



# Defense Travel Management Office



## Checklist for Excellence

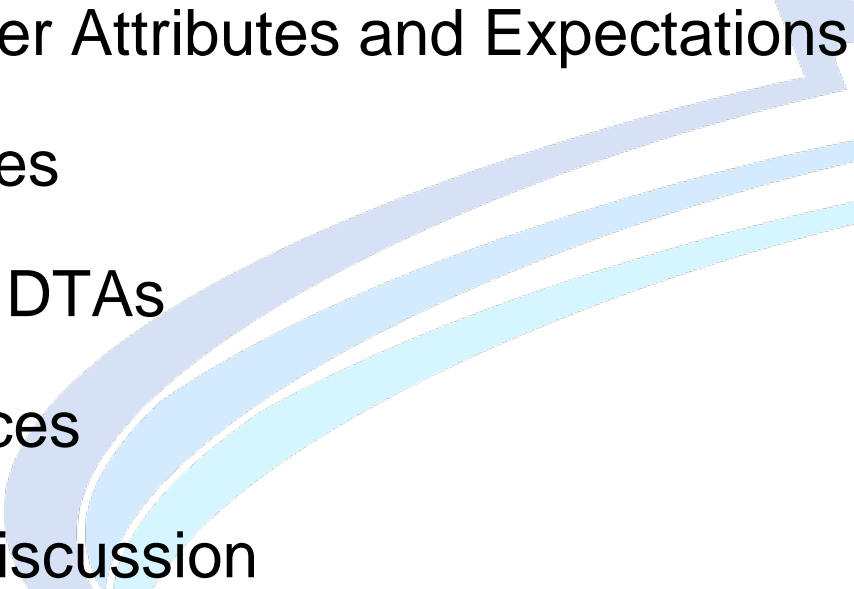
Connect 2011 Seminar

April 2011

**For Official Use Only**



# Agenda

- Customer Attributes and Expectations
  - Obstacles
  - Tips for DTAs
  - Resources
  - Open Discussion
- 
- A decorative graphic consisting of three curved arrows pointing to the right. The top arrow is light blue, the middle one is a slightly darker blue, and the bottom one is a medium blue. They are arranged in a slightly overlapping, parallel fashion.



# Customer Attributes and Expectations

- Customer attributes
  - Well-informed customer vs. less informed customer
  - Major differences
- Customer expectations
  - Accurate information
  - Courteous and professional service
  - Timely information and responses
- Managing expectations
  - Communications
  - Training





# Customer Attributes and Expectations

(continued)

- Benefits of having a knowledgeable customer base
  - Fewer questions
  - Fewer errors
  - Enhanced operational readiness
  - Saves tax payer dollars
  - Enhanced mission success
  - Transfer of knowledge (e.g., force multiplier)
  - Higher unit morale and esprit de corps





# Obstacles

- People
- Process
- Culture
- Technology





# Challenges

## Common Requests

### Document Status

### Adjusting Per Diem Entitlements

### Cancelling Documents

### Adjusting Split Disbursements

### Detaching/Receiving

## Solutions

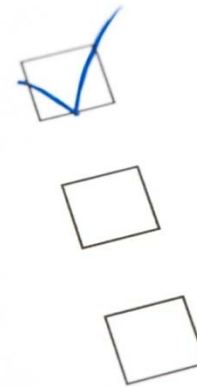
- Check Digital Signature Page
- Routing Status Report
- Chap. 2, Doc Processing Manual
- WBTs, Distance Learning, Demos
- Chap. 10, Doc Processing Manual, Tri-folds
- WBTs, Distance Learning, Demos
- Chap. 4, Doc Processing Manual
- WBTs, Distance Learning, Demos
- In/Out Processing Checklist
- Use Tier 2 POC List on DTMO page





## Tips for DTAs

- Anticipate needs and always be one step ahead
- Develop local business rules
- Run daily/weekly status reports
- Refer to Appendix G and O in JFTR
- Reach out to one end-user per week
- Ensure your ODTAs have access to Tools
- Conduct training sessions on specific problem areas





## Tips for DTAs (continued)

- Communicate known system problems and downtime
  - DTS website
  - TraX announcements
  - “What’s New” on DTMO website
- Sign up for and distribute the DTMO Dispatch
- Create a newsletter
- Brief top issues at commanders’ calls
- Use best practices and disseminate







# Resources



## DTMO Website

- Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool
- Access travel regulations

[www.defensetravel.dod.mil](http://www.defensetravel.dod.mil)



## Travel Explorer (TraX)

- Access e-learning, instructor resources, and reference materials
- Access FAQs through Knowledge Center

[www.defensetravel.dod.mil/Passport](http://www.defensetravel.dod.mil/Passport)



## Travel Assistance Center (TAC)

- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX

