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 or not the fare is refundable.

   Select the ? icon in the yellow box to display a general warning (Figure 2) about selecting restricted airfares.

   Select Fare Rules (Figure 1, indicator #2) to display the specific rules for the chosen flight.

   The fare rules (Figure 3) include an indication of 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.
Flight Step 1 of 3: Select a Flight

NOTE: Before selecting a flight, be advised there may be lower cost government fares available in the Alternative Options section further down the list of available flights.

DCA to ERI

![Figure 1: Restricted (Nonrefundable) Airfare Displaying in DTS](image1)

![Figure 2: Warning when Selecting Restricted (Nonrefundable) Fares](image2)

Fare Rules

ONE OR MORE OF THE FOLLOWING
ANY AA FLIGHT.

RESERVATIONS FOR ALL SECTORS ARE REQUIRED AT LEAST 14 DAYS
BEFORE DEPARTURE OF EACH TRIP.

WAITLIST NOT PERMITTED.

TICKETING FOR DEPARTURE OF EACH TRIP MUST BE COMPLETED BY
MIDNIGHT 1 DAY AFTER RESERVATIONS ARE MADE OR AT LEAST 14
DAYS BEFORE DEPARTURE WHICHEVER IS EARLIER.

NO STOPOVERS PERMITTED.

NO STOPOVER OCCURS IF PASSENGER TAKES NEXT AVAILABLE
FLIGHT WITHIN 18 HOURS.

2 TRANSFERS PERMITTED IN EACH DIRECTION
FARE BREAK SURFACE SECTORS NOT PERMITTED AND EMBEDDED
SURFACE SECTORS PERMITTED ON THE FARE COMPONENT.

NOTE -
FARE BREAK SURFACE SECTORS ARE NOT PERMITTED.

Figure 3: Fare Rules Screen
b. Selecting a restricted airfare (Figure 1, indicator #3) 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 (Figure 4, indicator #1) your airfare choice before proceeding to seat selection. Canceling the selection (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](image)

![Figure 5: Alternative Flight Options](image)
2. Finally, just before booking the flight, DTS cautions you once again that the flight is restricted (Figure 6), and tells you whether or not the fare is refundable.

![DCA to ERI Flight Information](image)

**Figure 6: Final Warning**

3. When appropriate, the Pre-Audit screen displays an advisory message that informs you that you did not select the cheapest available restricted fare. The advisory message also provides the ticketing requirements.

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 one.
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).

Several reports are available in the DTS Business Intelligence and Reporting Tool (BIRT). Note that none of them include information about flights reserved through the Request TMC Assistance function (see above). Those reports are:

- **Restricted Fare Savings Report**: Shows the cost of the least expensive unrestricted fare that was available when the traveler selected the RF.

- **Restricted Fare Lost Opportunity Report**: Shows RFs that were available when the traveler selected an unrestricted fare.

- **AO Turn-around Time Expired Fares Report**: Shows the value of a booked restricted fare that was ‘lost’ due to lack of timely approval.

There 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 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.1

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 value2 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.

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.1

**Cancellations and changes:**

If a traveler amends an authorization to include a second TDY location or a City Pair market after they’ve already booked a restricted airfare, DTS prompts them to cancel the authorization and begin again.
o 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 value\(^2\), if any, remains on that ticket, and to track the use of that residual value, to minimize the monetary loss to DoD.

Footnotes:

\(^1\) For more about requesting a travel advance to purchase restricted airfares in DTS, see the information paper *Travel Advances for Ticketing Restricted Airfares in DTS* at https://www.defensetravel.dod.mil/Docs/Advance_for_Ticketed_Restricted_Fare.pdf.

\(^2\) “*Residual ticket value*” means the value of the original ticket less any cancellation fees.