HOW TO GET YOUR NEW SOLDIERS DETACHED FROM THEIR OLD COMMAND IN DTS

» GSA Announces SmartPay 3 DoD Task Order Award

» Joint Travel Regulations Update: Revised Chapter 5, sub-chapter 2 and Chapter 9 to Publish 4/1

» Workarounds for Common DTS Issues Resulting From ▮ User Interface Changes - UPDATED

» Learn more about the Recent Updates to DTS

» GSA Awards FY18 City Pair Fares

» DTS Production 8 Hour Downtime Friday April 27, 2018 at 2100 ET

» DTS/EWTS Maintenance Schedule

More news →

More notices →

Click Here

DTS Training on TraX ⤤
Learn how to use the DTS system through online videos and more

Live Chat ⤤
Instant message with a real person Mon - Fri 8am - 5pm ET

TSA PreCheck ⤤
Save time at the airport and find out how you can participate for free

Travel Policy ⤤
Access the Joint Travel Regulations and other travel policies

Travel Resources

NEED ASSISTANCE?

Accessing DTS: First-time Users ⤤

Travel Assistance: Local Level Support Lookup ⤤

Contacts: DTS Service/Agency Offices ⤤

SERVICES FOR YOU

Allowances Information ⤤

Other Programs & Services for You ⤤

Customer Support Home ⤤

DoD Travel Training Resource Center ⤤

DTMO Passport Account Login

Login/E-Mail Address

Password

Password Login

CAC Login

Forgot Your Password?   Login Help   Register

HOME   Help Tickets   Knowledge Center   Training   Trip Tools   Feedback

Click Help Tickets

TRIP TOOLS

Trip Calculator

Per Diem

City Pair

Mileage

DoD Travel Explorer Home

TraX
TRAVEL EXPLORER
BETA

Welcome Message   Welcome Video

KNOWLEDGE SEARCH

Travel Assistance
My Help Desk Tickets

ANNOUNCEMENTS

TAC Outreach Call - Next Call 4/24 (topic: Groups and Membership Rules)

DTS Status: 12-hour Downtime on 4/21

EWTS Status: No Downtime Scheduled

JTR Update: Revised Chapter 5, sub-chapter 2 and Chapter 9 Published on 4/1

Fall 2017 Edition of our Newsletter, The Dispatch

DTS Users Should Delete Internet Files and Cookies After a Software Release

Trouble Logging into DTS? Check Your Pop-Up Blocker

Key Points About Securing a

TRAINING
Recommended Training

AO/RO - Vital Skills for Authorizing Officials

DTS (Basic) - About DTS

DTS (Basic) - Non-DTS Entry Agent (NDEA)

DTS (Special Topic) - Cancellation Procedures

DTS (Special Topic) - Constructed Travel

DTS (Special Topic) - Group Travel

DTS (Special Topic) - Itinerary Changes

DTS (Special Topic) - OCONUS Travel

HOME   Help Tickets   Knowledge Center   Training   Trip Tools   Feedback

+ Create New Ticket Form   Browse My Tickets Screen

Search

Status Filter Any   Search By Keywords

Search your Support History

Results **1** - **15** of **17**

Support History

Ticket #	TANUM	Status	Title	Subject Level 1	Subject Level 2
180412-000391		Closed	DTS Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180321-000152		Closed	DTS Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180309-000995		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180309-000991		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180301-000793		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180214-001099		Closed	Chat Session	DTS Login	Login Error Message
180214-001072		Closed	Chat Session	DTS Login	Login Error Message
180214-001063		Closed	Login Error	DTS Login	Login Error Message
180201-000806		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180201-000802		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180201-000799		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180201-000796		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180201-000787		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180130-001284		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)
180130-001279		Closed	Detach Profile	DTS Administration (DTA)	Personnel Profiles (People)

1 2 Next >

Create New Ticket Form

HOME   Help Tickets   Knowledge Center   Training   Trip Tools   Feedback

+ Create New Ticket Form   Browse My Tickets Screen

Submit a question to our support team.

Title *

Detach Profile

Description *

Soldier is still attached to their old unit. I am requesting that they be detached so they can be received by my command. They will be traveling in the next few months, and I don't want to jump through hoops at the last minute.

Attach Documents

Browse...

Subject *

DTS Administration (DTA)
Personnel Profiles (People)
Detach Person

▶ Authorization
▶ Group Travel
▶ Voucher
▶ Local Voucher
▶ Knowledge Center (FAQ)
▼ DTS Administration (DTA)
   ▼ Personnel Profiles (People)
      Create Person
      Update Person
      Detach Person

OK   Cancel

Select These Options
and then click "OK"

Recipient Name

TEAM

PNR

HOME   Help Tickets   Knowledge Center   Training   Trip Tools   Feedback

+ Create New Ticket Form   📒 **Browse My Tickets Screen**

Submit a question to our support team.

Title *
```
Detach Profile
```

Description *
```
Soldier is still attached to their old unit. I am requesting that they be detached so they can be received by my command. They will be traveling in the next few months, and I
don't want to jump through hoops at the last minute.
```

Attach Documents
```
                        Browse...
```

Subject *
```
DTS Administration (DTA)
Personnel Profiles (People)
Detach Person
```

Travel Date
```
--      --      --
```

Traveler Last Name
```
Snuffy
```

Traveler First Name
```
Joe
```

Traveler SSN Last 4
```
1234
```

Document Type
```
--
```

Document Name
```

```

TANUM
```

```

PNR
```

```

No other blocks need filled besides the ones in the example

TANUM

PNR

GDS

PCC

CBA # (Last 4)

CBA Invoice #

PPA Start Date

-- ⌄   -- ⌄   -- ⌄

CBA Ref No

CBA Amount

CBA Account

-- ⌄

CBA Refund

○ Yes ○ No

CBA Suspend Date

-- ⌄   -- ⌄   -- ⌄

Airline Ticket #

Create Ticket

Click Create Ticket

+ Create New Ticket Form   📁 Browse My Tickets Screen

Once you click "Finish Submitting Ticket" you can check on the status by going to "Browse My Tickets Screen". During the week, Soldiers usually get released within an hour.

TANUM

PNR

GDS

PCC

CBA # (Last 4)

CBA Invoice #

PPA Start Date
-- -- --

CBA Ref No

CBA Amount

CBA Account
--

CBA Refund
○ Yes ○ No

CBA Suspend Date
-- -- --

Airline Ticket #

Create Ticket

Finish submitting your question

ℹ️ **Your question hasn't been submitted yet.**

Not able to access DTS. Your user account can't be found or is locked
I do not see a traveler that should be in my organization and I cannot create them in the DTA Maintenance Tool. Why?
DTS: Problems Logging In
What is the TSA Precheck program?
Why can't a Defense Travel Administrator (DTA) see a traveler's documents in "Official Travel - Others" but can see the traveler in the DTA Maintenance Tool under "People"?
In and Out Processing for DTS
CTO Process CTO SUBMIT, CTO BOOKED, APPROVED , CTO TICKETED
Available Training Materials: Web-Based Training
TSA Pre✓ ™ Expedited screening
How is a traveler re-assigned to another DTS organization?

My Question is Answered   Finish Submitting Ticket   Edit Question