Defense Travel System

CTO/TMC Orientation and User’s Guide

October 19, 2015
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1. Introduction
The Defense Travel System (DTS) CTO/TMC Orientation and User’s Guide provides information to contractor personnel making travel arrangements for Department of Defense (DoD) travelers using DTS. This guide provides a high-level overview of the interaction between DTS and the contracted CTO/TMC, and includes the contractor requirements for processing DTS Passenger Name Records (PNRs).

2. Overview of the Defense Travel System
DTS is a fully integrated, automated, end-to-end travel management system that allows DoD travelers to review available airline, rail, hotel and rental car options, and select/request the reservations that best meet their needs. DTS converts traveler selections/requests into PNR formats and sends them through the GDS utilized by the contracted CTO/TMC.

The contracted CTO/TMC’s are a vital factor to the success of DTS. As enhancements to DTS are implemented, this guide will be updated to ensure contractors have the most current information. The guide is available on the Defense Travel Management Office (DTMO) website at http://www.defensetravel.dod.mil/site/cto.cfm. Select Documents and Downloads to view the latest version. DTMO will also send bulletins to communicate system enhancements and issues.

3. Security
Security of data is of utmost importance to the Government, and security matters are taken seriously. The security configurations within DTS and the GDSs – specifically Sabre and Worldspan – ensure proper access to DTS data in the GDSs. Contractors do not have authority to conduct or authorize penetration testing of government systems or connections to government systems, pursuant to Title 18.

U.S.C Section 1030, any fraud and related activity in relationship to computers; any known or suspected vulnerabilities; and/or any unauthorized attempts of penetration testing must be reported to the Contracting Officer (KO) and the Contracting Officer’s Representative (COR) immediately upon discovery. Security is everyone’s business. We encourage CTO/TMC contractors to immediately contact the DTMO with any concerns about DTS, especially those regarding security.

4. PNR Validation/DTS Connectivity
The PNR validation is a process that confirms the Defense Travel System’s (DTS) ability to exchange a passenger name record (PNR) with the contracted CTO/TMC and provides an example of an actual PNR that will be delivered from DTS. Additionally, it assures DTS can send a PNR to the contractor on a specified queue and then sweep the PNR from the contractor’s outbound queue back into DTS. This process validates the technical aspects of connectivity and provides the contractor with the experience of transmitting data to/from DTS. All contractors are required to participate in a PNR validation and confirm their ability to establish connectivity between their GDS and DTS. Contractors shall receive information regarding the PNR Validation process during the procurement process.
5. DTS Reservation Process

6. System Queues

- The contractor shall establish the following GDS queues to receive and return DTS PNRs for processing.
  - Inbound Queue
  - Urgent Queue
  - Ticketing Queue
  - Cancellation Queue
  - Outbound/Polling Queue
- The contractor shall use queues not currently assigned by their GDS provider (e.g. Sabre 0-49 and Worldspan 0,1,7,9,13,19,96, 97, 102, 120, and 121)

6.1 Inbound Queue

- DTS places new and modified PNRs on the inbound queue
  - Modified PNRs also include those where the traveler cancelled individual reservation segments
6.2 Urgent Queue
- DTS places new, modified, cancelled, and approved PNR’s (for ticketing) with reservations within 72 hours of departure

6.2 Ticketing Queue
- DTS places approved PNRs on the ticketing queue three business days prior to departure
- DTS applies the PNR TAW/TAU date when the Authorizing Official (AO) approves the travel authorization
  - The TAW/TAU is the contractor’s authorization for ticketing

6.3 Cancellation Queue
- DTS removes all reservation segments and places cancelled PNRs on the cancellation queue
  - PNRs placed in the cancelled queue are only associated with DTS documents where the entire trip/TDY has been cancelled
  - Cancelled PNRs received on the cancellation queue shall not be placed on the outbound/polling queue

6.4 Outbound/Polling Queue
- The outbound/polling queue is for the contractor to place processed DTS PNRs
  - DTS removes the PNRs from the outbound/polling queue, updates the travel authorization, and routes it for review and approval
- PNRs received in the inbound queue, urgent queue, and ticketing queue shall be placed by the contractor on the outbound/polling queue upon completing the quality control and ticketing
  - Failure to return the PNR (e.g. queue remove (QR)) to the outbound/polling queue prevents the DTS authorization from routing for approval
- Only PNRs created by DTS containing a DTS retention line shall be placed on the outbound/polling queue

7. PNR Processing
The DTS reservations module provides users with air, rail, rental car, and lodging availability. DTS users are able to auto-book their reservations by selecting their preferred options from the availability screens in the reservations module.

DTS users also have the option to bypass auto-booking reservations and use the “Request CTO Assistance” link, which places a message to the contracted CTO/TMC in the applicable PNR remarks field(s).

The Contractor shall provide the following quality control for PNRs received in the inbound and urgent queue:
- Process new and modified PNRs for travel within 72 hours in one hour
- Process new and modified PNRs for travel beyond 72 hours within one business day
- Ensure rental car pick-up time is consistent with airline arrival time
− Modify the car pick-up time to coincide with the airline arrival time if the car pick-up time is outside of two-hour window per industry standards

• Upon receipt of an NCPM (Non-Contract City Pair Market) code in the PNR (A) remarks ensure the most economical route to include restricted fare is obtained (see additional information in Section 7.8)
  − Utilize the applicable PNR comment in accordance with the format example in Appendixes B & C to document:
  − Whether the traveler selected the lowest fare OR
  − Availability of a lower cost alternative to include the commercial carrier, date(s), departure and arrival times, and cost savings
    ○ Consider alternate departure times and routes in accordance with DoD policy and local business rules

• If “request travel agent assistance” comments exist in the W (Air), X (Car), Y (Lodging), and T (Rail) remarks of a DTS PNR (see examples in Appendixes B & C)
  − Book the reservations as requested by the traveler in accordance with carrier/vendor rules
  − Enter passive segments (BK/GK for Sabre and MK for Worldspan) and pricing (See Appendixes B & C) in the PNR for the following:
    ○ Carrier/vendor inventory cannot be booked or priced in the contractor’s GDS (e.g. Southwest)
    ○ Carrier/vendor inventory that cannot be displayed or booked in DTS or any GDS (e.g. RyanAir)
  − Complete the quality control as required

• Place the PNR on the outbound/polling queue

7.1 Changes
DTS users are able to modify confirmed (HK) reservations. The contractor can view the type of reservation changed (air, car, etc.) and the day and month the change was made in the PNR A remarks field.

When changes are made to a previously ticketed reservations, and approved within 3 business days of departure; DTS places a comment in the phone field (Changes approved by AO/TO – date of approval) in lieu of applying a TAW/TAU. The approved PNR is not placed on the ticketing queue. The contractor shall facilitate ticket issuance for approvals reflected in the phone field.

If the traveler/government representative requested assistance via phone, email, fax, or in person for reservations changes to a DTS PNR, the contractor shall:

• Process reservations changes in accordance with local business rules
• If local business rules allow, process the changes as requested by the traveler
• Document the PNR using the applicable outbound/polling comments (see examples in Appendixes B & C) with the date and time call received, and the name (first/last), rank/grade, and title of the supervisor who approved the change (if applicable and in accordance with local business rules)
• Place the PNR on the outbound/polling queue if prior to trip departure
• **Do not** place the PNR on the outbound/polling queue if travel has commenced

### 7.2 Cancellations
Reservation segments, to include confirmed and passive segments are removed from the PNR when cancelled in DTS by the traveler. There are instances where a DTS/GDS error ignores the cancel command resulting in a cancel failure.

The contractor shall provide the following cancellation procedures:

- Process cancelled PNRs within one business day
- Verify **ALL** segments are cancelled
  - View history to ensure all previously confirmed reservation segments were cancelled
- Confirm that lodging vendors have returned cancellation numbers for hotel segments
- Cancel reservations not cancelled by DTS
  - Reservations booked manually by the contractor outside of the GDS (passive segments)
  - Cancel failures

### 7.3 General/Administrative
For all DTS PNRs, the contractor shall:

- Maintain the DTS Retention Line in all DTS PNR’s until the expiration
- Ensure the contractor’s company profile(s) for DTS do not contain GDS edits and credit card data
- Use DTS outbound/polling remarks fields exclusively for communicating to DTS travelers and AOs regarding reservations (see examples in Appendixes B & C)
- Ensure no changes or comments are added to the DTS TAW/TAU field

Note: Unsigned documents with PNR’s are placed by the GDS in queue (0). These PNR’s do not contain remarks, credit card information, etc. The CTO is not required to process PNRs from unsigned documents.

### 7.4 Ticketing
The contractor shall apply the following processes when issuing tickets/invoices:

- Issue tickets from approved PNRs received in the urgent and ticketing queue in accordance with the TAW date
  - Use the form of payment provided in the DTS PNR unless a change to the form of payment is authorized by the Transportation Office or AO
  - Tickets may be issued in advance of the TAW/TAU date if requested by the Government
- Adhere to carrier specific ticketing processes (ARC and Non-ARC carriers)
- Adhere to industry/Billing and Settlement Plan (BSP) rules for ticket issuance in foreign currency
  - Modify the stored fare from USD to applicable foreign currency
- Add the point of sale transaction fee (where applicable)
- Ensure ticket data and point of sale transaction fee data is retained in the PNR (See Section 7.5 for additional information)
- Place the PNR on the outbound/polling queue immediately upon ticket issuance
  - See exceptions in Appendix B & C (Non-GDS Ticketing)
7.5 Point of Sale Transaction Fees

When issuing transaction fees at the point of sale (POS), the contractor shall enter and maintain a unique POS transaction fee number into the PNR using one of the following methods:

- Accounting Data Lines (*PAC) (Sabre)
- Document History (*DH) (Worldspan)
- DTS PNR (M) remark using the following data elements:
  - Transaction type (CTOFEE)
  - Fee amount
  - Transaction fee number (13 digit)
  - Type of GTCC used as payment (IBA or CBA)
  - Use the PNR M remark qualifier exclusively for passing transaction fee data through the GDS/DTS interface

See Appendixes B & C for GDS format examples.

7.6 Schedule Changes

Upon receipt of carrier initiated schedule changes, the contractor shall:

- Immediately process DTS PNRS with carrier initiated schedule changes (UC, HX, NO, etc. segment status)
- Process schedule changes for DTS PNR segments in accordance with airline and industry standards

7.7 Group Travel Request

Upon receipt of a group travel movement email request from DTS, the contractor shall:

- Book/modify/cancel/ticket the reservations as requested and in accordance with carrier/supplier rules
- Collect SFPD data, form of payment, and any other information required for processing reservations
- Email the itinerary/itineraries to the primary traveler/group coordinator

Note: Group travel PNRS are created by the contractor and shall not be placed on the outbound/polling queue.

7.8 Non-Contract City Pair Market (NCPM) Reason Code

DTS places a “NCPM” code in the PNR when one or more legs of the flight itinerary are to/from an origin/destination where no contract city pair fare was awarded. The NCPM code will remain in the PNR, and cannot be removed by DTS even if modifications reflect travel entirely between awarded markets. (See Section 7 for quality control requirements.)

7.9 Non-Interline Agreements

DTS creates individual PNRS for flights selected on carriers that do not have interline agreements and cross references the associated PNRS in the PNR (R) remarks field.
Upon receipt of cross referenced PNRs, the contractor shall:

- Place the PNRs on the outbound/polling queue consecutively upon completion of quality control processes
  - Applies to all cross referenced PNRs received on the inbound, urgent, and ticket queue
  - Includes PNRs that contain a DTS retention line but no reservations

See Appendixes B & C for examples.

7.10 Transportation Security Administration (TSA) Information

PNRs with air reservations booked in DTS, include the Secure Flight Passenger Data (SFPD) in accordance with the applicable GDS/airline format. Travelers are able to modify the SFPD information in their DTS profile however; changes will not be reflected in previously created PNRs.

PNRs with “request travel agent assistance” comments in the W (Air) remarks field, include the traveler’s SFPD and requested airline itinerary. Upon booking the traveler’s requested airline reservations, the contractor shall enter the SFPD into the PNR using the required GDS/airline format. See Appendixes B & C for PNR examples and GDS formats.

7.11 Government Designated Help Desk

The government designated help desk (currently known as the Travel Assistance Center or TAC) is a comprehensive support program available to authorized users 24 hours a day, seven days a week including federal holidays.

Once registered, the CTO/TMC contractor may report PNR processing issues by calling 1-888-Help1Go or by submitting a help ticket through the “tickets” section of the DTMO Travel Explorer (TraX). The tickets section maintains a record of a user’s help desk tickets, and provides the capability to track progress of tickets from creation to resolution. The TAC is the only venue that tracks and resolves DTS issues. The TAC has access to view PNRs but cannot modify reservations or issue tickets.

To become an authorized help desk user, register in the DTMO Travel Explorer (TraX) at https://www.defensetravel.dod.mil/Passport.

When reporting issues, it is recommended that the contractor provide as much of the traveler’s information as possible to include the PNR locator, PCC/SID, traveler name, and TANUM (if available).

The contractor shall refer travelers to the TAC for assistance with DTS questions/issues.

7.12 DTS Transaction Fee Exceptions

The contractor is authorized to charge a CTO Assist fee for a DTS created PNR under the following conditions:

- Modified the rental car pick-up time to coincide with the airline arrival time (see Section 7)
- Received PNR in the inbound or urgent queue with “request travel agent assistance” remarks for carrier/vendor inventory that cannot be displayed/booked in DTS or any GDS e.g. RyanAir
  
  Note: does not apply to “request travel agent assistance” remarks received for carrier/vendor inventory that cannot be displayed/booked/-priced in the GDS used by the contractor but can be displayed/booked/-priced in DTS and other GDS e.g. Southwest.

- Tickets issued for Amtrak reservations. Although Amtrak can be booked in the GDS’, DTS sends a “request travel agent assistance” comment in the PNR T remarks requiring the contractor to book the reservations

- Traveler/Government Representative requested assistance via phone, email, fax, or in person resulting in the contractor’s modifying the DTS PNR

- Tickets issued from a DTS Group Travel Movement email request

- TSA Secure Flight Passenger Data (SFPD) not passed to the DTS PNR requiring the contractor to obtain and enter the data into the PNR

- Government Travel Charge Card Declined resulting in the contractor’s modifying the form of payment in order to issue the ticket

- Temporary work-arounds due to DTS system problems when directed by the KO/COR

- Air/rail change after ticketing requiring the contractor to reissue the ticket(s)
## Frequently Asked Questions (FAQs)

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What should I do if I receive a PNR in my inbound queue without reservations?</td>
<td>Check the remarks in the PNR to determine if the traveler has comments or requests for action by the contractor. Check to see if the PNR has cancelled segments in the history, it could be a cancelled reservation. Place the PNR on the outbound/polling queue to be updated in DTS.</td>
</tr>
<tr>
<td>What should I do if PNRs have been in the outbound/polling queue for an extended period of time?</td>
<td>The outbound/polling queue is polled every 15 minutes. If PNRs are not removed in a timely manner, it is recommended the contractor open a help desk ticket.</td>
</tr>
<tr>
<td>Can I distribute DTS PNRs to other queues?</td>
<td>Yes, as long as the PNR is placed on the outbound/polling queue upon completing quality control and ticketing processes.</td>
</tr>
<tr>
<td>What should I do if a traveler calls from the airport because the ticket was not issued?</td>
<td>If reservations exist and the TAW/TAU was applied, issue the ticket and place the PNR on outbound/polling queue. If no TAW/TAU is present advise the traveler to contact their local help desk or AO.</td>
</tr>
<tr>
<td>What should I do if a DTS PNR has Premium Class booked?</td>
<td>DTS blocks all premium class travel from the air availability display. Users/travelers may request travel agent assistance for premium class reservations. Refer to your local business rules. Premium Class travel requires special approval.</td>
</tr>
</tbody>
</table>
# Appendix A – Glossary of DTS Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AO</td>
<td>The Authorizing Official is the person at the operational level who has the responsibility for the mission and the authority to approve funds to support TDY travel for the mission.</td>
</tr>
<tr>
<td>CTO BOOKED</td>
<td>The DTS document history stamp that indicates a PNR has been swept from the GDS outbound/polling queue and returned to DTS for routing and approval</td>
</tr>
<tr>
<td>CTO SUBMIT</td>
<td>The DTS document history stamp applied after signing a document that indicates a PNR(s) has been sent to the inbound or urgent queue for CTO/TMC processing.</td>
</tr>
<tr>
<td>CTO TICKETED</td>
<td>The DTS document history stamp indicating that a PNR has been ticketed by the contracted CTO/TMC and returned to the outbound/polling queue.</td>
</tr>
<tr>
<td>Group Travel</td>
<td>Two or more travelers going to the same destination completing the same mission.</td>
</tr>
<tr>
<td>Method of Reimbursement</td>
<td>Form of Payment (FOP)</td>
</tr>
<tr>
<td>Routing</td>
<td>Electronic work flow of a travel authorization/order from creation through vouchering.</td>
</tr>
<tr>
<td>Stamp</td>
<td>Represents document status.</td>
</tr>
<tr>
<td>Stuck at “CTO Submit”</td>
<td>The document has not routed for review and approval.</td>
</tr>
<tr>
<td>Sweep</td>
<td>DTS process for moving PNRs between DTS and the contractors queues.</td>
</tr>
</tbody>
</table>
APPENDIX B – Sabre Specific Formats

DTS uses the following PNR remark qualifiers for inbound and outbound comments:

<table>
<thead>
<tr>
<th>Segment/Data</th>
<th>Inbound Comments (from DTS to CTO/TMC)</th>
<th>Outbound/Polling Comments (from CTO/TMC to DTS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>W</td>
<td>E</td>
</tr>
<tr>
<td>Rail</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Rental Car</td>
<td>X</td>
<td>D</td>
</tr>
<tr>
<td>Lodging</td>
<td>Y</td>
<td>G</td>
</tr>
<tr>
<td>Profile Data</td>
<td>P</td>
<td></td>
</tr>
<tr>
<td>Cross Referenced PNRs</td>
<td>R</td>
<td></td>
</tr>
<tr>
<td>Associated Information</td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>

GDS Example - DTS Created PNR

Note: We have included parenthetical remarks at the end of the PNR lines for clarification/explanation. These remarks are not actually part of the PNR.

1.1TRAVELER/JOSEPH A
1 DL2521Y 17MAY BOSTPA HK1 705A 1010A/DCDL*P10D06/E
2 CARZD 17MAY HK1 TPA/19MAY/CCAR/ARR-1000A/CD-57/DCZD 88300/RET-0930A/RG-USD22.00 UNL DY XD22.00 UNL XH7.00 UNL/AP USD67.42 UNL2DY0HR23.00MC/BS-22972246/RC-5F/CF-46470942US0-
3 HHL BW HK1 TPA IN17MAY M-OUT18MAY 1 NT 54847BWT/DCBW TAMPA 1A2DGOCA-1/59.00USD/AGT22972246/GVI4242424242424242EXP 01 07-MARCH/C04P/ARR-1010/DEP-1115/SL-CF-809607678-
4 DL2534Y 19MAY TPABOS HK1 1115A 209P/DCDL *P10D06/E
5 OTHZZ19NOV MGK1 INFORMATION/DEFENSE TRAVEL SYSTEM (DTS Retention Line)

TKT/TIME LIMIT (Ticketing Field)

1.TAWE65A10SEP406/0400A/ (Approved PNR)

1.T-A (Unapproved PNR)

PHONES

1.BOS 155-123-4567-A
2. WAS Changes approved by AO/TO – 0817 (AO approval designation when changes are made to a previously ticketed PNR within 3 business days of departure)

PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL

1.‡ JOSEPH.A.TRAVELER.MIL@MAIL.MIL (Email Address)

PRICE QUOTE RECORD EXISTS (Stored Fare/Price Quote *PQ)

FARE BY LEG - STORED‡

PQ 1 PGV1‡XR

<table>
<thead>
<tr>
<th>BASE FARE</th>
<th>TAXES/FEES/CHARGES</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>USD396.28</td>
<td>43.82XT</td>
<td>USD440.10GV1</td>
</tr>
</tbody>
</table>

XT 29.72US 4.00ZP 5.60AY 4.50XF

GV1-01 YCA

SLC DL TPA198.14YCA DL BOS198.14YCA USD396.28END ZPTPA XFTPA4.5M

VALIDATING CARRIER - DL

SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY (Secure Flight Passenger Data SFPD)

2.SSR DOCS DL HK1/DB/09AUG77/M/S 1.1 TRAVELER/JOSEPH A (*P3D for Non AA Segments Lines 2-3)

3.SSR DOCO DL HK1/R/1234567890 1.1 TRAVELER/JOSEPH A

4.SSR DOCS AA HK1/DB/09AUG77/M/C 1.1 TRAVELER/JOSEPH A (*P4D for AA Segments Lines 4-5)

5.SSR DOCO AA HK1/R/1234567890 1.1 LASTNAME/FIRSTNAME

REMARKS

1.-*VI4614000000000009‡10/20 (Form of Payment)

GDS Examples - PNR Remarks Fields

Associated (A) Remarks: DTS may place the Travel Authorization Number (TANUM) and Line of Accounting (LOA) in the A remarks upon AO approval. DTS may also place the non-contract city pair market code and a PNR change indicator designating the type of reservation changed (air, car, etc.) and the month and day of the change.

To display Associated remarks: *A‡

181.A‡CHG0817AIR (Changes were made to air reservations on August 17th)

194.A‡CHG0817CAR (Changes were made to the rental car reservations on August 17th)
219.A‡TA - 1QTQLR (Travel Authorization Number or TANUM)

220.A‡LOA1 (Line of Accounting (LOA) lines 220-222)

221.A‡068688-970015-55010074D82100-5806300686882D-V49660--N

222.A‡ULL--SA2OCOB-US496605UBBA2E--

223.A‡NCPM (Non-contract city pair market designator)

Profile (P) Remarks: DTS may place information from the traveler’s personal information such as traveler type, rank/grade, phone numbers, home address, emergency contact, etc.

To display Profile remarks: *P‡

85.P‡MO-03 (Traveler Type and Rank/Grade)
86.P‡JOE TRAVELER/555-123-4567
87.P‡222 W. MAIN STREET
88.P‡ANYTOWN VA 12345
89.P‡JANE TRAVELER
90.P‡555-123-8901-E

PNR (R) Remarks: DTS cross references associated PNRs and may place the associated PNR locators in the R remarks of each PNR.

To display R remarks: * R‡

93.R‡1 of 2 PNR TQEDNT (PNR #1 of a cross referenced PNR)
93.R‡2 of 2 PNR SDRWER (PNR #2 of a cross reference PNR)
93.R‡1 of 1 PNR (PNR not associated with another PNR)

See section 7.9 for additional information.

General PNR Remarks: DTS may place the traveler’s DTS unit, work address, work phone, travel purpose, and the DoD component/DTS organization. The general remarks are not preceded by a qualifier.

To display General remarks: *‡

25.134567
60.12900
61.PATTON WAY
62.FT SOMEWHERE VA 12345
70.703-555-1000-B

80.INFORMATIONAL MEETING (Travel Purpose)
GDS Examples - Request Travel Agent Assistance Remarks (W, T, X, and Y)

To display Air (W) remarks: *W‡

32.W‡CTO, PLEASE ASSIST TRAVELER WITH AIR TRANSPORTATION
33.W‡FROM BWI - BALTIMORE WASHINGTON TO KWI - KUWAIT
34.W‡DEPARTURE IS 25MAR2015.
55.W‡DOCUMENT NAME - JTKUWAIT032515A01
57.W‡TSA SECURE FLIGHT
58.W‡3DOCS-DB-09AUG77-M-TRAVELER-JOSEPH-A

To display Rail (T) remarks: *T‡

6.T‡CTO, PLEASE ASSIST TRAVELER WITH THE RAIL REQUEST
7.T‡FROM WASHINGTON DC AT 0700AM ON 18-MAY-15 TO
8.T‡PHILADELPHIA PA RETURN to WASHINGTON DC at
9.T‡200PM ON 18-MAY-15

To display Rental Car (X) remarks: *X‡

46.X‡CTO, PLEASE ASSIST TRAVELER WITH COMPACT CAR FOR
47.X‡PHILADELPHIA PA FROM 04 05 2015 TO 04 08 2015

To display Lodging (Y) remarks: *Y‡

Commercial Lodging Request:
40.Y‡CTO, PLEASE ASSIST TRAVELER WITH BEST WESTERN TAMPA FL
41.Y‡FROM 05 17 2015 TO 05 19 2015

DoD Lodging Request:
40.Y‡CTO, please assist traveler (Male, U.S.A.F, MO-07) with lodging reservations with Air
41.Y‡Force at MACDILL AFB,FL from 05/18/2015 to 05/19/2015. If rooms are unavailable, a
42.Y‡non-availability number will be provided by the lodging facility and reservations should
43.Y‡be booked with DoD preferred commercial lodging if available. If not available, book a
44.Y‡FEMA compliant property in the vicinity of the installation. Please enter either the non-
45.Y‡availability number or the confirmation number and property booking details in the PNR.

Note: When air, rental car, and lodging reservations are auto-booked in DTS, information regarding
the traveler’s selected reservations to include carrier/vendor, dates, times, confirmation number, seat
assignments, etc. may be placed by DTS in the W (Air), X (Rental Car), and Y (Lodging) remarks fields.
The reservation information may or may not be present in the PNR itinerary and is for informational
purposes only. The contractor is not required to review/quality control remarks related reservation information auto-booked by the traveler in DTS.

**Pricing/Stored Fare**

For auto-booked reservations, DTS places an active price quote (PQ) in the PNR. DTS stores fares in USD and requires the PQ to remain in USD until ticketing.

The contractor shall establish the following quality control processes for air reservations:
- Ensure the DTS PNR contains an active or manual price quote in the PQ1 field (*PQ)
  - Fares must be stored in US Dollars (USD) (until ticketing)
  - Linear fare must include the tax
- Price the itinerary and store the fare(s) upon receipt of a PNR without a PQ field.
- Remove PQ for expired fares, re-price/book itinerary (if required), and store fare.
- Remove the PQ in USD and re-store the fare in applicable foreign currency
  - Applicable when industry/Billing and Settlement Plan (BSP) rules require ticket issuance in foreign currency

To store the fare: **WPPGV1‡XR‡RQ**
To remove a stored fare: **PQRD1**

The contractor shall establish the following quality control processes for rail reservations:
- Store the fare using the applicable PQM format to enter the fare and ticketing date
  - PQM format for one way travel: **PQM-50.00 Total 50.00 HLD 27FEB**
  - PQM format for round trip travel: **PQM-50.00/50.00 Total 100.00 HLD 27FEB**
- If unable to book the rail request, enter **PQM-OK**

**Point of Sale Transaction Fee Remark**

To enter the DTS transaction fee remark: **M‡CTOFEE-13.00/8901234567890/IBA**

See Section 7.5 for additional information.

**NCPM Comments**

*To enter NCPM comments to DTS:*

**5E‡TRAVELER SELECTED THE LOWEST FARE**
Or
**5E‡ LOWER FARE AVAIL ON UA FLT 500 20SEP15 AT 100PM**

See Section 7.8 for additional information.
Non-GDS Ticketing

The contractor shall establish the following processes for ticketing reservations for approved PNR’s received in the urgent or ticketing queue on carriers that issue tickets outside the GDS (e.g. Southwest):

- Ensure the reservation segment status is BK, GK, or HK
- Initiate the ticket request in accordance with the TAW date *(do not place on outbound/polling queue at this time)*
  - Use the form of payment provided in the DTS PNR unless a change to the form of payment is authorized by the Transportation Office or AO
  - Tickets may be issued in advance of the TAW/TAU date if requested by the Government
- Add the PNR accounting line with the carrier ticket data immediately upon receipt from the carrier
- Place the PNR on the outbound/polling queue

*Note: Travelers are advised to contact the contracted CTO/TMC directly for assistance with reservations changes.*
APPENDIX C – Worldspan Specific Formats

DTS uses the following qualifiers for inbound/outbound comments:

<table>
<thead>
<tr>
<th>Segment/Data</th>
<th>Inbound Comments (from DTS to CTO/TMC)</th>
<th>Outbound/Polling Comments (from CTO/TMC to DTS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air</td>
<td>W</td>
<td>E</td>
</tr>
<tr>
<td>Rail</td>
<td>T</td>
<td>F</td>
</tr>
<tr>
<td>Rental Car</td>
<td>X</td>
<td>D</td>
</tr>
<tr>
<td>Lodging</td>
<td>Y</td>
<td>G</td>
</tr>
<tr>
<td>Profile Information</td>
<td>P</td>
<td></td>
</tr>
<tr>
<td>Cross Referenced PNRs</td>
<td>R</td>
<td></td>
</tr>
<tr>
<td>Associated Information</td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>

**GDS Example - DTS Created PNR**

*Note: We have included parenthetical remarks at the end of the PNR lines for clarification/explanation. These remarks are not actually part of the PNR.*

1.1 TRAVELER/JUDY C

1*UA7200Y02APR MO IADBOS HK1 1023A 1152A/O $ SK E

2 CCR ET HK01 BOS 02 APR 15 APR CCAR /BS-1P/RG-USD 21.00DY UNL 2 1.00XD UNL 5.26XH UNL /RC-GOVT/LT01/ARR-1230/DO-BOS/DT-1800/DC-D ROP CHARGE MAY APPLY/NM-SYSREG CHELSEA D/CD-G169DTS/RI-ESTIMATED TTL AMOUNT 131.93 USD – SEE LOCAL POLICY/SA-HAVE CLINET CALL 1-800-RENT-A-CAR FOR SHUTTLE/CF-FY95SB #ET#

3 HHL PN HK01 BOX IN02APR OUT05APR BOSFW-FN FAIRFIELD INN MARR IOTT WOBURN/NP-1/R-GOVA00/RG-USD 94.00/BS-53408191/NM-CHELSEA S YSREG/G-CCVI42424242424242EXP12-09/XP-CANCELL PERMITTED UP TO 6PM DAY OF ARRIVAL HOTEL TIME. 103.12 CANCEL FEE PER ROOM/CF -87256763 $FN$

4*UA7201Y05APR MO BOSIAD HK1 920A 1149A/O $ SK E

5 ZZ OTS 05OCT HK1 INFORMATION/**DEFENSE TRAVEL SYSTEM**
TKG FAX-NOT PRICED  FARE TYPE EX
*** DI/FQ/PI ITEMS EXIST ***

FOP- 1.CCIVXXXXXXXXXXXXXX000!N0617 (Form of Payment)

15.SSRDOCSUAHK1\\/\\/@-----@/TRAVELER/JUDY/C- 1.1 (SFPD)
16.SSRDOCOYYHK1//K/@-----@1234\\/1--- 1.1

MA- 1.JUDY.C.TRAVELEJER.CIV@MAIL.MIL (Email)

*PI (Pricing Instructions)

T- 1.T/
DI- *. E*#V#RL*$#BVD#EA#BK#TK#WH#DR#@C1#SP*IPF5E52D
#OP-F5E52D

TKG FAX-NOT PRICED  FARE TYPE EX

PI- 1.4PFNPNA 1P/ABC/KS 15APR 1810Z
STORED FARE QUOTE EXISTS

*FQ (Fare Quote)

T- 1.T/
TKG FAX-NOT PRICED  FARE TYPE EX

FQPI- 1.4PFNPNA 1P/ABC/KS 15APR 1810Z
FARE QUOTED 15APR BY AGT-KS/ABC
GGV IAD UA BOS107.91UA
IAD107.91USD215.82END UA ZPIADBOS
XT11.20AY12.00XF IAD4.5BOS3
BF-215.82 TX-51.38 TTL-267.20 YCAIAD
TOTAL BF-215.82 TX-51.38 TTL-267.20 USD
**GDS Examples - PNR Remarks Fields**

**Associated (A) Remarks:** DTS may place the Travel Authorization Number (TANUM) and Line of Accounting (LOA) in the A remarks upon AO approval. DTS may also place the non-contract city pair market code and a PNR change indicator designating the type of reservation changed (air, car, etc.) and the month and day of the change.

To display Associated (A) remarks: *UA

MA-
1. **CHG0817AIR** *(Changes were made to air reservations on August 17th)*
2. **CHG0817CAR** *(Changes were made to the rental car reservations on August 17th)*
3. **TA-123ABC** *(TANUM)*
4. **LOA1** *(LOA – Lines 3-5)*
5. **068566-170006-66180672A02100-0016606685662D-N42884-11**
6. **12JF----US0016668535EE**
7. **NCPM** *(Non-contract city pair market designator)*

**Profile (P) Remarks:** DTS may place information from the traveler’s personal information such as traveler type, rank/grade, phone numbers, home address, emergency contact, etc.

To display Profile (P) remarks: *UP

MP-
1. **JUDY TRAVELER 555-123-8901**
2. **GS-09** *(Traveler Type and Rank/Grade)*
3. **222 W MAIN ST**
4. **ANYTOWN VA 12345**
5. **JOSEPH TRAVELER**
6. **555-123-4567-E**

**PNR (R) Remarks:** DTS cross references associated PNRs and may place the associated PNR locators in the R remarks of each PNR.

To display R remarks: *UR

MR-
1.-
2.1 of 2 PNR T1E9NT *(PNR #1 of a cross referenced PNR)*

1.-

2.2 of 2 PNR 4DR7ER *(PNR #2 of a cross referenced PNR)*
1.

2.1 of 1 PNR 4DR7ER (PNR not associated with another PNR)

See Section 7.9 for additional information.

**Unique (U) PNR Remarks:** DTS may place the traveler’s DTS unit, work address, work phone, travel purpose, and the DoD component/DTS organization. The general remarks are not preceded by a qualifier.

To display Unique remarks: *U

25.134567
60.12900
61.SHERMAN WAY
62.FT SOMEWHERE VA 12345
70.703-555-1001-B

80.INFORMATION MEETING *(Travel Purpose)*

90.DA123ABC4567 *(DOD Component/Organization)*

**GDS Examples - Request Travel Agent Assistance Remarks (W, T, X, and Y)**

To display Air (W) remarks: *UW

MW- 1. **CTO, PLEASE ASSIST TRAVELER WITH AIR TRANSPORTATION**

2. FROM IAD - WASHINGTON DULLES TO BOS - BOSTON

3. DEPARTURE IS 02APR2015.

4. DOCUMENT NAME - JTBOSTON040215A01

5. TSA SECURE FLIGHT

6. 3SSRDOCS YY HK1-DB-09APR77-M-TRAVELER-JUDY-C

To display Rail (T) remarks: *UT

MU- 1. **CTO PLEASE ASSIST TRAVELER WITH RAIL RESERVATIONS**

2. FROM WASHINGTON DC TO PHILADELPHIA PA DEPARTING

3. AT 0100PM ON 05 05 2015

To display Rental Car (X) remarks: *UX

MX- 1. **CTO PLEASE ASSIST TRAVELER WITH COMPACT CAR FOR**
2. BOSTON MA FROM 04 02 2015 TO 04 05 2015

To display Lodging (Y) remarks: *UY

Commercial Lodging Request:
MY- 1. CTO PLEASE ASSIST TRAVELER WITH MARRIOTT BOSTON MA
2. FROM 04 05 2015 TO 04 08 2015

DoD Lodging Request:
MY- 1. CTO, please assist traveler (Female, U.S. Army, GS-09) with lodging reservations with Army
2. FORT DEVINS, MA from 04/02/2015 to 04/05/2015. If rooms are unavailable,
3. a non-availability number will be provided by the lodging facility and reservations
4. should be booked with DoD preferred commercial lodging if available. If not
5. available, book a FEMA compliant property in the vicinity of the installation. Please
6. enter either the non-availability number or the confirmation number and property
7. booking details in the PNR.

Note: When air, rental car, and lodging reservations are auto-booked in DTS, information regarding the traveler’s selected reservations to include carrier/vendor, dates, times, confirmation number, seat assignments, etc. may be placed by DTS in the W (Air), X (Rental Car), and Y (Lodging) remarks fields. The reservation information may or may not be present in the PNR itinerary and is for informational purposes only. The contractor is not required to review/quality control remarks related reservation information auto-booked by the traveler in DTS.

Pricing/Stored Fare

For auto-booked reservations, DTS places a Pricing Instruction (PI) Line in the PNR.

The CTO shall establish the following quality control processes for DTS PNR’s with air reservations:

- Ensure the DTS PNR contains a PI line (*PI)
  - Fares must be in US Dollars (USD) (until ticketing)
- Price the itinerary and add the PI line upon receipt of a PNR without a PI line
- Remove PI for expired fares, re-price/book itinerary (if required), and add PI line
- Remove PI in USD and re-store the fare in applicable foreign currency
  - Applicable when carrier and/or Billing and Settlement Plan (BSP) rules require ticket issuance in foreign currency

Note: Only one (1) PI and one (1) stored fare can exist in the PNR
To add the PI line: 4PQ#PI#PGGV

**Document History**

The contractor shall ensure all ticketing data to include air/rail tickets and point of sale transaction fee(s) (if applicable) are maintained in the PNR document history (*DH). The document history, which is under the document section shall include the line number for each ticket and display the ticket data, accounting lines, etc. This applies to carriers booked and ticketed in the GDS and carriers that are booked and ticketed outside of the GDS e.g. Southwest.

To display document history: *DH1

1 28SEP0804 1P/RXX/GV*E0168702445231 I226071 *I
   SMITH/ANTHONY*GGV
   **DOCUMENT COMMANDS**
   EZ EZELIM#BK#TK#@C1#*R#SF0.00/000V890#BV#DR#EA#RL#
       SP#V#X$#*$
   AGENT EZE*SF00.00/SRPC-0 V-890#*R#SP
   PI 4PFNPNA#BO
   **INTERFACE**
   CTLNBR 27xxxxxxxx
   **DOCUMENT**
   MFOP CCVI XXXX XXXX XXXX xxxxNO000 020000-USD0.00
   MAMT USD10.77/USD10.77
   MCOMM USD0.00
   **ITINERARY/INVOICE**
   AMT AIR FARE 455.82
   TAX 73.98
   TOTAL AIR FARE 529.80
   SERVICE FEE xx.xx
   *DH2 (point of sale transaction fee)
   2 28SEP0804 1P/RXX/GV*M8900563000000 I222000 *I
   SMITH/ANTHONY*GGV
   **DOCUMENT COMMANDS**
   EZ EZELIM#BK#TK#@C1#*R#SF0.00/000V890#BV#DR#EA#RL#
       SP#V#X$#*$
   AGENT EZE*SF00.00/SRPC-0 V-890#*R#SP
   **INTERFACE**
   CTLNBR 2700000000
   **DOCUMENT**
   MFOP CCVI XXXX XXXX XXXX xxxxNO000 020000-USD0.00
   MAMT USD10.77/USD10.77
   MCOMM USD0.00

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**Point of Sale Transaction Fee Remark**

Contractor’s using the DTS transaction fee remark to enter point of sale transaction fee shall use the following format: **5.M-CTOFEE-13.00/8901234567890/IBA**

See Section 7.5 for additional information.

**NCPM Comments**

To enter NCPM comments to DTS:

5.E-TRAVELER SELECTED THE LOWEST APPLICABLE FARE

OR

5.E-LOWER FARE AVAIL IF TAKE ALTERNATE DEPARTURE UA FLT 100 AT 100PM

See Section 7.8 for additional information.

**Non-GDS Ticketing**

The contractor shall establish the following processes for ticketing reservations for approved PNR’s received in the urgent or ticketing queue on carriers that issue tickets outside the GDS (e.g. Southwest):

- Initiate the ticket request in accordance with the TAW date (do not place the PNR on outbound/polling queue)
  - Use the form of payment provided in the DTS PNR unless a change to the form of payment is authorized by the Transportation Office or AO
  - Tickets may be issued in advance of the TAW/TAU date if requested by the Government
- Place the ticket number issued by the carrier in the document history immediately upon receipt from the carrier
- Place the PNR on the outbound/polling queue

*Note: Travelers are advised to contact the contracted CTO/TMC directly for assistance with reservations changes.*