

Information Paper:

72-Hour Air Reservation Auto Cancellation

Introduction

Travel authorizations containing air reservations require approval and ticketing within a certain number of hours before flight departure or the airlines will cancel the reservations. Under the GSA City Pair Program contract, the airlines instituted the auto-cancel policy to avoid seats being held and not used. For more information on the GSA City Pair Program, see the [GSA](#) website.

DTS supports the auto cancel requirements with pop-up messaging during document creation and again during the signing process providing the terms in which the auto cancellation will apply.

**For this information paper, “you” refers to a DTA. However, travelers, NDEAs and travel clerks who prepare DTS documents with air reservations must monitor the trips ensuring trip approval and ticketing occurs prior to departure.*

Pending Airline Cancellation Report

As a Defense Travel Administrator (DTA), you oversee upcoming travel for your organization. Using the DTS **Reports Scheduler**, you can request the **Pending Airline Cancellation Report** to identify authorizations in jeopardy of airline reservation cancellation. This report shows authorizations with reservations in a confirmed status (**CTO BOOKED**) that the AO has not stamped **APPROVED** within a configurable number of hours prior to scheduled flight departure.

Starting from the **DTS Dashboard**, select **Administration** from the menu bar and then select **Report Scheduler**. The **Report Scheduler Home** page opens (Figure 1).

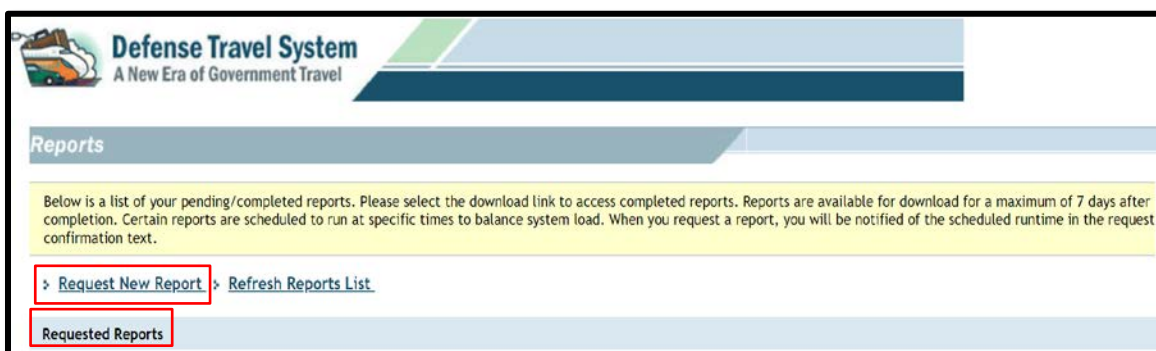


Figure 1: Reports Scheduler Home Screen



Pending
Airline
Cancellation
Report
(continued)

1. Select **Request New Report**.
2. Under **Status Reports**, select **Pending Airline Cancellation Report** (Figure 2).

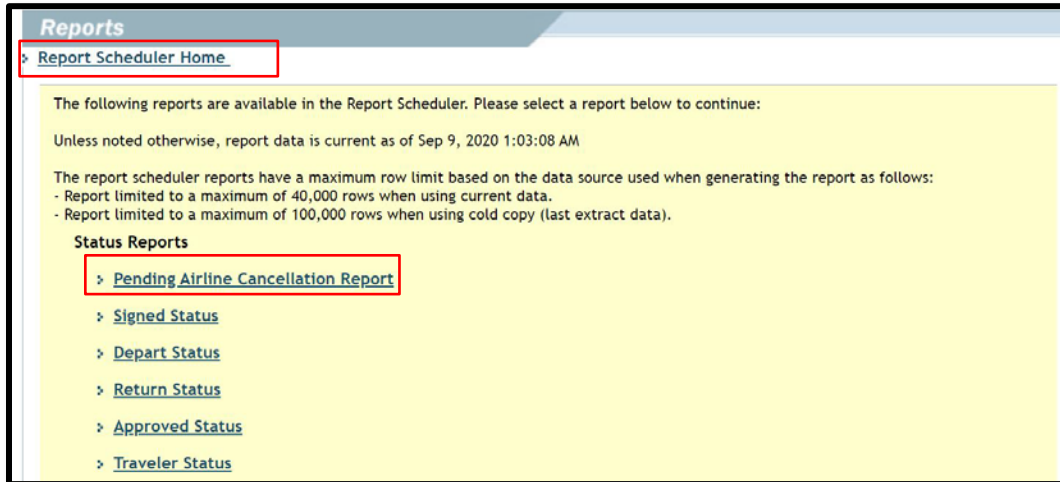


Figure 2: Status Reports - Pending Airline Cancellation Report Link

3. The **Pending Airline Cancellation Report Search Criteria** screen opens (Figure 3). You can search one or more orgs. You can enter numbers between 24 and 150 (inclusive) into **Hours to Departure** field.

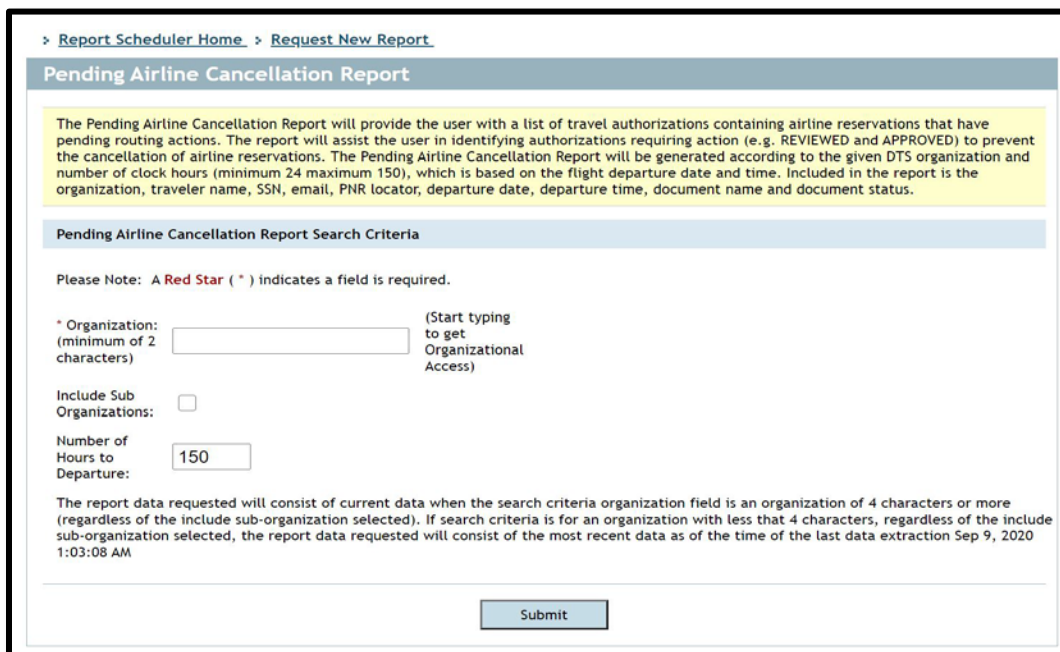


Figure 3: Pending Airline Cancellation Report Search Criteria Screen



**Pending
Airline
Cancellation
Report
(continued)**

4. Select **Submit**. The message displays confirmation of the submitted report and scheduled run time. You don't have to stay logged into DTS waiting for the report. DTS will provide an email once the report is ready for viewing.

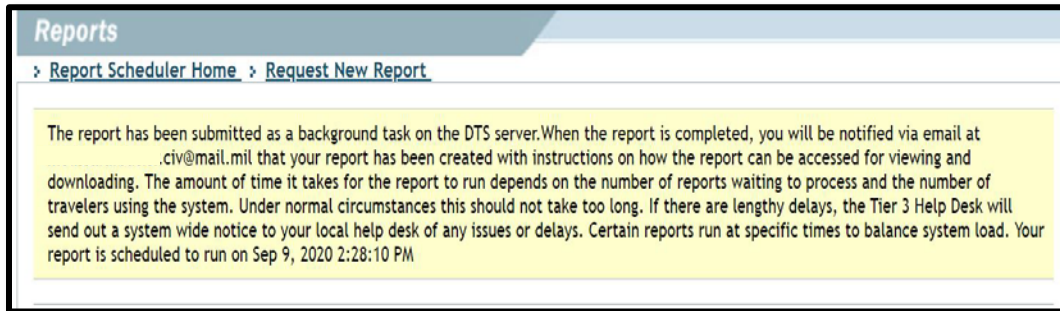


Figure 4: Report Message Notice

5. Once the report runs, return to the **Report Scheduler Home**, view the information under **Requested Reports**. The **Pending Airline Cancellation Report** (Figure 5) provides the following information:

- **Organization**
- **Traveler Name, SSN, (first 5 digits masked) and Email Address**
- **PNR Locator**
- **Departure Date and Time (earliest flight only)**
- **Document Name and Status**

| | A | B | C | D | E | F | G | H | I | J | K | L |
|---|--|------------------|------------------------|------------|-------------|-------------|--------|------------|------------|----------|----------|--------|
| 1 | Report Title: Pending Airline Cancellation Report | | | | | | | | | | | |
| 2 | Report Run Date: Wed Sep 09 14:37:47 EDT 2020 | | | | | | | | | | | |
| 3 | Search Criteria: | | | | | | | | | | | |
| 4 | Organization=DTMOCS | IncludeSubOrgs=Y | Hours to Departure=150 | | | | | | | | | |
| 5 | | | | | | | | | | | | |
| 6 | For Official Use Only - Contains Personally Identifiable Information covered by the Privacy Act of 1974. | | | | | | | | | | | |
| 7 | Organization Name | Traveler La | Traveler Fii | Traveler M | Traveler Er | PNR | Locatc | Flight Dep | Flight Dep | Document | Document | Status |
| 8 | DTMOCS | Winters | Jeff | A | xxx-xx- | Jeff.winter | UFCXQN | 9/14/2020 | 03:40PM | JWMCASYU | ADJUSTED | |
| 9 | DTMOCS | Smith | Kim | J | xxx-xx- | Kim.smith | HQGAEC | 9/14/2020 | 03:40PM | KSMCASYU | CTO | BOOKED |

Figure 5: Pending Airline Cancellation Report

6. Use the report findings to notify the travelers at risk for cancelled flights.

**Cancellation
Warning
Screen**

When an authorization contains airline reservations or includes a Travel Management Company (TMC) Assistance request, a note appears on the **Digital Signature** screen just above the **Submit Completed Document** button (Figure 6).



**Cancellation
Warning
Screen
(continued)**

It informs the traveler that if the AO does not stamp the document **APPROVED** or if the TMC does not issue tickets at least 72 hours prior to departure, the airline will cancel all flight reservations. Short notice travel with airline reservations booked within 72 hours of scheduled flight departure time, the AO must approve and TMC ticket within 24 hours to avoid cancellation. For more information on processing authorizations, see [DTS Guide 2: Authorizations](#).

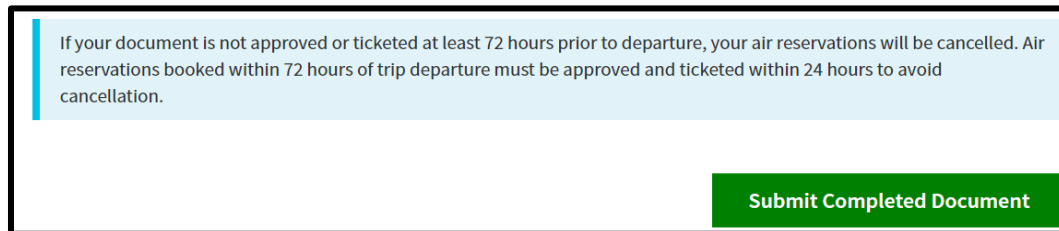


Figure 6: Cancellation Warning Screen

If the airline cancels the reservations, the TMC contacts the traveler, typically by email. Once the authorization updates with the cancelled PNR, do not re-book the same inflight information into the trip. Airlines do not permit re-booking the same flights in a cancelled PNR and can impose penalties. The traveler will need flight reservations with a new PNR to travel. At some point, the traveler must process a new authorization with manually added costs in order to voucher.

**Notification
and Guidance
for Cancelled
Airline
Reservations**

Travelers should bring their itineraries with them to the airport. If they discover their airline cancelled the reservations, then they will need to rebook the flights. Travelers can refer to their itineraries to find contact information for their TMC and reservation details to help them rebook. Travelers should not rebook at the airline counter. Often, counter agents are not familiar with GSA's City Pair Program and may charge the traveler a higher cost for a full price fare.

Additional Guidance for DTAs: Notify the Agency Program Coordinator (APC) of travelers with upcoming TDYs, to ensure the APC activates their Government Travel Charge Card (when applicable). Running the **Traveler Status Report** will help you determine which travelers are planning official travel. For more information on DTS Reports, refer to the [DTA Manual, Chapter 10: Reports](#).

If travel is curtailed, the traveler should follow the cancellation process to close out the DTS document. See [Trip Cancellation Procedures in DTS](#).

For more information, including talking points and frequently asked questions go to <https://www.defensetravel.dod.mil/site/livechat.cfm>.