

## CHAPTER 10: DTS Trip Cancellation Procedures

The steps required in DTS for trip cancellation depend on the document status and whether the authorization contains expenses. The conditions are listed below:

- The authorization is in a CREATED status
- No expenses were incurred, and the authorization has been signed or approved
- Expenses were incurred by the traveler and/or government, and the authorization has been signed
- Expenses were incurred by the traveler and/or government, or an advance or scheduled partial payment (SPP) was submitted or paid, and the authorization has been approved

CTO-disabled sites should refer to their local business rules to cancel any reservations.

**Important:** *A hotel cancellation confirmation number must be obtained to ensure that a no-show charge is not incurred. If the Travel Management Company (TMC; formerly known as the Commercial Transportation Office; DTS still refers to the TMC as the CTO) does not provide a hotel cancellation number, the traveler has the responsibility to contact the hotel directly to obtain one.*

**Note:** The Reservation Autocancel feature of DTS does not cancel the *authorization*. This feature only cancels *reservations* made in DTS based on the amount of time that has passed for an unsigned document (Section 10.5).

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## 10.1 Access the Authorization

To cancel a trip, log into DTS (Figure 10-1), and follow the below steps:

**Note:** Some screens in DTS use the term *Approving Official* to refer to the Authorizing Official (AO) who approves and cancels DTS documents.

Logged In As: Eric T West [Help for this screen](#)

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Logoff

Official Travel | Official Travel - Others | Traveler Setup | Reports | Administrative

**Welcome Eric T West**

Organization: DTMOCS D  
 Org Access: DTMO  
 Group Access: (All)  
 Permission:

**Message Center**

My Signed Documents			
Document Name	Current Status	Departure Date	Type
<a href="#">EWFRANKFURTAM072213_A02</a>	CTO BOOKED	07/22/13	AUTH
<a href="#">EWSANANTONIOT072213_A01</a>	POS ACK RECEIVED	07/22/13	AUTH
<a href="#">EWDENVERCO080113_A01</a>	CTO CANCELLED	08/01/13	AUTH
<a href="#">EWCHEAPEAKEV080413_A01</a>	ADJUSTED	08/04/13	AUTH
<a href="#">EWLONDONGBR080513_A01</a>	POS ACK RECEIVED	08/05/13	AUTH
<a href="#">EWBOSTONMA081013_A01-01</a>	POS ACK RECEIVED	08/10/13	AUTH

Figure 10-1: DTS User Welcome Screen

1. Mouse over **Official Travel** on the menu bar.
2. Select **Authorizations/Orders**.

The Authorizations/Orders screen opens (Figure 10-2).

Logged In As: [Eric T West](#) Screen ID: 1001.1 [Close Window](#)  
 Traveler Name: [Eric T West](#) Document Type: Authorization [Help for this screen](#)

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[View Vouchers](#) [View Local Vouchers](#) [View Group Authorizations](#)

**Authorizations / Orders**

Below is a list of your existing authorizations/orders. Please select the function (edit, print, etc.) corresponding to the appropriate authorization/order.

[Create New Authorization/Order](#) [Create Trip Template](#) [NEXT 25](#)

**Existing Authorizations/Orders**

Sort by Document Name	Sorted by Departure Date	Sort by Status	Sort by TA Number	View/Edit	Print	Remove / Trip Cancel	Amend
EWCOLORADOSPR101413_A01	10/14/13	ADJUSTED		<a href="#">view / edit</a>	<a href="#">print</a>		
EWORLANDOFL092213_A01	09/22/13	CREATED		<a href="#">edit</a>	<a href="#">print</a>	<a href="#">remove</a>	
EWSANDIEGOCA091613_A01	09/16/13	ADJUSTED		<a href="#">view / edit</a>	<a href="#">print</a>		
EWSANANTONIOB091513_A01	09/15/13	CTO BOOKED		<a href="#">view</a>	<a href="#">print</a>		
EWKINCINNATIO082613_A01	08/26/13	ADJUSTED		<a href="#">view / edit</a>	<a href="#">print</a>	<a href="#">trip cancel</a>	
EWORLANDOFL082613_A01	08/26/13	CREATED		<a href="#">edit</a>	<a href="#">print</a>	<a href="#">remove</a>	
EWDENVERCO081713_A01	08/17/13	CREATED		<a href="#">edit</a>	<a href="#">print</a>	<a href="#">remove</a>	
EWDENVERCO081313_A01	08/13/13	ADJUSTED		<a href="#">view / edit</a>	<a href="#">print</a>		

Figure 10-2: Authorizations/Orders Screen

Each document's status determines the action links that appear in the columns on the right. When an authorization needs to be cancelled, use either the **remove** or **trip cancel** link.

The **remove** link only displays if the authorization is in a CREATED status. It disappears when the SIGNED stamp is applied.

The **trip cancel** link displays after an authorization is stamped SIGNED. It remains available until a voucher is created.

## 10.2 CREATED Status

This section discusses removing an authorization that is in a CREATED status.

Beginning on the Authorizations/Orders screen (Figure 10-2), follow the below steps to remove an authorization:

1. Select **remove** next to the authorization to be removed.

If there are no reservations in the authorization, a pop-up message appears to confirm that the traveler wants to delete the document.

2. Select **OK**. No further action is required.

If the authorization contains reservations, a pop-up message appears to inform the traveler that reservations must be cancelled before the document can be removed (Figure 10-3).

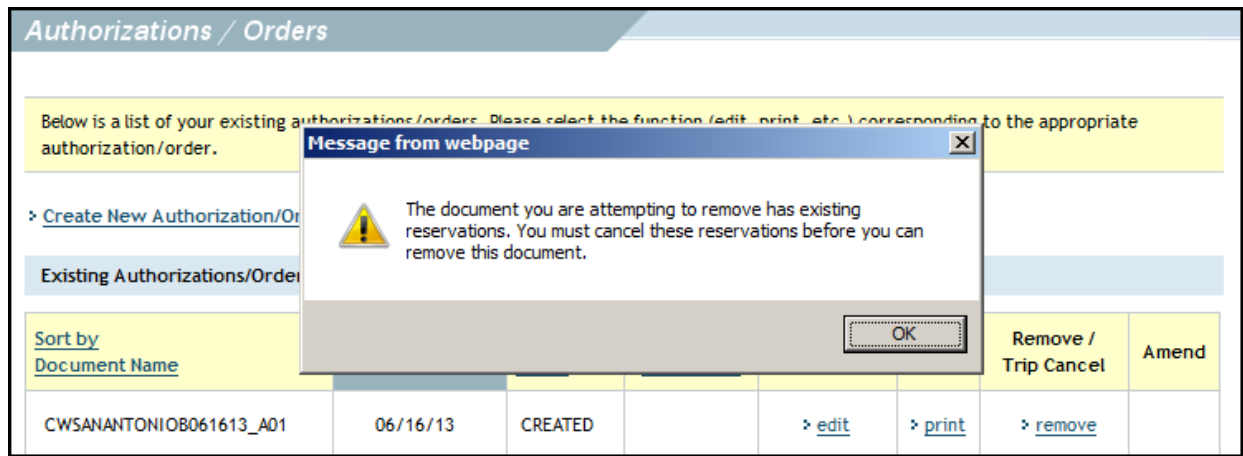


Figure 10-3: Existing Reservations Pop-Up Message

3. Select **OK**.
  4. Select **edit** next to the document to be removed.
- The Preview Trip screen opens.
5. Select **Travel** from the navigation bar.
- The Trip Summary screen opens.
6. Select **Cancel** next to the reservation to be cancelled.
- A pop-up message appears to confirm the cancellation.
7. Select **OK**.
  8. Repeat Steps 6 and 7 for any remaining reservations.
  9. Select **RETURN TO LIST** on the top of the screen.

The Authorizations/Orders screen opens.

10. Repeat Steps 1 and 2 to remove the authorization.

### 10.3 Signed or Approved, No Expenses Incurred

This section explains the steps for trip cancellation when no expenses have been incurred. The below steps apply if an authorization has been signed or approved.

**Note:** If a restricted/non-refundable ticket was purchased, a voucher must be created for expenses incurred. See Section 10.4.2 for guidance.

Beginning on the Authorizations/Orders screen (Figure 10-2), follow the below steps to cancel a trip:

1. Select **trip cancel** next to the document to be cancelled.

The Trip Cancellation screen opens (Figure 10-4).

Logged In As: [Eric T. West](#) Document Name: EWCOLUMBUSGA090713\_A01 Screen ID: 1001.6 [Close Window](#)  
 Traveler Name: [Eric T. West](#) Document Type: Authorization [Help for this screen](#)

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**Trip Cancellation**

To cancel this authorization, check the option that applies. If no expenses were incurred, then select the 'No expenses were incurred' option. If expenses were incurred to the traveler and/or government, or the traveler received a non-ATM advance or scheduled partial payment, then select the 'Expenses were incurred...' option. Then select the Continue button to proceed.

No Expenses were incurred  
 Expenses were incurred to the traveler and/or government, or the traveler received a non-ATM advance or scheduled partial payment

[Return to Document List](#) [Continue](#)

Figure 10-4: Trip Cancellation Screen

2. Select the **No Expenses were incurred** radio button.

A pop-up message appears informing the traveler that this action is non-reversible (Figure 10-5). Once **Continue** is selected, any reservations will be cancelled and the traveler will no longer be allowed to

access the reservations module. The traveler may select the **Return to Document List** if they wish to exit this process.

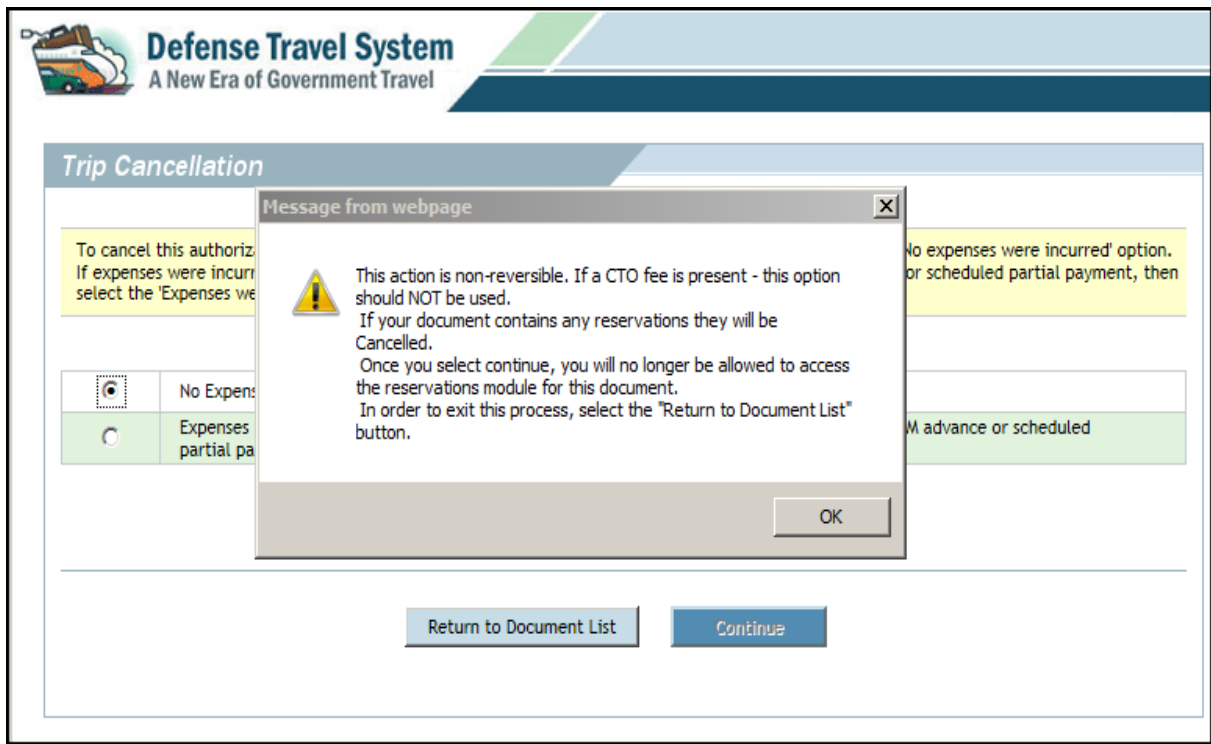


Figure 10-5: No Expenses Were Incurred Pop-Up Message

**Note:** The No Expenses were incurred button is not available if DTS detects any incurred expenses. DTS determines that expenses were incurred based on:

- A scheduled partial payment or advance has been submitted for payment or has been paid
- Centrally Billed Account (CBA) tickets are on or within the tickets are waiting (TAW) date
- The document has been stamped CTO TICKETED
- A CTO fee exists on the authorization
- One or more CBA tickets has a status of “Matched” in the CBA module

3. Select **OK**.
4. Select **Continue**.

The Digital Signature screen opens (Figure 10-6).

**Digital Signature**

**This trip was Trip Cancelled through the DTS Trip Cancel functionality.**

Click below to stamp and submit this trip authorization for routing and approval. By submitting you are legally signing this document.

**Document Action**

\* Submit this document as:

Routing List:

Additional Remarks:

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.

**Pending Routing Actions**

Awaiting Status Change To	By	Level
APPROVED	Helen D West	25
APPROVED	Chris A West	25

**Document History**

Status	Date	Time	Name	Remarks
CREATED	08/13/13	1405	Eric T West	
SIGNED	08/13/13	1419	Eric T West	
ADJUSTED	08/19/13	0844	Eric T West	Trip Cancelled
CTO CANCELLED	08/19/13	0844	CTO	
CTO CANCELLED	08/19/13	0844	CTO	

Figure 10-6: Digital Signature Screen

\*\*If you select **Submit Completed Document**, you will be taken to the Other Authorizations screen.

5. Select **Other Auths.** from the subnavigation menu.

The Other Authorizations screen opens (Figure 10-7).

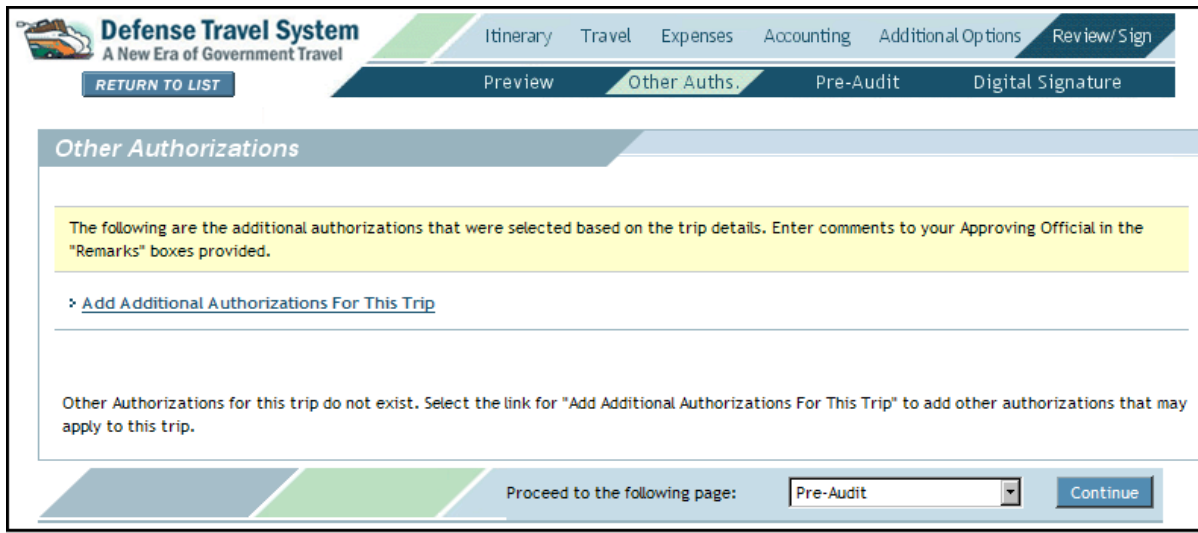


Figure 10-7: Other Authorizations Screen

6. Select **Continue**.

The Pre-Audit Trip screen opens (Figure 10-8).

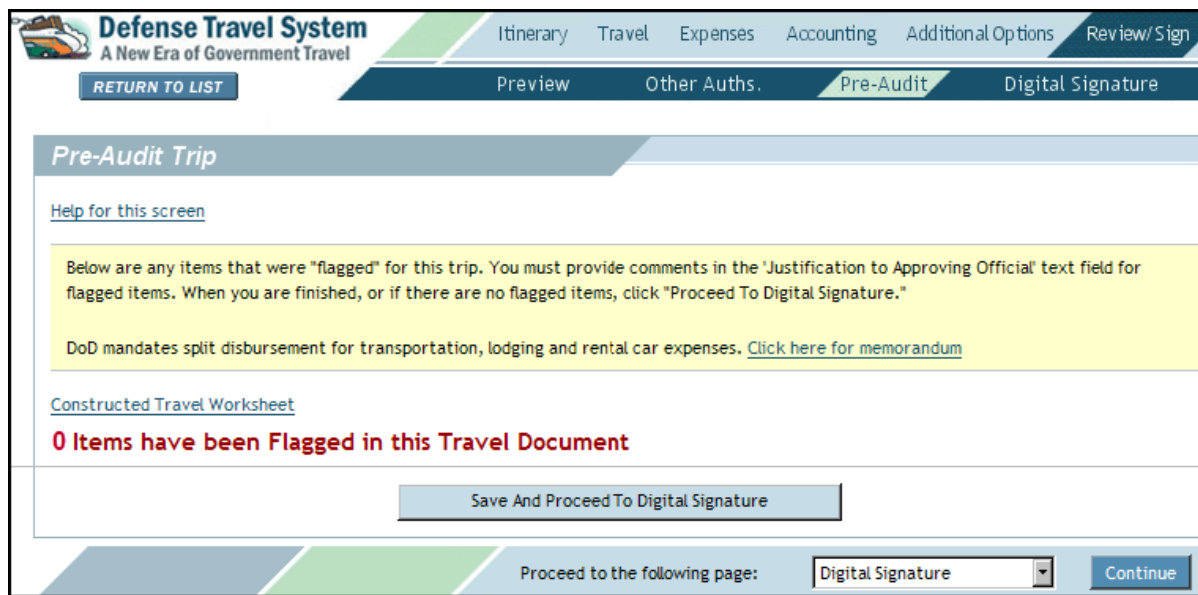


Figure 10-8: Pre-Audit Screen

7. Select **Save And Proceed To Digital Signature**.

The Digital Signature screen opens (Figure 10-6).



8. (Optional) Select the **Routing List** drop-down list arrow and select a routing list, if the document requires a routing list that is different from the one selected.

A message displays to inform the traveler that the document must be stamped SIGNED to initiate the new routing list. Select **OK**.

9. Select the **Submit this document as** drop-down list and choose SIGNED.

10. (Optional) Complete the **Additional Remarks** field.

11. Select **Submit Completed Document**.

12. Enter the PIN in the **PIN** field.

13. Select **OK**.

The document will route to the AO for the appropriate action.

## 10.4 Signed or Approved, Expenses Incurred or an Advance or SPP Received

This section explains how to cancel a trip when there are incurred expenses or if the traveler received an advance or SPP. See the appropriate section of the chapter as listed below:

- Section 10.4.1 - Signed Authorization, Expenses Incurred
- Section 10.4.2 - Approved Authorization, Expenses Incurred or an Advance or SPP Received

### 10.4.1 Signed Authorization, Expenses Incurred

This section explains how to cancel a signed authorization that contains incurred expenses.

Beginning on the Authorizations/Orders screen (Figure 10-2), follow the below steps to cancel a trip:

1. Select **trip cancel** next to the document to be cancelled.

The Trip Cancellation screen opens (Figure 10-4).

2. Select the **Expenses were incurred to the traveler and/or government, or the traveler received a non-ATM advance or scheduled partial payment** radio button.

A pop-up message appears (Figure 10-9). It informs the traveler that this action is non-reversible. Once **Continue** is selected, any reservations will be cancelled and the traveler will no longer be allowed to access the reservations module. The traveler may select **Return to Document List** if they wish to exit this process.

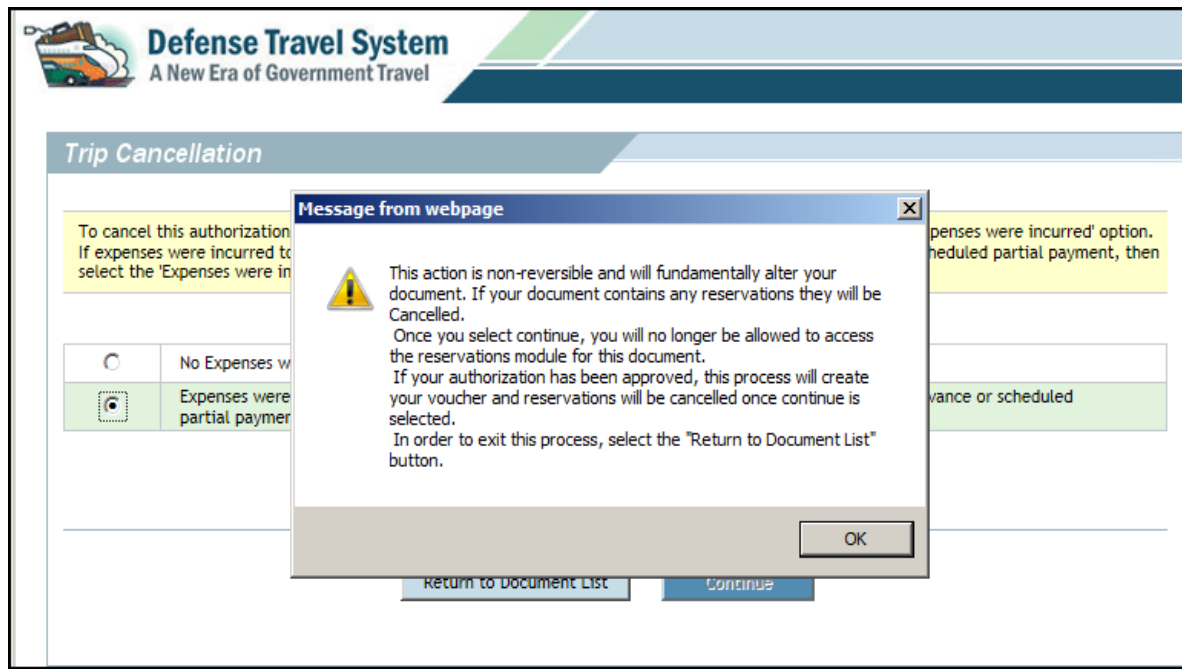


Figure 10-9: Expenses Incurred Pop-Up Message

3. Select **OK**.
4. Select **Continue**.

A pop-up message appears. It informs the traveler that once the authorization is approved, a voucher will need to be created and incurred expenses added to receive reimbursement (Figure 10-10).

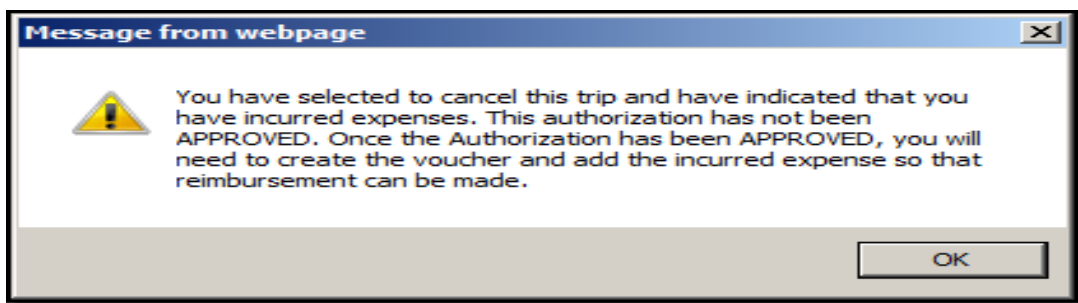


Figure 10-10: Voucher Reminder Pop-Up Message

5. Select **OK**.

The Digital Signature screen opens (Figure 10-6).

6. Select **Other Auths.** from the subnavigation bar.

The Other Authorizations screen opens (Figure 10-7).

7. Select **Continue**.

The Pre-Audit Trip screen opens (Figure 10-8).

8. Complete the **Justification to Approving Official** text boxes for any flagged items.
9. Select **Save and Proceed to Digital Signature**.

The Digital Signature screen opens (Figure 10-6).

10. (Optional) Select the **Routing List** drop-down list arrow and select a routing list, if the document requires a routing list that is different from the one selected.

A message displays to inform the traveler that the document must be stamped SIGNED to initiate the new routing list. Select **OK**.

11. Select the **Submit this document as** drop-down list arrow and select **SIGNED**.
12. Complete the Additional Remarks field (optional).
13. Select **Submit Completed Document**.

The Digital Signature Login window opens.

14. Enter the PIN in the **PIN** field.
15. Select **OK**.

DTS routes the authorization to the AO. The AO approves the authorization, and DTS notifies the traveler by e-mail. The traveler then creates a voucher and includes the expenses to receive reimbursement. See Chapter 4 of this manual for information about creating a voucher.

## 10.4.2 Approved Authorization, Expenses Incurred or an Advance or SPP Received

This section discusses how to cancel an approved authorization if expenses were incurred, or if a SPP or advance was paid.

Beginning on the Authorizations/Orders screen (Figure 10-2), follow the below steps to cancel a trip:

1. Select **trip cancel** next to the document to be cancelled.

The Trip Cancellation screen opens (Figure 10-4).

2. Select the **Expenses were incurred to the traveler and/or government, or the traveler received a non-ATM advance or scheduled partial payment** radio button.

A pop-up message appears (Figure 10-9). It informs the traveler that this action is non-reversible. This process will create a voucher and any reservations will be cancelled once the traveler or NDEA selects **Continue**. The traveler may select **Return to Document List** if they wish to exit this process.

3. Select **OK**.

4. Select **Continue**.

DTS automatically creates the voucher. The Non-Mileage Expenses screen opens (Figure 10-11). All expenses on the voucher are set to \$0 cost, except for CTO fees or any expense charged to a CBA that are in a matched status.

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RETURN TO LIST

Itinerary Travel Expenses Accounting Additional Options Review/Sign

Non-Mileage Mileage Per Diem Entitlements Substantiating Records

**Non-Mileage Expenses**

Use this screen to enter non-mileage expenses for your travel document. Select an expense type, or, if you cannot find the appropriate expense type, enter a description in the box provided. You may also use the 'create an expense item from a government charge card transaction' link to create an expense from current charge card transactions. Select "Save Expenses" to save the expenses to the travel document.  
Reminder: CTO Fees are a reimbursable expense to the traveler when the transportation costs are charged to your Individual Government Travel Charge Card (IBA).

[create an expense item from a government charge card transaction](#)

Leave: 08-Jun-12 Return: 22-Jun-12 **Add Expense**

\* Expense Type:

- OR -

\* Cost: \$ 0.00

\* Date: (mm/dd/yyyy) 06/22/2012

\* Method of Reimbursement: --Please Select--

[view expense details / currency calculator](#)

Save Expense

**Expenses Summary**

Expense Type	Date	Cost	E/R
Parking - Terminal	06/11/2012	\$0.00	<a href="#">Edit</a> <a href="#">Remove</a>
Hotel Sales Tax	06/11/2012	\$0.00	<a href="#">Edit</a> <a href="#">Remove</a>
Total Expenses:		\$0.00	

Proceed to the following page: Expense - Mileage

Figure 10-11: Non-Mileage Expenses Screen

5. Add or edit any incurred expenses and select **Save Expenses** at the bottom of the screen.
6. Select **Mileage** from the subnavigation bar if any mileage expenses were incurred. Add or edit the mileage expenses, then select **Save Expenses** at the bottom of the screen.
7. If necessary, select **Substantiating Records** from the subnavigation bar and attach receipts for individual expenses of \$75 or more. Either fax the receipts to the DTS server, or scan and upload them to the document. For more information, see Chapter 2 of this manual.
8. Select the **Review/Sign** tab on the navigation bar.

The Preview Trip screen opens (Figure 10-12).

Accounting Summary			
Actual/Estimate		Allowed	
Accounting Code:	12 TRAINING <a href="#">Edit</a>	Accounting Code:	12 TRAINING <a href="#">Edit</a> SDN: 001ESA TDXXXX9743 CIC: 4P24101156671L8
LODGING:	\$0.00	LODGING:	\$0.00
M&IE:	\$0.00	M&IE:	\$0.00
MILEAGE:	\$0.00	OTHER:	\$150.00
OTHER:	\$150.00	12 TRAINING Sub Total:	\$150.00
12 TRAINING Sub Total:	\$150.00	Calculated Trip Cost:	\$150.00
Calculated Trip Cost:	\$150.00		
Disbursing Summary			
Total Prior Payments:	\$0.00		
Balance Due US:	\$0.00		
Net Distribution			
Personal(\$):	\$150.00		
Individual GOVCC(\$):	\$0.00		
Total(\$):	\$150.00		
Document Totals			
Actual/Estimate		Baseline Trip	<a href="#">View Worksheet</a>
LODGING:	\$0.00	LODGING:	\$0.00
M&IE:	\$0.00	M&IE:	\$0.00
MILEAGE:	\$0.00	OTHER:	\$150.00
OTHER:	\$150.00	Calculated Trip Cost:	\$150.00
Calculated Trip Cost:	\$150.00		
Advances and Scheduled Partial Payments Summary			
No Advances requested.			
No Scheduled Partial Payments Requested.			
<input type="button" value="Save And Proceed To Other Auths"/>			
Proceed to the following page:			<input type="button" value="Continue"/>
			<input type="text" value="Other Authorizations"/>

Figure 10-12: Preview Trip Screen - Calculated Trip Cost/Balance Due US

9. Scroll down to the Accounting Summary and verify that the **Calculated Trip Cost** is equal to the cost of incurred expenses. In cases where SPPs or advances were received, verify that the **Balance Due US** is equal to payment minus any incurred expenses.

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10. Select **Save And Proceed To Other Auths**.

The Other Authorization screen opens (Figure 10-7).

11. If necessary, edit or add any **Remarks**.

12. Select **Continue**.

The Pre-Audit Trip screen opens (Figure 10-13).

Reason Flagged	Item Description	* Justification to Approving Official <Help>
→ POSSIBLE EXCESSIVE EXPENSE	→ THIS EXPENSE EXCEEDS THE STANDARD THRESHOLD AMOUNT -> Cancel Fee - Hotel > 0.0	

Figure 10-13: Pre-Audit Screen

13. Complete the **Justification to Approving Official** text boxes for any flagged items.

14. Select **Save And Proceed To Digital Signature**.

The Digital Signature screen opens (Figure 10-6).

15. (Optional) Select the **Routing List** drop-down list arrow and select a routing list, if the document requires a routing list that is different from the one selected.

A message displays to inform the traveler that the document must be stamped SIGNED to initiate the new routing list. Select **OK**.

16. Select the **Submit this document as** drop-down list arrow and select **SIGNED**.

17. (Optional) Complete the **Additional Remarks** field.

18. Select **Submit Completed Document**.

**Note:** If the traveler received an advance or SPP, a pop-up message will appear. It informs the traveler of the debt. Select **Save and Continue**.

The Digital Signature Login window opens.

19. Enter the PIN in the **PIN** field.

20. Select **OK**.

The Stamp Process screen opens.

21. Select **Save and Continue**.

The voucher is routed to the AO for approval.

## 10.5 Cancellation Procedures for AOs

The document routes to the AO after the traveler or NDEA completes the trip cancellation procedures and applies the SIGNED stamp. The traveler or NDEA must complete the trip cancellation procedures before the AO can proceed.

### 10.5.1 AO Cancels an Authorization - No Expenses Incurred

Beginning on the DTS User Welcome screen, follow the below steps to cancel a signed or approved authorization on which no expenses have been incurred:

1. Select **Click Here** next to Documents Awaiting Your Approval.

The Documents in Routing screen opens (Figure 10-14).

Review	Sort by Type	Sort by Document	Sorted by Awaiting Status	TA Number	Days Left	Sort by Dep Date	Sort by Traveler	Total Cost	Net to Trav	Adv Requested	Max Adv Allowed
> review	AUTH	KCROBINSAFBGA062909_A01	APPROVED			06/29/09	Carson, Kim	\$319.90	\$319.90	\$0.00	\$255.92
> review	AUTH	ECNELLISAFBNV010410_A01-01	APPROVED	ONWN4A		01/04/10	Carson, Eric	\$373.90	\$373.90	\$0.00	\$299.12
> review	AUTH	ECFORTLEENJ030810_A01	APPROVED			03/08/10	Carson, Eric	\$894.50	\$894.50	\$0.00	\$715.60
> review	AUTH	ECTAMP AFL031510_A01	APPROVED			03/15/10	Carson, Eric	\$709.50	\$709.50	\$0.00	\$567.60
> review	AUTH	ECDALLASTX050110_A01	APPROVED			05/01/10	Carson, Eric	\$2,479.50	\$2,479.50	\$0.00	\$1,983.60
> review	VCH	ECPETERSONAFB021510_V01	APPROVED	ONWN48		02/15/10	Carson, Eric	\$252.00	\$252.00	\$0.00	\$373.12
> review	VCH	ECCOLORADOSPR040110_V01	APPROVED	ONWN4E		04/01/10	Carson, Eric	\$100.00	\$100.00	\$0.00	\$1,751.20

Figure 10-14: Documents in Routing Screen

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2. Select **review** located to the left of the document name.

The Preview Trip screen opens (Figure 10-15).

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Document List   Route/Sign   Adjustments   Setup

RETURN TO LIST   Preview   Other Auths.   Pre-Audit   Digital Signature

Amendment Preview Screen   Print Document

### Preview Trip

Review the details for this trip below. When you have finished proceed to Other Authorizations.  
DoD mandates split disbursement for transportation, lodging and rental car expenses. [Click here for memorandum](#)

Substantiating Records   Document History

#### Reference Information

Reference:

#### Document Comments

Comments to the Approving Official:   None

Comments from the Travel Agent:

The use of a Government-Contracted Commercial Travel Office(CTO) to arrange official travel is mandatory. If the contracted CTO is not used to make official travel arrangements, the traveler must provide a statement in detail as to exactly why the CTO is not available or otherwise not being used.

#### Other Trip Information

Trip Type:   AA-ROUTINE TDY/TAD  
Trip Purpose:   INFORMATION MEETING  
Trip Description:  
Conference/Event Name:   AFCEA Global Intelligence Forum USA - 09/10/2013-09/12/2013

Overall Starting Point   Time Zone: EST (06)

Itinerary:   Leave From:   Quantico,VA

Figure 10-15: Preview Trip Screen - AO Screen



3. Select **Other Auths.** from the subnavigation bar.

The Other Authorizations screen opens (Figure 10-7).

4. Select **Continue.**

The Pre-Audit Trip screen opens (Figure 10-8).

5. Select **Save and Proceed To Digital Signature.**

6. Select the **Submit this Document as:** drop-down list arrow and select **CANCELLED.**

-OR-

Select **RETURNED** to send the document back to the traveler for correction.

7. Select **Submit Completed Document.**

The Digital Signature Login window opens.

8. Enter the PIN in the **PIN** field.

9. Select **OK.**

### 10.5.2 AO Approves a Document- Expenses Incurred

If the traveler selected the **Expenses were incurred...** radio button on the Trip Cancellation screen, the document will route to the AO as either an authorization or a voucher.

If the authorization had not been approved before the trip cancel feature was initiated, it will route to the AO as an authorization. After approval from the AO, the traveler must log in to DTS and create a voucher to receive reimbursement for any incurred expenses.

If the authorization had already been approved before the trip cancel feature was initiated, it will route to the AO as a voucher. The AO should review the Expenses section of the Preview Trip screen to verify that no expenses have been claimed that have not been incurred.

Beginning on the DTS User Welcome screen, follow the below steps to approve a document on which expenses have been incurred or an advance or SPP was received:

1. Select **Click Here** next to Documents Awaiting Your Approval.

The Documents in Routing screen opens (Figure 10-14).

2. Select **review** located to the left of the document.

The Preview Trip screen opens (Figure 10-16).

3. Review the Expenses section to verify that no expenses have been claimed that have not been incurred.

4. If necessary, select **Substantiating Records** to view receipts for individual expenses of \$75 or more. Select **Return to Trip Preview** to continue.

5. Scroll down and select **Proceed To Other Auths.**

Expenses							
<b>Non-Mileage:</b>							
No.	Expense Type	Date	Cost	Method Of Reimbursement			
1.	Parking - Terminal	06/11/12	\$0.00	Personal			
2.	Hotel Sales Tax	06/11/12	\$0.00	GOVCC-Individual			
3.	Registration Fees	06/06/12	\$150.00	Personal			
			<b>Total:</b>	\$150.00			
<b>Mileage:</b>							
No.	Expense Type	Date	From	To	Cost	Method Of Reimbursement	Miles
1.	Pvt Auto-Terminal	06/14/12			\$0.00	Personal	35
					<b>Total:</b>	\$0.00	

Figure 10-16: Preview Trip Screen - Expenses

The Other Authorizations screen opens.

- Review any remarks and select **Continue**.

The Pre-Audit Trip screen opens (Figure 10-13).

- Review any justifications and select **Save and Proceed to Digital Signature**.

The Digital Signature screen opens (Figure 10-6).

- Select the **\*Submit this Document as:** drop-down list arrow and select **APPROVED**.  
-OR-  
Select **RETURNED** to send the document back to the traveler for correction.

- Select **Submit Completed Document**.

The Digital Signature Login window opens.

- Enter the PIN in the **PIN** field.

- Select **OK**.

The Stamp Process screen opens (Figure 10-17).

Figure 10-17: Stamp Process Screen

12. Select **Save and Continue**.

**Note:** If the traveler received an advance or SPP, a pop-up message appears. It informs the AO that they must notify the traveler of the debt. Select **Save and Continue**.

The Fund Authorization or Fund Voucher screen opens. It shows the amount of the adjustment to the DTS budget and to the accounting system, if the accounting system interfaces with DTS (Figure 10-18).

Figure 10-18: Fund Voucher Screen

13. Select **OK**.

The Stamping Result screen opens (Figure 10-19). It displays the desired stamping action and the actual stamping status. The Desired Stamping Action should be APPROVED, and the Actual Stamping Status should show PASS - Document was stamped APPROVED.

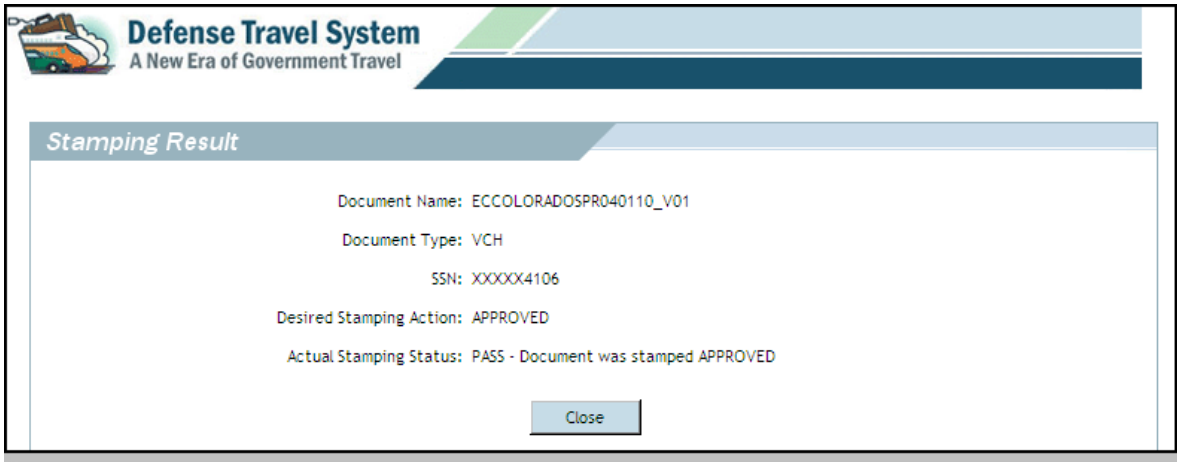


Figure 10-19: Stamping Result Screen

14. Select **Close**.

## 10.6 DTS Reservation Auto-cancellation

This section explains how DTS will automatically cancel (autocancel) all reservations if the authorization is not signed in a timely manner and also provides guidelines for auto cancellation of flight reservations by the airline when the authorization is not approved. This section does not explain how to cancel an authorization in DTS if the trip was cancelled. See the preceding sections of this chapter for instructions on cancelling an authorization in DTS when TDY travel has been cancelled.

DTS applies rules that determine when reservations will autocancel. The rules depend on time frames related to when the **reservation** was selected/booked, as well as time frames related to the date and time of departure. DTS also provides guidelines for autocancel of unapproved authorizations with flight reservations based on the departure date and time as outlined by the airline. The rules for reservation autocancel for unsigned authorizations apply to all types of reservations made in DTS.

### 10.6.1 Autocancel - Unsigned Authorization

DTS uses a *Book-as-You-Go* process to hold commercial travel reservations when the traveler is making selections. If the authorization is not signed in a timely manner, DTS will autocancel the reservations so that the flight, hotel room, and other reservations become available for other travelers. Autocancel also applies to booking or changing reservations on an adjustment or an amendment. The traveler should sign the authorization when making or changing reservations in case they are unable to return to the authorization within the specified time frame.

#### 10.6.1.1 Autocancel Warning Messages

Prior to autocancel, DTS warns the traveler, DTA, and AO when an authorization has not been signed. Autocancel never occurs without warning. There are two types of autocancel warnings: pop-up messages and e-mails.

Reservation creation time or trip departure time drives the rules that trigger autocancel. These warnings are to ensure that the user is aware of the need to promptly sign the authorization to initiate routing for TMC action and approval. When DTS autocancels reservations, it removes them from the authorization.

*Pop-up warnings in the DTS authorization.* When a user has made initial reservations or changes to reservations and then leaves the Travel module, a pop-up message is displayed stating that cancellation will occur if the authorization remains unsigned after 24 hours. If travel is the same day of departure or within a day, a pop-up message is displayed stating that cancellation will occur if the authorization remains unsigned after two hours.

*Warning e-mails.* Depending upon the time remaining until departure, DTS will send e-mails if the user delays digitally signing the authorization SIGNED. Warning e-mails are also sent to the traveler (and the creator or adjustor if not the traveler), if they make reservations in the original authorization or if they change arrangements in an adjustment or amendment, and then delay digitally signing the authorization.

*Notification of autocancel e-mail.* If the user does not sign the authorization after receiving the warning e-mails, DTS cancels any reservations made on the unsigned authorization and sends a final e-mail. This final e-mail is a notification that the reservations were cancelled. The following actions are not considered reservation activities when the signing of an authorization is delayed, and will not trigger autocancel or warning e-mails in DTS:

- Request to change a seat
- Request assistance comments
- Change rental car pickup time

- Change the form of payment (FOP) from Government Travel Charge Card (GTCC) to CBA or vice versa

### 10.6.1.2 DTS Autocancel Rules

The four autocancel rules are applied under the following circumstances:

Rule #1: Reservations are booked four or more days prior to departure and the authorization remains unsigned.

Rule #2: Reservations are booked three days prior to departure and the authorization remains unsigned.

Rule #3: Reservations are booked two days prior to departure and the authorization remains unsigned.

Rule #4: Reservations are booked one day prior to departure and the authorization remains unsigned.

-OR-

Reservations are booked on the day of departure, but more than six hours before departure and the authorization remains unsigned.

Table 10-1 explains the sequence of automated actions that occur if an authorization is not stamped SIGNED. This table represents Rules 1 through 4 of the DTS autocancel feature.

*Table 10-1: Autocancel E-mail Schedule For Rules 1 Through 4*

AUTOCANCEL E-MAIL SCHEDULE FOR RULES 1 THROUGH 4				
WHEN THE RESERVATIONS ARE ADDED OR CHANGED				
	4+ days before departure	3 days before departure (TAW date)	2 days before departure	1 day before departure or less, but more than 6 hours before departure
	<b>RULE 1</b>	<b>RULE 2</b>	<b>RULE 3</b>	<b>RULE 4</b>
WHEN DTS SENDS AUTOCANCEL E-MAIL				
E-mail Warning #1	4 hours after last adding or changing a reservation.	24 hours after last adding or changing a reservation.	12 hours after last adding or changing a reservation.	N/A
E-mail Warning #2	12 hours after last adding or changing a reservation.	36 hours after last adding or changing a reservation.	24 hours after last adding or changing a reservation.	N/A

Table 10-1: Autocancel E-mail Schedule For Rules 1 Through 4

AUTOCANCEL E-MAIL SCHEDULE FOR RULES 1 THROUGH 4				
WHEN THE RESERVATIONS ARE ADDED OR CHANGED				
E-mail Notice of Autocancelled Reservations	24 hours after last adding or changing a reservation.	With air reservations, then 24 hours before flight departure time.	With air reservations, then 12 hours before flight departure time.	2 hours after last adding or changing a reservation.
		With no air reservations, then 24 hours prior to rental car pick-up time.	With no air reservations, then 12 hours prior to rental car pick-up time.	
		With no rental car, then at 00:01 hours on the day prior to the hotel check-in day.	With no rental car, then at 12:01 hours on the day prior to the hotel check-in day.	
*Any addition of a reservation or change to a reservation resets the clock for all reservations to include those previously signed or approved.				

**Note:** All times are based on or about current Eastern Standard Time. All hours are elapsed clock hours for any day of the week.

**Autocancel for Added Reservations**

When new reservations are added, any prior reservations on the previous signed authorization (adjustment) or approved authorization (amendment) will be cancelled if the new reservations are not signed in a timely manner.

For example, if a signed and approved authorization contains flight reservations, and the traveler amends it to include a hotel reservation but does not sign the amendment in time, DTS will autocancel all reservations.

**Hotel No-Show Charges After Autocancel**

When a hotel is selected, the reservation is confirmed and guaranteed for late arrival if the traveler has a GTCC or provides a personal credit card number. Each hotel or hotel chain has its own no-show policy. Travelers must ensure that hotel reservations are removed from the authorization before the cancellation deadline to avoid paying a no-show charge. The traveler should also obtain the cancellation confirmation number from the hotel or the reservation system web site.

**10.6.2 Autocancel - Unapproved Authorization**

Authorizations that include airline reservations must be approved and ticketed at least 72 hours in advance of the scheduled flight to avoid cancellation by the airline. Airline reservations booked within 72 hours of scheduled flight departure time must be approved and ticketed within 24 hours of creation

to avoid cancellation by the airline. Airline reservations booked within 24 hours of departure must be approved and ticketed at least 6 hours prior to flight departure time to avoid cancellation by the airline. This policy applies to all City Pair and non-contract government flights that are either booked through DTS or through the TMC.

### **10.6.2.1 Autocancel Warning Messages and Notifications**

*Cancellation warnings in the DTS authorization.* When an authorization contains airline reservations or includes a CTO assistance request, a Cancellation Warning screen opens after the SIGNED stamp is submitted from the Digital Signature screen. The warning notifies the traveler that if the document is not APPROVED or tickets issued at least 72 hours prior to departure, airline reservations will be cancelled. Airline reservations booked within 72 hours of scheduled flight departure time must be approved and ticketed within 24 hours to avoid cancellation.

*TMC notifications.* If airline reservations are cancelled, the TMC will contact the traveler by email or phone.

### **10.6.2.2 Autocancel Guidance for Travelers**

Travelers should be instructed to take their travel itineraries with them to the airport. Travelers that arrive at the airport and find that their airline reservations have been cancelled should follow their normal ticketing process to re-book the flight. Travelers can refer to their travel itinerary to find contact information for their TMC and reservation details to help them rebook. Travelers should not re-book at the airline counter. Often, counter agents are not familiar with GSA's City Pair Program and may book the traveler on a full priced fare at a much higher cost.

### **10.6.2.3 Verbal Approval**

In certain situations, sites may have local rules that allow an official to provide verbal approval to the TMC. This allows unapproved authorizations with airline reservations to be ticketed.

To support this local process, the TMC must return the ticketed Passenger Name Record (PNR) to the DTS polling queue to ensure that DTS stamps the authorization CTO TICKETED.



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