screen** link in the upper right corner. A window opens that explains the topics on the current screen (Figure 1-4). When a user/traveler selects a topic, more information related to that topic displays. Select **See Table of Contents** to search the entire Help database for information related to any topic in DTS.

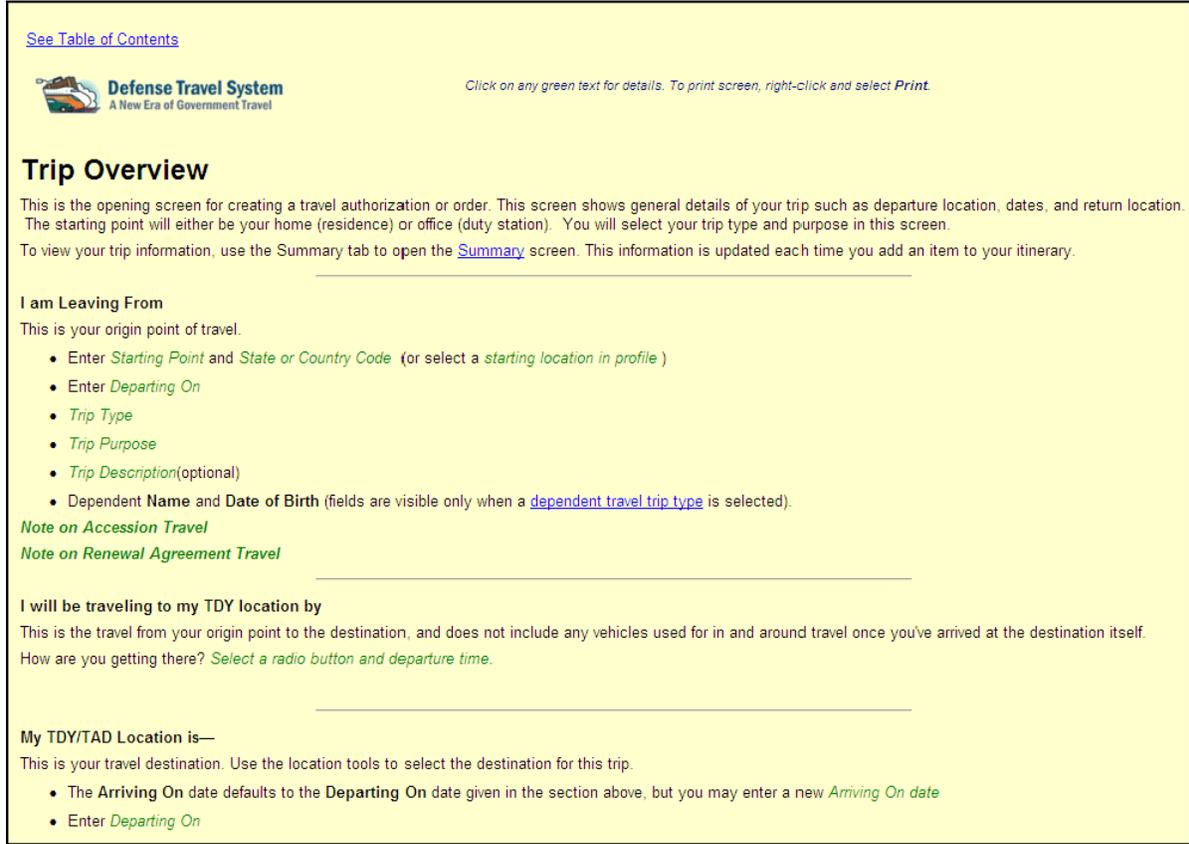


Figure 1-4: DTS Help Window

1.7.2 Help Desk

Local Organization Help Desk – The local help desk provides user/travelers with local policy and DTS support, and may consist of the DTA, Finance DTA (FDTA), and IT personnel. Contact numbers for the local help desk can be found by entering URL www.defensetravel.dod.mil/Sections/HD_Main.cfm.

Travel Assistance Center (TAC) – The TAC addresses issues that the DTS Training and Resource Center and local organization help desk cannot resolve. The TAC is available to all DTS users 24x7, excluding Federal holidays. Below is the TAC contact information:

- Phone: 888-Help1Go (888-435-7146), DSN 312-564-3950
- Web: <https://www.defensetravel.dod.mil/passport>

1.8 DTS Fielding

All the actions necessary to set up DTS at a site and the procedures that permit the software to work are referred to as the DTS Fielding process. Contact a Service or Agency representative for more information. Contact information for Service or Agency representatives can be found at www.defensetravel.dod.mil/Sections/DTSContacts.cfm. This information is also available by selecting the **Contacts** link on the left side of the DTS Home page.

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