

Southwest Airlines Universal Air Travel Plan (UATP)

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

A: UATP is a system with an online portal called DataMine® where agency Travel Coordinators (or UATP program administrators) can view the balance of an agency's Southwest Airlines Unused Ticket Credits (UTC).

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

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

- UATP funds are stored in the DataMine® account. The funds are used by anyone at the agency to pay for future business flights.
- UTCs are individual flight credits in the name of the passenger/traveler. A UTC can only be used by that named passenger before the expiration date. UTC expiration dates are all different, depending upon the fare purchased.

Q3: What is the link to access DataMine®?

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

Q4: When are UATP funds available to use and how can we view the balance in DataMine®?

A: The available balance can be viewed anytime by logging into the UATP DataMine® account. When there are transactions made within the UATP DataMine® account, a monthly transactional report is sent to the UATP program administrator automatically.

Q5: Who can access DataMine® to view the agency's balance?

A: A program administrator on file with the Statewide Travel Program was granted access when this program was introduced in March 2021. Each account has a program administrator, and once the program administrator 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.

Q6: Who is the UATP Program Administrator for my agency?

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

Q7: I am the Program Administrator for the agency and do not have a log in and temporary password to DataMine®. How can I get one?

A: Email StatewideTravelProgram@dgs.ca.gov ATTN: Airline Program Administrator, to request a login or temporary password. Once STP verifies you are the Program Administrator, access will be granted.

Q8: How do travelers/travel arrangers use UATP funds to book and pay for a future Southwest Airlines flight?

A: If the agency has a UATP balance, the first method of payment for a Southwest flight will automatically be UATP. If the UATP balance is successfully depleted or there are not enough UATP funds to cover the cost of the flight, Concur will automatically revert to the secondary method of payment, the U.S. Bank

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Central Travel Account (CTA). Flights can be booked online in Concur or over the phone with a CI Azumano travel agent.

Q9: 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.

Q10: How do I know if UATP funds were used to pay for a flight?

A: Each month, agency travel coordinators receive a credit card detail reconciliation report. In the "Billed To" column, the report will indicate "UAXXXXXXXXXX-Last 4 Digits of UATP Card" if the UATP account was used, in lieu of the U.S. Bank CTA (Visa card).

Q11: When do the UATP funds expire?

A: UATP funds will expire on the expiration date of the UATP account. UATP funds must be used by the said expiration date. UATP funds not used by the expiration date cannot be recouped.

Q12: What happens if the flight paid for with UATP funds is canceled?

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

If the ticket is refundable, the credit will be refunded back to the original form of payment. When the UATP card is used to pay for a Southwest Airlines flight that is canceled, the refund will go to the UATP card.

Q13: 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 CI Azumano transaction/service fees. The transaction/service fee(s) will appear on the monthly fee statement as a charge to the U.S Bank CTA.