TCPN# FY04-17: UNUSED COMMERCIAL TRAVEL TICKETS

PLEASE NOTE: LEVEL 3 APCs - IT IS YOUR RESPONSIBILITY TO GIVE THIS NOTICE WIDEST DISSEMINATION TO GTCC PROGRAM PARTICIPANTS IN YOUR HIERARCHY

1. The purpose of this TCPN is to provide guidance on proper handling of official commercial travel tickets, and to emphasize the responsibility of travelers and authorizing officials in the Navy with respect to handling of unused tickets.
2. A recent draft GAO report noted weaknesses in use of DOD travel dollars and the policy on processing unused commercial travel tickets. Any tickets purchased on IBA accounts or CBA accounts for Navy official travel that are not used must be cancelled and processed for refund. Travelers, Travel Approving Officials, and Resource Managers are responsible for ensuring unused tickets are processed for refund to the government. Paper tickets are considered "live documents" and cannot be processed for credit until the document is physically turned in to the appropriate Authority for credit.
3. Commanders and Heads of Activities must ensure that all those involved in the travel process, including Travelers, Travel Offices, and Resource Managers, effectively execute necessary steps so that all unused tickets, both electronic and paper, and whether partially or completely unused are processed for refund. This includes any or partial tickets that may have been exchanged for a less costly tickets for the convenience of the Traveler. For cancelled trips, it is the Traveler and Authorizing Official's responsibility to ensure the commercial tickets are processed for refund.
4. **Effective immediately**, the following is Policy and Guidance for Commercial Passenger Travel:

    a. All Travelers must use the GSA contracted air carriers when making their official travel arrangements, unless City Pair Fares are not available or use of them will adversely impact the mission.

    b. Paper tickets will no longer be issued for commercial travel, except in cases where electronic tickets are not available from the transportation source or the mission will be adversely impacted without a paper ticket.

    c. When paper tickets must be issued, commands must individually track the traveler's itinerary and research the files monthly to ensure all tickets where used or processed for refund.

    d. If a paper ticket is lost, the Traveler must process a Lost Ticket Report with the contracted Commercial Travel Office and the Airline that issued the ticket and provide a copy of the documentation to the Approving Official. The Traveler's Approving Official must ensure that the lost ticket is credited to the proper fund cite.

    e. If the Traveler cannot provide the paper ticket for refund or does not file a lost ticket refund, the Approving Official must take the necessary actions to have the Traveler reimburse the Government for the ticket.

f. An electronic ticket is not automatically refunded if unused. If a Traveler has been approved for travel and procured an electronic commercial transportation ticket with Government funds, the Traveler or Approving Official is responsible for ensuring any unused portion of that electronic ticket and is cancelled and processed for a refund.

g. To cancel an electronic ticket and seek the appropriate refund, the Traveler or Approving Official must notify the Commercial Travel Office. Travelers are required to obtain cancellation numbers and provide these numbers to the Approving Official for subsequent follow-ups.

h. Travel processed in DTS must also be canceled in DTS and a refund requested.

5. All persons involved in the travel process are expected to be good stewards of the taxpayer dollars. We all have the responsibility to ensure our travel dollars are used in the most effective and efficient way possible.

Please send any questions/comments to travel_card@navsup.navy.mil.

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