

CHAPTER 10: DTS Trip Cancellation Procedures

The steps required in DTS for trip cancellation depend on the document status and whether or not the authorization contains expenses. The conditions are listed below:

- No expenses were incurred, and the authorization has been signed or approved
- Expenses were incurred by the traveler and/or government, and the authorization has been signed
- Expenses were incurred by the traveler and/or government, or an advance or scheduled partial payment (SPP) was submitted or paid, and the authorization has been approved

CTO-disabled sites should refer to their local business rules to cancel any reservations.

Important: *A hotel cancellation confirmation number must be obtained to ensure that a no-show charge is not incurred. If the Commercial Travel Office (CTO) does not provide a hotel cancellation number, then the traveler has the responsibility to contact the hotel directly to obtain one.*

Note: The Reservation Autocancel feature of DTS does not cancel the *authorization*. This feature only cancels *reservations* made in DTS based on the amount of time that has passed for an unsigned document (Section 10.5).

This chapter covers the following:

10.1 Access the Authorization	10-2
10.2 Signed and Approved, No Expenses Incurred	10-3
10.3 Signed or Approved, Expenses Incurred or an Advance or SPP Received	10-8
10.3.1 Signed Authorization, Expenses Incurred.....	10-8
10.3.2 Approved Authorization, Expenses Incurred or an Advance or SPP Received.....	10-11
10.4 Cancellation Procedures for AOs	10-15
10.4.1 AO Cancels an Authorization - No Expenses Incurred	10-15
10.4.2 AO Approves an Authorization - Expenses Incurred	10-18
10.5 DTS Reservation Autocancellation	10-23
10.5.1 Autocancel Warning Messages.....	10-23
10.5.2 DTS Autocancel Rules.....	10-24

10.1 Access the Authorization

To cancel a trip, first access the DTS User Welcome screen (Figure 10-1), and then use the below steps:

Note: Some screens in DTS use the term *Approving Official* to refer to the Authorizing Official (AO) who approves and cancels DTS documents.

Defense Travel System A New Era of Government Travel			
Official Travel			Logoff
Official Travel	Official Travel - Others	Traveler Setu	Administrative
<p>Welcome Eric T Carson</p> <p>Organization: TDZDTMOCS D</p> <p>Org Access:</p> <p>Group Access:</p> <p>Permission: 0</p>			
<p>Message Center</p> <p>Fifteen new DTS web-based training courses are now available though the Training Center in TraX. www.defensetravel.dod.mil/passport</p>			
My Signed Documents			
Document Name	Current Status	Departure Date	Type
ECDENVERCOUNT011310_V01	SIGNED	01/04/10	VCH
ECMIAMIBEACHF011910_V01	VOUCHER SUBMITTED	01/04/10	VCH
ECLASVEGASNM010610_A01	CTO CANCELLED	01/06/10	AUTH
ECSANDIEGOCAD011210_A01	CANCELLED	01/12/10	AUTH
ECDENVERCOUNT011310_A01-01	PAY PROCESS IGNORE	01/13/10	AUTH
ECMIAMIBEACHF011910_A01	RECONCILED	01/19/10	AUTH
ECKEESLERAFBM012110_A01	CTO BOOKED	01/21/10	AUTH

Figure 10-1: DTS User Welcome Screen

1. Mouse over **Official Travel** on the menu bar.
2. Select **Authorizations/Orders**.

The Authorizations/Orders screen appears (Figure 10-2).

Defense Travel System
A New Era of Government Travel

View Vouchers View Local Vouchers View Group Authorizations

Authorizations / Orders

Below is a list of your existing authorizations/orders. Please select the function (edit, print, etc.) corresponding to the appropriate authorization/order.

[Create New Authorization/Order](#)
[Create Trip Template](#)

Existing Authorizations/Orders

Sort by Document Name	Sorted by Departure Date	Sort by Status	Sort by TA Number	View/Edit	Print	Remove / Trip Cancel	Amend
ECTAMPAPALMSF021110_A01	02/11/10	SIGNED		view/edit	print	trip cancel	
ECSANANTONIOB011810_A01	01/18/10	POS ACK RECEIVED	00089U	view	print	trip cancel	amend
ECDENVERCOUNT010410_A01	01/04/10	SIGNED		view/edit	print	trip cancel	

Figure 10-2: Authorizations/Orders Screen

10.2 Signed and Approved, No Expenses Incurred

This section explains the steps for trip cancellation when no expenses have been incurred. Follow the below steps if an authorization has been signed and/or approved.

Beginning on the Authorizations/Orders screen (Figure 10-2):

1. Select **trip cancel** next to the document to be cancelled.

The Trip Cancellation screen opens (Figure 10-3).

Defense Travel System
A New Era of Government Travel

Trip Cancellation

To cancel this authorization, check the option that applies. If no expenses were incurred, then select the 'No expenses were incurred' option. If expenses were incurred to the traveler and/or government, or the traveler received a non-ATM advance or scheduled partial payment, then select the 'Expenses were incurred...' option. Then select the Continue button to proceed.

No Expenses were incurred

Expenses were incurred to the traveler and/or government, or the traveler received a non-ATM advance or scheduled partial payment

[Return to Document List](#) [Continue](#)

Figure 10-3: Trip Cancellation Screen

2. Select the **No Expenses were incurred** radio button.

A pop-up message appears informing the traveler that this action is non-reversible. The traveler may select the **Return to Document List** if they wish to exit this process (Figure 10-4).

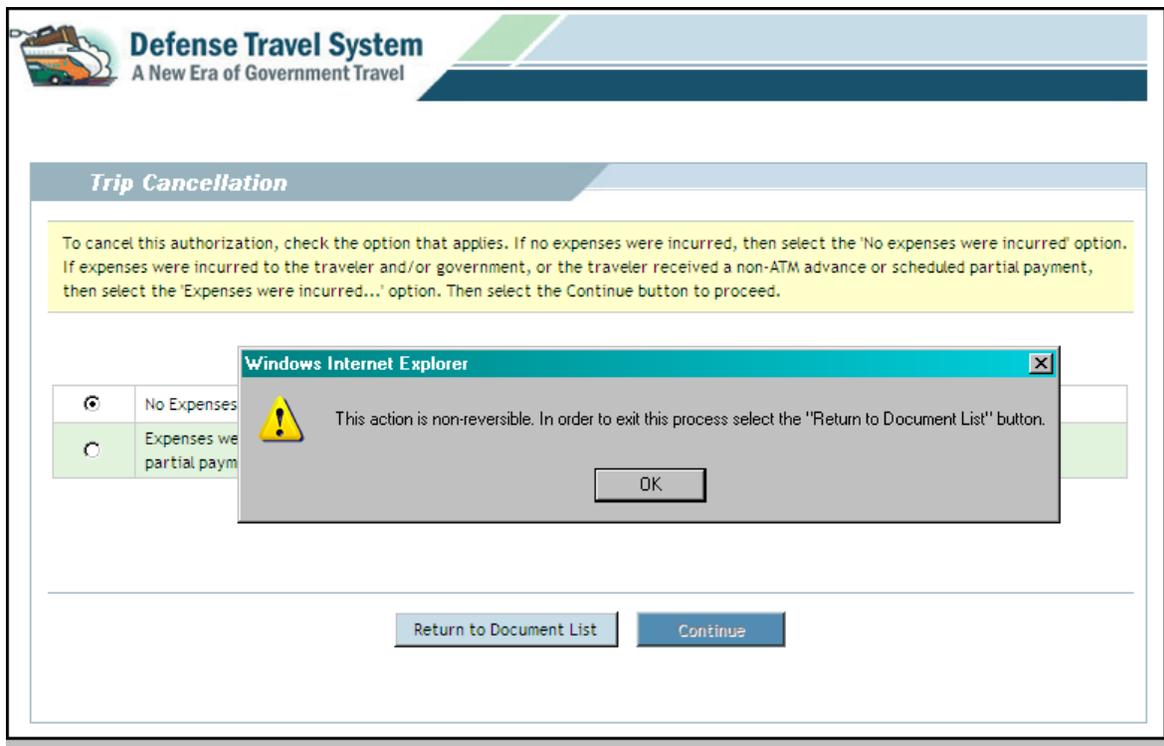


Figure 10-4: No Expenses Were Incurred Pop-Up Message

Note: The No Expenses were incurred button is not available if DTS detects any incurred expenses. DTS determines that expenses were incurred based on the following conditions:

- A scheduled partial payment or advance has been submitted for payment or has been paid
 - Centrally Billed Account (CBA) tickets are on or within the tickets are waiting (TAW) date
 - The document has been stamped CTO TICKETED
 - A CTO fee (either Individually Billed Account [IBA] or CBA) exists on the authorization
 - One or more CBA tickets has a status of "Matched" in the CBA Module
3. Select **OK**.
 4. Select **Continue**.

The Digital Signature screen opens (Figure 10-5).

Defense Travel System
A New Era of Government Travel

RETURN TO LIST Itinerary Travel Expenses Accounting Additional Options Review/Sign
Preview Other Auths. Pre-Audit Digital Signature

Digital Signature

Click below to stamp and submit this trip authorization for routing and approval. By submitting you are legally signing this document.

Document Action

* Submit this document as:

Routing List:

Additional Remarks:

Stamp Doc without adjustment

Pending Routing Actions

Awaiting Status Change To	By	Level
APPROVED	CHRIS A CARSON	25
APPROVED	EMILY A CARSON	25
APPROVED	HELEN D CARSON	25
APPROVED	Chris A Zurcher	25

Document History

Status	Date	Time	Name	Remarks
CREATED	12/28/09	1527	ERIC T CARSON	
SIGNED	12/28/09	1529	ERIC T CARSON	
ADJUSTED	12/28/09	1601	ERIC T CARSON	Trip Cancelled

[View Reasons for Audit Failures](#) [View Adjustments](#)

Figure 10-5: Digital Signature Screen

5. Select **Other Auths.** from the subnavigation menu.

The Other Authorizations screen opens (Figure 10-6).

Defense Travel System
A New Era of Government Travel

RETURN TO LIST

Itinerary Travel Expenses Accounting Additional Options Review/Sign

Preview Other Auths. Pre-Audit Digital Signature

Other Authorizations

The following are the additional authorizations that were selected based on the trip details. Enter comments to your Approving Official in the "Remarks" boxes provided.

[Add Additional Authorizations For This Trip](#)

Other Authorizations for this trip do not exist. Select the link for "Add Additional Authorizations For This Trip" to add other authorizations that may apply to this trip.

Proceed to the following page: Pre-Audit

Figure 10-6: Other Authorizations Screen

6. Select **Continue**.

The Pre-Audit Trip screen opens (Figure 10-7).

Defense Travel System
A New Era of Government Travel

RETURN TO LIST

Itinerary Travel Expenses Accounting Additional Options Review/Sign

Preview Other Auths. Pre-Audit Digital Signature

Pre-Audit Trip

[Help for this screen](#)

Below are any items that were "flagged" for this trip. You must provide comments in the "Justification to Approving Official" text field for flagged items. When you are finished, or if there are no flagged items, click "Proceed To Digital Signature."

DoD mandates split disbursement for transportation, lodging and rental car expenses. [Click here for memorandum](#)

[Constructed Travel Worksheet](#)

0 Items have been Flagged in this Travel Document

Proceed to the following page: Digital Signature

Figure 10-7: Pre-Audit Screen

7. Select **Save and Proceed to Digital Signature**.

The Digital Signature screen opens (Figure 10-5).

8. (Optional) Select the **Routing List** drop-down list arrow and select a routing list, if the document requires a routing list that is different from the one selected.

A message displays to inform the traveler that the document must be stamped SIGNED to initiate the new routing list. Select **OK**.

9. Select the **Submit this document as** drop-down list and choose SIGNED.

10. (Optional) Complete the **Additional Remarks** field.

11. Select **Submit Completed Document**.

12. Enter the PIN in the **PIN** field.

13. Select **OK**.

The document will route to the AO for the appropriate action.

10.3 Signed or Approved, Expenses Incurred or an Advance or SPP Received

This section explains how to cancel a trip when there are incurred expenses or if the traveler received an advance or SPP. See the appropriate section of the chapter as listed below:

- Section 10.3.1 - Signed Authorization, Expenses Incurred
- Section 10.3.2 - Approved Authorization, Expenses Incurred or an Advance or SPP Received

10.3.1 Signed Authorization, Expenses Incurred

This section explains how to cancel a signed authorization that contains incurred expenses.

Beginning on the Authorizations/Orders screen (Figure 10-2), follow the below steps to cancel a trip:

1. Select **trip cancel** next to the document to be cancelled.

The Trip Cancellation screen opens (Figure 10-3).

2. Select the **Expenses were incurred to the traveler and/or government, or the traveler received a non-ATM advance or scheduled partial payment** radio button.

A pop-up message appears. It informs the traveler that this action is non-reversible and any reservations will be cancelled once signed by the traveler or NDEA (Figure 10-8).

Note: Reservations will be cancelled once the traveler or NDEA selects continue (Step 4).

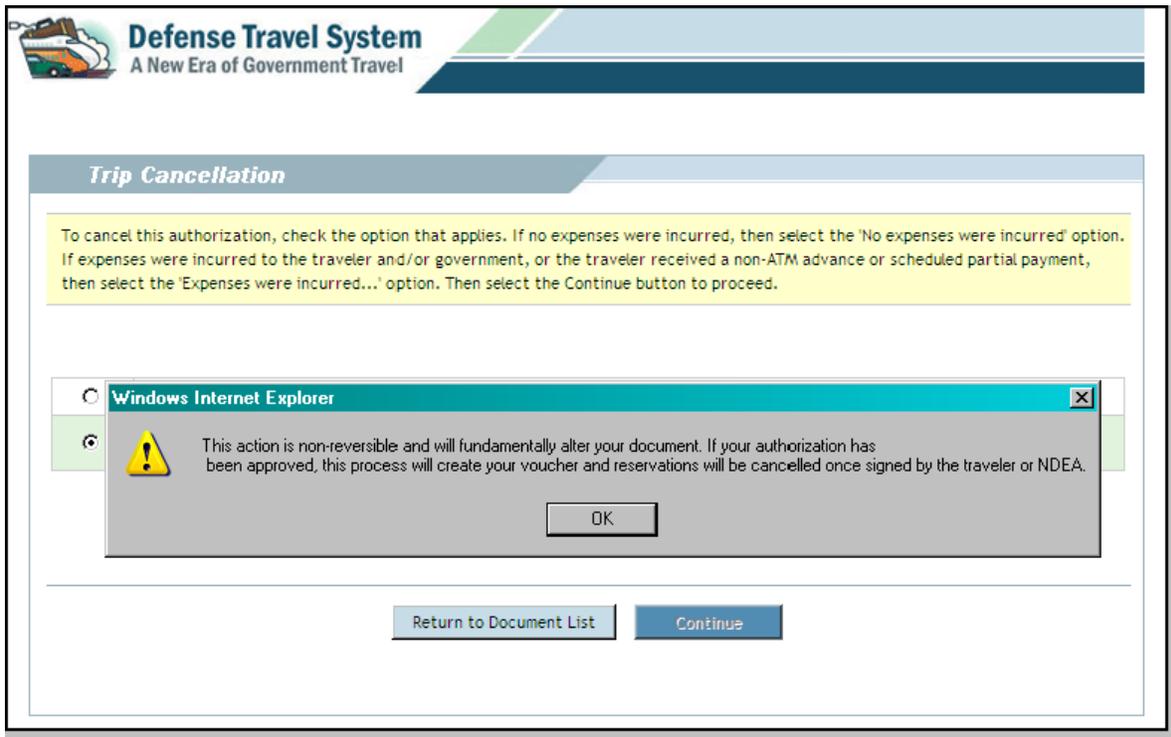


Figure 10-8: Expenses Incurred Pop-Up Message

3. Select **OK**.
4. Select **Continue**.

A pop-up message appears. It informs the traveler that once the authorization is approved, a voucher will need to be created and incurred expenses added to receive reimbursement (Figure 10-9).

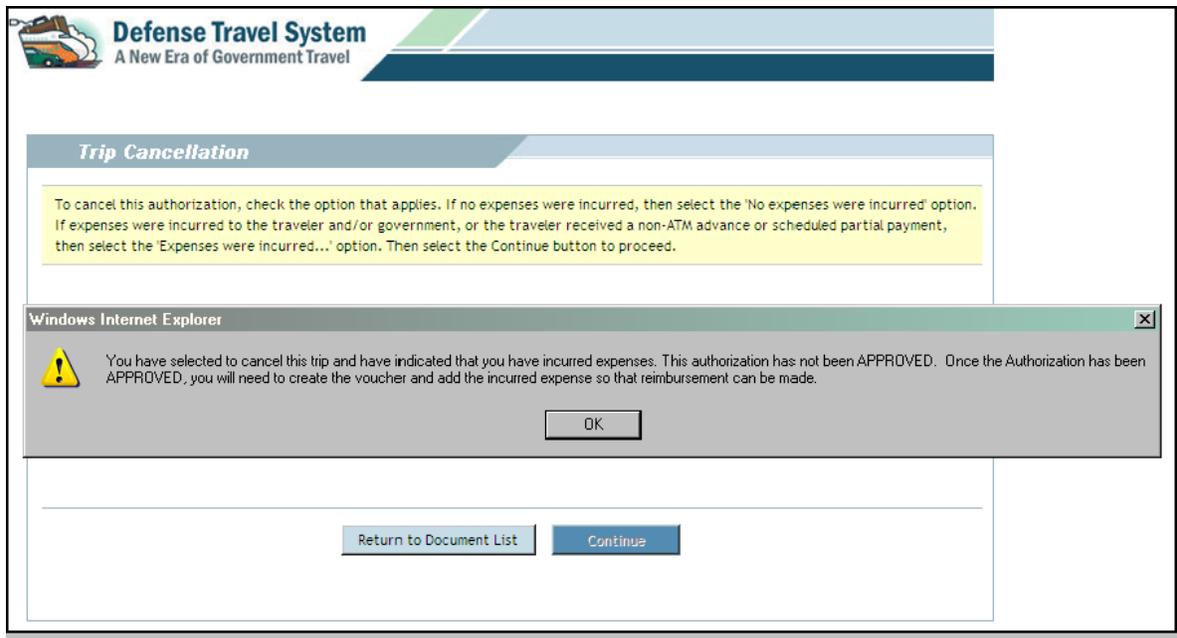


Figure 10-9: Voucher Reminder Pop-Up Message

5. Select **OK**.

The Digital Signature screen opens (Figure 10-5).

6. Select **Other Auths.** from the subnavigation bar.

The Other Authorizations screen opens (Figure 10-6).

7. Select **Continue**.

The Pre-Audit Trip screen opens (Figure 10-7).

8. Complete the **Justification to Approving Official** text boxes for any flagged items.

9. Select **Save and Proceed to Digital Signature**.

The Digital Signature screen opens (Figure 10-5).

10. (Optional) Select the **Routing List** drop-down list arrow and select a routing list, if the document requires a routing list that is different from the one selected.

A message displays to inform the traveler that the document must be stamped **SIGNED** to initiate the new routing list. Select **OK**.

11. Select the **Submit this document as** drop-down list arrow and select **SIGNED**.
12. Complete the Additional Remarks field (optional).
13. Select **Submit Completed Document**.

The Digital Signature Login window opens.

14. Enter the PIN in the **PIN** field.
15. Select **OK**.

DTS routes the authorization to the AO. The AO approves the authorization, and DTS notifies the traveler by email. The traveler then creates a voucher and includes the expenses to receive reimbursement. See Chapter 4 of this manual for information about creating a voucher.

10.3.2 Approved Authorization, Expenses Incurred or an Advance or SPP Received

This section explains how to cancel an approved authorization that incurred expenses, or if an SPP or advance was paid.

Beginning on the Authorizations/Orders screen (Figure 10-2), use the below steps to cancel a trip:

1. Select **trip cancel** next to the document to be cancelled.

The Trip Cancellation screen opens (Figure 10-3).

2. Select the **Expenses were incurred to the traveler and/or government, or the traveler received a non-ATM advance or scheduled partial payment** radio button.

A pop-up message appears. It informs the traveler that this action is non-reversible. This process will create a voucher and any reservations will be cancelled once the traveler or NDEA selects continue (Figure 10-8).

3. Select **OK**.
4. Select **Continue**.

DTS automatically creates the voucher. The Non-Mileage Expenses screen opens (Figure 10-10). All expenses on the voucher are set to \$0 cost, except for CTO fees and any expenses charged to a CBA that are in a matched status.

Defense Travel System
A New Era of Government Travel

Itinerary Travel Expenses Accounting Additional Options Review/Sign

RETURN TO LIST Non-Mileage Mileage Per Diem Entitlements Substantiating Records

Non-Mileage Expenses

Use this screen to enter non-mileage expenses for your travel document. Select an expenses type, or, if you cannot find the appropriate expense type, enter a description in the box provided. You may also use the 'create an expense item from a government charge card transaction' link to create an expense from current charge card transactions. Select "Save Expense" to save the expenses to the travel document.
Reminder: CTD Fees are a reimbursable expense to the traveler when the transportation costs are charged to your Individual Government Travel Charge Card (IBA).

[create an expense item from a government charge card transaction](#)

Leave: 28-Dec-09 Return: 28-Dec-09 **Add Expense**

* Expense Type:

- OR -

* Cost: \$

* Date:

* Method of Reimbursement:

[view expense details / currency calculator](#)

Expenses Summary

Expense Type	Date	Cost	E/R
Registration Fees	01/18/10	\$0.00	Edit Remove
Total Expenses:		\$0.00	

Figure 10-10: Non-Mileage Expenses Screen

5. Add or edit any incurred expenses and select **Save Expenses** at the bottom of the screen.
6. Select **Mileage** from the subnavigation bar if any mileage expenses were incurred. Add or edit the mileage expenses, then select Save Expenses at the bottom of the screen.
7. If necessary, select **Substantiating Records** from the subnavigation bar and attach receipts for lodging or any expenses of \$75 and greater. Either fax the receipts to DTS, or scan and upload them to the document. For more information, see Chapter 2, Section 2.7.4 of this manual.
8. Select the **Review/Sign** tab on the navigation bar.

The Preview Trip screen opens (Figure 10-11).

Accounting Summary			
Actual/Estimate		Allowed	
Accounting Code:	10 CONFERENCE Edit	Accounting Code:	10 CONFERENCE Edit SDN: M2017510TOO089U CIC: M2017510TOO089U
COM. CARR.-I:	\$0.00	LODGING:	\$0.00
LODGING:	\$0.00	M&IE:	\$0.00
M&IE:	\$0.00	OTHER:	\$150.00
OTHER:	\$150.00	10 CONFERENCE Sub Total:	\$150.00
10 CONFERENCE Sub Total:	\$150.00	Calculated Trip Cost:	\$150.00
Calculated Trip Cost:	\$150.00		
Disbursing Summary			
Total Prior Payments:	\$0.00		
Balance Due US:	\$0.00		
Net Distribution			
Personal(\$):	\$0.00		
Individual GOVCC(\$):	\$150.00		
Total(\$):	\$150.00		
Document Totals			
Actual/Estimate		Baseline Trip	View Worksheet
COM. CARR.-I:	\$0.00	LODGING:	\$0.00
LODGING:	\$0.00	M&IE:	\$0.00
M&IE:	\$0.00	OTHER:	\$150.00
OTHER:	\$150.00	Calculated Trip Cost:	\$150.00
Calculated Trip Cost:	\$150.00		
Advances and Scheduled Partial Payments Summary			
No Advances requested.			
No Scheduled Partial Payments Requested.			
<input type="button" value="Save And Proceed To Other Auths"/>			

Figure 10-11: Preview Trip Screen - Calculated Trip Cost/Balance Due US

9. Scroll down to the Accounting Summary and verify that the **Calculated Trip Cost** is equal to the cost of incurred expenses. In cases where SPPs or advances were received, verify that the **Balance Due US** is equal to payment minus any incurred expenses.
10. Select **Save And Proceed To Other Auths**.

The Other Authorization screen opens (Figure 10-6).

11. If necessary, edit or add any **Remarks**.

12. Select **Continue**.

The Pre-Audit Trip screen opens (Figure 10-12).

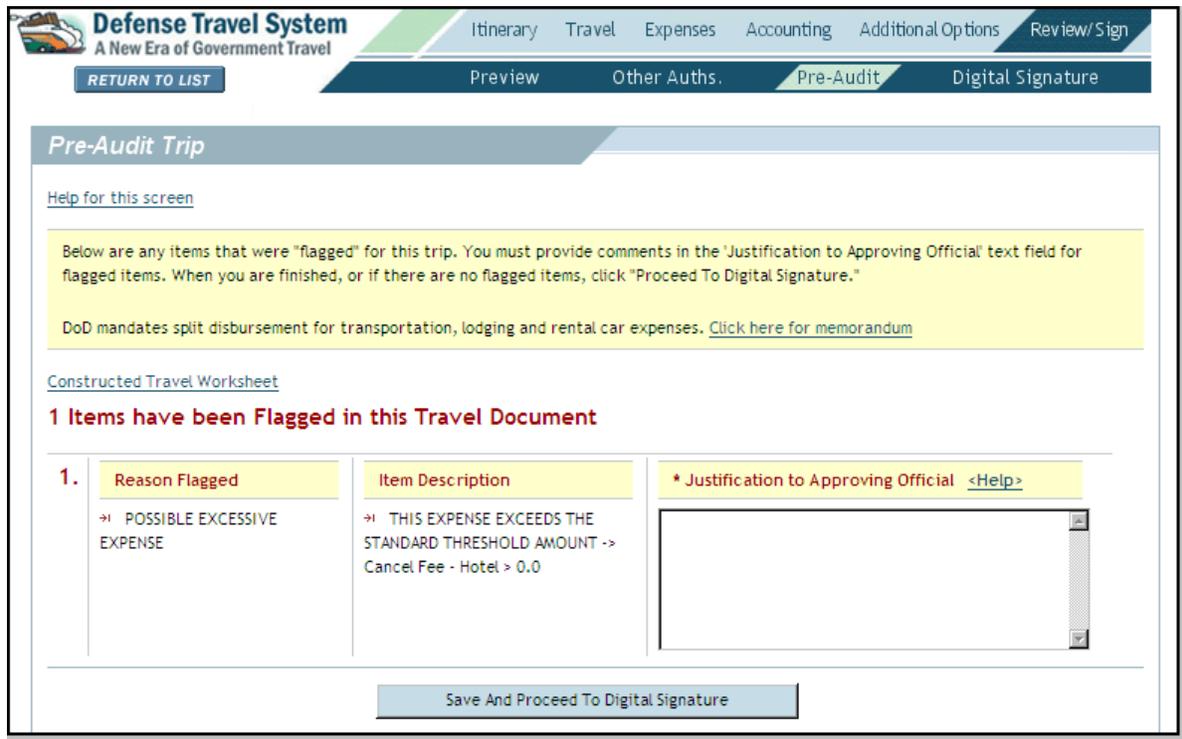


Figure 10-12: Pre-Audit Screen

13. Complete the **Justification to Approving Official** text boxes for any flagged items.

14. Select **Save And Proceed To Digital Signature**.

The Digital Signature screen opens (Figure 10-5).

15. (Optional) Select the **Routing List** drop-down list arrow and select a routing list, if the document requires a routing list that is different from the one selected.

A message displays to inform the traveler that the document must be stamped **SIGNED** to initiate the new routing list. Select **OK**.

16. Select the **Submit this document as** drop-down list arrow and select **SIGNED**.

17. (Optional) Complete the **Additional Remarks** field.

18. Select **Submit Completed Document**.

Note: If the traveler received an advance or SPP, a pop-up message will appear. It informs the traveler of the debt. Select **Save and Continue**.

The Digital Signature Login window opens.

19. Enter the PIN in the **PIN** field.

20. Select **OK**.

The Stamp Process screen opens.

21. Select **Save and Continue**.

The voucher is routed to the AO for approval.

10.4 Cancellation Procedures for AOs

The authorization routes to the AO after the traveler or NDEA completes the trip cancellation procedures and applies the SIGNED stamp. The traveler or NDEA must complete the trip cancellation procedures before the AO can proceed.

10.4.1 AO Cancels an Authorization - No Expenses Incurred

Beginning on the DTS User Welcome screen, follow the below steps to cancel a signed or approved authorization on which no expenses have been incurred:

1. Select **Click Here** next to Documents Awaiting Your Approval.

The Documents in Routing screen opens (Figure 10-13).

Review	Sort by Type	Sort by Document	Sorted by Awaiting Status	TA Number	Days Left	Sort by Dep Date	Sort by Traveler	Total Cost	Net to Trav	Adv Requested	Max Adv Allowed
> review	AUTH	KCROBINSAFBGA062909_A01	APPROVED			06/29/09	Carson, Kim	\$319.90	\$319.90	\$0.00	\$255.92
> review	AUTH	ECNELLI5AFBNV010410_A01-01	APPROVED	0NWN4A		01/04/10	Carson, Eric	\$373.90	\$373.90	\$0.00	\$299.12
> review	AUTH	ECFORTLEENJ030810_A01	APPROVED			03/08/10	Carson, Eric	\$894.50	\$894.50	\$0.00	\$715.60
> review	AUTH	ECTAMPAFL031510_A01	APPROVED			03/15/10	Carson, Eric	\$709.50	\$709.50	\$0.00	\$567.60
> review	AUTH	ECDALLASTX050110_A01	APPROVED			05/01/10	Carson, Eric	\$2,479.50	\$2,479.50	\$0.00	\$1,983.60
> review	VCH	ECPETERSONAFB021510_V01	APPROVED	0NWN48		02/15/10	Carson, Eric	\$252.00	\$252.00	\$0.00	\$373.12
> review	VCH	ECCOLORADOSPR040110_V01	APPROVED	0NWN4E		04/01/10	Carson, Eric	\$100.00	\$100.00	\$0.00	\$1,751.20

Figure 10-13: Documents in Routing Screen

2. Select **review** located to the left of the document name.

The Preview Trip screen opens (Figure 10-14).

Defense Travel System
A New Era of Government Travel

Document List Route/Sign Adjustments Setup

RETURN TO LIST Preview Other Auths. Pre-Audit Digital Signature

Print Document

Preview Trip

Review the details for this trip below. When you have finished proceed to Other Authorizations.

DoD mandates split disbursement for transportation, lodging and rental car expenses. [Click here for memorandum](#)

Substantiating Records Document History

Reference Information

Reference:

Document Comments

Comments to the Approving Official:	None
Comments from the Travel Agent:	

The use of a Government-Contracted Commercial Travel Office(CTO) to arrange official travel is mandatory. If the contracted CTO is not used to make official travel arrangements, the traveler must provide a statement in detail as to exactly why the CTO is not available or otherwise not being used.

Other Trip Information

Trip Type: AA-ROUTINE TDY/TAD
 Trip Purpose: SITE VISIT
 Trip Description:

Figure 10-14: Preview Trip Screen - AO Screen

3. Select **Other Auths.** from the subnavigation bar.

The Other Authorizations screen opens (Figure 10-6).

4. Select **Continue.**

The Pre-Audit Trip screen opens (Figure 10-7).

5. Select **Proceed To Digital Signature.**

6. Select the **Submit this Document as:** drop-down list arrow and select **CANCELLED.**
-OR-

Select **RETURNED** to send the document back to the traveler for correction.

7. Select **Submit Completed Document.**

The Digital Signature Login window opens.

8. Enter the PIN in the **PIN** field.

10.4.2 AO Approves an Authorization - Expenses Incurred

Follow the below steps to cancel an authorization on which expenses have been incurred or an advance or SPP was received:

1. Select **Click Here** next to Documents Awaiting Your Approval.

The Documents in Routing screen opens (Figure 10-13).

2. Select **review** located to the left of the document.

The Preview Trip screen opens (Figure 10-15).

Overall End Point Time Zone: EST (06)

Itinerary: Leave From: SAN ANTONIO, TX
Return Location: WOODBRIDGE, VA
Arrive: 05-Feb-10

Expenses

Non-Mileage:

No.	Expense Type	Date	Cost	Method Of Reimbursement
1.	Cancel Fee - Hotel	01/30/10	\$50.00	GOVCC-Individual
Total:			\$50.00	

Mileage:

No.	Expense Type	Date	Cost	Method Of Reimbursement	Miles
Total:			\$0.00		

Per Diem Entitlements

Figure 10-15: Preview Trip Screen - Expenses

- Review the Expenses section to verify that no expenses have been claimed that have not been incurred.
- If necessary, select **Substantiating Records** to view receipts for lodging or expenses of \$75 or more. Select **Return to Trip Preview** to continue.
- Scroll down and select **Proceed To Other Auths.**

The Other Authorizations screen opens.

- Review any remarks and select **Continue.**

The Pre-Audit Trip screen opens (Figure 10-12).

- Review any justifications and select **Proceed to Digital Signature.**

The Digital Signature screen opens (Figure 10-5).

- Select the ***Submit this Document as:** drop-down list arrow and select **APPROVED.**
-OR-
Select **RETURNED** to send the document back to the traveler for correction.
- Select **Submit Completed Document.**

The Digital Signature Login window opens.

10. Enter the PIN in the **PIN** field.

11. Select **OK**.

The Stamp Process screen opens (Figure 10-16).

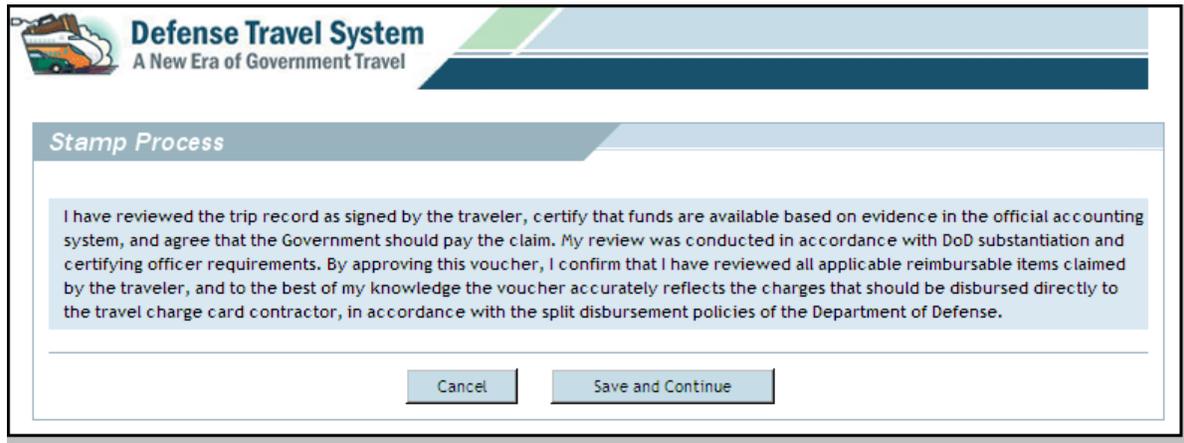


Figure 10-16: Stamp Process Screen

12. Select **Save and Continue**.

Note: If the traveler received an advance or SPP, a pop-up message appears. It informs the AO that they must notify the traveler of the debt. Select **Save and Continue**.

The Fund Voucher screen opens. It shows the amount of the adjustment to the DTS budget and to the accounting system, if the accounting system interfaces with DTS (Figure 10-17).

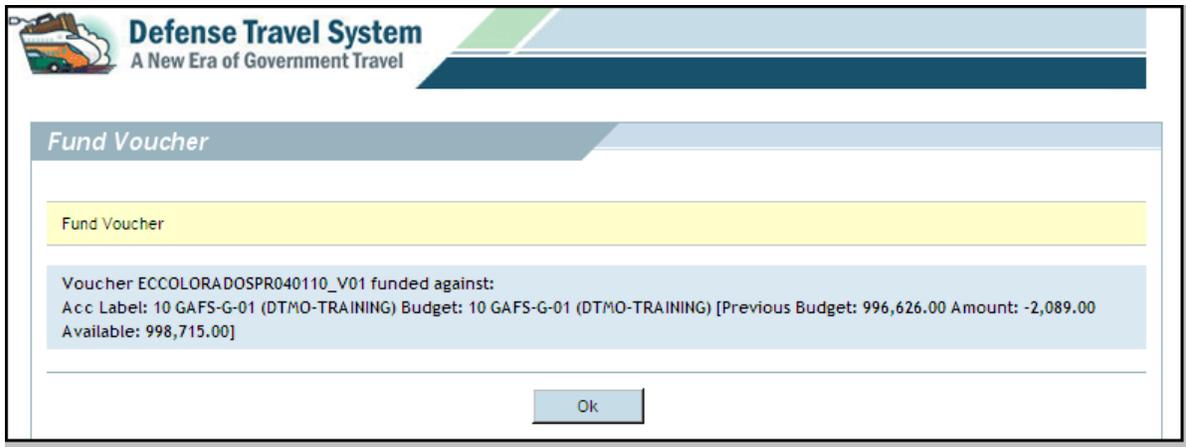


Figure 10-17: Stamping Result Screen

13. Select **OK**.

The Stamping Result screen opens (Figure 10-18). It displays the desired stamping action and the actual stamping status. The Desired Stamping Action should be APPROVED, and the Actual Stamping Status should show PASS - Document was stamped APPROVED.

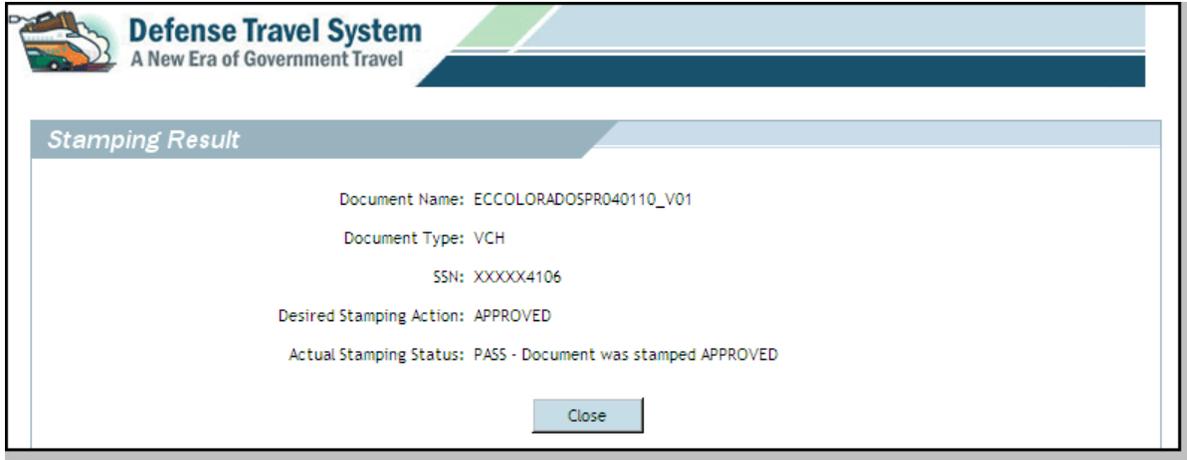


Figure 10-18: Stamping Result Screen

14. Select **Close**.

10.5 DTS Reservation Autocancellation

This section explains how DTS may automatically cancel (autocancel) reservations if the authorization is not signed and approved in a timely manner. This section does not explain how to cancel an authorization in DTS if the trip was cancelled. See the preceding sections of this chapter for instructions on cancelling an authorization in DTS when TDY travel has been cancelled.

DTS uses a *Book-as-You-Go* process to hold commercial travel reservations when the traveler is making selections. If the authorization is not signed and approved in a timely manner, DTS will autocancel the reservations so that the flight, hotel room, and other reservations become available for other travelers. Autocancel also applies to booking or changing reservations on an adjustment or an amendment. The traveler should sign the authorization when making or changing reservations in case they are unable to return to the authorization within the specified timeframe.

DTS applies rules that determine when reservations will autocancel. The rules depend on time frames related to when the **reservation** was booked, as well as time frames related to departure. Section 10.5.2 outlines the six rules for autocancel and circumstances under which the actions may be triggered.

Note: The DTS Reservation Autocancellation feature is currently turned off for *unapproved* authorizations. DTS autocancel rules do not apply at this time and reservations may remain active when the authorization is not approved in a timely manner. This feature may be reinstated in the future, therefore it is recommended to approve authorizations within the specified timeframe (See Section 10.5.2.2).

10.5.1 Autocancel Warning Messages

Prior to autocancel, DTS warns the traveler, DTA, and AO when a document has not been signed. DTS also warns when a signed document is not approved. Autocancel never occurs without warning. There are two types of autocancel warnings: pop-up messages and emails.

Reservation creation time or trip departure time drives the rules that trigger autocancel. These warnings are to ensure that the user is aware of the need to promptly sign the authorization to initiate routing for CTO action and approval. When DTS autocancels reservations, it removes them from the authorization.

Pop-up warnings in the DTS document. When a user has made initial reservations or changes to reservations and then leaves the Travel module, a pop-up message is displayed stating that cancellation will occur if the authorization remains unsigned after 24 hours. If travel is the same day of departure or within a day, a pop-up message is displayed stating that cancellation will occur if the authorization remains unsigned after two hours.

Warning e-mails. Depending upon the time remaining until departure, DTS will send emails if the user delays digitally signing the authorization SIGNED. Warning emails are also sent to the traveler (and the creator or adjustor if not the traveler), if they make reservations in the original authorization or if they change arrangements in an adjustment or amendment, and then delay digitally signing the authorization.

Notification of autocancel email. If the user does not sign the authorization after receiving the warning emails, DTS cancels any reservations made on the unsigned authorization and sends a final email. This final email is a notification that the reservations were cancelled. The following actions are not consid-

ered reservation activities when the signing of an authorization is delayed, and will not trigger autocancel or warning emails in DTS:

- Request to change a seat
- Request assistance comments
- Change rental car pickup time
- Change the form of payment (FOP) from Government Travel Charge Card (GTCC) to CBA or vice versa

10.5.2 DTS Autocancel Rules

The six autocancel rules are applied under the following circumstances:

Rule #1: Reservations are booked four or more days prior to departure and the authorization remains unsigned.

Rule #2: Reservations are booked three days prior to departure and the authorization remains unsigned.

Rule #3: Reservations are booked two days prior to departure and the authorization remains unsigned.

Rule #4: Reservations are booked one day prior to departure and the authorization remains unsigned.

-OR-

Reservations are booked on the day of departure, but more than six hours before departure and the authorization remains unsigned.

Rule #5: Reservations are booked and the authorization is signed but unapproved.

Rule #6: Reservations are booked and signed less than six hours before departure; warning will not trigger and autocancel will not occur.

10.5.2.1 RULES 1 THROUGH 4: AUTOCANCEL EMAIL FORMULAS

Table 10-1 explains the sequence of automated actions that occur if an authorization is not stamped SIGNED. This table represents Rules 1 through 4 of the DTS autocancel feature. Rules 5 and 6 are explained in the subsections below the table.

Table 10-1: Autocancel Email Schedule For Rules 1 Through 4

AUTOCANCEL EMAIL SCHEDULE FOR RULES 1 THROUGH 4				
WHEN THE RESERVATIONS ARE ADDED OR CHANGED				
	4+ days before departure	3 days before departure (TAW date)	2 days before departure	1 day before departure or less, but more than 6 hours before departure
	RULE 1	RULE 2	RULE 3	RULE 4
WHEN DTS SENDS AUTOCANCEL EMAIL				
Email Warning #1	4 hours after last adding or changing a reservation.	24 hours after last adding or changing a reservation.	12 hours after last adding or changing a reservation.	N/A
Email Warning #2	12 hours after last adding or changing a reservation.	36 hours after last adding or changing a reservation.	24 hours after last adding or changing a reservation.	N/A
Email Notice of Autocancelled Reservations	24 hours after last adding or changing a reservation.	With air reservations, then 24 hours before flight departure time.	With air reservations, then 12 hours before flight departure time.	2 hours after last adding or changing a reservation.
		With no air reservations, then 24 hours prior to rental car pick-up time.	With no air reservations, then 12 hours prior to rental car pick-up time.	
		With no rental car, then at 00:01 hours on the day prior to the hotel check-in day.	With no rental car, then at 12:01 hours on the day prior to the hotel check-in day.	
*Any addition of a reservation or change to a reservation resets the clock for all reservations with the exception of those previously signed or approved.				

Note: All times are based on or about current Eastern Standard Time. All hours are elapsed clock hours for any day of the week.

Autocancel for Added Reservations

Cancellation of unsigned reservations only applies to reservations added after the previous signed authorization (adjustment) or approved authorization (amendment). All reservations are cancelled when they are removed from the DTS authorization.

Reservations remaining in the current version of an authorization, that were booked in an earlier version that was stamped SIGNED or APPROVED, will not be cancelled.

For example, if a signed and approved authorization contains flight reservations, and the traveler amends it to include a hotel reservation but does not sign the amendment in time, DTS will autocancel the hotel reservation. The approved flight reservations will remain.

Hotel No-Show Charges After Autocancel

When a hotel is selected, the reservation is confirmed and guaranteed for late arrival if the traveler has a GTCC or provides a personal credit card number. Each hotel or hotel chain has its own no-show policy. Travelers must ensure that hotel reservations are removed from the authorization before the cancellation deadline to avoid paying a no-show charge. The traveler should also obtain the cancellation confirmation number from the hotel or the reservation system Web site.

10.5.2.2 RULE 5: RESERVATIONS SIGNED BUT NOT APPROVED

AOs must approve authorizations promptly after they are received to prevent autocancel from occurring. If an authorization with reservations is signed, but not approved, DTS will automatically send an email to each AO in the routing list, the traveler, the DTS user who created the authorization, and the DTA ID email address for the organization.

DTS will send Rule 5 emails for unapproved authorizations that have a TAW date two business days prior to departure. The same email is sent for the next two business days if the document is not approved in that time period. If the authorization remains unapproved, DTS autocancels the reservations and sends the notification email.

Cancellation of unapproved reservations applies only to those reservations added after the previous approval. Any reservations remaining in the current version of the authorization from a previous APPROVED stamping action will not be cancelled. Any previous reservations removed from an authorization are cancelled in the PNR.

Below is an exception to Rule 5:

- Departure is six or fewer hours from the time of reservation (See Rule 6, the 6-Hour Rule).
- The AO is not available to approve the authorization.

10.5.2.3 RULE 6: THE 6-HOUR RULE

Reservations will not be cancelled when they are selected and stamped SIGNED less than six hours prior to departure. The system considers this last minute travel. The expectation is that the traveler will pay for the tickets at the airline counter. The traveler is expected to understand the cancellation policies of any hotels selected.

10.5.2.4 Additional Workarounds

Additional workarounds may be done when an AO is unavailable to approve a signed authorization or verbal approval is allowed.

AO Not Available

If reservations are made and the AO is not available to approve the signed authorization, the traveler may lose reservations because of Rule 5. There are three workarounds to prevent Autocancel:

If reservations are added within six to eight hours prior to departure, but not SIGNED then Rule 4 applies. This will result in placement of a two-hour hold on all the unsigned and unapproved reservations or additions or changes. This deactivates Rule 5 for two hours. This is a result of Rule 4, which holds reservations selected but not signed for two hours.

- If a reservation is added between departure time and six hours prior to departure and the expiration of the 2 hour window, the authorization is SIGNED; then the reservation falls into Rule 6 and will not be cancelled prior to departure. This is to account for situations where the AO is not available or is unable to approve the trip 6 hours prior to departure. The traveler will not lose the reservation.
- If the traveler adds or changes a reservation within six to eight hours prior to departure, but does not sign the authorization until less than six hours prior to departure, but within two hours of making the change, the reservation will not be cancelled. The traveler is liable for any no-show charges.

Note: The above workaround is applicable to trips with ticketed transportation or those with only rental car and/or hotel.

Table 10-2 illustrates the workarounds to prevent autocancel:

Table 10-2: Workarounds To Prevent Autocancel When The AO Is Not Available

WORKAROUNDS TO PREVENT AUTOCANCEL WHEN THE AO IS NOT AVAILABLE		
When The Reservation Is Added or Changed	Authorization Status	Workaround
6 to 8 hours before departure	NOT SIGNED	Rule 4 applies. A 2-hour hold goes into effect.
	SIGNED within 2 hours of adding the reservation and less than 6 hours before departure	DTS will not autocancel the reservation. The traveler is liable for any no-show charges.
Up to 6 hours prior to departure	SIGNED	Rule 6 applies. DTS will not autocancel the reservation.

Verbal Approval

In certain situations, sites may have local rules that allow an official to provide verbal approval to the CTO to enable last minute travel. This typically occurs with little notice of travel with an imminent or weekend departure that requires tickets to be issued. The organization recognizes that the AO may not be available to approve the trip.

To support this local process, the CTO must return the ticketed Passenger Name Record (PNR) to the DTS polling queue to ensure that DTS stamps the authorization CTO TICKETED. CTO TICKETED overrides Rule 5.

If any authorization is not stamped CTO TICKETED (or APPROVED), DTS will autocancel any reservations not approved six hours prior to departure (See Rule 5).

This page is left blank intentionally.