**Information Paper:**

**Trip Cancellation Procedures in DTS**

**Summary**

If you* created an authorization** in DTS, but your trip gets cancelled, you must either cancel the authorization or file a voucher. Your specific actions depend on whether you or the Government is owed any money, and the authorization’s status. This information paper looks at the most common situations.

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<thead>
<tr>
<th>If the document’s current status is ...</th>
<th>And if the document contains ...</th>
<th>Follow the instructions below to ...</th>
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<tbody>
<tr>
<td>CREATED</td>
<td>No expenses or payments</td>
<td>Remove a document.</td>
</tr>
<tr>
<td>SIGNED or APPROVED (or beyond)</td>
<td>No expenses or payments</td>
<td>Cancel a document.</td>
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<tr>
<td>SIGNED</td>
<td>Expenses or payments</td>
<td>Create a voucher from a signed authorization.</td>
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<tr>
<td>APPROVED (or beyond)</td>
<td>Expenses or payments</td>
<td>Create a voucher from an approved authorization.</td>
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*In this information paper, unless stated otherwise, “you” refers to 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.

**Document cancellation only applies to authorizations. You cannot cancel a voucher.**

**Getting Started**

All options begin on the Authorizations screen. Here’s how to access it:

1. Navigate to [www.defensetravel.osd.mil](http://www.defensetravel.osd.mil) and log into DTS. The DTS Welcome screen opens.

2. Select **Official Travel** on the DTS navigation bar, then select **Authorizations / Orders**. The Authorizations screen (Figure 1) opens. (See individual sections for explanations of the indicator numbers.)

*NDEAs and travel clerks select **Official Travel – Others** instead, and then search for the traveler whose authorization they want to change.*
Remove an Authorization

If you didn’t sign the authorization, go to the Authorizations screen and select **Remove** (Figure 1, indicator #1) to delete the authorization from DTS. DTS asks for confirmation of the deletion. When you confirm the deletion, one of two things happens:

1. If you made no reservations, DTS deletes the authorization, though you may have to refresh your screen to verify that the deleted authorization is actually gone from the list.

2. DTS alerts you that you have reservations. You must delete them before DTS can remove the authorization. If see that alert:
   a. Select **Edit** (Figure 1, indicator #2) next to the affected authorization. The authorization opens.
   b. Navigate to the DTS **Travel** module and delete all reservations.
   c. Return to the Authorizations screen and try to **Remove** the authorization again.

**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.
Cancel an Authorization

If you signed the authorization but didn’t incur any expenses, you can cancel it. Here’s how:

1. Go to the Authorizations screen and select Trip Cancel (Figure 1, indicator #2) next to the affected authorization. The Trip Cancellation screen opens (Figure 2).

![Figure 2: Trip Cancellation Screen]

2. Select the **No Expenses were incurred** radio button (Figure 2, indicator #1). The Digital Signature screen opens.

   **Note:** The radio button is not available if DTS detects any expenses, such as a Travel Management Company (TMC) fee (which DTS a Commercial Travel Office (CTO) fee).

3. Navigate to the Other Authorizations and Pre-Audit Trip screens, in turn, before returning to the Digital Signature screen. If you need to add any comments or justifications, do so.

4. On the Digital Signature screen, verify that the **Submit this document as** list displays **SIGNED**.

5. (Optional) Add **Additional Remarks**.

6. Select **Submit Completed Document** and follow all prompts to initiate electronic routing of the authorization.

A Routing Official (usually the AO) will apply the **CANCELLED** stamp to finish the cancellation process. DTS notifies you when this occurs.
If you incurred any expenses (e.g., TMC fee) or earned any allowances, you must file a voucher to claim them. Here’s how the process works if you’ve signed the authorization but the AO hasn’t approved it yet:

1. Go to the Authorizations screen and select **Trip Cancel** (Figure 1, indicator #2) next to the affected authorization. The Trip Cancel screen (Figure 2) opens.

2. Select the **Expenses were incurred** ... radio button (Figure 2, indicator #2). After you acknowledge a warning that you are about to take an irreversible action, the Digital Signature screen opens.

3. Make any necessary changes in the document to ensure you are claiming the correct reimbursements and payments.

4. Follow steps 3-6 in the **Cancel an Authorization** section above.

After the AO approves your authorization, you can create and submit a voucher following the usual voucher process to receive reimbursement for expenses incurred for your cancelled trip.

The process is different if the AO has already approved your authorization:

1. Same as step 1 above.

2. Same as step 2 above, but after you acknowledge the irreversible action warning, DTS automatically creates your voucher and opens it on the My Expenses screen.

   **Note:** All previously entered expenses except the TMC fee and any matched centrally-billed account (CBA) transactions now show a $0 cost.

3. Add and save cost information for any incurred expenses or earned mileage allowances.


5. Scroll down to verify that the following facts are true; you must fix them if they are not true:
   a. The **Accounting Summary** displays the actual amount of expenses you incurred and allowances you earned.
b. If you received an advance and/or scheduled partial payment (SPP), the **Balance Due US** displays the total all those payments less the amount from 5a above.

6. Navigate to the Other Authorizations and Pre-Audit Trip screens, in turn. If you need to add any comments or justifications, do so.

7. Open the Digital Signature screen and verify that the **Submit this document as** list displays **SIGNED**.

8. (Optional) Add **Additional Remarks**.

9. Select **Submit Completed Document** and follow all prompts to initiate electronic routing of the voucher

After the AO approves the voucher, you will either receive your reimbursement within three days or be placed in debt, as appropriate.

### Additional Instructions for AOs

As an AO, the process you follow for a cancelled trip depends on whether the traveler or Government is owed any money.

1. If neither the Government nor the traveler is owed any money, cancel the authorization by selecting **CANCELLED** from the **Submit this document as** list on the Digital Signature screen.

2. If either the traveler or Government must be reimbursed, the traveler must file – and you must approve – both an authorization and voucher. You do that in the usual way, by selecting **APPROVED** from the **Submit this document as** list on the Digital Signature screen after you verify that:

   a. All the information in the document is correct.

   b. The traveler attached all required receipts and other mandatory substantiating records.

   However, if any portion of the voucher needs correcting, select **RETURNED** from the **Submit this document as** list to send the voucher back to the traveler for updating.