

CWTSatoTravel Army Locations

■ Schofield Barracks

- ▶ 673 Ayers Avenue
- ▶ BLDG 750, Room 138
- ▶ 800-349-8231
- ▶ schofield@cwtsatotravel.com
- ▶ Hours 0730-1600 M-F
- ▶ Last walk-in accepted 1500
- ▶ Closed on Federal Holidays

● Fort Shafter

- Pierce Street
- BLDG 442
- 800-695-1388
- shafter@cwtsatotravel.com
- Hours 0730-1600 M-F
- Last walk-in accepted 1500
- Closed on Federal Holidays

Requirements for ETS, PCS, RET, & SEP Travel

Contact CWTsatoTravel after the PPPO appointment

Provide Travel Slip (issued by PPPO)

Fill out Gender/DOB on the front page and applicable information on the back page

If PCS'ing without a **valid GTCC IBA** as the form of payment, orders must state CBA authorized.



**PRE-TRAVEL
CHECKLIST**

Don't leave home without it

Requirements for ETS, PCS, RET & SEP Travel **Continued**

- Verify the Travel Orders are correct prior to delivery to CWTSatoTravel – Name(s) (verify spelling), DOD ID numbers, SSN, available (AVAIL) departure date, report date, to/from destination
- If purchasing with an IBA, 1 copy is required
- If purchasing with a CBA, 2 copies are required
- DA31/Absence form may be required if referenced on the PCS order
- CWTSatoTravel does not provide copies

Travel FAQ's



- CWTSato Travel is only authorized to book/ticket to the destination on your Travel Orders at Government expense
- GSA City Pair Airline is mandated by the JTR and GSA.
- POV must be on the Travel Slip if traveling to the VPC location
- Electronic tickets will be issued 3 business days prior to departure
- IBA card must be turned ON by Unit and cardholder (Dual Activation) to issue tickets
- Airlines will cancel if not ticketed by deadlines
 - 48-72 hours prior to departure date for domestic flights
 - 1-7 days after reservation is made for most international airlines
 - To avoid airline penalties, CWTSatoTravel will not rebook until you are ready to ticket



MAKE AN APPOINTMENT

Online scheduling

- If you prefer to fly to a destination other than the authorized destination on the travel order, Leave In Conjunction with Official travel (LICWO travel) can be arranged. Please contact our Shafter or Schofield office for a phone appointment.
 - Your official ticket will be issued and exchanged for a commercial ticket to your preferred destination. This process may take 30-60 minutes.
 - Personal cost will be a transaction fee and possible fare difference
 - Most commercial fares are non-refundable and have a penalty fee plus fare difference to change
 - An agent will call you on your scheduled appointment time.
- **Please inform the CTO if you are traveling with pets.** The CTO will do our best to accommodate you with an airline that allows pets. You need to call the airlines direct to check on the travel policy. The airlines want the pet owner to make your pet's reservation. There are specific personal information and questions regarding the transport. The airline will review requirements and answer any questions you may have. Airline phone number for pet reservations will be included on the itinerary.

Pre-assignment of preferred aisle and window seats are limited, we will do our best however if no seat can be assigned, airlines will do so upon airport check in

Please view airlines website or contact them directly for baggage information.

Baggage allowances and fees are not guaranteed until check-in

Some U.S. carriers waive baggage fees for active military members on official government travel with a copy of orders upon check in. Unfortunately most do not extend the waiver to members that are leaving the ARMY (RET, SEP, ETS).

CWTSatotravel can assist you with official and personal hotel and car reservations.

Check your itinerary thoroughly before your ticket is purchased. Ticketing fee, change fee and fare difference may be required to correct a ticket after it is issued.

