



Trip Cancellation Procedures in DTS

Introduction

If you* created an authorization** in DTS, but travel is no longer required, you must either cancel the authorization or file a voucher for incurred authorized expenses. Your specific actions depend on whether you or the Government is owed any money and the authorization's status. This information paper explains the most common situations.

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	<i>Remove</i> a document
SIGNED or APPROVED (or beyond)	No expenses or payments	<i>Cancel</i> a document
SIGNED	Expenses or payments	<i>Create</i> a voucher from a signed authorization
APPROVED (or beyond)	Expenses or payments	<i>Create</i> 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 be paid.

**In this information paper, "you" refers to 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.*

***Document cancellation only applies to authorizations. You cannot cancel a voucher.*

Getting Started

Before requesting reimbursement approval:

- Work with the Travel Management Company (TMC) to request refunds for unused air or rail tickets.
- Cancel hotel reservations timely when travel is no longer required especially when within 24 to 48 hours of departure to avoid hotel cancellation or no-show fees.
 - Be aware that unsigned authorizations with "reserved" reservations can still incur fees. Contact the TMC or hotel vendor to verify if charges apply.

Getting Started (continued)

- Follow the cancellation process in DTS and obtain hotel cancellation confirmation numbers.
- Obtain a hotel receipt for cancellation fees, no show fees, and charges.
- Follow up with the vendor to ensure reservations fully cancel.

Remove an Authorization

Begin by logging into DTS.

1. On the DTS **Dashboard**, under the **My Travel Documents** section, locate the trip requiring action.

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.

2. If the document is unsigned, select **Options** (3-dot icon) > **Remove Authorization** (Figure 1).

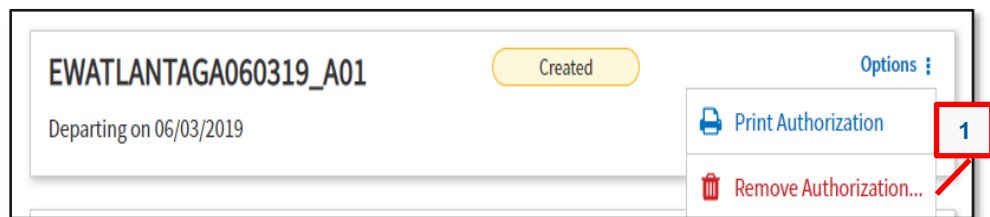


Figure 1: Remove Authorization Option

3. After selecting the remove link, then one of two things occur:
 - a. If the document does not contain reservations, a **Remove Document** message appears (Figure 2).

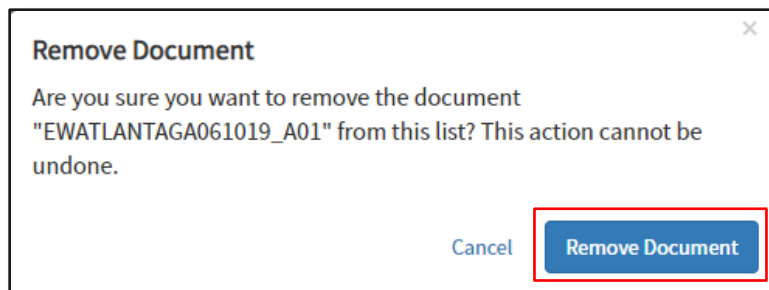


Figure 2: Remove Document Message

- b. Select **Remove Document** and DTS deletes the authorization from your document list.
 - c. If needed, refresh your screen to verify authorization removal.

-OR-

Remove an Authorization
(continued)

- a. If the document does contain reservations, a **Remove Document** message appears (Figure 2).
- b. Select **Remove Document**. Then another message displays alerting you of existing reservations and the removal action (Figure 3).

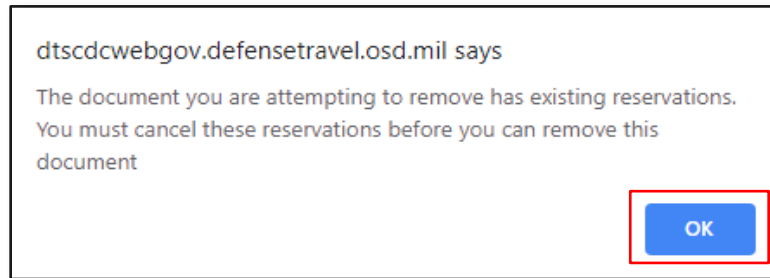


Figure 3: Existing Reservations Message

- c. If you receive the alert, select **OK**. Then select **Edit** next to the affected authorization (it's hidden by the drop-down menu in Figure 1). 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 4).
 - ii. Select **Yes, Cancel Reservation**. DTS removes the reservation and cycles you back to the **Review Reservation Selections** screen.
- e. Continue the process to remove reservations. A **Confirm Cancellation** message occurs for each reservation.

Note: If within 24 to 48 hours of departure and you need to cancel the lodging reservation, then the hotel cancellation rules can 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 step C below. Instead, process the authorization and voucher.

Remove an Authorization
(continued)

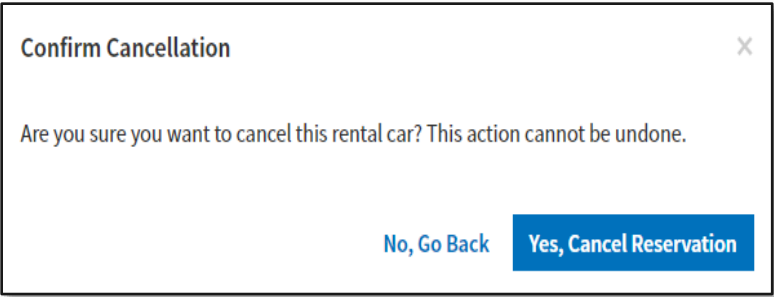


Figure 4: Confirm Cancellation Message

- f. Return to the DTS **Dashboard**.
- iii. Select **Options** and then select **Remove Authorization**. A **Remove Document** message appears (Figure 2).
- 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 fully cancel to avoid incurring additional charges or fees.

Cancel an Authorization
– No expenses

If you signed the authorization, but didn't incur any expenses, you can cancel it. Here's how:

- 1. On the DTS **Dashboard**, select **Options** and then **Cancel Trip** (Figure 5) next to the affected authorization.

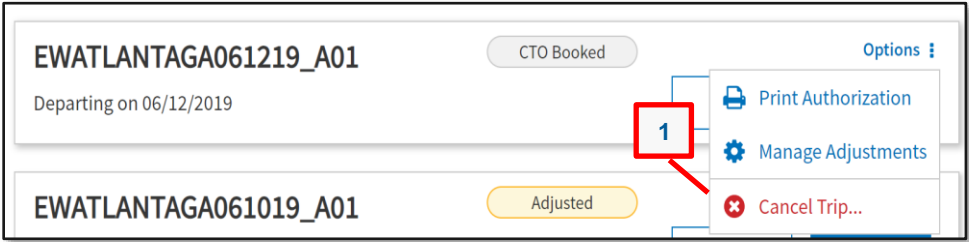


Figure 5: Cancel Trip Option



Note: If a document contains any scheduled or completed payments (e.g., a TMC Fee, CBA payment, scheduled/paid travel advances, or partial payments) the **Cancel Trip** link does not appear.

- 2. A **Cancel Trip** screen appears with two-radio button options (Figure 6).

**Cancel an Authorization
– No expenses
(continued)**

Cancel Trip

Because this document has been signed, you must select an option below to cancel the trip. This action cannot be undone.

1 ☒ **No trip expenses were incurred.**
Select this option if there are no expenses or fees on this authorization. Any existing reservations will be cancelled and you will no longer be able to make new ones for this trip.

☐ **Trip expenses were incurred or the traveler received a non-ATM advance or scheduled partial payment.**
Select this option if expenses or fees were incurred and require reimbursement. If your authorization was approved, a voucher will automatically be created. Any existing reservations will be cancelled and you will no longer be able to make new ones.

[Don't Cancel Trip](#) [Cancel Trip](#)

Figure 6: Cancel Trip Screen

3. Select the **No trip expenses were incurred** radio button (Figure 6, Indicator 1) and then select **Cancel Trip**.

Note: The **Cancel Trip** with radio button options does not display if the document contains any scheduled or completed payments. See **Note** on page 3 of this information paper for more details.

4. The **Digital Signature** screen opens. At the top of the screens, a **Trip Authorization Status** displays. A warning states, “**This trip has been cancelled.**” (Figure 7).

Digital Signature

Trip Authorization Status
See where your trip authorization currently is in the approval process.

ⓘ This trip has been cancelled.

Figure 7: Trip Authorization Status Message

5. Navigate to the **Other Auths and Pre-Audits** screen using the **Progress Bar**. If any Pre-Audit flags appear, provide justifications. Select **Continue**.
6. The **Digital Signature** screen opens. Verify that the **Document Status** option displays **SIGNED**.
7. (Optional) Add **Additional Comments**.

Cancel an Authorization – No expenses (continued)

8. Select **Submit Completed Document**.
9. In the authorization, on the **Digital Signature Page**, during the signing process, if the document contains no fees, advances, or SPPs then you can proceed with cancellation and document routing.
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 will only be allowed to apply their defined stamp of **REVIEWED** or **RETURNED**.
 - Only the Authorizing Official (AO) may stamp the DTS document **CANCELLED** to finish the cancellation process. Once the AO cancels the trip, DTS provides you an email.

Cancel an Authorization – Warning Message

When cancelling an authorization not signed and not yet approved, on the **Cancel Trip** screen, if you know you have expenses incurred then choose the radio button next to “**Trip expenses were incurred or the traveler received a non-ATM advance or scheduled partial payment**”, as shown in Figure 6 (Indicator 2).

In the authorization, on the **Digital Signature Page**, during the signing process, DTS provides a warning message that you can’t cancel the travel document, if you have claimed an Advance, a SPP, entered a TMC fee, or CBA ticket (Figure 8). After **SIGNED**, your document routes based upon the routing list.

By clicking "Submit" you are legally signing this document to be submitted for routing and approval.

The estimated transportation related expenses and actual reimbursement may be reduced if travel is completed using a different transportation mode than authorized by your AO.

⚠ One or more conditions exist that prevent cancellation of the travel document. Either a payment (SPP or Advance) has been submitted for payment or has been paid or the CTO has assessed a fee for services rendered. The authorization contains a CBA ticket that has been paid by the Government in which the authorization and corresponding voucher must be completed.

The cancellation action has been disabled so that funding for this document is not de-obligated.

If your document is not approved or ticketed at least 72 hours prior to departure, your air reservations will be cancelled. Air reservations booked within 72 hours of trip departure must be approved and ticketed within 24 hours to avoid cancellation.

Submit Completed Document

Figure 8: Warning Message on Digital Signature Screen.

Note: If you incurred expenses, the reservations can be cancelled, but the trip itself can’t be stamp cancelled by the AO. The AO must approve the authorization when the Government or

Cancel an Authorization – Expenses

the traveler is owed money. Then the traveler processes a voucher for only those incurred expenses. We discuss more about the process in the following sections of this paper.

Cancel an Authorization – Expenses

If you have **SIGNED** the authorization and you have incurred expenses, but the AO has not approved the document, here is the process you will follow for the authorization.

- 1. On the DTS **Dashboard**, select **Options**, and then select **Cancel Trip** (Figure 5) next to the impacted authorization.
- 2. A **Cancel Trip** message appears (Figure 9). Select **Cancel Trip**.

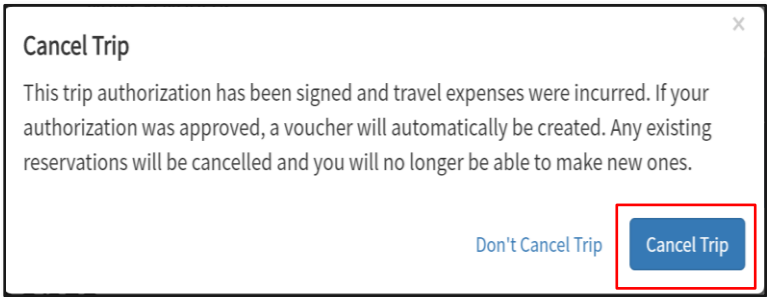


Figure 9: Cancel Trip Message

- 3. DTS opens the document and brings you to the **Digital Signature Page**. At the top of the screen, a **Trip Authorization Status** displays. A warning states, “**This trip has been cancelled.**” (Figure 10).

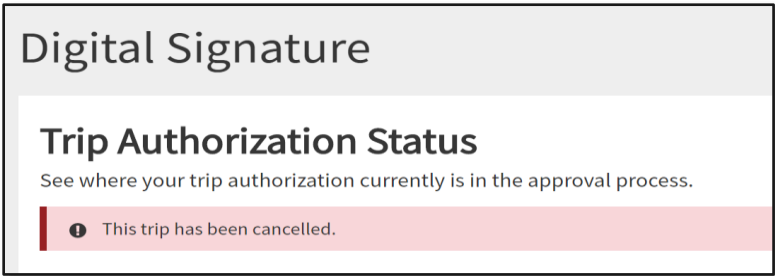


Figure 10: Trip Authorization Status Message

- 4. If you have reservations, DTS should cancel them. You should see the **Trip Cancelled** and **CTO Cancelled** stamps in the **Stamping History**.
- 5. Select **Review Authorization** from the **Progress Bar**. The **Review Trip Authorization** page opens. From here, you can **Add Comments** to the AO, make changes in the document (if necessary), verify the reservations cancel successfully (DTS removes the reservations), view cancellation confirmation numbers, ensure expenses are zeroed out except for those you are claiming for reimbursements and any payments are properly recorded. Select **Continue**.
- 6. The **Other Auths and Pre-Audits** screen opens. If any flags appear, provide justifications. Select **Continue**.

Cancel an Authorization – Expenses

- 7. On the Digital Signature page, verify that the **Document Status** option displays **SIGNED**. Select **Submit Completed Document**. The document routes for AO approval for expenses incurred.

After the AO approves your authorization for the incurred expenses, you can create and submit a voucher following the usual voucher process 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 vendor (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

The cancellation process is a little different, if the AO has already approved your authorization. Follow these steps to claim your incurred expenses:

Begin by logging into DTS.

- 1. On the DTS **Dashboard**, locate the authorization. Using the **Options** (3-dot icon) select **Cancel Trip** (Figure 11, Indicator 1).

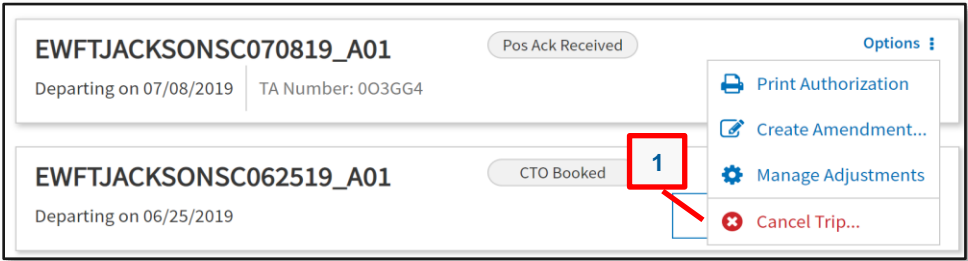


Figure 11: Cancel Trip Option

- 2. A **Cancel Trip** message appears (Figure 12). Select **Cancel Trip**.

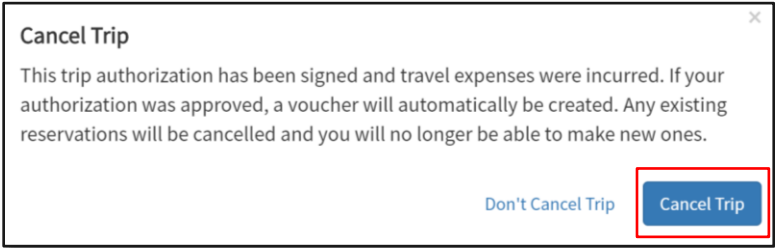


Figure 12: Cancel Trip Message

- 3. DTS automatically creates the voucher and opens the document to the **Expenses** module, **Enter Expenses** page.
 - a. You should verify DTS removed the reservations.

Create a Voucher from an Approved Authorization (continued)

- 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.

Note: 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.

4. Attach any required **Substantiating Documents**. Select **Continue**.

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

5. Select **Review Voucher** from the **Progress Bar**. The **Review Trip Voucher** screen opens. You can **Add Comments** to the AO.
6. Scroll down to verify that the following facts are true or make corrections:
 - a. The **Actual Trip Cost** displays the correct amount of expenses you incurred and allowances you earned.
 - b. If you received an advance and/or scheduled partial payment (SPP), the **Balance Due US** displays on the **Financial Summary** page.
7. Navigate to the **Other Auths and Pre Audits** screen. If you need to add any comments or justifications, do so. Then select **Continue**.
8. On the **Digital Signature** screen, verify that the **Document Status** list displays **SIGNED**.
9. (Optional) Add **Additional Comments**.
10. Select the box next to, **I agree to SIGN this document**, to add the checkmark.
11. Select **Submit Completed Document** followed by the **Confirm and Submit** when DTS displays the message box. The document routes to the AO based upon your routing list.

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 must follow one of two processes for cancelled trips:

- If *neither* the Government nor the traveler should receive any money, 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. See the Trifold, [Trip Cancel Procedures for AOs](#).
- If *either* the traveler or Government 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. See the Trifold, [AO Checklist](#).

**Information
for the AO
(continued)**

- You approve documents in the usual way, by selecting **APPROVED** as the **Document Status** after you verify that:
 - All the information in the document is correct.
 - The traveler attached all required receipts and other mandatory records.
- If the voucher is not correct, select **RETURNED** as the **Document Status**, to send the voucher back to the traveler. Provide comments explaining the reason for corrective action.

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

References

The DTMO website provides several travel resources. To see the full list, go to the main [Training](#) page and search the [Training Search Tool](#). Below are some references.

- Trifold for Trip Cancel Procedures for AOs:
<https://media.defense.gov/2021/Nov/08/2002889235/-1/-1/0/AO-Checklist-Tri-fold.PDF>
- Trifold for AO Checklist: <https://media.defense.gov/2021/Nov/08/2002889235/-1/-1/0/AO-Checklist-Tri-fold.PDF>
- Trifold for Cancel a Trip for Travelers:
https://media.defense.gov/2022/May/12/2002995647/-1/-1/0/CANCEL_A_TRIP_TRI-FOLD.PDF
- DTS Guide 2: https://media.defense.gov/2022/May/11/2002995241/-1/-1/0/DTS_GUIDE_2_AUTHORIZATION.PDF
- DTS Guide 3: https://media.defense.gov/2022/May/11/2002995240/-1/-1/0/DTS_GUIDE_3_VOUCHER.PDF