Defense Travel Management Office

Defense Travel System

CTO Orientation and User's Guide

April 8, 2013

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1. Introduction

The Defense Travel System (DTS) Commercial Travel Office (CTO) Orientation and User's Guide provides information to CTO personnel making travel arrangements for Department of Defense (DoD) travelers using the current release of DTS. This guide provides a high-level overview of the interaction between DTS and the CTO, and outlines the process that CTOs shall use when processing Passenger Name Records (PNRs) received from DTS. When processing DTS reservations, CTOs shall comply with contract terms, conditions and local business rules that do not supersede contract requirements.

DTS incorporates DoD travel regulations and business rules. DTS checks and edits input to minimize the possibility of unauthorized travel choices. Defense Travel Administrators (DTA) and managers also have access to review, approve, or disapprove traveler plans which saves considerable time and effort.

2. Overview of the Defense Travel System

DTS is a DoD world-wide travel management system that allows travelers to access and review travel options, make travel arrangements that accommodate mission requirements, and electronically provide CTOs with their selections. Travelers access the Global Distribution Systems (GDSs) to review available airline, rail, hotel and rental car options, and select the reservations that best meet their needs. DTS converts traveler selections into PNR formats and sends them through the GDS utilized by the contracted CTO. In summary, DTS provides the following benefits to travel agents:

- Provides automatic processing and booking of routing transactions
- Allows travel agents to focus their expertise on travelers with challenging and unique requirements
- Allows travelers to make their own flight, rail, lodging and car selections
- Provide profile and reservation data to CTOs electronically, and travel agents do not have to reenter data in a GDS.

CTOs are a vital factor to the success of DTS. As enhancements to DTS are implemented, this guide will be updated to ensure CTOs have the most current information. The guide will be available on the Defense Travel Management Office (DTMO) website (www.defensetravel.dod.mil). Select Documents and Downloads to view the latest version. DTMO will also send CTO Bulletins to communicate system enhancements and issues.

Appendix A provides a glossary of DTS terms used in this guide. CTO feedback regarding DTS is always welcome.

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 Amadeus, Apollo, Sabre and Worldspan – ensure proper access to DTS data in the GDSs. CTOs 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 CTOs to immediately contact the DTMO with any concerns about DTS, especially those regarding security.

4. Contract Expiration and Transition

For DTS transaction, the incumbent contractor's Pseudo City Code (PC) or Subscriber Identification (SID) will be disconnected from the DTS Reservations module upon contract expiration. During this transition period, DTS users will be unable to create new reservations or modify and cancel existing reservations using the Reservations Module. The CTO may receive approved reservations on their ticketing queue for processing and shall place all ticketed, cancelled, and modified DTS PNRs on the polling queue until the last working day of the contract performance. The CTO shall delete Branch or Bridge access between their PCC or SID and the DTS PCC or SID by 12:00 midnight on the last working day of contract performance.

5. Reservation Process

Figure 1: Travel Authorization Process
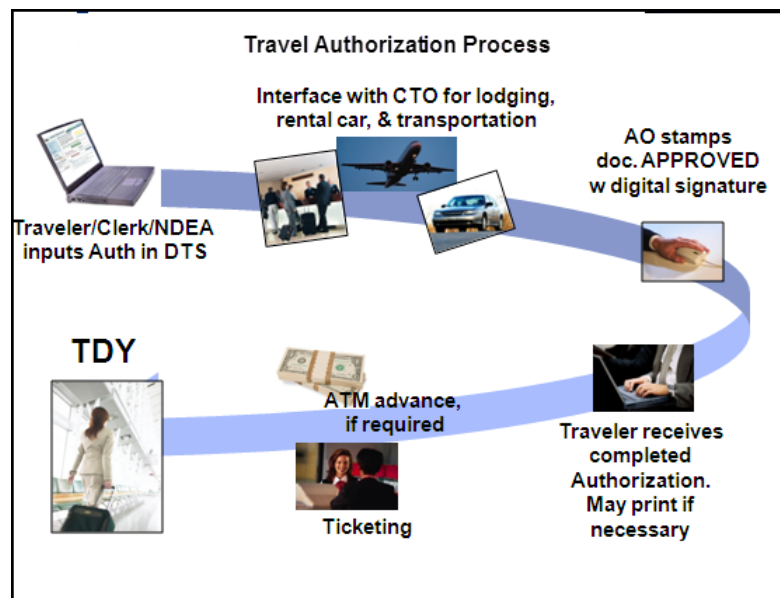
User/Traveler

- Creates travel authorization
- Views and selects air, rail, lodging, rental car reservations
- Digitally signs trip document

CTO Quality Check

- Quality checks the PNR in accordance with contract terms and conditions
- For reservations not auto-booked by DTS, the CTO shall make confirmed reservations for the request(s) located in the applicable PNR remarks field

- Places the PNR on outbound/polling queue
- Emails electronic itinerary

Authorizing Official (AO)

- Reviews the authorization
- Digitally signs the authorization "approved" (Ticketing date is applied to PNR) or returns the authorization to the user/traveler for changes

CTO Ticketing

- Issues the ticket
- Places the PNR on the outbound/polling queue
- Emails electronic invoice

DTS

- Places PNR(s) on CTOs queue for quality control and ticketing
- Sweeps PNRs from CTOs designated outbound/polling queue for update/routing in DTS
- Generates email notifications to the user/traveler at CTO Submit, CTO Booked, Approved, and CTO Ticketed
- Notifies AOs when documents are awaiting their review/approval

6. System Queues

CTOs typically have their own standard processing procedures for confirming travel reservations, processing PNRs, and working with their GDS. DTS also requires specific queue processing procedures, which are explained in the following sections.

6.1 Inbound Queue

When the CTO receives a PNR from DTS on the designated inbound queue, the CTO shall perform the quality check in accordance with contract terms and conditions (Figure 2). For those reservations not auto-booked by DTS, the CTO shall make confirmed reservations for the request(s) located in the designated remarks. Upon completion of the quality check, the CTO shall place the PNR on the outbound/polling queue. DTS places four (4) types of PNRs on the inbound queue:

- New PNRs
- Modified PNRs
- Scheduled Changes (UC, HX, etc.) if the PNR has been previously placed on the outbound/polling queue
- Cancelled reservations (traveler removed segments)

Note: When a traveler has created an authorization with reservations but has not signed the document, DTS places the PNR(s) in queue (0). An unsigned PNR will not contain remarks, credit card information, etc. Unless a document is signed and the PNR is placed on the CTO inbound or urgent queue by DTS there is no need to take any action in the PNR.
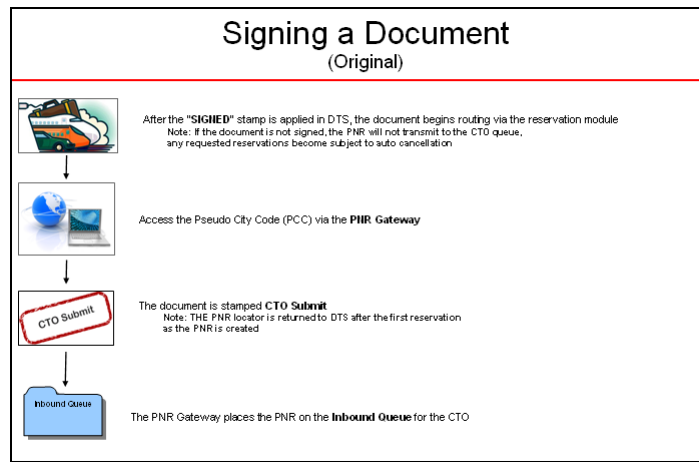
Figure 2: Signing a Document

6.2 Outbound/Polling Queue

In order for the DTS PNR to route for review and approval, the PNR needs to be returned to DTS by the CTO after taking the appropriate action (Figure 3).

The following items shall be sent back to DTS on the outbound/polling queue

- New PNRs
- Modified PNRs
- Ticketed PNRs
- All Schedule Changes after the PNR has been updated and all segments are confirmed
- Cancelled PNRs

Note: Only PNRs created by DTS shall be placed on the outbound/polling queue.
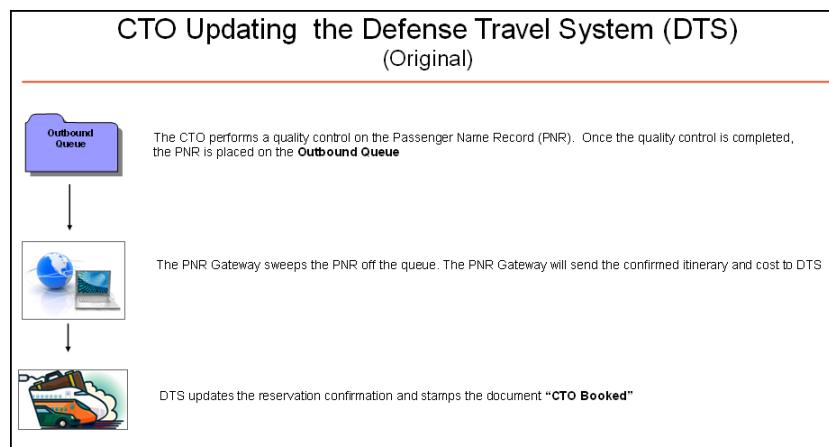
Figure 3: CTO Updating DTS

6.3 Ticketing Queue

When the Authorizing Official (AO) approves a trip, DTS will apply the ticketing date (TAW/TAU), line of accounting and Travel Authorization Number (TANUM) to the PNR (Figure 4). The line of accounting and TANUM will be contained in the PNR A remarks field. The CTO receives approved DTS PNRs on their DTS ticketing queue three (3) business days prior to departure or at the time of approval if travel is within

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the 3 business day window. The presence of the TAW/TAU indicates that a trip has been officially approved. If the TAW/TAU is in the PNR, the CTO may ticket upon request of the Government.
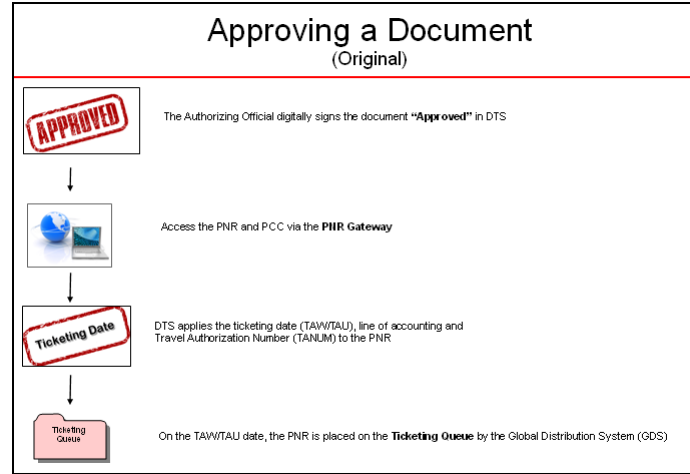
Figure 4: Approving a Document

6.4   Cancellation Queue

When the AO stamps a DTS travel document "CANCELLED", or the user/traveler utilizes the trip cancel link; DTS will cancel all travel segments and place the PNR on the cancellation queue (Figure 5). The CTO shall:

- Verify ALL segments are cancelled.
    - o   DTS uses the format XI to cancel all segments. View history to ensure all segments are cancelled appropriately.
- Confirm that vendors have returned cancellation numbers for car and hotel segments
    - o   If all reservations were auto-cancelled by DTS, the CTO may queue remove the PNR. The CTO is not required to place the PNR on the polling queue.
- Reservations not auto-cancelled by DTS shall be cancelled by the CTO; this includes reservations booked manually by the CTO outside of the GDS.
    - o   If DTS is unable to auto-cancel the reservations, DTS will place a comment in the phone field instructing the CTO to cancel the reservations
    - o   Confirm that vendors have returned cancellation numbers for car and hotel segments
    - o   Place the PNR on the outbound/polling queue (verify if multiple PNRs exist, they must all be placed on the queue together).

Note: The PNRs that are placed in the cancelled queue are only associated with DTS documents that the entire trip has been cancelled. A PNR that has cancelled segments will appear in the inbound queue/urgent not the cancellation queue.
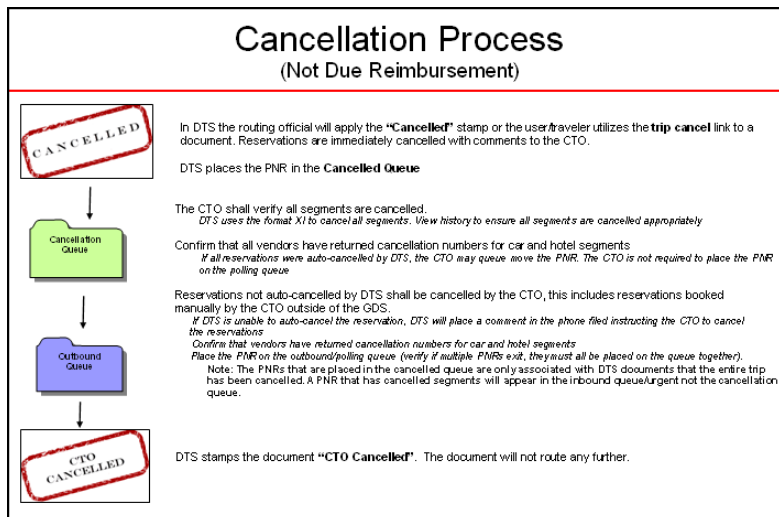
Figure 5: Cancellation Process

6.5 Urgent Queue

DTS will place any new, modified or cancelled PNRs that contain segments for travel within 3 business days of departure on the urgent queue to be worked without delay (Figure 6).
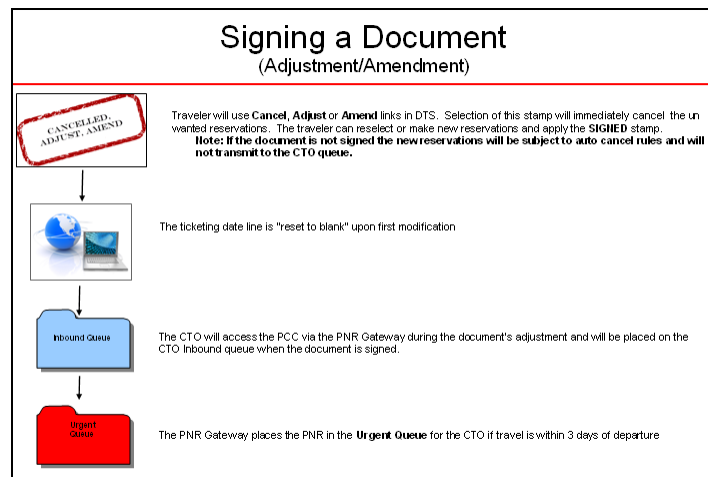
Figure 6: Signing a Document (Adjustment/Amendment)

7. Form of Payment

The CTO may only change the form of payment if authorized to do so by the appropriate Government authority. If the form of payment has been changed by the CTO, DTS will send email notifications to the Traveler, Authorizing Official(s), Organization DTA, and Transportation Officer (CBA only).

8. Reservation Changes

Reservation changes made by the user/traveler will either auto book or be reflected as a request CTO assistance in the applicable PNR remarks field and be placed on the inbound or urgent queue. If the PNR has previously been approved, the ticketing field will be reset pending new approval (except for

Southwest see appendixes). The CTO can view the type of changes made within the PNR by viewing the A remarks field. DTS documents the specific reservation changes in the applicable PNR comments fields (air, car and hotel) following the original remarks.

Pre-Ticketing

For changes prior to ticketing, the CTO shall:

- Perform the quality check in accordance with contract terms and conditions
- Place the PNR on the outbound/polling queue

DTS will remove the PNR from the outbound/polling queue, update the traveler's document, and route it to the AO for review and approval.

Post-Ticketing

For reservation changes after ticket issuance but before travel starts, the CTO shall:

- Perform the quality check in accordance with contract terms and conditions
- Place the PNR on the outbound/polling queue

Once the authorization is approved, either the TAW/TAU is updated or a note is reflected in the phone field, which indicates "Changes approved by AO/TO – date of approval"*

PNRs with updated TAW/TAU are placed on the CTOs ticketing queue, the CTO shall:

- Issue a new ticket, if necessary (after AO approval or refer to local business rules)
- If issuing an exchange, refer to individual GDS guide for process
- Place the PNR on the outbound/polling queue

DTS will remove the PNR from the outbound/polling queue, and update the traveler's document.

*if a note is added to the phone field, the PNR does not automatically drop into the ticketing field. CTO may wish to define their own policy regarding Post Ticketing PNRs.

8.1 Reservation changes after travel has commenced

The traveler may contact the CTO to make travel changes while on TDY. Local business rules should determine change policy.

For reservations changes after travel has started, the CTO shall:

- Process the requested changes, but **do not** place the PNR on the outbound/polling queue.
- Provide traveler with revised itinerary TDY

8.2 Airline Schedule Changes

When commercial travel vendors initiate a change to previously scheduled travel arrangements (UC, HX, NO, etc), the CTO shall process the change and place the PNR on the outbound/polling queue.

9. Group Travel Request

In DTS, a group authorization consists of two or more travelers. Group travel requests will be received by the CTO through the designated CTO office email address, phone or fax.

Group travel requests are processed using traditional booking methods. Once the group reservations are made, the following information must be returned to the primary traveler:

- Traveler's names
- Record locator(s)
- Trip cost per traveler

Note: Group travel PNRs shall not be placed on the outbound/polling queue. Group travel PNRs will not be removed by DTS.

10.   Travel Assistance Center (TAC)

The TAC is a comprehensive support program available to authorized users to report system issue and obtain solutions. CTO agents are encouraged to register in the DTMO Travel Explorer (TraX) https://www.defensetravel.dod.mil/Passport, so they will have access to the TAC and other useful DTS resources. It is recommended CTOs report all DTS issues to the TAC and their Lead Defense Travel Administrator (LDTA) unless directed otherwise per your statement of work. The TAC is the only venue that tracks and resolves DTS issues. The TAC is unable to change reservations in a PNR or issue ticket. They can however view the records if access if provided but they are unable to make any changes/updates to the PNR.

The TAC is available to all DoD travelers 24 hours a day, seven days a week including federal holidays. Staffed by a team of trained analysts, the TAC offers assistance on a range of travel related topics. The TAC also provides after hours recruit assistance.

The TAC can be contacted by calling 1-888-Help1Go or by submitting a help ticket through the Tickets section of 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. In addition, the traveler can access self-help resources such as FAQs, user guides, and computer based training aids through the Knowledge Center and Training sections in TraX.

Note: When creating tickets please ensure as much traveler information as possible i.e.example PNR PCC, traveler name, and if possible the last 4 digits of the SSN or a TANUM.

11.   DTS PNR Data Elements

The following data elements will be provided in the DTS PNR:

PNR Elements
Traveler's form of payment for air
Traveler's email address
Traveler's title, position or rank

PNR Elements
Traveler's first name, last name
Traveler's form of payment for hotel (passed to the PNR if the traveler selects a commercial lodging property)
Traveler's selected lodging property ID
Traveler's selected lodging dates
Traveler's selected lodging room type
Traveler's phone number
Traveler's selected rental car agency
Traveler's selected rental car type
Traveler's selected rental car pick up location
Traveler's selected rental car pick up and drop off dates
Traveler's Frequent Flyer Number(s) (passed to the PNR if the name in the DTS matches the frequent flyer account name and if the number(s) are entered into the profile correctly)
Centrally Billed Line of Accounting and Travel Authorization Number (passed to the PNR at AO approval)
Traveler's selected airline, flight number, date, origin/destination, and departure/arrival time
Government/Military Other Service Information (OSI) Messages (passed to the PNR if the OSI messages are contained in the CTOs profile in the GDS format required by the airline(s))
Secure Flight Passenger Data (SFPD)

FREQUENTLY ASKED QUESTIONS (FAQS)

Question	Answer
Can the CTO issue a ticket prior to the Ticketing Date (TAW/TAU) in the PNR?	Yes, the TAW/TAU date is the official authorization to issue the ticket. However the CTO can issue the ticket early. Please consult your local business rules regarding ticket issuance.
How does the CTO handle PNRs on the Cancellation queue?	Cancelled PNRs are placed on the CTO cancellation queue. Follow instructions provided in Section 6.4 of this document.
What should I do if the traveler calls the CTO with questions about DTS software?	Refer the traveler to the local Help Desk or the Travel Explorer site (https://www.defensetravel.dod.mil/Passport), to submit a help desk ticket.
What should I do if I receive a PNR in my inbound queue without reservations?	Check the remarks in the PNR to determine if the traveler has comments or requests for action by the CTO. Check to see if the PNR has cancelled segments in the history, it could be a cancelled reservation. Refer to section 6 of DTS CTO User's Guide. Place the PNR on the outbound/polling queue to be updated in DTS.
What should I do if PNRs have been in the outbound/polling queue for an extended period of time?	The outbound/polling queue is polled every 15 minutes. Confirm all PNRs are DTS created and contains a DTS retention line, valid fare is stored, no exchanges, refunds or special characters in the remarks and all air segments are confirmed prior to contacting the TAC.
What should I do if there is a PNR in my inbound queue that looks as though it has already been processed?	This may be a revised itinerary. Review the A remarks and take the appropriate action. Place the PNR received on the outbound/polling queue unless travel has already commenced.
Can I distribute DTS PNRs to other queues?	Yes. Upon completion of the quality check, place the PNR in the outbound/polling queue to update it in DTS.
What about schedule changes? Do I have to place the PNR in the outbound/polling queue when I make a schedule change?	Yes. It is important that the reservation data located in the PNR matches the reservation data in DTS. PNRs with schedule changes shall be processed and placed on the outbound/polling queue if travel has not commenced. The PNR will only need AO approval if the new PNR has a change in price or date.
After I have issued a ticket, does the PNR need to be queued back to DTS?	Yes. It is imperative to place all ticketed PNRs on the outbound/polling queue prior to travel. However, once travel has begun, do not place the PNR on the outbound/polling queue.
If a traveler is en route and calls to change the reservation, do I place the PNR on the outbound/polling queue?	No. Do not place the PNR on the outbound/polling queue after travel has begun. Inform the traveler of any reservation changes. If a new ticket needs to issued refer to your local Business Rules.

FREQUENTLY ASKED QUESTIONS (FAQS) (CONT'D)

Question	Answer
When Southwest, and rail are booked in conjunction with another carrier and DTS creates a separate PNR, are these PNR's crossed referenced?	Yes. PNR's are cross referenced in the R remarks qualifier. Refer to the specific GDS Format Appendix.
What should I do if the stored fare has increased or is no longer valid?	Update the fare, document the PNR in "E" remarks and return the PNR to the outbound/polling queue. This should begin the approval process. Follow contract terms and/or local business rules.
What should I do if a traveler calls from the airport because the ticket was not issued?	If reservations exist and the TAW/TAU Date was applied, issue ticket and place on outbound/polling queue. If no TAW/TAU date is present than traveler should be advised to contact their local help desk or AO.
How do I view a DTS demonstration?	Go to Travel Explorer (https://www.defensetravel.dod.mil/Passport), log in and select the Training tab. You can choose any demonstration to view.
What do I do when my Company Profile needs to be changed.	Go to Travel Explorer (https://www.defensetravel.dod.mil/Passport), log in and select Help Tickets to submit a help desk ticket.
What should I do when a ticket has been issued and the trip has been cancelled	Follow local refund procedures and place the PNR on the outbound/polling queue.
What should I do if a DTS PNR has Premium Class booked?	DTS blocks all premium class travel from the air availability display. Users/travelers may request CTO assist for premium class reservations. Refer to your local business rules. Premium Class travel requires special approval

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APPENDIX A – GLOSSARY OF DTS TERMS

Term	Definition
AO	The Authorizing Official is the person at the operational level who has the responsibility for the mission and the authority to obligate funds to support TDY travel for the mission.
Autobooking	The booking of traveler requests (air, car rental, and hotel) without CTO intervention.
CTO ADJUSTED	The document history stamp in DTS indicating that a PNR has been changed prior to the DTS document's approval.
CTO AMENDMENT	The document history stamp in DTS indicating that a PNR has been changed after the DTS document's approval.
CTO BOOKED	The document history stamp in DTS indicating that a PNR has been swept from the GDS outbound/polling queue and returned to DTS for processing.
CTO CANCELLED	The document history stamp in DTS indicating that a PNR has been cancelled and queued back to DTS by the CTO
CTO SUBMIT	The document history stamp in DTS indicating that a PNR has been sent to the GDS inbound queue. This stamp is applied immediately after a document is signed.
CTO TICKETED	The document history stamp in DTS indicating that a PNR has been ticketed and returned to DTS.
Travel Assistance Center (TAC)	The TAC is available to all DoD travelers 24 hours a day, seven days a week including federal holidays.
Group Travel	Two or more travelers going to the same destination completing the same mission.
Local Level Support	The Lead Defense Travel Administrator for a site is typically responsible for local level support. This subject matter expert will be able to provide direction on local business rules governing travel for a particular organization.
Line of Accounting (LOA)	In DTS, a line of accounting is a series of alphanumeric codes which tell the system where to locate funding for expenses associated with a specific document.
Method of Reimbursement (MOR)	Form of Payment (FOP)
Public Key Infrastructure (PKI)	DoD certificate needed to gain access to DTS and electronically sign DTS documents.
Routing	Electronic work flow of travel authorization from creation through vouchering
Stamp	Represent document status.
Sweep	DTS removal of PNR from outbound/polling queue.

APPENDIX B – SABRE SPECIFIC FORMATS

Remark Qualifiers

DTS uses the following qualifiers for inbound and outbound comments:

Segment	Inbound Comments (from DTS to CTO)	Outbound/polling Comments (from CTO to DTS)
Air	W	E
Rail	T	F
Car	X	D
Hotel	Y	G
Personal Data	P	
Number of PNR	R	
Line of Accounting	A	
Travel Authorization Number (TANUM)	A	
Change in Reservation	A	

GDS Example: DTS Created PNR

1.1MARCH/JULE

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-OUT19MAY 2 NT 54847BWT/DCBW TAMPA 1A2DGOCA-1/59.00USD/AGT22972246/GVI4242424242 424242EXP 01 07-MARCH/C04P/ARR-1010/DEP-1115/SI-CF-809607678-

4 DL2534Y 19MAY TPABOS HK1 1115A 209P/DCDL *P10D06/E

5 OTHZZ15NOV MGK1 INFORMATION/DEFENSE TRAVEL SYSTEM

GDS Example: Flight Related PNR Remarks

To display flight remark ***W‡**

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.

27.W‡DOCUMENT NAME – JMTAMPAFL051912A01 (DTS Document Name)

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28.W‡-FLIGHT NUMBER DL2521 BOS-TPA DEP-05-17-12 0705 (Flight Selected)
29.W‡ARR-05-17-12 1010 SEGMENT COMMENTS
30.W‡TRAV COMMENTS-SEAT PREFERENCE 17C (Seat Selected)
31.W‡-FLIGHT NUMBER DL 2534 TPA-BOS DEP-05-19-12 1115
32.W‡ARR-05-19-12 1409 SEGMENT COMMENTS
33.W‡TRAV COMMENTS-SEAT PREFERENCE 6C

GDS Example: Rail Related PNR Remarks

To display rail remarks ***T‡**

6.T‡CTO, PLEASE ASSIST TRAVELER WITH THE RAIL REQUEST
7.T‡FROM TAMPA FL AT 0700AM ON 18-MAY-12 TO ORLANDO FL
8.T‡RETURN to TAMPA at 200PM ON 18-MAY-12

GDS Example: Hotel Related PNR Remarks

To display hotel remarks ***Y‡**

39.Y‡-TRIP PURPOSE CONFERENCE ATTENDANCE (Trip Purpose)
40.Y‡-LODGING SEGMENT 05-17-12 THRU 05-19-12
41.Y‡-54847BWT (GDS Property Code)
42.Y‡-PER DIEM RATE 59 – 74 TRAV COMMENTS- ROOM DATA
43.Y‡BEST AVAILABLE RATENON SMOKING ROOMW

CTO Assistance Requested for Hotel Booking

40.Y‡-CTO PLEASE ASSIST TRAVELER WITH BEST WESTERN TAMPA FL
41.Y‡-FROM 05 17 2012 TO 05 19 2012

GDS Example: Car Related PNR Remarks

To display car remarks ***X‡**

44.X‡-RENTAL SEGMENT ZDCCAR AT TPA 05-17-12 THRU (Car Vendor, Type, and Pick-up Date)
45.X‡05-19-12 (Drop-off Date)
46.X‡TRAV COMMENTS-RESTRICTIONS DAILY22.00 EXTRA DAY (Rate Information Lines 46-48)
47.X‡22.00 ESTIMATED TOTAL COST 67.42 UNLIMITED MILES-KILOMETERS

CTO Assistance Requested for Car Booking

46.X‡CTO PLEASE ASSIST TRAVELER WITH COMPACT CAR FOR

47.X‡PHILADELPHIA PA FROM 04 05 2007 TO 04 08 2007

GDS Example: Associated PNR Remarks

To display A remarks ***A‡**

30.A‡JULE.MARCHXXX.COM (Passenger email address)

31.A‡TA09IRWF4 (Travel Authorization Number)

32.A‡LOA1 (Line of Accounting – Lines 32-34)

33.A‡068566-170006-66180672A02100-0016606685662D-N42884-11

34.A‡12JF----US0016668535EE

35.A‡CHG1221AIR (Air Changes/Date)

36.A‡CHG1221CAR (Car Changes/Date)

GDS Example: Traveler's Profile Remarks

To display profile remarks ***P‡**

50.P‡MO-03 (Passenger Rank/Grade)

51.P‡JULE MARCH/703-968-1000 (Passenger Phone)

52.P‡1234 WILSON DR (Passenger Home Address – Lines 52-53)

53.P‡GAITHERSBURG MD 12345

54.P‡JOE TRAVELER (Emergency Contact)

55.P‡123-654-5436-E (Emergency Phone Contact)

GDS Example: General PNR Remarks

The remarks below are general remark (5) in the PNR, no remark qualifier is applied

25.134567 (DTS Unit)

60.12900 (Business Address – Lines 60-62)

61.FEDERAL SYSTEMS PARK DR.

62.FAIRFAX VA 22033

70.703-968-1000-B (Passenger Business Phone)

71.123-123-1234-H (Passenger Home Phone)

80.INFORMATION MEETING (Trip Purpose)

Pricing/Stored Fare

DTS PNRs must have an active or manual price quote in the PQ1 field
- Linear fare must include the tax

If the CTO receives a PNR without a stored fare, the CTO shall price and store the fare using the **WPPGV1#XR#RQ** format.

In the event the CTO receives a PNR with an incorrect stored fare; the CTO shall delete the stored fare, re-price the itinerary and store the correct fare using the formats provided above.

Ticketing

The CTO shall place the PNR on the outbound/polling queue upon issuing the ticket(s) and point of sale transaction fee (if applicable). DTS will update the authorization with the ticket number(s), ticket amount(s), and point of sale transaction fee number/amount (if applicable).

The CTO shall ensure that the accounting lines for all active tickets and point of sale transaction fees are intact and not removed prior to placing the PNR on the outbound/polling queue. For example, if the CTO

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issues the ticket then removes the accounting line to issue the point of sale transaction fee (if applicable), the DTS document will only reflect the transaction fee. The only exception applies to exchanged, voided, or refunded tickets, which is explained below.

Ticketing (TAW) Line

- Prior to AO approval, the TAW line will reflect T-A
- Upon AO approval, DTS applies the TAW date (T:TAW/15MAY)

No changes or comments may be made to the DTS TAW field.

Exchanged, Refunded, or Voided Tickets

If a ticket is exchanged, refunded, or voided; the accounting line associated with that ticket must be removed prior to placing the PNR on the outbound/polling queue.

Additionally, the refund or exchange pricing information cannot be in the PQ1. As indicated above in the pricing/stored fare information, DTS PNRs must have an active or manual price quote in the PQ1 field. To remove the refund/exchange from the PQ1, enter PQRD1.

AMTRAK

DTS creates a PNR with a retention segment for Amtrak reservations and documents the travelers requested rail segments in the T remarks field.

The CTO shall book the reservations as requested in the T remarks field, store the fare, and place the PNR on the outbound/polling queue.

GDS Examples: Amtrak Request for CTO Assistance

To Display Train Remarks ***T‡**

6.T‡CTO,PLEASE ASSIST TRAVELER WITH THE RAIL REQUEST
7.T‡FROMWAS – WASHING,DC AT 0630PMON 15-MAR-12
8.T‡TO CLT – CHARLOTTE,NC AT 0220AM ON 16-MAR-12 TAK
9.T‡ING AMTRAK ON TRAIN NUMBER 0019, SEAT PREFERNCE
10.T‡NO PREFERENCE

GDS Example: Rail Specific Pricing Formats

For one way travel, use manual price quote (PQM) format to enter the fare in dollars and cents and the ticketing date (DDMM)

> **PQM-100.00 Total 100.00 HLD 27FEB**

For round trip travel use PQM to enter each one way fare, total fare, and the ticketing date

> **PQM-50.00/50.00 Total 100.00 HLD 27FEB**

If the CTO is unable to book the rail request, the CTO shall enter PQM-OK prior to placing the PNR on the outbound/polling queue:

Non-Interline Agreements

Some commercial air carriers do not have interline agreements with other airlines. Therefore, DTS will create a separate PNR for these segments making the ticketing process easier. DTS cross references the two PNR's by inserting an **R** remark in the PNR, see the example below:

> R‡ 1 of 2 PNR TQEDNT
> R‡ 2 of 2 PNR SDRWER

After completing the quality control check on the two PNRs, the CTO must place **both** PNRs on the outbound/polling queue consecutively in order for them to route for approval. If both PNRs are not queued, DTS will not process the document. The DTS document will remain in CTO SUBMIT status until both PNRs have been queued consecutively and swept by DTS. Note: if one or both PNRs are blank, they still need to be placed on outbound/polling queue.

When a traveler makes a change to a document that has multiple PNRs, DTS only places the PNR with changes on the CTO inbound queue. Therefore, the CTO will have to retrieve the other cross-referenced record locator and place that PNR on the outbound/polling queue so the document continues processing in DTS.

Southwest Airlines

GDS Example: Southwest Segment

1WN2351Y27JUN S JAXBWI HK1 1125A 110P

GDS Example: Southwest Flight Related PNR Remarks

27.W‡-FLIGHT NUMBER WN2351 JAX-BWI ON 06-27-04 SEGMENT
28.W‡COMMENTS
29.W‡TRAV COMMENTS-SEAT PREFERENCE AISLE

The CTO shall ensure the reservation segment status is BK, GK, or HK prior to placing the PNR on the outbound/polling queue.

Ticketing Southwest Airlines:

- CTO receives approved PNR on their ticketing queue
- CTO initiates Southwest ticket in accordance with agency policy/processes
- CTO issues Southwest ticket (**do not place on outbound/polling queue**)
- CTO places the PNR on the outbound/polling queue only after the accounting line has been appended with Southwest ticket data

Note: Upon ticket issuance, DTS users cannot make reservations changes in DTS, they receive a pop-up message advising to contact the CTO directly

Transportation Security Administration (TSA) Information Formats

For auto-booked flights, DTS is designed to capture and transmit the required Secure Flight Passenger Data (SFPD) to the PNR, When CTO assistance is requested, the SFPD is sent to the CTO via PNR remarks thereby requires the CTO to input the SFPD manually.

GDS Example: SFPD

To display SFPD for non AA segment(s) ***P3D**

> 21.SSR DOCS UA HK1/DB/09AUG56/M/S 1.1 LAST/FIRS MI

To display SFPD for AA segment(s) ***P4D**

> 2.SSR DOCS AA HK1/DB/24JUN60/M/C 1.1 LAST/FIRST MI

GDS Example: Request for Assistance with DTS provided SFPD

*W‡

 32.W‡CTO, PLEASE ASSIST TRAVELER WITH   GOVERNMENT AIR
 33.W‡TRANSPORTATION, AMC FLIGHT FROM AMC TERMINAL BWI -
 34.W‡BALTIMORE WASHINGTON TO AMC TERMINAL KWI - KUWAIT
 35.W‡DEPARTURE WINDOW IS 25-31MAR2012. TRAVELER INFO
 36.W‡MC2/E5 MARTINE J. CUARON, 545-51-7948.
 55.W‡DOCUMENT NAME - MCBALTIMOREAN032512A01 57.W‡TSA SECURE FLIGHT
 58.W‡3DOCS-DB-21NOV77-M-LAST-FIRST-MI

Non-Contract City Pair Market Reason Code Formats:

DTS places a four alpha character "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.

If the flight itinerary contains multiple non-awarded markets, DTS will add one NCPM code to the PNR. The NCPM code will remain in the PNR, and cannot be removed by DTS even if modifications reflect travel entirely between awarded markets.

The NCPM code will be located in the PNR "A" remarks; below the email address and DTS document name.

GDS Example: NCPM

*A‡

61.A‡ JOSEPH.TRAVELER DOD.MIL
76.A‡DOCUMENT NAME – JTWASHINGTON022808A01
77.**A‡NCPM**

The CTO shall utilize the below format to document whether the traveler selected the lowest fare or the availability of a lower cost alternative to include the commercial carrier, date(s), departure and arrival times, and cost savings.

GDS Format Example: NCPM CTO Comments to DTS

5E‡TRAVELER SELECTED THE LOWEST APPLICABLE FARE

OR

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

CTO Assist Justification Code Formats:

The CTO shall apply a CTO Assist justification code at time of ticketing. The applicable transaction fee and justification code shall be contained in the DTS PNR using the remark qualifier, GDS format, and applicable code provided below. The below table reflects the codes and justifications. Additional codes may be introduced at the local level during the contract period.

GDS Examples: CTO Assist Justification Remarks to DTS

CTO Assist Transaction – Traveler requested assistance with airline reservations
> **5H‡CTOFEE-15.00**
> **5H‡JUSTIFICATION-A1**

DTS Transaction – No CTO intervention required
> **5H‡CTOFEE-5.00**
> **5H‡JUSTIFICATION–NT**

Note: Not required for contracts awarded under a Management Service Fee (MSF)

CTO Fee Justification Table	
Justification Code	**Justification/Reason**
A	Traveler Requested Assistance – DTS
1	Air
2	Rail
3	Car
4	Lodging
B	Reservations/Quality Control (processes requiring CTO intervention as specified in the PWS)
1	Air
2	Rail
3	Car
4	Lodging
C	Industry Driven (e.g. TSA Secure Flight Data and/or OSI not passed to PNR as specified in the PWS)
1	Air
2	Rail
3	Car
4	Lodging
D	COR Initiated (e.g. temporary workarounds due to DTS system problems as specified in the PWS)
1	Air
2	Rail
3	Car
4	Lodging
E	Government Travel Charge Card (GTCC) Declined
1	Air

2	Rail
NT	No Touch Transaction

Transaction Fee Remark Format:

CTOs utilizing the ARC automated Travel Agency Service Fee (TASF) to process point of sale transaction fees shall ensure the 13 digit TASF number beginning with 890 (e.g. 8901234567890) is contained in the DTS PNR as a valid accounting line. Those CTOs not utilizing the ARC TASF for processing point of sale transaction fees shall place a 13 digit unique point of sale transaction fee beginning with 890 (e.g. 8901234567890) in a PNR remark. The CTO shall place the transaction fee remark in the DTS PNR using the remark qualifier, GDS format, and data elements provided below.

Transaction fee remark data elements shall include; the transaction type, fee amount, transaction fee number, and the type of GTCC used as payment. The transaction fee remark qualifier shall be used exclusively for passing transaction fee data through the GDS/DTS interface.

GDS Format Example: CTO Transaction Fee Remark to DTS

M‡CTOFEE-13.00/8901234567890/IBA

Note: Not required for contracts awarded under a Management Service Fee (MSF)

PNR Validation/DTS Connectivity

It is the CTO's responsibility to open and close branch access to DTS.

Northrop Grumman validates CTOs can receive, process, and return PNRs via DTS. The PMO-DTS will contact the CTOs to schedule the validation process with the CTO and Northrop Grumman. In order to familiarize the CTOs with DTS, Northrop Grumman creates PNRs in DTS and processes them through the CTOs' GDS. Northrop Grumman reviews and discusses the PNRs with CTO personnel during the validation procedure. This process allows Northrop Grumman to answer technical questions relating to the processing of PNRs and ensures that the CTOs understand how DTS processes PNRs.

Below is the format to open Branch Access to DTS

SI9<enter>W/TAAXXXX#B8CB9/K5IB(XXXX=CTO PCC)

APPENDIX C – WORLDSPAN SPECIFIC FORMATS

Remark Qualifiers

DTS uses the following qualifiers for inbound/outbound comments:

Segment	Inbound Comments (from DTS to CTO)	Outbound/polling Comments (from CTO to DTS)
Air	W	E
Rail	T	F
Car	X	D
Hotel	Y	G
Personal Data	P	
Number of PNR	R	
Line of Accounting	A	
Travel Number	A	
Change in Reservation	A	

GDS Example: DTS Created PNR

1.1 MARCH/JULE

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

2 CCR ET HK01 BOS 02 APR 05 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-FY9SSB #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-CCVI4242424242424242EXP12-09/XP-CANCELL PERMITTED UP TO
6PM DAY OF ARRIVAL HOTEL TIME. 103.12 CANCEL FEE PER ROOM/CF
-87256763 FN

4 ZZ OTS 05OCT HK1 INFORMATION/**DEFENSE TRAVEL SYSTEM**

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GDS Example: Flight Related PNR Remarks

To display flight remarks ***UW**

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.

MW-   1.DOCUMENT NAME – JMBOSTONMA02012A01 (DTS Document Name)
       2.FLIGHT NUMBER UA7200 IAD-BOS DEP-02-02-12 0615 (Flight Selected)
       3.ARR-02-02-12 1152 – TRAVELER SELECTED THE LOWEST
       4.GOVERNMENT FARES PLEASE ADVISE RULES AND
       5.RESTRICTION ASAP
       6.TRAV COMMENTS – SEAT PREFERENCE 10F (Seat Selected)

GDS Example: Rail Related PNR Remarks

To display rail remarks ***UT**

MU-   1.CTO PLEASE ASSIST TRAVELER WITH RAIL RESERVATIONS
       2.FROM BOSTON MA TO PHILADELPHIA PA DEPA
       3.RTING AT 01 00PM ON 04 05 2007

GDS Example: Hotel Related PNR Remarks

To display hotel remarks ***UY**

MY-   1.TRIP PURPOSE SITE VISIT (Trip purpose)
       2.LODGING SEGMENT 02-02-12 THRU 02-05-13 (Lodging Dates)
       3.BOSFW-FN (GDS Property Code)
       4.PER DIEM RATE 60 – 39 TRAV COMMENTS- ROOM DATA (Per Diem Rate)

CTO Assistance requested for hotel booking**:**

MY-   1.CTO PLEASE ASSIST TRAVELER WITH MARRIOTT PHL PA2.FROM 04 05 2007 TO 04 08 2007

GDS Example: Car Related PNR Remarks

To display car remarks ***UX**

MX-   1.RENTAL SEGMENT ETCCAR AT BOS 02-02-12 THRU (Car Vendor, Type, and Pick-up Date)
       2.02-05-12 (Drop-off Date)
       3.TRAV COMMENTS- RESTRICTIONS DAILY 21.00 EXTRA HOURS (Rate Info - Lines 3-5)
       4.5.26 ESTIMATED TOTAL COST 131.93 UNLIMITED
       5.MILES-KILOMETERS

CTO assistance requested for car booking**:**

MX-   1.CTO PLEASE ASSIST TRAVELER WITH COMPACT CAR FOR
       2.PHILADELPHIA PA FROM 04 05 2007 TO 04 08 2007

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GDS Example: PNR Associated Remarks

To display A remarks ***UA**

MA-   1.JULE.MARCH@OSD.PENTAGON.MIL (Traveler Email)
        2.TA-123ABC (Travel Authorization Number)
        3.LOA1 (Line of Accounting – Lines 3-5)
        4.068566-170006-66180672A02100-0016606685662D-N42884-11
        5.12JF----US0016668535EE

GDS Example: Traveler's Profile Remarks

To display profile remarks ***UP**

MP-   1.JULE MARCH 717-125-4567 (Traveler Name/Phone)
        2.GS-09 (Traveler Rank/Grade)
        3.100 PINE GROVE RD (Traveler Home Address – Lines 3-4)
        4.ANYWHERE VA 12345
        5.JOE TRAVELER (Emergency Contact)
        6.717-125-1234-E (Emergency Phone Contact)
        7.CONFERENCE ATTENDANCE (Trip Purpose)

Pricing/Stored Fare

Worldspan PNRs must contain a Pricing Instruction (PI) Line. If the CTO receives a PNR without a PI line, the CTO shall price and store the fare using the following PI line formats:

- ***PI** to check for the PI line
- **4PQ#PI** to add PI line
- **4PQFNANP#PI** if PNR prices at a restricted fare

Note: Only one (1) PI can exist in the PNR

> **Note:** Only one (1) stored fare can exist in the PNR

If the CTO receives a PNR with an incorrect stored fare, the CTO shall re-price the itinerary and store the correct fare using the formats provided above.

Ticketing

The CTO shall place the PNR on the outbound/polling queue upon issuing the ticket(s) and point of sale transaction fee (if applicable). DTS will update the authorization with the ticket number(s), ticket amount(s), and point of sale transaction fee number/amount (if applicable).

It is imperative that the CTO ensure that all the ticketing data under *DH and line number for each ticket is present and displays the ticket data see example for ticket:

*DH1

```
 1 28SEP0804  1P/RXX/GV*E0168702445231 I226071 *I
   SMITH/ANTHONY*GGV
 **DOCUMENT COMMANDS**
```

```
   EZ    EZELIM#BK#TK#@C1#*R#SF0.00/SRPC-0 V-890#BV#DR#EA#RL#
      SP#V#X$#*$
   AGENT  EZE*#SF00.00/SRPC-0 V-890#*R#SP
   PI    4PFNPNA#BO
  **INTERFACE**
   CTLNBR 27xxxxxxxx
  **DOCUMENT**
   FOP   CCVI XXXX XXXX XXXX 000N0214  020184-USD529.80
   FARE  USD455.82//XT25.00/US34.18/ZP14.80/USD529.80 YCA YCA
 )> YCA YCA
   FCALC  SAT UA X/HOU Q27.91UA VPS  200.00UA X/HOU Q27.91UA
      SAT  200.00USD455.82END UA  ZPSATIAHVPSIAH XT10.00AY
      15.00XF SAT4.5IAH3VPS4.5IAH3
   TTN    SSR TKNE UA
   SCN   SUPPRESSED    A  xxxxxxx
      SUPPRESSED    T  xxxxxxx
      SUPPRESSED    P  xxxxxxx
  **ITINERARY/INVOICE**
   AMT   AIR FARE                455.82
      TAX             73.98
      TOTAL AIR FARE           529.80
  SERVICE FEE             xx.xx

   CTO FEE:
  *DH2
  2 28SEP0804  1P/RXX/GV*M8900563000000 I220000 *I
   SMITH/ANTHONY*GGV
  **DOCUMENT COMMANDS**
   EZ    EZELIM#BK#TK#@C1#*R#SF0.00/SRPC-0 V-890#BV#DR#EA#RL#
      SP#V#X$#*$
   AGENT  EZE*#SF0.00/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
```

CTOs shall ensure that the above data is intact for all active tickets and point of sale transaction fees and not removed prior to placing the PNR on the outbound/polling queue.

Ticketing (TAW) Line

- Prior to AO approval, the TAW line will reflect T/
- Upon AO approval, DTS applies the TAW date (TAW/15MAY)

No changes or comments may be applied to the DTS TAW field.

AMTRAK

DTS creates a PNR with a retention segment for Amtrak reservations and documents the travelers requested rail segments in the T remarks field.

The CTO shall book the reservations as requested in the T remarks field, store the fare, and place the PNR on the outbound/polling queue.

GDS Example: DTS Amtrak Reservations and Remarks:

To display training remarks ***UT**
1.CTO PLEASE ASSIST TRAVELER WITH RAIL RESERVATIONS
2.FOR BOST UNIVERSITY MA TO PHILADELPHIA PA DEPA
3.RTING AT 02 00PM ON 04 05 2007

Non-Interline Agreements

Some commercial air carriers do not have interline agreements with other airlines. Therefore, DTS will create a separate PNR for these segments making the ticketing process easier. DTS cross references the two PNR's by inserting an **R** remark in the PNR, see the example below:

> R/ 1 of 2 PNR T1E9NT
> R/ 2 of 2 PNR 4DR7ER

After completing the quality control check on the two PNRs, the CTO must place **both** PNRs on the outbound/polling queue consecutively in order for them to route for approval. If both PNRs are not queued, DTS will not process the document. The DTS document will remain in CTO SUBMIT status until both PNRs have been queued consecutively and swept by DTS. Note: if one or both PNRs are blank, they still need to be placed on outbound/polling queue.

When a traveler makes a change to a document that has multiple PNRs, DTS only places the PNR with changes on the CTO inbound queue. Therefore, the CTO will have to retrieve the other cross-referenced record locator and place that PNR on the outbound/polling queue so the document continues processing in DTS.

GDS Limitations/Non-ARC Airlines

When a traveler requests reservations on an airline that cannot be auto booked by DTS either due to limitations of the GDS being used by the Contractor or whether Airlines participate with the ARC; DTS creates a PNR with a retention segment and places the traveler's reservations request in the W remarks field.

During the quality control, the CTO shall:

- Book the travelers flight request in accordance with agency policy/processes
- Place passive flight segments using MK (status code) in the DTS PNR
- Store the fare
- Place the PNR on the outbound/polling queue

For ticketing, the CTO shall:

- CTO receives approved PNR on ticketing queue
- CTO initiates Southwest ticket in accordance with agency policy/processes

- CTO places the PNR on the outbound/polling queue

Transportation Security Administration (TSA) Information Formats

For auto-booked flights, DTS is designed to capture and transmit the required Secure Flight Passenger Data (SFPD) to the PNR, When CTO assistance is requested, the SFPD is sent to the CTO via PNR remarks thereby requires the CTO to input the SFPD manually.

GDS Example: SFPD

To display SFPD ***G**

15.SSRDOCSUAHK1/////@-----@/M//LAST/FIRST/MI-LAST/FIRST MI (Date of birth will be masked)

To add SFPD to the PNR **3SSRDOCSUAHK1/////06MAR62/F//LAST/FIRST/MI-1.1**

GDS Example: Request for Assistance with DTS provided SFPD

MW-   1.REQUEST TO DEPART AT 1201PM ON FLT UA 312
           2.CONNECTING TO UA 3926
           3.REQUEST TO DEPART AT 254PM ON FLT UA 3534
           4.CONNECTING TO UA 737
           5.DOCUMENT NAME - GMNORFOLKCITY031812A01
           6.**TSA SECURE FLIGHT**
           7.**3SSRDOCS YY HK1-----05DEC72-M-LAST-FIRST**-MI

Non-Contract City Pair Market Code Formats

DTS places a four alpha character "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.

If the flight itinerary contains multiple non-awarded markets, DTS will add one NCPM code to the PNR. The NCPM code will remain in the PNR, and cannot be removed by DTS even if modifications reflect travel entirely between awarded markets.

The NCPM code will be located in the PNR "A" remarks; below the email address and DTS document name.

GDS Example: NCPM

MA- 1.DEBRA.K.SMITH@DLA.MIL
      2.DOCUMENT NAME - DSRICHMONDCHE102511A01
      3.NCPM

The CTO shall utilize the below format to document whether the traveler selected the lowest fare or the availability of a lower cost alternative to include the commercial carrier, date(s), departure and arrival times, and cost savings.

GDS Example: NCPM CTO 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

CTO Assist Justification Code Formats

The CTO shall apply a CTO Assist justification code at time of ticketing. The applicable transaction fee and justification code shall be contained in the DTS PNR using the remark qualifier, GDS format, and applicable code provided below. The below table reflects the codes and justifications. Additional codes may be introduced at the local level during the contract period.

GDS Format Examples: CTO Assist Justification Remarks to DTS

CTO Assist Transaction – Traveler requested assistance with airline reservations
 5.H-CTOFEE-15.00
 5.H-JUSTIFICATION-A1

DTS Transaction – No CTO intervention required
 5.H-CTOFEE-5.00
 5.H-JUSTIFICATION–NT

Note: Not required for contracts awarded under a Management Service Fee (MSF)

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CTO Fee Justification Table	
Justification Code	**Justification/Reason**
A	Traveler Requested Assistance - DTS
1	Air
2	Rail
3	Car
4	Lodging
B	Reservations/Quality Control (processes requiring CTO intervention as specified in the PWS)
1	Air
2	Rail
3	Car
4	Lodging
C	Industry Driven (e.g. TSA Secure Flight Data and/or OSI not passed to PNR as specified in the PWS)
1	Air
2	Rail
3	Car
4	Lodging
D	COR Initiated (e.g. temporary workarounds due to DTS system problems as specified in the PWS)
1	Air
2	Rail
3	Car
4	Lodging
E	Government Travel Charge Card Declined
1	Air

2	Rail
NT	No Touch Transaction

Transaction Fee Remark Format:

CTOs utilizing the ARC automated Travel Agency Service Fee (TASF) to process point of sale transaction fees shall ensure the 13 digit point of sale transaction fee beginning with 890 (e.g. 8901234567890) is contained in the DTS PNR as a valid accounting line. Those CTOs not utilizing the ARC TASF shall place a 13 digit unique transaction fee number beginning with 890 (e.g. 8901234567890) in a PNR remark. The CTO shall place the transaction fee remark in the DTS PNR using the remark qualifier, GDS format, and data elements provided below. The transaction fee remark qualifier shall be used exclusively for passing transaction fee data through the GDS/DTS interface.

Transaction fee remark data elements shall include; the transaction type, fee amount, transaction fee number, and the type of GTCC used as payment.

GDS Format Example: CTO Transaction Fee Remark to DTS

5.M-CTOFEE-13.00/8901234567890/IBA

Note: Not applicable for contracts under Management Service Fee (MSF)

PNR Validation/DTS Connectivity

It is the CTO's responsibility to open and close branch access to DTS.

Northrop Grumman validates CTOs can receive, process, and return PNRs via DTS. The PMO-DTS will contact the CTOs to schedule the validation process with the CTO and Northrop Grumman. In order to familiarize the CTOs with DTS, Northrop Grumman creates PNRs in DTS and processes them through the CTOs' GDS. Northrop Grumman reviews and discusses the PNRs with CTO personnel during the validation procedure. This process allows Northrop Grumman to answer technical questions relating to the processing of PNRs and ensures that the CTOs understand how DTS processes PNRs.

Below is the format to open Branch Access to DTS

KYAXXX (XXX=SID) MODIFY II1/9905579
ACCESS FOR XX/999999
CHANGE THE N TO Y NEX TO EACH AREA TO ALLOW ACEESS

ACCESS PNRS (Y) ACCESS QUEUES (Y) ALLOW QEP/QEM (N)
ACCESS PROFILES (N) CHANGE PROFILES (N) DISP PRO S LINES (N)
ALLOW TKTING/DOC (N) HARDCOPY   (N) DISPLAY DDL   (N)
UPDATE DDL (N) EMULATION (Y) SECURITY/SINE (N) WORLDGRP
AVAIL (N) CONF FAR RMK (N) ACCESS PRV FARES (N) EMULATE
SECURATE(Y)

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APPENDIX D – APOLLO SPECIFIC FORMATS

Remark Qualifiers

DTS uses the following qualifiers for inbound/outbound comments:

Segment	Inbound Comments (from DTS to CTO)	Outbound/polling Comments (from CTO to DTS)
Air	W	E
Rail	T	F
Car	X	D
Hotel	Y	G
Personal Data	P	
Number of PNR	R	
Line of Accounting	A	
Travel Number	A	
Change in Reservation	A	

GDS Example: DTS Created PNR

1.1MARCH/JULE

1 UA7200Y 02APR IADBOS HK1 1023A 1152A *MO E

2 CCR ET HK1 BOX 02APR-05APR CCAR/RG-USD21.00DY-UNL FMXD 21.00 UNL FM/BS-
00000000/ARR-1230/CD-G169DTS/RC-GOVT/DT-1800/NM-SYSREG CHELSEA B/CF-FY9SVG*

3 HHL DT HK1 BOX 02APR-05APR3NT24816DTREE STES BOSTON
1C1KAAA-1/RG-USD129.00/AGT00000000/G-VI4242424242424242EXP1209/
NM-SYSREG CHELSEA/CF-83652826*

4 TUR ZZ BK1 IFNORMATION 05 OCT-**DEFENSE TRAVEL SYSTEM**

GDS Example: Flight-Related PNR Remarks

To display air remarks ***PRW**

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.

28W/DOCUMENT NAME JMBOSTONMA040212A01 (DTS Document Name)
29W/FLIGHT NUMBER UA7200 IAD BOS DEP 04 02 12 1023 (Flight Selected)
30W/ARR 04 02 12 1152 TRAVELER SELECTED THE LOWEST
31W/GOVERNMENT FARES PLEASE ADVISE RULES AND
32W/RESTRICTIONS ASAP
33W/TRAV COMMENTS – SEAT PREFERENCE 10F (Seat Selected)

GDS Example: Rail Related PNR Remarks

To display rail remarks ***PRT**

5T/CTO PLEASE ASSIST TRAVELER WITH RAIL RESERVATIONS
6T/FROM BOSTON MA TO PHILADELPHIA, PA DEPA
7T/RTING AT 01 30PM ON 04/05/2007

GDS Example: Hotel Related PNR Remarks

To display hotel remarks ***PRY**

41Y/TRIP PURPOSE SITE VIST
42Y/ LODGING SEGMENT 04 02 12 THRU 04 05 12
43Y/24816DTRE (GDS Property Code)
44Y/PER DIEM RATE 129

CTO Assistance Request:
13Y/CTO, please assist traveler with DOUBLETREE BOS
14Y/FROM 04/02/207 TO 04/05/2007

GDS Example: Car Related PNR Remarks

To display car remarks ***PRX**

46X/RENTAL SEGMENT ETCCAR AT BOS 04 02 12 THRU
47X/04 05 12
48X/TRAV COMMENTS RESTRICTIONS DAILY 21.00 ESTIMATED
49X/TOTAL COST 63.00 UNLIMITED MILES

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CTO Assistance Request:

10X/CTO, PLEASE ASSIST TRAVELER WITH COMPACT CAR FOR
11X/BOSTON MA FROM 04/02/2012 TO 04/05/2012

GDS Example: PNR Associated Remarks

To display A remarks ***PRA**

26A/JULE.MARCHXXX.COM (Traveler Email)
27A/TA09IRWF4 (Travel Authorization Number)
28A/LOA1 (Line of Accounting Lines 28-30)
29A/068566-170006-66180672A02100-0016606685662D-N42884-11
30A/12JF----US0016668535EE
31A/CHG0321AIR (Air changed on 3/21)
32A/CHG0321CAR (Car changed on 3/21)

GDS Example: PNR Profile Remarks

To display profile remarks ***PRP**

14P/MO-03 (Traveler Rank/Grade)
15P/JULE MARCH/123456789 (Traveler Name/Phone)
16P/1234 WILSON DR (Passenger Home Address Lines 16-17)
17P/GAITHERSBURG MD 12345
18P/JOE TRAVELER (Emergency Contact)
12P/703 968 1000 E (Emergency Phone Contact)

GDS Example: General PNR Remarks

To display general remarks ***PRS**

16/12900 FEDERAL DRIVE (Traveler Home Address Lines 16-17)
17/FAIRFAX VA 22203
18/703 123 4567 B (Traveler Business Phone)
23/703 123 0000 H (Traveler Home Phone)
25/SITE VISIT (Trip Purpose)

Pricing/Stored Fare

DTS PNRs must have a stored fare quote (ATFQ)

- Only one (1) ATFQ can exist in the PNR
- Linear Fare must include the tax
    - *LF to verify the linear fare has taxes included)
    - Pacific Rim locations need to add the commission using the **T:/Z(commission)** format. For example if the commission is 5%enter **T:/Z5**

Ticketing

The CTO shall place the PNR on the outbound/polling queue upon issuing the ticket(s) and point of sale transaction fee (if applicable). DTS will update the authorization with the ticket number(s), ticket amount(s), and point of sale transaction fee number/amount (if applicable).

The CTO shall ensure that the accounting lines for all active tickets and point of sale transaction fees are intact and not removed prior to placing the PNR on the outbound/polling queue. For example, if the CTO issues the ticket then removes the accounting line to issue the point of sale transaction fee (if applicable), the DTS document will only reflect the transaction fee. The only exception applies to exchanged, voided, or refunded tickets, which is explained below.

Ticketing (TAU) Line

- Prior to AO approval, the TAU line will reflect T:T/
- Upon AO approval, DTS applies the TAW date (T:TAU/15MAY)

No changes or comments may be made to the DTS TAU field.

Exchanged, Refunded, or Voided Tickets

The CTO shall remove void, refund and exchange pricing information from the ATFQ 1 prior to placing the PNR on the ourbound/polling queue. DTS PNRs must have an active or manual fare quote in the ATFQ1 field.

AMTRAK

DTS creates a PNR with a retention segment for Amtrak reservations and documents the travelers requested rail segments in the T remarks field.

The CTO shall book the reservations as requested in the T remarks field, store the fare, and place the PNR on the outbound/polling queue.

GDS Example: CTO Request Assistance Train

To Display Train Remarks ***PRT**

5T/CTO, PLEASE ASSIST TRAVLER WITH RAIL RESERVATIONS
6T/FOR BOSTON UNIVERSITY, MA TO PHILADELPHIA, PA DEPA
7T/RTING AT 01 30PM ON 04/05/2007

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Non-Interline Agreements

Some commercial air carriers do not have interline agreements with other airlines. Therefore, DTS will create a separate PNR for these segments making the ticketing process easier. DTS cross references the two PNR's by inserting an **R** remark in the PNR.

GDS Example: PNR R Remarks

To display R remarks ***PRR**

> R/ 1 of 2 PNR TQEDNT

> R/ 2 of 2 PNR SDRWER

After completing the quality control check on the two PNRs, the CTO must place **both** PNRs on the outbound/polling queue consecutively in order for them to route for approval. If both PNRs are not queued, DTS will not process the document. The DTS document will remain in CTO SUBMIT status until both PNRs have been queued consecutively and swept by DTS. Note: if one or both PNRs are blank, they still need to be placed on outbound/polling queue.

When a traveler makes a change to a document that has multiple PNRs, DTS only places the PNR with changes on the CTO inbound queue. Therefore, the CTO will have to retrieve the other cross-referenced record locator and place that PNR on the outbound/polling queue so the document continues processing in DTS.

GDS Limitations/Non-ARC Airlines

When a traveler requests reservations on an airline that cannot be autobooked by DTS either due to limitations of the GDS being used by the Contractor or whether Airlines participate with the ARC; DTS creates a PNR with a retention segment and places the traveler's reservations request in the W remarks field.

During the quality control, the CTO shall:

- Book the travelers flight request in accordance with agency policy/processes
- Place passive flight segments using MK (status code) in the DTS PNR
- Store the fare
- Place the PNR on the outbound/polling queue

At ticketing, the CTO shall:

- Receive approved PNR on ticketing queue
- Initiate Southwest ticket in accordance with agency policy/processes
- Places the PNR on the outbound/polling queue

Transportation Security Administration (TSA) Information Formats

For auto-booked flights, DTS is designed to capture and transmit the required Secure Flight Passenger Data (SFPD) to the PNR, When CTO assistance is requested, the SFPD is sent to the CTO via PNR remarks thereby requires the CTO to input the SFPD manually.

GDS Example: SFPD

To display SFPD:

4 SSRDOCSAAHK01 DFWDCA 1316G 30SEP-1LAST/FIRST MI.////01NOV76
/JONES/TERRY/W

To add SFPD

¤:3DOCSN1/////21FEB83/M//LAST/FIRST/MI

GDS Example: Request for Assistance with DTS provided SFPD

3 W/CTO, please assist traveler with IAD Washington

 4 W/ Dulles International Apt to SEA Seattle/Tacoma

 5 W/International Apt, depart on 09/20/2009 at 06 30 AM

 6 W/ CTO, please assist traveler with SEA Seattle/Ta

 7 W/coma International Apt to IAD Washington Dulles

8 W/International Apt, depart on 09/25/2009 at 08 30 AM

32 W/DOCUMENT NAME LSBREMERTONWA092009A01

33 W/TSA SECURE FLIGHT

34 W/3DOCSN1 18SEP78 F SYSREG LISA B

35 W/3DOCON1 R

34 W/3DOCSN1 18SEP78 F SYSREG LISA B

Non-Contract City Pair Market Format

DTS places a four alpha character "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.

If the flight itinerary contains multiple non-awarded markets, DTS will add one NCPM code to the PNR. The NCPM code will remain in the PNR, and cannot be removed by DTS even if modifications reflect travel entirely between awarded markets.

The NCPM code will be located in the PNR "A" remarks; below the email address and DTS document name.

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GDS Example: NCPM

*PRA

61.A/JOSEPH.TRAVELER DOD.MIL
76.A/DOCUMENT NAME –JTWASHINGTON022808A01
77.A/NCPM

The CTO shall utilize the below format to document whether the traveler selected the lowest fare or the availability of a lower cost alternative to include the commercial carrier, date(s), departure and arrival times, and cost savings.

GDS Example: NCPM CTO Comments to DTS

[]:5E/TRAVELER SELECTED THE LOWEST APPLICABLE FARE

OR

[]:5E/LOWER FARE AVAIL IF TAKE ALTERNATE DEPARTURE UA FLT 100 AT 100PM

CTO Assist Justification Code

The CTO shall apply a CTO Assist justification code at time of ticketing. The applicable transaction fee and justification code shall be contained in the DTS PNR using the remark qualifier, GDS format, and applicable code provided below. The below table reflects the codes and justifications. Additional codes may be introduced at the local level during the contract period.

GDS Examples: CTO Assist Justification Remarks to DTS

CTO Assist Transaction – Traveler requested assistance with airline reservations
> **[]:5H/CTOFEE- 15.00**
> **[]:5H/JUSTIFICATION- A1**

DTS Transaction – No CTO intervention required
> **[]:5H/CTOFEE- 5.00**
> **[]:5H/JUSTIFICATION- NT**

Note: Not required for contracts awarded under a Management Service Fee (MSF)

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CTO Fee Justification Table	
Justification Code	**Justification/Reason**
A	Traveler Requested Assistance – DTS
1	Air
2	Rail
3	Car
4	Lodging
B	Reservations/Quality Control (processes requiring CTO intervention as specified in the PWS)
1	Air
2	Rail
3	Car
4	Lodging
C	Industry Driven (e.g. TSA Secure Flight Data and/or OSI not passed to PNR as specified in the PWS)
1	Air
2	Rail
3	Car defined
4	Lodging
D	COR Initiated (e.g. temporary workarounds due to DTS system problems as specified in the PWS)
1	Air
2	Rail
3	Car
4	Lodging
E	Government Travel Charge Card (GTCC) Declined
1	Air
2	Rail

NT	No Touch Transaction

Transaction Fee Remark Formats

CTOs utilizing the ARC automated Travel Agency Service Fee (TASF) to process point of sale transaction fees shall ensure the 13 digit point of sale transaction fee beginning with 890 (e.g. 8901234567890) is contained in the DTS PNR as a valid accounting line. Those CTOs not utilizing the ARC TASF shall place a 13 digit unique transaction fee number beginning with 890 (e.g. 890123456789) in a PNR remark. The CTO shall place the transaction fee remark in the DTS PNR using the remark qualifier, GDS format, and data elements provided below. The transaction fee remark qualifier shall be used exclusively for passing transaction fee data through the GDS/DTS interface.

Transaction fee remark data elements shall include; the transaction type, fee amount, transaction fee number, and the type of GTCC used as payment.

GDS Format Example: CTO Transaction Fee Remark to DTS

[]:5M/CTO FEE -13.00/8901234567890/IBA

Note: Not required for contracts awarded under a Management Service Fee (MSF)

PNR Validation/DTS CTO Connectivity

It is the CTO's responsibility to open and close branch access to DTS.

Northrop Grumman validates CTOs can receive, process, and return PNRs via DTS. The PMO-DTS will contact the CTOs to schedule the validation process with the CTO and Northrop Grumman. In order to familiarize the CTOs with DTS, Northrop Grumman creates PNRs in DTS and processes them through the CTOs' GDS. Northrop Grumman reviews and discusses the PNRs with CTO personnel during the validation procedure. This process allows Northrop Grumman to answer technical questions relating to the processing of PNRs and ensures that the CTOs understand how DTS processes PNRs.

To Connect to DTS:

CTO complete Exhibit-A-Request for Third Party Services (Apollo Service bureau Agreement). Fax the completed form to the ATT/Apollo Help Desk.