Defense Travel Management Office

Insight into CTO Operations & Viewpoint

2011 Connect Seminar

April 2011

For Official Use Only

Agenda

- DTS/Commercial Travel Office (CTO) Reservations Cycle
  - Document Status
  - Stuck at CTO Submit
- Seat Assignments
- Non-Contract & Restricted Airfares
- Duplicate Bookings
- Churning
- Traveler Profiles
- Changing CTO Data in DTS
- Contacting the CTO
- DTA Support

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DTS/CTO Reservation Cycle

User creates authorization, books reservations, and applies digital signature
"SIGNED"

DTS forwards reservations (PNR) to CTO for quality control review
"CTO SUBMIT"

DTS forwards "CTO Ticketed" notification and CTO forwards invoice to traveler via email

CTO issues ticket(s), and forwards ticketed PNR to DTS
"CTO TICKETED"

CTO performs quality control review and forwards PNR to DTS for AO approval
"CTO BOOKED"

DTS forwards "Approved" email notification to traveler and forwards PNR to CTO for ticketing 3 business days prior to travel

DTS forwards "CTO Booked" notification and CTO forwards itinerary to traveler via email

AO reviews and approves authorization, TAW date applied to PNR
"APPROVED"

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"CTO Submit"

- Upon user selecting air/rail, rental car, and lodging reservations, DTS creates passenger name record (PNR)

  – PNRs contain reservation records, traveler contact information, frequent flyer accounts, etc.

- Upon user digitally signing travel authorization, DTS forwards PNR to CTO for quality control review ("CTO Submit")

  – CTO does not have DTS access
  – PNR is forwarded by DTS to CTOs database a.k.a. Global Distribution System (GDS)

"CTO Submit" (continued)

- Within one business day of receipt, CTO is required to perform quality control review, which consists of:
  - Ensuring reservations are complete and coincide with airline arrival/departure times
  - Checking alternate routes, times, etc. when travel is between origin/destination with no GSA contract City Pair award (Worldwide CTO Contracts only)
- Upon completion of quality control review, CTO returns PNR to DTS
  - Document updated as "CTO Booked"

"CTO Booked"

- At "CTO Booked," travelers receive email notifications from:
  - DTS
    - Advisory message regarding the route and review to Authorizing Official (AO)
    - Streamlined itinerary to include any comments from CTO
      - Comments from CTO are located under the itinerary and may indicate action required by traveler
  - CTO
    - Complete itinerary and any special instructions

"Stuck at CTO Submit"

- When an authorization has been in "CTO Submit" status for a prolonged period of time, it is referred to as "stuck at CTO Submit"

- Causes:
  - CTO has not completed the quality control review
  - DTS system problem
  - CTO queuing issue

- Travelers/DTS administrators should contact the TAC for assistance with "stuck" PNRs

"Approved"

- Upon AO approval, TAW (tickets are waiting) date is applied to PNR

  - TAW authorizes CTO to issue ticket

- Approved PNRs are forwarded to CTO for ticketing three business days prior to departure

  - Tickets may be issued in advance of TAW when requested by Government

- Traveler receives DTS email notification regarding approved document status

- Travelers should contact their AO and/or local DTS Help Desk if they have not received an "Approved" email notification within three business days of travel

"CTO Ticketed"

- Upon ticket issuance, CTO returns PNR to DTS
  - Authorization updated "CTO Ticketed"
  - Air ticket and transaction fee (when applicable*) costs added
    *Current Navy contract under management service fee; therefore, no transaction fee assessed at ticketing
- At "CTO Ticketed," travelers receive email notifications from:
  - DTS
    - Ticketed notification to include streamlined itinerary
  - CTO
    - Invoice to include complete itinerary, ticket numbers/ costs, after hours emergency numbers, etc.

Leading Practices

- DTS users/travelers should monitor DTS document status to ensure proper routing of travel authorization

- DTAs run weekly Approved Status Reports to identify documents pending AO approval

- Whether reservations were booked in DTS or by CTO directly, travelers **should not** proceed on travel unless they have received an itinerary/invoice with their ticketing information

Air Availability In DTS

- Air availability is displayed in tabs in order of precedence:
  - GSA Contract Airfare with limited availability (-CA)
  - GSA Contract Airfare (YCA)
  - Other Government Airfare (non-contract government fares)
  - Other Published Airfares (all other unrestricted coach fares)
  - Alternate GSA (contract fares offered to alternate airports within an 80 mile radius of temporary duty location)

Non-Contract Airfares

- Other Government Airfares (Tab 3) are non-contract Government fares to include:
  - Discount Government (DG)
  - Category Z (CATZ)
  - Constructed City Pair fares
- DG and CAT Z fares are competitive airfares available to Government travelers on official business
  - Costs often same or less than GSA contract city pair fares
  - May carry rules and restrictions
  - Requires justification and approval if GSA city pair fare available

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Non-Contract Airfares (continued)

- Other Airfares (Tab 4) are non-contract airfares available to the general public
  - Costs are often higher than GSA contract city pair and Other Government fares
  - Although fares are unrestricted, they may have rules associated with use (especially foreign flag carriers)
  - Requires justification and approval if GSA city pair fare available
- Usage of *Other Government* and *Other Airfares* require justification when selected for travel in GSA contract city pair markets

Risks Associated with Non-contract Airfares

- When booking non-contract Government fares, travelers should consider the following:
  - Seats are capacity controlled; airline limits availability
  - Airfares are not guaranteed until ticketed; fares may increase or discontinue at any time
  - Fare rule changes; airline has the right to change rules to include booking class, advance purchase/ticketing requirements, etc.
  - Cancellations; many airlines cancel un-ticketed reservations especially capacity controlled non-contract fares

Restricted Airfares

- Travelers may request CTO assistance to obtain restricted fares
- Risks associated with use of restricted airfares:
  - Fees and penalties associated with restricted fares
    - Up-front savings may be consumed and surpassed if travelers frequently change or cancel travel plans
  - Unused tickets are non-refundable/non-transferable
  - Value of unused ticket (if any) must be used within timeframe established by airline or may be forfeited if cancelled

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Restricted Airfares (continued)

- Other risks to consider include:
  - Airline charges additional fees for reservation changes and ticket re-issuance
  - Advance purchase and/or advance ticketing requirements
    - If document is not approved by AO and ticketed within time required, reservations will be cancelled by airline
    - AO/Traveler must contact CTO upon AO approval for ticket issuance

Duplicate Bookings

- When two or more reservations are held on the *same* airline for travel within the *same* time frame

  – Regardless of class of service or booking method

  – Includes reservations booked on same flight and/or multiple flights to same origin/destination

- Consequences for holding duplicate reservations include:

  – Cancellation of reservations

  – Multiple airline ticket and transaction fee charges

  – CTO fined (i.e., debit memo) by airline

    • Includes reservations made by travelers in DTS

    • Services/Agencies/travelers may be liable

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Preventing Duplicate Bookings

- Avoid creating multiple authorizations with reservations to same/similar TDY locations during same time period

  – Includes un-signed authorizations

- Prior to creating duplicate or similar authorization, cancel reservations and remove authorization

- Do not contact CTO to make travel reservations when DTS authorization with reservations already exists

  – If CTO is contacted directly, reference any existing DTS reservation

  – Enter transportation costs manually in Travel-Other Transportation

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Inventory Churning

- Practice whereby airline reservations are repeatedly created and canceled
  - Ties up seat inventory; prohibited by airline industry
  - CTOs are fined (i.e., debit memo) by airline
    - Services/Agencies/Travelers may be liable for debit memos

- Majority of churning is due to unsigned authorizations
  - Remember to sign DTS authorizations with reservations
    - Traveler forgets to sign, reservations are cancelled, traveler re-books

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Leading Practices

- Avoid creating authorizations with reservations to obtain travel costs/schedules
    - Encourage travelers to utilize TraX, GSA website, or fedtravel.com to obtain:
        - Government flight/rail schedules and fares
        - FEMA-approved hotels offering government rates
        - Car rental vendors who participate in U.S. Government Rental Car Program

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DTS Traveler Profile

- Whether you travel frequently or a few times a year, ensure the following DTS profile information is current:
  - Phone Contacts
  - Email address
    - CTO or airline may need to contact traveler regarding reservations
  - Government Charge Card (GOVCC)
    - Valid account number and/or expiration date
    - Work with APCs to validate account info and ensure activation for upcoming travel (i.e. Accounts Info List & Approved Status Report)

Changing CTO Data in DTS

- DTS organizations are connected to CTOs in accordance with DoD CTO contracts

- Changes to DTS organizational CTO data (i.e. PCC, Ticket PCC, and Company Code) requires formal request through DTMO
  - DTAs submit request through Service and Agency DTS Office and/or TAC
    - Include list of organizations and reason for change
    - 30-day advance required
    - Verify Centrally Billed Account (CBA) loads

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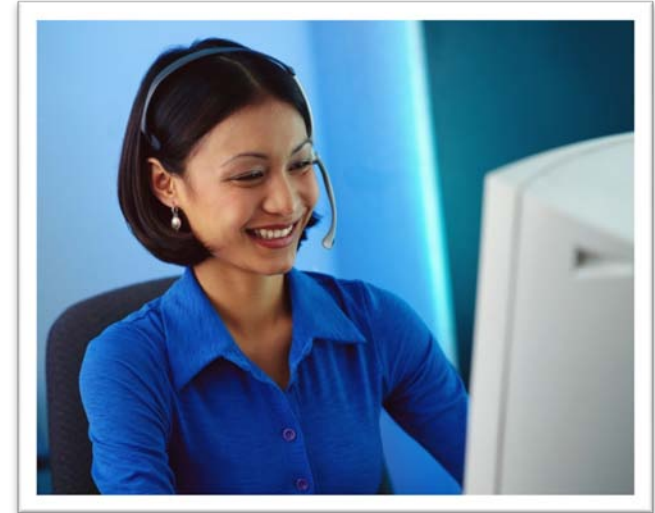
Changing CTO Data in DTS (continued)

- DTS organizations and existing passenger name records (PNR) will be systematically updated with new CTO data
  - Reduces errors commonly made when processing changes manually
  - Ensures existing PNRs may be modified, approved, ticketed, and/or cancelled
  - Seamless transition transparent to travelers and DTAs

- DTAs should "CTO Disable" those organizations that are no longer being used
  - Organizations should also be removed from CBAs

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Contacting the CTO

- *Do* contact the CTO for:
  - Emergency travel plans
  - En route assistance
  - Unused tickets
- *Do not* contact the CTO for:
  - DTS questions/issues
    - Travelers should utilize local help desk, Travel Assistance Center (TAC), and Travel Explorer (TRAX)
  - Reservation Changes
    - If travel has not commenced, reservation changes should be processed in DTS

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DTA Support

- Quality Assurance Evaluators (QAE) and Contracting Officer Technical Representatives (COTR) are qualified government representatives personnel designated as a local resource for resolving CTO issues

    – Serve as local point of contact for travelers, DTAs, and CTO

    – DTAs should discuss all DTS/CTO performance issues/concerns with QAE/COTR

Resources

DTMO Website

- Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool
- CTO small business after hours support

www.defensetravel.dod.mil

Travel Explorer (TraX)

- DTS Document Processing Manual
- DTS CTO Orientation and User's Guide

www.defensetravel.dod.mil/passport

Travel Assistance Center (TAC)

- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX

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