Defense Travel Management Office

Travel Assistance Center Update

Connect 2011 Seminar

April 2011

For Official Use Only

Agenda

- Purpose
- Overview of Services
- TAC Operations
- Top Ten Tickets/Impact on TAC Teams
- Recruit Assist
- Contact the TAC
- Resources

Purpose

- How Defense Travel Administrators and the Travel Assistance Center can work together to mutually support DoD Travelers

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Overview of TAC Services

- Provides 24/7 assistance to the travel community before, during and after official travel
  - Supplements local help desks
  - Assist DTAs and other local support
  - Supports the Commercial Travel Offices
  - Supports partner systems
  - Assists with answering DoD policy questions
  - Addresses Government Travel Charge Card issues
  - Voice system issues and escalate as appropriate
  - Supports recruits traveling to their basic training location or boot camp

TAC Operations

- Generalist Team
- Finance Team
- Commercial Travel Office Team
- Recruit Assist Team
- Self Support Team
- Technical Team

- 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

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Generalist Team

- First point of contact

- Assists with DTS document or system error resolutions

- Researches and updates submitted tickets

- Routes tickets to other TAC teams as required

- As part of the TAC's continuous improvement process, a Self Support Team was created to work the tickets created by users in TRAX

    – Allowed the team to employ efficiencies when working tickets

Top Ten Tickets By Subject Level – General Team

Subject Level 1	Subject Level 2	Subject Level 3	# of Tickets
Authorization	CTO Submit	System	17,529
Authorization	CTO Submit	CTO	14,973
System Messages	Internet Error Message	Internal Server Error	16,954
DoD Travel Passport	Profile/Login	Password	7280
Authorization	Reservation	Air	6003
Authorization	Status/Routing Questions	Pending Routing Actions	4823
Authorization	CTO Submit	User	4774
Authorization	Create/Edit/Amend/Cancel	Other	4490
Authorization	Create/Edit/Amend/Cancel	Canceling Orders	4342
Voucher	Create/Edit/Amend	Other	4230
		TOTAL	**80,930**

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Self Support a Success!

- First Contact Resolution
  - Generalist Team prior to Self Support: 34.3%
  - Generalist Team after Self Support: 48.1%

- Ticket Response Time
  - Reduced self-support response time by 45%

Top Ten Tickets – Self Support Team

Top 10 Tickets by Subject	%
CTO Submit	12
Internal Server Error	7
Creating Vouchers	4
Recruit Assist Program	3
DTS Login Errors	3
Travel Order Status Inquiry	3
CIR Workarounds	2
Creating Orders	2
Lines of Accounting	2
Air Reservations	2
Total	40

* Tickets Submitted via TraX

How Can You Get the Answer Faster?

- Include as many details as possible
  - Select specific subject 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 Ticket Screen

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Local Help Desk Access to TAC Tickets

- To allow a local help desk to see all tickets created for their customers:
  - Create an email address for your help desk with your IT personnel
  - Create a TraX profile for the email address
  - Create a ticket requesting that all tickets under specific names be moved to the help desk account
  - The TAC will move all tickets over
  - All members of your team with access to that email address will now be able to see all tickets

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
- The TAC can determine why your problem occurred and provide steps to resolve it
- The TAC is not contractually authorized to:
  - Make reservations
  - Cancel reservations
  - Store fares

Top Ten Tickets – CTO Team

CTO Team Top 10 Tickets Topics	%
Authorization Stuck at CTO Submit	67
Air Reservations	5
Ticketing	4
PNR Error	3
Pricing Error	2
Travel Order Status Inquiry	2
CTO Request Assistance	1
Hotel Reservations	1
Changing/Canceling Existing Reservations	1
Form of Payment	1
Total	**87**

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Impacts to CTO Team

- Tickets in travel date order to ensure issues related to imminent travel are resolved as quickly as possible

- Passenger Name Record (PNR) queue sweeping issues delays the update of documents and dramatically impacts call and ticket volume for stuck at CTO Submit, CTO Ticketed, etc.

- CTO Submit is the TAC's No. 1 ticket
  - Please remember the CTO has 24 hours to work the PNR
  - Fill in the travel date in the correct field!
  - If you've spoken with your CTO make sure you let us know so we can review their remarks and actions

Impacts to CTO Team (continued)

- Change to the Navy's CTO contract added a learning curve for CTOs, travelers, and administrators

- During CTO conversions most PNRs converted successfully however, those that did not required additional research

- Problems with Trip Cancel link

- System problems with DTS stamping process

Finance Team

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

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Top Ten Tickets – Finance Team

Finance Team Top 10 Tickets Topics	%
Voucher Rejects	19
Authorization Rejects	10
Local Voucher Rejects	9
Voucher At Approved	7
Over Payments (Due US)	6
Voucher At Oblig Submitted	6
CIR Workaround	5
Authorization At Obligation Submitted	3
Payment Module Diverts	3
CBA Reconciliation	3
Total	70

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Fiscal Year Crossover

- Impacts TAC:
  - Scheduled Partial Payment (SPP) problem with allocation method
  - Fiscal Year Crossover with incorrect split disbursement with SPP
  - Fiscal Year Crossover problem with scheduling/ de-scheduling SPPs
  - Fiscal Year Crossover voucher going out of balance for 003 reject
  - Payment delays due to Fiscal Year Crossover partner system downtime
  - Documents stuck at Approved and Pay Link

New Automated Processes

- Automated processes have been implemented for Stuck at Approved or Pay Link documents
  - Processer runs on Friday afternoons to process identified documents
  - If you create a ticket for either status, we will hold the ticket and check the status of the document after the next run

- Automated process is being developed to process the top five issues that generate 003 rejects
  - Currently Pay Mod Diverts need to be performed, but have been delayed due to backlog at Operations
  - Automated process will fix these documents and prevent 003 reject

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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 Customer Service Branch

Top Ten Tickets – Technical Team

Technical Team Top 10 Tickets Topics	%
Internal Server Error	31
Import/Export	4
Creating Voucher	3
DTS Login Errors	3
CIR Workaround	2
Changing Voucher	2
Potential Problem Ticket	2
Printing Orders	2
Canceling Orders	1
Changing Orders	1
Total	52

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Impacts to the Technical Team

- Internal Server Errors which require Technical Team research instead of a general analyst

- Identified system issues
  - TAC has created 223 Potential Problem Tickets (PPT) since April 2010
  - PPT process is very time and labor intensive
  - Required to be able to provide steps to recreate issues
  - Details provided in tickets will decrease research time and allow for faster responses

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

April 2010 to Present

2011	Total	Peak	Month	Avg/Month	Avg/Day
Calls (Tickets) Processed	6582	890	June	549	27
Recruits Assisted	18834	2536	June	1712	86

Recruit Issues Requiring TAC Support

Problems	YTD	%	Peak/Mo
Weather	6638	35.2%	1850
Flight Delayed	3767	20.0%	719
Information Request	2831	15.0%	371
Mechanical	1529	8.1%	333
MEPS Error	1173	6.2%	388
ATC	1097	5.8%	274
Traveler Error	482	2.6%	69
Other	330	1.8%	58
Airline Crew Delay	267	1.4%	33
Bus	231	1.2%	35
Flight Cancelled	176	0.9%	42
Meal	152	0.8%	4
CTO Error	130	0.7%	29
Security Delays	31	0.2%	7

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TAC Support to Recruits

Results (Number of Recruits)	YTD	%	Peak/Month
Flight Rescheduled	7798	41.4	1788
DTMO-Provided Hotel	6858	36.4	1374
Provided Assistance	3065	16.3	393
Airline-Provided Hotel	489	2.6	98
Ground Transportation Provided	289	1.5	57
Meal Provided	141	0.7	22
Returned to MEPS	107	0.6	42
Other	87	0.5	12

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Resources

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

www.defensetravel.dod.mil

Travel Explorer (TraX)
- Access eLearning, instructor resources, and reference materials
- Access FAQs through Knowledge Center

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

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