

Here's what they're saying about DTS training ...

“Great material, excellent instruction!”
- EOD

“Very good training – best I’ve had in 25 years of Navy training.”
- Naval Hospital Jacksonville, FL

“Excellent mix of lecture, group Q&A and over-the-shoulder training.”
- COMSUBLANT

“Great class, very informative and worth it.”
- Paris Island Help Desk

“Very well taught. Covered everything and was very helpful.”
- CNREUARAFSWA

“This class was very informative and I feel I learned a lot about a subject I have very little experience in. Thank you.”
- Norfolk Naval Hospital

“Clear and concise.”
- MDSU 1

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Defense Travel Training, Support, and Staffing

Providing the Skills You Need
To Manage Defense Travel

Defense Travel System (DTS) Administration, Debt Management, and Financial Policy



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Meet the Team



Anthony (Tony) Lanum is the Director of Training and Project Manager in CACI's Field Service Information Technology Division. Prior to joining CACI, Tony served in a multitude of adult education, management and information technology leadership roles. During his career, he has enjoyed great success as an academic coordinator, technical school director, and senior training consultant, while teaching courses at several prestigious educational institutions, including Purdue University. Joining CACI in 2004 as Training Lead, he has served as Defense Travel Deputy Project Manager and now Training Director and Project Manager, leading all of our division's global defense travel support and commercial training work. Tony's projects include the Windows Automated Travel Order System, the Defense Travel Management Office's, Travel Assistance Center (DTMO TAC), Navy's Defense Travel System (DTS) customer support, Commercial Defense Travel Training and Support, and Information Technology Training and Certification. In 2008, the Defense Travel team was awarded the prestigious CACI Team Eagle, and in 2009 Tony was recognized with CACI's Entrepreneur Award. He is currently pursuing his MBA in Global Management at the University of Phoenix and is a member of the American Society for Quality, Institute of Internal Auditors, Project Management Institute, and Help Desk Institute.



Lisa Young serves as the Training Coordinator for the Defense Travel Training and Support Team and provides administrative support to the DTMO's Travel Assistance Center. Earning her Bachelor's of Business Administration degree in Marketing from Radford University in May 2004 and subsequently joining CACI in April 2007, Lisa's responsibilities include scheduling training classes, researching and coordinating training locations, preparing training materials, and assisting students with registrations. She is also the point of contact to assist with questions and registration issues. In addition to her day-to-day responsibilities, Lisa manages all of our outreach and marketing efforts and travels to numerous conferences each year to spread the word on CACI's defense travel training capabilities.



Melanie Crofts serves as CACI's Defense Travel Training and Support Team Lead Instructor. Prior to joining Team CACI in 2005, she was the Lead Travel Consultant for 16 years at the Norfolk Naval Base Sato Travel, Commercial Travel Office. Over the past five years, she has educated many thousands of defense travel and financial professionals and holds the distinction of training more defense travel administrators than any other individual. During her time with CACI, Melanie has served with distinction as a member of the Navy's Defense Travel System implementation team, Navy 2.5 help desk, and the Defense Travel Management Office's training team. She continues to excel as the primary training instructor for the DTMO's Travel Assistance Center's contractor and civilian workforce. In addition to her responsibilities as lead instructor, she is also responsible for the development of the training curriculum, exercises, planning the training schedule, and is a primary point of contact for individual organizational training. Melanie's training team enjoys superb customer

satisfaction ratings and scores are closely monitored within our ISO 9001:2008 Certified Quality Management System.

Training Schedule

Message from the Director, Anthony (Tony) Lanum: As the CACI Defense Travel Training, Support and Staffing Team moves into our third year of operations we would like to extend sincere gratitude to our loyal customers that have supported us, and we look forward to welcoming new customers in the near future. Over the past couple of years we have strived to bring you the best training possible, have brought on several new courses and are excited about future training opportunities. In addition to our Defense Travel System (DTS) Administration courses, we have recently begun offering Policy and Debt Management courses you have requested. The response has been terrific and we anticipate offering Centrally-Billed Account (CBA) training in the near future, which will be a significant departure from past courses on this subject. Please let us know if you have any other training requirements (defense travel or not) that currently go unmet, and we will be happy to either locate available training or develop a course of instruction for you. On behalf of the entire CACI Team, Thank You!

Please visit <http://DTS-Support.CACI.com> for the most up-to-date training schedule, as dates occasionally change.

Class Type	2010 Date	Location
LDTA	4 – 7 May	Chesapeake, VA
LDTA	18 – 21 May	Chesapeake, VA
Debt Management Monitor	24 – 26 May	Chesapeake, VA
Advanced DTA	15 – 18 June	Chesapeake, VA
LDTA	22 – 25 June	San Diego, CA
LDTA	29 June – 2 July	Chesapeake, VA
LDTA	13 – 16 July	Chesapeake, VA
Debt Management Monitor	27 – 29 July	Chesapeake, VA
LDTA	3 – 6 August	Chesapeake, VA
LDTA	17 – 20 August	Chesapeake, VA
LDTA	24 – 27 August	San Diego, CA
LDTA	31 August – 3 September	Chesapeake, VA
Advanced DTA	14 – 17 September	Chesapeake, VA
LDTA	5 – 8 October	Chesapeake, VA
Debt Management Monitor	13 – 15 October	Chesapeake, VA
LDTA	19 – 22 October	San Diego, CA
LDTA	26 – 29 October	Chesapeake, VA
LDTA	2 – 5 November	Chesapeake, VA
LDTA	30 November – 3 December	Chesapeake, VA
Advanced DTA	7 – 10 December	Chesapeake, VA
LDTA	14 – 17 December	San Diego, CA

Training Schedule

Other Training We Offer in Our Classroom or Yours

Organizational Defense Travel Administration

This training course is designed for Organizational DTAs who are responsible for maintaining their organization's structure within DTS. It provides training to their travelers and users.

The ODTA will experience in-depth hands on training by editing organizations, self-registration/creating people, creating routing lists, authorizations, vouchers and group authorizations.

The training course concludes with reports, helpful guides, help desk contact information and a certificate of training.

Financial Defense Travel Administration

This course is designed for the entry- and mid-level FDTAs. It is a must if you are preparing for FY crossover and implementation of the new DoD travel card.

The course covers setting up and maintaining the organization's lines of accounting, budgets, debt management and discussion of EFT issues and document rejects and audit pass. The training course concludes with reports, helpful guides, help desk contact information and a certificate of training.

User/Traveler Training

This demonstration course is designed for the User, Traveler and/or non-DTS Entry Agent to experience a live demonstration of creating authorizations and vouchers in DTS.

The training includes an overview of the DTS website, training tools, navigations the Welcome Page and the responsibilities of the travelers and routing officials.

The demonstration includes creating authorization, voucher, adjustments/amendments, cancellations and understanding the flow of documents routing for approval.

The training course concludes with helpful guides, help desk contact information and a certificate of training.

This course is best suited for large venues (30-300 people) such as a base theater.

Long-Term Support

If your organization needs to bring on trained contractor staff for long-term (six months or more) assistance with the Defense Travel System, CACI, in partnership with SPAWAR Systems Center, Atlantic has a MIPR/MOA arrangement for your command.

This provides significant advantages for organizations in that

- Timeline from requirement to staffing is short. Typically we can have a fully trained support analyst on site within six weeks.
- MIPR and MOA are easy vehicles and can be modified as many times and as often as needed.
- Extremely competitive rates.
- Through the MIPR and MOA arrangement, support analysts can be shared among other commands to maximize value.
- ISO 9001:2000 management system provides outstanding metrics and other business knowledge.

We have support analysts currently working in numerous organizations and have won multiple letters of commendation/appreciation from their sponsoring organization. If you need to hire an on-site DTS support analyst there is no better way.

Approving/Routing Official Training

This course is designed for the Routing Official to experience a live demonstration of document processing and the routing of Defense Travel System (DTS) documents.

The training includes an overview of the DTS website, training tools, navigating the Welcome Page and the responsibilities of the travelers and routing officials. The students will gain an understanding of how authorizations and vouchers are generated, the approval process, creating adjustments, proper steps to canceling an authorization and how documents are routed within DTS.

The training course concludes with helpful guides, help desk contact information and a certificate of training.

This training is appropriate for anyone on a DTS routing list including Reviewing Officials, Certifying Officials and Approving Officials.

Over-the-Shoulder Support

Often formal classroom training is not enough. If you, your routing officials, travelers or others need real world coaching and on-site assistance with the Defense Travel System, we have the solution. Our analysts have years of experience assisting defense travel professionals on how to maximize DTS usage.

We typically come on-site for five days. Afterward, you will find that managing DTS is much easier, routing is streamlined and travelers generate fewer document mistakes.

Lead Defense Travel System Administration (LDTA) | \$995

This four day training course is designed for Lead DTAs who have overall responsibility for setting up and maintaining the Defense Travel System (DTS).

The students will experience in-depth hands-on training by creating an organization, self-registration/creating people, creating and maintaining routing lists, lines of accounting, budgets and groups. A full day of hands-on training is dedicated to creating authorizations, vouchers and group authorizations. This training concentrates on using the DTS maintenance tool.

The training course concludes with reports, helpful guides, help desk contact information and a certificate of training.

Introduction and Overview

- Administrative Remarks
- Overview of DTS System
- Introduction to Permission Levels and Access – overview
- Websites – DTS and Travel Center
- Logical Flow Process – resources

Part 1 – Administrative Setup

Organizations

- Introduction to DTS Organizations and Naming Sequences
- Create a Sub-Organization and Default Routing List
- Practical Exercise – organizations

Self-Registration

- Self-Registration Administration
- Permission Levels, Access
- Practical Exercise – self-registration

People

- Review/Create User Records
- Maintain Users – update, reassign, detach, delete, receive
- Practical Exercise – people

Routing List

- Update and Create Supplemental Routing Lists for an Organization
- Practical Exercise – routing lists

Groups

- Group Structure
- Create/Name Groups, Add Global Group Membership
- Individually Assign Travelers to Groups (I-groups)
- Practical Exercise – groups

Lines of Accounting

- Add, Copy, Share, Roll-Over LOAs
- Practical Exercise – lines of accounting

Budget

- Edit, Share, Manual Transactions
- Fiscal Year Cross Over
- Practical Exercise – budgets

DoD Travel Policies and Procedures

- Appendices G,H,O,P

Part 2 – Document Processing

Document Processing

- Create an Authorization – demonstration
- Create a New Authorization/Order
- Creating Itinerary Including Reservations
- Expenses
- Per Diem Entitlements (meals provided, actual lodging, government lodging)
- Substantiating Records
- Accounting
- Additional Options, Partial Payments
- Constructed Travel
- Review/Sign
- Practical Exercises – create authorizations

Adjustments

- Adjust a Document

Route and Review

- Overview
- Review Documents
- Pre-Audit
- Other Authorizations
- Adjustments

- Digital Signature
- Printing Authorization/Orders

Amendments and Cancellation Procedures

- Amending a Document
- Cancellation Procedures

Vouchers

- Create a Voucher from Authorization
- Update Itinerary
- Update Expenses, Per Diem Entitlements
- Substantiating Records

Local Voucher

- Create a Local Voucher
- Expenses
- Mileage
- Additional Options

Group Travel Demonstration

- Demonstration Group Travel Authorization
- Travel Team
- Itinerary, Ticketed Transportation
- Expenses
- Cost Distribution
- View/Print
- Amendments

Reports

- Report Scheduler
- Status Reports
- Routing Reports
- Individual Reports
- Travel Reports

Help Desk

Helpful Guides

Certificate of Training

Other Training

Advanced Defense Travel System Administration (ADTA) | \$1495

This four day training course is recommended for the more experienced Lead Defense Travel Administrator and includes lectures and demonstrations by subject matter experts.

This course is routinely reviewed by Travel Assistance Center experts and includes information on the latest system changes, functionality and System Problem Reports (SPRs) including work around(s).

Introduction and Overview

- Administrative Remarks
- Overview of DTS System, Structure
- Website News – DTS, Travel Center

Administrative

- Organizations
- People and Self Registration
- Multiple Profiles
- Login Problems – Steps to Correct

Lines of Accounting and Budgets

- Cross Organization Funding
- Shared Lines of Accounting
- Wild Card LOA and Budgets
- Mass Updates
- Budget Reports
- Demonstrations
- Discussion

Rejects

- Reject Procedures
- SPR for Rejects
- Work Around(s)
- Discussion

Groups and Global Membership

- Creating Groups
- Global Group
- Adding Members
- Benefits
- Demonstrations
- Discussion

Reorganization

- When
- Preparation
- Steps
- Benefits
- Demonstration
- Discussion

Routing Lists

- Updating
- Creating Routing List for Funding Cross Organizations
- Demonstration
- Travel Mode
- Discussion

EFT Information

- Correcting the EFT Information in the Profile
- Refreshing the Information
- Adding a Default LOA in the Profile
- Procedures for EFT Returns
- Procedures for a EFT/Check Trace
- Post Payment Review

Document Processing

- Authorizations
- Adjustments/Amendments
- Correcting EFT and Credit Card
- CBA
- Cancellations
- Overpayment, Creating a Due U.S.
- Vouchers
- CTO Fees
- Demonstration
- Discussion

Audit Pass Procedures

- Audit Pass Procedures
- SPR for Audit Pass and Work Around(s)

Commercial Travel Office

- Common Problems and Solutions

DMM

- Causes
- Steps for Collection
- Related SPR
- Demonstration
- Discussion

Reports

- Routing Status
- Un-submitted Voucher
- Departure Status
- Demonstration
- Discussion

Internal Audits

- Weekly Reports
- Monthly Reports
- Accountable Documents
- Manage In and Out Process
- Training Plan

SPR and PPT

- Purposes
- Processes

Help Desk

- TRAX/Passport
- Applications
- Navigation
- Training
- Tickets
- Specialists

DTS Organization Review

- SME Review
- Recommendations

Helpful Guides

Certificate of Training

Debt Management (DMM) | \$995

This three day training course is designed to assist financial management representatives in tracking, processing and recording debt incurred by travelers within the Defense Travel System.

Students will receive training with easy to follow guidelines and tools on:

- Serving due process
- Assisting travelers with payment options
- Waivers
- Appeals
- Payroll collections
- Out of service debt
- The DMM reporting system

The student will be provided over the shoulder training with a subject matter expert to field questions and assist in using the DMM tools. The training course concludes with students receiving specific guidance on how to mitigate future debt, help desk information and a certificate of training.

Introduction and Overview

- Administrative Remarks
- Overview of DTS System and DMM
- Introduction to DMM Guidelines
- Manuals and Resources

Part 1 – Five Steps to Clear Debt

1. Establishing Debt

- How does the debt occur
- Actions taken by the traveler and the AO
- Post-approval actions
- Debts of \$10 or less

2. Managing the Debt – DMM Gateway

- Traveler and AO responsibilities
- DMM responsibilities
- Understanding the DMM Gateway
- Due process
- Debt look-up

- Action required
- Awaiting response
- All debt

3. Initiating Debt Collection, Waivers and Appeals

- Advice of collection
- Over collections
- Manual collections
- Waivers and appeals
- Regulations and procedures
- Payroll collection
- Military, civilian and Marines
- De-scheduling automated collections

4. Out of Service Debt

- OSS process
- Write-off process

5. Satisfying the Debt

- Recording the payment of debt

Part 2 – Over the Shoulder Training and Troubleshooting

• Navigating DMM

- The logical flow of the DMM

• Using the Five Steps to Clear Debt

- Using the steps, research the number of debts and begin the five steps of satisfying debt

• Running Reports

- Amending a document
- Cancellation procedures

• Problem Solving

- Resolve past and current issues with subject matter experts to satisfy debt
- Steps to take for trouble shooting

Help Desk

Helpful Guides

Certificate of Training

