



Welcome to the TAC Outreach Call

- Presenter(s) – Dan Greene
– Jason Prado
- Date – August 11, 2020
- Topic – TraX Updates and CCV Process

The presentation will begin shortly

- Phone Number – 703-679-6200
- Conference Call ID – 8210518109
- Participant Pin – HELP1GO (4357146)

We recommend dialing into the phone number rather than relying on DCS Audio.



Defense Travel Management Office



TAC Outreach Call August 11, 2020

TraX Updates and CCV Process

Presenters:

Jason Prado, Travel Assistance Center (TAC) Manager

Dan Greene, TAC Outreach Call Coordinator



Agenda

- Top Issues for July/August
- TraX Updates
 - Overview and Dates
 - Screenshots
- CCV Process
 - Overview
 - Types of CCV Tickets
- Resources
- Questions



Top Issues for July/August

Issue #	Summary	Workaround	Release
PPT	CWTSato experienced a global outage and were unable to process reservations for booking and/or ticketing.	This issue was resolved on Tuesday, August 4, 2020.	
DTS-17876	Certain travelers receive an error when updating their profile under "My Profile".	As a workaround, recommend adding the Date of Birth under TSA Secure Flight Information. Once added, other changes may be saved.	FY21-MR-1
PPT	The authorization was trip cancelled but does not have the option to stamp the document SIGNED and, the document can be amended.	Unfortunately, there is no work around for this issue at this time. Please contact the TAC for further guidance.	
DTS-14360	Document routes to CTO SUBMIT after the Trip Cancelled has been applied. Authorizations with the trip cancel applied will not update to CTO BOOKED. This is due to travelers canceling reservations prior to using the trip cancel. Canceling reservations manually is not necessary and will cause this issue.	Unfortunately, there is no workaround for this issue. Please submit a ticket to the TAC so we can have the document properly handled.	Ready for Assignment
DTS-17825	Approved documents are not showing a TANUM in the list of traveler's documents. The TANUM does appear on the budget reports.	Unfortunately, there is no workaround for this issue. Please submit a ticket to the TAC so we can have the document properly handled.	FY20-July Expenses Update



TraX Updates

- The Defense Travel Management Office (DTMO) Travel Explorer (TraX) is being updated in the Mid-August timeframe.
- This update will be similar to the Passport Login page that occurred recently, improving system performance, navigation, and overall design.
- The following screenshots were taken from the testing environment and are subject to change prior to the deployment of the new pages.
 - Please submit any suggestions for improvement to the TAC and we will escalate them appropriately for consideration.



TraX Updates

TraX

TraX Home

- Trip Calculator +
- Quick Tools +
- Training +
- Knowledge Center +
- Travel Assistance +
- Trip Tools Admin +

Passport Home

Logout

Training
Customize your own training itinerary and track of your accomplishments and print certificates using your tablet, smartphone or desktop.

Knowledge Search
Find key information and help topics and guides that will assist you with your roles and responsibilities.

Trip Tools
Trip Tools allow you to create and estimate costs for your travel. Access Trip Tools in the left menu and save/print your trip or email your trip to colleagues.

Travel Assistance
Get online travel assistance and chat live with technical staff here to assist you.

Announcements

- + [this is a test larry](#)
- + [New Requirement for Other Than Economy-/Coach-Class Transportation](#)
- + [DTS will be unavailable for 12 hours beginning at 2300 EST on Friday, April 19, 2019](#)
- + [test](#)
- + [TAC Outreach Call - Next Call: 8/14 \(Topic: DTS Update/FY Crossover: Budgets and LOAs\)](#)
- + [GSA Announces Adjusted CY2012 POV Mileage Rates](#)
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- + [Having Trouble Accessing Links and Viewing Documents in DTS?](#)

Defense Travel Management Office
The DOD Center for Travel Excellence

Passport Home
Passport Feedback

DTMO Home
Logout

Upon logging into TraX as a regular TraX user, or selecting TraX from the Passport Home menu, users will notice that the screens have been completely redesigned.



TraX Updates

TraX

TraX Home

Trip Calculator +

Quick Tools +

Training +

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Travel Assistance +

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Users can use the Navigation bar on the left to go to each part of the site.

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To logout or to navigate back to the Passport Home, users will also use the navigation bar on the left.

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Buttons will also be available at the top to navigate to the various parts of TraX.



TraX Updates

TraX

- TraX Home
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Training can be found on the TraX home page or on the navigation bar.



TraX Updates – Available Training

TraX Training

Available Training

Keyword Search: **Search** **Reset**

Show All OR: Recommended Only Web Based Distance Learning Classroom

Key: Recommended Web Based Distance Learning Demonstration Classroom New Version Completed Class

Show 25 entries

Actions	Class Name	Version	Type
Schedule	Additional Topics for DTAs (D300)	2.00	
Launch	AO/RO - The DTS Approval Process	2.00	
Launch	AO/RO - Training for Accountable Officials and Certifying Officers (Annual COL Refresher)	4.00	
Launch	AO/RO - Training for Accountable Officials and Certifying Officers (Initial COL)	3.00	
Launch	AO/RO - Vital Skills for Authorizing Officials	1.04	
Launch	AO/RO - Vital Skills for Authorizing Officials: Applied	1.01	
Launch	Authorization - Accounting	1.00	
Launch	Authorization - Additional Options - Profile	1.00	
Launch	Authorization - Expenses - Mileage	1.00	
Launch	Authorization - Expenses - Non-Mileage	1.00	
Launch	Authorization - Expenses - Per Diem Entitlements	1.00	
Launch	Authorization - Expenses - Substantiating Records	1.00	
Launch	Authorization - Itinerary	2.00	
Launch	Authorization - Reservations - Air	2.00	
Launch	Authorization - Reservations - Rail	1.00	
Launch	Authorization - Reservations - Rental Car	1.00	
Launch	Authorization - Reservations - Trip Summary	1.00	
Launch	Authorization - Review/Sign - Digital Signature	1.00	

The Training Page has been heavily modified.



TraX Updates – Available Training

Available Training

Keyword Search

Show All **OR:** Recommended Only Web Based Distance Learning Classroom

Key: Recommended Web Based Distance Learning Demonstration Classroom New Version Completed Class

A search tool was added to the top of the Training Page to allow users to look for keywords.



TraX Updates – Available Training

TraX Home

Trip Calculator +

Quick Tools +

Training -

Available

Scheduled

Completed

My Roles

Info

Available Training

Keyword Search **Search** **Reset**

Show All OR: Recommended Only Web Based Distance Learning Classroom

Key: **RM** Recommended **WB** Web Based **DL** Distance Learning **DE** Demonstration **CL** Classroom

Actions	
<input type="button" value="i"/> <input type="button" value="Schedule"/>	Additional Topics for DTAs (D300)

The training displayed is defaulted to "Recommended Only", but can be modified using the other toggles at the top.

Recommended Training is based off of the user's settings under "My Roles".



TraX Updates – My Roles

My Roles

Instructions

Recommended Training Filters

To filter prospective web based training, distance learning, and other classes, please check all roles in the list that apply to your working responsibilities and/or job functions.

When you check a role or multiple roles, the recommended filter is applied only to your class search. No other profile or account information is affected.

TIP When you have checked your Roles, click the Return to Class List button below to see your list of recommended classes.

[Return to Class List](#)

My Roles for Recommended Classes

- Travel card holder ⓘ
- DoD traveler and/or DTS user ⓘ
 - Authorizing Official (AO) ⓘ
 - Reviewing Official (RO) ⓘ
 - LDTA/ODTA ⓘ
 - FDTA/BDTA ⓘ
 - CBA-S ⓘ
 - Transportation Officer (TO) ⓘ
 - Debt Management Monitor (DMM) ⓘ
 - Travel Clerk/NDEA ⓘ
- Agency Program Coordinator (APC) ⓘ
- Component Program Manager (CPM) ⓘ
- Quality Assurance Evaluator (QAE) or Contracting Officer Technical Representative (COTR) ⓘ
- Commander, Director, or Supervisor ⓘ

[Update Roles](#)

The “My Roles” page allows users to identify what role they play in DTS and adjusts their Recommended Training accordingly.



TraX Updates – Available Training

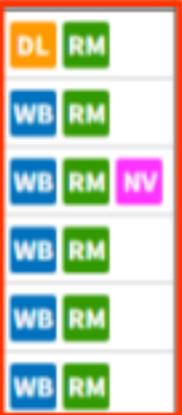
There are several codes that may appear for each class.

The key for each code is along the top of the screen.

Key: RM Recommended WB Web Based DL Distance Learning DE Demonstration CL Classroom NV New Version CC Completed Class

[Export to Excel](#) [Export to PDF](#) [Print Classes](#) Show 25 entries

Actions	Class Name	Version	Type
i Schedule	Additional Topics for DTAs (D300)	2.00	DL RM
i Launch	AO/RO - The DTS Approval Process	2.00	WB RM
i Launch	AO/RO - Training for Accountable Officials and Certifying Officers (Annual COL Refresher)	4.00	WB RM NV
i Launch	AO/RO - Training for Accountable Officials and Certifying Officers (Initial COL)	3.00	WB RM
i Launch	AO/RO - Vital Skills for Authorizing Officials	1.04	WB RM
i Launch	AO/RO - Vital Skills for Authorizing Officials: Applied	1.01	WB RM





TraX Updates – Scheduled Training

The screenshot shows the 'TraX Training' interface. On the left is a navigation menu with options like 'TraX Home', 'Trip Calculator', 'Quick Tools', 'Training' (highlighted), 'Available', 'Scheduled', 'Completed', 'My Roles', 'Info', 'Knowledge Center', 'Travel Assistance', 'Trip Tools Admin', 'Passport Home', and 'Logout'. The main content area is titled 'Scheduled Training' and includes buttons for 'Export to Excel', 'Export to PDF', and 'Print Classes'. A table lists a single class: 'Additional Topics for DTAs (D300)' with a 'DL' icon, scheduled for 10/12/2020 from 10:00 am to 3:00 pm. An 'Action' column contains a 'Cancel' button. The interface also shows 'Showing 1 to 1 of 1 entries' and 'Show 25 entries'.

Class Scheduled	Type	Start	End	From (ET)	To (ET)	Action
Additional Topics for DTAs (D300)	DL	10/12/2020	10/12/2020	10:00 am	3:00 pm	Cancel

When a user has scheduled a Distance Learning class, that class will appear under their Scheduled Training.





TraX Updates – Completed Training

TraX Training

TraX Home
 Trip Calculator +
 Quick Tools +
 Training -
 Available
 Scheduled
 Completed
 My Roles
 Info
 Knowledge Center
 Travel Assistance +
 Trip Tools Admin +
 Passport Home
 Logout

Completed Training

Export to Excel Export to PDF Print Classes Show 25 entries

Class Completed	Version	Completed	Issued By	Print Certificate
FDTA - Lines of Accounting/Budgets	2.00	02/17/2016	TraX	Print Delete
Programs & Policies - Travel Policies	2.04	02/17/2016	TraX	Print Delete
Travel Card Program Management (APC Course) [Mandatory]	1.02	04/19/2016	TraX	Print Delete
Programs & Policies - U.S. Government Rental Car Program	1.00	05/17/2016	TraX	Print Delete
Travel Card Program Management (APC Course) [Mandatory]	1.02	05/19/2016	TraX	Print Delete
AO/RO - The DTS Approval Process	2.00	06/12/2018	TraX	Print Delete
AO/RO - The DTS Approval Process	2.00	06/12/2018	TraX	Print Delete
DTA - Maintenance Tool: Routing Lists	1.00	06/14/2018	TraX	Print Delete
DTA - Reports	2.00	06/14/2018	TraX	Print Delete
DTS (Basic) - About DTS	1.01	06/14/2018	TraX	Print Delete
FDTA - Lines of Accounting/Budgets	2.00	06/14/2018	TraX	Print Delete
Travel Card Program Management (APC Course) [Mandatory]	1.02	06/14/2018	TraX	Print Delete
DTA - Troubleshooting & Best Practices for DTAs	1.01	06/15/2018	TraX	Print Delete
AO/RO - Training for Accountable Officials and Certifying Officers (Annual COL Refresher)	3.00	07/11/2018	TraX	Print Delete
AO/RO - COL/Training for Accountable Officials and Certifying Officers (Initial or Refresher)	2.03	04/10/2019	Admin	Print Delete
Authorizing Official Final Assessment (A305)	1.00	04/10/2019	Admin	Print Delete
AO/RO - The DTS Approval Process	2.00	06/17/2019	TraX	Print Delete
AO/RO - Training for Accountable Officials and Certifying Officers (Annual COL Refresher)	3.00	07/01/2019	TraX	Print Delete
DTS (Basic) - DTS Travel Documents (DTS 101)	3.03	07/01/2019	TraX	Print Delete
DTA - Reports	2.00	07/02/2019	Admin	Print Delete
DTS (Special Topic) - Itinerary Changes	2.00	07/02/2019	TraX	Print Delete
Programs & Policies - Travel Card Program (Travel Card 101) [Mandatory]	2.09	01/16/2020	TraX	Print Delete

Upon completion of a training course, the certificate will appear under the Completed Training section of TraX.

From here, users can:

- Export this list to Excel
- Export this list to PDF
- Print this page
- Print each Certificate individually
- Delete a certificate permanently



TraX Updates – Training Information

Training Information

Training Information

- TraX Home
- Trip Calculator +
- Quick Tools +
- Training -
- Available
- Scheduled
- Completed
- My Roles
- Info
- Knowledge Center
- Travel Assistance +
- Trip Tools Admin +
- Passport Home
- Logout

Distance Learning Webinars

Distance learning courses are available for Travelers, Authorizing officials and DTAs. The courses are delivered using web conferencing software and allow for interaction between participants and a live instructor.

Courses are displayed based on the Role Selected. To view all courses, Click the Distance Learning check box.

A certificate will be issued approximately 2 weeks after instructors verify attendance for the majority of class time.

Self Paced Web Training

A variety of self-paced classes can be accessed anytime in the Travel Explorer. Each course includes an assessment, which upon successful completion provides a certificate.

Courses are displayed based on Role(s) Selected. To view all courses, Click the Web Based check box.

Enterprise Web Training System

The Enterprise Web Training System (EWTS) provides for a "Live" training system accessible through the internet, that mirrors the functionality of the production version of the Defense Travel System (DTS). Special training PKI certificates are required to access this environment. Please contact your local Defense Travel Administrator (DTA) for use of your Organizations EWTS training certificates.

Classroom Training

Instructor-led classes offer training on a variety of travel topics where the instruction is conducted in an on-site classroom setting.

For additional details, select the information tab for the individual courses.

Demonstrations

Select one of these engaging narrated demonstrations to see the steps and screens of various tasks within the Defense Travel System such as Creating an Authorization or Cancelling a Trip.

While the demonstration is running, you can use the navigation bar at the bottom of the screen to play, rewind, forward, pause or exit.

Printable certificates are not issued for demonstrations. Certificates are offered for Web Based or Distance Learning courses.

Defense Travel Management Office
Passport Home
DTMO Home

The Training Information page provides some additional information about each type of training course offered in TraX.



TraX Updates – Knowledge Search

TraX

- TraX Home
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DTMO Home
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The Knowledge Search is a very useful tool that can assist users with their roles and responsibilities.



TraX Updates – Knowledge Search

Knowledge Center

Search

Filter by product

Select a product

Filter by category

Select a category

Published Answers

[Documentation: CTWs & Instructions](#)
You can find the CTWs on the DTS Other Auths and Pre-Audits screen (select Other Auths and Pre-Audits on the Progress Bar). The CTW homepage contains links to the CTW for authorizations and the...

[Documentation: DTA Manual, All Chapters and Appendices](#)
The DTA Manual and its Appendices comprise a comprehensive guide for DTAs responsible for maintaining DTS for their organization. If you don't want to download the entire manual, you can download...

[Merged JFTR/JTR = JTR](#)
The JFTR was merged with the JTR to make one travel regulation that is more easily accessible and understandable to travelers and provides aligned language that highlights where...

[Travel Card 101 Web Based Training WBT](#)
Use the following steps to locate the class: Select the Training icon at the top of any TraX screen. Scroll down the list - the travel card training displays as "Programs & Policies - Travel Card..."

[Available Training Materials: DTS Basics](#)
Training on basic DTS topics is available in several varieties: Web-based training classes are always available. To access them, select the Training icon at the top of this page, then select the...

[How do I apply for a travel card?](#)
Contact your Agency Program Coordinator (APC) for instructions. Application forms are available via the travel card contractor's Electronic Access System (EAS) or from the...

[Available Training Materials: DTS Travel Documents](#)
Training on creating travel documents in DTS is available in several formats: Web-based training classes are always available. To access them, select the Training icon at the top of this page, then...

[DTS Voucher: Add Expense to Voucher](#)
There are two ways to add an expense to a voucher in DTS. Both start on the Enter Travel Expenses screen (select Expenses on the Progress Bar). Add manually: Select Add Expense in the Other Expenses...

[DTS Voucher: Required Receipts](#)
According to the DoD Financial Management Regulation (DoD FMR) you must provide a receipt (or an approved missing receipt form) for each lodging expense and any individual reimbursable...

[Available Training Materials: Web-Based Training](#)
To view all currently available DTMO training classes, follow these steps: Log into TraX with your TraX login email and password or with your CAC. (You are currently in TraX, but if you...

1 2 3 ... 73 Next >

Defense Travel Management Office
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Trax Home
Create Help Ticket
My Tickets
Knowledge Center

DTMO Home
Passport Home
Logout

The Knowledge Center allows users to search by keyword, category, and subject to find answers to frequently asked questions and issues.



TraX Updates – Knowledge Search

Knowledge Center

Search

Filter by product Filter by category Published Answers

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- Trax Home
- Create Help Ticket
- My Tickets
- Knowledge Center
- DTMO Home
- Passport Home
- Logout

Once a user has entered the Knowledge Center, they can navigate back using the links at the bottom.

Trax Home
Create Help Ticket
My Tickets
Knowledge Center
DTMO Home
Passport Home
Logout



TraX Updates – Trip Tools

TraX

- TraX Home
- Trip Calculator** +
- Quick Tools** +
- Training +
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Travel Assistance
Get online travel assistance and chat live with technical staff here to assist you.

Trip Tools
Trip Tools allow you to create and estimate costs for your travel. Access Trip Tools in the left menu and save/print your trip or email your trip to colleagues.

Announcements

- + [this is a test.larry](#)
- + [New Requirement for Other Than Economy-/Coach-Class Transportation](#)
- + [DTS will be unavailable for 12 hours beginning at 2300 EST on Friday, April 19, 2019](#)
- + [test](#)
- + [TAC Outreach Call - Next Call: 8/14 \(Topic: DTS Update/FY Crossover: Budgets and LOAs\)](#)
- + [GSA Announces Adjusted CY2012 POV Mileage Rates](#)
- + [FY2012 OCONUS On-Base Incidental Expense Rate Increase Rescheduled](#)
- + [Importance of Cancelling Airline Reservations in DTS](#)
- + [DTS Debts Online through the Pay.Gov Website](#)
- + [New Travel Justification Required for DD 1610 and Other Order Formats](#)
- + [Having Trouble Accessing Links and Viewing Documents in DTS?](#)

Trip Tools allows users to create a cost estimate for their upcoming travel.

Defense Travel Management Office
The DOD Center for Travel Excellence

Passport Home
Passport Feedback

DTMO Home
Logout



TraX Updates – Trip Tools

The screenshot displays the TraX web application interface. On the left is a teal sidebar with navigation links: TraX Home, Trip Calculator (with sub-links for Calculate Estimate and Saved Estimates), Quick Tools, Training, Knowledge Center, Travel Assistance, Trip Tools Admin, Passport Home, and Logout. The main content area is titled 'TraX' and has a breadcrumb trail: Leaving From > Going To > Dates > Trip Information > Per Diem. The 'Trip Information' section contains form fields for 'Leaving From', 'Going To', 'Departing', and 'Returning', each with a location pin icon. Below these are checkboxes for 'Include In My Estimate' for Air Travel, Rental Car, Mileage, and Misc. Expenses, followed by a 'Start Estimate' button. On the right, a 'Trip Summary' panel shows 'Per Diem \$0.00' and 'Total \$0.00'. The footer includes the Defense Travel Management Office logo and text 'The DOD Center for Travel Excellence', along with links for Passport Home, Passport Feedback, DTMO Home, and Logout.

Trip Tools will work in the same way it does currently in TraX, however, many problems users would encounter have been resolved.



TraX Updates – Trip Tools – Calculate Estimates

The screenshot displays the TraX web application interface. On the left is a teal sidebar with navigation options: TraX Home, Trip Calculator (with sub-options: Calculate Estimate, Saved Estimates), Quick Tools, Training, Knowledge Center, Travel Assistance, Trip Tools Admin, Passport Home, and Logout. The main content area is titled 'TraX' and has a breadcrumb trail: Leaving From > Going To > Dates > Trip Information > Per Diem. The 'Trip Information' section contains fields for 'Leaving From' and 'Going To' (both with location icons), 'Departing' and 'Returning' (both with calendar icons), and a section 'Include In My Estimate:' with checkboxes for 'Air Travel', 'Rental Car', 'Mileage', and 'Misc. Expenses'. A 'Start Estimate' button is at the bottom of this section. On the right, the 'Trip Summary' panel shows 'Per Diem \$0.00' and 'Total \$0.00'. The footer includes the Defense Travel Management Office logo and text 'The DOD Center for Travel Excellence', and links for 'Passport Home', 'Passport Feedback', 'DTMO Home', and 'Logout'.

Users can type and select from a drop-down menu where they are traveling to/from.

They can choose their departure and return dates using a calendar.

They can also choose what sorts of expenses they will incur.



TraX Updates – Trip Tools – Calculate Estimates

TraX

Leaving From: Stafford, VA | Going To: Dallas, TX | Dates: 08/17/2020 - 08/21/2020

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

Per Diem: Dallas, TX

DATE(s)	DAYS	DAILY LODGING	DAILY MIE	LODGING x Days	MIE x Days
2020-08-17	First Day	\$150.00	\$66.00	\$150.00	\$49.50
2020-08-18 - 2020-08-20	3	\$150.00	\$66.00	\$450.00	\$198.00
2020-08-21	Last Day	\$150.00	\$66.00	\$0.00	\$49.50
08/17/2020 - 08/21/2020	5			\$600.00	\$297.00

Total Lodging: \$600.00
 Total MIE: \$297.00
 Total Per Diem: \$897.00

<< Next: Air Travel >

Trip Summary

- Per Diem: \$897.00
- Air Travel: \$0.00
- Rental Car: \$0.00
- Mileage: \$0.00
- Miscellaneous: \$0.00
- Total: \$897.00**

The Per Diem page will display the maximum per diem rate for the location selected.

This cannot be modified as it is only an estimate.





TraX Updates – Trip Tools – Calculate Estimates

TraX

Leaving From: Stafford, VA | Going To: Dallas, TX | Dates: 08/17/2020 - 08/21/2020

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

Air Travel

Departing Flights				
	Origin Airport	Destination Airport	Airline	Fare
<input checked="" type="radio"/>	IAD - Washington Dulles Intl, VA (35.36 miles)	DFW - Dallas Ft Worth, TX (14.42 miles)	American Airlines, Inc.	\$264
<input type="radio"/>	DCA - Ronald Reagan, DC (35.36 miles)	DAL - Dallas Metro, TX (14.42 miles)	Southwest Airlines Co.	\$270
<input type="radio"/>	IAD - Washington Dulles Intl, VA (35.36 miles)	DAL - Dallas Metro, TX (14.42 miles)	Delta Air Lines, Inc.	\$342
<input type="radio"/>	DCA - Ronald Reagan, DC (35.36 miles)	DFW - Dallas Ft Worth, TX (14.42 miles)	American Airlines, Inc.	\$420

If you prefer to use another flight, you may enter the details below

<input type="radio"/>	<input type="text" value="Origin Airport Name"/>	<input type="text" value="Destination Airport Name"/>	<input type="text" value="Carrier"/>	<input type="text" value="Fare"/>
-----------------------	--	---	--------------------------------------	-----------------------------------

Return Flights				
	Origin Airport	Destination Airport	Airline	Fare
<input checked="" type="radio"/>	DFW - Dallas Ft Worth, TX (14.42 miles)	IAD - Washington Dulles Intl, VA (35.36 miles)	American Airlines, Inc.	\$264
<input type="radio"/>	DAL - Dallas Metro, TX (14.42 miles)	DCA - Ronald Reagan, DC (35.36 miles)	Southwest Airlines Co.	\$270
<input type="radio"/>	DAL - Dallas Metro, TX (14.42 miles)	IAD - Washington Dulles Intl, VA	Delta Air Lines, Inc.	\$342

Trip Summary

- Per Diem \$897.00
- Air Travel \$528.00
- Rental Car \$0.00
- Mileage \$0.00
- Miscellaneous \$0.00
- Total \$897.00**

Users have the ability to view and add the GSA City Pair costs to their estimate.

Please be aware that these do not include any taxes or fees and therefore cannot be used for Constructed Travel purposes.



TraX Updates – Trip Tools – Calculate Estimates

[Trip Information](#) >
 [Per Diem](#) >
 [Air Travel](#) >
 [Rental Car](#) >
 [Mileage](#) >
 [Miscellaneous](#)

Rental Car

Instructions: Need instructions to go here.

Pick A Size:

Enter a Rate:

of Days:

[Add To Estimate](#)

Size	Daily Rate	Days	Cost

[<<](#)
[Next: Mileage >](#)

Showing: Domestic Ceiling Rates International Ceiling Rates

DOMESTIC RENTAL CAR CEILING RATES
Effective February 11, 2019

	Economy	Compact	Midsize	Full size	Sports Utility, Standard (2007), up to 4 passengers	Sports Utility, Intermediate (2007), up to 4 passengers	Sports Utility, Full Size, 7-8 passengers	Minivan, 7 passengers	Van, 12-15 passengers
Maximum CONUS - Standard Base Rates									
Ace Rent-A-Car	\$65	\$67	\$70	\$75	\$100	\$100	\$100	\$100	\$100
Advantage Rent-A-Car	\$63	\$65	\$67	\$69	\$105	N/A	N/A	N/A	\$105
Alamo Rent-A-Car, L.L.C.	\$68	\$69	\$72	\$84	\$140	\$170	\$160	\$160	N/A
Avis Rent-A-Car	\$61	\$63	\$65	\$67	\$98	N/A	N/A	\$108	N/A

Trip Summary

	Per Diem	\$897.00
	Air Travel	\$528.00
	Rental Car	\$0.00
	Mileage	\$0.00
	Miscellaneous	\$0.00
Total		\$1,425.00

The Rental Car page displays the maximum rate based on the location's Ceiling Rates.



TraX Updates – Trip Tools – Calculate Estimates

TraX

Leaving From: Stafford, VA | Going To: Bristow, OK | Dates: 08/10/2020 - 08/14/2020

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

Mileage

From: Stafford, VA

To: DCA - Ronald Reagan, DC

Miles: | Rate: .580 per mile | Expense: \$0.00

Round Trip

[Find Distance >>](#) [Add To Estimate](#)

From	To	Miles	Expense
Stafford, VA	DCA - Ronald Reagan, DC	42	\$24.36
DCA - Ronald Reagan, DC	Stafford, VA	42	\$24.36

[<<](#) [Next: Miscellaneous >](#) [Save Edits](#)

Trip Summary

Per Diem	\$631.50
Air Travel	\$482.00
Rental Car	\$256.00
Mileage	\$48.72
Miscellaneous	\$75.00
Total	\$1,493.22

Users can add additional mileage expenses they may encounter while they estimate their trip.

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Passport Home | Passport Feedback | DTMO Home | Logout



TraX Updates – Trip Tools – Calculate Estimates

TraX

Leaving From: Stafford, VA | Going To: Dallas, TX | Dates: 08/17/2020 - 08/21/2020

Trip Information > Per Diem > Air Travel > Rental Car > Mileage > **M** Miscellaneous

Miscellaneous Expenses

Expense Type:

Total Cost:

[Add To Estimate](#)

Expense	Cost

[<<](#) [Next: Trip Estimate >](#)

Trip Summary

- Per Diem: \$897.00
- Air Travel: \$528.00
- Rental Car: \$260.00
- Mileage: \$1,497.56
- M** Miscellaneous: \$0.00
- Total: \$3,182.56**

Passport Home | Passport Feedback | DTMO Home | Logout

Users can add additional miscellaneous expenses they may encounter while they estimate their trip.



TraX Updates – Trip Tools – Calculate Estimates

Passport

TraX Home
Trip Calculator
Calculate Estimate
Saved Estimates
Quick Tools
Training
Knowledge Center
Travel Assistance
Trip Tools Admin
Passport Home
Logout

Trip Estimate

From: Stafford, VA
To: Dallas, TX
Dates: 08/17/2020 - 08/21/2020

Per Diem \$897.00	Total Lodging: \$600.00 Total MIE: \$297.00 Total Per Diem: \$897.00	
Air Travel \$528.00	Departing Flight Departing WASHINGTON DULLES INTL, VA (IAD) Arriving DALLAS FT WORTH, TX (DFW) American Airlines, Inc. 08/17/2020 Cost: \$264.00	Return Flight Departing DALLAS FT WORTH, TX (DFW) Arriving WASHINGTON DULLES INTL, VA (IAD) American Airlines, Inc. 08/21/2020 Cost: \$264.00
Rental Car \$260.00	Economy \$65.00 per day x 4 days Cost: \$260.00	
Mileage \$1,497.56	Miles: 2582 Rate: \$0.580 per mile Total Expense: \$1,497.56	
Miscellaneous \$89.00	Parking: \$89.00	
Total \$3,271.56		

[Save Estimate](#) [Start Over](#)

Upon completing all the pages, the user will see the Trip Estimate and have the ability to save or start over.



TraX Updates – Trip Tools – Saved Estimates

TraX

Saved Estimates

Sort By: Date Created, Desc

Location	Estimated ID	Date Created	Total Expense	Leaving From	Going To	Travel Dates	Expense Breakdown
Dallas, TX 08/17/2020	1011	07/24/2020 15:44	\$3,271.56	Stafford, VA	Dallas, TX	08/17/2020 - 08/21/2020	Per Diem \$897.00 Air Travel \$528.00 Air Travel \$528.00 Mileage \$1,497.56 Miscellaneous \$89.00
Bristow, OK 07/27/2020	1007	07/20/2020 13:31	\$1,172.50	Stafford, VA	Bristow, OK	07/27/2020 - 07/30/2020	Per Diem \$480.50 Air Travel \$482.00 Air Travel \$482.00
Ft. Lee, VA 07/20/2020	8	07/16/2020 16:31	\$746.34	Ft. Belvoir, VA	Ft. Lee, VA	07/20/2020 - 07/24/2020	Per Diem \$631.50 Mileage \$114.84
Tulsa, OK 03/29/2020	2	02/06/2020 09:29	\$2,581.50	Stafford, VA	Tulsa, OK	03/29/2020 - 04/04/2020	Per Diem \$933.50 Air Travel \$482.00 Air Travel \$482.00 Miscellaneous \$776.00

Defense Travel Management Office
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Passport Home
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Logout

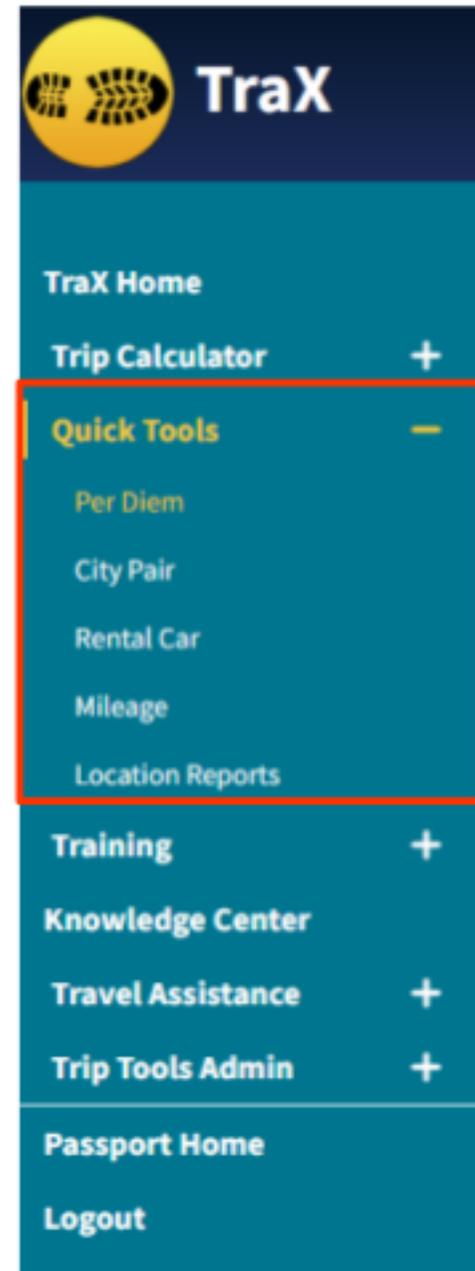
Previously saved estimates can be found under the "Saved Estimates" page.

From here, users can:

- View the estimate
- Edit the estimate
- Email the estimate
- Convert the estimate to a PDF file
- Delete the estimate



TraX Updates – Quick Tools



If users do not wish to create a Trip Estimate, they can instead access any of the Trip Tool functions by using Quick Tools under the Navigation bar.



TraX Updates – Quick Tools – Location Report

The screenshot shows the TraX web application interface. On the left is a teal sidebar with navigation links: TraX Home, Trip Calculator (+), Quick Tools (-), Per Diem, City Pair, Rental Car, Mileage, Location Reports (highlighted), Training (+), Knowledge Center, Travel Assistance (+), Trip Tools Admin (+), Passport Home, and Logout. The main content area is titled "Location Reports" and contains a search box labeled "Select A Location" with a location pin icon, an unchecked checkbox for "Include Travel Advice", and a blue "Get Report" button. The footer includes the DTMO logo and text "Defense Travel Management Office The DOD Center for Travel Excellence", along with links for "Passport Home", "Passport Feedback", "DTMO Home", and "Logout".

Additionally, the Location Reports can be accessed under Quick Tools.

This provides in depth travel information about any location in the world.



TraX Updates – Travel Assistance

TraX

- TraX Home
- Trip Calculator +
- Quick Tools +
- Training +
- Knowledge Center
- Travel Assistance +
- Trip Tools Admin +
- Passport Home
- Logout

Training
Customize your own training itinerary and track of your accomplishments and print certificates using your tablet, smartphone or desktop.

Knowledge Search
Find key information and help topics and guides that will assist you with your roles and responsibilities.

Trip Tools
Trip Tools allow you to create and estimate costs for your travel. Access Trip Tools in the left menu and save/print your trip or email your trip to colleagues.

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Get online travel assistance and chat live with technical staff here to assist you.

Announcements

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- + [DTS Debts Online through the Pay.Gov Website](#)
- + [New Travel Justification Required for DD 1610 and Other Order Formats](#)
- + [Having Trouble Accessing Links and Viewing Documents in DTS?](#)

Defense Travel Management Office
The DOD Center for Travel Excellence

Passport Home
Passport Feedback

DTMO Home
Logout

Travel Assistance connects you with the TAC.



TraX Updates – Travel Assistance – My Tickets

Knowledge Center

Search... Search

Only my Incidents
 Status Filter Any Status Type Any Search By Keywords

Show incidents

Results 1 - 15 of 127

Support History

Ticket #	TANUM	Status	Date Closed	Title	Subject Level 1	Subject Level 2
200717-000000		Client Update		new test	Local Voucher	Payment Status/Routing
200716-000000		New		test new	Voucher	Post Payment Audit
200382-000001		Client Update		my test 2 20208302	Group Travel	Funding/Expenses
190201-001407		Closed	02/01/2019	This is a test	Authorization	Funding/Expenses
180831-000544		Closed	08/31/2018	Chat Session	DoD Travel Passport	Profile/Login
180822-000842		Closed	08/22/2018	Testing	DoD Travel Passport	Other
180726-000469	test1234	Closed	08/07/2018	this is a test	CBA Reconciliation Module	Account
180622-000943		Closed	06/23/2018	testing after Cap migration	Authorization	Approval Failure
180620-000156		Closed	06/20/2018	Testing chat	DoD Travel Passport	Other
180420-000254		Closed	04/20/2018	template rule test	Authorization	
180420-000236		Closed	04/20/2018	Template rule test	DTS Login	
180420-000184		Closed	04/20/2018	template test	Authorization	
180420-000113		Closed	04/20/2018	testing templates	Local Voucher	
180420-000107	12test12	Closed	04/28/2018	This is a test of the new message templates	DoD Travel Policy	Other
180412-000713		Closed	04/12/2018	Chat Session	DoD Travel Passport	Profile/Login

1 2 3 ... 9 Next >

The My Tickets section allows you to see and update all the tickets associated with your TraX account.



TraX Updates – Travel Assistance – My Tickets

Knowledge Center

Search... Search

Only my Incidents
 Status Filter Any Status Type Any Search By Keywords

Show incidents

Results 1 - 15 of 127

Support History

Ticket #	TANUM	Status	Date Closed	Title	Subject Level 1	Subject Level 2
200717-000000		Client Update		new test	Local Voucher	Payment Status/Routing
200716-000000		New		test new	Voucher	Post Payment Audit
200382-000001		Client Update		my test 2 20208302	Group Travel	Funding/Expenses
190201-001407		Closed	02/01/2019	This is a test	Authorization	Funding/Expenses
180831-000544		Closed	08/31/2018	Chat Session	DoD Travel Passport	Profile/Login
180822-000842		Closed	08/22/2018	Testing	DoD Travel Passport	Other
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180420-000254		Closed	04/20/2018	template rule test	Authorization	
180420-000236		Closed	04/20/2018	Template rule test	DTS Login	
180420-000184		Closed	04/20/2018	template test	Authorization	
180420-000113		Closed	04/20/2018	testing templates	Local Voucher	
180420-000107	12test12	Closed	04/28/2018	This is a test of the new message templates	DoD Travel Policy	Other
180412-000713		Closed	04/12/2018	Chat Session	DoD Travel Passport	Profile/Login

1 2 3 ... 9 Next >

Defense Travel Management Office
 The DOD Center for Travel Excellence

[Trax Home](#)
[Create Help Ticket](#)
[My Tickets](#)
[Knowledge Center](#)

[DTMO Home](#)
[Passport Home](#)
[Logout](#)

Existing tickets can be searched for keywords to quickly find previous responses from the TAC.



TraX Updates – Travel Assistance – My Tickets

Knowledge Center

Search... Search

Only my incidents
 Status Filter Any Status Type Any Search By Keywords

Show incidents Results 1 - 15 of 127

Support History

Ticket #	TANUM	Status	Date Closed	Title	Subject Level 1	Subject Level 2
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180726-000469	test1234	Closed	08/07/2018	this is a test	CBA Reconciliation Module	Account
180622-000943		Closed	06/23/2018	testing after Cap migration	Authorization	Approval Failure
180620-000156		Closed	06/20/2018	Testing chat	DoD Travel Passport	Other
180420-000254		Closed	04/20/2018	template rule test	Authorization	
180420-000236		Closed	04/20/2018	Template rule test	DTS Login	
180420-000184		Closed	04/20/2018	template test	Authorization	
180420-000113		Closed	04/20/2018	testing templates	Local Voucher	
180420-000107	12test12	Closed	04/28/2018	This is a test of the new message templates	DoD Travel Policy	Other
180412-000713		Closed	04/12/2018	Chat Session	DoD Travel Passport	Profile/Login

1 2 3 ... 9 Next >

[Trax Home](#) [DTMO Home](#)
[Create Help Ticket](#) [Passport Home](#)
[My Tickets](#) [Logout](#)
[Knowledge Center](#)

Defense Travel Management Office
The DOD Center for Travel Excellence

Like the Knowledge Center, the navigation buttons are along the bottom.



TraX Updates – Travel Assistance – My Tickets

Knowledge Center

Search... Search

Only my Incidents
 Status Filter: Any Status Type: Any Search By: Keywords

Show incidents Results 1 - 15 of 127

Support History

Ticket #	TANUM	Status	Date Closed	Title	Subject Level 1	Subject Level 2
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180412-000713		Closed	04/12/2018	Chat Session	DoD Travel Passport	Profile/Login

1 2 3 ... 9 Next >

To create a new ticket, select "Create Help Ticket" at the bottom.



Defense Travel Management Office
The DOD Center for Travel Excellence



Trax Home
Create Help Ticket
My Tickets
Knowledge Center

DTMO Home
Passport Home
Logout



TraX Updates – Create Ticket

🗨️ Knowledge Center

Submit a question to our support team.

Our dedicated staff will respond within 48 hours.

Tips:
Include as many details as possible

Subject *

Description *

Attach Documents

Choose File No file chosen

Subject *

Select a Subject ▼

Travel Date

--

--

--

Traveler Last Name

Traveler First Name

Traveler SSN Last 4

Reservist

Yes No

Document Type

Defense Travel Management Office
 The DOD Center for Travel Excellence

[Trax Home](#)
[Create Help Ticket](#)
[My Tickets](#)
[Knowledge Center](#)

[DTMO Home](#)
[Passport Home](#)
[Logout](#)

The Create Ticket screen will function in the same way as it does today, but there are plans to make ticket creation more dynamic and intuitive in the future.



TraX Updates – Create Ticket

Knowledge Center

Submit a question to our support team.
Our dedicated staff will respond within 48 hours.

Tips:
Include as many details as possible

Subject *

Description *

Attach Documents
Choose File No file chosen

Subject *
Select a Subject

Travel Date
-- -- --

Traveler Last Name

Traveler First Name

Traveler SSN Last 4

Reservist
 Yes No

Document Type

Defense Travel Management Office
The DOD Center for Travel Excellence

Trax Home
Create Help Ticket
My Tickets
Knowledge Center

DTMO Home
Passport Home
Logout

Like the Knowledge Center and My Tickets, the navigation buttons are along the bottom.





TraX Updates – Announcements

TraX

- TraX Home
- Trip Calculator +
- Quick Tools +
- Training +
- Knowledge Center
- Travel Assistance +
- Trip Tools Admin +
- Passport Home
- Logout

Training
Customize your own training itinerary and track of your accomplishments and print certificates using your tablet, smartphone or desktop.

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Find key information and help topics and guides that will assist you with your roles and responsibilities.

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Get online travel assistance and chat live with technical staff here to assist you.

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- + [Having Trouble Accessing Links and Viewing Documents in DTS?](#)

Defense Travel Management Office
The DOD Center for Travel Excellence

Passport Home
Passport Feedback

DTMO Home
Logout

Announcements will be placed front and center to draw attention to any new updates, issues, concerns, problems, or solutions that users can benefit from learning about.



TraX Updates – Announcements

TraX

Training
Customize your own training itinerary and track of your accomplishments and print certificates using your tablet, smartphone or desktop.

Knowledge Search
Find key information and and help topics and guides that will assist you with your roles and responsibilities.

Trip Tools
Trip Tools allow you to... left menu and save...

Announcements

- + this is a test larry
- + New Requirement for Other Than Economy-/Coach-Class Transportation 11/05/19
- + DTS will be unavailable
- + test
- + TAC Outreach Call
- + GSA Announces Ad...
- + FY2012 OCONUS On...
- + Importance of Canc...
- + DTS Debts Online th...
- + New Travel Justifica...
- + Having Trouble Acc...

New Requirement for Other Than Economy-/Coach-Class Transportation
11/05/19

As of April 1, 2012, the Joint Federal Travel Regulations (JFTR) and the Joint Travel Regulations (JTR) Appendix H will require an Other Than Economy/Coach-Class Transportation Approval Checklist be submitted as part of the approval process. The checklist certifies that all decision factors and other alternatives were considered prior to approval of Other Than Economy/Coach-Class Transportation. The Other Than Economy/Coach-Class Transportation Approval Checklist must be certified by the appropriate authorizing/approving officials (AO) and submitted as part of the supporting approval documentation. AOs should check local business rules for information on using this form.

A Commercial Travel Office (CTO) will not issue Other Than Economy/Coach-Class Transportation tickets without the proper authorization. Additionally, CTOs must report the issuance of Other Than Economy/Coach-Class Transportation tickets in accordance with applicable commercial travel contracts.

As a reminder, DoD policy requires economy-/coach-class travel accommodations be used for all official government travel unless the Other Than Economy/Coach-Class Transportation fare is cheaper. Transportation using Other Than Economy/Coach-Class at government expense is permitted on an exception-only basis when fully justified and approved by the appropriate premium class authority, as stated in the JFTR/JTR. It is the traveler's responsibility to receive proper approval for Other Than Economy/Coach-Class Transportation.

To access the JFTR/JTR Appendix H and the checklist, go to <http://www.defensetravel.dod.mil/site/travelreg.cfm>.

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Selecting an announcement will display a pop-up with information that the user can click out of or close after reading about.



TraX Updates – Announcements

TAC Outreach Call - Next Call: 8/14 (Topic: DTS Update/FY Crossover: Budgets and LOAs) 08/14/12

Outreach Calls are designed to inform and educate the DoD travel community on issues and topics related to Defense travel and DTS. All calls will include a question and answer period for the subject presented and an open forum for general DTS questions. Calls are conducted on the second and fourth Tuesday of each month. Slides for each week's presentation will be posted when they become available.

PARTICIPATING IN CALL

Each call will be conducted in an interactive environment using a combination of both PowerPoint presentations and live demonstrations using Defense Connect Online (DCO). Users with DCO accounts may search for "TAC Outreach Call" to enter the meeting. Users who enter as a guest will be required to enter their name and service or agency branch before being accepted by the moderators. Once in the web conference, go to the top of the page and access the presentation material for the call by going to File Share at the top of the screen. Please ensure your computer is set to the correct settings to simplify the process for accessing the presentations. For more information see *Instructions for Computer Set-Up* below.

To access the **AUDIO** portion of the call, dial commercial **1-866-481-1781** and enter conference code **8210518109**. The call-in portion will be available 15 minutes prior to the start of the call.

To access the **INTERACTIVE** portion of the call, copy and paste the URL link into your browser:

Tuesday, August 14, 2012: 8:00 am and 1:00 pm ET -- topic: DTS Update/FY Crossover: Budgets and LOAs; link (<https://connect.dco.dod.mil/outreach081412>) | [Click here for slides](#)

INSTRUCTIONS FOR COMPUTER SET-UP

In order to view the PowerPoint presentation and live demonstrations your computer must be set up to work with DCO. It is recommended that this be done at least one day prior to the Outreach Call to ensure time to verify correct settings. Additional information about computer set-up is available at DCO <https://www.dco.dod.mil> by clicking on the *Test Meeting Connectivity* link under User Resources, or by contacting the DISA help desk at 1-800-447-2457.

If you require further assistance, please contact the Travel Assistance Center at 1-888-Help1Go.

ARCHIVE

-7/10/12: DTS Update/General Guide to Debts ([Click here for slides](#))

-6/26/12: DTS Update/Local Travel ([Click here for slides](#))

-6/12/12: DTS Update/FY Crossover ([Click here for slides](#))

-5/22/12: DTS Update/Group Travel ([Click here for slides](#))

-5/8/12: DTS Update/Special Circumstances Travel ([Click here for slides](#))

-4/24/12: DTS Update ([click here to preview slides](#))

-4/10/12: DTS Update/Announcements ([click here for slides](#))

x

The TAC Outreach Call is one such announcement.



Cash Collection Voucher (CCV) Ticket Process



What is a CCV?

- DTS and the Defense Finance and Accounting Service (DFAS) Partner System communicate back and forth via the Global Exchange Server (GEX).
- In certain situations, DTS may not have a stamp that can be applied to a DTS document or there may be an issue where it cannot post.
 - Paper checks mailed out to travelers that are sent back to DFAS as RETURN TO SENDER.
 - Payments to the Government Travel Charge Card (GTCC) that cannot deposit properly.
 - Receipts of Debt Collection that need to be manually posted into the DMM Gateway.
- DFAS personnel log into TraX and submit tickets for Paper Check Return notifications, Citi EFT Returns, and Cash Collection Vouchers (CCV).
 - Of the 3 types, the CCV's are the most common.



CCV Ticket Process

- Once the ticket has been received from DFAS, the TAC performs verification checks to ensure that the information in the attachment is accurate and there is no Personally Identifiable Information (PII).
- The TAC will then notify the traveler and the Debt Management Monitor (DMM).
 - If the DMM cannot be found, the TAC will notify the email addresses in the DTA ID and Organizational Email fields from the Organization's profile.
- DMMs are determined using a quarterly report pulled from DTS.
 - DMM set to "Yes" and Group Access
- The instructions in the email inform the notified parties of what to do with the returned check, Citi EFT Return, or Cash Collection Voucher depending on the form.



CCV Ticket Process

- Once the notification has been sent, it will be archived in the TAC's ticket system as reference material.
 - Additionally, in the event that an original notification was not received by the traveler/DTA, the archived notification can be sent again, as required.
- If a ticket/call is received requesting one of these forms, the ticket created by DFAS will be assigned to the person requesting the form.



More information on Citi EFT Reject

- Citi EFT Rejects are caused by one of two things:
 1. The CITI Bank Social Security Number (SSN) listed in the profile for the traveler is not established correctly preventing payment from being made by DFAS.
 2. The Traveler's SSN has been loaded in the DTS profile incorrectly preventing payment.
- The SSN needs to be verified before taking action with Citi Bank or the traveler's profile.
- Instructions are provided by the TAC in the email on how to perform either of these actions.



More Information on Cash Collection Vouchers

- DFAS has sent the DTMO Travel Assistance Center a Notification for Manual Debt Collection.
- The traveler will need to contact the Lead Defense Travel Administrator (LDTA)/ Debt Management Monitor (DMM) for assistance.
 - The Travel Assistance Center cannot amend nor update traveler's documents and post any manual collection to DTS.
- Please confirm with your LDTA/DMM if the collection has been posted correctly in DTS.
 - If the collection has been posted correctly, no further action is required.



More Information on Cash Collection Vouchers

- If the collection has not been posted correctly, please contact your DMM to have the Manual Collection posted by adding it into the DMM Gateway.
- Once the Manual Collection has been added in the DMM Gateway, please have the LDTA/DMM load the manual collection using the Response Imaging feature within the DMM Gateway.
- Once the Manual collection has been loaded, the document will need to be approved to clear a partial debt or to fully satisfy the debt.



More Information on Paper Check Returns

- DFAS has sent the DTMO Travel Assistance Center an authorization for re-disbursement of a Treasury Check Cancellation.
 - It is recommended the traveler be reimbursed via EFT.
- The Travel Assistance Center cannot amend nor update traveler's account information in DTS.
- Instructions are provided by the TAC in the email on how either the Traveler or DTA can perform this action.



Resources

- You can contact the Travel Assistance Center (TAC) via:
 - Phone 888-Help1Go (888-435-7146)
 - Web (<https://www.defensetravel.dod.mil/passport/>)



Questions

- Questions are taken via Telephone by Site Name in alphabetical order
 - A – E (Example – Dyess Air Force Base)
 - F – L (Example – Fort Huachuca)
 - M – S (Example – Redstone Arsenal)
 - T – Z (Example – Yuma Proving Ground)
- You can press *6 to unmute your phone's line to ask a question.
 - Please be considerate and re-mute your phone when you are finished by pressing *6 again.