Trip Cancellation Procedures in DTS

November 13, 2024

Introduction

For official travel you create the document in DTS according to your trip requirements. When you no longer need to travel what should *you do with the document? Your specific actions depend on whether you or the Government is owed any money and the authorization's status within DTS. This information paper explains the most common situations for cancellations. **Note**: Applying the **CANCELLED** stamp only pertains to authorizations. You can't cancel a voucher.

Table 1 shows the status, condition, and the required action in DTS.

Table 1

If the document's current status is …	And if the document contains …	Follow the instructions below to …
CREATED	No expenses or payments	*Remove* a document
SIGNED or APPROVED (or beyond)	No expenses or payments	*Cancel* a document
SIGNED	Expenses or payments	*Create* a voucher from a signed authorization
APPROVED (or beyond)	Expenses or payments	*Create* a voucher from an approved authorization

Per the *JTR, Table 2-16,* if the TDY is cancelled, curtailed, interrupted due to official purposes, or for other reasons beyond the travelers' control then the AO may authorize or approve reimbursement of non-refundable deposits, prepaid rent, late and early departure fees, or cancellation fees limited to the remaining lodging and tax expenses that would been paid.

*In this information paper, unless stated otherwise, "you" are a traveler; however, the actions described also apply to anyone who creates documents for you, such as a Non-DTS Entry Agent or travel clerk.

Create Authorization – General Information and Alerts

While most of this information paper addresses the cancellation process, let's first review some general information and alerts when processing an authorization. **Note**: If you are familiar with the process, you may skip to the *Supporting Documentation* section.

For a **Routine TDY Trip**, create an authorization, build the itinerary, book reservations (as needed), enter your estimated **Expenses**, and provide supporting documentation to ensure

travel compliance. When you make certain document selections, the **Pre-Audit** flags and **Reason Codes** trigger requiring proper justification and/or **Comments** and **Advisories** (generally information only) before DTS permits document stamping. If you try and skip the **Other Auths and Pre Audits** page, DTS brings you back to the screen before allowing you to **Continue**.

On the **Digital Signature** page, DTS provides vital document processing rules and alerts to travelers (e.g., transportation expenses, approval and ticketing).

Before you stamp the document **SIGNED** review the information at the bottom the page (Figure 1). For this document example, we entered a TMC fee, DTS provides a warning about cancelling a document when certain situations apply. **Note**: If you incur an authorized expense (e.g., TMC fee) on the authorization be sure to process a voucher for the incurred fee.

Figure 1: Digital Signature Screen – Information and Alerts

Once you stamp **SIGNED,** DTS updates the *Document History* section available on the **Digital Signature** page.

- If you have reservations, the document updates with **CTO SUBMIT** and the document is view only. On the **CTO SUBMIT** line, the comments, *"Allow 24 business hours from the CTO SUBMIT stamp time for TMC processing before contacting the TMC or TAC for assistance,"* appear.

- While the status is **CTO SUBMIT**, no other document actions can occur until the document updates to **CTO BOOKED**.

- If you don't have reservations, your document routes based upon the routing list.

For more information on creating an authorization, see *DTS Guide 2: Authorizations*.

Supporting Documentation

When there is no longer a travel requirement then you need to ensure document closeout. Gather supporting documentation and you should:

- Work with the Travel Management Company (TMC) to request refunds for unused air or rail tickets. Retain TMC invoices for vouchering purposes.
- Cancel hotel reservations timely especially when within 24 to 48 hours of departure to avoid hotel cancellation or no-show fees.

  o Be aware that unsigned authorizations with "reserved" reservations can still incur fees. Contact the TMC or hotel vendor to verify if charges apply.
  o Follow the cancellation process in DTS and obtain hotel cancellation confirmation numbers.
  o Obtain a hotel receipt for cancellation fees, no show fees, and charges. Retain for vouchering purposes.
  o Follow up with the vendor to ensure reservations fully cancel.

Remove an Authorization

After you **CREATED** an authorization, but no longer require travel there are steps to take with the document. What action you perform depends upon if you incurred expenses and the status of the document.

Begin by logging into DTS.

1. On the **DTS Dashboard** (Figure 2), under the **My Travel Documents** section, locate the trip requiring action (Figure 3).

   Note: From the DTS **Dashboard**, Non-DTS Entry Agent or travel clerk must access a traveler's document by selecting **Trips > Traveler Lookup**, and then search for the traveler whose authorization requires change.
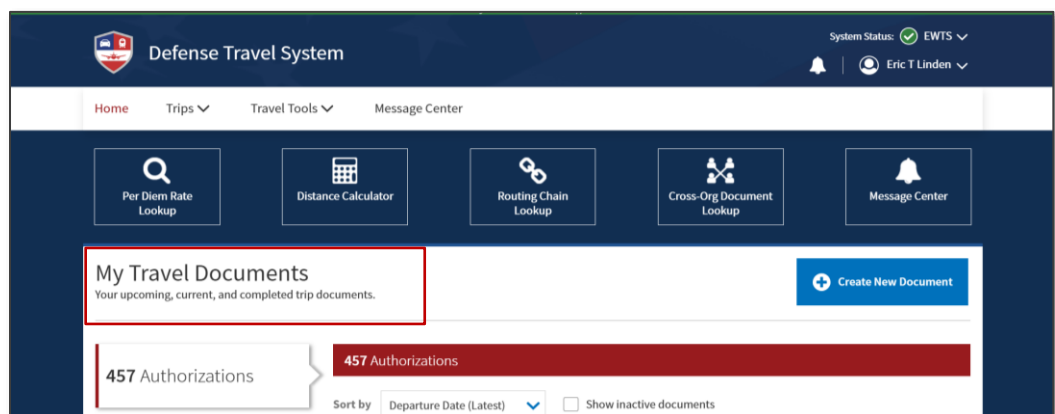

Figure 2: DTS Dashboard

2. If the document is <u>not</u> **SIGNED**, the bubble icon status (Figure 3, Indicator 1) reflects **CREATED**. On the right side of the page, select **Options** (3-dot icon) and the screen opens for you to choose **Remove Authorization** (Figure 3, Indicator 2).
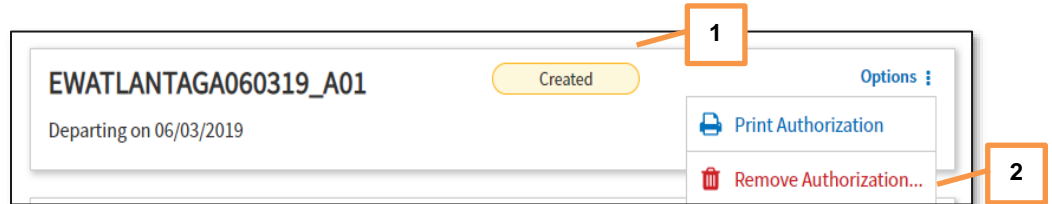

Figure 3: Remove Authorization Option

3. After selecting the remove link, then one of two things occur:

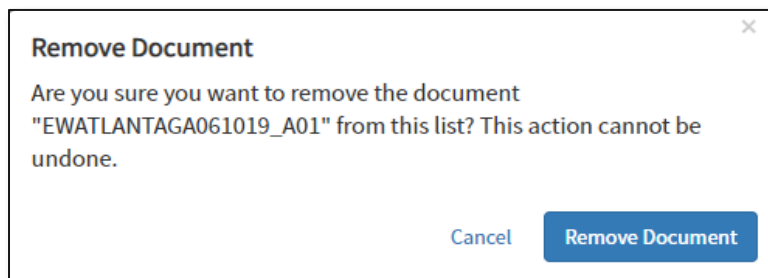   a. If the document <u>does not</u> contain reservations, a **Remove Document** message appears (Figure 4).

Figure 4: Remove Authorization Option

    b. Select **Remove Document** and DTS deletes the authorization from your document list.

    c. If needed, refresh your screen to verify authorization removal.

-OR-

    a. If the document <u>does</u> contain reservations (e.g., rental car), a **Remove Document** message appears (Figure 4).

    b. Select **Remove Document**. Then another message displays alerting you of existing reservations and the removal action (Figure 5).
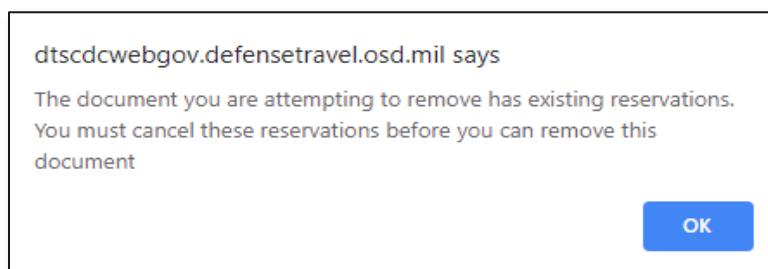

Figure 5: Existing Reservations Message

c. If you receive the alert, select **OK** (Figure 5). Then select **Edit** next to the affected authorization (it's hidden by the drop-down menu in Figure 3). The authorization opens to the **Review Trip Authorization** screen.

d. Navigate to the **Reservations** module using the **Progress Bar**.

    i. Select the **cancel** link for each reservation type (e.g., **Cancel Flight**, **Cancel Rental Car**, and **Cancel Lodging**). A **Confirm Cancellation** message appears (Figure 6).

    ii. Select **Yes**, **Cancel Reservation**. DTS removes the reservation and cycles you back to the **Review Reservation Selections** screen.

    iii. Continue the process to remove reservations. A **Confirm Cancellation** message occurs for each reservation.

Confirm Cancellation   ✕

Are you sure you want to cancel this rental car? This action cannot be undone.

No, Go Back   **Yes, Cancel Reservation**
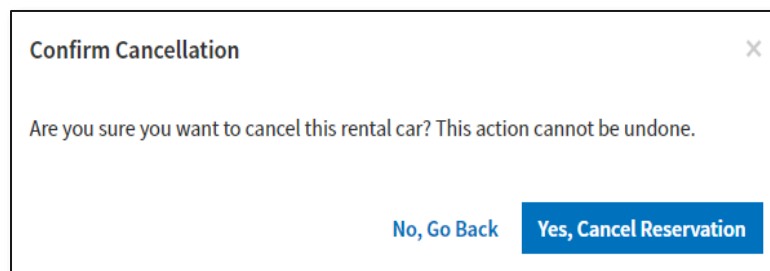
Figure 6: Confirm Cancellation Message

Note: If within 24 to 48 hours of departure and you must cancel the lodging reservation, then the hotel cancellation rules <u>can</u> apply.

- Contact the hotel to verify if a cancellation or no-show fee (short notice cancellation) is applicable.

- Cancel the DTS reservations, but do not remove the unsigned authorization, if the hotel imposes a fee.

- Obtain the hotel receipt for the expense. The fee is reimbursable, but only if you show that you took all reasonable actions to avoid incurring the fee.

- If you do incur a fee, skip *Remove Authorization* below. Instead, process the authorization and voucher for only the incurred fee.

e. Return to the DTS **Dashboard**.

    i. Select **Options** (3-dot icon) and then select **Remove Authorization**. A **Remove Document** message appears (Figure 3).

    iv. Select **Remove Document** and DTS deletes the authorization.

Note: Always contact the vendor (e.g., airline, hotel, rental car company) to ensure all your reservations <u>fully cancel</u> to avoid incurring additional charges or fees.

Cancel an Authorization – No Expenses

If you **SIGNED** the authorization, the bubble icon status (Figure 7, Indicator 1) reflects the document's status. You can also see the current status and all the applied stamps under the **Digital Signature** page, *Document History* section. **Note**: Signed documents can't be removed from DTS. If travel is no longer necessary and you didn't incur any expenses, you can cancel the authorization. Here are the steps to follow:

1. On the DTS **Dashboard**, select **Options** (3-dot icon) and then **Cancel Trip** (Figure 7, Indicator 2) next to the affected authorization.
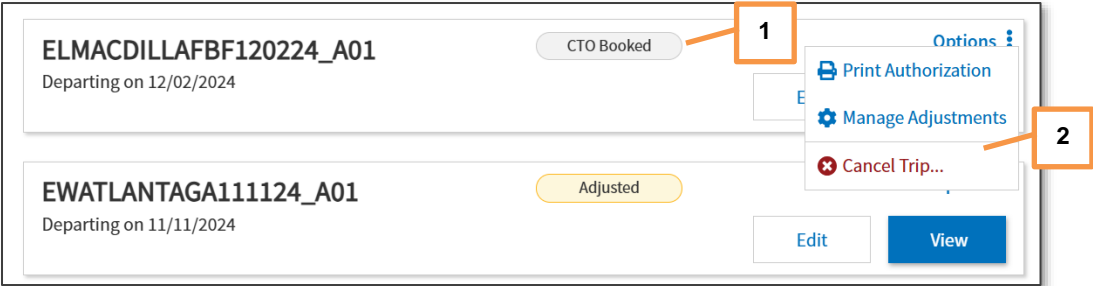
Figure 7: Cancel Trip Option

2. A **Cancel Trip** screen appears with two-radio button options (Figure 8). Choose the appropriate box.
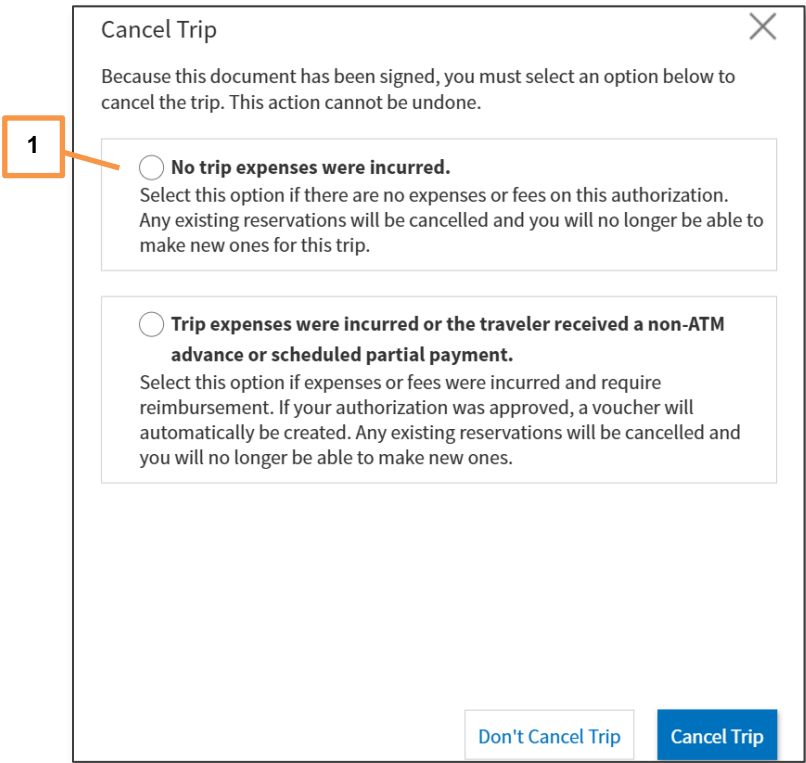
Figure 8: Cancel Trip Screen

3. For this example, select **No trip expenses were incurred radio** button (Figure 8, Indicator 1) and then select **Cancel Trip**.

4. The **Digital Signature** screen opens. At the top of the screen, a **Trip Authorization Status** displays. A warning states, "**This trip has been cancelled**." (Figure 9).
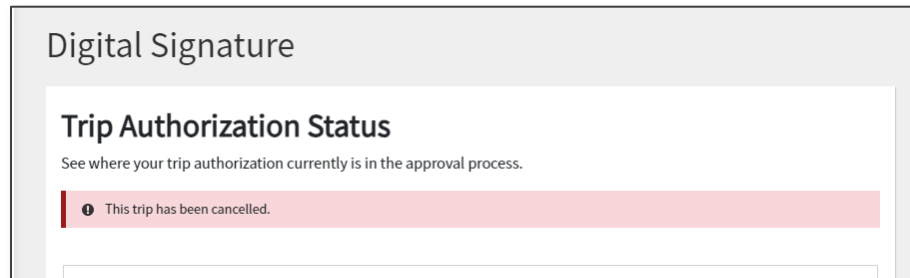
Figure 9: Trip Authorization Status Message

5. Do not sign the document yet. Instead, navigate to the **Other Auths and Pre-Audits** screen using the **Progress Bar** (Figure 10) available on the left side of the page. If any document selections caused **Pre-Audit** flags and **Advisories** then they appear on the page. Review the **Pre-Audit** flags and provide proper justifications. Select **Continue**.
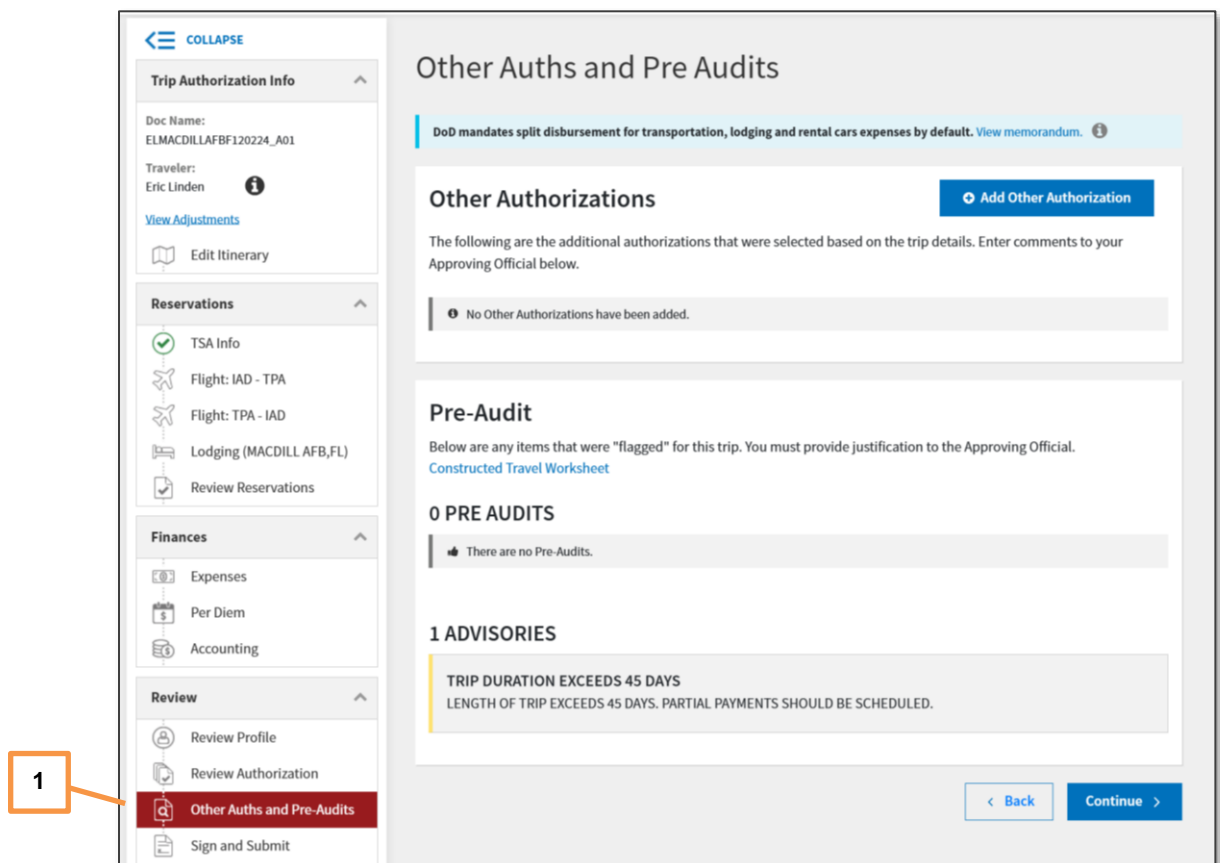
Figure 10: Other Auths and Pre Audits Screen

6. The **Digital Signature** screen opens (Figure 11). Verify that the **Document Status** option displays **SIGNED**. Check the box, "**I agree to SIGN this document.**"

Figure 11: Digital Signature Screen

7. (Optional) Add **Additional Comments**.

8. Select **Submit Completed Document**.

9. Once **SIGNED**, the document will route according to the steps in the routing list.

- If your routing list contains a Reviewer, the routing official will only be allowed to apply their defined stamp of **REVIEWED** or **RETURNED**. If there are no Reviewers listed, the document will go to the Authorizing Official (AO).

- The Authorizing Official (AO) will review the trip, stamp the DTS document **CANCELLED** to finish the cancellation process. Once the AO cancels the trip, DTS provides you an email.

Cancel an Authorization – Expenses

If you **SIGNED** the authorization, the bubble icon status (Figure 12, Indicator 1) reflects the document's current status. You can also see the current status and all the applied stamps under the **Digital Signature** page, *Document History* section. **Note**: Signed documents can't be removed from DTS. If travel is <u>no</u> longer necessary, you <u>did</u> incur expenses, but the AO <u>has not</u> **APPROVED** the authorization there are a few steps to take. Here is the process to follow:

1. On the DTS **Dashboard**, select **Options** (3-dot icon) and then **Cancel Trip** (Figure 12, Indicator 2) next to the impacted authorization.
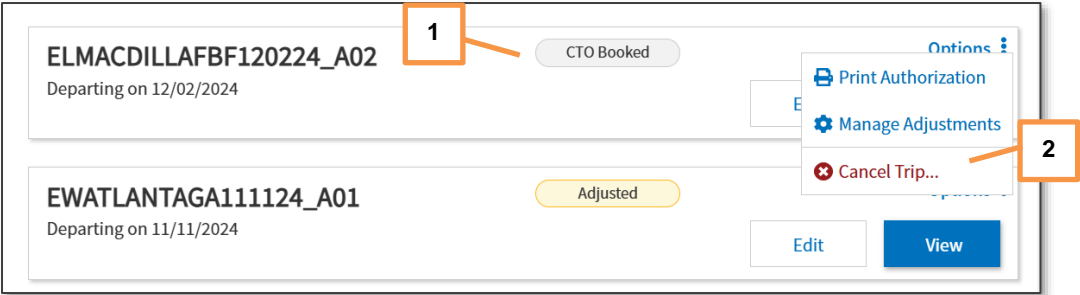
Figure 12: Cancel Trip Option

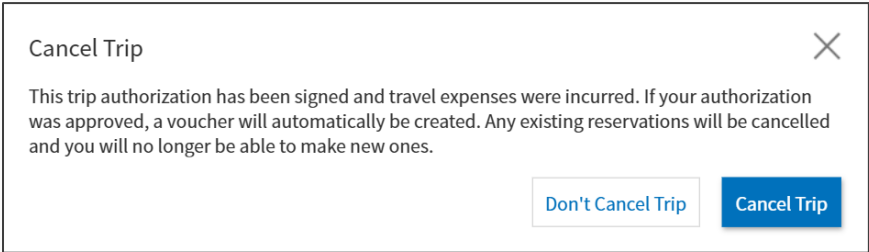2. A **Cancel Trip** message appears (Figure 13). Select **Cancel Trip**.

Figure 13: Cancel Trip Screen

3. The **Digital Signature** page opens. At the top of the screen, a **Trip Authorization Status** displays. A warning states, "**This trip has been cancelled**." (Figure 14).
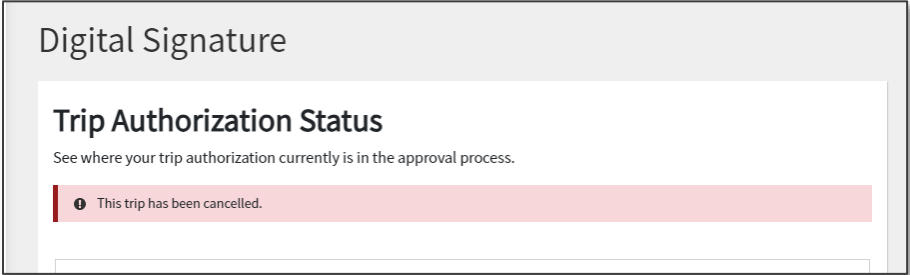

Figure 14: Trip Authorization Status Message

4. Do not sign the document yet. If you have reservations, DTS should cancel them. On the **Digital Signature** page, you should see the **CTO Cancelled** stamp display in the *Document History* section.

5. Navigate to the **Review Authorization** screen using the **Progress Bar.** The **Review Trip Authorization** page opens. On the page you can:

    a. Add **Comments to the AO.**

    b. Make changes in the document (if necessary).

    c. Verify the reservations cancel successfully (DTS removes the reservations).

    d. View cancellation confirmation numbers.

    e. Ensure expenses are zeroed out except for those you are claiming for reimbursements (Figure 15) and any payments are properly recorded.

Figure 15: Review Trip Authorization - Estimated Trip Cost

    f. Select **Continue**.

6. The **Other Auths and Pre-Audits** screen appears or select it using the **Progress Bar** (Figure 16) available on the left side of the page. If any document selections produced **Pre-Audit** flags and **Advisories** then they appear on the page. Review the **Pre-Audit** flags and provide proper justifications. Select **Continue**.

7. The **Digital Signature** screen opens (Figure 16). Verify that the **Document Status** option displays **SIGNED**.

Figure 16: Digital Signature Screen

8. (Optional) Add **Additional Comments**.

9. Select **Submit Completed Document**.

10. Once **SIGNED**, the document will route according to the steps in the routing list.

- If your routing list has a Reviewer, the routing official can apply their defined stamp of **REVIEWED** or **RETURNED**. If there are no Reviewers listed, the document will go to the Authorizing Official (AO).

- The Authorizing Official (AO) will review the trip and stamp the DTS document **APPROVED** to finish the authorization portion. Once the AO approves, DTS provides you an email.

You will process a voucher from the approved authorization to receive reimbursement for expenses incurred for your cancelled trip. If you incurred a cancellation fee or no show one-time hotel fee, then be sure to attach required documentation to the voucher.

Note: Always contact the vend/.or (e.g., airline, hotel, rental car company) to ensure all your reservations are fully cancelled to avoid incurring additional charges or fees.

Create a Voucher from an Approved Authorization

If travel is no longer necessary, you <u>did</u> incur expenses, and the AO <u>has</u> **APPROVED** the authorization then the cancellation steps are a little different. Here is the process to follow:

Begin by logging into DTS.

1. On the DTS **Dashboard**, locate the authorization. If your AO **APPROVED** the authorization, the bubble icon status (Figure 17, Indicator 1) reflects the document's current status. **Note**: When your document is **APPROVED** you will see the **TA Number** and a 6-digit code (Figure 17, Indicator 3). Using the **Options** (3-dot icon) select **Cancel Trip** (Figure 17, Indicator 2).
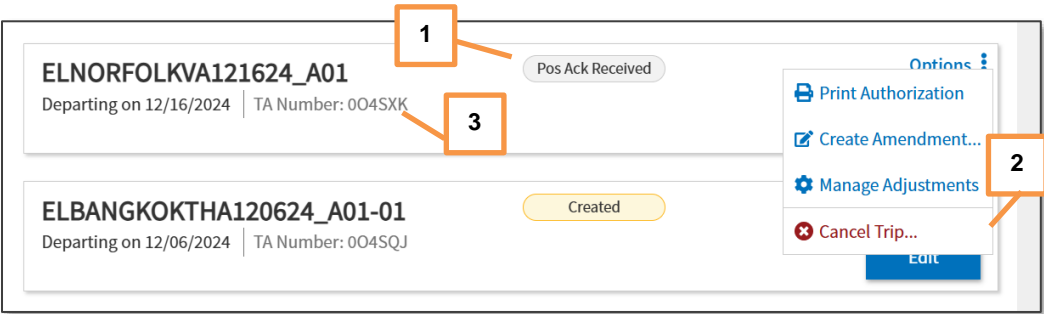

Figure 17: Cancel Trip Option

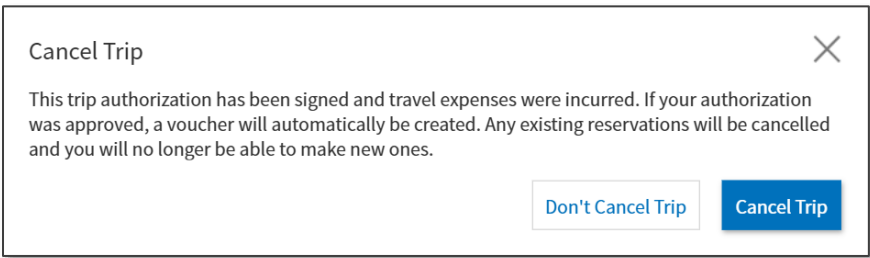2. A **Cancel Trip** message appears (Figure 18). Select **Cancel Trip**.

Figure 18: Cancel Trip Screen

3. DTS automatically creates the voucher and opens the document to the **Expenses** module, **Enter Expenses** page (Figure 19).

Figure 19: Enter Expenses Screen

On the **Enter Expenses** page,

    a. Verify DTS removed the reservations.

    b. Ensure expenses are zeroed out or removed except for those you are claiming for reimbursement.

    c. **Add** any incurred expenses such as TMC fees, hotel fee, or earned mileage allowances (Figure 19, Indicator 1).

    d. Attach any required **Substantiating Documents**.

Note 1: All previously entered expenses should show a $0 cost, except for TMC fees and any matched centrally-billed account (CBA) transactions.

Note 2: If you incurred a hotel cancellation or no-show fee (cancellation close to departure), obtain the hotel receipt for the expense. It is reimbursable, if you show that you took all reasonable actions to avoid incurring the fee.

    e. Select **Continue** to advance.

4. Navigate to the **Review Voucher** screen using the **Progress Bar**. The **Review Trip Voucher** page opens. **Note**: DTS automatically modified the itinerary to one day 12 hours or less to zero out the per diem.

    a. Add **Comments to the AO**.

    b. Make changes in the document (if necessary). All expenses should be removed except for incurred cost.

    c. Per diem should reflect zero if no cost incurred.

    d. Verify the **Actual Trip Cost** displays the correct amount of expenses you incurred and allowances you earned.

    e. If you received an advance and/or scheduled partial payment (SPP), the **Balance Due US** displays on the **Financial Summary** page.

        i. Review the information.

    f. Select **Continue** to proceed.

5. The **Other Auths and Pre-Audits** screen displays or select it using the **Progress Bar** (Figure 15) available on the left side of the page. If any document selections produced **Pre-Audit** flags and **Advisories** then they appear on the page. Review the **Pre-Audit** flags and provide proper justifications. Select **Continue**.

6. The **Digital Signature** page opens. At the top of the screen, a **Trip Voucher Status** displays. A warning states, "**This trip has been cancelled**." (Figure 20).

Figure 20: Digital Signature Screen

a. Verify that the **Document Status** option displays **SIGNED**.

b. (Optional) Add **Additional Comments**.

c. Select the box next to, **"I agree to SIGN this document**," to add the checkmark.

d. Select **Submit Completed Document** then choose the **Confirm and Submit** box.

7. Once **SIGNED**, the document will route according to the steps in the routing list.

a. The AO will stamp the voucher **APPROVED**. DTS provides you an email. After the AO approves the voucher, either you will receive your reimbursement typically within three business days or be placed in debt, as appropriate.

Information for the AO

As an AO, you typically use **Trips Awaiting Action** to review documents. You must follow one of two processes for cancelled trips:

- If <u>neither</u> the Government nor the traveler should receive any money, on an authorization the **CANCELLED** stamp appears as the **Document Status** on the **Digital Signature** screen. You can't change it. Complete the cancellation process to close out the trip. For more on closing out trips, see the Trifold, *Trip Cancel Procedures for AOs*.

- If <u>either</u> the traveler or Government *do* require reimbursement, the traveler must file – and you must approve – both an authorization and voucher. If you previously approved the authorization, in most cases, you won't need to approve it again; you'll only need to approve the voucher. For more on approving documents, see the Trifold, *AO Checklist*.

Recommend using a standardize checklist to review and approve DTS trips.

1. Log into DTS. Select **Trips Awaiting Action.** A list of travelers' documents appears.

2. Search for the appropriate document. Once located, select **APPROVED**.

    a. The **Review Trip <document type>** displays.

        i. Verify all the information in the document is correct.

    b. On the **Expenses** page, check the entered costs and validate the required attached receipts and other mandatory records are correct.

    c. Once the checks are complete, view the **Other Auths and Pre-Audits** page for flags and proper justifications, then go to the **Digital Signature** page. As the AO, you will stamp travel compliant documents **APPROVED** or for incomplete trips stamp **RETURNED** with instructions for corrective action.

Note: When a document is stamped **RETURNED**, the traveler must **SIGN** the voucher to start the routing for approval process again.

Resources

The DTMO provides a variety of resources in the Training Search Tool at https://www.travel.dod.mil/Training/Training-Search/. You can find the specific resources addressed in this document and many more on the DTMO website.

- For more information on authorizations, see *DTS Guide 2: Authorizations*

- For information on vouchers, see *DTS Guide 3: Vouchers*

- For more on cancellation, see the trifold, *Cancel a Trip for Travelers*

- For more about the AO cancel process, see the trifold, *Trip Cancel Procedures for AOs*

- For more about the AO approval process, see the trifold, *AO Checklist*