

Commercial Travel Office
Passenger Name Record Validation
(CTO PNR Validation)

Requirement:

A commercial travel office (CTO) submitting a proposal for the follow-on CTO acquisition must complete a CTO PNR Validation configuration worksheet to be eligible for contract award. However, it is not necessary to participate in a PNR Validation if the CTO is using a Pseudo City Code (PCC) that is currently connected to DTS. Under a joint venture, if all parties have different PCCs, Airline Reporting Corporation (ARC)/International Air Transport Association (IATA) numbers and contact information, a worksheet would be required for each CTO and participation in the PNR validation would be required if one or both CTOs PCC isn't currently connected to DTS.

Background:

The PNR validation is a process that confirms the Defense Travel System's (DTS) ability to exchange a passenger name record (PNR) with the commercial travel office (CTO) and provides the CTO an example of an actual PNR that will be delivered from DTS.

Additionally, it assures DTS can send a PNR to the CTO on a specified queue and then sweep the PNR from the CTO outbound queue back into DTS.

This process validates the technical aspects of CTO connectivity and provides the CTO the experience transmitting data with DTS.

CTO PNR VALIDATION PROCEDURE

1. Contact dtmocontracting@dtmo.pentagon.mil to request the configuration worksheet. The worksheet lists the technical requirements for DTS to deliver a PNR to the CTO. The worksheet will be sent directly to the person requesting the validation.
2. Complete the configuration worksheet, making sure to specify the preferred GDS, Pseudo City Code, 4 queues, 2 terminal addresses, and the company profile as listed in the GDS.
3. Return the configuration worksheet to dtmocontracting@dtmo.pentagon.mil. If you have questions regarding the worksheet, contact Kim Shine at 571-372-1203.
4. Email DTMO contracting to schedule the validation test (This request may be included with Step 3). It may take 2 to 3 weeks to set up the validation and less than a day to complete it.
5. Set up branch access within the agreed GDS.
6. Receive a DTS PNR in your requested queue.
7. Place the observed DTS PNR on the specified outbound queue for DTS to sweep.
8. Verify with DTS that the PNR was received
9. Print the validated PNR, saving a copy for your records.

Deadline: Offerors shall complete this procedure no later than thirty (30) days prior to the proposal due date.

Offerors shall be deemed to have satisfied this requirement when the Government receives confirmation that the PNR validation has occurred in accordance with the above procedure.



**DEFENSE TRAVEL
MANAGEMENT OFFICE**

CTO DTS PNR Configuration Worksheet

This worksheet contains the necessary information to begin your DTS connectivity process that will allow DTS to automate applicable data with your PCC. Your cooperation in accurately providing this to us is greatly appreciated.

CTO Name:

Address:

Address:

ARC Number:

Military Installation this CTO will support:

CTO POC:

Telephone:

Email:

Alternate POC:

Telephone:

Email:

Authorizer Name and Title	Signature	Date
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1. GDS used to support this contract (check all that apply)

Sabre _____ Apollo _____ Worldspan _____

2. Pseudo City Codes (PCC) (Office ID for Amadeus) and GDS Queues

- q Include minimum of one PCC/OFFICE ID for each GDS identified above.
- q Identify the five queues for each PCC/OFFICE ID. (PNR, Polling, Cancellations, Ticketing, Urgent)
- q If more than one PCC/OFFICE ID is identified for a GDS, identify the queues associated with each PCC/OFFICE ID and the DoD locations.

PCC/ OFFICE ID	Ticketing Queue	Cancellation Queue	PNR/Inbound Queue	Polling/Outbound Queue	Urgent/Change Queue

Explanation of Queues Used in DTS

- **Ticketing** queue – Approved DTS PNRs will be placed onto this queue 3 business days before travel to be ticketed.
- **Cancellation** queue – Authorizations cancelled in DTS by a routing official will be placed on this queue.
- **PNR/Inbound queue** – Any new/changed PNR will be placed on this queue, to include reservations cancelled by the *user/traveler*.
- **Polling/Outbound** queue – Outbound queue for CTO’s to return PNRs to DTS.
- **Urgent/Change** queue – Any new/changed PNR within 3 business days of travel will be placed on this queue.

3. Company Profile set up to support DTS

Each PCC/OFFICE ID listed in Item #3 above, must be associated with a Company Profile, as identified below: (Apollo – BAR; Sabre – Star; Worldspan – 2nd level Worldfile)

PCC/OFFICE ID	User File /Company Profile Name

4. Quality Control Applications

NO quality control applications are to be attached to a DTS profile or PCC/Office ID that require a mandatory field prior to ending a PNR may be activated for DTS PNR'S.

Examples to check if you have mandatory edits turned on

Apollo – Custom Check (RUL*LIST)

Sabre – Flex edits (W/K*TJRALL)

Worldspan – Worldfile edits

5. Required PCC/Office ID Settings for DTS

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- **Apollo**
24-Hour Clock On
- **Sabre**
Automatic hotel description Off (HIP=AUTOHOD)
12-Hour Clock On
- **Worldspan**
Worldspan (AIRir Table)
12-Hour Clock On (DEF/A)
Hotel Property Code turned On (H/L)

PowerShopper On
Note: PNR will require the PI stored

6. Remark Qualifiers

The following table identifies the "alpha qualifiers" to be used to identify traveler profile information for air, car, hotel, personal and any additional information.

The "DTS-to-CTO Qualifiers" are preset by DTS and cannot be changed.

Remark Subject	DTS to CTO Qualifier (pre-set)	CTO to DTS Qualifier
Air	W	E
Car	X	D
Hotel	Y	G
Personal	P	P
Change	A	

GDS BRANCH ACCESS PROCEDURES

Worldspan

KYApsuedo

Template appears, tab and change N to Y in the following fields:

Access PNR's

Access Queues

Allow QEP/QEM

Access Profiles

Emulation

Enter

Display Branches KY*

Emulation format: 4@Epsuedo

End Emulation: 4@EOFF

Apollo

Completed form faxed to the ATT/Apollo Help Desk

Emulation format: SEM/pseudo/AG

Sabre

SI9

W/TAACTOPCC#ADTSPCC

W/TAACTOPCC#BDTSPCC

Delete Branch Access

Worldspan:

KY* - lists all branched PCCs

KYDpsuedo being deleted

Apollo:

Fax written request to the Service Bureau Help Desk – Division AAT Desk stating to end the Service Bureau Agreement and list PCC's.

Sabre:

SI*9

W/TADour pcc#B pcc to be deleted

W/TADour pcc#A pcc to be deleted