



Software Update Information FY18 June Release 2

Scheduled for late June 2018

** Note: Information and dates provided below are subject to change without notice. Information will be updated as necessary.*

I. GENERAL SOFTWARE UPDATE INFORMATION

- **DTS FY-18 May Budget Out of Cycle:** June 14, 2018
 - **Expected DTS Downtime:** none
 - contains two fixes DTS-12396 and DTS-12703
- **EWTS Release Date:** June 20, 2018
 - **Expected EWTS Downtime:** 2 hours on June 20th beginning at 21:00 EST
- **DTS Release Date:** June 22, 2018
 - **Expected DTS Downtime:** 4 hours on June 22nd beginning at 21:00 EST
- **TAC Outreach Call:** June 12, 2018 and June 26, 2018 at 0800 and 1300 EST. For instructions on how to participate or for a copy of the slides, see the TAC Outreach Call notice in the Announcements section of Travel Explorer (TraX) (www.defensetravel.dod.mil/passport).

II. SUMMARY OF FUNCTIONALITY (As of June 21, 2018)

This release contains:

- Lowest Logical Airfare/Restricted Fares functionality
 - More information and links to demo videos can be found at <https://www.defensetravel.dod.mil/site/news.cfm?id=81>.
 - A complete description of functionality including screenshots is available through the "**Restricted Airfares Available in DTS June 2018 DTS Update Look-Ahead Information Paper**" at: https://www.defensetravel.dod.mil/Docs/Look_Ahead_IP_2.pdf.
- Import/Export XML issues
- Fixes for public site JFU issues
- Fixes for 508 Compliance issues
- Data dictionary info for Business Intelligence and Reporting Tools

III. FUNCTIONALITY RESOLVED/INCLUDED WITH RELEASE

| | # | Title |
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| 1. | DTS-12396 Out-of-cycle | Non-Reject XMLs are not importing into NROWS |
| 2. | DTS-12703 Out-of-cycle | Full SSN Viewing Adjustment Report |

| | # | Title |
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| 3. | DTS-10947 | Receipt for Flight Unlinked After PNR is Swept |
| 4. | DTS-11918 | 508 C - Itinerary - Phase 2 |
| 5. | DTS-11991 | MCR180003 - Change the GSO3 Routing Entries for DISA FAMIS for new iteration |
| 6. | DTS-11992 | CR DTMO2449 Allow systematic last name change in IE documents |
| 7. | DTS-12204 | Data Dictionary for the Budget subject area - Subject Area information |
| 8. | DTS-12205 | Data Dictionary for the Document subject area - Subject Area information |
| 9. | DTS-12206 | Data Dictionary for the Organization subject area - Subject Area information |
| 10. | DTS-12207 | Data Dictionary for the Routing List subject area - Subject Area information |
| 11. | DTS-12209 | Data Dictionary for the Organization subject area - Data Element information |
| 12. | DTS-12302 | BI : Report Scheduler Reports Update to decommission NUSE_LDG_DETAIL_FACT |
| 13. | DTS-12311 | Public Site (JFU) - Administration Page - Message Center - DTS Notices does not handle a line break (carriage return) |
| 14. | DTS-12312 | Public Site (JFU) - Administration Page - Message Center - DTS Notices "disappear" if you set the publish date in the future |
| 15. | DTS-12330 | Analysis : Oral Order Reporting Requirements |
| 16. | DTS-12343 | Public Site (JFU) - Administration Page - System Status - Email status update to DTS community - Update Email Formatting |
| 17. | DTS-12344 | Public Site (JFU) - Administration Page - System Status - Email status update to DTS community - Change Default Selection |
| 18. | LLA-40 | As a Traveler, when I sign a travel document with restricted fares, the DTS system will place the associated PNR in the urgent TMC booking queue. |
| 19. | LLA-66 | As a Traveler or NDEA when I select a restricted fare on a travel document DTS will trigger a "Restricted Fare Selected" pre-audit advisory. |
| 20. | LLA-362 | As a product owner, at approval, I want DTS to trigger an EP Audit and prevent the AO from approving an authorization, when the authorization contains a restricted fare not approved by the ticketing deadline. |
| 21. | LLA-364 | As a Traveler, I want the capability to trip cancel an authorization that contains a restricted fare(s) so that I can trip cancel a travel document that is no longer needed. |
| 22. | LLA-366 | As a Traveler or NDEA, I want the capability to search for and view flight availability for restricted fares in Non-GSA city pair markets, so that I can find the lowest cost flight(s) to the TDY location(s). |
| 23. | LLA-367 | As a Traveler or NDEA, I want to receive a pre-audit when I select an unrestricted fare instead of a lower cost restricted fare, so that I can provide justification for selecting an unrestricted fare when a lower cost restricted fare was available. |
| 24. | LLA-384 | As a Traveler or NDEA, I want to receive an informational message when I select a restricted fare flight from the search results, so that I am aware of the considerations related to selecting a restricted fare flight. |
| 25. | LLA-396 | As a Reviewing Officer (RO) (when applicable) and an Authorizing Official (AO), I want to be notified when a traveler selects a restricted fare on a document, so that I will be advised of the need for urgent approval of the document. |
| 26. | LLA-398 | As a Traveler (or NDEA), with a GTCC or who belongs to a CBA-enabled organization that requires manual reconciliation, I want the capability to view a restricted fare from the search results, so that I can select a flight. |
| 27. | LLA-399 | As a Traveler or NDEA user, I want the capability to book a restricted fare, so that I can secure my flight selection(s) for the TDY location(s). |
| 28. | LLA-400 | As an AO, I want the capability to approve an authorization that contains a restricted fare(s), so that the Travelers reservations can be ticketed. |

| | # | Title |
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| 29. | LLA-405 | As a Product Owner, I want DTS to send a periodic email to the Traveler (NDEA) AO and RO (if applicable), when my signed authorization contains a restricted fare and has not been approved, so that they are reminded that the document is awaiting approval. |
| 30. | LLA-406 | As a Product Owner, I want DTS to send an email to the Traveler (and NDEA if applicable) and AO, informing them when the ticketing date on a restricted fare has expired, so that the document can be returned to the Traveler to Trip Cancel with or without expenses incurred. |
| 31. | LLA-520 | As a DTS user I should be able to execute the Restricted Fare Savings Report from the BI Report Scheduler and be able to download the report content successfully. |
| 32. | LLA-521 | As a DTS user I should be able to execute the Restricted Fare Lost Opportunity Report from the BI Report Scheduler and be able to download the report content successfully. |
| 33. | LLA-522 | As a DTS user I should be able to execute the Expired Fares Report from the BI Report Scheduler and be able to download the report content successfully. |
| 34. | LLA-524 | As a Traveler, I want DTS to send me an email notification when the AO stamps my document "RETURN-FARE EXPIRED", so that I am aware that I must access DTS to Trip Cancel with or without expenses incurred. |
| 35. | LLA-533 | Ability to capture cancellation history when an air reservation is cancelled by the AO. |
| 36. | LLA-555 | As a Product Owner, I want the ability to clear reservations from DTS when the Traveler or NDEA select to cancel a reservation that was canceled by the airline |
| 37. | LLA-976 | As a TMC, I want an identifier added to the "W" comments in the PNR, when a Traveler or NDEA selects to book a restricted fare flight, so that I am aware that a restricted fare is contained on the PNR. |
| 38. | LLA-977 | Updates to LLA search logic to incorporate nearby airport search |
| 39. | LLA-1027 | Restrict MOP for unrestricted fares as well when a restricted flight is already booked for the document |
| 40. | LLA-1443 | Prevent traveler from doing segment cancellation for restricted fare flights after booking is completed |
| 41. | LLA-1468 | As a Product Owner, I want DTS to implement auto pricing mechanism for booking LLA airfare/restricted flights in Sabre |
| 42. | LLA-1475 | As a Product Owner, I want DTS to implement auto pricing mechanism for booking LLA airfare/restricted flights in Worldspan |
| 43. | LLA-1492 | As a Traveler or NDEA, I want the capability to view Instant Purchase Fares and airfares that require ticketing within 24 hours in LLA search results for both GSA and Non-GSA City Pair Markets |
| 44. | LLA-1495 | As a Product Owner, I want to inform the AO via email when a document that contains an Instant Purchase Fare or airfare that requires ticketing within 24 hours requires urgent approval. |
| 45. | LLA-1606 | As a Product Owner, I want to inform the AO via email when a document that contains an Instant Purchase Fare or airfare that requires ticketing within 24 hours requires urgent approval. |

A complete list of release contents and associated workarounds are available in SIM via Passport, DTMO's web portal located at www.defensetravel.dod.mil/Passport. If you do not have access to SIM and would like workaround information, create a TAC ticket requesting access to SIM account.

IV. Frequently Asked Questions

1. Does the traveler have to pay if the trip gets cancelled or does the ORG pay?

The traveler's IBA or Organization CBA (not the DTS CBA 2700 series) will be charged for the airline ticket. The organization will need to reimburse the traveler for the airline cost and service fee.

2. Will the TMC know to ticket one day after the reservation or 14 days prior or will the traveler need to contact the TMC?

If the restricted flight reservations are booked via DTS (not by request for assistance) and the document is approved, the ticketing date will reflect the required ticket date and route to the TMC for ticketing.

3. If there is a restricted airfare on a city pair route, does the traveler still have to do a worksheet?

Yes. When a city pair fare is available, the Authorizing Official must use the decision support, known as the Restricted Airfare checklist, <http://www.defensetravel.dod.mil/Docs/AP-RA-01.pdf>, to assist in determining if a restricted airfare is advantageous to the Government. However, restricted fares will not show up in DTS if the traveler is traveling in a location with city pair fares.

4. Who is going to keep track of credits left on cancelled tickets? What will prevent a traveler from using the credit in the future for personal use as credit is kept with the airline?

The traveler is responsible for maintaining credit information and the command will need to provide guidance and develop a process for tracking.

5. If the traveler does not get approval for the restricted fare and the flight is cancelled, is the traveler still responsible for the cancellation fees?

The penalty fee is only applicable if the ticket has been issued and then cancelled. The JTR states "The AO must consider that if a restricted fare is authorized and then later cancelled or changed for official reasons and not for the personal convenience of the traveler, the Government is responsible for any excess costs."

6. If you are traveling and need to change your restricted fare ticket, do you need to cancel your authorization and start over?

If in a travel status and using restricted airfares, the traveler would need to contact the TMC directly for changes.

7. Often travelers do not take the time to read pop-ups or advisories in DTS. What if traveler books such restricted airfare without approval, will a letter later from the AO authorizing reimbursement suffice or no reimbursement.

The ticket will not be issued until the document is approved unless someone has contacted the TMC directly to issue with verbal approval. The cancellation date shows several times in the authorization routing and there are several email reminders stating action is required on the part of the AO.

8. If you are using the Import/Export functionality in DTS as Reserve travelers, will not be able to use the LLA/Restricted functionality.

No.

9. Will travelers incur the higher TMC fee for all restricted airfare flights vice the lower electronic rate since the traveler has to call and request TMC assistance?

If a traveler uses DTS without any request to the TMC, the fees should remain the same. A traveler should be able to make restricted reservations without requesting assistance. If the TMC assistance is requested a

higher fee may be charged. If the TMC is required to take action on the PNR by either the carrier or traveler, a higher fee may be charged. The individual TMC contracts would dictate what the fees would be.

10. Are the TMCs aware of this update?

They have been notified.

11. Will these flights appear on the pending reservations cancellation report?

We have been informed that there will be three new reports to track LLA, however, no existing reports will be modified.

12. How would we incur a penalty if the ticket(s) were never issued?

You will not incur a penalty if the ticket is not issued.

13. Once the "RETURN-FARE EXPIRED" stamp is applied is the only option available to cancel the AUTH?

Cancel or trip cancel is the best option for the document. You may be able to work with the TMC to book flights and add expenses but it is recommended to cancel and start over. Cancel the authorization and start fresh.

14. If restricted fares can't be canceled in DTS and a new authorization has to be created, do we need to contact the TAC to apply the manual abandon stamp to close out the first authorization?

You will not need to have the document manually abandoned unless there is an error preventing the document from processing.

15. Will there be a report for organizations to track residual value to prevent travelers using these for personal reasons?

No, there will be no report to track this. There will be three new reports to track LLA. Additionally, local business rules will need to be established to address residual values of unused tickets.

16. Residual value can usually only be applied to another restricted fare, correct?

This will depend on the airfare restrictions/rules. The residual fare is tied to the traveler.

17. How are we to make sure travelers do not use these residual value for personal use since it is gov't funds being used?

The command will need set up a process for tracking unused ticket credits.

18. Normally, travelers who are a NO SHOW lose the entire value of ticket. Travelers will need to cancel before the trip even if they call the airline directly or they will lose the entire value, correct?

Not cancelling a ticketed reservation may cause the traveler to lose the entire value of the ticket. It will depend on the airline rules and restrictions for the fare used.

19. As the LDFA how will I know or be notified that the traveler has a residual value so that we can make sure that it was not used personal travel? Is it a report or email that I would get, or is it just the honor system?

The traveler is responsible for tracking the residual value. The organization should develop their own business rules of how to monitor the travelers.

20. Will the traveler be required to use lowest airfare?

When a City Pair Program fare is not available, the traveler should use the lowest cost coach class fare that meets mission requirements, DTS will display the lowest restricted airfare.

21. How will the restricted airfare work for canceled flights?

If there is a residual value left, then that value can be used for a credit for future government travel.

22. Will the GTCC be charged then? How will travel reconcile their voucher for the corresponding charges?

The GTCC will only be charged if the tickets are issued. If the travel is not approved, the tickets will not be issued. If the ticket is issued, the traveler will file a voucher for a cancelled trip for the amount still charged to the GTCC for the flights.

23. Can the reviewers and approvers see the fare rules?

No, but they will see that the traveler selected a restricted fare.

24. Who would be responsible for the remaining cost of the cancelled flight?

The organization is responsible for reimbursement of any charges should the trip be cancelled.

25. Should we trip cancel on the authorization end or voucher it out?

This will depend on if tickets were issued. If tickets were issued, Trip Cancel with expenses incurred (this will create a voucher). If no tickets were issued, Trip Cancel without expenses incurred (this will be cancelled on Authorization).

26. Will there be an on-line course in TRAX on restricted travel?

There are YouTube Videos posted at: <http://www.defensetravel.dod.mil/site/news.cfm?id=81>.