

## § 301-72.300

centrally billed or other established account, or a GTR (when no other option is available or feasible).

[FTR Amdt. 70, 63 FR 15976, Apr. 1, 1998; 63 FR 35538, June 30, 1998]

### Subpart D—Unused, Partially Used, Exchanged, Canceled, or Oversold Common Carrier Transportation Services

#### § 301-72.300 What procedures must we establish to collect unused, partially used, and exchanged tickets?

You must establish administrative procedures providing:

(a) Written instructions explaining traveler liability for the value of tickets issued until all ticket coupons are used or properly accounted for on the travel voucher;

(b) Instructions for submitting payments received from carriers for failure to provide confirmed reserved space;

(c) The traveler with a “bill charges to” address, so that the traveler can provide this information to the carrier for returned or exchanged tickets.

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

#### § 301-72.301 How do we process unused, partially used, and exchanged tickets?

(a) *For unused or partially used tickets purchased with GTRs:* You must obtain the unused or partially used ticket from the traveler, issue Standard Form 1170 (SF 1170) “Redemption of Unused Ticket” to the airline and or travel agency that issued the ticket, maintain a suspense file to monitor the airline/travel agency refund, and record and deposit the airline/travel agency refund upon receipt. See 41 CFR 102-118.145 and the U.S. Government Passenger Transportation Handbook (<http://fss.gsa.gov/transtrav/usgpth.pdf>) for policies and procedures regarding the use of SF 1170.

(b) *For unused or partially used tickets purchased under centrally billed accounts:* You must obtain the unused ticket from the traveler, return it to the issuing office that furnished the airline ticket, obtain a receipt indicating a credit is due, and confirm that

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the value of the unused ticket has been credited to the centrally billed account.

(c) *For exchanged tickets purchased with GTRs:* You must obtain the airline/travel agency refund application or receipt from the traveler, and maintain a suspense file to monitor the airline/travel agency refund. For additional guidance see 41 CFR 102-118.145 and the U.S. Government Passenger Transportation Handbook (<http://fss.gsa.gov/transtrav/usgpth.pdf>).

[FTR Amdt. 70, 63 FR 15976, Apr. 1, 1998, as amended by FTR Amdt. 108, 67 FR 57967, Sept. 13, 2002]

## PART 301-73—TRAVEL PROGRAMS

### Subpart A—General Rules

Sec.

301-73.1 What are the elements of a Federal travel management program?

301-73.2 What are our responsibilities when we participate in a Federal travel management program?

### Subpart B—Travel Management Services (TMS)

301-73.100 Should we use a travel management service?

301-73.101 What are the basic services that should be covered by a travel system?

301-73.102 Must we require travelers to use a travel management system?

301-73.103 Are there any exceptions to this requirement?

### Subpart C—Contract Passenger Transportation Services

301-73.200 Must we require our employees to use GSA’s contract passenger transportation services program?

301-73.201 What method of payment may be used for contract passenger transportation service?

301-73.202 Can contract fares be used for personal travel?

### Subpart D—Travel Payment System

301-73.300 What is a travel payment system?

301-73.301 How do we obtain travel payment system services?

AUTHORITY: 5 U.S.C. 5707; 40 U.S.C. 486(c).

SOURCE: FTR Amdt. 70, 63 FR 15978, Apr. 1, 1998, unless otherwise noted.