Information Paper:

72-Hour Air Reservation Auto Cancellation

DEFENSE TRAVEL MANAGEMENT OFFICE

Background

Travel authorizations that include air reservations must be approved and ticketed within a certain number of hours before flight departure or the reservations will be cancelled by the airlines.

This policy was instituted by the airlines under the GSA City Pair Program contract.

Implementation Schedule

Modifications to DTS for the 72-Hour Air Reservation Auto Cancellation policy are being accomplished in two phases.

The first phase added a new report in the DTS Report Scheduler and a cancellation warning screen for authorizations containing airline reservations or CTO Assistance requests. These two items are described in detail below.

The second phase, will implement cancellation functionality in DTS to automatically cancel any airline reservation not approved at least 72 hours before scheduled flight departure. Auto cancellation notification e-mails are to be sent out when this phase is implemented.

Pending Airline Cancellation Report

The Pending Airline Cancellation Report found in the DTS Report Scheduler assists you by identifying authorizations in jeopardy of airline reservations being cancelled. This report includes authorizations with reservations in a confirmed status (CTO Booked) that have not been approved within a select number of hours prior to scheduled flight departure.

The Pending Airline Cancellation Report can be accessed via the Report Scheduler > Request New Report screen. This report is the first option under Status Reports (Figure 1).

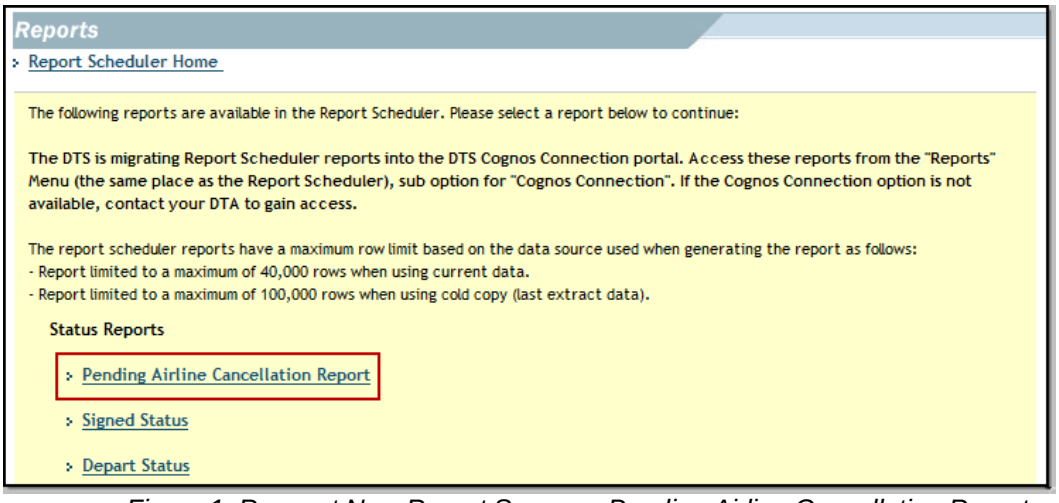

Figure 1: Request New Report Screen – Pending Airline Cancellation Report

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The Pending Airline Cancellation Report Search Criteria screen includes an **Hours to Departure** field (Figure 2). The value entered for this field must be between 24 and 150.

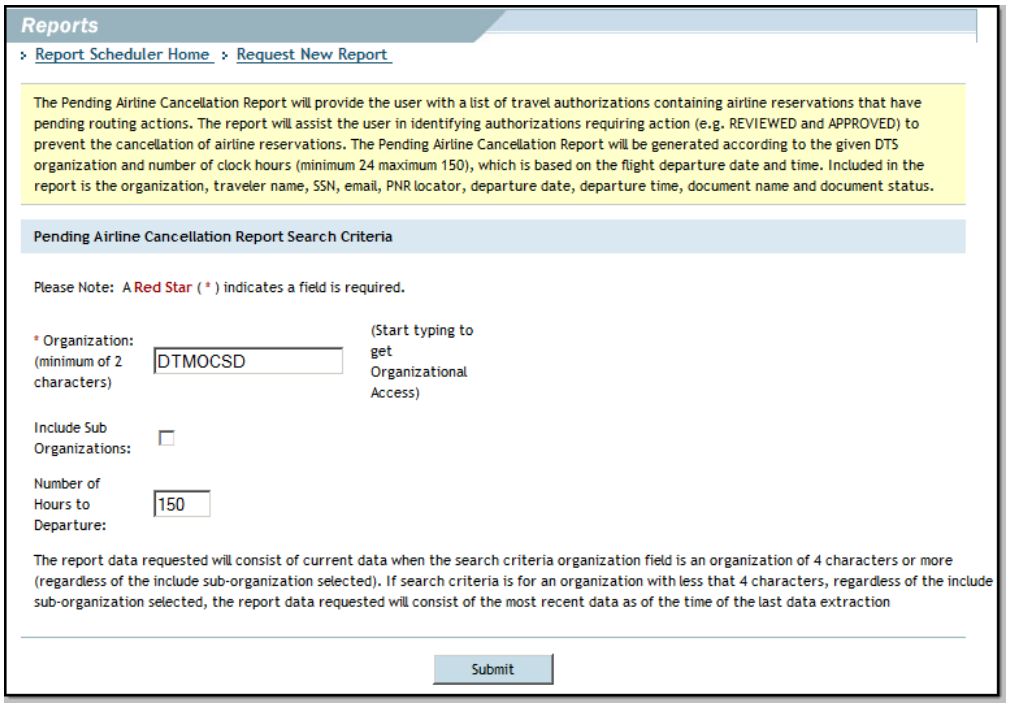

Figure 2: Pending Airline Cancellation Report Search Criteria Screen

The Pending Airline Cancellation Report (Figure 3) provides the below information:

- **Organization**
- **Traveler Name**
- **SSN** (first 5 digits masked)
- **Traveler Email Address**
- **PNR Locator**
- **Departure Date** (earliest flight only)
- **Departure Time** (earliest flight only)
- **Document Name**
- **Document Status**

	A	B	C	D	E	F	G	H	I	J	K	L
1	Report Title: Pending Airline Cancellation Report											
2	Report Run Date: Mon Dec 09 15:38:56 EST 2013											
3	Search Criteria:											
4	Organization=DTMOCSD IncludeSubOrgs=Y HoursToDeparture=150											
5												
6	For Official Use Only - Contains Personally Identifiable Information covered by the Privacy Act of 1974.											
7	Organizati	Traveler L	Traveler F	Traveler M	Traveler S	Traveler E	PNR Locat	Flight Depart	Flight Dep	Document N	Document Status	
8	DTMOCSD	West	Eric	T	xxx-xx-974	eric.west(	0QN6E8	12/10/2013	10:10PM	EWORLANDC	CTO BOOKED	
9												

Figure 3: Pending Airline Cancellation Report

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Cancellation Warning Screen

When an authorization contains airline reservations or includes a CTO Assistance request, a Cancellation Warning screen opens after the SIGNED stamp is selected from the Digital Signature screen (Figure 4). 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.

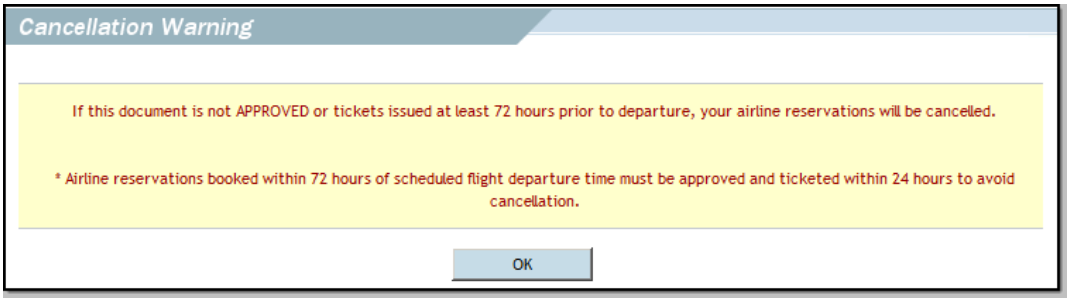

Figure 4: Cancellation Warning Screen

The traveler must select **OK** to proceed with the digital signature process.

If airline reservations are cancelled, the CTO should contact the traveler by e-mail or phone.

Notification and Guidance for Cancelled Airline Reservations

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 rebook the flight. Travelers can refer to their itineraries to find contact information for their CTO and reservation details to help them rebook. Travelers should not rebook at the airline counter. Often, counter agents are not familiar with GSA's City Pair Program and may charge the traveler a full priced fare which is normally a higher cost.

Additional Guidance for DTAs: DTAs can run the Traveler Status Report and notify Agency Program Coordinators which travelers are scheduled to perform TDY to ensure their Government Travel Cards are activated.

For more information, including talking points and frequently asked questions go to www.defensetravel.dod.mil.

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