DefenseTravel
Management Office

TMC Orientation and User's Guide

Defense Travel System (DTS)

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Table of Contents

1. Introduction 2
2. Overview of the Defense Travel System 3
3. Security 3
4. PNR Validation/DTS Connectivity 3
5. DTS Reservation Process 4
6. System Queues 4
6.1. Inbound Queue 5
6.2. Urgent Queue ..... Error! Bookmark not defined.
6.3. Ticketing Queue 5
6.4. Cancellation Queue 5
6.5. Outbound/Polling Queue 5
7. PNR Processing 5
7.1. Changes 6
7.2. Cancellations 7
7.3. General and Administrative 7
7.4. Reservation Ticketing 8
7.5. Point of Sale (POS) Transaction Fees 8
7.6. Schedule Changes 8
7.7. Group Travel Request 8
7.8. Non-Contract City Pair Market / Lowest Logical Airfare (NCPM/LLA) 9
7.9. Non-Interline Agreements 9
7.10. Transportation Security Administration (TSA) Information 9
7.11. Government-Designated Help Desk 9
7.12. DTS Transaction Fee Exceptions 10
FREQUENTLY ASKED QUESTIONS (FAQS) 10
APPENDIX A – Glossary of DTS Terms 12
APPENDIX B – Sabre Specific Formats 13
APPENDIX C – Worldspan Specific Formats 18

1. Introduction

The Defense Travel System (DTS) Travel Management Company (TMC) Orientation and User's Guide provides information to TMC contractor personnel handling travel arrangements for Department of Defense (DoD) travelers using DTS. This guide provides a high-level overview of the interaction between DTS and the contracted TMC, and includes the TMC requirements for processing DTS Passenger Name Records (PNRs)

2. Overview of the Defense Travel System

DTS is a fully integrated, automated, end-to-end travel management system that allows DoD travelers to review available airline, rail, hotel and rental car options, and select/request the reservations that best meet their needs. DTS converts traveler selections/requests into PNRs and sends them through the Global Distribution System (GDS) utilized by TMCs.

The DTS TMC Orientation and User's Guide provides information to TMC contractor personnel handling travel arrangements for DoD travelers using DTS. This guide provides a high-level overview of the interaction between DTS and the contracted TMC, and includes the TMC requirements for processing DTS Passenger Name Records (PNRs)

3. Security

Security of data is of utmost importance to the Government, and all security matters are taken seriously. The security configurations within DTS and the GDSs ensure proper access to DTS data in the GDSs. TMCs do not have authority to conduct or authorize penetration testing of government systems or connections to government systems, pursuant to Title 18 U.S. Code Section 1030, any fraud and related activity in relationship to systems; any known or suspected vulnerabilities; and/or any unauthorized attempts of penetration must be reported to the Contracting Officer (CO) and the Contracting Officer's Representative (COR) immediately upon discovery. We encourage TMCs to immediately contact the Contracting Officer (CO), Contracting Officer Representative (COR) and Quality Assurance Evaluator (QAE)with any concerns about DTS, especially those regarding security.

4. PNR Validation/DTS Connectivity

The PNR validation is a process that confirms DTS has the ability to send a PNR to TMCs on a specified queue and sweep the PNR from the TMCs' outbound queue back into DTS. This process validates the technical aspects of TMCs connectivity and provides TMCs an example of an actual PNR and the experience of transmitting data to/from DTS. All TMCs are required to participate in a PNR validation and confirm their ability to establish connectivity between their GDS and DTS. TMCs shall receive information regarding the PNR Validation process during the procurement process.

5. DTS Reservation Process

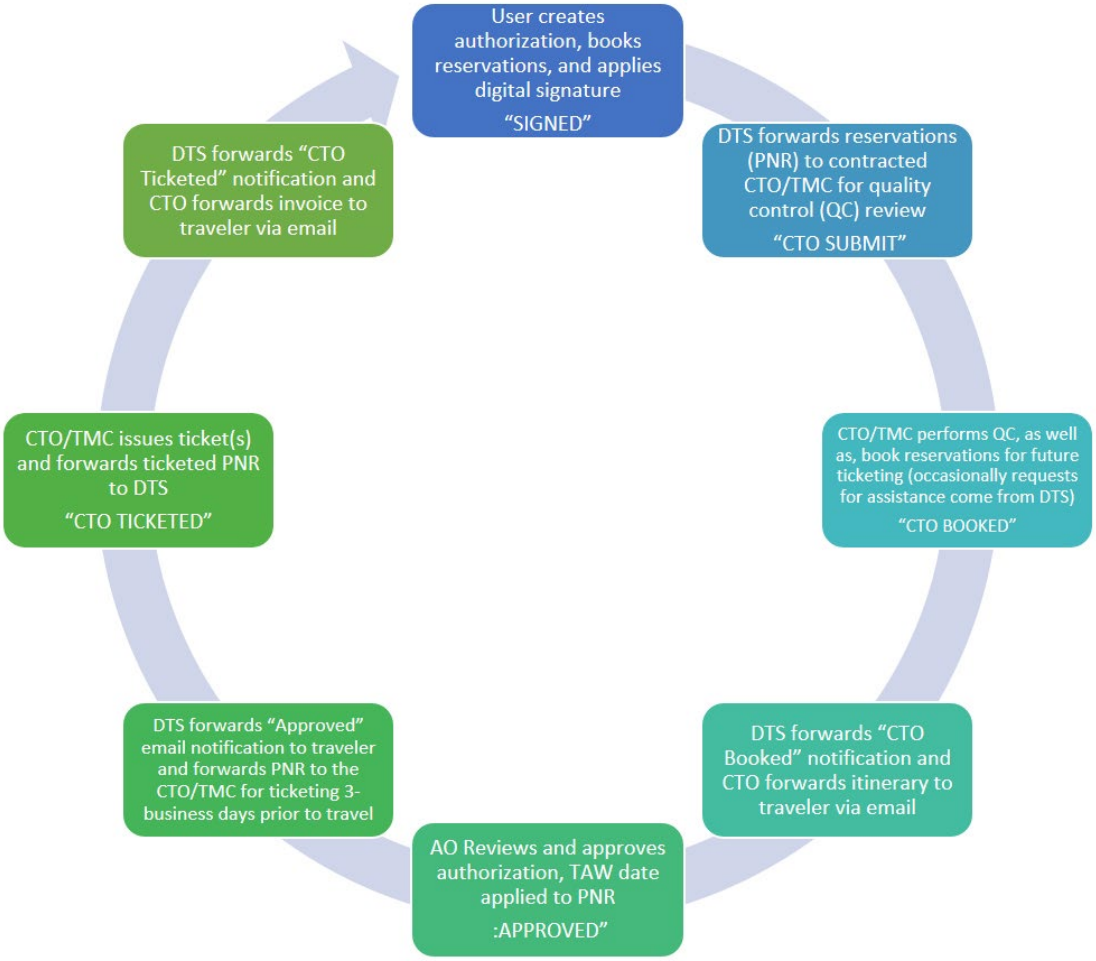

***Figure 1**: DTS Reservation Process*

6. System Queues

TMCs shall use dedicated queues not currently assigned by their GDS provider to receive and place DTS PNRs for processing:

- Inbound Queue
- Urgent Queue
- Ticketing Queue
- Cancellation Queue
- Outbound/Polling Queue

6.1. Inbound Queue

DTS places new and modified PNRs on the inbound queue to include when the traveler cancelled individual reservation segments.

6.2. Urgent Queue

DTS places new, modified, approved and cancelled PNRs departing within 72 hours in the urgent queue (for quality control or ticketing). DTS also places new, modified, approved and cancelled restricted fare reservations that are auto-booked in the urgent queue.

6.3. Ticketing Queue

DTS applies the PNR Tickets Are Waiting (TAW) date and places the approved PNRs on the ticketing queue when the Authorizing Official (AO) approves the travel authorization. The TAW is the TMCs authorization to issue a ticket and invoice the transaction.

- PNRs with unrestricted fares receive a TAW for three business days prior to departure
- Non-TMC-Assist PNRs with restricted fares r a TAW in accordance with the airline fare rules and ticketing time limits

6.4. Cancellation Queue

DTS removes all cancelled reservation segments and places cancelled PNRs on the cancellation queue. PNRs placed on the cancellation queue are only associated with DTS documents where the entire TDY trip has been cancelled. Cancelled PNRs received on the cancellation queue shall not be placed on the outbound/polling queue.

6.5. Outbound/Polling Queue

The outbound/polling queue is where TMCs shall place processed DTS PNRs. DTS removes the PNRs from the outbound/polling queue, updates the travel authorization, and routes for review and approval.

- PNRs received in the inbound queue, urgent queue, and ticketing queue shall be placed by the TMCs on the outbound/polling queue upon completion of quality control or ticketing. Failure to return the PNR (e.g. queue remove [QR]) to the outbound/polling queue prevents the DTS authorization from routing to the approver.
- TMCs shall place only PNRs created by DTS containing a DTS retention line on the outbound/polling queue.

7. PNR Processing

The DTS reservations module provides users with air, rail, rental car, and lodging availability. DTS users are able to auto-book their reservations by selecting their preferred options from the availability screens. The DTS reservations module also provides users with the option to select the "Request TMC Assistance" button, thus

bypassing auto-booking. This sends a message to the TMCs in the PNR remarks field associated with the type of reservations requested.

The TMCs shall provide the following quality control for PNRs received on the inbound and urgent queue:

Process new and modified TMC Assist PNRs received in the urgent queue within four (4) hours of receipt for Lowest Logical Airfares (LLA)

Process new and modified TMC Assist PNRs received in the urgent queue within 24 hours of receipt for government fares

- Process new and modified PNRs received on the inbound queue within one (1) business day
- Quality control auto-booked air, lodging and rental car reservations to ensure they are complete and coincide with airline arrival/departure times
- Upon receipt of a Non-City Pair Market (NCPM) code in the PNR (A) remarks, ensure the most economical fare irrespective of restricted or unrestricted fares obtained (see additional information in Section 7.8)
- Utilize the applicable PNR comment in accordance with the format example in Appendix B and C to document whether the traveler selected the lowest restricted or unrestricted fare or the availability of a lower cost alternative fare to include: the commercial carrier, date(s), departure and arrival times, and cost savings. Proposed itineraries must be consistent with DoD Policy/regulations and local business rules
- Upon receipt of LLA code in the PNR, verify that a restricted fare is booked and quality control the PNR to ensure the auto-booked air, hotel, and rental car reservations are complete and coincide with airline arrival/departure times
- If "TMC Request Assistance" comments exist in the W (Air), X (Car), Y (Lodging), and T (Rail) remarks of a DTS PNR (see examples in Appendix B and C) the TMC shall:
    - Book the reservations as requested by the traveler in accordance with carrier/vendor rules
    - Enter passive segments (BK/GK for Sabre and MK for Worldspan) and pricing (See Appendix B and C) in the PNR for either of the following:
        - Carrier/vendor inventory cannot be booked or priced in the TMC's GDS
        - Carrier/vendor inventory is not displayed and cannot be booked in DTS or any GDS
- Complete the quality control process. Place the PNR on the outbound/polling queue
- Ensure DTS PNRs contain the Other Supplemental Information (OSI) messages indicating the traveler is utilizing a Government or Military fare in the applicable airline format

7.1. Changes

DTS users are able to modify confirmed (HK) reservations. The TMC can view the type of reservation changed (air, car, hotel, rail) and the day and month the change was made in the PNR in the (A) remarks field.

When changes are made to previously ticketed reservations, and those are approved within three business days of departure, DTS places a comment in the phone field (Changes approved by AO/TO and date of approval) in lieu of applying a new TAW. The approved PNR is not placed on the ticketing queue. The TMC shall facilitate ticket issuance for approvals reflected in the phone field.

If the traveler or government representative requested TMC Assistance via phone, email, fax, or in person for reservation changes to a DTS PNR, the TMC shall:

- Process reservation changes in accordance with local business rules
- Document the PNR using the applicable outbound/polling comments (see examples in Appendix B and C) with the date and time call received, contact information, name (first and last), rank or grade, and title of the person who approved the change (if applicable and in accordance with local business rules)
- Place the PNR on the outbound/polling queue, if prior to trip departure
- Do not place the PNR on the outbound/polling queue, if travel has commenced

7.2. Cancellations

Reservation segments, to include confirmed and passive segments are removed from the PNR when cancelled in DTS by the traveler. There might be instances where a DTS/GDS disconnect occurs and segments fail to cancel.

The TMCs shall follow the below cancellation procedures:

- Process cancelled PNRs within one business day of receipt
- Verify all invalid segments are cancelled
- Review PNR history to ensure all previously confirmed reservation segments were cancelled
- Ensure cancellation numbers for lodging segments are retained in the PNR
- Cancel reservations DTS failed to cancel due to disconnect
- Cancel passive segments booked by the TMC outside of the GDS

7.3. Do not place the PNR on the outbound/polling queue General and Administrative

For DTS PNRs TMCs shall:

- Maintain the DTS Retention Line in all DTS PNRs until the PNR's expiration
- Ensure the TMCs' company profile(s) for DTS do not contain GDS edits and credit card data
- Use DTS outbound/polling remarks fields exclusively for communicating to DTS travelers and AOs regarding reservations (see examples in Appendix B and C)
- Ensure no changes are made or comments are added to the DTS TAW field in the PNR
- PNRs placed by the GDS on queue zero (0) that do not contain remarks and credit card information do not require processing by the TMC

7.4. Reservation Ticketing

The TMCs shall apply the following processes when issuing tickets and invoices:

- Issue tickets for approved PNRs received in the urgent and ticketing queue in accordance with the TAW date
- Use the form of payment provided in the DTS PNR unless an alternate form of payment is authorized by the Transportation Office or AO
- Tickets may be issued in advance of the TAW date if requested by the Government
- Adhere to carrier specific ticketing policies and processes (ARC and Non-ARC carriers)
- Adhere to local industry/Billing and Settlement Plan (BSP) rules for ticket issuance in foreign currency
- Convert the stored fare from US Dollars to foreign currency (if applicable)
- Add the point of sale transaction fee (where applicable)
- Ensure ticket data and point of sale transaction fee data is retained in the PNR (See Section 7.5 for additional information)
- Place the PNR on the outbound/polling queue immediately after ticketing. See exceptions applicable in Appendix B and C (Non-GDS Ticketing)

7.5. Point of Sale (POS) Transaction Fees

When issuing transaction fees at the POS, the TMC shall enter and maintain a unique POS transaction fee number into the PNR using one of the following methods:

- Accounting Data Lines (*PAC) (Sabre)
- Document History (*DH) (Worldspan)
- DTS PNR (M) remark using the following data elements:
    - Transaction type (CTOFEE)
    - Fee amount
    - Transaction fee number (unique 13-digit transaction fee number beginning with 890 e.g. 8901234567890)
    - Type of form of payment used (IBA, CBA, and GTR etc.)
    - Use the PNR (M) remark qualifier for passing transaction fee data through the GDS/DTS interface
    - See Appendix B and C for GDS format examples

7.6. Schedule Changes

Upon receipt of carrier initiated schedule changes, the TMC shall immediately process DTS PNRs with altered segment status (UC, HX, NO, etc.) in accordance with airline and industry standards.

7.7. Group Travel Request

Upon receipt of a group travel movement email request from DTS, the TMC shall:

- Book/modify/cancel/ticket the reservations as requested, in accordance with carrier/supplier rules and do not place them on the outbound/polling queue
- Collect finalized name list, Secure Flight Passenger Data (SFPD) data, form of payment, and any other information required for processing reservations and tickets
- Email all itineraries to the primary traveler or group coordinator

7.8. Non-Contract City Pair Market / Lowest Logical Airfare (NCPM/LLA)

NCPM Reason Code: DTS places a "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. The NCPM code will remain in the PNR, and cannot be removed by DTS even if modifications reflect travel entirely between awarded markets. (See Section 7 for quality control requirements).

LLA Reason Code: DTS places an LLA reason code in the PNR when a restricted fare has been selected and booked. The LLA code will remain in the PNR and cannot be removed by DTS even if modifications reflect travel on unrestricted fare.

7.9. Non-Interline Agreements

DTS creates separate individual PNRs when carriers without an interline agreement are selected within the same authorization. DTS cross-references these associated PNRs in the PNR (R) remarks field.

Upon receipt of cross referenced PNRs, the TMC shall quality control and place these PNRs on the outbound/polling queue in consecutive order. Cross-referenced PNRs on the inbound, urgent and ticket queue as well as those containing a DTS retention line but no reservations, should also be quality controlled and placed on the outbound/polling queue (See Appendixes B and C for examples).

7.10. Transportation Security Administration (TSA) Information

PNRs with air reservations booked in DTS include the travelers SFPD in the applicable GDS/airline format. Travelers are able to modify the SFPD information in their DTS profile at any time however, PNRs created prior to the action will not be updated.

PNRs with "Request TMC Assistance" comments in the (W) Air remarks field include the traveler's SFPD and requested airline itinerary. Upon booking the traveler's requested airline reservations, the TMC shall send the SFPD information as a Special Service Requirement (SSR) to all carriers in the itinerary, quality control and place the PNR on the outbound/polling queue (See Appendix B and C for PNR examples and GDS formats).

7.11. Government-Designated Help Desk

The Government-Designated help desk (currently known as the Travel Assistance Center or TAC) is a comprehensive support service available to authorized users 24 hours a day, seven days a week including federal holidays.

Once registered, TMCs may report PNR processing issues by calling 1-888-Help1Go or by submitting a help ticket through the "Tickets" section of the DTMO Travel Explorer (TraX) website. The "Tickets" section maintains a record of a user's service tickets, and provides the capability to track progress of service tickets from creation to resolution. The TAC is the main avenue to track and resolve DTS issues. The TAC has visibility of PNRs but cannot modify reservations or issue tickets.

Registration for the DTMO Passport Travel Explorer (TraX): https://www.defensetravel.dod.mil/Passport

When reporting issues, it is recommended the TMC provide as much of the traveler's information as possible, to include the PNR locator, PCC/SID, traveler name, and TANUM (if available). TMCs may refer travelers to the TAC for assistance with DTS questions or issues.

7.12. DTS Transaction Fee Exceptions

The TMC is authorized to charge a TMC Assist transaction fee for a DTS created PNR under the following conditions:

- Rental car pick-up time was modified to coincide with the flight times (See Section 7).
- PNR received in the inbound or urgent queue with "Request TMC Assistance" remarks for carrier/vendor inventory that cannot be displayed or booked in DTS but it does not apply to assistance requested for inventory that cannot be displayed/booked/priced in the GDS used by the TMC.
- Tickets issued for Amtrak reservations. DTS will send "Request TMC Assistance" in the PNR (T) remarks.
- Assistance requested via phone, email, fax, or in person resulting in the TMC modifying the DTS PNR.
- Tickets issued from a DTS Group Travel email request.
- TSA SFPD not added to the DTS PNR requiring the TMC to request, obtain and enter the data into the PNR.
- Government Travel Charge Card declines resulting in the TMC modifying the form of payment in order to issue the ticket.
- Work-around solutions applicable to DTS systems to ensure optimal customer service, as approved by the CO and/or the COR.
- Post-ticketing air/rail changes requiring the TMC to reissue the ticket(s).

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What should I do if I receive a PNR in my inbound queue without reservations?

Check the PNR remarks for traveler comments or requests for assistance. Review the PNR history for cancelled segments as it could be a cancelled reservation. Place the PNR on the outbound/polling queue to be updated in DTS.

2. 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. If PNRs are not removed in a timely manner timely, it is recommended the TMC open a help desk (TAC) ticket.

3. Can I distribute DTS PNRs to other queues?

Yes, as long as the PNRs are placed on the outbound/polling queue upon completing quality control and ticketing.

4. What should I do if a traveler calls from the airport because the ticket was not issued?

If reservations exist and the TAW was applied (marking the authorization approved), issue the ticket and place the PNR on outbound/polling queue. If no TAW is present, advise the traveler to contact their local help desk or Approving Official (AO).

5. What should I do if a DTS PNR has a Business or Premium Class fare booked?

DTS blocks all business and premium class travel from the air availability display. Travelers may request "TMC Assistance" for business and premium class reservations. Refer to the site local business rules. Business and Premium Class travel requires special approval.

APPENDIX A – Glossary of DTS Terms

Term	Definition
Authorizing Official (AO)	The Authorizing Official is the person at the operational level who has the responsibility for the mission and the authority to approve funds to support TDY travel for the mission.
CTO BOOKED	The DTS document history stamp that indicates a PNR has been swept from the GDS outbound/polling queue and returned to DTS for routing and approval.
CTO SUBMIT	The DTS document history stamp applied after signing a document that indicates a PNR has been sent to the inbound or urgent queue for TMC processing.
CTO TICKETED	The DTS document history stamp indicating that a PNR has been ticketed by the TMC and returned to the outbound/polling queue.
Group Travel	Two or more travelers going to the same destination completing the same mission.
Method of Reimbursement	Form of Payment (FOP)
Routing	Electronic work flow of a travel authorization/order from creation through vouchering.
Stamp	Represents document status.
Stuck at "CTO Submit"	The document has not routed for review and approval.
Sweep	DTS process for moving a PNR between DTS and the TMCs queues.

APPENDIX B – Sabre Specific Formats

DTS uses the following PNR remark qualifiers for inbound and outbound comments:

Segment/Data	Inbound Comments (from DTS to TMC)	Outbound/Polling Comments (from TMC to DTS)
Air	W	E
Rail	T	F
Rental Car	X	D
Lodging	Y	G
Profile Data	P	
Cross Referenced PNRs	R	
Associated Information	A	
Point of Sale Transaction Fee		M

GDS Example - DTS Created PNR

Remarks in parenthesis at the end of the PNR lines are for clarification/explanation and not part of the PNR

1.1TRAVELER/JOSEPH A
1 DL2521Y 17MAY BOSTPA HK1 705A 1010A/DCDL*P10D06/E
2 CAR ZD 17MAY HK1 TPA/19MAY/CCAR/ARR-1000A/CD-12345/RET-0930A/RG-¤USD22.00 UNL DY XD22.00 UNL XH7.00 UNL/AP-¤ USD67.42 UNL2DY0HR23.00MC/BS-12345678/RC- 5F/CF-46470942US0-
3 HHL BW HK1 TPA IN17MAY M-OUT18MAY 1 NT 54847BWT/DCBW TAMPA1A2DGOCA-

1/59.00USD/AGT1234567822972246/GVI4242424242424242EXP MM YY-TRAVELER/C04P/ARR-1010/DEP-1115/SI-CF-809607678-
4 DL2534Y 19MAY TPABOS HK1 1115A 209P/DCDL *P10D06/E
5 **OTHZZ19NOV MGK1 INFORMATION/DEFENSE TRAVEL SYSTEM** *(DTS Retention Line)*

TKT/TIME LIMIT (*Ticketing Field)*
***1.*TAWXXXX10SEP406/0400A/** *(Approved PNR)*

1.T-A *(Unapproved PNR)*
PHONES

1.BOS 155-123-4567-A

2.WAS Changes approved by AO/TO – 0819
(AO approval when changes are made to a previously ticketed PNR within 3 business days of departure)
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
1.‡**JOSEPH.A.TRAVELER.MIL@MAIL.MIL** *(Email Address)*
PRICE QUOTE RECORD EXISTS *(Stored Fare/Price Quote *PQ)*
FARE BY LEG - STORED‡

PQ 1 PGV1‡XR
BASE FARE TAXES/FEES/CHARGES TOTAL USD396.28 43.82XT **USD440.10GV1** XT 29.72US 4.00ZP 5.60AY 4.50XF
GV1-01 YCA
SLC DL TPA198.14YCA DL BOS198.14YCA USD396.28END ZPTPA XFTPA4.5M VALIDATING CARRIER - DL
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
(*Secure Flight Passenger Data SFPD)*
2.SSR DOCS DL HK1/DB/09AUG77/M/S 1.1 TRAVELER/JOSEPHA
*(*P3D for Non AA Segments Lines 2-3*)
3.SSR DOCO DL HK1//R/1234567890 1.1 TRAVELER/JOSEPH A
4.SSR DOCS AA HK1/DB/09AUG77/M/C 1.1 TRAVELER/JOSEPH A
*(*P4D for AA Segments Lines 4-5)*
5.SSR DOCO AA HK1//R/1234567890 1.1 LASTNAME/FIRSTNAME
REMARKS
1.-*VI46140000000000009‡10/29

(Form of Payment)

GDS Examples - PNR Remarks Fields

Associated (A) Remarks: DTS may place the Travel Authorization Number (TANUM) and Line of Accounting (LOA) in the (A) remarks upon AO approval. DTS may also place the NCPM code and a PNR change indicator designating the type of reservation changed (air, car, etc.) and the month and day of the change.
To display Associated remarks: ***A‡**

181.A‡CHG0817AIR (*Changes were made to air reservations on August 17th*)

194.A‡CHG0819CAR (*Changes were made to the rental car reservations on August 17th*)
219.A‡TA - 1QTQLR (*Travel Authorization Number or TANUM*)
220.A‡LOA1 (*Line of Accounting (LOA) lines 220-222*)

221.A‡068688-970019-55010074D82100-5806300686882D-V49660--N
222.A‡ULL--SA2OCOB-US496605UBBA2E-
***223.*A‡NCPM** *(Non-contract city pair market designator)*

Profile (P) Remarks: DTS may place information from the traveler's personal information such as traveler type, rank/grade, phone numbers, home address, emergency contact, etc.
To display Profile remarks: ***P‡**
***85.*P‡MO-03** *(Traveler Type and Rank/Grade)*
86.P‡JOE TRAVELER/555-123-4567
87.P‡222 W. MAIN STREET
88.P‡ANYTOWN VA 12345
89.P‡JANE TRAVELER
90.P‡555-123-8901-E

PNR (R) Remarks: DTS cross references associated PNRs and may place the associated PNR locators in the R remarks of each PNR.
To display R remarks: ***R‡**

93.R‡1 of 2 PNR TQEDNT *(PNR #1 of a cross referenced PNR)* **93.R‡2 of 2 PNR SDRWER** *(PNR #2 of a cross reference PNR)* **93.R‡1 of 1 PNR** *(PNR not associated with another PNR)*

See paragraph 7.9 for additional information.
General PNR Remarks: DTS may place the traveler's DTS unit, work address, work phone, travel purpose, and the DoD component/DTS organization. The general remarks are not preceded by a qualifier.
25.134567
60.12900
61.MAIN STREET
62.FT SOMEWHERE VA 12345

70.703-555-1000-B
80.INFORMATIONAL MEETING *(Travel Purpose)*

90.DA123ABC4567 *(DOD Component/Organization)*

GDS Examples - Request TMC Assistance Remarks (W, T, X, and Y)

To display Air (W) remarks: ***W‡**
32.W‡**TMC PLEASE ASSIST TRAVELER** WITH AIR TRANSPORTATION
33.W‡FROM BWI - BALTIMORE WASHINGTON TO KWI - KUWAIT
34.W‡DEPARTURE IS 09AUG.

55.W‡DOCUMENT NAME - JTKUWAIT032520A01
57.W‡TSA SECURE FLIGHT
58.W‡3DOCS-DB-09AUG77-M-TRAVELER-JOSEPH-A

To display Rail (T) remarks: ***T‡**
6.T‡**TMC PLEASE ASSIST TRAVELER** WITH THE RAIL REQUEST
7.T‡FROM WASHINGTON DC AT 0700AM ON 18-MAY TO
8.T‡PHILADELPHIA PA RETURN to WASHINGTON DC at
9.T‡200PM ON 18-MAY

To display Rental Car (X) remarks: ***X‡**
46.X‡**TMC PLEASE ASSIST TRAVELER** WITH COMPACT CAR FOR
47.X‡PHILADELPHIA PA FROM 04 05 TO 04 08

To display Lodging (Y) remarks: ***Y‡**

Commercial Lodging Request:
40.Y‡-**TMC PLEASE ASSIST TRAVELER** WITH BEST WESTERN TAMPA FL
41.Y‡-FROM 05 17 TO 05 19

DoD Lodging Request:
146.Y‡**TMC PLEASE ASSIST TRAVELER** WITH BOOKING A LODGING
147.Y‡RESERVATION FOR HILL AFB, UT FROM 07/23 TO 07/28 THE
148.Y‡TDY LOCATION SUPPORTS HOTELS PARTICIP

149.Y‡ATING IN THE DOD PREFERRED LODGING PROGRAM AND PRE
150.Y‡FERENCE SHOULD BE MADE TO BOOK HOTEL RESERVATIONS
151.Y‡WITH A PREFERRED PROPERTY.

If rooms are unavailable, a Certificate of Non-Availability (CNA)/Non-Availability Confirmation Number may be provided by the lodging facility or traveler and reservations should be booked with DoD preferred commercial lodging if available. If not available, book a FEMA compliant property in the vicinity of the installation. Please enter the CNA/Non-Availability Confirmation Number and property booking details in the PNR.

When air, rental car, and lodging reservations are auto-booked in DTS, information regarding the traveler's selected reservations to include carrier/vendor, dates, times, confirmation number, seat assignments, etc. may be placed by DTS in the W (Air), X (Rental Car), and Y (Lodging) remarks fields. The reservation information may or may not be present in the PNR itinerary and is for informational purposes only. TMCs are not required to review/quality control remarks related to reservation information auto-booked by the traveler in DTS.

Pricing/Stored Fare

For auto-booked reservations, DTS places an active price quote (PQ) in the PNR. DTS stores fares in US Dollars (USD) and requires the PQ to remain in USD until ticketing.
TMCs shall establish the following quality control processes for air reservations:
• Ensure the DTS PNR contains an active or manual price quote in the PQ1 field **(*PQ)** stored in USD (until ticketing)
• Linear fares must include the taxes
• Price the itinerary and store the fare(s) upon receipt of a PNR without a PQ field
• Remove PQ for expired fares, re-price/book itinerary (if required), and store fare
• Remove the PQ in USD and re-store the fare in applicable foreign currency
• Applicable when industry/Billing and Settlement Plan (BSP) rules require ticket issuance in foreign currency

To store the fare: WPPGV1‡XR‡RQ To remove a stored fare: PQD1
TMCs shall establish the following quality control processes for rail reservations:
• Store the fare using the manual pricing format (PQM) to include fare and ticketing date

• PQM format for one way travel: **PQM-50.00 Total 50.00 HLD27FEB**

• PQM format for round trip travel: **PQM-50.00/50.00 Total 100.00 HLD 27FEB** If unable to book the rail request, enter: **PQM-OK**

Point of Sale Transaction Fee Remark

To enter the DTS transaction fee remark: **M‡CTOFEE-13.00/8901234567890/IBA** See Section 7.5 for additional information.

NCPM Comments

To enter NCPM comments to DTS:
• **5E‡TRAVELER SELECTED THE LOWEST FARE or**
• **5E‡ LOWER FARE AVAIL ON UA FLT 500 20SEP AT100PM**
See Section 7.8 for additional information:

Non-GDS Ticketing

TMCs shall establish the following processes for ticketing reservations for approved PNRs received in the urgent or ticketing queue on carriers that issue tickets outside the GDS.

• Ensure the reservation segment status is BK or GK
• Initiate ticketing in accordance with the TAW date **(do not place on outbound/polling queue at this time)**
• Use the form of payment provided in the DTS PNR unless a change to the form of payment is authorized by the Transportation Office or AO
• Tickets may be issued in advance of the TAW date upon Government request
• Add accounting line with the carrier ticket data to the PNR upon receipt from the carrier
• Place the PNR on the outbound/polling queue

Travelers are advised to contact the TMC directly for assistance with reservations changes.

APPENDIX C – Worldspan Specific Formats

DTS uses the following qualifiers for inbound/outbound comments:

Segment/Data	Inbound Comments (from DTS to TMC)	Outbound/Polling Comments (from TMC to DTS)
Air	W	E
Rail	T	F
Rental Car	X	D
Lodging	Y	G
Profile Data	P	
Cross Referenced PNRs	R	
Associated Information	A	
Point of Sale Transaction Fee		M

GDS Example - DTS Created PNR

Remarks in parenthesis at the end of the PNR lines are for clarification/explanation and not part of the PNR.
1.1 TRAVELER/JUDY C
1*UA7200Y02APR MO IADBOS HK1 1023A 1152A/O $ SK E
2 CCR ET HK01 BOS 02 APR 20 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-G23DTS/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-12345678/NM-TRAVELERS YSREG/G-CCVI4242424242424242EX MM-YY/XP-CANCELL PERMITTED UP TO 6PM DAY OF ARRIVAL HOTEL TIME. 103.12 CANCEL FEE PER ROOM/CF

-87256763
4*UA7201Y05APR MO BOSIAD HK1 920A 1149A/O $ SK E
5 ZZ OTS 05OCT HK1 INFORMATION/**DEFENSE TRAVEL SYSTEM**
P- 1.ABC 555-123-9876 ABC TRAVEL/ *(Phone Field)*
2. ABC **CHANGES APPROVED BY AO/TO – 0401** *(AO approval designation when changes are made to a previously ticketed PNR within 3 business days of departure)*

TKG FAX-NOT PRICED FARE TYPE EX

***** DI/FQ/PI ITEMS EXIST *****
FOP- 1.CCVIXXXXXXXXXXXX0000N0617 ***(Form of Payment)***
15.*SSRDOCSUAHK1/////@-----@/F//TRAVELER/JUDY/C- 1.1** ***(SFPD)
16.SSRDOCOYYHK1//K/@----@1234///- 1.1

MA- 1.JUDY.C.TRAVELER.CIV@MAIL.MIL *(Email)*
***PI** *(Pricing Instructions)*
T- 1.T/
DI- *. E*#V#RL#*$#BVD#EA#BK#TK#WH#DR#@C1#SP#*IPF5E52D
#OP-F5E52D
TKG FAX-NOT PRICED FARE TYPE EX
PI- 1. 4PFNPNA 1P/ABC/KS 15APR 1810Z STORED FARE QUOTE EXISTS
***FQ** *(Fare Quote)*
T- 1.T/
TKG FAX-NOT PRICED FARE TYPE EX
FQPI- 1. 4PFNPNA 1P/ABC/KS 15APR 1810Z FARE QUOTED 15APR BY AGT-KS/ABC
GGV IAD UA BOS107.91UA IAD107.91USD215.82END UA ZPIADBOS XT11.20AY12.00XF IAD4.5BOS3

BF-215.82 TX-51.38 TTL-267.20 YCAIAD TOTAL BF-215.82 TX-51.38 TTL-267.20 USD

GDS Examples - PNR Remarks Fields

Associated (A) Remarks: DTS may place the Travel Authorization Number (TANUM) and Line of Accounting (LOA) in the A remarks upon AO approval. DTS may also place the non-contract city pair market code and a PNR change indicator designating the type of reservation changed (air, car, etc.) and the month and day of the change.
To display Associated (A) remarks: ***UA**
MA- 1.CHG0817AIR *(Changes were made to air reservations on August 17th)* **2.CHG0817CAR** *(Changes were made to the rental car reservations on August 17th)* **3.TA-123ABC** *(TANUM)*
4.LOA1 *(LOA – Lines 3-5)*
5.068566-170006-66180672A02100-0016606685662D-N42884-11
6.12JF----US0016668535EE
7.NCPM *(Non-contract city pair market designator)*
Profile (P) Remarks: DTS may place information from the traveler's personal information such as traveler type, rank/grade, phone numbers, home address, emergency contact, etc.
To display Profile (P) remarks: ***UP**
MP- 1.JUDY TRAVELER 555-123-8901
2.GS-09 *(Traveler Type and Rank/Grade)*
3.222 W MAIN ST **4.ANYTOWN VA12345 5.JOSEPHTRAVELER 6.555-123-4567-E**

PNR (R) Remarks: DTS cross references associated PNRs and may place the associated PNR locators in the R remarks of each PNR.

To display R remarks: ***UR**
2.1 of 2 PNR T1E9NT (PNR #1 of a cross referenced PNR)
2.2 of 2 PNR 4DR7ER (PNR #2 of a cross referenced PNR)
2.1 of 1 PNR 4DR7ER (PNR not associated with another PNR)
See Section 7.9 for additional information.
Unique (U) PNR Remarks: DTS may place the traveler's DTS unit, work address, work phone, travel purpose, and the DoD component/DTS organization. The general remarks are not preceded by a qualifier.
To display Unique remarks: ***U**
25.134567

60.12900

61. SHERMANWAY
62. FT SOMEWHERE VA12345 **70.703-555-1001-B**
80. INFORMATION MEETING *(Travel Purpose)*
90. **DA123ABC4567** *(DOD Component/Organization)*

GDS Examples - Request TMC Assist Remarks (W, T, X, and Y)

To display Air (W) remarks: ***UW**
MW- 1. **TMC PLEASE ASSIST TRAVELER** WITH AIR TRANSPORTATION
2. FROM IAD -WASHINGTON DULLES TO BOS - BOSTON

3. DEPARTURE IS 02APR20

4. DOCUMENT NAME - JTBOSTON040220A01

5. TSA SECURE FLIGHT

6. 3SSRDOCS YY HK1-DB-09APR77-M-TRAVELER-JUDY-C To display Rail (T) remarks: ***UT**

MU- 1.**TMC PLEASE ASSIST TRAVELER** WITH RAILRESERVATIONS
2. FROM WASHINGTON DC TO PHILADELPHIA PA DEPARTING 3. AT 0100PM ON 05 05

To display Rental Car (X) remarks: ***UX**
MX- 1.**TMC PLEASE ASSIST TRAVELER** WITH COMPACTCAR FOR
2. BOSTON MA FROM 04 02 TO 04 05
To display Lodging (Y) remarks: ***UY**

Commercial Lodging Request:

MY- 1.**TMC PLEASE ASSIST TRAVELER** WITH BOOKING A LODGING
2.RESERVATION FOR HURLBURT FIELD FL FROM 07 08
3.TO 07 14 THE TDY LOCATION SUPPORTS HOTELS PA
4.RTICIPATING IN THE DOD PREFERRED LODGING PROGRAM A
5.ND PREFERENCE SHOULD BE MADE TO BOOK HOTEL RESERVA
6.TIONS WITH A PREFERRED PROPERTY
7. TRIP PURPOSE TRAINING ATTENDANCE
8. LODGING SEGMENT 07-08 THRU 07-14 NULL
9. MILITARY LODGING MAY BE AVAILABLE IN HURLBURT FIELD
10.FLORIDA

DoD Lodging Request:
MY- 1. **TMC PLEASE ASSIST TRAVELER** WITH BOOKING A LODGING
2. RESERVATION FOR LANGLEY AFB 07-10 THRU 07-13 3.MILITARY LODGING MAY BE AVAILABLE IN LANGLEY AFB 4.VIRGINIA
5.PER DIEM RATE 93 00 - 51 00 TRAV COMMENTS- ROOM
6.DATA DOD PREFERRED -DOD PREFFERED ON DUTY TRA
7.DOD LODGING RESERVATION STATUS FOR LANGLEY AFBVA
8.FROM 07-10-2020 TO 07-13 CERTIFICATE NOT AVAIL
9.NUMBER 18AF123456789

If rooms are unavailable, a Certificate of Non-Availability (CNA)/Non-Availability Confirmation Number may be provided by the lodging facility or traveler and reservations should be booked with DoD preferred commercial lodging if available. If not available, book a FEMA compliant property in the vicinity of the installation. Please enter the CNA/Non-Availability Confirmation Number and property booking details in the PNR.

When air, rental car, and lodging reservations are auto-booked in DTS, information regarding the traveler's selected reservations to include carrier/vendor, dates, times, confirmation number, seat assignments, etc. may be placed by DTS in the W (Air), X (Rental Car), and Y (Lodging) remarks fields. The reservation information may or may not be present in the PNR itinerary and is for informational purposes only. TMCs are not required to review/quality control remarks related to reservation information auto-booked by the traveler in DTS.

Pricing/Stored Fare

For auto-booked reservations, DTS places a Pricing Instruction (PI) Line in the PNR.
The TMC shall establish the following quality control processes for DTS PNR's with air reservations:
• Ensure the DTS PNR contains a PI line **(*PI)** − Fares must be in US Dollars (USD) (until ticketing)

• Price the itinerary and add the PI line upon receipt of a PNR without a PI line
• Remove PI for expired fares, re-price/book itinerary (if required), and add PI line
• Remove PI in USD and re-store the fare in applicable foreign currency − Applicable when carrier and/or Billing and Settlement Plan (BSP) rules require ticket issuance in foreign currency

• Only one (1) PI and one (1) stored fare can exist in the PNR To add the PI line: **4PQ#PI#PGGV**

Document History

The Contractor shall ensure all ticketing data to include air/rail tickets and point of sale transaction fee(s) (if applicable) are maintained in the PNR document history (*DH). The document history, which is under the document section shall include the line number for each ticket and display the ticket data, accounting lines, etc. This applies to carriers booked and ticketed in the GDS and carriers that are booked and ticketed outside of the GDS e.g. Southwest.

To display document history: ***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
DH2** ***(point of sale transaction fee)
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

Point of Sale Transaction Fee Remark

TMCs using the DTS transaction fee remark to enter point of sale transaction fee shall use the following format:
5.M-CTOFEE-13.00/8901234567890/IBA

See Section 7.5 for additional information.

NCPM Comments

To enter NCPM 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

See Section 7.8 for additional information.

Non-GDS Ticketing

TMCs shall establish the following processes for ticketing reservations for approved PNR's received in the urgent or ticketing queue on carriers that issue tickets outside the GDS (e.g. Southwest):
• Initiate the ticket request in accordance with the TAW date (**do not place the PNR on outbound/polling queue**)
− Use the form of payment provided in the DTS PNR unless a change to the form of payment is authorized by the Transportation Office or AO
− Tickets may be issued in advance of the TAW date if requested by the Government

• Place the ticket number issued by the carrier in the document history immediately upon receipt from the carrier
• Place the PNR on the outbound/polling queue

Travelers are advised to contact the contracted TMC directly for assistance with reservations changes.