

Universal Air Travel Plan FAQ's

Q: 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.

Q: 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.

Q: What is the link to access DataMine®?

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

Q: 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.

Q: 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.

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

A: March 1, 2021

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

A: Travel Managers on file with the Statewide Travel Program have been granted access. 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.

Q: Who is the Travel Manager for my organization?

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

Q: I am the Travel Manager for the organization and do not have a log in and temporary password to DataMine®.

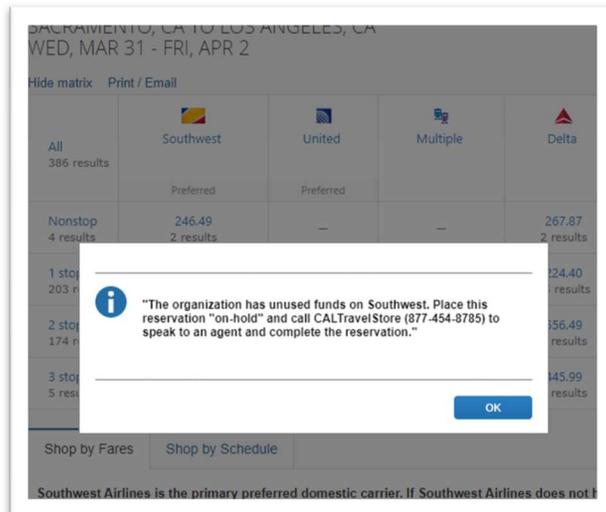
A: Email Letty.Santana@dgs.ca.gov to request your log in and temporary password. Once Letty verifies you are the Travel Manager, Letty will grant you access.

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Q: 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. Concur cannot be used to book and pay for future Southwest Airlines flights with UATP funds. A notification has been programed 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]



Q: 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.

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Q: 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.

Q: 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 the system will be terminated at that time. Although there will be no funds to use, access to DataMine® will continue to be available through Q1 2023 so previous transactions can be viewed and statements can be pulled.

Q: What happens if the flight paid for with UATP funds is canceled by the traveler?

A: Starting on October 4, 2021, for non-refundable tickets, the credit will appear in the travelers Concur profile under the 'Unused Tickets' section 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 12/31/22, the credit will be refunded back to the UATP card. If the refundable ticket is canceled after 01/01/23, 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.

Q: 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.