

72-Hour Air Reservation Auto Cancellation

February 04, 2025

The <u>U.S. General Services Administration (GSA)</u> works in partnership with the airline industry to offer contracted discounted air passenger transportation services for federal government travelers. Cost savings, fully refundable tickets, and no cancellation fees are just a few of the <u>GSA City Pair Program (CPP)</u> benefits. Part of the agreement also includes the airlines auto cancel policy to avoid seats being held and not used resulting in a loss of revenue. CPP flights (i.e., YCA: Unrestricted Coach and CA: Capacity-Controlled fares) are available in DTS.

Before making reservations travelers should review the <u>JTR</u>, par. 020203. Transportation Types Most Advantageous to the Government and discuss the travel options with their Authorizing Official (AO).

After determining the authorized travel mode, for example air - then the traveler should make all the necessary reservations, add expenses, and **SIGN** the document within 24 hours. Signing, approving, and ticketing (within a certain number of hours before flight departure) are necessary to prevent the airline flight cancellation. DTS fully supports the auto cancel requirements with pop-up messaging during document creation and again during the signing process providing the terms in which the auto cancellation will apply.

*In this information paper, unless stated otherwise, "you" are a Defense Travel Administrator (DTA). All travelers, Non-DTS Entry Agents or travel clerks who prepare DTS documents with air reservations must monitor the trips ensuring trip approval and ticketing occurs prior to departure.

Pending Airline Cancellation Report

As a DTA, you manage travel for your organization and assist travelers and AOs with questions. You can use the DTS **Report Scheduler** to find out whose documents are not yet approved, which ones require cancellation, and more. For example, the **Pending Airline Cancellation** Report identifies authorizations in jeopardy of airline reservation cancellation. This report shows authorizations with reservations in a confirmed status (**CTO BOOKED**) that the AO has not stamped **APPROVED** within a configurable number of hours prior to scheduled flight departure.

Here's how to run a DTS report. **Note**: Once you identify those documents at risk, reach out to the traveler and AO to act.

Begin by logging into the *Defense Travel System (DTS)*.

1. From the DTS **Dashboard**, select **Administration** from the **Menu Bar** and then choose **Report Scheduler**. The **Report Scheduler Home** page opens (Figure 1).

A New Era of Government Travel							
Reports							
Below is a list of your pending/completed reports. Please select the download link to access completed reports. Reports are available for download for a maximum of 7 days after completion. Certain reports are scheduled to run at specific times to balance system load. When you request a report, you will be notified of the scheduled runtime in the request confirmation text.							
> <u>Request New Report</u> > <u>Refresh Reports Lis</u>	<u>t</u>						
Requested Reports							

Figure 1: Reports Scheduler Home Screen

2. Select Request New Report.

3. Under Status Reports, select Pending Airline Cancellation Report (Figure 2).

	A New Era of Government Travel
Re	eports
T	teport Scheduler Home
U T	Inless noted otherwise, report data is current as of Feb 4, 2025, 11:14:59 PM 'he report scheduler reports have a maximum row limit based on the data source used when generating the report as follows: Report limited to a maximum of 40,000 rows when using current data. Report limited to a maximum of 100,000 rows when using cold copy (last extract data).
	Status Reports
	Signed Status Depart Status
	<u>Approved Status</u> Traveler Status
	Travelers by CONUS Travelers by OCONUS
	Incomplete Trip Cancelled Authorizations Cross-Org Document Funding Status

Figure 2: Status Reports - Pending Airline Cancellation Report Link

4. The **Pending Airline Cancellation Report Search Criteria** screen opens (Figure 3). You can search one or more organizations (based upon your organization access). You can enter numbers between 24 and 150 (inclusive) into **Hours to Departure** field.

<u>Report Scheduler Home</u> <u>Request New Report</u>						
Pending Airline Cancellation Report						
The Pending Airline Cancellation Report will provide the user with a list of travel authorizations containing airline reservations that have pending routing actions. The report will assist the user in identifying authorizations requiring action (e.g. REVIEWED and APPROVED) to prevent the cancellation of airline reservations. The Pending Airline Cancellation Report will be generated according to the given DTS organization and number of clock hours (minimum 24 maximum 150), which is based on the flight departure date and time. Included in the report is the organization, traveler name, SSN, email, PNR locator, departure date, departure time, document name and document status.						
Pending Airline Cancellation	Report Search Criteria					
Please Note: A Red Star (*) * Organization: (minimum of 2 characters)	indicates a field is required. (Start typing to get Organizational Access)					
Include Sub Organizations:						
Number of Hours to 150 Departure:						
The report data requested will consist of current data when the search criteria organization field is an organization of 4 characters or more (regardless of the include sub-organization selected). If search criteria is for an organization with less that 4 characters, regardless of the inclu sub-organization selected, the report data requested will consist of the most recent data as of the time of the last data extraction Sep 9, 2020 1:03:08 AM						
	Submit					

Figure 3: Pending Airline Cancellation Report Screen

5. Select **Submit**. The message displays confirmation of the submitted report and scheduled run time. You don't have to stay logged into DTS waiting for the report. DTS will provide an email once the report is ready for viewing.

Logged In As:	Current Mode: Reports	Screen ID: 1573.1	<u>Close Window</u> <u>Help for this screen</u>				
A New Era of Gov	avel System ernment Travel						
Reports Report Scheduler Home	> Request New Report						
The report has been submitted as a background task on the DTS server. When the report is completed, you will be notified via email at that your report has been created with instructions on how the report can be accessed for viewing and downloading. The amount of time it takes for the report to run depends on the number of reports waiting to process and the number of travelers using the system. Certain reports run at specific times to balance system load. Your report is scheduled to run on Feb 6, 2025, 7:09:17 AM							

Figure 4: Report Message Notice

- 6. Once the report runs, return to the **Report Scheduler Home**, view the information under Requested Reports. The **Pending Airline Cancellation Report** (Figure 5) provides the following information:
 - a. Organization
 - b. Traveler Name, SSN, (first 5 digits masked) and Email Address

- c. PNR Locator (PNR means the Passenger Name Record or reservation code)
- d. Departure Date and Time (earliest flight only)
- e. Document Name and Status

	A	В	С	D	E	F	G	н	I	J	К
1	CUI//PRVCY										
2	2 Report Title: Pending Airline Cancellation Report										
3	Report Run Dat	e: Thu Feb (06 07:09:26	EST 2025							
4	Search Criteria:										
5											
6											
7	7 This report contains information subject to the Privacy Act of 1974 and is "Controlled Unclassified Information".										
8	Any misuse or unauthorized disclosure may result in both civil and criminal penalties.										
			Traveler	Traveler				Flight	Flight		
	Organization	Traveler	First	Middle		Traveler Email		Departure	Departure		Document
9	Name	Last Name	Name	Initial	Traveler SSN	Address	PNR Locator	Date	Time	Document Name	Status
											PAY PROCESS
10	DTMOCSD	Kite	Kim	M	xxx-xx-1111	kim.kite@mail.mil	24UE5X	2/6/2025	10:56AM	KKRICHMONDVA0203	IGNORE
											POS ACK
11	DTMOCSD	Bond	Mitch	С	xxx-xx-2222	Mitch.Bond@mail.r	LYQHOC	2/7/2025	07:13AM	MBCOSTAMESACA020	RECEIVED
12											

Figure 5: Pending Airline Cancellation Report Results

7. Use the report findings to notify the travelers at risk for cancelled flights.

Cancellation Warning Screen

When an authorization contains airline reservations or includes a Travel Management Company (TMC) Assistance request, a note appears on the **Digital Signature** screen just above the **Submit Completed Document** button (Figure 6).

It informs the traveler that if the AO does not stamp the document **APPROVED** or if the TMC does not issue tickets at least 72 hours prior to departure, the airline will cancel all flight reservations. For short notice travel with airline reservations booked within 72 hours of scheduled flight departure time, the AO must approve and TMC ticket within 24 hours to avoid cancellation.



Figure 6: Cancellation Warning Screen

For more information on processing authorizations, see the DTS Guide 2: Authorizations.

Cancelled Airline Reservations

If the airline cancels the reservations (due failure to **SIGN** before the 24 hour timeline) the TMC may contact the traveler by email or may use **Comment from TMC** in the DTS document. It is important the traveler monitors the travel document for forward progress and checks the DTS document **Digital Signature** page for all status stamps. Once the authorization updates with the cancelled PNR, the traveler should not re-book the same inflight information into the trip.

Airlines do not permit re-booking the same flights in a cancelled PNR and such an action can result in penalties. Those penalties vary in price depending on the airlines and the airlines may apply multiple penalties if the traveler makes several attempts to re-book within the same document. Those fees are typically transferred to the traveler's GTCC to pay.

Rebooking Reservations

As the DTA, if this situation occurs, you will need to work with the travelers to ensure they understand the re-booking and document processing steps.

Rebooking reservations: If the trip was not stamped **SIGNED** or the AO didn't stamp **APPROVED** within the appropriate timeline, the flights reservations are no longer valid. At some point the document should update to PNR cancelled. The traveler should contact the TMC and provide the PNR information for new reservations to support the entire trip (e.g., air or rail, hotel, rental car) in a new PNR especially if travel is short notice. The traveler must retain the new travel itinerary and invoice upon ticketing (after AO approval) which should be received by email. The traveler should follow the local business rules.

Document Processing: At some point, the traveler must process a new authorization (can't use the original document with a cancelled PNR):

- 1. Manually enter all the costs.
- 2. Do not create live reservations if you already contacted the TMC and re-booked your reservations.
- 3. Enter **Comments to the AO** explaining why the second authorization was necessary.
- 4. Attach the new travel itinerary and invoice under the Expense module.
- 5. Attach any other supporting documents.
- 6. Justify Pre-Audit flags and Reason Codes.
- 7. SIGN for AO approval.
- 8. Follow local business rules.

Process a voucher:

- 1. Make any other document changes.
- 2. Attach receipts, and supporting documents.

- 3. Justify Pre-Audit flags and Reason Codes.
- 4. Process document for payment.

See DTS Guide 2: Authorizations and DTS Guide 3: Vouchers for complete document processing steps.

If travel is curtailed, the traveler should follow the cancellation process to close out the DTS document. See the information paper, *Trip Cancellation Procedures in DTS*.

Additional guidance for DTAs

There are a few more items to consider when managing travel for your organization:

- Suggest running the **Traveler Status Report** to help you determine which travelers are planning official travel.
- Encourage travelers to verify their profile annual or prior to document creation to reduce document processing problems (i.e., GTCC declines and EFT Returns).
- Government Travel Charge Card (GTCC): Notify the Agency Program Coordinator (APC) of travelers with upcoming TDYs, to ensure the APC activates their Government Travel Charge Card (GTCC).
- The TMC issues tickets three business days prior to departure (for **APPROVED** authorizations). GTCC accounts not activated when the TMC tries to ticket will decline.
- If the card declines, the APC should assist with opening the card for the mission unless there is a reason prohibiting GTCC use. The DTA or traveler must contact the TMC to try and re-ticket using the IBA or if needed the CBA for air (also supports rail).
- If the tickets are not issued timely then the flights are at risk for airline cancellation.
- Remind travelers to verify AO approval and ticket prior to travel.

For more information about commercial air, airfare types, and FAQs, see the DTMO website at <u>https://www.travel.dod.mil/Programs/Commercial-Air/</u>.

Resources

The DTMO provides a variety of resources in the Training Search Tool at

<u>https://www.travel.dod.mil/Training/Training-Search/</u>. You can find the specific resources addressed in this document and many more on the DTMO website.

- For more on trip types and reservation codes, see the DTA Manual, Chapter 10: Reports
- For more on authorizations, see the DTS Guide 2: Authorizations
- For information on vouchers, see the <u>DTS Guide 3: Vouchers</u>