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.

<table>
<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>
</tr>
</thead>
<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>
</tr>
<tr>
<td>SIGNED</td>
<td>Expenses or payments</td>
<td>Create a voucher from a signed authorization.</td>
</tr>
<tr>
<td>APPROVED (or beyond)</td>
<td>Expenses or payments</td>
<td>Create a voucher from an approved authorization.</td>
</tr>
</tbody>
</table>

*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.

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

Getting Started

All options begin on the DTS Dashboard.

Note: From the DTS Dashboard, a Non-DTS Entry Agent or travel clerk who is working on another traveler’s document must select Trips > Traveler Lookup, and then search for the traveler whose authorization requires change.

Remove an Authorization

If you didn’t sign the authorization, on the DTS Dashboard select Options > Remove Authorization (Figure 1).

Figure 1: Remove Authorization Option
Remove an Authorization (continued)

After selecting the remove link, then **one of two** things happens:

1. If you made no reservations, a **Remove Document** message appears (Figure 2).

![Figure 2: Remove Document Message](image)

Select **Remove Document** and DTS deletes the authorization from your document list. If needed, refresh your screen to verify authorization removal.

2. If you made reservations, a **Remove Document** message appears (Figure 2). Select **Remove Document**. Then another message displays alerting you of existing reservations and the removal action (Figure 3).

![Figure 3: Existing Reservations Message](image)

If you receive the alert:

a. Select **OK**. Then select **Edit** next to the affected authorization (it’s hidden by the drop-down menu in Figure 1). The authorization opens to the **Review Trip Authorization** screen.

b. Navigate to the **Reservations** module using the **Progress Bar**. Select the cancel link for each reservation type (e.g. **Cancel Flight**, **Cancel Rental Car**, and **Cancel Lodging**). A **Confirm Cancellation** message appears (Figure 4). Select **Yes, Cancel Reservation**. DTS removes the reservation and cycles you back to the **Review Reservation Selections** screen.
Remove an Authorization (continued)

Continue the process to remove reservations. A Confirm Cancellation message occurs for each reservation.

![Confirm Cancellation Message]

Figure 4: Confirm Cancellation Message

c. Return to the DTS Dashboard. Select Options and then select Remove Authorization again. A Remove Document message appears (Figure 2). Select Remove Document and DTS deletes the authorization.

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. On the DTS Dashboard, select Options and then select Cancel Trip (Figure 5) next to the affected authorization.

![Cancel Trip Option]

Figure 5: Cancel Trip Option

Note: If a document contains any scheduled or completed payments (e.g., a TMC Fee expense, a payment made by CBA, scheduled or paid travel advances and partial payments) the Cancel Trip link does not appear.
2. **A Cancel Trip** screen appears with two-radio button options (Figure 6).

   ![Figure 6: Cancel Trip Screen]

3. Select the **No trip expenses were incurred** radio button (Figure 6, Indicator 1) and then select **Cancel Trip**.

   **Note**: The Cancel Trip with radio button options does not display if the document contains any scheduled or completed payments. See **Note** on page 3 of this information paper for more detail.

4. The **Digital Signature** screen opens. At the top of the screen, a **Trip Authorization Status** displays. A warning states, **“This trip has been cancelled.”** (Figure 7).

   ![Figure 7: Trip Authorization Status Message]
5. Navigate to the **Other Auths and Pre-Audits** screen using the **Progress Bar**. If any Pre-Audit flags appear, provide justifications. Select **Continue**.

6. The **Digital Signature** screen opens. Verify that the **Document Status** option displays **SIGNED**.

7. (Optional) Add **Additional Comments**.

8. 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 emails you when this occurs.

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**Create a Voucher from a SIGNED Authorization**

In the authorization, on the **Digital Signature Page**, during the signing process, DTS provides a warning message that you can’t cancel the travel document if you have claimed an Advance, a SPP, entered a TMC fee, or CBA ticket (Figure 8). Therefore, if you incurred any expenses (e.g., TMC fee) or earned any allowances, you must file a voucher to claim them.

![Figure 8: Warning Message on Digital Signature Screen](image)

Here’s how the process works if you’ve signed the authorization, but the AO hasn’t approved it yet:
### Create a Voucher from a SIGNED Authorization (continued)

1. On the **DTS Dashboard**, select **Options**, and then select **Cancel Trip** (Figure 5) next to the affected authorization.

2. A **Cancel Trip** message appears (Figure 9). Select **Cancel Trip**.

   ![Figure 9: Cancel Trip Message](image)

   **Figure 9: Cancel Trip Message**

3. DTS opens the document and brings you to the **Digital Signature Page**. At the top of the screen, a **Trip Authorization Status** displays. A warning states, “**This trip has been cancelled**.” (Figure 10).

   ![Figure 10: Trip Authorization Status Message](image)

   **Figure 10: Trip Authorization Status Message**

4. If you have reservations, DTS should cancel them. You should see the **Trip Cancelled** and **CTO Cancelled** stamps in the **Stamping History**.

5. Select **Review Authorization** from the **Progress Bar**. The **Review Trip Authorization** page opens. From here, you can **Add Comments** to the AO, make changes in the document (if necessary), verify the reservations successfully cancelled (DTS removes the reservations), ensure expenses zeroed out except for those you are claiming for reimbursements and any payments are recorded. Select **Continue**.

6. The **Other Auths and Pre-Audits** screen opens. If any flags appear, provide justifications. Select **Continue**.
7. Select **Submit Completed Document**. The document routes for AO approval for expenses incurred or earned allowances.

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.

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**Create a Voucher from an APPROVED Authorization**

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

1. As before, log into DTS, and select the **Cancel Trip Option** (Figure 11) for the document.

   ![Figure 11: Cancel Trip Option](image)

2. A **Cancel Trip** message appears (Figure 12). Select **Cancel Trip**.

   ![Figure 12: Cancel Trip Message](image)

3. DTS automatically creates the voucher and opens the document bringing you to the **Expenses** module, **Enter Travel Expenses** page. Verify DTS removed the reservations, ensure expenses zeroed out except for those you are claiming for reimbursements. Add any incurred expenses or earned mileage allowances. Attach any required Substantiating Documents. Select **Continue**.

   **Note:** All previously entered expenses should show a $0 cost, except for TMC fees and any matched centrally-billed account (CBA) transactions.
Create a Voucher from an APPROVED Authorization (continued)

4. Select **Review Voucher** from the **Progress Bar**. The **Review Trip Voucher** screen opens. You can **Add Comments** to the AO.

5. Scroll down to verify that the following facts are true or make corrections if they are not valid:
   a. The **Actual Trip Cost** displays the correct 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 on the **Financial Summary** page.

6. Navigate to the **Other Auths and Pre Audits** screen. If you need to add any comments or justifications, do so. Then select **Continue**.

7. On the **Digital Signature** screen, verify that the **Document Status** list displays **SIGNED**.

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

9. Select the box next to, **I agree to SIGN this document**, to add the checkmark.

10. Select **Submit Completed Document** followed by the **Confirm and Submit** when DTS displays the message box. The document routes to the AO based upon your routing list.

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

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**Additional Instructions for AOs**

As an AO, you must follow **one of two** processes for cancelled trips:

1. If neither the Government nor the traveler should receive any money, the **CANCELLED** stamp appears as the **Document Status** on the **Digital Signature** screen. You can’t change it. Complete the cancellation process.

2. If either the traveler or Government require reimbursement, the traveler must file – and you must approve – both an authorization and voucher. If you previously approved the authorization, in most cases, you won’t need to approve it again; you’ll only need to approve the voucher. You approve documents in the usual way, by selecting **APPROVED** as the **Document Status** 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 is not correct, select **RETURNED** as the **Document Status**, sending the voucher back to the traveler to update. **Note:** When a document is stamped **RETURNED**, the traveler must **SIGN** the voucher to start the routing for approval process again.

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**References**

Table 1 shows where you can find more information about the standard processes mentioned in this information paper.

<table>
<thead>
<tr>
<th>Process (Select hyperlink to view resource)</th>
<th>Reference Link (Copy URL to browser to view resource)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Create an itinerary</td>
<td></td>
</tr>
<tr>
<td>• Book reservations</td>
<td></td>
</tr>
<tr>
<td>• Complete and sign an authorization</td>
<td></td>
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