



## Restricted Airfares Available in DTS

March 13, 2025

### Introduction

Before starting an authorization in the Defense Travel System (DTS) discuss the transportation mode required for travel with your Authorizing Official (AO). If airfare is selected during **Itinerary** creation or the **Add New flight** process, and there are restricted flights available then DTS allows travelers to select restricted airfares\* if all the following conditions are true:

1. The trip includes only a single TDY location.
2. The overall trip is not a City Pair market.
3. The traveler has a Government travel charge card (GTCC) or the traveler's unit has a traditionally reconciled (i.e., outside DTS) centrally billed account (CBA).

This information paper briefly explains how DTS marks restricted airfares and provides some additional considerations when deciding whether to use a restricted airfare. For the complete process on authorizations, see the [DTS Guide 2: Authorizations](#).

**\*Note:** You may also see the term "lowest logical airfare (LLA)". This term describes the process DTS uses to search for and display available flights.

\*In this information paper, unless stated otherwise, "you" are a traveler; however, the actions described also apply to anyone who creates documents for you, such as a Non-DTS Entry Agent or travel clerk.

### Selecting Restricted Fares

Here's how to research for and select a restricted airfare:

Begin by logging into the [Defense Travel System \(DTS\)](#).

1. Create your authorization, verify and if needed, update data on the **Transportation Security Administration (TSA)** screen (Figure 1). DTS will direct you to reservations based upon the selections in the **Itinerary**.

**Enter Your TSA Info for This Trip**

Please enter the information below EXACTLY as it appears on your state or government issued identification card. When entering last name, do not include suffixes (e.g., Jr). As a Service member or DoD civilian, you qualify for TSA PreCheck for free. For more information on participation or the TSA privacy policies, visit the [TSA's website](#)

First Name \*  Last Name \*  Middle Initial

Sex \*  Male  Female

Date of Birth \*

Known Traveler Number ⓘ

Redress Number ⓘ

Save this TSA information to my profile

[Continue to Booking >](#)

2. In the **Reservation** module, if there are any restricted flights for the selected airports, then the system returns the results, and highlights the flights to distinguish them from other fare types.
3. The indicators include:
  - A large yellow box marked *Restrictions Apply* (Figure 2, Indicator 1) identifies the fare as restricted and lets you know whether the fare is refundable.
  - A ? icon in the yellow box displays a general warning (Figure 3, Indicator 1) about selecting restricted airfares.
  - A **Fare Rules** (Figure 2, Indicator 3) link. Once the link is selected, the **Fare Rules** (Figure 3) window opens with specifics of refundable or changeable (if permitted), penalties (if any) for changing or canceling the flight after ticketing, and much more.

The screenshot shows the 'Flight Step 1 of 3: Select a Flight' interface. At the top, there are search filters for 'DEPARTING FROM' (PHF - NEWPORT NE...), 'ARRIVING AT' (SAT - SAN ANTONIO...), and 'DEPARTING ON' (03/16/2025 Morning). A 'Search' button is present. Below the filters, a note states: 'NOTE: Before selecting a flight, be advised there may be lower cost government fares available in the Alternative Options section further down the list of available flights.' The route is 'PHF to SAT' and the results are sorted by 'Cost (Lowest)'. Two flight options are displayed:

- Option 1:** American Airlines, PHF 11:28 AM, SAT 10:36 PM, 1 Stop, Total Duration 36h 8m. Total Cost: \$537.97. A callout '1' points to the 'Nonrefundable - Restrictions Apply' label.
- Option 2:** American Airlines, PHF 6:00 AM, SAT 11:11 AM, 1 Stop, Total Duration 6h 11m. Total Cost: \$683.18. Callout '2' points to the total cost, and callout '3' points to the 'Select Flight' button.

Figure 2: Restricted Airfare Display – Nonrefundable

This close-up screenshot shows the same flight selection interface as Figure 2, but with a tooltip message displayed over the fare rules icon. The tooltip text reads: 'This flight is nonrefundable and restrictions apply. Your organization may incur costs in the event of a cancellation. See Fare Rules for details.' The flight option shown is the one with a total cost of \$537.97.

Figure 3: Restricted (? Icon) General Warning Message

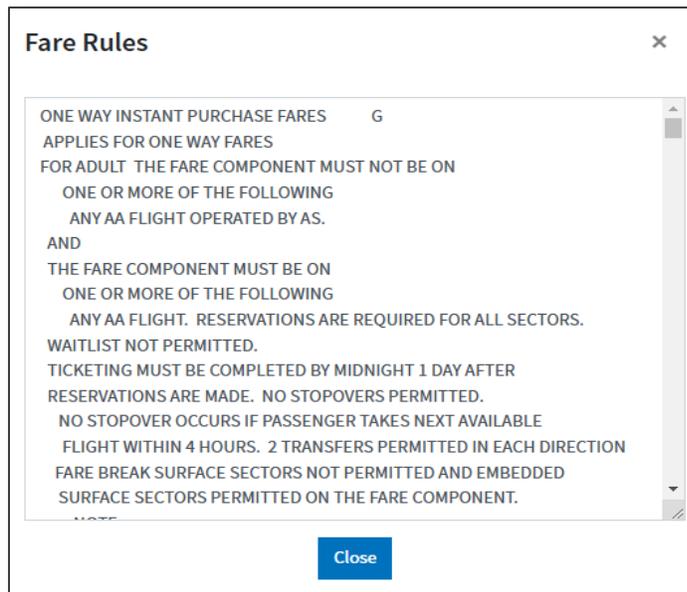


Figure 4: Fare Rules Screen

4. Choose the **Select Flight** button (for a restricted flight) and DTS generates a Confirm Selection pop-up message (Figure 5). The data in the window includes:
  - Airfare type, nonrefundable, provides a reminder to ensure your GTCC is active, and more.
  - The **Confirm Selection** button to select before proceeding to choosing a seat.
  - The **Cancel** link gives you the chance to look for cheaper Government fares on the **Alternative Options** results list (not listed).

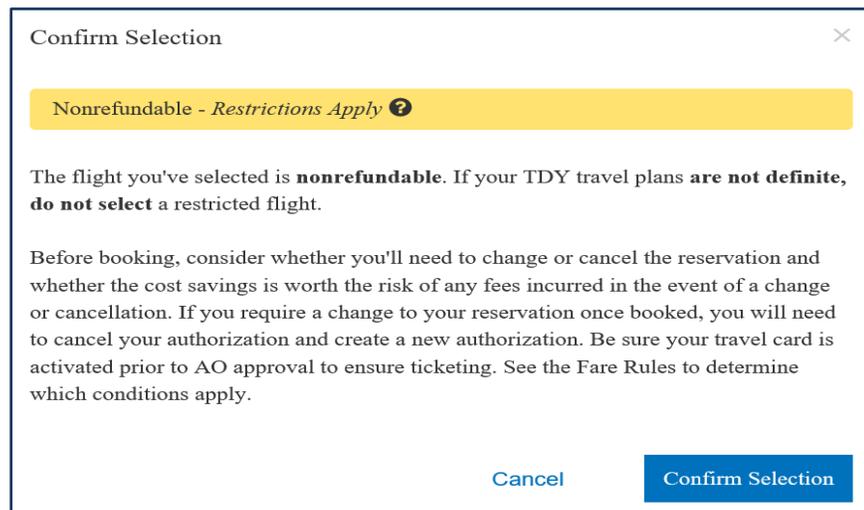


Figure 5: Confirm Selection Screen

- Once you determine the restricted flight meets your needs, select *Confirm Selection*. Another screen appears. DTS cautions you once again that the flight is restricted (Figure 6) and tells you if the selection is refundable or nonrefundable.

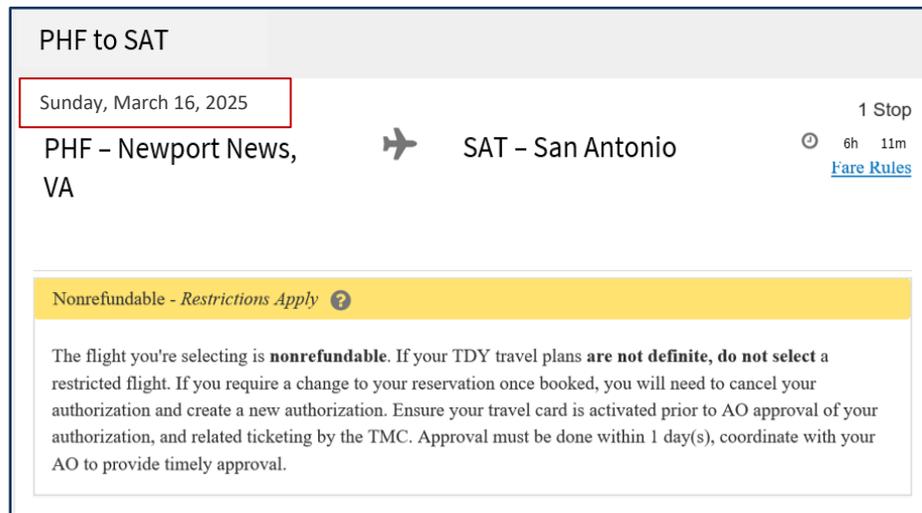


Figure 6: Final Warning Message

- Complete the flights and then move the other reservations. Make your selections as needed for the trip (e.g., rental car, lodging). Continue to **Expenses**.
- You process the remainder of the document just like any other authorization. Enter **Expenses**, attach supporting documents, and proceed to the **Review Trip Authorization** page.
- After you verify the document is complete advance to the **Other Auths and Pre-Audit** page.

## Pre-Audit Flags

Once you confirm the fare selection, on the **Pre-Audit** screen, DTS flags the fare requiring a justification. You must justify all flags before signing the document. There are several **Reason Codes** for choosing the LLA in a **Non-CPP** market. **Note:** CPP stands for City Pair Program.

- Based upon your mission, select one or more of the following Reason Codes for the LLA pre-audit:
  - X1: Trip dates are not firm and the change or cancellation fees would increase the cost.
  - X2: The available restricted fare departure or arrival times do not meet Mission requirements.
  - X3: I am traveling to multiple TDY locations.
  - X4: The restricted flight cannot accommodate my medical or special need.
  - X5: The restricted fare had to be ticketed and my AO was not available to approve.

- X6: Originally selected restricted flight no longer available due to approval delay.
  - X7: The cost of the restricted ticket is not advantageous to the Government.
2. When appropriate, the **Pre-Audit** screen displays an **Advisory** message informing you that you did not select the cheapest available restricted fare. The **Advisory** message also provides vital approval dates to ensure ticketing and prevent fare loss. **Note:** This is information only and requires no comments.
  3. Justify any other **Pre-Audit** flags and review **Advisories**.

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## Signing the Document

On the **Digital Signature** page, you complete the last step and stamp the authorization **SIGNED**. Be sure to do so timely. Once the TMC processes your reservation request, ensure you check DTS for updates and review the TMC emails for reservation and ticketing status.

DTS also performs the following actions:

1. At **CTO BOOKED**, DTS emails all applicable Routing Officials and AOs to urge immediate approval. It re-sends this email at 6, 12, and 18 hours before the ticketing deadline until **APPROVED**.
2. If the ticketing time limit expires before the AO approves the authorization, DTS prevents approval and requires the AO to use the **RETURN FARE EXPIRED** stamp to return the document to the traveler. DTS also emails you, as well as all applicable NDEAs, Routing Officials and AOs, when the ticketing time limit expires.
3. If the fare expired, do not try to re-book another flight on the same authorization. Instead, you must cancel your original authorization and create a new document to process your trip.

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## Requesting TMC Assistance to Book Restricted Airfares

If you did not make the selection of a restricted flight and instead choose **Request TMC Assistance**, added comments to make the request for you then the process is a little different. Using **Request TMC Assistance** DTS treats the reservation as an unrestricted fare. That means DTS provides no additional system messaging or emails to you, the AO, etc. to approve the document within the restricted fare timeline. The document goes through the normal process and at **APPROVED**, DTS tags it for ticketing three business days prior to departure. In other words, you must include the need for urgency in your comments to the TMC and watch carefully for TMC remarks back to you to prevent missing the purchase deadline.

Your organization must develop business rules when there is a need to inform the TMC of the early *ticketing* requirement. Check the [DTMO](#) website for suggested guidance when using the **Request TMC Assistance** option.

Finally, you should be aware that flights booked using **Request TMC Assistance** are not included in any of the restricted airfare-related reports. The DTAs will need to run other reports in the DTS **Report Scheduler** to monitor un-approved trips.

## Reports

DTS provides reporting information regarding LLA fares when booked using the **Reservation** module. DTAs use the **Report Scheduler** to request LLA reports to help manage their organizations upcoming travel (Figure 6).

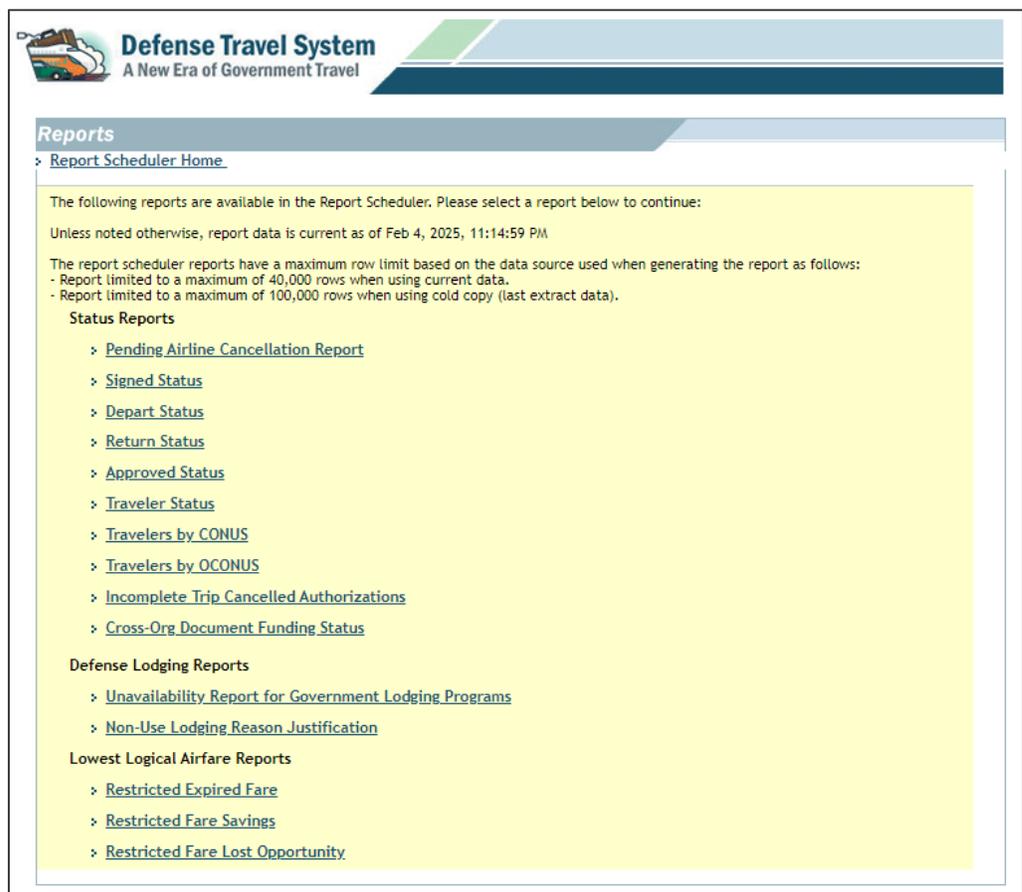


Figure 6: Report Scheduler Home Screen – Partial Listing

The three available reports include:

- **Restricted Expired Fare:** Provides a list of authorizations with restricted fares that timed out before AO approval.
- **Restricted Fare Savings:** Identifies when an unrestricted or GSA contract city pairs was available and the restricted fare was selected instead, therefore, showing an overall net savings, or loss for the costs of airfare.

- **Restricted Fare Lost Opportunity:** Identifies restricted fare availability where the traveler selected unrestricted fare instead.

Once the report generates, the Defense Travel Administrator (DTA) receives an email to log into DTS and access the file. The DTA returns to Reports Scheduler, Requested Reports, and selects download to open the report and exam the results.

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## Other Considerations

There are a few important things to keep in mind when using a restricted airfare:

For **travelers:**

- If you book a restricted airfare through the **Request TMC Assistance** option, DTS does not notify those on the routing list of an urgent action. You must notify the Routing Officials (ROs) to ensure your authorization reaches **APPROVED** and **CTO Ticketed** before the fare price expires. As a best practice, you should pre-coordinate your intended use of a restricted airfare with the AO and monitor responses to meet the booking deadline.
- You must ensure that your GTCC is active before you book your restricted fare, to avoid a decline that would prevent timely ticketing.
- If the AO returns your authorization with the **RETURN FARE EXPIRED** stamp applied, you must cancel your authorization and create a new one. You must not try to re-book another flight on the same authorization.
- Per the [JTR](#), you must use your GTCC to purchase airfare. Since you must pay your GTCC bill in full when you receive it, if you anticipate that your voucher won't be processed before the date the payment is due, you must either pay it out of pocket, or (if your local business processes allow) request a travel advance for the air tickets and TMC fee. For more information, see the [Travel Advances for Ticketing Restricted Airfares](#) information paper.
- Make sure you read the fare rules before booking any restricted fares, so you understand the booking deadline, change or cancellation restrictions, and other important information.
- If you need to change a restricted fare that you reserved in DTS and the fare is non-changeable, the TMC must make the change. Contact the TMC as early as possible.
- You must report unused restricted tickets to the TMC and track any residual ticket value that you could apply to a future trip.
- If you booked your flight via the **Request TMC Assistance** function, after the AO approves your authorization, contact TMC of the ticketing deadline, to avoid loss of flights.

**For Approving Officials:**

- DTS sends an email (or the traveler may alert you) that use of a restricted airfare requires you to approve an authorization quickly. If the time limit expires before you approve the authorization, you won't be able to approve the document. Instead, DTS offers you the **RETURN FARE EXPIRED** stamp instead of the **APPROVED** stamp on the **Digital Signature** page. Select it to send the authorization back to the traveler, who must cancel the authorization and create a new one.
- A traveler who selected a restricted airfare may require a travel advance to pay for the flight before filing for a voucher. If the traveler does need to file a voucher, make sure the individual only requests an advance for the restricted airfare. For more information, see [Travel Advances for Ticketing Restricted Airfares](#) information paper.

**Cancellation and Changes:**

- If a traveler amends an authorization to include a second TDY location or a new segment after booking a restricted airfare, DTS prompts the individual to cancel the authorization and begin again.
- If the trip is cancelled or the traveler exchanges a restricted ticket:
  - It is the traveler's responsibility to contact the TMC to determine how much residual ticket value, if any, remains on that ticket, and to track the use of that residual value, to minimize the monetary loss to DoD.

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## Resources

The DTMO provides a variety of resources in the **Training Search Tool** at <https://www.travel.dod.mil/Training/Training-Search/>. You can find the specific resources addressed in this document and many more on the DTMO website.

- For more about profiles, see the [DTA Manual, Chapter 7: People](#)
- For more about processing documents, see the [DTS Guide 2: Authorizations](#)
- For more about processing documents, see the [DTS Guide 3: Vouchers](#)
- For more on flights, see the [Restricted Airfares Checklist](#)
- For more on modifying documents, see [Making Changes to DTS Document](#)