



Defense Travel Management Office



Travel Assistance Center Overview

Connect 2011 Seminar

April 2011

For Official Use Only



Overview of Services

- Provides 24/7 assistance to the travel community before, during, and after official travel
 - Supplements local help desks
 - Assists DTAs and other local support
 - Supports the Commercial Travel Offices (CTOs)
 - Supports partner systems
 - Assists with answering DoD policy questions
 - Addresses Government Travel Charge Card issues
 - Identifies system issues





Overview of Services (continued)

- The TAC *is unable to*:
 - Make travel reservations
 - Resolve issues directly affecting financial partner systems
 - Interpret or override service/agency business rules
 - Interpret or override local business rules
 - Perform DTA duties





TAC Operations



- Supported by six teams of trained analysts with a working knowledge of travel-related topics
- Analysts are trained to ensure the most current and complete travel information is provided





TAC Generalist Team

- First point of contact
- Provides support to assist with DTS document or system error resolutions
- Researches and update submitted tickets
- Routes tickets to other TAC teams as required
- Self Service Team formed from this team to work self support tickets





TAC Finance Team

- Addresses issues and tickets related to:
 - Centrally Billed Accounts (CBA)
 - Debt Management Monitor (DMM)
 - Accounting system rejects
 - DTS partner systems





CTO Team

- Provides support by:
 - Troubleshooting documents which may not transmit properly between DTS and CTO systems
 - Resolving Passenger Name Record (PNR) errors
 - Verifying approvals in the PNR
 - Confirming reservation status
- Has access to DTS and three major Global Distribution Systems (GDS)
 - Sabre
 - Apollo
 - Worldspan
- Provides “on-call” support for overnight and weekend shifts





Technical Team

- Addresses issues and tickets that are related to DTS
 - Login issues
 - Outages
 - Performance
 - Functionality
- Reviews and escalates potential system problems
- Verifies system performance daily and provides report to DTMO





Recruit Assist Team

- Provides 24/7 support for recruits traveling from Military Entrance Processing Stations (MEPS) or their hometowns to their initial training centers
- Recruits are directed to contact the TAC if delayed more than one hour
- When necessary, team coordinates:
 - Bus transportation
 - Lodging
 - Meals





Contacting the TAC

- Dial: 1-888-Help1Go
 - Overseas: Use DSN to dial direct
- Submit tickets online through TraX:
 - Travelers must register through DTMO's web portal, at:
www.defensetravel.dod.mil/Passport
- Available 24 hours a day, 7 days a week (including federal holidays)

Travel Assistance Center
24 hours a day, 7 days a week

1-888-Help1Go
DSN: 312-564-3950
www.defensetravel.dod.mil/Passport

Contact your local help desk for local business rules.

An illustration at the bottom of the box shows a woman in a headset talking to a customer, a man walking with a suitcase, and a man at a computer workstation. A globe with network lines is also visible.



How Can You Get the Answer Faster?

- Include as many details as possible
 - Select specific subject that reflects the nature of the issue; allows TraX to direct ticket to the right team
 - Include traveler details in the specific fields vice placing it in the description
 - Complete all pertinent fields
 - Provide screenshots of error
 - Use correct field to tell analysts:
 - When the error occurred
 - Where the error occurred
 - What the error said





TraX – Submitting Help Tickets

The screenshot shows the 'DoD Travel Explorer Home' dashboard. At the top, there is a navigation bar with several links: 'PASSPORT PROFILE', 'Passport Applications', 'HOME', 'Help Tickets' (highlighted with a red box), 'Knowledge Center', 'Training', 'Trip Tools', 'Links', and 'Feedback'. A 'LOG-OUT' button is in the top right corner. The main content area features the 'TRAX TRAVEL EXPLORER BETA' logo. Below the logo are two buttons: 'Welcome Message' and 'Welcome Video'. On the left side, there are sections for 'TRIP TOOLS' (Air, Rail, Car, Lodging, Maps, Trip Calculator, Location Report) and 'ANNOUNCEMENTS' (DTS Update, TAC Outreach Calls, etc.). On the right side, there are sections for 'KNOWLEDGE SEARCH', 'Travel Assistance' (My Help Desk Tickets), and 'TRAINING' (Recommended Training list).





Submitting Help Tickets (continued)

PASSPORT PROFILE Passport Applications

HOME Help Tickets Knowledge Center Training Trip Tools Links Feedback

LOG-OUT

+ Create New Ticket Form Browse My Tickets Screen

Search

Search By
Keywords

Powered by RIGHT NOW

30 Tickets Found Page: 1 of 2 Go

Ticket #	Status	Title
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		



Submitting Tickets Through TraX

+ Create New Ticket Form | **👉 Browse My Tickets Screen**

* Denotes a required field.

General Information

* Title:

* Description:

* Subject:

Is this Ticket DTS Related? YES NO

Category: All

Traveler Last Name:

Traveler First Name:

Traveler SSN Last 4: Followed by "R" if a Reservist

Document Type:

Document Name:

TANUM:

Travel Date:

CBA # (Last 4): Last 4 digits of your CBA Account #

CBA Invoice #: Invoice # for your CBA account

PPA Start Date:

CBA Ref No:

CBA Amount:

CBA Account:

CBA Refund: Yes No

CBA Suspend Date:

Airline Ticket #:

Reservist: Yes No

PNR:

PNR is 6 characters, space to store multiple with separator characters

GDS:

PCC:

SPR Closed: Yes No

Attach Documents to Ticket

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When You are Done...





Outreach Calls

- Designed to inform and educate travel community about travel-related issues
- New topics presented each week that are based on most common questions
 - Open calls offered before and after a DTS release
- Interactive sessions
 - Briefs
 - Live demonstrations
 - Open forum at conclusion to discuss any issue, including items not covered in call
- Held second and fourth Tuesday of the month at 8:00 a.m. and 1:00 p.m. ET (lasts approximately one hour)
 - See announcement section in TraX for participation instructions and slides





We've Come A Long Way

July 2007	March 2011
<ul style="list-style-type: none"> • 20 team members <ul style="list-style-type: none"> – 2 government personnel, 2 managers, 4 leads, 2 support personnel, and 10 analysts 	<ul style="list-style-type: none"> • 52 team members <ul style="list-style-type: none"> – 6 government personnel, 2 managers, 4 leads, 3 support personnel, and 37 analysts
<ul style="list-style-type: none"> • 25% of Tier 3 tickets • 364 tickets • 145 “Web Feedbacks” 	<ul style="list-style-type: none"> • Monthly high water mark <ul style="list-style-type: none"> – Calls: over 42,000 (June 2010) – Tickets: over 24,000
<ul style="list-style-type: none"> • Focused only on DTS 	<ul style="list-style-type: none"> • Expanded beyond DTS; answering questions on entire DoD Travel Enterprise including Recruit Assist
<ul style="list-style-type: none"> • Biggest challenges: <ul style="list-style-type: none"> – Preparing for next phase – “7601” calls – Navy Customers – Agency Customers 	<ul style="list-style-type: none"> • Biggest challenge: <ul style="list-style-type: none"> – Developing new ways to handle increasing call volume

Goal:

- **Continue expanding TAC services to meet the needs of the DoD Traveler**



Resources



DTMO Website

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

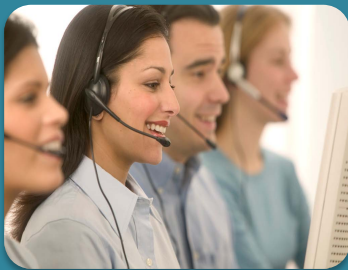
www.defensetravel.dod.mil



Travel Explorer (TraX)

- Access self-help resources such as, FAQs, user guides, and computer-based training aides through the Knowledge Center and Training sections
- Distance Learning: TAC & TraX Overview
- Submit help desk tickets online

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