1. Introduction.
   a. In accordance with references (a) and (b), all travelers at NPS are required to create travel authorizations, including making travel reservations, in the Defense Travel System (DTS). All eligible travelers are also required, through DTS, to utilize the services of SATO, the NPS contracted Commercial Travel Office (CTO), to purchase airline tickets.

2. Airline Reservations.
   a. When travelers create travel authorizations with itinerary information including dates, places and times, and with the Commercial Air option in part B of the Itinerary screen selected, as shown in Figure 1,

   ![Figure 1](image1)

   *Figure 1, Default Travel Mode*

   DTS opens the Reservation Module after the itinerary is saved and presents travelers with flight options. Depending on the origin and destination airports, these options appear under one of five tabs, as shown in Figure 2.

   ![Figure 2](image2)

   *Figure 2, Flight Types*

   All of the flights appearing under any of these tabs (1) require no advanced purchase, (2) are fully refundable, (3) have no change or cancellation fee, (4) are quoted as one-way fares for flexibility, and (5) are origin-to-destination fares regardless of route.
b. Flights under the first two tabs of Figure 2 are flights that DoD has implemented under the GSA contract city-pair program in accordance with reference (b.) GSA has negotiated contracts with different airlines for flights between certain airports. When a traveler is going from one of these airports to the other, the contract requires that all government travelers use the contract airline. There are certain exceptions allowed, as shown in paragraph 1.e. below, and they must be completely justified in the Pre-Audit section of the authorization.

c. City-pair flights are offered in two types, and GSA Contract w/Limited Availability (CA) (plane not very full.) and GSA Contract Airfare (YCA) (last-seat availability.) The forty-two city-pair contracts for Monterey Airport (MRY) for fiscal year 2015 are shown in Figure 3:

<table>
<thead>
<tr>
<th>Origin Airport</th>
<th>Destination Airport</th>
<th>Airline</th>
<th>Serv</th>
<th>Govt YCA Fare</th>
<th>Govt -CA Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>MONTEREY</td>
<td>ALBUQUERQUE</td>
<td>American</td>
<td>C</td>
<td>429.00</td>
<td>215.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>ATLANTA</td>
<td>American</td>
<td>C</td>
<td>242.00</td>
<td>190.00</td>
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<td>MONTEREY</td>
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<td>United</td>
<td>C</td>
<td>395.00</td>
<td>198.00</td>
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<td>MONTEREY</td>
<td>BOSTON</td>
<td>American</td>
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<td>320.00</td>
<td>227.00</td>
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<tr>
<td>MONTEREY</td>
<td>CHARLOTTE</td>
<td>American</td>
<td>C</td>
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<td>244.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>O'HARE INTL AIRPORT</td>
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<td>C</td>
<td>245.00</td>
<td>173.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>COLUMBIA</td>
<td>American</td>
<td>C</td>
<td>469.00</td>
<td>244.00</td>
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<tr>
<td>MONTEREY</td>
<td>DALLAS/FT WORTH INTL AIRPORT</td>
<td>American</td>
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<td>316.00</td>
<td>158.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>DAYTON</td>
<td>American</td>
<td>C</td>
<td>483.00</td>
<td>241.00</td>
</tr>
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<td>MONTEREY</td>
<td>DENVER</td>
<td>American</td>
<td>C</td>
<td>165.00</td>
<td>130.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>EL PASO</td>
<td>American</td>
<td>C</td>
<td>410.00</td>
<td>205.00</td>
</tr>
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<td>MONTEREY</td>
<td>FAYETTEVILLE</td>
<td>American</td>
<td>C</td>
<td>469.00</td>
<td>244.00</td>
</tr>
<tr>
<td>MONTEREY</td>
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<td>United</td>
<td>C</td>
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<td>1,242.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>GULFPORT</td>
<td>American</td>
<td>C</td>
<td>569.00</td>
<td>284.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>HONOLULU</td>
<td>American</td>
<td>C</td>
<td>261.00</td>
<td>201.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>HOUSTON INTERCONTINENTAL</td>
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<td>C</td>
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</tr>
<tr>
<td>MONTEREY</td>
<td>HUNTSVILLE</td>
<td>United</td>
<td>C</td>
<td>433.00</td>
<td>225.00</td>
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<tr>
<td>MONTEREY</td>
<td>INDIANAPOLIS</td>
<td>American</td>
<td>C</td>
<td>483.00</td>
<td>241.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>JACKSONVILLE</td>
<td>American</td>
<td>C</td>
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<tr>
<td>MONTEREY</td>
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<td>137.00</td>
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<tr>
<td>MONTEREY</td>
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<td>0.00</td>
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<tr>
<td>MONTEREY</td>
<td>MUNICH</td>
<td>United</td>
<td>C</td>
<td>1,304.00</td>
<td>1,254.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>NEWARK LIBERTY INTL AIRPORT</td>
<td>United</td>
<td>C</td>
<td>496.00</td>
<td>248.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>NORFOLK</td>
<td>American</td>
<td>C</td>
<td>399.00</td>
<td>200.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>OKLAHOMA CITY</td>
<td>United</td>
<td>C</td>
<td>382.00</td>
<td>191.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>ORLANDO</td>
<td>American</td>
<td>C</td>
<td>244.00</td>
<td>191.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>PENSACOLA</td>
<td>American</td>
<td>C</td>
<td>519.00</td>
<td>250.00</td>
</tr>
<tr>
<td>MONTEREY</td>
<td>PHILADELPHIA INTL AIRPORT</td>
<td>American</td>
<td>C</td>
<td>270.00</td>
<td>212.00</td>
</tr>
</tbody>
</table>
d. When traveling between Monterey and one of the forty-one listed airports that have a –CA fare in Figure 3, **the –CA fare must be used if available.** The only difference other than lower fare is that a –CA fare ticket may not be upgraded to business or first class using frequent flyer miles. All YCA fares are upgradable. When a -CA or YCA fare is available between MRY and these airports, the traveler **must use this fare** and **must travel on the contract airline.**

e. When an available –CA or YCA is not chosen, this action is flagged in the Pre-Audit section of the authorization. When it appears, the traveler must click on “Reason Code,” and then select one of the available codes and enter a detailed justification. These codes are:

   (1) C1: “Does not meet mission requirements.” Cannot arrive in time to fulfill the mission, or would cause traveler to incur unnecessary overnight lodging costs.

   (2) C2. “Outside normal working hours.” Flights depart or arrive between 2400 and 0600.


   (4) C4. “Seat not available on contract air carrier.”

   (5) C8. “No cost ticket (e.g. Frequent Flyer.)” Frequent travelers are encouraged to use FF miles gained through previous government travel.

   (6) C9. “Foreign Military Service (FMS.)” NPS foreign military students are not allowed to use DTS.

f. If a more expensive government fare ticket is purchased when a –CA or YCA fare is available, the traveler will only be reimbursed the available contract fare.

g. Travelers are not required to depart from or arrive at any particular airport. San Jose (SJC) and San Francisco (SFO) airports have YCA and –CA fares to many more destinations, which can
be found on GSA’s website at http://apps.fss.gsa.gov/citypairs/search/. In most cases, fares from SJC and SFO are much cheaper than those from MRY. If the Alt GSA tab in Figure 2 has two red arrows under it, then contract fares from SJC are available to the chosen destination airport.

(1) If travelers drive to and park at an airport, they are not allowed by references (a) and (b) to be reimbursed more for parking than the taxi fare from their place of origin to the airport and return. Based on the cost of the round-trip taxi fare, they are allowed airport parking up to $400.00 at SJC and up to $500.00 at SFO. As an alternative to airport parking, travelers may be dropped off at an airport by a family member and be reimbursed for round-trips both going and returning.

h. For all destination airports from MRY not shown in Figure 3, flights are listed under the third (DG, or Discounted Government) tab in Figure 2, and one of these flights must be used. These flights are listed in order of departure times. To sort these flights by price, click on Price in the Sort By: line, as shown here:

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Figure 4, Sort By: Options
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i. Southwest Airlines (WN) contract fares from San Jose are now available in DTS. Travelers must avoid making duplicate reservations with Southwest Airlines, and if such reservations are made, they should not be canceled in DTS. To make changes to existing Southwest tickets, travelers should call the airline directly. Southwest charges $150 for a no-show.

j. Automatic Cancellation. Starting 1 October 2102, any travel authorization must be approved and ticketed at least 72 hours before flight departure time to avoid cancellation by the airline. If the airline cancels a reservation, SATO will notify the traveler by phone or email. If travelers arrive at an airport and their reservation has been cancelled, they should not purchase a new ticket from the airline, but rather contact SATO by phone at the numbers in subparagraph n.(1) below.

k. Foreign Flag Carriers. Available U.S. flag air carriers or code shares (foreign aircraft with U.S. airline flight numbers) shall be used for all commercial foreign air transportation of persons and property when air travel is funded by the U.S. Government in accordance with the Fly America Act. This Act generally requires that all foreign air travel funded by Federal dollars be performed on U.S. Certificated air carriers unless a reasonable exception is applied. SATO will note any selection of Foreign Flag Carrier. There will be no reimbursement (for any leg of the journey) for transportation cost when an unauthorized/unapproved non-U.S. certificated air carrier is used. Exceptions to this requirement are listed in paragraph T4060, B. 3 of reference (c.)

l. Excursion Fares. In accordance with Part I, paragraphs 6. and 7. of reference (b,) the use of excursion fare flights is allowed when a non-contract (DoD-approved) U.S.-certificated carrier offers an airfare lower than the government fare, available to the general public, the use of which results in a lower total trip cost to the government, to include the combined costs of transportation, lodging, meals and related expenses. Further, “if the excursion airfare is non-refundable, restricted, or has specific eligibility requirements, the traveler must know or reasonably anticipate, based on the planned trip, that the ticket will be used…” These fares are normally 21-day advance purchase, incur a charge of approximately $150 if changed, and are nonrefundable.
The traveler should look up the flights in a website outside of DTS such as Kayak, Travelocity or Expedia. The flight details, excursion fare cost, and comparable government fare cost must be entered into a comment screen to SATO before signing the travel authorization.


SATO will reserve the flights and enter the details in a comment screen before it is routed to the Authorizing Official (AO). Once the AO has approved the travel, the traveler must notify SATO as soon as possible to purchase the tickets using the traveler’s Government Travel Credit Card (GTCC,) and this purchase must be completed within 24 hours of having made the reservations. They may not be purchased outside of DTS on an airline, on-line reservation service or travel agency web site. When deciding to purchase a lower excursion fare, the traveler should consider this fare will have an advance-purchase requirement which may require the traveler to pay for the ticket before starting the trip. Travelers who select airfares available to the general public which are more expensive than the government rates will be required to reimburse the government for the excess cost.

The use of excursion fares instead of contract city-pair fares from Monterey to Frankfurt, Las Vegas, San Antonio, or Tokyo can result in savings of from $360.00 to over $1000.00 per trip.

Changes to Travel Reservations. When making any changes to the initial approved travel authorization, the traveler is required to obtain approval from the AO, and to do this through DTS if time allows. Once the CTO BOOKED stamp is received in DTS, the authorization amendment will reroute for approval.

Once tickets are purchased and/or travel commences, the traveler is required to obtain approval from the AO before making any changes to the approved travel authorization. Once travel commences, contact the local SATO by phone (855-744-4657) to make the changes. If the changes are made after normal California working hours and the travel is to take place before the next official workday, the traveler may call the SATO emergency after hours number (800-359-9999).

If the call to the local SATO office or the SATO emergency number requires purchasing a new ticket, the traveler must have obtained AO approval and inform SATO of the AO’s name and approval. SATO then purchases a new ticket and submits the old ticket for refund.

As a last resort, if the above attempts fail, the traveler may try to make the changes directly with the airline. Some airlines will allow a traveler to revalidate a ticket for a different day by telephone. Most airlines will probably require a new ticket.

When changes are made while in a TAD status with either SATO or the SATO Emergency Service Center, the SATO agent will make the changes for routing, will issue a new ticket and process the unused portion of the original ticket for refund to the IBA or CBA that was used. SATO will
apply additional charges or credits to the traveler’s GTCC, and will advise the traveler of any additional charges. The traveler must ensure that additional charges or credits are applied against the traveler’s GTCC. Any additional charges for official travel can be claimed on the voucher in DTS upon return. Upon completion of travel, the traveler will be reimbursed for only those additional charges approved in advance by the Authorizing Official.

(5) Changes in tickets could result in a charge to the traveler for the initial ticket and the changed tickets, with the credits not being reflected on the bill until the following billing cycle. Travelers are responsible for tracking these changes and maintaining confirmation numbers and receipts. If a refund is due, the traveler must call SATO right away to process it.

(6) Travelers will not be reimbursed for the cost of any changes made merely for their own convenience.

o. Electronic Ticketing. All travelers are issued electronic tickets if this form of ticketing is available from the airlines. The electronic ticket confirmation number, also called the PNR locator, will be available, immediately after making reservations, in the Final Trip Itinerary screen in the Travel section of the Travel Authorization. Once tickets have been purchased, usually three days before travel, SATO will send an email to the traveler with a copy of “Your Itinerary” attached. These itineraries must be uploaded to the Substantiating Records of the travel voucher in order to be reimbursed for flights. As an alternative, a receipt may be obtained from the airline check-in counter when reporting for the initial flight.

p. Paper Tickets. If an airline does not issue electronic tickets or the mission requires paper tickets, the traveler must coordinate with SATO (855-744-4657 toll-free) for delivery or pickup of paper tickets. SATO is located in building 300 at NPS.

q. Unused Tickets. The traveler is to notify SATO of any unused tickets as soon as possible. Unused tickets must be returned in the manner they were received. If an e-ticket is used, the traveler must notify SATO that the ticket or partial ticket was not used. If tickets were delivered by an overnight mail service or courier from SATO, the tickets need to be returned by the same service or delivered to SATO. Tickets that were picked up at the local SATO office must be returned to that office.

(1) Since the form of payment for the unused ticket is normally the traveler’s GTCC, the traveler must ensure the credit is applied to the GTCC, the travel authorization and/or voucher is amended to document the unused/canceled portion, and the decreased reimbursement to the traveler is made in accordance with chapter 10 of the DTS Document Processing Manual. Amendments/cancellations in the system will adjust the financial systems’ obligation and expenditure.

(2) If a ticketed trip is properly cancelled in DTS, the ticket is automatically submitted for refund. Normally no action is required on the part of the traveler. In the event an unused airline ticket is submitted for refund, but a credit is not yet received, the traveler must submit a dispute form to the GTCC card vendor bank within 60 days of the first statement reflecting the charge in question. The traveler is to provide the bank with pertinent information and any documentation, such as a copy of a credit slip or letter from the airline or travel agency advising that credit will be issued to the account, when initiating a dispute. The Citi Cardholder Dispute Form, with instructions, is located on the “Travel Card” page of the NPS Travel web site.

r. Other Than Economy/Coach Class Travel. In accordance with Appendix H to references (a) and (b), all other than economy/coach class travel, except OCONUS foreign airlines that do not have economy class, must be approved in advance by the Director, Navy Staff, in OPNAV. These requests will
be routed through the Travel Office, the Legal Office, the Traveler’s AO, and the President of NPS before being forwarded to the DNS Office for approval. This includes rail travel in any class above economy. If the request for other than economy/coach class is for medical reasons, then an Other Than Economy/Coach Class Medical Documentation Form, available on the Travel web site under “Forms,” must be filled out, signed by a licensed physician and submitted with the premium class request.”

(1) SATO will purchase business class tickets only when they receive the approval in writing. The “Other Than Economy/Coach Class Travel Request” form, the “Other Than Economy/Coach Class Travel Approval Checklist” and required “Additional Information” form are available on the NPS Travel Web site under “Forms.”

(2) Travelers may upgrade to business or first class using frequent flyer miles at no additional cost to the government.

(3) If traveling in economy class, travelers whose total trip time is more than fourteen hours, may, if approved by the AO, be authorized up to a 24-hour rest stop either en route or at the final destination before reporting for work.

s. Leisure in Conjunction with Official Travel (LICWO). LICWO is travel during which a traveler proceeds to a different location from the official travel destination(s) for taking personal leave.

(1) When LICWO travel is desired, the traveler should create a travel request in DTS and make transportation reservations at government rates, using the traveler’s GTCC, from the permanent duty station (PDS) to the official destination(s) and back to the PDS.

(2) Once the authorization is approved by the AO, the traveler should request SATO to purchase these tickets early. Once ticketed, the traveler must contact SATO Vacations (www.SATO Vacations.com) at 877-698-2554 and request the official travel reservations be changed to the desired route to include the leave destination(s).

(3) SATO Vacations will reissue the ticket to include the leisure travel. The leisure portion of the ticket cannot be reserved at government rates, and cannot be charged to the traveler’s GTCC. When the ticket is reissued with the LICWO travel included, the entire ticket becomes nonrefundable. Therefore, if the trip is later cancelled, the traveler will be responsible for the entire cost of the ticket. Upon request to SATO, it may be possible for them to purchase two one-way tickets rather than a round-trip ticket. If they can do this, then only the official part that is replaced with the leisure portion becomes nonrefundable.

(4) The traveler will enter the reimbursement amount in the Non-Mileage Expenses section of the authorization as PERSONALLY PROCURED AIRFARE. A brief description in COMMENTS TO APPROVING OFFICIAL shall be annotated why the traveler is personally procuring airfare. A copy of the official City Pairs rate or lowest cost Discounted Government rate shall be attached in Expenses/Substantiating Records.

(5) The traveler will be reimbursed the lesser amount of the actual ticket cost, or the government rate between the PDS/official destinations. No other personal/non-official expenses in connection with this leisure travel can be charged to the GTCC or reimbursed to the traveler. If tickets for the leisure portion of the trip are not purchased through SATO Vacations, then the traveler may not be reimbursed on the voucher for this portion of the trip.
t. Rail Travel. AMTRAK schedules are displayed within the DTS reservation module. The traveler will select the desired train or include a comment in the rail reservation screen of the reservation module to communicate the train request to the SATO. SATO will make rail reservations and include the confirmation and cost of the reservations within the trip request. Premium rail requires the same approval as business class air travel. Either the individual GTCC or the Central Billed Account (CBA) may be used to purchase rail tickets for travel arrangements made through DTS.

(1) All rail tickets are hard copy, and must be picked up at SATO in building 300. Travelers whose permanent duty stations are away from Monterey may purchase rail tickets directly from AMTRAK.

3. Rental Car Reservations. A traveler must use DTS to reserve, and must have AO approval to rent a car during travel. The standard size is Compact; the traveler must justify any car larger than a compact and must justify any car more expensive than the cheapest one available of the size requested. Travelers may be reimbursed for the basic rental cost, taxes and local assessments, gasoline and oil. If the car is rented in a foreign country, and that country requires additional insurance, then and only then may travelers be reimbursed for that insurance. The cost of GPS may be reimbursed if the AO certifies that it is required for official business.

a. Travelers may not reserve rental cars in DTS for use on days when they will be on leave. Such arrangements must be made with the rental car company off-line.

b. A traveler who rents a car outside of DTS, even with a GTCC, requires approval of the Deputy Comptroller prior to being reimbursed for that car.

4. Personally-Owned Conveyance (POC). Effective 26 September 2012, POC use for TDY less than 800 miles round trip is considered advantageous to the government. When travelers desire to travel to a destination more than 800 miles round trip by POC, they must complete a Constructive Travel Worksheet, which shows the comparative cost of flying vs. travel by POC. Travel time when driving is based on 400 miles a day. If the AO does not approve traveling by POC, then the allowed travel time is one day regardless of the distance. Any excess time over one day is charged as leave to the traveler.

5. Lodging Reservations. Travelers should make hotel reservations through DTS. With a justifiable reason, they may contacting the hotel directly to make reservations. For conference attendance, the hotel may set aside a block of rooms for the conference which may not be available through DTS. Travelers must always pay for lodging with their GTCC.

a. In accordance with reference (a), lodging reimbursement is not authorized without an itemized receipt from the lodging facility or the on-line booking agent. A ‘hotel’ receipt from an on-line booking agent (e.g. Expedia, Travelocity, etc.,) not itemized, is not a lodging receipt. Additionally, a traveler cannot submit a ‘lost receipt’ statement to substitute for an on-line booking hotel receipt. A lost receipt statement for only the total amount charged, with no detail, makes it impossible to separate and verify any allowable charges such as taxes.

b. Active duty military travelers, ordered to a military installation, are required to use available government quarters or get and submit a non-availability statement with the voucher.

c. If lodging is not available at the allowed lodging rate for the area, then the AO may authorize an “actual lodging,” or AEA rate of up to three times the allowed rate plus two times the allowed Meals and Incidentals (M&IE) rate per day.
d. Hotel room tax is reimbursed as an added expense in the U.S. only. In foreign countries, hotel tax is part of the lodging cost.

e. Travelers may not be reimbursed for lodging if staying with friends or relatives.

6. Cancellations. If necessary, the traveler must cancel a trip, including all reservations, through DTS as described in Chapter 10 of reference (d). The AO or reviewing official is required to stamp the authorization CANCELLED in DTS. This action will cancel all reservations, and it will cause any purchased tickets to be submitted for refund by SATO.

   a. If less than 24 hours before the commencement of travel, the traveler must contact SATO and the lodging facility directly to ensure “no show” charges are not applied to account. The traveler must also ensure a cancellation number is received. Any “no-show” charges applied to the traveler’s account will be the sole responsibility of the traveler.

   b. Some hotels require cancellation 48 hours in advance, some as much as seven days in advance, and some are nonrefundable when made. When these cases occur, they will usually be noted in the reservation. Such charges may be claimed as expenses when they occur at no fault of the traveler and are approved by the AO.