

## Auto Cancellation

With the implementation of the airline auto-cancel, we wanted to provide you with some information to share with your DTAs, AOs, Agency Program Coordinators (APC) and travelers.

\* Beginning on October 1, 2012, any travel authorization that includes air travel must be approved and ticketed at least 72 hours in advance of the scheduled flight departure time to avoid airline reservations from being cancelled. This is in response to the new policy being instituted by the airlines under the FY13 GSA City Pair Program contract.

o This policy applies to domestic City Pair and non-contract government flights that are either booked through DTS or through a Commercial Travel Office (CTO).

\* Those travelers making travel plans within 72 hours of departure must have their authorization approved and tickets issued within 24 hours of creation to avoid cancellation. If making plans within 24 hours of departure, authorizations must be approved and ticketed at least 6 hours prior to flight departure time to avoid cancellation.

If traveler chooses a "Restricted" flight, it has to be approved by the AO within 24 hours. Often the traveler, doesn't realized it is restricted when they go to choose the cheapest flight, or if it is a flight that fits in their timeline for arrival. Everybody from the Reviewer, G8, and AO gets notified when this happens. Once it is selected, there may not be any reimbursement if the flight has to be cancelled and the organization eats up the cost when this happens.

\* Tips for Travelers:

o Monitor the status of your travel authorization. If your trip is approaching and your authorization has not been approved, contact your authorizing official (AO) to get it approved immediately. If your AO is not available, contact your Defense Travel Administrator (DTA).

o Ensure you receive an itinerary/invoice from the CTO, which confirms your electronic ticket has been issued. If your authorization has been approved and you have not received your ticketing confirmation, you should contact the CTO immediately.

o Check the status of your Government Travel Charge Card (GTCC). Some organizations deactivate a traveler's GTCC if he/she is not scheduled for any travel. It is important to ensure that your card is activated so your airline ticket can be purchased upon travel authorization approval.

- o Ensure your DTS profile is current. Often, travelers forget to update their profile with the new GTCC expiration date if they received a new card. Without a current card on file, a reservation cannot be purchased.

- O If a reservation is cancelled, a traveler should follow their normal ticketing processes. If the traveler is at the airport when they realize that their reservations were cancelled, he/she should not rebook at the airline counter. Often, counter agents are not familiar with GSA's City Pair Program and may book the traveler on a flight for a much higher cost. If traveler has no other option, he/she should consult their travel itinerary, which will provide the contact information for the Commercial Travel Office.

- \* Tips for Authorizing Officials (AO):

- o Monitor documents awaiting your review and approval. Ensure a back-up AO is designated if you will be on leave or deployed.

- \* Tips for Defense Travel Administrators (DTA):

- o Inform travelers and AOs how this change potentially could affect their upcoming travel and what steps to take if a reservation is cancelled.

- o Run the "Pending Airline Cancellation" report to identify those authorizations at risk for cancellation. This report will be available in the Reports Scheduler beginning October 1st.

- o Run "Traveler Status" report and notify APCs which travelers are scheduled for travel to ensure GTCC is activated.

- o Run an "Accounts Information Report: monthly and send to your GTCC Agency Program Coordinator to verify validity and expiration dates of GTCCs in DTS profiles.

- \* Tips for Agency Program Coordinators (APC):

- o Review the Accounts Information Reports and advise DTAs regarding invalid and expired GTCCs.

- o Review the Approved Status Reports and assist with activating GTCCs for travelers with upcoming trips.