Information Paper:

Trip Cancellation Procedures in DTS

**DEFENSE TRAVEL
MANAGEMENT OFFICE**

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.

Note: You should cancel hotel reservations timely when travel is no longer required especially when within 24 to 48 hours of departure to avoid hotel cancellation or no-show fees. Even if the authorization is unsigned with "reserved" reservations, you can still incur fees. Be sure to follow the cancellation process in DTS and obtain cancellation confirmation numbers. Always, follow up with the vendor to ensure reservations fully cancel.

If the document's current status is …	And if the document contains ….	Follow the instructions below to …
CREATED	No expenses or payments	*Remove* a document.
SIGNED or APPROVED (or beyond)	No expenses or payments	*Cancel* a document.
SIGNED	Expenses or payments	*Create* a voucher from a signed authorization.
APPROVED (or beyond)	Expenses or payments	*Create* a voucher from an approved authorization.

*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).

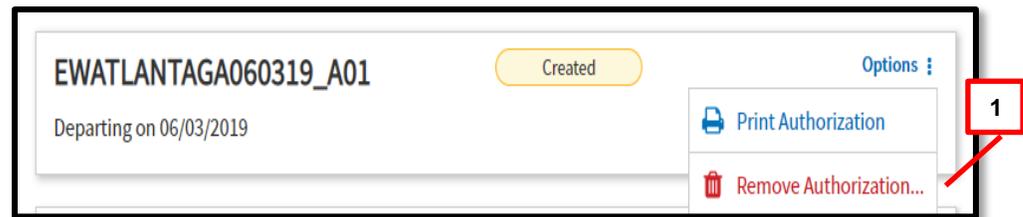**Remove an Authorization (continued)**

Figure 1: Remove Authorization Option

After selecting the remove link, then <u>one of two</u> things happens:

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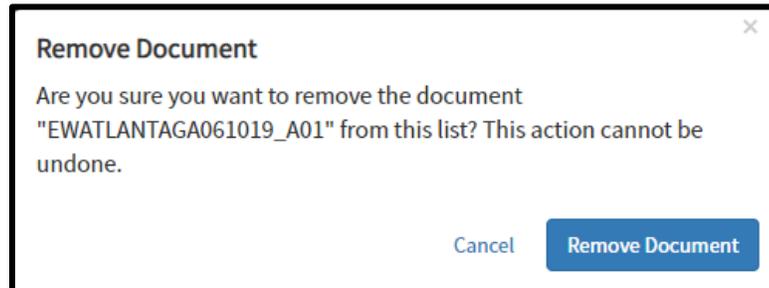

Figure 2: Remove Document Message

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).
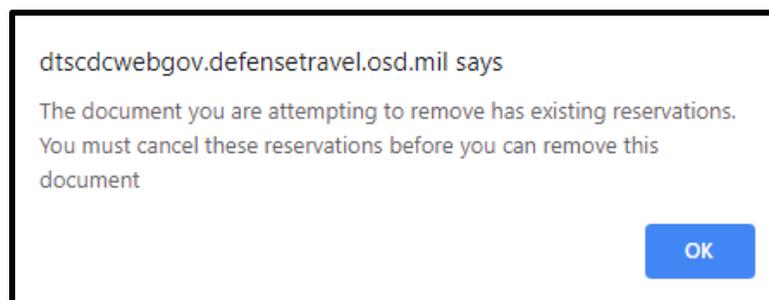

Figure 3: Existing Reservations Message

If you receive the alert:

**Remove an
Authorization
(continued)**

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.

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

Note: If within 24 to 48 hours of departure and you need to cancel the lodging reservation, then hotel cancellation rules can apply. Contact the hotel to verify if a cancellation or no-show fee (short notice cancellation) is applicable. Cancel the DTS reservations, but do not remove the unsigned authorization, if the hotel imposes a fee. Instead, obtain the hotel receipt for the expense. The fee is reimbursable, but only if you show that you took all reasonable actions to avoid incurring the fee. Skip step C below. Instead, process the authorization and voucher.
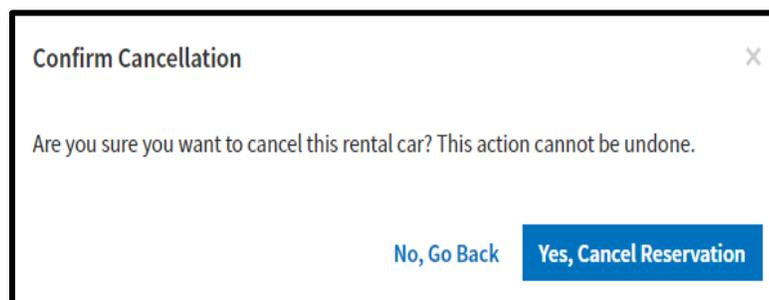
Confirm Cancellation ✕

Are you sure you want to cancel this rental car? This action cannot be undone.

No, Go Back   **Yes, Cancel Reservation**

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 fully cancel 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.
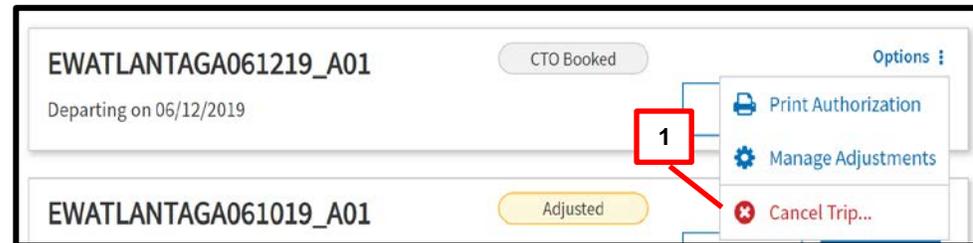
**Cancel an
Authorization
(continued)**

EWATLANTAGA061219_A01   CTO Booked   Options ⋮

Departing on 06/12/2019

🖨 Print Authorization

1   ⚙ Manage Adjustments

EWATLANTAGA061019_A01   Adjusted   ⊗ Cancel Trip...

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).

Cancel Trip   ✕

Because this document has been signed, you must select an option below to cancel the trip. This action cannot be undone.

1

⦿ **No trip expenses were incurred.**

Select this option if there are no expenses or fees on this authorization. Any existing reservations will be cancelled and you will no longer be able to make new ones for this trip.

◯ **Trip expenses were incurred or the traveler received a non-ATM advance or scheduled partial payment.**

Select this option if expenses or fees were incurred and require reimbursement. If your authorization was approved, a voucher will automatically be created. Any existing reservations will be cancelled and you will no longer be able to make new ones.
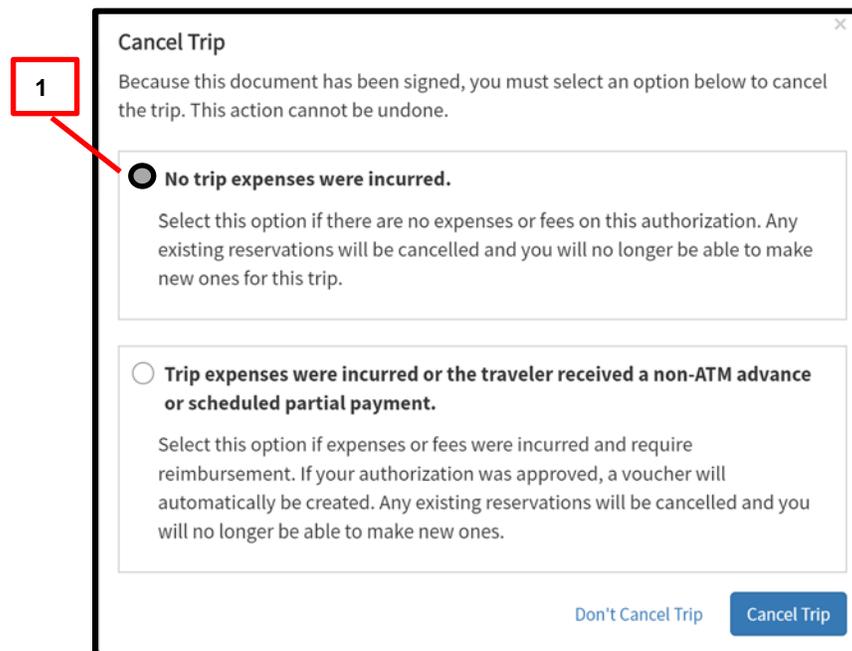
Don't Cancel Trip   Cancel Trip

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.

Cancel an Authorization (continued)

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).
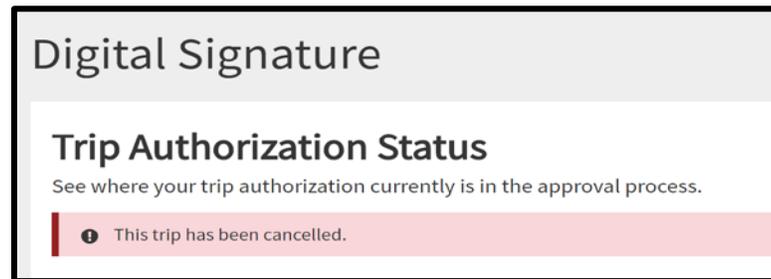

Figure 7: Trip Authorization Status Message

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.

Cancel an Authorization (continued)

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.

**Cancel an
Authorization
(continued)**

By clicking "Submit" you are legally signing this document to be submitted for routing and approval.

The estimated transportation related expenses and actual reimbursement may be reduced if travel is completed using a different transportation mode than authorized by your AO.

⚠ One or more conditions exist that prevent cancellation of the travel document. Either a payment (SPP or Advance) has been submitted for payment or has been paid or the CTO has assessed a fee for services rendered. The authorization contains a CBA ticket that has been paid by the Government in which the authorization and corresponding voucher must be completed.

The cancellation action has been disabled so that funding for this document is not de-obligated.

If your document is not approved or ticketed at least 72 hours prior to departure, your air reservations will be cancelled. Air reservations booked within 72 hours of trip departure must be approved and ticketed within 24 hours to avoid cancellation.

Submit Completed Document

Figure 8: Warning Message on Digital Signature Screen

Here's how the process works if you've signed the authorization, but the AO hasn't approved it yet:

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.**

Cancel Trip   ✕

This trip authorization has been signed and travel expenses were incurred. If your authorization was approved, a voucher will automatically be created. Any existing reservations will be cancelled and you will no longer be able to make new ones.

Don't Cancel Trip   Cancel Trip

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).

**Cancel an
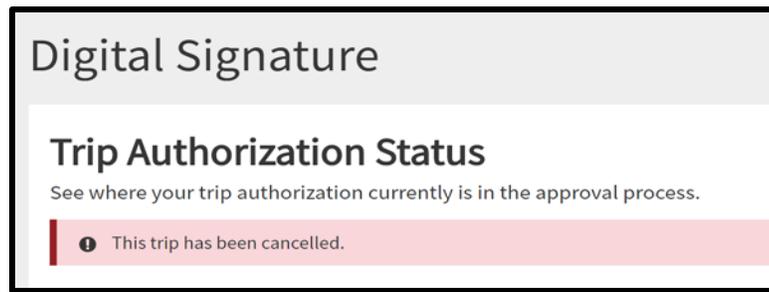Authorization
(continued)**

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 Comment**s to the AO, make changes in the document (if necessary), verify the reservations cancel successfully (DTS removes the reservations), view cancellation confirmation numbers, 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.

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.

**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.

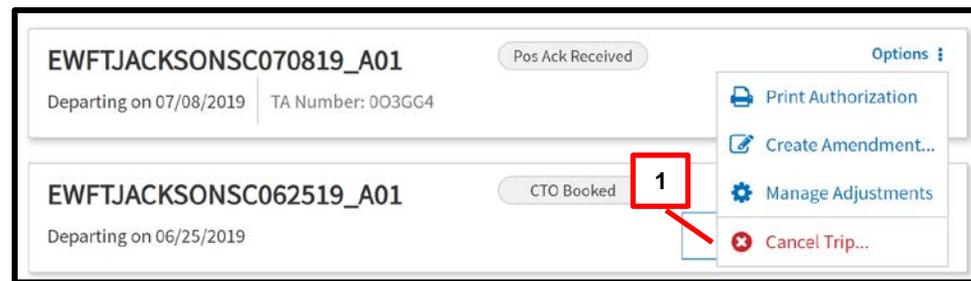**Create a Voucher from an APPROVED Authorization (continued)**

Figure 11: Cancel Trip Option

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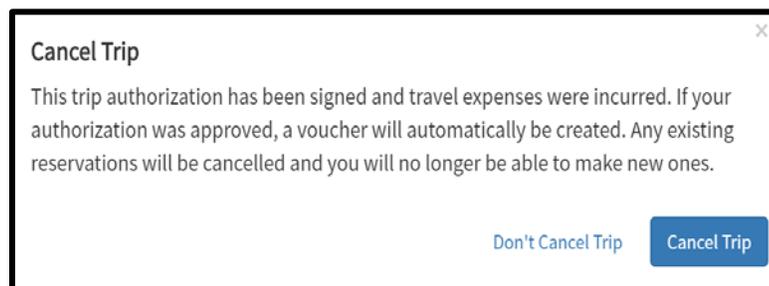

Figure 12: Cancel Trip Message

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 such as fees or earned mileage allowances. **Note:** If you incurred a hotel cancellation or no-show fee (cancellation close to departure), obtain the hotel receipt for the expense. It is reimbursable, if you show that you took all reasonable actions to avoid incurring the fee.

4. 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.

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

6. 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.

Create a Voucher from an APPROVED Authorization (continued)	b. If you received an advance and/or scheduled partial payment (SPP), the **Balance Due US** displays on the **Financial Summary** page.

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

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

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

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

11. 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.

Additional Instructions for AOs	As an AO, you must follow <u>one of two</u> processes for cancelled trips:

1. If <u>neither</u> 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 <u>require reimbursement</u>, 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. Be sure to provide comments explaining the reason for the return and corrective action. **Note:** When a document is stamped **RETURNED,** the traveler must **SIGN** the voucher to start the routing for approval process again.

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

Table 1: Additional References

Process (Select hyperlink to view resource)	Reference Link (Copy URL to browser to view resource)
DTS Guide 2: Authorizations explains how to: • Create an itinerary • Book reservations • Complete and sign an authorization	https://www.defensetravel.dod.mil/Docs/DTS_Guide_2_Authorization.pdf
DTS Guide 3: Vouchers explains how to claim payment after your trip.	https://www.defensetravel.dod.mil/Docs/DTS_Guide_3_Voucher.pdf