13. Enter your CAC **PIN**, and then select **OK**. The voucher routes to the AO for approval.
14. Contact the TMC to request a refund for unused tickets and monitor your GTCC for the credit posting.

5 Authorizing Official – No Expenses

Note: The instructions below assume the traveler or document creator completed the trip cancellation process as described earlier in this document.
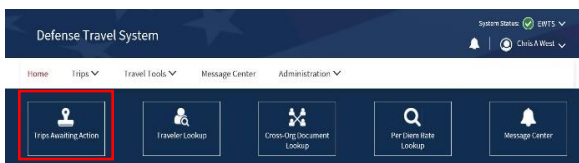
1. On the **DTS Dashboard**, select **Trips Awaiting Action**. The **Trips Awaiting Action** screen opens.


2. Select **Approve** next to an authorization. The **Review Trip Authorization** screen opens.
3. Select **Other Auths and Pre-Audits** from the **Progress Bar**. The **Other Auths and Pre Audits** screen opens.
4. Select **Continue** at the bottom of the screen. The **Digital Signature** screen opens.
5. Ensure **CANCELLED** displays as the **Document Status**.
6. Select **Submit Completed Document** and acknowledge the pop-ups that asks whether you're sure you want to cancel the document.

6 Authorizing Official – Expenses Incurred

1. On the **DTS Dashboard**, select **Trips Awaiting Action**. The **Trips Awaiting Action** screen opens.
2. The document requiring action could be either an authorization or voucher. Select **Approve** next to the appropriate document.
3. Once the document opens, review to the entire trip to ensure the traveler is only claiming expenses they actually incurred (e.g., TMC fee, hotel fee). **Note**: A hotel cancellation number should display in the document when cancelling <u>prior</u> to short notice (24 to 48 hours of departure). If the cancellation occurs within the vendor's cancellation timeframe, the hotel <u>can</u> impose a cancellation or no-show fee.

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4. Confirm traveler contacted the TMC to request a refund for any unused tickets and have them monitor their GTCC for the credit refund.
5. Make sure to view all attached documentation (e.g., receipts).
6. When you finish checking the document, select **Other Auths and Pre-Audits** from the **Progress Bar**. The **Other Auths and Pre Audits** screen opens.
7. Review all items on the screen, then select **Continue** at the bottom of the screen. The **Digital Signature** screen opens.
8. If everything in the document is correct, select **APPROVED** as the **Document Status**.
   -OR-
   If any part of the document requires correction, select **RETURNED** instead. **Note:** DTS requires a comment when returning a traveler's document.
9. (Optional – except when stamping **RETURNED**) Enter comments in the **Additional Comments** field.
10. Select **Submit Completed Document**. The **Confirm Submission** statement appears.
11. Select **Confirm and Continue**. A **Confirmation** screen opens. It informs you of the status and if successful the document routing continues.
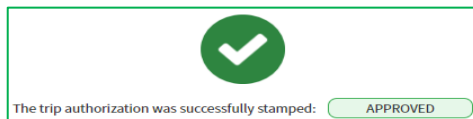
Cancel a Trip: Traveler and AO Instructions

When a projected trip is cancelled, your actions in DTS depend on the particular circumstances of the cancellation. This trifold provides guidance on the trip cancellation process for travelers, travel clerks, NDEAs, and AOs when the authorization:

- Is in a **CREATED** status
- Was **SIGNED** or **APPROVED**, and no expenses were incurred
- Was **SIGNED**, but expenses were incurred
- Was **APPROVED**, but expenses were incurred

*In DTS, the AO is the only rouitng official who can apply the **CANCELLED** stamp. If the routing list contains other routing officials (e.g., Reviewers), they can only apply their appropriate stamp or **RETURNED.***

For more information, see the Trip Cancellation Procedures in DTS.

Log On to DTS

1. Access the DTS Home page at https://www.defensetravel.osd.mil.
2. Select **Log In**.
3. Read and **Accept** the DoD Privacy & Ethics Policy.
4. If prompted, enter your CAC **PIN**, and then select **OK**.

1 Authorization Created

1. On the **DTS Dashboard**, select **Options** and the window opens. Select **Remove Authorization** next to the document requiring deletion. **Note:** Travel Clerks and NDEAs must select **Trips >Traveler Lookup** to locate a traveler's document.
   - If the document contains no reservations, select **Remove Document** when the

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remove message appears. No further action is required. -OR-

2. If the document contains reservations, select **Remove Document** on the remove message and select **OK**, when the existing reservations message appears. Continue to step 3.
3. Under Options, select **Edit** to access the trip. The document opens to **Review Trip Authorization** screen.
4. Select **Reservations.** The **Review Reservation Selections** screen opens.
5. Select **Cancel <Type> Reservation** beneath a reservation, then acknowledge the pop-up.
6. Repeat step 6 until you cancel all reservations. **Note:** For lodging cancellation within 24 to 48 hours of departure, be advised hotel cancellation rules apply. Contact the hotel to verify if a cancellation or no-show fee is applicable. Cancel reservations, but do not remove the unsigned authorization, if the hotel imposes a fee. Instead, obtain the hotel receipt, and claim the fee, if you followed guidelines to prevent the charge.
7. Close the authorization.
8. Remove the authorization if no expenses incurred by following steps 1-3.

2 Authorization Signed – No Expenses

1. On the **DTS Dashboard**, select **Options** > **Cancel Trip** next to an authorization. The **Cancel Trip** message opens. **Note:** The link is not available if DTS detects any incurred expenses.

2. Select the **No trip expenses were incurred** radio button (DTS tells you the action is nonreversible).
3. Select **Cancel Trip**. DTS cancels all reservations and opens the authorization on the **Digital Signature** screen. **Note:** Always contact the vendor (e.g. airline, hotel, rental car company) to ensure all your reservations fully cancel to avoid incurring additional charges or fees.

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4. Select **Other Auths and Pre-Audits** from the Progress Bar. The Other Auths and Pre Audits screen opens.
5. Select **Continue**. The **Digital Signature** screen opens.
6. Ensure **SIGNED** appears in the **Submit this document as** field.
7. (Optional) Enter **Additional Comments**.
8. Select **Submit Completed Document**.
9. Enter your CAC **PIN** and then select **OK**. The authorization routes to the AO for cancellation

3 Authorization Signed – Expenses Incurred

Note: "Expenses incurred" means that either the traveler or the Government made payments for which they must receive reimbursement.

1. Identical to step 1 in Section 2. A **Cancel Trip** message opens.

2. Select **Cancel Trip**. The authorization opens on the **Digital Signature** screen.
3. Select **Review Authorization** from the **Progress Bar**. The **Review Trip Authorization** screen opens to view trip information. **Note**: Always contact the vendor (e.g. airline, hotel, rental car company) to ensure all your reservations are fully cancelled to avoid incurring additional charges or fees.
4. Select **Accounting** from the **Progress Bar** and verify that the **Calculate Trip Costs** is equal to the cost of incurred expenses. If you received a SPP or travel advance, verify that the **Balance Due US** is equal to payment minus any incurred expenses.
5. Select **Other Auths** and **Pre-Audits** from the **Progress Bar**. The **Other Auths** and **Pre Audits** screen opens.
6. If necessary, edit or enter **Comments**, **Justifications**, and **Reason Codes**.
7. Select **Continue**. The **Digital Signature** screen opens.
8. Ensure **SIGNED** appears in the **Submit this document as** field.
9. (Optional) Enter **Additional Comments**.
10. Select **Submit Completed** Document.

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11. Enter your CAC **PIN,** then select **OK**. The authorization routes to the AO for approval. After the AO approves it, you must create a voucher using the usual progress, which the AO will also approve.

4 Authorization Approved – Expenses Incurred or Advance / SPP Received

Note: "Expenses incurred" means that either the traveler or the Government made payments for which they must receive reimbursement.

1. Identical to steps 1 in Section 3.
2. Select **Cancel Trip**. The system will create a voucher and cancel all reservations.
3. DTS automatically creates and opens a voucher on the **Expenses** screen. All expenses are set to $0.00 except TMC fees and CBA transactions in a matched status. **Note:** If the hotel imposes a cancellation or no-show fee (short notice cancellation), obtain the hotel receipt for the expense. Claim the fee on the voucher, if you took all reasonable actions to avoid incurring the fee.
4. Enter and save all expenses you incurred. **Note**: Remove any expenses not incurred (if DTS didn't remove them).
5. Select **Review Voucher** from the **Progress Bar**. The **Review Trip Voucher** screen opens.
6. Scroll down and select, Go to **Financial Summary**. The **Review Financial Summary** screen opens. Verify that the **Calculated Trip Cost** is equal to the cost of incurred expenses. If you received a SPP or travel advance, verify that the **Balance Due US** is equal to payment minus any incurred expenses.
7. Select **Other Auths and Pre-Audits** from the **Progress Bar**. The **Other Auths and Pre Audits** screen opens.
8. If necessary, edit or enter **Comments**, **Justifications**, and **Reason Codes**.
9. Select **Continue**. The **Digital Signature** screen opens.
10. Ensure **SIGNED** appears in the **Submit this document as** field.
11. (Optional) Enter **Additional Comments**.
12. Select **Submit Completed Document**.