

Universal Air Travel Plan FAQ's

Q1: What is Universal Air Travel Plan (UATP)?

A: UATP is a system with an online portal called DataMine® where you can view the balance of the organizations Southwest Airlines – Unused Ticket Credits (UTC's) that were unused and/or expired during a period.

Q2: Is UATP the same as UTC (Unused Ticket Credits)?

A: No, they are different. Although the UATP balance was transferred from the organizations old Southwest Airlines (2020/2021 pandemic) UTC's they are different.

- UATP funds are stored in one account, the balance of the credits can be used by anyone at the organization for business travel before 12/31/2022.
- UTC's are individual credits in the name of the passenger/traveler on the UTC and can only be used by that named passenger before the expiration date. The UTC expiration dates are all different.

Q3: What is the link to access DataMine®?

A: <https://datasuite.uatp.com>

Q4: Why are we using UATP?

A: Due to the 2020 flight restrictions and internal policy changes at Southwest Airlines, UATP partnered with Southwest Airlines to consolidate the UTC balance for the organization and extended the expiration date for the future use of those funds.

Q5: For which period and when were the deposits made to the organizations UATP account?

A: The first total balance, Spring 2021, was deposited into the UATP account. That deposit was for Southwest Airlines – Unused Ticket Credits that expired between March 1, 2020-February 28, 2021. A second total balance, Fall 2021, was deposited into the UATP account. That was for Southwest Airlines – Unused Ticket Credits on file between March 1, 2021-October 4, 2021. A third, and final, balance was deposited into some UATP accounts August 2022. That deposit was for Southwest Airlines – Unused Ticket Credits on file between March 1, 2020-October 4, 2021 after an audit revealed unused ticket credits in several SWABIZ accounts.

Q6: When were the UATP funds available to use and when can we view the balance in DataMine®?

A: March 1, 2021. The balance can be viewed anytime by logging into the UATP DataMine® account.

Q7: Who can access DataMine® to view the organizations balance?

A: Travel Managers on file with the Statewide Travel Program were granted access March 2021. Once the Travel Manager logs into the DataMine® portal, they can then choose to grant access to select travel staff to view the UATP balance, monitor use and download reports. Access to DataMine® should not be granted to passengers/travelers, only travel management staff.

Q8: Who is the Travel Manager for my organization?

A: Email Letty.Santana@dgs.ca.gov and Letty will provide you with their name.

Universal Air Travel Plan

FAQ's

Q9: I am the Travel Manager for the organization and do not have a log in and temporary password to DataMine®. How can I get one?

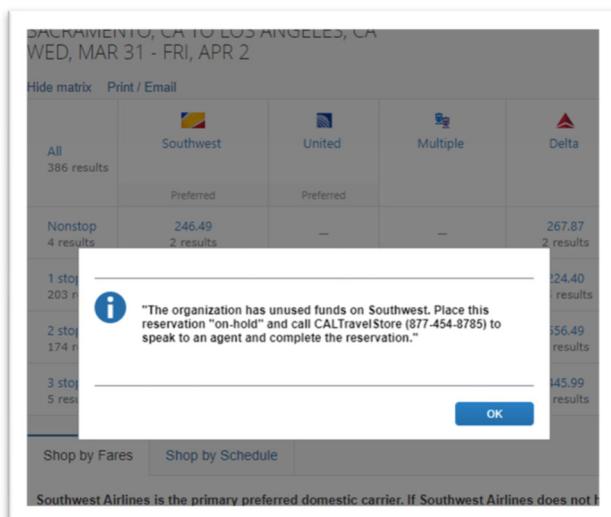
A: Email Letty.Santana@dgs.ca.gov to request your log in and temporary password. Once Letty verifies you are the Travel Manager, Letty will grant you access.

Q10: How do travelers/travel arrangers use UATP funds to book and pay for a future Southwest Airlines flight?

A: Travelers/travel arrangers must book and pay for a future Southwest Airlines flight by calling a CalTravelStore Travel Agent at (877) 454-8785, option 3.

NOTE: Concur cannot be used to book and pay for future Southwest Airlines flights with UATP funds. A notification has been programmed on to the organizations Concur site to advise travelers of those funds. The notification will be removed once the UATP funds have been spent.

[SAMPLE CONCUR UATP FUNDS NOTICE]



The screenshot shows a flight search interface. At the top, it says "SACRAMENTO, CA TO LOS ANGELES, CA WED, MAR 31 - FRI, APR 2". Below this, there are buttons for "Hide matrix" and "Print / Email". The search results are filtered by "Southwest" as the primary preferred carrier. The results are categorized by number of stops: Nonstop (4 results), 1 stop (203 results), 2 stops (174 results), and 3 stops (5 results). Each category shows the fare amount and the number of results. A modal dialog box is overlaid on the page, containing the following message: "The organization has unused funds on Southwest. Place this reservation 'on-hold' and call CALTravelStore (877-454-8785) to speak to an agent and complete the reservation." At the bottom of the dialog is an "OK" button. At the very bottom of the page, there is a footer note: "Southwest Airlines is the primary preferred domestic carrier. If Southwest Airlines does not have a seat available, the system will automatically book the next best seat available." There are also buttons for "Shop by Fares" and "Shop by Schedule".

Q11: Who can use UATP funds to pay for future Southwest Airlines flights?

A: UATP funds can be used by anyone within the organization. They do not have to be used by the named traveler on the original UTC.

Q12: I have been receiving a daily email with the subject: 'UATP Alert: Low Funds Available for XXXXXX', what is this about? What should I do?

A: When the UATP Balance falls below \$1,000.00, the Travel Manager and all who have access to the organizations UATP Datamine® account, will be sent a daily notification to alert them of the balance. The goal is for the organization to spend that last \$1,000 or less before December 31, 2022. See Q10 for instructions on how to use UATP funds to purchase a future Southwest Airlines flight.

Universal Air Travel Plan

FAQ's

Q13: When do the UATP funds expire?

A: A flight paid for with UATP funds must be booked by **December 31, 2022**. If the UATP funds are not used by the expiration date they will be forfeited to Southwest Airlines.

Q14: How long will the organization have access to DataMine®?

A: Once the UATP credits expire on December 31, 2022, any remaining UATP funds will be forfeited to Southwest Airlines and access to DataMine® will be terminated at that time. Although there will be no funds to use, access to DataMine® will continue to be available through Fiscal Year Q1 2023, therefore previous transactions can be viewed and statements can be pulled.

Q15: What happens if the flight paid for with UATP funds is canceled?

A: Tickets purchased after October 4, 2021, for non-refundable tickets, the credit will appear in the travelers Concur profile under the 'Unused Tickets' section in the airfare price matrix chart, as well as the monthly Unused Tickets report sent by CalTravelStore on the 18th of each month.

If the ticket is a refundable type, and it's cancelled on or before December 31, 2022, the credit will be refunded back to the UATP card. If the refundable ticket is canceled after January 1, 2023, and the UATP card was used to purchase the ticket, a credit will appear in the travelers Concur profile under the 'Unused Tickets' section. Additionally, the credit will appear in the monthly Unused Tickets report sent by CalTravelStore on the 18th of each month. The unused ticket must then be used before the stated expiration date.

Q16: Can we use Southwest Airlines UATP funds to pay for flights on other airlines?

A: No, Southwest Airlines UATP funds can only be used to purchase future Southwest Airlines flights. Additionally, Southwest Airlines UATP funds cannot be used to pay for the CalTravelStore's agency fee. The CalTravelStore Agent Assist fee will appear on the monthly fee statement as a charge to the CTA.