

Southwest Airlines - 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.
- 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.

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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 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]

The screenshot shows a flight search interface with a modal warning. The modal text reads: "STOP! Your agency has unused Southwest Airlines travel funds. If booking a Southwest flight, do not proceed with the booking online. Please call CALTravelStore to book your Southwest Airlines flight with a travel agent at 1-877-454-8785 option 3." The background interface includes a table with columns for flight types and airlines, and a sidebar with filters like "All", "Nonstop", "1 stop", "2 stops", and "3 stops".

	Southwest	United	Multiple	Spirit Airlines	Delta	American Airlines
All 391 results	Most Preferred	Preferred				
Nonstop 27 results	265.53 25 results	—	—	—	277.20 2 results	—
1 stop 190 results						440.20 9 results
2 stops 166 results						444.70 3 results
3 stops 8 results						—

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 before any future flights are charged to the agencies Citibank Mastercard.

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Q13: When do the UATP funds expire?

A: UATP funds do not expire, however, STP advises UATP funds are used to pay for a future Southwest Airlines flight instead of charging it to the agencies Citibank Mastercard.

Q14: 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, 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 the CalTravelStore's agency fee. The CalTravelStore Agent Assist fee will appear on the monthly fee statement as a charge to the CTA.