



Offline Booking with the Travel Management Company (TMC)



Overview

Travelers should use the TravelBot to determine if MyTravel supports the TDY and should contact the TMC only when a travel requirement is not bookable in MyTravel OR when MyTravel is not available and travel commences within 24 hours.

CWT Sato, the Travel Management Company supporting MyTravel, not only manages, cancels, or updates reservations booked in the MyTravel tool but is also able to book reservations on behalf of the traveler in exigent circumstances (i.e. system outage, verbal orders, or last-minute travel). MyTravel supports reservations initiated and booked by the TMC.

While the Request process changes slightly to accommodate reservations booked offline with the TMC, the Expense Report process remains the same.

Policy and Regulations

- DoD Joint Travel Regulations 0102010205-C “A traveler must use the DTS to the maximum extent possible to arrange all en route transportation, rental cars, commercial lodging, and Government quarters when the DTS’s functionality is available.” In this instance, the policy applies to DoD booking systems, MyTravel included.

Supported Scenarios

The user can access MyTravel but needs the TMC to book the reservations

- User creates the Request, calls the TMC with Request ID, but the entire trip is booked with the TMC
- Itinerary automatically attaches to the user’s Request

Travel is less than 24 hours from departure and the user is not able to access MyTravel

- User calls the TMC to book the entire trip
- User creates the Request post-travel upon return from TDY
- Itinerary will not automatically attach to the Request; however, it will be accessible in the Travel module under upcoming Trips
- Travelers create a PDF of their itinerary to attach to the Request post-travel

Travel is partially booked in MyTravel or directly with a vendor but at least one travel segment (i.e. hotel, air, etc.) must be booked directly with the TMC

- User books some segments in MyTravel and the remaining segments are booked with the TMC
- The TMC updates the PNR started in MyTravel and the itinerary automatically attaches to the user’s Request

New Request Expenses

On your Request, click the blue Add button to view the **Add New Expected Expense** library. The first two Parent Categories are new. Use the Expenses under Parent Category **01. Booked within MyTravel** for segments you will book with the TMC. Use Expenses under Parent Category **02. Booked w/Vendor or Post Travel Request** for segments booked outside MyTravel/TMC (i.e. with vendor) or for segments to be added to a Request post/after travel.

Parent Category	Expense Name	When to use Expense		
		Will Book w/TMC	Booked w/o MyTravel	Post Travel Request
01. Booked within MyTravel Used for reservations that will be booked with the TMC through MyTravel	Airfare	✓	X	X
	Rental Car	✓	X	X
	Hotel/Lodging	✓	X	X
	Train Fare	✓	X	X
02. Booked w/Vendor or Post Travel Request Used for reservations booked outside/without MyTravel or the TMC (i.e. w/ vendor like Hilton) and used to claim reservations on a Request post/after travel (i.e. verbal orders)	Airfare – Booked w/o MyTravel	X	✓	✓
	Rental Car – Booked w/o MyTravel	X	✓	✓
	Hotel/Lodging – Booked w/o MyTravel	X	✓	✓
	Train Fare – Booked w/o MyTravel	X	✓	✓

Scenario 1 Example – Traveler can access MyTravel but needs the TMC to book the reservations

Utilize the TravelBot at <https://www.defensetravel.dod.mil/travelbot> and if directed to MyTravel:

1. On the homepage, click **Start a Request**

Complete the required fields then click **Create**

The goal is to make this Request available for the Travel Counselor to complete your reservations – to do so, you must add a segment expense that triggers the status “Pending Travel Agency Update” once you submit the request

- a. Click **Add**
- b. Select one of the Expenses that will Trigger “Pending Travel Agency Update” (refer to table above) – for this example, under **01. Booked within MyTravel** we will select **Hotel/Lodging**
- c. Complete the required fields (the amount can be an estimate) then click **Save**

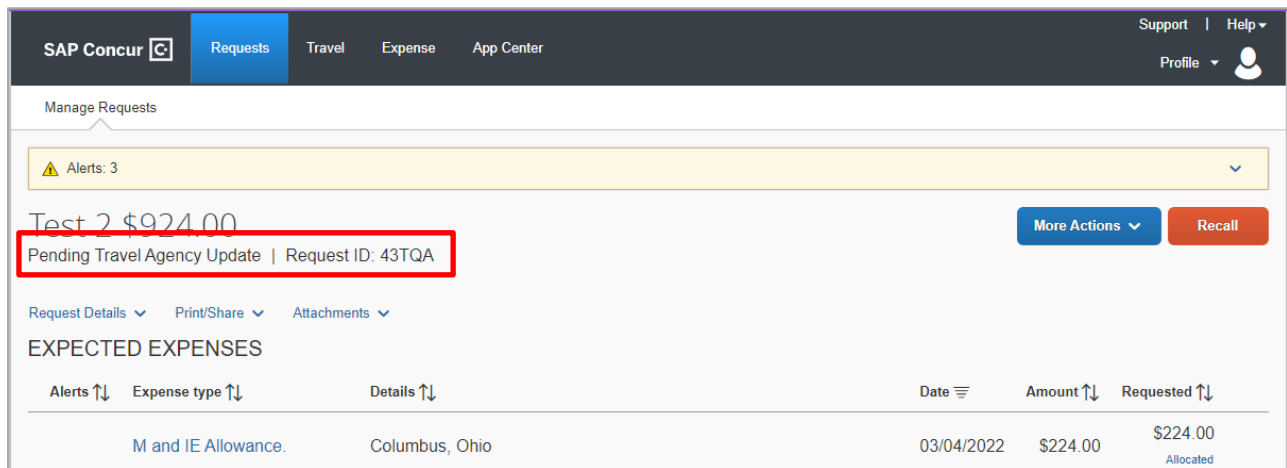
- d. All you need is one **Booked within MyTravel** expense to trigger the pending status – you will work with the TMC to make sure you have reservations to meet mission needs

Note: a warning appears on the Hotel/Lodging **Expense** stating, “This segment will be booked with the assistance of the TMC. Please call them at 844-308-6880 (option #3) with the Request ID after you submit this Request. If you booked a portion of your trip in MyTravel, be sure to advise the TMC.”

Add your M&IE and any other expense you expect to incur on your TDY (i.e. parking, excess baggage, etc.)

Allocate your expenses then click **Submit Request**

Confirm the Request is now in the status “Pending Travel Agency Update”



Call CWT Sato at 844-308-6880 (option #3) to book your reservations

NOTE: If your organization is supported by CWT Sato for DTS bookings, do NOT call that number, those Travel Counselors will not be able to assist you with MyTravel – you MUST call the MyTravel TMC number

Provide the Travel Counselor with the **Request ID** to attach your itinerary/agency record locator (PNR)

- a. Provide the agent with your travel dates and reservations requirements
- b. If leaving in less than 24 hours, the agent will make sure your reservations do not get auto cancelled

Once the Travel Counselor completes your reservations, they will update your itinerary (attached to the Request) and submit for AO review

The Request is now in “Submitted & Pending Approval” status

Congratulations! You completed a Request that is fully booked with the TMC!

Scenario 2 Example – Travel is less than 24 hours from departure and traveler cannot access MyTravel

Utilize the TravelBot at <https://www.defensetravel.dod.mil/travelbot> for travel commencing in less than 24 hours, and if directed to MyTravel, but you have no access:

1. Call CWT Sato at 844-308-6880 (option #3) to book your reservations

NOTE: If your organization is supported by CWT Sato for DTS bookings, do NOT call that number, those Travel Counselors will not be able to assist you with MyTravel – you MUST call the MyTravel TMC number

2. Inform the travel counselor that your travel commences in less than 24 hours and that you are unable to start a Request in MyTravel
3. The Travel Counselor will create an agency record locator (PNR) for you and the itinerary will appear in your **Travel Module** under **Upcoming Trips**

Note: the itinerary will not automatically attach to the Request, however, you can create a PDF of the itinerary to attach to your Request by following these steps:

- i. Select **Travel** in the dark menu bar at the top of the screen
 - ii. Select the blue hyperlinked **Tri Name/Description** for the trip you booked with the TMC, the itinerary will open in a new window
 - iii. Select **Print Itinerary**, the Print window opens
 - iv. Make sure the destination is set to **Save as PDF** and click **Save**
 - v. You will be prompted to select a file location and to name the itinerary file, click **Save**
4. Once travel is complete, you must create and submit your Request
5. On the homepage, click **Start a Request**
6. Complete the required fields then click **Create**
 - a. Select from the **Expenses** shown in 5-8 in the table above to account for your segments on your post-travel Request
 - b. Add a corresponding **Expense** for each segment booked with the TMC, referring back to your Itinerary for details related to each segment
 - c. Click Add
7. From the **02. Booked w/ Vendor or Post Travel Request** menu:
 - a. Select the first expense listed on your Itinerary saved to PDF (airfare, train fare, etc.) and complete the required fields, including the total actual airfare cost incurred and click **Save**
8. Complete this step for all other segments booked on your itinerary (i.e. rental car, hotel) Add your M&IE
9. Add all other expenses incurred while on TDY
10. Allocate expenses
11. Click on the **Attachments** drop down

12. Select **Attach Documents**
 13. Click on **Upload and Attach**
 14. Select the **Itinerary** you saved as a PDF in step 3
 15. Click **Open**. Your **Itinerary** is attached to the Request
 16. Submit your Request for approval, followed by the Expense Report
- Congratulations! You completed a Request with the TMC!

Scenario 3 Example – Travel partially booked in MyTravel or direct with a vendor, but at least one segment must be booked with the TMC

For example: You are able to book airfare and lodging in MyTravel, but must book your rental car with the TMC

Utilize the TravelBot at <https://www.defensetravel.dod.mil/travelbot> and if directed to MyTravel:

1. Book the segments you are able to in MyTravel

The segments booked in MyTravel will create an Agency Record Locator (PNR), which the Travel Counselor will use to book the remaining reservations

Note: If you are not booking lodging in MyTravel, you will have to provide a justification

2. Once you complete reservations in MyTravel, your **Request Header** will appear – complete the required fields as you normally would and click **Save**
3. The segments booked in MyTravel will appear on your Request with a note “(Self Booked)”.

<input type="checkbox"/>	Airfare (Self Booked)	Frankfurt (FRA) - Brussels (BRU)	08/08/2022	\$2,179.30	\$2,179.30
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4. If you have a segment booked directly with a vendor (i.e. American Airlines, Hilton, Thrifty), select Expenses from **02. Booked w/ Vendor or Post Travel Request** as outlined in rows 5-8 in the table above to account for these segments on your Travel Request

For example, if you called Thrifty and reserved a rental car directly with them, follow these steps:

- i. Click **Add**
 - ii. Under **02. Booked w/ Vendor or Post Travel Request**, select **Rental Car – booked w/o MyTravel**
 - iii. Complete the required fields, including the estimated cost provided when you reserved the rental car
 - iv. Click **Save**
5. The goal is to make this Request and the Agency Record Locator (PNR) available for the Travel Counselor to complete your reservations – to do so, you must add a segment expense that triggers the status “Pending Travel Agency Update” once the request is submitted
 - a. Click **Add**
 - b. Select **Hotel/Lodging** under **01. Booked within MyTravel**

- c. Complete the required fields (the amount can be an estimate) then click **Save**
- d. All you need is one **Booked within MyTravel** expense to trigger the status “Pending Travel Agency Update” once submitted – you will work with the TMC to make sure you have reservations to meet your mission needs

Note: a warning appears on the **Hotel/Lodging Expense** stating, “This segment will be booked with the assistance of the TMC. Please call them at 844-308-6880 (option #3) with the Request ID after you submit this Request. If you booked a portion of your trip in MyTravel, be sure to advise the TMC.”

6. Add your M&IE and any other expenses you expect to incur on your TDY (i.e. parking, excess baggage, etc.)
7. Allocate your expenses then click **Submit Request**
8. Confirm the Request is now in the status “Pending Travel Agency Update”
9. Call CWT Sato by dialing 844-308-6880 (option #3) to complete your booking

NOTE: If your organization is supported by CWT Sato for DTS bookings, do NOT call that number, those Travel Counselors will not be able to assist you with MyTravel – you MUST call the MyTravel TMC number

10. Provide the Traveler Counselor with the **Request ID**
11. Tell the Travel Counselor which segment(s) (airfare, lodging, etc.) you booked in MyTravel and/or direct with the vendor
12. Tell the Travel Counselor which segment(s) (airfare, rental car, etc.) you need them to book direct for you
13. Once the Travel Counselor completes your reservations, they will update your itinerary and submit your Request for AO review
14. The Request is now in “Submitted & Pending Approval” status

Congratulations! You completed a Request that is partially booked in MyTravel and partially booked with the TMC!