

Southwest Airlines - Universal Air Travel Plan FAQ's

Q1: What is the Southwest Airlines - Universal Air Travel Plan (UATP)?

A: UATP is a system with an online portal called DataMine® where you can view the balance of your agency's Southwest Airlines – Unused Ticket Credits (UTCs) that expired during a period.

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

A: No, they are different. Southwest Airlines UATP balances come from the agency's expired UTCs and is transferred into the agency's UATP account.

- UATP funds are stored in one account (DataMine®). The funds can be used by anyone at the agency to pay for future business flights.
- UTCs 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 agency and extended the expiration date for the future use of those funds. Additionally, in July 2022 Southwest Airlines announced that UTCs would no longer expire. If a UTC remains unused upon the 366th day after the original ticket was issued, Southwest will deposit the value of that UTC to the agency's UATP account.

Q5: For which period and when were the deposits made to the agency's 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 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.

Starting December 2022 and moving forward, Southwest Airlines makes weekly deposits into UATP accounts with UTCs that expired that week.

Q6: When were the UATP funds available to use and how 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 agency's 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

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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 agency?

A: Email StatewideTravelProgram@dgs.ca.gov to request that information.

Q9: I am the Travel Manager for the agency 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 login or 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 can use the Concur online booking tool and book their Southwest Airlines flight as usual or they are welcome to call a CalTravelStore travel agent to book their flight. If the agency has a UATP balance, the first method of payment will automatically be UATP. If the UATP balance is successfully depleted, the system will automatically revert to the secondary method of payment, the Citibank [Central Travel Account \(CTA\)](#).

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

A: UATP funds can be used by anyone within the agency. 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 agency UATP Datamine® account, will be sent a daily notification to alert them of the balance status. If the balance increases above \$1,000, the notifications will stop. If the balance falls below \$0.00, the notifications will stop.

Q13: When do the UATP funds expire?

A: UATP funds do not expire.

Q14: What happens if the flight paid for with UATP funds is canceled?

A: For non-refundable tickets, the UTC will appear in the traveler's Concur account and the Unused Tickets report sent by CalTravelStore on the 18th of each month.

If the ticket is a refundable type, the credit will be refunded back to the original form of payment. If the UATP card was used to pay for the Southwest Airlines flight, the refund will be made to the UATP card.

Q15: 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 CalTravelStore's agency fee. The CalTravelStore Agent Assist fee will appear on the monthly fee statement as a charge to the Citibank CTA.