



DEPARTMENT OF DEFENSE
EDUCATION ACTIVITY
4040 NORTH FAIRFAX DRIVE
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MEMORANDUM FOR DoDEA EMPLOYEES

SUBJECT: Return of Unused/Partially Used Airline Tickets

A GAO audit of the Department of Defense's (DoD) Centrally Billed Accounts (CBAs) revealed that DoD is losing money each year because employees are 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.

The following steps are necessary to ensure that the Agency receives credit from the airlines for unused tickets. It is essential that every traveler who cancels a trip after his/her airline ticket has been issued understand that they are required to notify the CTO of the cancellation. The CTO will then coordinate with the airline and provide a confirmation number to the traveler that the airline ticket was cancelled. Similarly, if a traveler was issued a round-trip airline ticket and only completes one portion of the trip, the traveler must notify the CTO of the change so that the unused portion of the ticket can be cancelled. In addition, if a traveler needs to change airlines while TDY; the change must be made through the CTO.

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 Ms. Jennifer Young by telephone at (703) 588-3342 or via e-mail at jennifer.young@hq.dodea.edu.

A handwritten signature in black ink, appearing to read "Kevin Kelly".

Kevin Kelly
Associate Director for Financial
and Business Operations

cc:
Chief, Accounting Branch
Chief, Management Analysis Branch