

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