



Information Paper:

Restricted Airfares Available in DTS

Summary

DTS allows travelers to select restricted airfares* if all of the following conditions are true:

1. The trip includes only a single TDY location.
2. The overall trip is not a City Pair market.
3. The traveler has a Government travel charge card (GTCC) or the traveler's unit has a traditionally reconciled (i.e., outside DTS) centrally billed account (CBA).

This information paper shows you briefly how DTS marks restricted airfares and provides some additional considerations you must take into account when deciding whether or not to use a restricted airfare.

***Note:** You may also see the term "lowest logical airfare (LLA)". This term describes the process DTS uses to search for and display available flights.

Selecting Restricted Airfares

When DTS displays restricted flights, the system highlights them in several ways:

1. In the first step of the flight reservation process:
 - a. A large yellow box marked "Restrictions Apply" (Figure 1, Indicator 1) identifies the fare as restricted, and lets you know whether the fare is refundable.
 - b. Select the ? icon in the yellow box to display a general warning (Figure 2, Indicator 1) about selecting restricted airfares.
 - c. Select **Fare Rules** (Figure 1, Indicator 3) to display the specific rules for the chosen flight. The fare rules (Figure 3) outlines whether the fare is refundable or changeable, and if so, under what circumstances, the penalty for changing or canceling the flight after ticketing, and much more.



Selecting
Restricted
Airfares
(continued)

Figure 1: Restricted (Nonrefundable) Airfare Display

Figure 2: Restricted (? Icon) General Warning Message

Figure 3: Fare Rules Screen



**Selecting
Restricted
Airmfares
(continued)**

- d. Selecting a restricted airfare (Figure 1, Indicator 4) generates a message (Figure 4) that explains the specifics of choosing the selected airfare, provides a reminder to ensure your GTCC is active, and other key information. It gives you a chance to **Confirm Selection** (Figure 4, Indicator 1) before proceeding to choosing a seat. **Cancel** (Figure 4, Indicator 2) gives you the chance to look for cheaper Government fares on the **Alternative Options** results list (Figure 5).

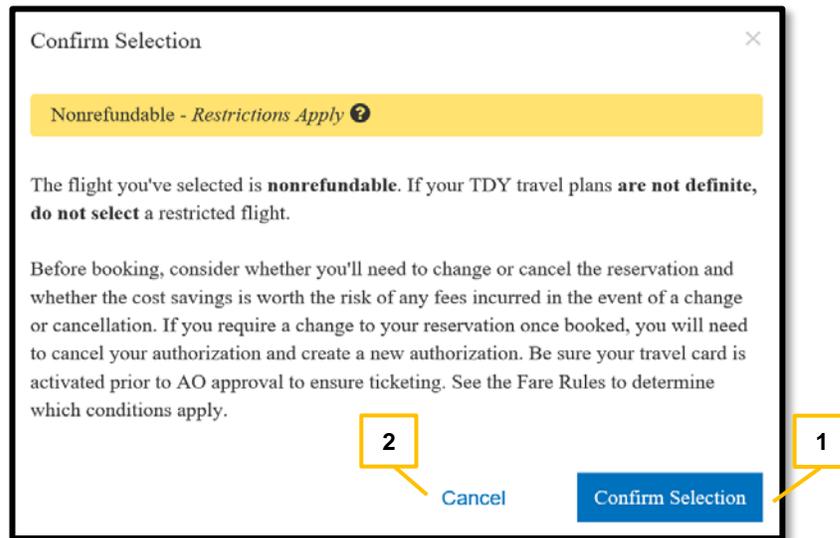


Figure 4: Confirm Selection Screen

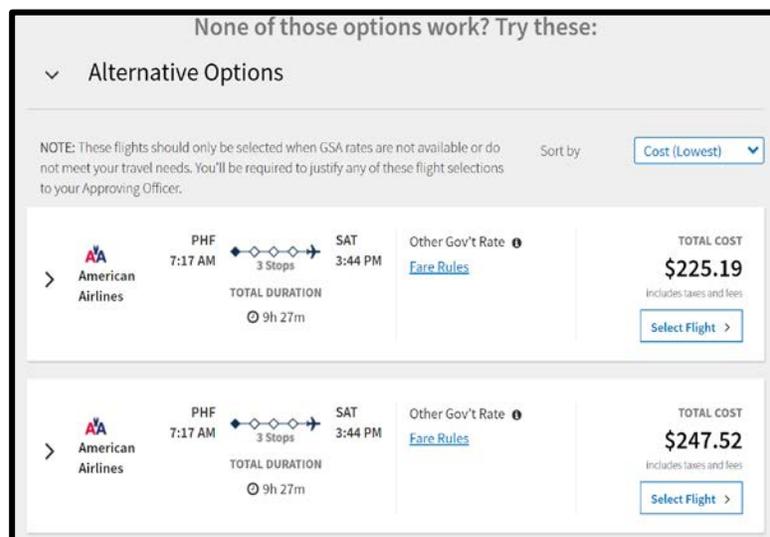


Figure 5: Alternative Options for Flights Display



Selecting Restricted Airfares (continued)

2. Finally, just before booking the flight, DTS cautions you once again that the flight is restricted (Figure 6), and tells you if the selection is refundable or nonrefundable.

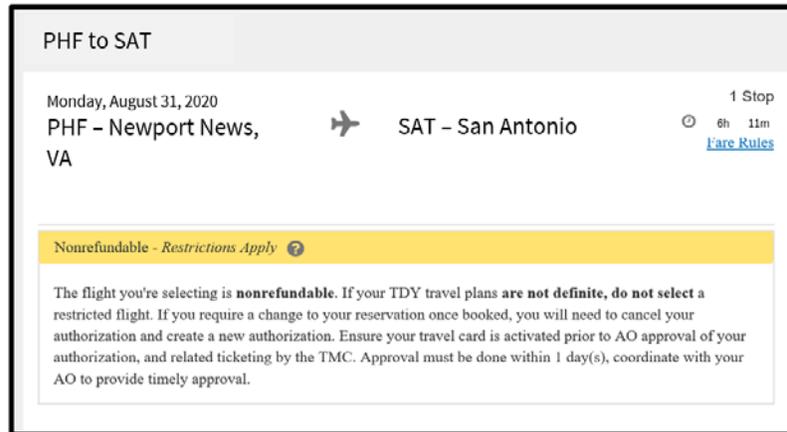


Figure 6: Final Warning

Pre-Audit and Signing

Once you confirm the fare selection, on the **Pre-Audit** screen, DTS flags the airfare requiring a justification. See [DTA Manual, Appendix K, Table K-7A](#) for **Reason Codes for Non-Contract Airfare**. You must justify all flags before signing the document.

Note: If DTS provides a restricted fare option, but you use an unrestricted fare, then you will need to select one or more of the following reason codes:

- X1: Trip dates are not firm and the change or cancellation fees would increase the cost.
 - X2: The available restricted fare departure or arrival times do not meet Mission requirements.
 - X3: I am traveling to multiple TDY locations.
 - X4: The restricted flight cannot accommodate my medical or special need.
 - X5: The restricted fare had to be ticketed and my AO was not available to approve.
 - X6: Originally selected restricted flight no longer available due to approval delay.
 - X7: The cost of the restricted ticket is not advantageous to the Government
- When appropriate, the **Pre-Audit** screen displays an **Advisory** message informing you that you did not select the cheapest available restricted fare. The **Advisory** message also provides vital approval dates to ensure ticketing and prevent fare loss. **Note:** This is information only and requires no comments.



Pre-Audit and Signing (continued)

Be sure to sign the trip timely. Once the TMC processes your reservation request, ensure you check DTS for updates and review the TMC emails for reservation and ticketing status.

DTS also performs the following actions:

- At **CTO BOOKED**, DTS emails all applicable AOs and ROs to urge immediate approval. It re-sends this email at 6, 12, and 18 hours before the ticketing deadline until **APPROVED**.
- If the ticketing time limit expires before the AO approves the authorization, DTS prevents approval and requires the AO to use the **RETURN FARE EXPIRED** stamp to return the document. DTS also emails you, as well as all applicable NDEAs, AOs, and ROs, when the ticketing time limit expires. After that time passes, you may not try to re-book another flight on the same authorization. Instead, you must cancel your original authorization and create a new document.

Requesting TMC Assistance to Book Restricted Airlines

Selecting **Request TMC Assistance** when trying to use a restricted airfare causes DTS to treat the reservation as an unrestricted fare. That means DTS provides no additional system messaging or emails to you, the AO, etc. It also means that at **APPROVED**, DTS tags it for ticketing 3 business days prior to departure. In other words, you must include the need for urgency in your comments to the TMC and watch carefully for remarks from the TMC to make sure you don't miss the purchase deadline.

Your organization must develop business rules to let all concerned parties know the proper way to inform the TMC of the early ticketing requirement. Check the DTMO website for suggested guidance when using the **Request TMC Assistance** option.

Finally, you should be aware that, flights booked this way are not included in any of the restricted airfare-related reports (see below).

Reports

DTS provides reporting information regarding LLA fares. **Note:** that none of the LLA reports include information about flights reserved through the **Request TMC Assistance** function (see above). To access LLA reports, use **Report Scheduler Home**, search for, and submit the preferred LLA reports (Figure 7).



Reports (continued)

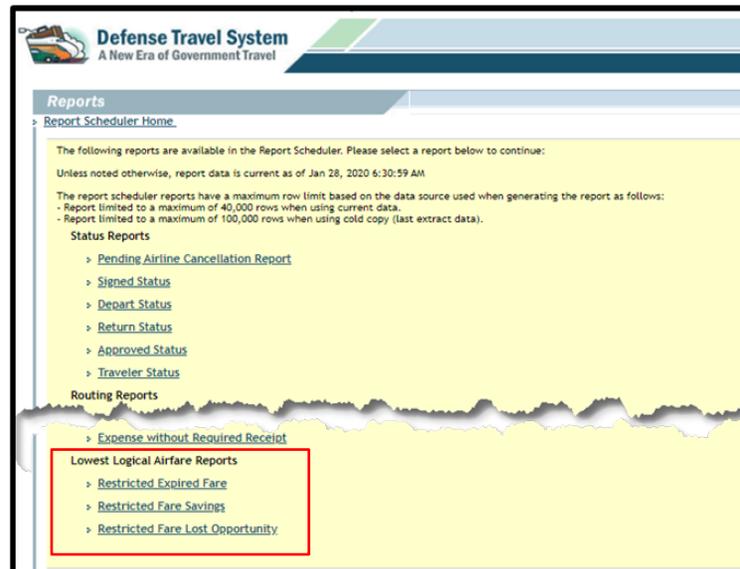


Figure 7: Report Scheduler Home Screen

Report options include:

- **Restricted Expired Fare:** Provides a list of authorizations with restricted fares that timed out before AO approval.
- **Restricted Fare Savings:** Identifies when an unrestricted or GSA contract city pairs was available and the restricted fare was selected instead, therefore, showing an overall net savings, or loss for the costs of airfare.
- **Restricted Fare Lost Opportunity:** Identifies restricted fare availability where the traveler selected unrestricted fare instead.

Once the report generates, the DTA receives an email. To access the file, log into **DTS Reports Scheduler**, under **Requested Reports**, select **download** to open the report and exam the results.

Other Considerations

Here are a few important things to keep in mind when using a restricted airfare:

- **For travelers**
 - If you book a restricted airfare through the **Request TMC Assistance** option, DTS does not notify those on the routing list of the need for urgent action. You must notify them to ensure your authorization reaches **APPROVED** and **CTO Ticketed** before the fare price expires. As a best practice, you should



**Other
Considerations
(continued)**

always pre-coordinate your intended use of a restricted airfare with the AO and everyone on your routing list, be alert to communications back from them to give yourself the best chance to meet the booking deadline.

- You must ensure that your GTCC is active before you book your restricted fare, to avoid a decline that would prevent timely ticketing.
- If the AO returns your authorization with the **RETURN FARE EXPIRED** stamp applied, you must cancel your authorization and create a new one. You may not try to re-book another flight on the same authorization.
- Per the JTR, you must use your GTCC to purchase airfare. Since you must pay off your GTCC bill in full when you receive it, if you anticipate that your voucher won't be processed before the date the payment is due, you must either pay it out of pocket, or (if your local business processes allow) request a travel advance for the amount of the air tickets and TMC fee. For more information, see [Travel Advances for Ticketing Restricted Airfares in DTS](#).
- Make sure you read the fare rules before booking any restricted fares, so you are aware of the booking deadline, change or cancellation restrictions, and other important information.
- If you need to change a restricted fare that you reserved in DTS and the fare is non-changeable, the TMC must make the change. Make sure you coordinate the change as early as possible.
- You must report unused restricted tickets to the TMC and track any residual ticket value¹ that you could apply to a future trip.
- If you booked your flight via the **Request TMC Assistance** function, after the AO approves your authorization, make sure you remind the TMC of the ticketing deadline, to avoid loss of flights.
- **For AOs**
 - DTS sends an email (or the traveler may alert you) that use of a restricted airfare requires you to approve an authorization quickly. If the time limit expires before you approve the authorization, you won't be able to approve the document. Instead, DTS offers you the **RETURN FARE EXPIRED** stamp instead of the **APPROVED** stamp on the Digital Signature page. Select it to send the authorization back to the traveler, who must cancel the authorization and create a new one.



Other Considerations (continued)

- A traveler who selected a restricted airfare may require a travel advance to pay for their flight before they file their voucher. If they do, make sure they only request an advance for the amount of the restricted airfare. For more information, see [Travel Advances for Ticketing Restricted Airfares in DTS](#).
- **Cancellations and changes**
 - If a traveler amends an authorization to include a second TDY location or a City Pair market after they have already booked a restricted airfare, DTS prompts them to cancel the authorization and begin again.
 - If the trip is cancelled or the traveler exchanges a restricted ticket:
 - It is the traveler's responsibility to contact the TMC to determine how much residual ticket value¹, if any, remains on that ticket, and to track the use of that residual value, to minimize the monetary loss to DoD.

Footnote:

¹ "Residual ticket value" means the value of the original ticket less any cancellation fees.

Training Resources

For more information on topics discussed in this paper, access the training resources listed below, using the following URLs:

DTS Guide 2: Authorizations

[-https://www.defensetravel.dod.mil/Docs/DTS_Guide_2_Authorization.pdf](https://www.defensetravel.dod.mil/Docs/DTS_Guide_2_Authorization.pdf)

Create an Authorization/Order

[-https://www.defensetravel.dod.mil/Docs/Training/Authorization_Tri-fold.pdf](https://www.defensetravel.dod.mil/Docs/Training/Authorization_Tri-fold.pdf)

DTS Guide 3: Vouchers

[-https://www.defensetravel.dod.mil/Docs/DTS_Guide_3_Voucher.pdf](https://www.defensetravel.dod.mil/Docs/DTS_Guide_3_Voucher.pdf)

Create a Voucher From Authorization

[-https://www.defensetravel.dod.mil/Docs/Training/Voucher_from_Authorization.pdf](https://www.defensetravel.dod.mil/Docs/Training/Voucher_from_Authorization.pdf)

GSA City Pair Fares

[-https://www.defensetravel.dod.mil/site/cityPair.cfm](https://www.defensetravel.dod.mil/site/cityPair.cfm)

Restricted Airfares Checklist

[-https://www.defensetravel.dod.mil/Docs/AP-RA-01.pdf](https://www.defensetravel.dod.mil/Docs/AP-RA-01.pdf)

Restricted Airfares Available in DTS

[-https://www.defensetravel.dod.mil/Docs/Look Ahead_IP_2.pdf](https://www.defensetravel.dod.mil/Docs/Look Ahead_IP_2.pdf)

Travel Advances for Restricted Airfares

[-https://www.defensetravel.dod.mil/Docs/Advance_for_Ticketed_Restricted_Fare.pdf](https://www.defensetravel.dod.mil/Docs/Advance_for_Ticketed_Restricted_Fare.pdf)

DTA Manual, Chapter 10: Reports

[-https://www.defensetravel.dod.mil/Docs/Training/DTA_10.pdf](https://www.defensetravel.dod.mil/Docs/Training/DTA_10.pdf)

DTA Manual, Appendix K

https://www.defensetravel.dod.mil/Docs/Training/DTA_App_K.pdf