

Department of General Services Statewide Travel Program

Reason Code Justifications

Pursuant to, [Management Memo \(MM\) 21-07](#), the Department of General Services (DGS) will monitor each state agency's use of airfares to ensure that the agency, and its employees, comply with the airfare purchasing requirements. The Reason Code Justification (Long Description) provides additional context to ensure the appropriate Reason Code (Short Description) is selected.

DGS will provide each state agency's Deputy Director of Administration (or equivalent) with semi-annual exception reports that will identify airfares reserved and associated excess air fare costs incurred (along with the corresponding reason code justifications) as a result of airfare bookings that do not conform to the travel policies. Listed below are the Four Policy Violations to MM 21-07, the list of Reason Code Justifications that will need to be selected on the booking tool or provided to the travel agent of the states Travel Management Company (TMC).

IMPORTANT! Moving forward, all travelers and/or traveler's respective agency/department, must retain copies of the online booking tool search results to support their justification for choosing any of the Reason Code Justifications listed below. Additionally, all travelers and/or traveler's respective agency/department, must be prepared to provide the aforementioned booking tool search results to the Statewide Travel Program upon request.

Policy Violation (MM 21-07)	Reason Code Justification (Short Description)	Reason Code Justification (Long Description)
Flight selected is a non-contracted/non-preferred carrier	Pref carrier requires out of state layover	Most Preferred and Preferred airlines offer flights that require traveler to layover out of state during the required travel timeframe.
	No pref carrier flights within 2 hrs or less	Seat/flight is not available in time to meet mission requirements and/or requires the traveler to incur unnecessary overnight lodging costs that would increase the total cost of the trip.
	No seat/flight avail day of departure	Space or flight schedule is not available on a contracted carrier to accomplish the purpose of the travel.
	Intra-CA flight requires 2plus hour stop	Flight requires a 2+ hour layover and/or multiple stops which would significantly impact business operations or delay travel times.

Policy Violation (MM 21-07)	Reason Code Justification (Short Description)	Reason Code Justification (Long Description)
Flight selected is a refundable fare	Infrequent one-time traveler	Traveler does not travel more than once a year.
	Non-state employee traveling	Traveler is not employed by the state but is traveling on state business (Example: witness, contractor, guest speaker, etc.).
	Only Refundable available at time of booking	At time of booking, Most Preferred and Preferred airlines only offer 'Refundable' tickets for the required flight. Non-refundable flight not available for purchase at time of booking. Traveler is required to retain flight search results as justification for booking 'Refundable' flight. Upon request, traveler must provide a copy of search results to the Statewide Travel Program.
Flight (Domestic) is booked less than 7 days in advance	Short-notice/last-minute travel assignment	Urgent and/or last minute travel prevented traveler from completing a travel authorization prior to commencing travel. Traveler must retain documentation justifying short-notice/last-minute travel assignment and provide when requested.
Flight (International) is booked less than 30 days in advance	Short-notice/last-minute travel assignment	Traveler must retain documentation justifying short-notice/last-minute travel assignment and provide when requested.

Contracted/Preferred Carriers:

Southwest Airlines is the preferred carrier for all domestic travel. If Southwest Airlines does not have availability in a selected domestic market, you are required to use the secondary preferred domestic carrier, United Airlines.

United Airlines is the preferred carrier for all international travel. If United Airlines does not have availability in a selected international market, you may use a non-contracted carrier.