

DTMS USER GUIDE

DTMS USER GUIDE IS AN ESSENTIAL RESOURCE FOR ANYONE LOOKING TO NAVIGATE THE COMPLEXITIES OF THE DEFENSE TRAVEL MANAGEMENT SYSTEM (DTMS). THIS GUIDE AIMS TO PROVIDE COMPREHENSIVE INSIGHTS INTO THE FUNCTIONALITIES, FEATURES, AND BEST PRACTICES FOR USING DTMS EFFECTIVELY. WHETHER YOU ARE A USER TRYING TO SUBMIT A TRAVEL REQUEST, A SUPERVISOR APPROVING TRAVEL, OR AN ADMINISTRATOR MANAGING SYSTEM SETTINGS, THIS GUIDE WILL SERVE AS YOUR GO-TO REFERENCE. IN THE FOLLOWING SECTIONS, WE WILL COVER THE SYSTEM'S KEY COMPONENTS, STEP-BY-STEP INSTRUCTIONS FOR COMMON TASKS, TROUBLESHOOTING TIPS, AND ADDITIONAL RESOURCES. UNDERSTANDING THESE ASPECTS WILL ENHANCE YOUR ABILITY TO UTILIZE DTMS TO ITS FULLEST POTENTIAL.

- UNDERSTANDING DTMS
- KEY FEATURES OF DTMS
- STEP-BY-STEP USER INSTRUCTIONS
- TROUBLESHOOTING COMMON ISSUES
- BEST PRACTICES FOR EFFICIENT USE
- ADDITIONAL RESOURCES

UNDERSTANDING DTMS

THE DEFENSE TRAVEL MANAGEMENT SYSTEM (DTMS) IS A VITAL TOOL FOR MANAGING OFFICIAL TRAVEL FOR THE DEPARTMENT OF DEFENSE (DoD). IT IS DESIGNED TO STREAMLINE THE TRAVEL PROCESS, MAKING IT EASIER FOR SERVICE MEMBERS AND THEIR FAMILIES TO PLAN, EXECUTE, AND REPORT ON TRAVEL. DTMS INTEGRATES VARIOUS FUNCTIONALITIES, INCLUDING TRAVEL REQUESTS, AUTHORIZATIONS, AND VOUCHERS INTO A SINGLE PLATFORM, ALLOWING FOR MORE EFFICIENT TRAVEL MANAGEMENT.

DTMS IS UTILIZED BY A WIDE RANGE OF USERS, INCLUDING MILITARY PERSONNEL, CIVILIAN EMPLOYEES, AND THEIR SUPERVISORS. EACH USER HAS SPECIFIC ROLES AND PERMISSIONS WITHIN THE SYSTEM, TAILORED TO THEIR RESPONSIBILITIES. UNDERSTANDING THESE ROLES IS CRUCIAL FOR EFFECTIVE NAVIGATION AND OPERATION WITHIN THE SYSTEM.

WHO CAN USE DTMS?

THE DTMS USER BASE INCLUDES:

- SERVICE MEMBERS FROM ALL BRANCHES OF THE MILITARY
- CIVILIAN EMPLOYEES OF THE DoD
- SUPERVISORS AND APPROVING OFFICIALS
- TRAVEL COORDINATORS AND ADMINISTRATORS

EACH OF THESE ROLES INTERACTS WITH DTMS IN DIFFERENT WAYS, NECESSITATING A CLEAR UNDERSTANDING OF THE SYSTEM'S FUNCTIONS AND CAPABILITIES.

KEY FEATURES OF DTMS

DTMS ENCOMPASSES A VARIETY OF FEATURES THAT STREAMLINE THE TRAVEL PROCESS. UNDERSTANDING THESE FEATURES HELPS USERS MAXIMIZE THE SYSTEM'S POTENTIAL.

TRAVEL REQUEST SUBMISSION

ONE OF THE PRIMARY FUNCTIONS OF DTMS IS THE ABILITY TO SUBMIT TRAVEL REQUESTS ONLINE. THIS FEATURE ALLOWS USERS TO ENTER TRAVEL DETAILS, SPECIFY DESTINATIONS, AND OUTLINE EXPENSES ASSOCIATED WITH THE TRIP. ONCE SUBMITTED, THESE REQUESTS CAN BE ROUTED TO THE APPROPRIATE APPROVING OFFICIALS FOR REVIEW.

TRAVEL AUTHORIZATIONS

AFTER A TRAVEL REQUEST IS APPROVED, DTMS FACILITATES THE CREATION OF TRAVEL AUTHORIZATIONS. THIS FEATURE ENSURES THAT ALL NECESSARY APPROVALS ARE DOCUMENTED AND THAT USERS HAVE ACCESS TO THE FUNDS REQUIRED FOR TRAVEL.

EXPENSE REPORTING

UPON COMPLETION OF TRAVEL, USERS CAN SUBMIT THEIR EXPENSE REPORTS THROUGH DTMS. THE SYSTEM ALLOWS FOR EASY ENTRY OF EXPENSES, ATTACHMENT OF SUPPORTING DOCUMENTATION, AND SUBMISSION FOR REIMBURSEMENT. THIS PROCESS IS CRUCIAL FOR MAINTAINING ACCURATE FINANCIAL RECORDS.

STEP-BY-STEP USER INSTRUCTIONS

TO EFFECTIVELY USE DTMS, USERS MUST FOLLOW SPECIFIC PROCEDURES FOR VARIOUS TASKS. BELOW ARE STEP-BY-STEP INSTRUCTIONS FOR COMMON FUNCTIONS WITHIN THE SYSTEM.

SUBMITTING A TRAVEL REQUEST

TO SUBMIT A TRAVEL REQUEST IN DTMS, FOLLOW THESE STEPS:

1. LOG INTO THE DTMS PORTAL USING YOUR CREDENTIALS.
2. SELECT THE "TRAVEL REQUEST" OPTION FROM THE DASHBOARD.
3. FILL OUT THE REQUIRED FIELDS, INCLUDING TRAVEL DATES, DESTINATION, AND PURPOSE.
4. ATTACH ANY NECESSARY DOCUMENTATION.
5. REVIEW YOUR REQUEST FOR ACCURACY.
6. SUBMIT THE REQUEST FOR APPROVAL.

CREATING A TRAVEL AUTHORIZATION

ONCE YOUR TRAVEL REQUEST IS APPROVED, YOU CAN CREATE A TRAVEL AUTHORIZATION:

1. ACCESS THE APPROVED TRAVEL REQUEST FROM YOUR DASHBOARD.
2. CLICK ON THE “CREATE AUTHORIZATION” BUTTON.
3. VERIFY TRAVEL DETAILS AND MAKE ANY NECESSARY ADJUSTMENTS.
4. SUBMIT THE AUTHORIZATION FOR FUNDING APPROVAL.

SUBMITTING AN EXPENSE REPORT

TO SUBMIT AN EXPENSE REPORT AFTER YOUR TRAVEL IS COMPLETE:

1. LOG INTO YOUR DTMS ACCOUNT.
2. SELECT “EXPENSE REPORT” FROM THE MENU.
3. ENTER ALL EXPENSES INCURRED DURING THE TRIP.
4. ATTACH RECEIPTS AND SUPPORTING DOCUMENTS.
5. REVIEW THE REPORT AND SUBMIT IT FOR REIMBURSEMENT.

TROUBLESHOOTING COMMON ISSUES

EVEN THE MOST EFFICIENT SYSTEMS CAN ENCOUNTER ISSUES. HERE ARE SOME COMMON PROBLEMS USERS FACE AND HOW TO RESOLVE THEM.

LOGIN ISSUES

IF YOU EXPERIENCE DIFFICULTIES LOGGING INTO DTMS, ENSURE THAT:

- YOU ARE USING THE CORRECT USERNAME AND PASSWORD.
- YOUR ACCOUNT HAS NOT BEEN LOCKED DUE TO MULTIPLE UNSUCCESSFUL LOGIN ATTEMPTS.
- YOUR BROWSER IS COMPATIBLE WITH THE DTMS PLATFORM.

SUBMISSION PROBLEMS

WHEN SUBMITTING TRAVEL REQUESTS OR REPORTS, USERS MAY FACE SUBMISSION ERRORS. TO TROUBLESHOOT:

- CHECK FOR ANY REQUIRED FIELDS THAT MAY HAVE BEEN LEFT BLANK.
- ENSURE ALL ATTACHED DOCUMENTS ARE IN THE CORRECT FORMAT.
- REFRESH THE PAGE OR TRY SUBMITTING FROM A DIFFERENT BROWSER.

BEST PRACTICES FOR EFFICIENT USE

TO ENSURE SMOOTH OPERATION WITHIN DTMS, USERS SHOULD ADOPT SEVERAL BEST PRACTICES.

REGULAR TRAINING AND UPDATES

STAYING INFORMED ABOUT SYSTEM UPDATES AND PARTICIPATING IN REGULAR TRAINING SESSIONS CAN SIGNIFICANTLY ENHANCE USER PROFICIENCY AND CONFIDENCE WHEN USING DTMS.

DOCUMENTATION AND RECORD KEEPING

MAINTAIN PROPER DOCUMENTATION OF ALL TRAVEL REQUESTS, AUTHORIZATIONS, AND EXPENSE REPORTS. THIS PRACTICE NOT ONLY HELPS IN TRACKING BUT ALSO PROVIDES A CLEAR AUDIT TRAIL.

UTILIZE HELP RESOURCES

MAKE USE OF THE HELP RESOURCES AVAILABLE WITHIN DTMS, INCLUDING USER MANUALS AND CUSTOMER SUPPORT, TO RESOLVE ANY UNCERTAINTIES OR ISSUES QUICKLY.

ADDITIONAL RESOURCES

FOR THOSE SEEKING FURTHER INFORMATION OR ASSISTANCE WITH DTMS, NUMEROUS RESOURCES ARE AVAILABLE.

USER MANUALS

DTMS PROVIDES COMPREHENSIVE USER MANUALS THAT COVER EVERY ASPECT OF THE SYSTEM. THESE MANUALS ARE A GREAT STARTING POINT FOR NEW USERS OR THOSE NEEDING A REFRESHER ON SPECIFIC FUNCTIONALITIES.

ONLINE SUPPORT

THE DTMS SUPPORT TEAM IS AVAILABLE FOR INQUIRIES AND TROUBLESHOOTING. USERS CAN REACH OUT VIA THE DESIGNATED SUPPORT CHANNELS PROVIDED ON THE DTMS PORTAL.

COMMUNITY FORUMS

THE DTMS COMMUNITY FORUMS ALLOW USERS TO CONNECT, SHARE EXPERIENCES, AND SEEK ADVICE FROM PEERS WHO MAY HAVE ENCOUNTERED SIMILAR ISSUES.

OFFICIAL TRAINING SESSIONS

PARTICIPATE IN OFFICIAL TRAINING SESSIONS OFFERED BY THE DoD TO STAY UPDATED WITH THE LATEST FEATURES AND BEST PRACTICES FOR USING DTMS EFFECTIVELY.

FAQ SECTION

Q: WHAT IS THE PRIMARY FUNCTION OF DTMS?

A: THE PRIMARY FUNCTION OF DTMS IS TO STREAMLINE THE TRAVEL MANAGEMENT PROCESS FOR DEPARTMENT OF DEFENSE PERSONNEL, ALLOWING FOR EFFICIENT SUBMISSION OF TRAVEL REQUESTS, AUTHORIZATIONS, AND EXPENSE REPORTS.

Q: HOW DO I RESET MY DTMS PASSWORD?

A: TO RESET YOUR DTMS PASSWORD, CLICK ON THE "FORGOT PASSWORD" LINK ON THE LOGIN PAGE AND FOLLOW THE PROMPTS TO RESET IT USING YOUR REGISTERED EMAIL ADDRESS.

Q: CAN I UPDATE MY TRAVEL REQUEST AFTER SUBMISSION?

A: YES, USERS CAN UPDATE THEIR TRAVEL REQUESTS AFTER SUBMISSION. HOWEVER, THIS MAY REQUIRE RE-APPROVAL DEPENDING ON THE CHANGES MADE.

Q: WHAT SHOULD I DO IF MY EXPENSE REPORT IS DENIED?

A: IF YOUR EXPENSE REPORT IS DENIED, REVIEW THE FEEDBACK PROVIDED, MAKE THE NECESSARY CORRECTIONS OR ADJUSTMENTS, AND RESUBMIT THE REPORT FOR APPROVAL.

Q: IS TRAINING AVAILABLE FOR NEW DTMS USERS?

A: YES, TRAINING SESSIONS ARE AVAILABLE FOR NEW DTMS USERS, PROVIDING ESSENTIAL INFORMATION ON NAVIGATING AND UTILIZING THE SYSTEM EFFECTIVELY.

Q: HOW CAN I CONTACT DTMS SUPPORT FOR ASSISTANCE?

A: DTMS SUPPORT CAN BE CONTACTED THROUGH THE HELP SECTION OF THE PORTAL, WHERE USERS CAN FIND CONTACT DETAILS AND RESOURCES FOR ASSISTANCE.

Q: WHAT TYPES OF DOCUMENTATION ARE REQUIRED FOR TRAVEL REQUESTS?

A: REQUIRED DOCUMENTATION FOR TRAVEL REQUESTS MAY INCLUDE TRAVEL ORDERS, ITINERARIES, AND ANY PRE-APPROVAL FORMS SPECIFIC TO YOUR ORGANIZATION.

Q: CAN I ACCESS DTMS FROM MY MOBILE DEVICE?

A: YES, DTMS IS ACCESSIBLE FROM MOBILE DEVICES, BUT USERS SHOULD ENSURE THEY ARE USING A COMPATIBLE BROWSER FOR OPTIMAL PERFORMANCE.

Q: WHAT DO I DO IF I ENCOUNTER A TECHNICAL ISSUE WITH DTMS?

A: IF YOU ENCOUNTER A TECHNICAL ISSUE, TRY REFRESHING THE PAGE OR CLEARING YOUR BROWSER CACHE. IF THE PROBLEM PERSISTS, CONTACT DTMS SUPPORT FOR FURTHER ASSISTANCE.

Q: HOW OFTEN IS DTMS UPDATED?

A: DTMS IS REGULARLY UPDATED TO IMPROVE FUNCTIONALITY, SECURITY, AND USER EXPERIENCE. USERS ARE ENCOURAGED TO STAY INFORMED OF THESE UPDATES THROUGH THE OFFICIAL PORTAL.

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