



DEPARTMENT OF DEFENSE
EDUCATION ACTIVITY
4040 NORTH FAIRFAX DRIVE
ARLINGTON, VIRGINIA 22203-1635

MAY 26 2004

MEMORANDUM FOR DoDEA EMPLOYEES

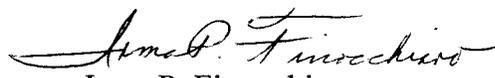
SUBJECT: Return of Unused/Partially Used Airline Tickets

A recent GAO audit of the Department of Defense's (DoD) Centrally Billed Accounts (CBAs) revealed that DoD is losing money each year due to employees failing to return unused and/or partially used airline tickets to the Commercial Travel Office (CTO) so that the ticket can be canceled and credited back to DoD Agency accounts. The problem may be caused by a failure of the CTO to actually cancel the airline ticket and credit the account, but in all cases, the process begins with the traveler.

It is essential that every traveler who cancels a trip after his/her airline ticket has been issued return that ticket to the CTO or the Agency Travel Section. The CTO will stamp canceled on the passenger receipt that is attached to the travelers' itinerary. If an electronic ticket was issued, the traveler or his/her Travel Section must call the CTO to cancel the ticket. If a traveler was issued a round-trip airline ticket and only completes one portion of the trip, the traveler/Travel Section must return the unused portion of the ticket to the CTO. In addition, if a traveler has a need to change airlines while TDY; these changes should be made through the CTO. These are the first steps to ensuring that the Agency receives credit from the airlines for unused tickets.

As a reminder to those who prepare travel orders, the Joint Travel Regulation (JTR) Vol. II, C3150.B, Item 16, requires the following statement in the remarks section of the travel order: *"If the trip itinerary is canceled or changed after tickets or transportation requests are issued to the traveler, the traveler is liable for their value until all ticket coupons have been used for official travel and/or all unused tickets or coupons are properly accounted for on the travel reimbursement voucher."*

If you have any questions, please contact Joanne Beaty at (703) 588-3314 or by Email jbeaty@hq.odedodea.edu.


Irma P. Finocchiaro
Associate Director for Financial
and Business Operations

cc:
Chief, Accounting Branch
Chief, Management Analysis Branch