

Didja Know?



- As you are walking to the Ticket Counter at the airport, didja ever suddenly wonder.....?



- OMG!!!! Have my airline tickets been cut?
- Not sure?
- Well, help is here.

Have My Tickets Been Issued?

- We all receive a ton on emails from The Defense Travel System.
- And because of that, sometimes I think we start to ignore them.



Have My Tickets Been Issued?

- And even though sometimes they read like some kind of cryptic message, you really *really* need to read them.



Have My Tickets Been Issued?

- About 3 working days before you are due to fly out, you should receive an email that looks something like this one.....



Message

Reply Reply to All Forward Delete Move to Folder Create Rule Other Actions Block Sender Not Junk Junk E-mail Safe Lists Categorize Follow Up Mark as Unread Find Related Select

From: DefenseTravelSystem@dtsproext01.defensetravel.osd.mil
 To: [Redacted]
 Cc: [Redacted]
 Subject: Defense Travel System (DTS): Commercial Travel Office (CTO) Status Notification - CTO TICKETED

Sent: Wed 10/21/2009 6:30 AM

Dear [Redacted]

The Commercial Ticket Office (CTO) has ticketed your travel authorization DCBALTIMORECI102609_A01-01. Normally this is an electronic ticket unless the Airlines require a paper ticket to be used. In that case, the Commercial Travel Office will provide you the ticket. If you want a paper ticket, please notify your Authorizing Official (AO), as optional paper tickets will result in additional processing fees.

The CTO TICKETED segment(s) are listed below.

DATE	TIME	FLIGHT NUMBER	ORIGINATION/DESTINATION
10/26/09	06:00	UA604	Kansas City, MO (USA) (Int'l. Apt)/ Chicago, IL (USA) (O'Hare Apt)
10/26/09	10:34	UA580	Chicago, IL (USA) (O'Hare Apt)/ Baltimore, MD (USA) (Balt. Int'l. Ap
10/30/09	09:15	UA641	Baltimore, MD (USA) (Balt. Int'l. Ap/ Chicago, IL (USA) (O'Hare Apt)
10/30/09	11:55	UA533	Chicago, IL (USA) (O'Hare Apt)/ Kansas City, MO (USA) (Int'l. Apt)

COMMENTS FROM THE CTO:
 FLIGHT COMMENTS: CTO BOOKED-PLS REVIEW SEGMENT DATES AND TIMES

Please review the above authorization information for accuracy. If the information is not correct, contact your CTO and AO immediately.

To log into DTS, select the following link: <http://www.defensetravel.osd.mil>.

For DTS document creation training, please refer to the Document Processing Manual in the Training Materials Module, which can be located at <http://www.defensetravel.osd.mil/dts/site/trainingmanuals.jsp>.

Please contact your site Defense Travel Administrator for questions.

Have My Tickets Been Issued?

- If you didn't receive this message, you better make a call to Carlson WagonLit before you head for the airport.



Have My Tickets Been Issued?

- **1-866-832-8692**



Have My Tickets Been Issued?

- You should also receive you E-Invoice on about the same time you are notified that your tickets have been issued.
- It should look something like this.....



Message

Reply Reply to All Forward
Respond

Delete Move to Folder Create Rule Other Actions
Actions

Block Sender Not Junk
Junk E-mail

Safe Lists

Categorize Follow Up Mark as Unread
Options

Find Related Select
Find

This message was converted to plain text.

From: Notification V [aquanotification1@cwtsatotravel.com] Sent: Wed 10/21/2009 6:35 AM
To: [redacted]
Cc: [redacted]
Subject: WQ22- Ticketed Invoice For [redacted] 26OCT09
Attachments: KFKWGM.pdf (33 KB)

<<KFKWGM.pdf>>
This is an automated email notification. Please do not respond to this email address.

Did you know we can also book your hotels and rental cars?

**This is your E-Invoice.
Don't lose it!
You will need it for your voucher.**

Have My Tickets Been Issued?

- Or maybe you received an email like this...



From: Notification V [mailto:aquanotification1@cwtsatotravel.com]
Sent: Wednesday, October 21, 2009 2:41 AM
To:
Subject: REMINDER-Action Needed to Process Ticket for HCRYHU



<<HCRYHU.pdf>>

CWTSatoTravel is unable to issue your ticket for one of the following reasons: missing form of payment or missing travel order/authorization. Your ticket will not be issued without this required information. Contact CWTSatoTravel to provide the missing data. If the data has been submitted, please disregard this email. Thanks you.

Classification: UNCLASSIFIED

Caveats: NONE

OMG! What's wrong?

Have My Tickets Been Issued?

- First: There's no crying in DTS!
- Second You need to do these two things.....



Have My Tickets Been Issued?

- First: Look in DTS and determine if the authorization was approved.
- Second: If it was, fax it to Carlson.
- 1-866-786-9828



Have My Tickets Been Issued?

- If it has not been approved, contact your DTA..... A.S.A.P.
- After it is approved fax it to Carlson. They need it!
- 1-866-786-9828



Have My Tickets Been Issued?

- Did you know: If you do not have a Government Travel Card, you must fax your orders to Carlson so that they can issue your ticket.



Have My Tickets Been Issued?

- Did you also know: If you have Carlson book your tickets, they might need you to fax them a copy of your orders.
- So, just plan on faxing your orders in this situation.



Ta-Da!



And now you know the answer to:

Have my orders been issued?