Defense Travel System

ODTA DEVELOPMENTAL TRAINING

TIER 1 HELPDESK / AUTHORIZATIONS & CANCELLATIONS

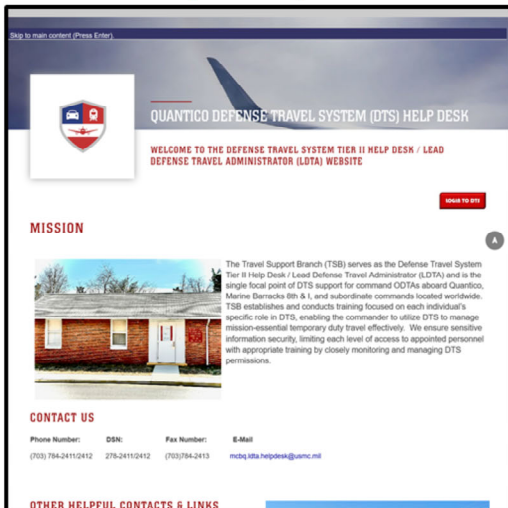*MCB Quantico LDTA, Tier II Help Desk Presents*

Good Morning. We are excited to continue our developmental training to assist ODTA's (Tier 1 Helpdesk) in becoming more successful in helping your travelers.   Today we will hopefully improve your Tier 1 Helpdesk knowledge so you can better assist your travelers when they are having issues with authorizations.

ODTA Resources

https://www.quantico.marines.mil/References/Defense-Travel-System-DTS-/

- Sign up for training
- References
- Permission guides
- FAQs for travelers
- Important contact numbers

Our site is a great resource not only for you, but also for your travelers. We have links directly to some of the areas in the DTMO website, and references being utilized. It does get updated regularly, so check it out if you haven't seen it yet.

The DTMO website should be every ODTAs best friend. The website is also huge!

Some of the most visited items are:

DTS Login Button: Recommend using this instead of a favorited link for DTS. 2 Reasons: 1) when you log in here, it opens a new page, so you will have the DTMO open always for easy transition. 2) It gives you a fresh link every time which is a bit more important after updates.

Joint Travel Regulations (JTR) Keep it open for when your travelers are calling you with their "Can I" questions.

DTA Manual: This is a step by step guide for the different items ODTAs utilize. This will assist if you forget a "How To"

Integrated Lodging Program This has been a hot topic for a couple of years now. this section gives you all of the information regarding the current pilot sites, the rates, the contracted properties, and much, much more.

Travel Explorer (TRAX) you guys should all be familiar with TRAX, you have done your

training such as GTCC and DTS training. It's also where you may be directed if you need assistance that your command or our DTS helpdesk cannot provide such as documents stuck at "CTO submit", there is also a Trip Calculator Tool that can assist you in calculating costs if you have to submit a manual TAD request prior to using DTS.

Troubleshooting

Profile Information
- Incorrect / Missing / Expired GTCC information

Previous organization
- Traveler started authorization under former organization

TAD Location

GROUP YOUR TRAVELERS

Keeping traveler profile updated remains the responsibility of the traveler with oversight by the ODTA.

Incorrect information can impact authorizations, partial payments, and the reimbursement process with unnecessary delays.

Travelers should periodically review their contact information such as email and street addresses, GOVCC, and banking information.

TMC requires a correct email to forward updated reservation information and receipts upon booking and approval.

Incorrect street and duty station addresses can affect mileage, airport locations.

Out of date GOVCC information, such as expired or newly issued cards, delay the TMC reservation and ticketing process. When this occurs, it may require the traveler to contact the TMC directly to resolve the discrepancy. It is not always necessary to AMEND the authorization.

As the ODTA, you are encouraged to work with your unit APC as it may be necessary on

occasion to contact him/her to obtain updated GOVCC information on a traveler. As the ODTA, you can update the GOVCC information. You must forward the EFT request to the DTS Help Desk if the traveler is unable to do so.

On occasion, a traveler not correctly joined to your organization must travel, and an authorization has been created.
Unfortunately, the only available correction is to delete that authorization, and upon being joined in the correct organization, start a new authorization.

Grouping is the cause of a vast array of issues. This is the first question we ask when you contact our office with an issue. True story: I had an ODTA call a few weeks ago with a couple travelers being unable to book flights. They let me know the TMC told them to call me. The ODTA was unsure if the travelers were grouped. Upon research, the travelers were not grouped. Once they were, the ODTA went back to the authorization and was then able to book the flights. As unbelievable as it may sound, that was the only reason for the error in the reservation module.

The example on the slide shows what it looks like to add and/or check their group status.

So the first thing to check when a traveler calls with an odd issue? Grouping.

Please, please, please make a practice of grouping a traveler when you attach them.

Trouble Shooting

EFT and Credit Card Acc

Payment by Electronic Funds Transfer (EF
have access to an account at a financial in
transmissions.

ACCOUNTS

⟳ Refresh Account Data

Accounting Information

EFT and Credit Card Accounts

Travel Preferences

TSA Secure Flight Information

Flight
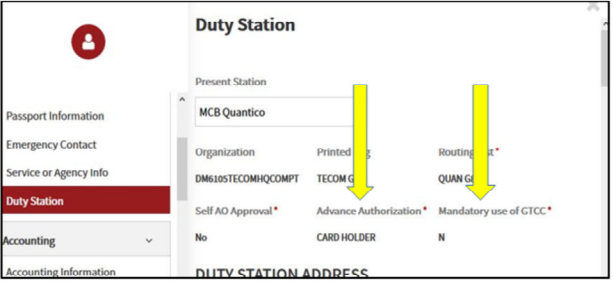
As an ODTA, what do I need to know?

When do changes take effect?

Why doesn't the IBA option populate?

Duty Station

Present Station

MCB Quantico

Organization   Printed   Routing
DM610sTECOMHQCOMPT   TECOM G   QUAN G

Self AO Approval*   Advance Authorization*   Mandatory use of GTCC*
No   CARD HOLDER   N

DUTY STATION ADDRESS

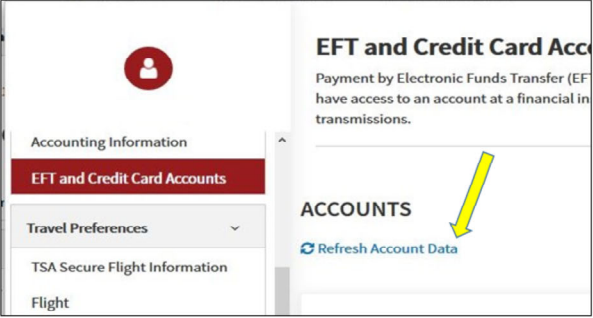Passport Information
Emergency Contact
Service or Agency Info
Duty Station
Accounting
Accounting Information

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We all know the travelers do not update their accounts regularly. Typically, they will update their profile only after beginning a new authorization. they will start a new authorization, and realize there is an issue when either the GTCC info does not populate or the EFT info is not present.

Changes take effect from the point of saving, meaning any open authorizations and vouchers do not update automatically. So, for missing EFTs, when they come to you, you should automatically tell them to go into the profile in the document and click on the Refresh account data link (pic on the left).

For missing IBA options, there are a couple of things to look at. First, if they did not have a card in their profile, and input it themselves, you as the ODTA need to go into their main profile on the maintenance tool and ensure their GOVCC options are all correct (most likely not). Once those corrections are made, step 2 is to go into the document profile and select "refresh account data", then go to the "Duty Station" portion of the profile and correct the items here on the right….

Please note, at times, it takes DTS a minute to realize you made those changes. After you save the changes, just exit the document and take a breath. Got back in and the info should now be able to be accessed in the expenses and reservations.

Changes in Reservations

➢ How to cancel reservations if it's not ticketed, but it is booked

➢ When to call TMC?

➢ Changes mid travel

➢ Do not "CHURN"

At times, your travelers will call you because their original flight "won't delete" and they need to change their flight. Tell them to just sign the document and let it cycle through the TMC. Once it comes back, they can then proceed to book their new flight.

When do they need to call?? If their reservations have already been ticketed.

If your travelers are mid travel and plans have changed, make sure they let the AO know and then contact the TMC, no need to touch the authorization.

"Churning" – that is, repeatedly creating and canceling reservations. Repeated changes to airline reservations can cause a document to lock-up and become unworkable.

Answer is "C"

Answer is FALSE

DTS will automatically cancel the reservations. In fact, if you are advising travelers to cancel their reservations prior to using trip cancel, you will cause an error.

They will typically attempt to delete the reservation, then hit the home button and select "Trip Cancel". Since there was a change in the reservations when the authorization is stamped "Signed", DTS routes it to CTO Submit. Unfortunately because the Trip cancel was selected, the CTO Booked stamp is automatically removed from the routing list and now the authorization will need to be manually abandoned.

These items are SO important and often ignored that we gave them their own slide!

As you know we are your Debt Management Monitors. We have been seeing a ton of debt due to traveler not de-scheduling partial payments prior to canceling their authorization. This is a 2 step process. If your travelers need to cancel an authorization that does have partial payments, they will need to amend the authorization, de-schedule the partial payments on the accounting page and sign the authorization to be approved again, THEN they can proceed to cancel. Please make sure they do not touch anything else.

Trip Cancel Selections

There are two ways to Cancel a Trip in DTS:
1. No Expenses were incurred
2. Expenses were incurred or the traveler received a non-ATM advance or scheduled partial payment

DTS will not always present the user with this pop-up:

If DTS can determine how your document should be cancelled, it will choose one of these two options automatically

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Cancel Trip

Because this document has been signed, you must select an option below to cancel the trip. This action cannot be undone.

○ **No trip expenses were incurred.**

Select this option if there are no expenses or fees on this authorization. Any existing reservations will be cancelled and you will no longer be able to make new ones for this trip.

○ **Trip expenses were incurred or the traveler received a non-ATM advance or scheduled partial payment.**

Select this option if expenses or fees were incurred and require reimbursement. If your authorization was approved, a voucher will automatically be created. Any existing reservations will be cancelled and you will no longer be able to make new ones.

Don't Cancel Trip   Cancel Trip

This is what your travelers should see when selecting the Trip Cancel option. At times, the option isn't available. This is because DTS has already determined how your document should be cancelled.

If any expenses were incurred(e.g., TMC fee) or any allowances earned , the goal is to submit a voucher as soon as possible.
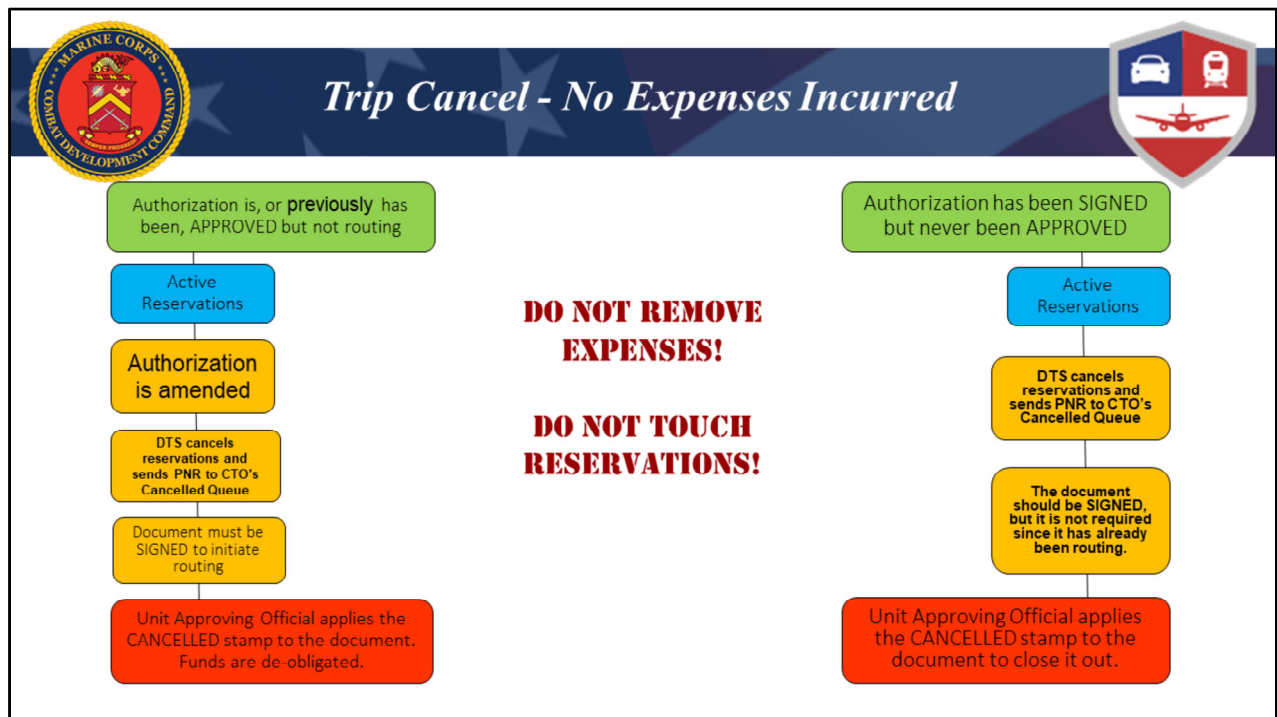
What you see is the flow in DTS for authorizations that have no expenses incurred.

If your traveler calls, this will assist in guiding them through the correct process.
 On the left after the traveler selects "Trip Cancel":
DTS will automatically cancel any reservations. After the traveler signs the authorization the funds will DE obligate once the unit AO applies the "Cancelled" stamp.

On the right, the process is similar, but the difference is the document is not required to be resigned because it's already routing.

The answer is "C"

Now, here is where it gets really fun! There are different processes depending on where your document is at. The next slide will show the process if the authorization are approved and not currently routing anywhere.

Traveler chooses the Trip cancel. This triggers DTS to automatically amend the document and cancel any reservations, auto approves and creates the voucher. THAT is

when your traveler will zero out all expenses. Except the TMC or any incurred entitlements.

Please note, if DTS does not allow you to zero out the Per Diem entitlements, please contact the LDTA office for further assistance.

Trip Cancel – Expenses Incurred

Authorization is or **previously** has been APPROVED and is not routing.

Active Reservations

Authorization is Amended

DTS cancels reservations and sends PNR to CTO's Cancelled Queue

Authorization is Auto Approved

Voucher must be SIGNED to initiate routing

Level 30 Approving Official applies the APPROVED stamp to the document. Funds are de-obligated.

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This is what the process looks like. Make sure your travelers know DTS auto creates the voucher and they have to action that. They will typically just get out of DTS and call it a day. The funds are only de-obligated when the voucher is actually approved.

Please note: When a traveler cancels a trip, DTS will still populate the traveler on the Un-Submitted voucher report and will generate a notification. if the traveler did not complete the procedures

Trip Cancel – Expenses Incurred

DTS will prevent the CANCELLED stamp for documents currently **IN** the routing process

> Authorization must be APPROVED so a voucher can be created and processed

> After the AO approves the authorization, the user can create and submit a voucher for reimbursement of expenses incurred for the cancelled trip

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This cannot be stated enough, if your travelers have any partial payments, Please remind them to cancel any partial payments first!!

Make sure they know that the authorization needs to be approved before they can trip cancel.

Trip Cancel – Expenses Incurred

Authorization was **previously** APPROVED but is currently routing.

Authorization has been SIGNED but never been APPROVED

Active Reservations

DTS cancels reservations and sends PNR to CTO's Cancelled Queue

All non-CTO related expenses are zeroed out.

AO stamps the authorization APPROVED.

Level 30 Approving Official applies the APPROVED stamp to the document. Funds are de-obligated.

Traveler creates the voucher and applies the SIGNED stamp to initiate routing.

No/Past Reservations

The Authorization will not be able to be stamped cancelled.

The user will be notified of DTS' inability to perform this action.

The document will need to be stamped APPROVED before any trip cancel actions can take place.

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This is the flow for these types of situations. In both cases, the authorization needs to be approved and then a voucher created.

The big difference in these 2 situations is on the right side of this diagram, the authorization has never been approved. If you look (ALL the way right) If there are no reservations or no past reservations on the authorization. The authorization will need to be approved by the AO first then trip cancel can be applied.

If there are active reservations, and only signed, traveler select trip cancel. DTS automatically cancels any reservations, zeroed out all non CTO/TMC related expenses (including Per Diem), then the traveler signs. Once the AO approves the authorization, then the traveler will create the voucher.

On the left side, this is a super easy process. Your traveler selects "Trip Cancel", the DTS will automatically zero out everything except CTO related expenses. Traveler signs the authorization, and the AO approves. On the voucher, the Traveler can then add any earned allowances.

Hotel Reservations

Cancel hotel reservations as soon as travel is no longer required

➢ Important to do within 24 - 48 hours of departure to avoid cancellation / no-show fees

➢ Even if the authorization is unsigned, the traveler can still incur fees
  ▪ A common misconception is that since the document was not signed, the reservations were not officially booked

➢ Follow the cancellation process in DTS and obtain confirmation numbers
  ▪ Always follow-up with the vendor to ensure reservations fully cancel

There is **no authority** to reimburse "NO SHOW" fees

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SO, this has been an issue more and more. Travelers are inputting vouchers for "No Show" fees. Make sure your travelers know to follow up with the hotel anytime there are hotel reservations in the authorization that has been cancelled.

Common Issues

➢ Why can't I log into DTS?
  ▪ ID card
  ▪ Certificates
  ▪ Dual Profiles
  ▪ Clear your browsing history after updates

➢ Why can't the traveler save profile updates?

➢ Special Characters are SPECIAL

➢ GROUPING!

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If your traveler calls and is unable to log into DTS, go through some basic questions: The first thing we have a traveler do is Clear their browsing history, then we go to basic questions. Their name in DTS not matching their ID card, certificate issues, Dual Profiles (if your traveler has a reserve and an active account),

If your traveler is contacting you and cannot update their profile, first ensure they are grouped, then have them update their TSA info. Once that is saved, they should be able to save all updates.

Special Characters in the profile cause a ton of issues. NEVER use them.

We did cover grouping earlier, but it is something we have to mention again due to the importance.

TMC typically only has a document for 24 hours, it's beyond that, you know there is a problem. If you contact our office, we will need to point you to the "Live Chat" page in the DTMO website. Here you will select the CTO submit heading. A new page tab will then open and you will fill out the appropriate info they require.

Please note, the live chat in DTMO is also a resource for your Login issues as well.

Tips

➢ Email updates to the system to your travelers

➢ **JOHN KENNEY's EMAILS**

➢ Create a "Tip Sheet" for your Travelers and/or AO's

➢ Routing list maintenance /Always have a back up for routing elements

➢ TAC Outreach call

  ▪ Anyone can call in; slides are posted on TRAX website

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Send out any updates to the system and "News You Can Use" type info to your travelers.

Our branch head Mr. Kenney, periodically sends out email with information that you and your travelers need, please take the time to read them. I would also send them to your travelers when it deals with items that affect them. As a side note, we have added them to the permissions page on our website.

On tip sheet for AO's: Authorize GMR/CMR/ CORRECT LODGING/ ON THE AUTHORIZATION!

Make sure you are doing an audit of your routing lists to ensure any personnel are removed when they have their permissions terminated.

B answer is "B"

Questions?

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