# 72-Hour Air Reservation Auto Cancellation

**Introduction**

The _U.S. General Services Administration (GSA)_ 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 _GSA City Pair Program (CPP)_ 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 _JTR, 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 their 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.

_*For this information paper, "you" refers to a DTA. All travelers, NDEAs, and 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 Defense Travel Administrator (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 travel and AO to act.

Begin by logging into DTS.

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

**Pending Airline Cancellation Report**
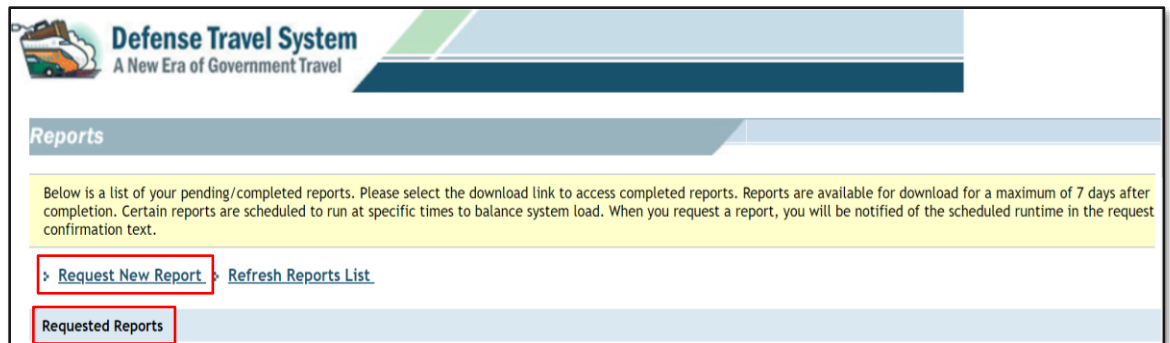*(continued)*



*Figure 1: Reports Scheduler Home Screen*

2. Select Request New Report.

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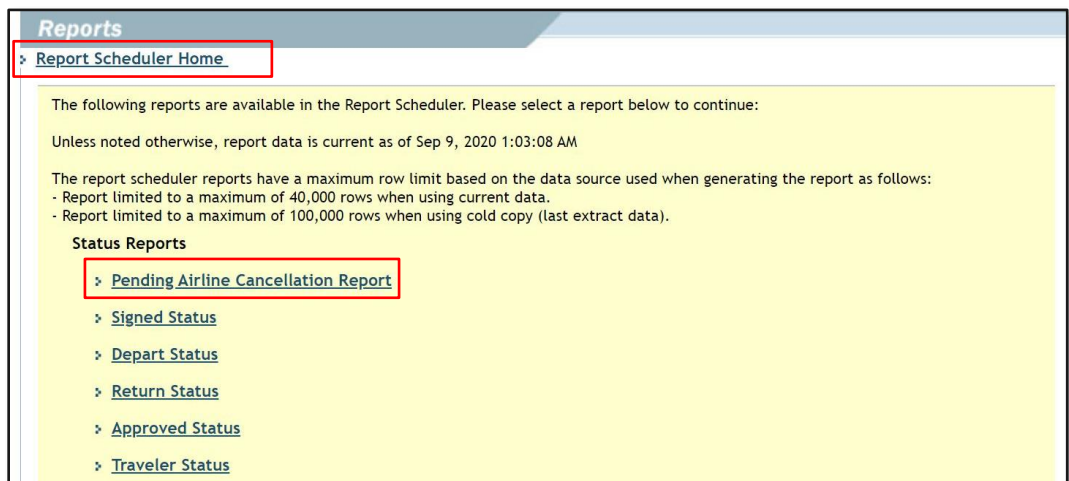


*Figure 2: Status Reports - Pending Airline Cancellation Report Link*

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.

**Pending Airline Cancellation Report** *(continued)*



*Figure 3: Pending Airline Cancellation Report Search Criteria 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.



*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:

- *Organization*
- *Traveler Name, SSN, (first 5 digits masked) and Email Address*
- *PNR Locator*
- *Departure Date and Time (earliest flight only)*
- *Document Name and Status*

**Pending Airline Cancellation Report** *(continued)*

| | A | B | C | D | E | F | G | H | I | J | K | L |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Report Title: Pending Airline Cancellation Report | | | | | | | | | | | |
| 2 | Report Run Date: Wed Sep 09 14:37:47 EDT 2020 | | | | | | | | | | | |
| 3 | Search Criteria: | | | | | | | | | | | |
| 4 | Organization=DTMOCSD | | IncludeSubOrgs=Y | | | Hours to Departure=150 | | | | | | |
| 5 | | | | | | | | | | | | |
| 6 | For Official Use Only - Contains Personally Identifiable Information covered by the Privacy Act of 1974. | | | | | | | | | | | |
| 7 | Organization Name | Traveler La | Traveler Fii | Traveler M | Travele | Traveler Er | PNR Locatc | Flight Depa | Flight Depa | Document | Document Status | |
| 8 | DTMOCSD | Winters | Jeff | A | xxx-xx- | Jeff.winter | UFCXQN | 9/14/2020 | 03:40PM | JWMCASYL | ADJUSTED | |
| 9 | DTMOCSD | Smith | Kim | J | xxx-xx- | Kim.smith( | HQGAEC | 9/14/2020 | 03:40PM | KSMCASYU | CTO BOOKED | |

*Figure 5: Pending Airline Cancellation Report*

*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.

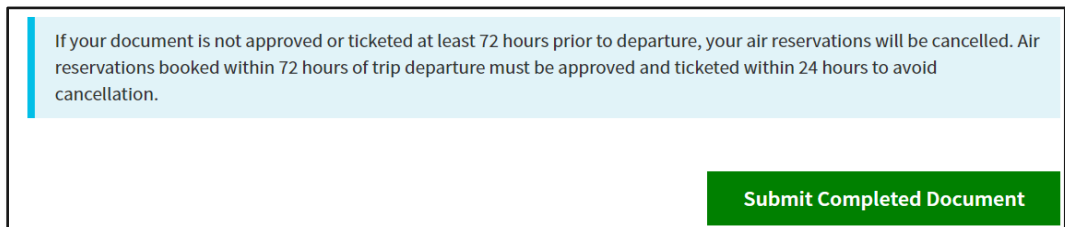For more information on processing authorizations, see the *DTS Guide 2: Authorizations*.

> If your document is not approved or ticketed at least 72 hours prior to departure, your air reservations will be cancelled. Air reservations booked within 72 hours of trip departure must be approved and ticketed within 24 hours to avoid cancellation.
>
> **Submit Completed Document**

*Figure 6: Cancellation Warning Screen*

**Cancelled Airline Reservations**

If the airline cancels the reservations (due failure to **SIGN** before the 24 hour timeline) the TMC contacts the traveler, typically by email, but they may also see a Comment from TMC in the DTS document. 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. The traveler will need new flight reservations with a new PNR to travel. At some point, the traveler must process a new authorization with manually added costs to voucher.

**Cancelled Airline Reservations** *(continued)*

The TMC provides a travel itinerary and an invoice upon ticketing to the traveler's email. If the traveler requires rebooking, contact TMC and receive assistance for new reservations.

**Note**: It is not recommended to rebook flights at the airline counter. Often, counter agents are not familiar with the *GSA CPP* rates and may charge the traveler a higher cost for a full price fare.

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*.

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**Additional Guidance for DTAs**

There are a couple more items to consider:

- Suggest running the **Traveler Status Report** to help you determine which travelers are planning official travel.

- 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 3 business days prior to departure (**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.

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

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**References**

The DTMO website provides several travel resources. To see the full list, go to the main *Training* page and search the *Training Search Tool*. Below are some references.

- *DTS Guide 2: https://media.defense.gov/2022/May/11/2002995241/-1/-1/0/DTS_GUIDE_2_AUTHORIZATION.PDF*

- *DTS Guide 3: https://media.defense.gov/2022/May/11/2002995240/-1/-1/0/DTS_GUIDE_3_VOUCHER.PDF*

- *DTA Manual, Chapter 10: https://www.travel.dod.mil/Training/Training-Search/*