

§ 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

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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.

Subpart A—General Rules

NOTE TO §301-73.101: For purposes of this subpart, GSA uses a “we” question when referring to an agency, and an “I” question when referring to the employee.

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

They are:

- (a) Travel management services, including electronic travel management services and commercial travel agents under contract to GSA or another Federal agency;
- (b) Commercial passenger transportation services (e.g. airlines, rental cars, trains, etc.);
- (c) Travel payment system services such as Government contractor-issued individually billed cards, centrally billed accounts, travelers checks, and automated-teller-machine (ATM) services.

[FTR Amdt. 70, 63 FR 15978, Apr. 1, 1998; 63 FR 35538, June 30, 1998]

§301-73.2 What are our responsibilities to participate in a Federal travel management program?

You must:

- (a) Ensure that you have internal policies and procedures in place to govern use of the program; and
- (b) Designate an authorized representative to administer the program.

Subpart B—Travel Management Services (TMS)

§301-73.100 Should we use a travel management service?

Yes.

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

The travel management system selected should, as a minimum include:

- (a) The ability to provide the following as appropriate to the agency’s travel needs:
 - (1) Common carrier information (e.g., flight confirmation and seat assignment; compliance with the Fly America Act, governmentwide travel policies, and contract city-pair fares, electronic ticketing and ticket delivery);

- (2) Lodging information (e.g., room availability and confirmation, compliance with Hotel/Motel Fire Safety Act, per diem rate acceptability);

- (3) Car rental information (e.g. availability of Government rate and confirmation of reservations).

- (b) Provide basic management information, such as:

- (1) Number of reservations by type of service (common carrier, lodging, and car rental);
- (2) Policy compliance and reasons for exceptions;
- (3) Origin and destination points of common carrier use;
- (4) Destination points for lodging accommodations;
- (5) Number of lodging nights in approved accommodations;
- (6) City or location where car rentals are obtained;
- (7) Other tasks, e.g., reconciliation of charges on centrally billed accounts, processing ticket refunds.

NOTE TO §301-73.101: The government of the District of Columbia is excluded from collecting the data required by the Hotel/Motel Fire Safety Act, as amended.

[FTR Amdt. 70, 63 FR 15978, Apr. 1, 1998; 63 FR 35538, June 30, 1998]

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

Yes, you must use a TMS selected by you for all common carrier, lodging, and car rental accommodations to ensure compliance with the Hotel and Motel Fire Safety Act of 1990, as amended (see 5 U.S.C. 5707a). A TMS, as defined in §300-3.1 of this chapter, provides the services required by §301-73.101 of this part. You must require that travelers use the TMS selected by you to make common carrier, lodging, and car rental reservations, unless an exemption is granted under §301-73.103 of this part.

[FTR Amdt. 108, 67 FR 57968, Sept. 13, 2002]

§301-73.103 Are there any exceptions to this requirement?

Yes, exceptions to this requirement may be made as follows:

- (a) An agency head, or his/her designee, may exempt certain types of travel arrangements from the mandatory use of the TMS. In certain situations, it may be impractical to make