

(2) Services actually furnished are different or of a lesser value than those authorized and the GTR cannot be so endorsed; or

(3) The return portion of a round trip ticket is not used.

(b) Lacking unused tickets or coupons as evidence of the unfurnished services, the traveler or person in charge of the group of travelers shall obtain written acknowledgement of the situation from the carrier's representative for submission with the report. If transportation and/or accommodations are furnished for a lesser number of persons than specified on a party ticket, the carrier's conductor or ticket collector shall note on the ticket or coupon the number of persons actually transported and the number and type of accommodations furnished.

**§ 101-41.209-2 Adjustments for unfurnished or unused transportation services or accommodations.**

All adjustments for unfurnished or unused services in connection with Government transportation must be processed through a Government agency. Travelers, issuing officers, or private individuals are not authorized to receive refunds, credits, or any other negotiable instruments for unfurnished services or unused tickets or portions thereof issued in exchange for GTR's. Carriers are accountable to the Government for refunds or adjustments improperly made to issuing officers or individuals traveling at Government expense. (See § 101-41.210 for procedures for collecting the value of unused or unfurnished services.)

(31 U.S.C. 3726 and sec. 205(c), 63 Stat. 390; 40 U.S.C. 486(c))

[48 FR 27235, June 14, 1983]

**§ 101-41.209-3 Cancellation of reservations.**

A traveler shall cancel reservations for transportation services and/or accommodations as soon as he knows that such reservations will not be used. Failure of a traveler to take such action may subject him to liability for cancellation charges assessed by the carrier.

**§ 101-41.209-4 Denied boarding compensation.**

Each traveler shall be made aware that the tariffs of certain scheduled air carriers require the payment of liquidated damages in certain situations if the carriers fail to provide confirmed reserved space. Since the individual's travel on official business is for the account of the United States, the Government would be damaged by the delay or failure and would be entitled to reimbursement if a carrier is liable under its tariff provisions for liquidated damages. Thus the traveler who has been denied confirmed reserved space shall ensure that the liable carrier shows on the compensation check the "Treasurer of the United States" as payee. The traveler shall give the carrier a receipt for the check, retain a copy of the receipt, and forward the check with the copy of the receipt to his agency for deposit.

**§ 101-41.210 Ticket refund procedures.**

Agencies shall not revise carrier bills or require carriers to rebill items. Sections 101-41.210-5 and 101-41.210-6, respectively, contain procedures for recovering from carriers the value of exchanged, returned, or unused tickets when the carrier fails to make refund or otherwise satisfy an SF 1170 claim, or involves unused transportation services billed by foreign-flag carriers.

[50 FR 49846, Dec. 5, 1985]

**§ 101-41.210-1 Exchanged or returned tickets.**

(a) Exchanged or returned tickets are tickets in a carrier's possession for which the carrier has issued a lesser valued ticket, receipt, or refund application showing a refund due the U.S. Government. Agencies shall not submit an SF 1170 to the carrier to claim a refund for the unused value of an exchanged or returned ticket. Carriers are required to make refunds to the "bill charges to" office indicated on the GTR within 60 calendar days from date of ticket exchange. Agencies must provide travelers with a "bill charges to" address by attaching a copy of the GTR or some other document containing the information to the ticket

or to the travel authorization. If carriers cannot identify the issuing agency, refunds shall be sent to GSA (BWCA), Washington, DC 20405. These refunds are subject to the following procedures:

(1) Carriers must include the traveler's name, GTR number, ticket number, amount being refunded, and any other information pertinent to the refund.

(2) Agencies may make written inquiry to the carrier to obtain the above information for the purpose of recovering the refund from GSA.

(b) When accepting exchanged or returned tickets purchased under a GTS account, the carrier must issue a receipt to the purchasing office showing a credit is due the agency.

(c) When accepting exchanged or returned tickets purchased with a Government employee Diners Club charge card, the carrier must issue a receipt to the traveler showing a credit is due the traveler.

[50 FR 49846, Dec. 5, 1985]

**§ 101-41.210-1a Agency monitoring and processing of exchanged ticket refunds.**

Agencies awaiting exchanged or returned ticket carrier refunds shall:

(a) Obtain carrier refund applications or receipts from travelers for accounting purposes.

(b) Record and deposit refunds in conformity with agency fiscal procedures.

(c) Forward carrier refund applications and any other pertinent information to GSA (BWCA), Washington, DC 20405, if refund has not been received within 90 calendar days of date of ticket exchange or return.

[50 FR 49847, Dec. 5, 1985]

**§ 101-41.210-2 Unused or unreturned tickets.**

Unused or unreturned tickets are those which have not been used for passenger service, exchanged, or returned to a carrier. Agencies shall demand the refund value of these tickets from carriers through the use of an SF 1170, Redemption of Unused Tickets. A separate SF 1170 must be prepared for each GTR, though more than one ticket or adjustment transaction may be related

to that GTR. Each ticket must be listed on the SF 1170. Unused or unreturned tickets purchased under a GTS account must be returned to the appropriate Federal agency office, the Travel Management Center (TMC), or Scheduled Airline Traffic Office (SATO) that furnished the airline ticket. The TMC or SATO must issue a receipt to the agency showing a credit is due the agency. Unused or unreturned tickets purchased with a Government employee Diners Club charge card must be returned by the traveler to the TMC, SATO, or air carrier that issued the original ticket. The TMC, SATO, or air carrier must issue a receipt to the traveler showing a credit is due the employee. For procedures covering unused transportation services billed by foreign-flag carriers, see § 101-41.210-6.

[50 FR 49847, Dec. 5, 1985]

**§ 101-41.210-3 Agency processing of SF 1170 claims.**

Timely processing of SF 1170 is essential to facilitate prompt refunds from carriers. Agencies processing SF 1170 shall ensure that:

(a) All copies clearly show the required details;

(b) The original and the duplicate copy, together with pertinent unused tickets, are promptly forwarded to the carrier; and

(c) All other copies are retained by the agency for accounting control.

(31 U.S.C. 244 and sec. 205(c), 63 Stat. 390; 40 U.S.C. 486(c))

[47 FR 47387, Oct. 26, 1982, as amended at 50 FR 49847, Dec. 5, 1985]

**§ 101-41.210-3a Carrier processing of SF 1170 claims.**

Each carrier shall promptly refund monies to adjust items listed on an SF 1170, whether or not the related GTR has been submitted or paid. The carrier shall indicate on the original SF 1170 the amount credited to each ticket and the total amount being refunded, and shall return the original with its refund to the agency. A refund that is inconsistent with the information on the SF 1170 shall be explained or computed on the SF 1170 or in an attached letter. A carrier declining to refund shall furnish an explanation on the original SF