



Defense Travel Management Office



Hot Travel Topics

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Hot Travel Topics

Did You Know?





Agenda

- City Pair Program
 - Overview
 - Proper Use of the Program
 - Benefits
 - City Pair Procurement Process
 - Evaluation Criteria
- Airline Rules
 - Duplicate Bookings
 - Inventory Churning
- Premium Class Travel – Other than Coach
- Unused Tickets





City Pair Program





City Pair Program Overview

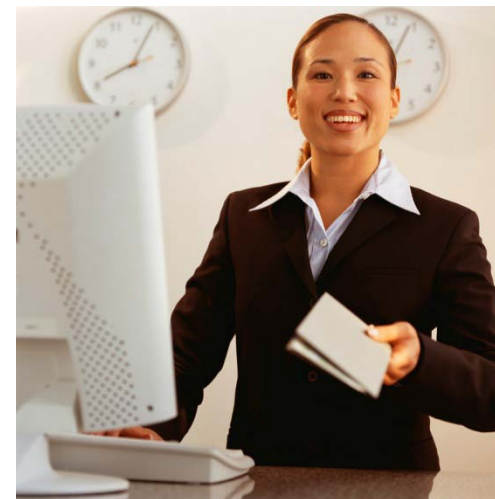
- General Services Administration (GSA), on behalf of the Federal Government, issues a solicitation to provide discounted air transportation services between commonly traveled routes
- Began in 1980 with 11 markets and 4 participating air carriers
 - Today over 5,000 city pairs worldwide
 - 13 participating air carriers
- Saves the government billions of dollars annually
- Allows flexibility in planning official travel





Benefits

- Core requirements unique to Government
- Firm Fixed Price – One Year
 - Protection from market price increases
- Last seat Availability
- Dual fare markets for Deeper Discounts
- Tickets are fully refundable
- No change fees / cancellation penalties
- No advanced ticketing requirements
- No immediate purchase requirements
- No blackout periods





Proper Use of the Program

- Mandatory for federal employees/service members traveling on official business unless a specific exception applies
 - No seats or flights available in time to accomplish purpose of travel
 - Lower priced commercial fare is available
 - Example: Washington Reagan to Atlanta
 - YCA - \$520.00 roundtrip on Delta
 - LA21DFNJ - \$254.00 roundtrip on Delta
 - * 21 day advance purchase, non-refundable, day/time restricted, \$150.00 change fee
 - Flights are outside of your Agency's core work hours
 - Cost effective rail service is available and consistent with mission requirement
 - No non-smoking city pair flights are available



Proper Use of the Program (continued)

- Must use an appropriate form of payment
 - Government Travel Charge Card (Individually Billed Account (IBA) or Centrally Billed Account (CBA))
 - Sixth digit of the account number indicates mandatory use of City Pair Program
 - For an IBA, sixth digit is a 2, 3, or 4 (i.e., 4614 **2**12 3456 7890)
 - For a CBA, sixth digit is a 6, 7, 8 or 9 (i.e., 4614 **6**12 3456 7890)





Proper Use of the Program (continued)

- Must use an appropriate form of payment (continued)
 - Government Transportation Request (GTR)
 - *“GTRs are limited to international travel, ONLY when no other form of payment is possible, or may be used when no other method of payment is available for travel related expenses. Domestically, GTRs may only be used under special circumstances defined as acts of God, emergency situations, and when purchasing a domestic ticket in the United States in conjunction with travel that originated overseas.”*
 - Government contractors are not authorized to use City Pair fares

Carriers have refused to extend contract rates to contractors. They have even threatened not to participate of the City Pair Program.





City Pair Procurement Process

DoD and Federal Agencies meet with GSA to identify possible changes to City Pair solicitation

Government Travel Charge card data is analyzed

GSA issues solicitation

(City pairs grouped into Group 1 and Group 2)

Evaluation board convenes; problem markets are reviewed for recommendation for award

Awards made

DTMO's role in program:

- Serve as a single interface to receive and review customer issues, requirements for DoD
- Gather and analyze city pair routes to determine adequate coverage for DoD





City Pair Evaluation Criteria

- Grouping of markets determined by volume and frequency of travel
 - Group 1 markets

Washington, DC (DCA) – Seattle, WA 30,000 pax count

- High volume, frequency of travel
- Awards based on best value
 - Meets minimum requirements – number of flights, connection time, distance
 - Quality of service – timeband and service distribution





City Pair Evaluation Criteria (continued)

- Group 2 markets

Washington, DC (IAD) – Memphis, TN 420 pax count

- Less volume and frequency of travel
 - Awards based on acceptable offeror with lowest fare
- Dual Fare Markets
 - In over 2400 city pairs, there are two contract fares
 - YCA = unrestricted discounted coach fare
 - _CA = capacity controlled fare with no other restrictions
 - Seat availability on a flight varies by carrier and market
 - Allows Services/Agencies to save the most money possible





Airline Rules





Duplicate Bookings

- When two or more reservations are held on the *same* airline for travel within the *same* time frame
 - Regardless of class of service or booking method
 - Includes reservations booked on same flight and/or multiple flights to same origin/destination





Duplicate Bookings (continued)

- Consequences for holding duplicate reservations include:
 - Cancellation of reservations by airline
 - Multiple airline ticket and transaction fee charges on government travel charge card
 - Travel Agent fined (i.e., debit memo) by airline
 - Includes reservations made by travelers in online booking systems
 - Organizations may be liable





Preventing Duplicate Bookings

- Avoid creating multiple authorizations with reservations to same/similar TDY locations during same time period
 - Includes un-signed authorizations
- Prior to creating duplicate or similar authorization, cancel reservations and remove authorization
- Do not contact CTO to make travel reservations when DTS authorization with reservations already exists
 - If CTO is contacted directly, reference any existing DTS reservation





Preventing Duplicate Bookings (continued)

- If travel reservations were made directly with CTO (outside of DTS), bypass reservations module when creating DTS authorization
 - When completing the Trip Preview:
 - Indicate “Other” in Section B (“I will be travelling to/from my TDY location”)
 - Do not indicate the need for rental car or lodging in Section D (“At this location I will need”)
- Enter transportation costs manually in Travel-Other Transportation





Inventory Churning

- Practice whereby airline reservations are repeatedly created and canceled
 - Ties up seat inventory; prohibited by airline industry
 - Travel Agents are fined (i.e., debit memo) by airline
 - Organizations may be liable for debit memos





Preventing Inventory Churning (continued)

- Majority of churning is due to unsigned authorizations
 - Remember to sign DTS authorizations with reservations
 - Traveler forgets to sign, reservations are cancelled, traveler re-books
- Avoid creating authorizations with reservations to obtain travel costs/schedules
 - Encourage travelers to utilize TRAX, GSA website, or fedtravel.com to obtain:
 - Government flight/rail schedules and fares
 - FEMA-approved hotels offering government rates
 - Car rental vendors who participate in U.S. Government Rental Car Program





Premium Class Travel (PCT) Other than Coach





Commercial Air: Premium Class Travel (DoD)

- Improving management of Premium Class Travel
- Collecting data through Premium Class Travel Reporting Tool
- Worked with GSA to clarify Premium Class Travel
- Reporting is not required when the cost is less than the lowest unrestricted coach fare





Commercial Air: Premium Class Travel (DoD) (continued)

- DTS is pre-programmed to block premium class availability
- Travelers are to obtain approval authority for premium class travel in accordance with guidance in JTR/JFTR
- Travelers scan and upload substantiating documents for AO review/approval
- Travelers may use the DTS CTO Assistance Link to request a premium class seat





Commercial Air: Premium Class Travel (DoD) (continued)

- CTO contractor shall not issue a premium class (first class or business class) ticket without receiving a signed properly authenticated travel authorization authorizing that class of service
- CTO contractor shall reimburse the government the difference between premium class and lowest applicable cost the government would have paid if premium class arrangements are ticketed without appropriate approval





Commercial Air: Premium Class Travel (DoD) (continued)

- Travelers are authorized to upgrade to business class at their personal expense or when using frequent travel benefits
- Service and Agency Representatives enter premium class travel in the Premium Class Reporting Tool no more than five days after approval





DoD Unused Tickets





Commercial Air: Unused Tickets

- Working to reduce unused tickets
- Instituted OSD unused ticket standards in CTO contract requirements
- Performing unused ticket analysis





Commercial Air: Unused Tickets (continued)

- Developing work flow procedures for Services/Agencies to improve tracking of unused tickets
- Modifying CTO contracts to allow Services/Agencies to submit monthly data instead of quarterly
- Exploring technology that tracks unused tickets and facilitates name changes





Commercial Air: Unused Tickets (continued)

Contracts require CTOs to:

- Process E-tickets refunds upon notification of non-use
- Process refunds for paper tickets upon receipt of the ticket
- Identify and cancel, when capable, all unused or partially unused e-tickets 30 days from the date of the last air travel segment and initiate the process for refunds
- Assist the Government in research of unused tickets





Visit

www.defensetravel.dod.mil

for more information



Backup



Approval Tool

Premium Class
Travel Reporting

Report Premium Class Travel

Traveler

First Name:
MI:
Last Name:

Military **Civilian**

Grade:
SSN: *Last 4 digits, e.g. 3288*

If Other, Enter Grade Here:

Service/Agency:
Trip Class: First Class Business Class

Major Command:

If Other, Enter Major Command Here:

Organization:

Address:

City: **State:** **Zip/APO/FPO:**



Approval Tool

City: State: Zip/APO/FPO:

Trip Information

Date Premium Class Approved:

Travel Start Date: Travel End Date:

Please use this date format: YYYYMMDD; e.g. 20050318 for 18 Mar 05

Mode:

Trip Origin: Trip Destination:

Coach Fare Available for this trip: Total Fare Paid for this entire trip:

Trip Purpose: [Purpose Definitions](#)

If Other:

Ticket Issuing Location
Name and location of Commercial Travel Office (CTO)
(e.g., SATO, Pentagon, Washington, DC)

CTO: CTO Location:

This form was completed by:

First Name: MI: Last Name:

Phone: Ext: Email:

XXX-XXX-XXXX or DSN XXX-XXXX

Premium Travel Approval Authority

Duty Position: Test Commander in Chief Activity: DTMO Test Facility

Grade: SES/Director

Additional Comments:



Approval Tool

Premium Class Travel Reporting



Enter ALL Legs for this Trip

Trip: Washington DC to San Antonio TX

Leg 1

Leg Start Date:

Leg End Date:

Please use this date format: YYYYMMDD; e.g. 20050318 for 18 Mar 05

Mode:

Class:

Leg Origin:

Leg Destination:

Leg Approval Reason Codes:

[Reason Codes](#)

Hold CTRL and click for multiple selections.

- Select all that Apply --
- B1 - Lower Class Not Available in Time
- B2 - Medical
- B3 - Security

- I would like to add another leg to this trip
- This is the final leg associated with this trip