

# U. S. Government Passenger Transportation Handbook



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|--|--|--|--|
| BILL CHARGED TO: <i>Overlapping, handwritten, address heading of card</i><br>General Services Administration<br>1500 E. Bannister Rd.<br>Kansas City, MO 64131-2898<br>M.C. Gates, Transportation Office |  | FISCAL YEAR (year/month, abbreviation, etc.)<br>123-4 D051234 94 12 009 123                                  | PLACE AND DATE OF ISSUE<br>Washington, DC<br>20405<br>4-20-00                    |
| TRAVEL TYPE (see page 8)<br>Exec. Bus.   | OTHER (number)<br>NO   | OFFICIAL TRAVEL (checked) (Name and grade) (initials)<br>_____   | SPECIAL ACCOMMODATIONS AND REQUIREMENTS  |
| CARRIER OR AIRLINE TO WHICH TO BE REFERRED TO<br>North South Airlines  | AIRLINE CODE<br>NS   | CLASS OF SERVICE (First class, coach, etc.)<br>SS Lowest coach   | UNITED STATES AIRFARE (GROUP   INDIV)<br>None                                    |
| FROM AND TO (month) (month/year) (airport) (airport)<br>Yes TR ATL SS Lowest coach<br>-- TR MSP (IAD) SS Lowest coach<br>-- -- -- --<br>-- -- -- --<br>-- -- -- --<br>-- -- -- --                        | FROM: MSP (IAD)<br>TO: ATL<br>TO: MSP (IAD)<br>TO: _____<br>TO: _____<br>TO: _____ | CLASS OF SERVICE (First class, coach, etc.)<br>SS Lowest coach<br>SS Lowest coach<br>_____<br>_____<br>_____ | UNITED STATES AIRFARE (GROUP   INDIV)<br>None<br>None<br>_____<br>_____<br>_____ |
| TOTAL \$ _____   |  |  |  |
| U.S. GOVERNMENT TRANSPORTATION REQUEST (see instructions - ready for handout or phone use)   |  |  |  |



August 2021

# FOREWARD

This handbook prescribes supplemental procedures in accordance with the federal regulations governing procurement, billing, and payment of passenger transportation services for the account of the United States Government. Information in this handbook should not be construed as modifying the regulations governing procurement, billing, passenger movement and payment of passenger transportation services.

In accordance with Public Law 105-264, October 19, 1998, the Travel and Transportation Reform Act of 1998, Section 2(a) under regulations issued by the Administrator of General Services after consultation with the Secretary of the Treasury, the Administrator shall require that Federal employees use the travel charge card established pursuant to the United States Travel and Transportation Payment and Expense Control System, or any Government Travel Charge Card (GTCC) for all payments of expenses of official Government travel. The U.S. Government Transportation Request (GTR), Standard and Optional Form 1169 may only be used in certain travel situations.

Careful application of the principles and instructions in this guide will result in greater efficiency in the procurement of transportation services for the Government, improved Transportation Service Provider (TSP) services, and conservation of travel funds.

The General Services Administration prescribes regulations governing the use of travel documents that are published in 41 CFR 102-118. The application and impact of laws can vary widely based on the specific facts involved. Given the changing nature of laws, rules and regulations, and the inherent hazards of electronic communication, there may be delays, omissions or inaccuracies in information contained in this handbook. This handbook is published to aid in the compliance of applicable travel regulations.

## Changes

This document has been substantially revised. Please review this document in its entirety.

**This handbook prepared by Transportation Audits Division  
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# CHAPTER 1. INTRODUCTION

## Passenger Transportation Services Furnished for the Account of the United States Government in accordance with 41 CFR 102-118.190

### Selection of the method of transportation

Federal Travel Regulation (FTR), 41 CFR 301-10.4 requires agencies to select the method of transportation most advantageous to the Government, when cost and other factors are considered. Under 5 U.S.C. 5733, travel of an employee must be by the most expeditious and cost effective means of transportation practicable and commensurate with the nature and purpose of the employee's official duties.

#### Methods of common transportation an agency may authorize

- Airline
- Train
- Ship
- Bus
- Rental Car

### Methods of procuring passenger transportation services

Public Law 105-264, Section 2(a) states that the Administrator of General Services, after consultation with the Secretary of the Treasury, the Administrator shall issue regulations requiring that Federal employees use the travel charge card established pursuant to the United States Travel and Transportation Payment and Expense Control System, or any Federal travel charge card, for all payments of expenses of official Government travel. Public Law 105-264, Section 2(a) also provides conditions for Government Travel card usage exemption. Public Law 105-264, Section 2(b) the head of the Federal Agency or designee may exempt any payment, person, type or class of payments, or type or class of agency personnel from subsection (a) if the agency head or the designee determines the exemption to be necessary in the interest of the agency. No later than 30 days from granting such an exemption, the head of such agency or the designee shall notify the Administrator of General Services in writing of such exemption stating reasons for the exemption. Cash should be used only to pay for those expenses which, as a general rule, cannot be charged. In accordance with FTR sections 301-51.100, 301-51.101, and 301- 72.3(d) Government Transportation Request (GTR) is an acceptable method of payment when no other option is available or feasible, however, its use must be documented by the head of the Federal Agency.

Such services, regardless of the procurement method specified by the agency, must be procured directly from either <sup>1</sup> Travel Management Company (TMC) or a travel agent. A travel agent may be used only as prescribed in the FTR or applicable regulations of the Department of Defense (DOD).

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<sup>1</sup> For the purposes of this handbook the term "Travel Management Service" refers to Travel Management Company (TMC), Commercial Travel Office (CTO), an electronically available system, other commercial methods of arranging travel, or an in-house system per FTR 300-3.1

Government agencies must require travelers to use TMCs for all common TSP arrangements unless an exemption is granted under 41 CFR 301-50.3.

### **Method of Payments:**

(1) Government Travel Charge Card (GTCC)

- a. Individually billed account (IBA)
- b. Centrally billed account (CBA)

(2) Government Transportation Request

(3) ALTERNATIVE METHODS:

- Checks, both personal and travelers (including those obtained through a travel payment system services program).
- Cash withdrawals using a GTCC
- Personal charge card

Agency heads or their designees may specify which of these Government-provided methods of payment, or combination thereof, travelers will use to procure official passenger transportation services. Reference [301.51.100](#)

**Note:** U.S. Government airfares require payment via GTCC or GTR only. Cash may only be used to pay for transportation expenses in extreme circumstances when other forms are not an acceptable form of payment.

### **Use of Contract City-Pair Fares**

Contract City-Pair carriers must always be used if such city-pair fares are available, except as stated in 41 CFR 301-10.107.

### **Restrictions**

- Issuing officers and travelers must adhere to the regulations requiring the use of certificated air carriers, when available, for travel on official business. Expenditures for service furnished by a foreign flag TSP generally will be allowed only when service by a U.S. flag certificated air carrier, in accordance with 49 U.S. Code Chapter 447, is "unavailable". (41 CFR 301-10.135) See Chapter 7 for details.

### **Mandatory Terms and Conditions governing the use of U. S. Government passenger transportation documents**

The U.S. Government will not be responsible for charges exceeding those applicable to the transportation or accommodations of the type, class, or character authorized in passenger transportation documents.

The issuing official, by their signature, certifies that the requested transportation is for official business.

Government travel must be via the lowest cost available which meets travel requirements. U.S. Government passenger transportation documents must be used to authorize all official travel expenses.

Mandatory terms and conditions governing the use of passenger transportation documents are defined in 41 CFR 102-118.150.

Policies pertaining to travel authorization should be referred to your agency or designee for specific guidance. See (41 CFR 301-2.1).

### **Notice of Overcharge for Air TSPs**

#### **AUDIT OF CONTRACT FARES BY GSA'S TRANSPORTATION AUDIT DIVISION**

1. The Government shall conduct audits of transportation bills from a carrier in accordance with 31 U.S.C. § 3726 and Federal Management Regulation (FMR) Part 102-118 (41 CFR 102-118).
2. Prior to the post-payment audit, the contract carrier may voluntarily reimburse the ordering activity by the amount of any money due the Government. This should be done through the normal refund process associated with the travel card contractor, or directly to the ordering agency's finance office when other payment means are used. The contract carrier shall maintain documentation of this refund.
3. Interest shall accrue from the voucher payment date on overcharges made hereunder and shall be paid at the same rate in effect on that date as published by the Debt Collection Improvement Act of 1996.

## **CHAPTER 2. GOVERNMENT TRAVEL CHARGE CARD (GTCC)**

The United States government implemented a travel charge card program called "GSA SmartPay." The SmartPay program issues government travel charge cards (GTCCs) and are branded as either VISA or MasterCard cards. The current travel charge card contract is known as "SmartPay 3 (SP3)."

GTCC, when authorized, should be used to the maximum extent possible for official travel expenses ([41 CFR 301-51.7](#) and [41 CFR 301-51.100](#)). GTCCs are issued with unique prefixes and account numbers. The current charge card contract known as SmartPay3 became effective November 28, 2018. The Government travel charge card is widely accepted for all modes of transportation. Official travel should be purchased using the GTCC, individually billed account (IBA) or centrally billed account (CBA) or the Integrated Card or New Tax Advantage travel cards as shown below.

**Note:** The new Tax Advantage travel charge card is issued for tax exemption of rental vehicles and hotel charges only but can be utilized for the purchase of transportation services.





**TRAVEL CARD**



**INTEGRATED CARD**



**TAX ADVANTAGE TRAVEL CARD**

The following guidance is to be used with regards to SP3 travel cards. It explains the Bank Identification Numbers (BIN) and how to identify authorized and non-authorized users of the City Pair Program (CPP) for IBAs and CBAs. This information will assist with the filing of fares and form of payment for the FY21 City Pair Program awards and beyond.

The first four prefix numbers listed below are the Bank Identification Numbers (BIN) for Visa and MasterCard Prefixes (Association Prefixes) that identify the card as a GSA Government SP3 government charge card for your designated fare rules. The approved SP3 BINs for travel are found below:

|                             | Travel                          |
|-----------------------------|---------------------------------|
| Prefix<br>(1st four digits) | 4486 - Visa                     |
|                             | 4614 - Visa                     |
|                             | 4615 - Visa                     |
|                             | <b>New Addition 4716 - Visa</b> |
|                             | 5565 - MasterCard               |
|                             | 5568 - MasterCard               |

Additionally, the fifth digit of the account number identifies whether the cardholder is an authorized or non-authorized user of CPP contract.

The sixth digit of the account number identifies whether the user holds a CBA or IBA and whether

it is a mandatory or non-mandatory user of the CPP contract, and any combination thereof. Specifically referenced is Section C.3.3.6.1.1. of the SP3 Master Contract: Table 8 shows the SP3 GSA CPP account numbering sequences for GSA SmartPay travel accounts.

[1] Examples of appropriate use: Agencies/organizations that are not eligible for GSA City Pair 1]

*Table 8: GSA City Pair Program Account Numbering Sequences for GSA SmartPay Travel Accounts*

| <b>GSA City Pair Program Account Numbering Sequences for GSA SmartPay Travel Accounts:</b> |  |  |
|--|--|--|
| <b>Associated Prefixes</b>   | <b>Fifth Digit</b>   | <b>Sixth Digit</b>   |
| XXXX   | 0, 1, 2, 3, 4, 5 = Authorized use of GSA City Pair Program   | 0 = CBA, non-mandatory GSA City Pair Program   |
|  | 6, 7, 8, 9 = Not authorized to use GSA City Pair Program (no access to GSA City Pair Program) <sup>8</sup> | 1 = IBA, non-mandatory to GSA City Pair Program  |
|  |  | 2, 3, 4 = IBA, mandatory to GSA City Pair Program  |
|  |  | 5 = IBA/CBA, Tax Advantage (Tax exemption is not applicable to taxes charged on airfare / City Pair rates) |
|  |  | 6, 7, 8, 9 = CBA, mandatory to GSA City Pair Program   |

Examples of CBA, non-mandatory GSA City Pair appropriate use: Agencies/organizations that are not eligible for GSA City Pair Program contract fares, accounts issued to Contractors, any fares purchased by the Government for Contractors, or other categories of travelers that are not authorized access to GSA City Pair Program contract fares. - Applies to Sixth Digit "0"

**Note: Applies #1 Sixth Digit nonmandatory users GSA City Pair Program** - New Tax Advantage card is issued for tax exemption of Rental Vehicle and Hotel charges only, but can be utilized for the purchase of transportation services.

For additional information on the SmartPay program visit the SmartPay website at: <https://smartpay.gsa.gov/> or contact the General Services Administration, SmartPay Program support via email at [gsa\\_smartpay@gsa.gov](mailto:gsa_smartpay@gsa.gov) or via telephone at (703) 605-2808.

**NOTE:** TMCs should not be the merchant for airline tickets. GTCC or GTR is an acceptable form of payment. TMC can be a merchant for ticketing transactions fees.

## **CHAPTER 3. U.S. GOVERNMENT TRANSPORTATION REQUEST (GTR)**

### **When to Use GTR**

Optional Form (OF) 1169 U.S. Government Transportation Request (GTR) is used to procure passenger transportation services for the account of the United States (see 41 CFR 301- 51.100) when a GTCC cannot be used.

## **Purpose of the GTR**

The GTR is designed to meet the requirements of the Government and the transportation industry and serves as:

- Control - a standard accountable document.
- Certification - official travel only.
- Procurement authorization - listing of transportation services requested.
- Contract of carriage - between the Government and the TMC upon which it is drawn.
- Notice of conditions - governing the transaction.
- Billing support document - provides evidence of actual services furnished.
- Accounting and fiscal document - for obligation and liquidation of funds payable to TMCs.
- Audit document - records passenger transportation services requested and furnished.

## **Description**

The GTR, OF 1169, has replaced the SF 1169, the blue paper document, which is no longer printed. The GTR, OF 1169, is a controlled, accountable form for Federal employee use only. Agencies may send an e-mail to [forms@gsa.gov](mailto:forms@gsa.gov) to request copies of the form. OF 1169 is available electronically only. Use of this form without an assigned control number is not allowed and cannot be paid. Agencies should dispose of all SF1169 in accordance with disposition instructions identified later in this chapter.

**NOTE:** ALL unused SF1169, the blue paper document, should be destroyed.

Figure 1 Optional Form 1169, U.S. Government Transportation Request

Obtaining GTRs

- Request for blank GTRs should be sent to the address or email provided below. Provide the following information with your request: Agency point of contact, title, email, phone, mailing address, Activity Address Code (AAC), form requested (OF 1169), and number of serial numbers needed.

**General Services Administration  
 Federal Acquisition Service  
 Southwest Supply and Acquisition Center  
 Technical Services and Commodity  
 Branch (7QSBBB)  
 819 Taylor Street, Room 6A00  
 Fort Worth TX 76102- 6124  
 or send an e-mail to  
[forms@gsa.gov](mailto:forms@gsa.gov)**

## **Distribution and use**

The individual GTR form is distributed as follows:

- OF 1169, the original GTR confirms the services or accommodation requested and is given to the TMC. The OF 1169 contains conditions and instructions for the contract of transportation; a description of services authorized; and the signature, which is the certification, of the issuing officer. The OF 1169 along with travel orders are used to support the TSP's bill for transportation charges.
- Copies are used for internal fiscal accounting purposes and distributed as directed by the regulations of the user agency.

### ***The GTR may be used to bill for Government travel:***

- Via air, rail, or bus.
- Via inland water and ocean TSPs only if special circumstances justify
- Between points within the United States and any other country
- Between points outside the United States

### ***The GTR may be used to bill to purchase:***

- Tickets and/or transportation for individual or group travel.
- Quantities of tickets or tokens under the bulk purchase plan.
- Tickets issued under blanket arrangements covering definite periods of time.
- Charter, contract, tender, or quotation services.

## **Multiple ticket purchases under single (blanket) GTR**

Federal agencies must sign agreements with TMCs in order to use blanket GTRs. Under the provisions of these agreements, a blanket GTR is issued at the beginning of each calendar week or other payment period, mutually agreed upon by the agency and the TMC, to cover all tickets issued during the period, not to exceed one month. A listing must be maintained to show the number and value of each ticket issued under the blanket GTR, as well as other information essential to agency and TSP fiscal requirements.

Completely unused tickets procured on a previously paid blanket GTR and all partially unused tickets shall be redeemed under the procedures utilizing SF 1170 (see Chapter 5).

## **Prohibitions**

### ***The GTR shall NOT be issued:***

- To procure individual passenger transportation services costing \$10 or less, exclusive of transportation tax (unless justified by special

circumstances).

- To procure air excess baggage service costing \$15 or less for each leg of a trip (unless justified by special circumstances). To procure individual taxicab, airport limousine, intra-city transit, rental vehicle, or other for-hire vehicle service.
- To pay for toll road or toll bridge charges.
- To obtain transportation services not required for official business, including unauthorized extra-fare trains or planes, stopovers, and indirect routings. The GTR shall be issued only for the portion of the transportation expenses properly chargeable to the Government. Charges for services other than those authorized must be borne by the traveler and collected from him/her by the TSP or TMC.

***THE ISSUANCE OF A GTR AFTER A SERVICE HAS BEEN PERFORMED OR THE ISSUANCE OF A DUPLICATE GTR IS PROHIBITED.***

### **Control and accountability**

Agencies shall maintain accountability records, physical control of remaining GTRs booklets, if applicable, and assigned GTR serial numbers. Effective physical control should include storage of GTR stock in a locked container or locked storage room. **NOTE: Assigned GTR serial numbers should be afforded the same protection/safekeeping as actual GTR booklets by agency guidance.** Employees responsible for the issuance and use of GTR forms shall be held accountable for their disposition. Travelers or those who are accountable are responsible for the custody of tickets and other transportation documents received in exchange for GTRs or other procuring instruments. Failure to safeguard such documents may result in personal liability, of the traveler or those who are accountable, if unauthorized persons use tickets or documents.

### **Lost or stolen assigned GTR serial numbers**

The person that is accountable must report a lost or stolen GTR serial number promptly, in writing, to the appropriate agency office. If the lost or stolen GTR shows the TMC, service desired, and point of origin, then the TMC must also be notified promptly in writing. **A GTR serial number reported as lost or stolen but subsequently recovered must not be used under any circumstances.** The word “**CANCELLED**” should be marked on the face of the GTR and it should be forwarded immediately through the issuing office to the office maintaining accountability records.

### **Cancelled GTR serial number**

A GTR serial number that is spoiled during preparation, cancelled, or prepared for issuance but not used should be marked “**CANCELLED**” across the face and forwarded at once through the issuing office to the office maintaining accountability records.

## **Disposing of spoiled, cancelled, or unused GTR serial numbers**

GTR serial numbers spoiled in preparation, cancelled, or otherwise unused, should be returned to the office in each agency that maintains accountability of these forms.

The accountable office must provide a list of the GTR numbers which are spoiled, cancelled, or otherwise unused to the General Services Administration Federal Acquisition Service Southwest Supply and Acquisition Center Technical Services and Commodity Branch (7QSBBB) 819 Taylor Street, Room 6A00 Fort Worth TX 76102- 6124. After the Technical Services and Commodity Branch has been notified and confirmed receipt to the sender that the GTR numbers have been received and then the GTR numbers may be destroyed or disposed of in accordance with applicable regulations.

The National Archives and Records Administration provides instructions for the retention and disposal of GTRs in General Records Schedule 1.1  
<https://www.archives.gov/files/records-mgmt/grs/grs01-1.pdf>.

## **Validation of GTRs**

### **TMCs must:**

- Not honor a GTR that is incomplete, unsigned, or show alterations that have not been initialed by the issuing officer.
- Require that the GTRs be completely filled out and properly signed by the issuing officer so as to be valid for presentation to obtain transportation services and/or accommodations.
- Require the person presenting a valid GTR to establish his identity as the traveler or the party authorized to receive the ticket, exchange order, refund slip, or other transportation document. In the absence of satisfactory identification, the TSP will not honor the GTR.
- Not accept the memorandum copy (OF- 1169-A) of the GTR in lieu of the original (OF 1169).

## **Preparing the GTR**

### ***Issuing office responsibilities***

A GTR must be completely and properly filled out and signed by the issuing officer because:

- TMCs will not honor a GTR, which is incomplete, unsigned, or shows erasures or alterations that are not initiated by the issuing officer.
- An improperly executed GTR compromises an agency's ability to perform a technical audit of the paid GTR and pursue any overcharge claims on behalf of the Government.

- Entries other than signatures should be typed whenever possible or printed in ink. It is essential that the carbon impressions of entries be clear and easily readable on all copies.
- A GTR must be prepared and given to the TMC in exchange for each ticket. If a blanket GTR is used to purchase multiple tickets issued during a designated payment period, the GTR must be given to the TMC prior to issuance of the first ticket. Since the GTR is both a procurement document and a contract document, issuing officers are prohibited from giving only a GTR number to the TMC in lieu of an actual GTR.
- Government travel must be via the lowest cost fare available, which meets travel requirements. The lowest cost fare available is the one for which the traveler meets all conditions. The issuing officer must assure that a request is conveyed to the TSP or its agent; for the lowest cost, fully refundable coach fare available, by entering the term “lowest coach” in “CARRIER (TSP) AND CLASS OF SERVICE” (block 12) on the GTR. If the specific fare basis is known, it should also be entered in the “CARRIER (TSP) AND CLASS OF SERVICE” block of the GTR.

### ***Preparation, Issuance and distribution of the GTR***

- Defense Transportation Regulation, DTR, Part I, Appendix L provide detailed guidance on the preparation, issuance and distribution of the GTR. That guidance can be accessed and downloaded via the following link: [https://www.ustranscom.mil/dtr/part-i/dtr\\_part\\_i\\_app\\_l.pdf](https://www.ustranscom.mil/dtr/part-i/dtr_part_i_app_l.pdf).

### **Honoring of the GTR**

Federal agency will provide the GTR number to the TMC who in turn will use the GTR number as the form of payment when issuing the airline tickets. This number, printed in the form of a payment box of the airline ticket, gives the TMC authority to sell U.S. Government fares. The TMC pays the airline for the ticket and will invoice the Federal Agency to recover their funds.

### ***Lowest cost available fare***

The annotation “lowest coach” placed on the GTR means lowest cost coach fare within policy. Unless the GTR expressly specifies otherwise, TSPs and their agents must provide the Government traveler with the lowest cost coach fare available within policy, which meets traveler requirements when issuing a ticket in exchange for a GTR.

### ***GTRs for Air Service***

Optional Form 1169, the Government document used to buy transportation services are issued and used only for officially authorized passenger transportation for the account of the United States. GTRs may be used to pay for international air travel. For domestic air travel, GTRs may be used under special circumstances and for travel related expenses. Special domestic circumstances are defined as acts of God, emergency situations, and when purchasing a domestic ticket in the U.S. in conjunction with travel that originated overseas.



### ***GTRs for rail service***

All Common Carrier transportation over \$100.00 must be procured by a GTCC or GTR.

Also please refer to [DTR Part 105](#) and [Defense Travel Management Office](#) rail program guidance.

### ***Honoring of GTRs by bus***

Please refer to [DTR Part 104](#) and [Defense Travel Management Office](#) Bus program guidance.

### **Where to get help**

Questions concerning preparation and processing of GTRs should be directed to your agency's travel or transportation office.

Department of Defense (DoD) travelers should contact their local transportation offices. Transportation Officers should direct questions to their area command or refer to the Defense Transportation Regulation (DTR) Part 1, Appendix L, para. E.

# CHAPTER 4. ALTERNATIVE METHODS OF PROCURING PASSENGER TRANSPORTATION

## Use of cash

Travelers must comply with the rules in 41 CFR 301-51.100 through 301-51.103 that limit the use of cash. One of the following payment methods to procure common TSP transportation is considered the equivalent of cash and you must comply with the rules in 41 CFR 102-118.50 that limit the use of cash for such purposes (41 CFR 301-51.101):

- (a) Personal credit cards;
- (b) Cash withdrawals obtained from an ATM using a Government individually billed travel card; and
- (c) Checks, both personal and travelers (including those obtained through a travel payment system services program).

For passenger transportation services costing:

- (a) \$10 or less, and air excess baggage charge of \$15 or less for each leg of a trip
- (b) More than \$10, but not more \$100
- (c) More than \$100

Travelers must use a government individually billed travel card, centrally billed travel card, or GTR to procure contract passenger transportation services. In reference to (b), above, cash may only be used when none of the other methods are practicable. In reference to (c) above, your agency authorizes you to use a reduced fare for group, charter, or excursion arrangements; or under emergency circumstances where the use of other methods is not possible. (See 41 CFR 301-51.100 and 41 CFR 301-51.101).

## Unauthorized Cash Purchase of Common TSP Transportation

If you are a new employee or an invitational or infrequent traveler who is unaware of proper procedures for purchasing common TSP transportation, your agency may allow reimbursement for the full cost of the transportation. In all other instances, your reimbursement will be limited to the cost of such transportation using the authorized method of payment (41 CFR 301-51.102) (JTR 020207A Reimbursement for Commercial Transportation).

**Note:** U.S. Government airfares must be purchased with a GTCC or GTR only. Cash is not an acceptable form of payment for these fares.

# CHAPTER 5. REFUNDS

## General

The following circumstances result in unused passenger transportation documents:

- (a) Tickets are purchased for Government travel but are never used;
- (b) Travel is terminated short of the authorized destination;
- (c) The return portion of a round-trip ticket is not used; or
- (d) Services actually furnished are different or of a lesser value than those authorized and the GTR cannot be so endorsed.

All adjustments in connection with official passenger transportation must be promptly processed to prevent losses to the Government. Therefore, as soon as possible, the Government traveler must submit all unused tickets, including portions thereof, Miscellaneous Charge Orders (MCOs)/Electronic Miscellaneous Document (EMD), Ticket Refund Applications, notices of fare adjustments, etc., and a full report of the circumstances to your agency in accordance with your agency's procedures for recovery of refunds due the Government. That office is usually the one that paid the TSP or Travel Management Company (TMC) for the tickets issued to the traveler, the office that processes the traveler's travel reimbursement voucher, or the office that issued the GTR. If a traveler is uncertain as to where to submit unused tickets, contact their ordering issuing authority.

**UNUSED TICKETS HAVE MONETARY VALUE GOVERNMENT TRAVELERS SHOULD ALWAYS BE INSTRUCTED TO RETURN ALL UNUSED OR PARTIALLY UNUSED TICKETS TO THEIR AGENCY FOR PROCESSING AS A REFUND DUE THE GOVERNMENT. UNDER NO CIRCUMSTANCES SHOULD UNUSED OR PARTIALLY UNUSED TICKETS BE FILED, DESTROYED, OR THROWN AWAY!**

## **Time Limitation**

Effective 22 May 2008, PUBLIC LAW 110-234 SEC. 14219. ELIMINATION OF STATUTE OF LIMITATIONS APPLICABLE TO COLLECTION OF DEBT BY ADMINISTRATIVE OFFSET. (a) ELIMINATION.—Section 3716(e) of title 31, United States Code, is amended to read as follows: “(e)(1) Notwithstanding any other provision of law, regulation, or administrative limitation, no limitation on the period within which an offset may be initiated or taken pursuant to this section shall be effective.” This means that there is no time limit for collected ordinary debts via administrative offset. Application of interest on the amount above is calculated from thirty (30) days after the original mailing of the SF 1170 "Notice of Indebtedness."

## **Unused Tickets or Coupons Unavailable**

Lacking unused tickets or coupons as evidence of the unfurnished services, the traveler or person in charge of the group of travelers shall obtain written acknowledgement of the situation from the TSP's representative for submission with their report. If transportation and/or accommodations are furnished for a lesser number of persons than specified on a party ticket, the TSP's conductor or ticket collector shall note on the ticket or coupon the number of persons actually transported and the number and type of accommodations furnished.

## **Transportation Service Provider (TSP) Requirements**

Upon presentation of proper documents as specified in this chapter, the contract carrier shall fully and promptly refund all unused and partially unused portions of any Government contract fare ticket to the activity paying for the ticket, the travel management company issuing the ticket, or the individual traveler, as appropriate. If the contract carrier does not refund the government on unused or partially unused tickets prior to expiration, then GSA Transportation Audits may seek to recover all monies due to the government.

Refund Checks should be made payable to the U.S. Treasury and sent to: General Services Administration, Government Lock Box 979006, 1005 Convention Plaza, St. Louis, MO 63101.

## **Government Agency Responsibility**

**Each Government Agency must ensure that timely internal controls are in place to collect refunds for unused or partially used airline tickets for Federal employees who have purchased airfare, consistent with existing requirements in the FTR §301-72.100, §301-72.101 and Federal Management Regulation (FMR) 102-118.55:**

**§ 301-72.100 WHAT MUST MY TRAVEL ACCOUNTING SYSTEM DO IN RELATION TO COMMON CARRIER TRANSPORTATION?**

**[301-72.100](#)**

**§ 301-72.101 WHAT INFORMATION SHOULD WE PROVIDE AN EMPLOYEE BEFORE AUTHORIZING THE USE OF COMMON CARRIER TRANSPORTATION?**

**[301-72.101](#)**

A government agency must establish administrative procedures with their Travel Management Companies (TMC's) for tracking, reporting and collecting refunds on valid unused, partially used, and exchanged tickets. The procedures must provide the following:  
Written instructions explaining traveler responsibility and liability for the value of tickets issued until all ticket coupons are used or properly accounted for on the travel voucher;

Instructions for submitting payments received from TSPs for refund of valid unused / partially used tickets;

The traveler with a "bill charges to" address so that the traveler can provide this information to the TSP for returned or exchange tickets.

Procedures for promptly identifying any unused tickets, coupons, or other evidence of refund due the Government.

Timely reporting on a routine basis to obtain valid unused ticket refunds: Government Agencies through their TMC's should process unused tickets with the TSP(s) on a routine and timely basis. This will ensure refunds are returned to the Agency/Organization funding the travel. Refunds will be requested through the TMC's automated refund process or issued on a Standard Form 1170 directly to the carriers. Information will include:

- Agency Information (Name, Office Symbol, Address, POCs)
- Ticket Number(s)
- Original Form of Payment (FOP) = SmartPay Charge Card or GTR Number
- Original ticket price
- Ticket Purchase Date
- Routing information
- Airline Carrier's SCAC code
- Requested Refund Amount
- Refund Date
- Administrative fees/penalties in accordance with fare rules (if applicable)

### **Government Agency Responsibility to GSA Transportation Audits Division**

To receive GSA's support with refunds for (non-expired) unused tickets, agencies may submit unused ticket reports and/or SF1170 information via email to [unusedticket-reports@gsa.gov](mailto:unusedticket-reports@gsa.gov). The following information should be provided:

- Agency Information (Name, Office Symbol, Address, POCs)
- Ticket Number(s)
- Original Form of Payment (FOP) = SmartPay Charge Card or GTR Number
- Original ticket price
- Ticket Purchase Date
- Routing information
- Airline Carrier's SCAC code
- Expected Refund Amount

- Estimated Refund Date
- Administrative fees in accordance with fare rules (if applicable)

## **GSA Transportation Audits Responsibility**

GSA Transportation Audits Division will assist Government Agencies with tracking and collecting refunds from TSP(s) for **non-expired** unused, partially used, and exchange tickets. On a quarterly basis, Transportation Audits will submit electronic requests for refund information for all Federal Agencies to the TSP's for refund.

GSA Transportation Audits Division will execute administrative procedures for collecting refunds from TSPs for **expired** unused tickets within 90 days after expiration. On a quarterly basis, Transportation Audits will submit electronic requests from the Government Agencies for refund to TSPs for the current value of all expired (unused) tickets in accordance with CFR 102-118.

The GSA Transportation Audits Division may enter into an agreement with the TSP(s) to automatically refund unused/partially used tickets back to the government. This will be accomplished on a Quarterly basis whereby the TSP will review all unused CPP tickets and automatically refund the unused or partially used ticket amount back to the government. All other commercial fared tickets are processed as requested and refunded as the fare rules apply. (See also Transportation Service Provider (TSP) Requirements for the processing of refunds.)

### ***Valid Tickets for Refund***

Government Agencies should solicit refund services from their Travel Management Company to automatically request refunds directly from the TSP carrier for any fully unused or partially used tickets. The TMC should provide in accordance with the contract an Unused Ticket Report of all ticket refund requests to ensure refunds have been requested and to track timeliness of refunds and reconciliation of charges back to the government agency funding organization via the IBA/CBA.

- ☐ Travel Management Companies have in place automated / electronic processes and resources for identifying and addressing unused electronic tickets.
- ☐ The automated Unused Electronic Ticket (UET) system searches for cancelled reservations of electronic tickets and those are queued to the TMC system for faster processing and reporting. The UET checks status every 4 hours which improves daily refund processing and notification of unused non-refundable tickets for tracking.
- ☐ The TMC QC process that audits Airline Reporting Corporation (ARC) transactions verifies ticket usage. Once unused tickets are identified, refunding through the Global Distribution System, GDS, Integrated Airline Reporting (IAR) process is relatively simple and recorded. Partially used tickets require a calculation of the residual value.
- ☐ Refunds are transmitted through ARC's IAR process of reporting sales and refunds.

### ***TSP Requirements for Expired Tickets for Refund***

Tickets which cannot be processed through the automated UET and are no longer valid for refund to the government funding agency/organization will then be processed through GSA Audits Division for refund.

TSPs shall refund the value of unused tickets (after expiration), even if they do not receive a refund request/SF 1170 from a Government Agency or TMC. Upon request from the GSA Transportation Audits Division, TSPs will make such refunds within 90 days after the date of request. The refund information shall include:

- Ticket Number(s)
- ☐ GTR Number (if applicable)
- ☐ Original ticket price
- ☐ Ticket Purchase Date
- ☐ Routing information
- ☐ Airline Carrier's SCAC code
- ☐ Refund Amount
- ☐ Refund Date
- ☐ Administrative fees in accordance with fare rules (if applicable)
- ☐ Form of Payment (FOP)

Refund Checks should be made payable to the U.S. Treasury and sent to: General Services Administration, Government Lock Box 979006, 1005 Convention Plaza, St. Louis, MO 63101.

**Refund or credit for unused transportation on an individually billed Government charge card**

Traveler must submit any unused ticket coupons, unused e-tickets, or refund applications to your agency in accordance with your agency's procedures (41 CFR 301-10.114).

Any charges billed directly to an individually billed Government charge card should be credited back to that account (41 CFR 301-10.115). TSP should coordinate with the issuing TMC and government agency to recoup any monies owed to the government.

**Agency processing of refunds for unused tickets purchased with Centrally Billed Account (CBA) and/or GTR**

- (a) Downgraded/exchanged ticket coupons
  - (1) Obtain airline receipt from traveler showing credit is due agency.
  - (2) Confirm unused portion of downgraded/exchanged ticket coupon has been credited to agency CBA.
- (b) Partially unused tickets
  - (1) Obtain partially unused ticket from traveler and return it to the TMC that furnished the airline ticket.
  - (2) Obtain a receipt from the TMC showing a credit is due the agency.
  - (3) Confirm that the value of the partially unused ticket has been credited to agency CBA.
- (c) Unused tickets for travelers

- (1) Obtain unused ticket or notification from traveler and return it to the Federal agency office or TMC that furnished the airline ticket. Federal Agency verifies unused ticket is identified on Unused Ticket Report.
- (2) Obtain acknowledgement of notifying TMC of unused ticket credit is due to the agency.
- (3) Confirm that the value of the unused ticket has been credited to the agency GTCC.
- (4) If the airline has failed to credit the agency GTCC or offer a satisfactory explanation within 30 days, the government agency notifies GSA Transportation Audits to take action against the airline to collect the debt under the Federal Claims Collection Standards including administrative offset, if necessary.

**Miscellaneous Charges Order (MCOs) (also known Electronic Miscellaneous Document, EMD)**

TMCs **should not** issue MCOs for exchanged, downgraded, or unused tickets purchased with GTRs. Some TSPs occasionally issue MCOs erroneously. The following procedures apply if an airline inadvertently issues an MCO to a Government traveler on official business:

- (a) An MCO issued against an original ticket purchased with a GTR should be returned to the fiscal office or designated agency official responsible for handling unused tickets.
- (b) MCOs submitted with travel vouchers should be attached to the front of the vouchers. The traveler should annotate on the voucher that an MCO is attached.
- (c) Agencies shall issue a SF 1170 for an MCO and process it in the same manner that the SF 1170 is processed for an unused ticket purchased with a GTR (see instructions on page 51).
- (d) If an MCO is issued for a cash purchase or for a ticket purchased with a Government employee charge card, the traveler is responsible for obtaining the refund. The MCO should be returned to the issuer of the original ticket and processed for refund in the same way that an unused ticket is processed for a refund.



## **Tickets That Are Only Partially Refundable**

### ***Tickets Carrying Cancellation Penalties***

Certain types of fares carry penalties for change or cancellation, once the ticket is issued. If penalties apply, an indication that the tickets are subject to penalties: Advance purchase fares (those requiring purchase a specified number of days prior to departure) may be subject to penalties ranging anywhere from 10% to 50% of the total fare paid. Tickets carrying such penalties may be refunded, minus whatever cancellation fee applies.

### ***Round Trip Excursion Fare Tickets Used Only One Way***

In incidents where an unrestricted round trip fare tickets are used only one way, the unused portion of the ticket should be returned to the TMC. The refund amount due for these tickets is governed by each airline's tariff rules concerning voluntary and involuntary refunds, denied boarding compensation, airline penalties, and surcharges. The refund amount due on unused excursion fare coupons must be calculated on a case-by-case basis.

### **Standard Form 1170, Redemption of Unused Tickets**

Standard Form (SF) 1170 can be obtained electronically via <http://www.gsa.gov/portal/forms/download/115658>.

### ***Redemption of Unused Tickets, Standard Form 1170***

Agencies shall not revise TSP bills or require TSPs to rebill items. Agencies shall demand the refund value of unused tickets from TSPs through the use of a SF 1170, Redemption of Unused Tickets. A separate SF 1170 must be prepared for each GTR, though more than one ticket or adjustment transaction may be related to that GTR. Each ticket must be listed on SF 1170.

### ***Agency processing of Standard Form 1170 Claims***

Timely processing of SF 1170 is essential to facilitate prompt refunds from TSPs. Agencies and TMC provider processing SF 1170 shall ensure that:

- (a) All copies clearly show the required details;
- (b) The original and the duplicate copy, together with pertinent unused ticket numbers, are promptly forwarded to the TSP; and
- (c) All other copies are retained by the agency for accounting control.

# CHAPTER 6. COMPENSATION FOR DENIED BOARDING AND VACATING SEAT VOLUNTARILY

Guidance for denied boarding compensation and vacating a seat voluntarily can be found in 41 CFR 301-10.116 and 41 CFR 301-10.117. Additional guidance on denied boarding compensation can be found in 14 CFR Part 250.5, 250.8 and Department of Transportation's pamphlet "Fly-Rights, A Guide to Air Travel", available online at: <https://www.transportation.gov/airconsumer/fly-rights>

## **Denied Boarding**

If you are performing official travel and a carrier denies you a confirmed reserved seat on a plane, you must give your agency any payment you receive for liquidated damages. You must ensure the carrier shows the "Treasurer of the United States" as payee on the compensation check and then forward the payment to the appropriate agency official (41CFR 301-10.116).

## **Voluntarily Surrendering Seat**

When travelers voluntarily surrender their seat; at the request of scheduled airlines, they may only be compensated when:

- (a) If voluntarily vacating your seat will not interfere with performing your official duties; and
- (b) If additional travel expenses, incurred as a result of vacating your seat, are borne by the traveler and are not reimbursed; but
- (c) If volunteering delays your travel during duty hours, your agency will charge you with annual leave for the additional hours (41 CFR 301-10.117)

# CHAPTER 7. USE OF FOREIGN-FLAG TSPs

## **Background**

Travelers are required by 49 U.S.C 40118, commonly referred to as the Fly America Act, to use U.S. flag air TSP service for all air travel funded by the U.S. Government. One exception to this requirement is transportation provided under a bilateral or multilateral air transport agreement, Open Skies Agreements, to which the U.S. government and the government of a foreign country, such as Europe (EU) are parties, and which the Department of Transportation has determined meets the requirements of the Fly America Act. Additional information on bilateral or multilateral air transportation agreements, Open Skies Agreements, impacting US Government procured transportation can be accessed at: <http://www.gsa.gov/portal/content/103191>.

4 CFR 52.2(a) prescribes guidelines on the use of American flag vessels and certificated air carriers. Issuing officers and travelers must adhere to the regulations requiring the use of certificated air carriers, when available, for travel on official business. Expenditures for service furnished by a foreign flag TSP generally will be allowed only when service by a U.S. flag certificated air carrier is "unavailable". (4 CFR 301-10.135) Each voucher covering

expenditures involving foreign-flag ocean or foreign-flag air passenger transportation in whole or in part, whether payable to the TSP or to the traveler or other entity, must be supported by a certificate or memorandum as to the unavailability of U.S. flag service, signed by a responsible official of the agency that authorized the travel or transportation or by the traveler who has knowledge of the facts concerning usage.

**U.S. flag certificated service - “available”/ “unavailable”**

Generally, passenger service by a U.S. flag air TSP is “available” if the TSP can perform the commercial foreign air transportation needed by the agency and if the service will accomplish the agency’s mission. Expenditures for service furnished by a foreign- flag air TSP generally will be allowed only when service by an U.S. flag air TSP is considered “unavailable”. For a full explanation see 41 CFR 301-10.135 through 301 - 10.138.

Certification statement

The certificate supporting a voucher involving foreign flag ocean or foreign flag air service shall read substantially as shown in the following:

I certify that it is/was necessary for \_\_\_\_\_ to use, or to transport  
**(Name of traveler or agency)**  
personal effects/freight on, \_\_\_\_\_  
**(Foreign-flag vessel(s) or air TSP(s) (Flight Identification No(s))**

between \_\_\_\_\_ and \_\_\_\_\_

en route from \_\_\_\_\_ to \_\_\_\_\_

on \_\_\_\_\_ for the following reasons: \_\_\_\_\_  
**( D at e )**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

---

(Date)

Signature of traveler or authorizing officer Title or position

---

Organization

**Figure 21 Foreign Flag Certification**

## **Employee liability for disallowed expenditures**

You will not be reimbursed for any transportation cost for which you improperly use foreign air carrier service. If you are authorized by your agency to use U.S. flag air carrier service for your entire trip, and you improperly use a foreign air carrier for any part of or the entire trip (*i.e.*, when not permitted under this regulation), your transportation cost on the foreign air carrier will not be payable by your agency. If your agency authorizes you to use U.S. flag air carrier service for part of your trip and foreign air carrier service for another part of your trip, and you improperly use a foreign air carrier (*i.e.*, when neither authorized to do so nor otherwise permitted under this regulation), your agency will pay the transportation cost on the foreign air carrier for only the portion(s) of the trip for which you were authorized to use foreign air carrier service. The agency must establish internal procedures for denying reimbursement to travelers when use of a foreign air carrier was neither authorized nor otherwise permitted under this regulation (FTR 301-10.143).

# CHAPTER 8. PAYMENT AND SUBMISSION OF TRANSPORTATION BILLS TO GSA AUDIT

## Payment of transportation bills

All transportation bills are subject to the provisions of the Prompt Payment Act (31 U.S.C. 3901-3907 (OMB Circular A-125)).

All agencies must establish a prepayment audit program, unless the Administrator of General Services Administration has granted a waiver. All correct and properly documented bills must be paid upon completion of transportation service.

Prior to payment, agencies must examine TSP's bills to ensure that:

- The Standard Carrier Alpha Code (SCAC) and the Taxpayer Identification Number (TIN) is entered on each SF 1113 and SF 1113-A. If the SCAC and TIN is omitted, the forms and all supporting papers shall be returned to the TSP unpaid with a request that the SCAC and TIN be added to the forms.
- The transportation services for which payment is claimed were duly authorized, that such services represent a legal obligation under the appropriation or fund involved, that the TSP's bill is complete and supported with required documentation, and that all extensions and computation of charges are correct.
- No duplicate payments are made. (Procedures and controls must be established to prevent duplicate payments, to recover any duplicate payments that may be made, and to perform an annual review of effectiveness of those procedures.)
- The TSP is provided with notice of an apparent error, defect, or impropriety within 7 days of receipt of an invoice.

## Submit paid transportation bills for Post-payment audit [TRANSPORTATION AUDITS MANAGEMENT SYSTEM \(TAMS\)](#)

Agencies must forward copies of their paid transportation bills and all supporting documents to the General Services Administration's (GSA) Transportation Audits Division each month for post-payment audit (41 CFR 102-118.425).

**NOTE:** Agencies are encouraged to use a GSA Transportation Audits Division approved third party electronic payment processor for transportation invoice processing, payment, and prepayment audit. If your agency utilizes a Third-Party Payment System or charge card company that includes prepayment audit functions, such as U.S. Bank Syncada, you can provide Transportation Audits Division system access to eliminate forwarding paid transportation bills and all supporting documents. Providing Transportation Audits Division system access will ensure your agency is fully compliant with GSA Transportation Audits Division pre-payment and post-payment audit requirements. This effort supports GSA Transportation Audit Division fully execute their congressionally mandated responsibility to perform post payment audits of all agencies transportation bills.

***The following forms are used:***

SF 1186 (Transmittal for Transportation Schedules and Related Basic Documents)

SF 1113 (Public Voucher for Transportation Charges)

OF 1169 (Government Transportation Request)

- Submit paid bills at the end of each account month: avoid multiple account month submissions - Paid bills should be submitted to GSA at the end of each account month. If, due to an administrative oversight, this is not done, and it becomes necessary to submit multiple account months at the same time,
  - a) the most recent account month should be forwarded in a separate package,
  - b) all prior account months should be bundled by month, each with an accompanying SF 1186 and should be forwarded in one package clearly marked as to its contents.

Ensure that each SF 1113 contains the paid date.

- Identify delayed/withheld vouchers - Any transportation vouchers that have not been paid because they are doubtful claims must be identified on a separate SF 1186 and forwarded to Transportation Audits Division (QMCA).
- Submit negative reports - If no SF 1113s are paid during the month, check the block in the lower left corner of the SF 1186 and submit to Transportation Audit Division, QMC.

## **GLOSSARY OF TERMS**

**Agency:** Any department or establishment of the Federal Government defined by 5 U.S.C. 305 whose payment for transportation services are subject to the transportation audit provisions of section 322 of the Transportation Act of 1940, as amended (31 U.S.C. 3726).

**Airline Ticket:** A negotiable hardcopy or electronic document issued by an air TSP or their agents for passage on a flight or flights by designated TSP.

**ARC (Airline Reporting Corporation):** Members of the Air Transport Association are the stockholders of ARC. The purpose of ARC is to provide a method of approving authorized agency locations for the sale of transportation. ARC is responsible for the domestic airline and travel agency area settlement plan.

**Automated Teller Machine (ATM):** A machine provided by a participating bank which allows cash withdrawals within established dollar limits to be charged to an issued card

**Authorization:** The process of verifying that a purchase being made is within the authorization controls at the point of sale.

**Baggage:** Government property and personal property of the traveler necessary for the purposes of official travel.

**Centrally Billed Account (CBA):** A card/account established by the Contractor at the request of a participating agency. These may be card/card less accounts. Payments are made directly to the Contractor by the agency.

**Charge card:** An IBA/CBA contractor-issued charge card to be used by travelers of a participating agency to pay for passenger transportation services, subsistence expenses, and other allowable travel and transportation expenses incurred in connecting with official travel.

**Churning:** Is defined as cancelling and/or rebooking the same flight, class, date and route, in order to circumvent the ticketing time limit. Churning violations risk PNR corruption and excessive GDS costs incurred due to churning will be billed back to agents via Agent Debit Memos (ADMs) due to excessive cancellation. The GDS has OSI entries to turn off ticketing time limits for U.S.G. fares.

**City Pair Contractors:** GSA has entered into contracts with TSPs flying between certain cities where frequent Government travel is performed.

**Commercial Travel Office (CTO):** A Department of Defense (DOD) travel arranger known as Travel Management Company (TMC). This office provides a full range of travel services for the DOD traveler. The CTO may be staffed with DOD personnel or may be a commercial travel agency.

**Common carrier:** See Transportation Service Provider.

**Contract carriers:** U.S. certificated air TSPs that are under contract with the Government to furnish Federal employees and other persons authorized to travel at Government expense with passenger transportation service. This also includes GSA's scheduled airline passenger service between selected U.S. cities/airports and between selected U.S. and international cities/airports at reduced fares.

**Electronic Data Interchange (EDI):** Electronic techniques for accomplishing transportation transactions by means of electronic transmission of the information in lieu of the creation of a paper document.

**Excess Baggage:** Baggage in excess of the weight, number of pieces or size that is carried without incurring an extra charge by transportation companies.

**Fly America Act:** Federal travelers are required by 49 U.S.C. 40118, to use United States air carrier service for all travel and cargo transportation services funded by the United States Government.

**Foreign Flag Vessel:** A vessel of foreign registry including vessels owned by U.S. citizens but registered in a nation other than the U.S.

**Foreign Flag Air TSP:** An air TSP who is not holding a certificate issued by the United States under 49 U.S.C. 41102.



**Global Distribution System (GDS):** Is a computerized, centralized service that provides travel-related transactions.

**Government Travel Charge Card (GTCC):** An individually billed account or centrally billed account.

**Government Transportation Document:** Is any executed agreement for transportation service, such as bill of lading, Government bill of lading (GBL), Government travel request (GTR) or transportation ticket.

**Government Transportation Request (GTR) (Optional Form 1169):** A Government document used to purchase transportation services. The document obligates the Government to pay for transportation services provided.

**Government Travel Regulation:** Rules governing the travel and relocation allowances and entitlement of Federal employees performing official travel or relocating for the Government. For Federal civilian employees, see the Federal Travel Regulation (FTR) (41 CFR Chapters 301-304). For members of the Uniformed Services, see Joint Travel Regulations, for members of the Foreign Service of the United States; see Chapter 500 Volume 14 of the Foreign Affairs Manual (14FAM500). 14 FAM 500 is available online at: <https://fam.state.gov/Fam/FAM.aspx?ID=14FAM>

**Individually Billed Account (IBA):** A Contractor issued card used by travelers of a participating agency/organization to pay for passenger transportation service, subsistence expenses, and other travel expenses incurred in connection with official travel.

**Integrated Airline Reporting (IAR):** ARC's Interactive Agent Reporting (IAR) is an electronic sales reporting system for travel agents and CTDs that facilitates the settlement of sales, refunds, exchanges, and memos.

**Miscellaneous Charge Order (MCO):** A document issued by TSPs for excess baggage, denied boarding compensation, unused tickets, or for refunds due because of rerouting, downgrading, or change in class of service. MCOs are a negotiable document.

**Official Travel:** Travel performed at the direction of a Federal agency under an official travel authorization.

**Open Skies:** Open Skies agreements between the United States and other countries expand international passenger and cargo flights by eliminating government interference in commercial airline decisions about routes, capacity and pricing. This frees carriers to provide more affordable, convenient and efficient air service to consumers, promoting increased travel and trade and spurring high-quality job opportunity and economic growth. Open Skies policy rejects the outmoded practice of highly restrictive air services agreements protecting flag carriers.

**Passenger Transportation Document (PTD):** GTR, Tickets, MCO, or any fully executed agreement for transportation services.

**Taxpayer Identification Number (TIN):** Taxpayer identification number assigned by the Department of Treasury.

**Ticket Refund Application:** A document or receipt issued by the TSP for a refund due as a result of a change of routing, class of service, or cancellation of a flight. (Ticket Refund Application can also be referred to as Transportation Refund Application or Transportation Credit).

**Ticketing Time Limits for USG Fares:** Time limits are stated in the airline's fare rule. The GSA City Pair program currently states when reservations are made at least 3 days prior to departure ticketing is required at least 2 days prior to departure otherwise ticketing is required at least 6 hours prior to departure.

**Transportation Service Provider (TSP):** Any party, person, agency or carrier who undertakes by contract or agreement to provide transportation services to the Federal Government.

**Transportation Service:** Services involving the physical movement of people, products, and any or all objects (from one location to another) by a TSP for the Federal Government.

**Travel Management Company (TMC):** A manner to arrange travel services for Federal employees on official travel, including reservation of accommodations and ticketing. A TMC includes a commercial ticket office (CTO), electronic travel management system, or other commercial method of arranging travel.

**Unused Electronic Ticket (UET):** When utilized - Unused E-Ticket (UET) is an easy, user-friendly, interactive GDS tool that informs TMC's that the traveler has unused electronic tickets that notifies and applies to the current travel reservation booking that a ticket is unused.

**U. S. flag air carrier service:** Service provided by an air TSP that holds a certificate under 49 U.S.C. 41102 and which services are authorized either by the carrier's certificate or by exemption or regulation. U.S. flag air carrier service also includes service provided under a code share agreement with a foreign air carrier in accordance with Title 14, Code of Federal Regulations when the ticket, or documentation for an electronic ticket, identifies the U.S. flag air carrier's designator code and flight number.

**U. S. flag vessel:** A Government vessel or a privately owned U.S. flag commercial

vessel registered and operated under the laws of the U.S. used in commercial trace of the U.S., owned and operated by U.S. citizens including a vessel under voyage at time charter to Government and a Government owned vessel under bare boat charter to and operated by U.S. citizens.

# SAMPLE FORMS

|   |                  |  |  |
|---|------------------|--|--|
| <b>PUBLIC VOUCHER<br/>FOR TRANSPORTATION CHARGES</b>  |                  | SEE FPMR (41CFR) 101.41<br>FOR INSTRUCTION ON<br>COMPLETING THIS FORM.   | VOUCHER OR SCHEDULE NO.  |
| DEPARTMENT OR AGENCY, BUREAU OR SERVICE AND LOCATION SHOWN ON SUBVOUCHERS   |                  |  | PAID DATE  |
| THE UNITED STATES, DR, TO: (PAYEE'S name and address)   |                  | CARRIERS BILL NUMBER   |  |
|   |                  | CARRIERS SCAC NUMBER   |  |
|   |                  | SERVICES FURNISHED (Check one)   |  |
|   |                  | <input type="checkbox"/> PASSENGER   |  |
| Do NOT bill GBL and GTR charges on the same form.   |                  | <b>FOR PAYMENT OF SERVICES RENDERED<br/>AS EVIDENCED BY ATTACHED SUBVOUCHERS</b>   |  |
| ALPHA PREFIX AND SERIAL NO OF SUBVOUCHER  | <b>AMOUNT</b>    | <b>PAYEE'S CERTIFICATE</b>   |  |
|   |                  | I certify that the account stated herein as evidenced by the attached subvouchers is correct and just, that services have been rendered or tickets furnished as indicated, that payment has not been received, and that the charges are not in excess of those applicable thereto under (1) tariffs lawfully on file with any Federal or State transportation regulatory agency or (2) rates, fares and charges established pursuant to Section 10721 of the Interstate Commerce Act as amended or other equivalent contract arrangement or exemption from regulation. |  |
|   |                  | DATE _____   |  |
|   |                  | PAYEE * _____  |  |
|   |                  | PER _____ (Signature)  |  |
|   |                  | _____ (Capacity)   |  |
|   |                  | * When a voucher is signed in the name of the company or corporation, the name of the person writing the company or corporate name, as well as the capacity in which the person signs, must appear. For example: "A.B.C. Railway Co., per John Doe, Controller," or "Auditor," as the case may be.   |  |
|   |                  | <b>DIFFERENCES</b>   | <b>AMOUNT</b>  |
|   |                  |  |  |
|   |                  |  |  |
|   |                  |  |  |
|   |                  | AMOUNT VERIFIED-CORRECT FOR -> _____   |  |
|   |                  | VERIFIED BY<br>(Signature or Initials)   |  |
|   | TOTAL CLAIMED -> |  |  |
| <b>ACCOUNTING CLASSIFICATION</b>  |                  |  |  |
| STANDARD FORM 1113 (REV 11-66)<br>PRESCRIBED BY GSA FPMR (41 CFR) 101-41<br>1113-110  |                  |  |  |
| The enclosed checks settle voucher submitted for payment of the account described in the memorandum hereon.<br>(No acknowledgment or receipt of check is necessary) |                  | <b>MEMORANDUM</b><br>NOTE-If the payee named in the attached voucher will supply below such data as will identify the check drawn in payment thereof with the account in his office, this slip will be mailed with the check.  |  |
| Name: _____<br>Address: _____   |                  |  | (Department, Bureau, or Establishment)<br>Bill No. : _____<br>Amount: \$ _____<br>_____<br>_____ |

|  |        |   |                         |
|--|--------|---|-------------------------|
| <b>PUBLIC VOUCHER<br/>FOR TRANSPORTATION CHARGES</b>   |        | See FPMR (41 CFR) 101-41<br>for Instructions on Complet-<br>ing this Form.              | VOUCHER OR SCHEDULE NO. |
| DEPARTMENT OR AGENCY, BUREAU OR SERVICE, AND LOCATION SHOWN ON SUBVOUCHERS                             |        | PAID DATE   |                         |
| U.S.   |        |   |                         |
| THE UNITED STATES, OR, TO: <i>(Payee's name and address)</i>   |        |   |                         |
|  |        | CARRIER'S BILL NUMBER   |                         |
|  |        | CARRIER'S SCAC NUMBER   |                         |
|  |        | SERVICES FURNISHED (check one)  |                         |
|  |        | <input type="checkbox"/> FREIGHT <input type="checkbox"/> PASSENGER                     |                         |
| <i>Do NOT bill GBL and GTR charges on the same form</i>  |        | For payment of services rendered<br>as evidenced by attached subvouchers.               |                         |
| ALPHA PREFIX AND SERIAL NO. OF SUBVOUCHER  | AMOUNT |   |                         |
|  |        |   |                         |
|  |        | DIFFERENCES   | AMOUNT                  |
|  |        |   |                         |
|  |        |   |                         |
|  |        |   |                         |
|  |        | AMOUNT VERIFIED—CORRECT FOR ▶   |                         |
|  |        | VERIFIED BY<br><i>(Signature or Initials)</i> ▶   |                         |
| TOTAL CLAIMED ▶  |        |   |                         |
| ACCOUNTING CLASSIFICATION  |        |   |                         |
| For sale by the Superintendent of Documents, U.S. Government Printing Office<br>Washington, D.C. 20540 |        |   |                         |
| © U.S. Government Printing Office: 1997-173-003  |        | STANDARD FORM 1113-A (REV 11-86)<br>PRESCRIBED BY GSA, FPMR (41 CFR) 101-41<br>1113-206 |                         |

Figure 23 SF 1113-A, PUBLIC VOUCHER FOR TRANSPORTATION CHARGES (MEMORANDUM COPY)

|  |               |                    |   |   |  |   |   |                           |  |
|--|---------------|--------------------|---|---|--|---|---|---------------------------|--|
| <b>Print Form</b>  |               | <b>U.S. GOVERN</b> |   | <b>Add Values</b>                                 |  | <b>TRANSPORTATION REQUEST</b>   |   | CONTROL NUMBER            |  |
| <b>NONTRANSFERABLE - PENALTY FOR FRAUDULENT OR PRIVATE USE</b>                         |               |                    |   |   |  |   | <b>B-</b>   |                           |  |
| BILL CHARGES TO: <i>(Department/Agency, Bureau/Office, address including ZIP Code)</i> |               |                    | FISCAL DATA <i>(Appropriation, authorization, etc.)</i> |   |  |   | PLACE OF ISSUE  |                           |  |
| ISSUING GOVERNMENT OFFICER <i>(Signature and Office)</i>                               |               |                    |   |   |  |   | DATE OF ISSUE   |                           |  |
| TRAVELER <i>(Type or Print)</i>  |               |                    | OTHERS <i>(Number)</i>                                  | DEPENDENT TRAVEL CHILDREN <i>(Names and Ages)</i> |  |   | SPOUSE  |                           |  |
| CARRIER OR AGENT TENDERED TO   |               |                    |   |   |  |   |   |                           |  |
| <b>FOR CARRIER USE ONLY</b>  |               |                    | STOP OVER AUTHORITY                                     | CITIES  |  | CARRIER AND CLASS OF SERVICE <i>(First class, coach, charter, etc.)</i> |   | EXCESS BAGGAGE AUTHORIZED |  |
| FORM AND TICKET NUMBER   | AGENT'S VALUE | AUDITOR'S VALUE    |   | FROM:   |  |   | WEIGHT  | PIECES                    |  |
|  |               |                    |   | TO:   |  |   |   |                           |  |
|  |               |                    |   | TO:   |  |   |   |                           |  |
|  |               |                    |   | TO:   |  |   |   |                           |  |
|  |               |                    |   | TO:   |  |   |   |                           |  |
|  |               |                    |   | TO:   |  |   |   |                           |  |
|  |               |                    |   | TO:   |  |   |   |                           |  |
|  |               |                    |   | TO:   |  |   |   |                           |  |
|  |               |                    |   | TO:   |  |   |   |                           |  |
| <b>TOTAL</b>   |               |                    |   | <i>(Continue service required on the reverse)</i> |  |   |   |                           |  |
| <b>SPECIAL ACCOMMODATIONS AND REQUIREMENTS</b>   |               |                    |   |   |  |   |   |                           |  |
|  |               |                    |   |   |  |   |   |                           |  |
| AUTHORIZED FOR LOCAL REPRODUCTION<br>PREVIOUS EDITIONS ARE NOT USABLE                  |               |                    | <b>THIS IS AN ACCOUNTABLE FORM</b>                      |   |  |   | OPTIONAL FORM 1169 (REV. 2/2013)<br>PRESCRIBED BY GSA FMR 41 CFR PART 102-118 |                           |  |

**Figure 27 OPTIONAL FORM 1169 GOVERNMENT TRANSPORTATION REQUEST**

| REDEMPTION OF UNUSED TICKETS - <i>Original</i> |                |                               |                              | TICKET NUMBER OR GOVERNMENT<br>TRANSPORTATION REQUEST (GTR)<br>NO.: |
|--|----------------|-------------------------------|------------------------------|---|
| DATE   | FILE REFERENCE | GOVERNMENT CHARGE CARD NUMBER | DATE TICKET OR GTR<br>ISSUED |   |
| PASSENGER'S NAME                               |                |                               | PLACE ISSUED                 |   |
| ORIGIN   |                |                               | DESTINATION                  |   |

**ATTENTION: Refund is requested for each segment of unfurnished passenger transportation services indicated below.  
Any unused tickets involved are attached.**

| FORM NO.     | TICKET NO. | NO. OF<br>PASSENGERS AND<br>FARE BASIS | UNUSED FROM | UNUSED TO | FOR CARRIER'S USE ONLY | AMOUNT OF REFUND |  |
|--------------|------------|--|-------------|-----------|------------------------|------------------|--|
|              |            |  |             |           |                        |                  |  |
|              |            |  |             |           |                        |                  |  |
|              |            |  |             |           |                        |                  |  |
|              |            |  |             |           |                        |                  |  |
| <b>TOTAL</b> |            |  |             |           |                        |                  |  |

REMARKS

|  |  |
|--|--|
| TRANSPORTATION SERVICE PROVIDER'S NAME AND ADDRESS | AGENCY'S APPROPRIATION                         |
|  | NAME AND ADDRESS TO WHICH REFUND IS TO BE MADE |

**INSTRUCTIONS**

1. Transportation Service Providers (TSPs) should not effect adjustment by crediting the value of unused tickets in presenting charges on other bills.
2. TSPs should not request that the agency furnish any payment or billing identification of the bill which covered the charges on the Government charge card/U.S. Government Transportation Request involved.
3. The value of each unused ticket that appears in the listing should be inserted by the TSP on the face of the original copy of this form in the column captioned, "Amount of Refund."
4. The original copy should be returned to the agency specified on the form with the check covering the refund due. Check may be made payable to the agency or the "Treasury of the United States."

**NOTICE**

This debt is now due. Payment should be made promptly. Interest on this debt accrues from the date of this notice. Such interest becomes payable and this debt becomes subject to administrative costs and penalty charges, if it is not paid within 30 days of the date of this notice. In order to avoid such interest, administrative costs, and penalty charges, the amount due must be paid within 30 days of the date of this notice. If necessary, it is the intention of the agency to which refund is to be made to collect this claim by administrative setoff. You may inspect and copy agency records pertinent to this debt, obtain an agency review of the decision related to the debt, and propose a written agreement with the agency for the repayment of the debt.

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STANDARD FORM 1170 (REV. 4/2001)  
Prescribed by GSA, FMR (41 CFR) 102-118

**Figure 28 SF 1170, REDEMPTION OF UNUSED TICKETS**

|   |      |                            |          |
|---|------|----------------------------|----------|
| <b>TRANSMITTAL FOR TRANSPORTATION SCHEDULES<br/>AND RELATED BASIC DOCUMENTS</b> |      | DATE                       |          |
| FROM (Name of Bureau or Office)   |      | AGENCY LOCATION CODE (ALC) |          |
| BUREAU OR OFFICE'S ADDRESS  |      |                            |          |
| STREET  | CITY | STATE                      | ZIP CODE |

TO:

**General Services Administration, FAS, QMC  
Transportation Audits Division, QMCAB  
TRANSPORTATION ELECTRONIC AUDIT LIBRARY  
Room 1033  
1800 F Street NW  
Washington, DC 20405**

| TRANSPORTATION ACCOUNTS FOR (Month and year) | SHIPMENT INCLUDES  |                                   | SCHEDULE NUMBERS* |     |
|--|--------------------|-----------------------------------|-------------------|-----|
|  | NUMBER OF PACKAGES | NUMBER OF TRANSPORTATION VOUCHERS | BEGINNING         | END |

EXPLANATION OF BREAKS IN SERIAL SEQUENCE OF SCHEDULE NUMBERS\*

(Continue on plain white paper if necessary)

|   |                                       |
|---|---------------------------------------|
| <input type="checkbox"/> NO PAYMENT FOR TRANSPORTATION SERVICES HAS BEEN MADE BY THE ABOVE-NAMED OFFICE | PERIOD OF NO PAYMENT (Month and year) |
| <b>CONTACT PERSON</b>   |                                       |
| SIGNATURE   | E-MAIL                                |
|   | TELEPHONE NUMBERS                     |
| NAME OF CONTACT   | OFFICE: AREA CODE NUMBER EXTENSION    |
| TITLE OF CONTACT  | FAX: AREA CODE NUMBER                 |

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\*Agencies not using voucher-schedule (SF 1166) procedures  
should show the beginning and ending disbursing office voucher

**STANDARD FORM 1186** (REV. 1/2014)  
Prescribed by GSA - FMR 102-118.320

**Figure 29. SF 1186, TRANSMITTAL FOR TRANSPORTATION SCHEDULES AND RELATED BASIC DOCUMENTS**