DEPARTMENT OF THE NAVY
NAVY PAY AND PERSONNEL
SUPPORT CENTER
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NPPSCINST 4650.1A
N4
30 Dec 09

NAVY PAY AND PERSONNEL SUPPORT CENTER INSTRUCTION 4650.1A

From: Director, Navy Pay and Personnel Support Center

Subj: CONTROL AND PROCESSING OF UNUSED COMMERCIAL AIRLINE TICKETS ISSUED IN CONNECTION WITH OFFICIAL TRAVEL

Ref: (a) OPNAVINST 4650.15A

1. Purpose. To establish policy, responsibility, accountability procedures, and reporting requirements for the processing of total or partially unused commercial carrier airline tickets.

2. Scope. This instruction encompasses all commands/activities whose passenger transportation support/travel claim processing is provided at Personnel Support Detachments (PSDs) and Customer Service Desks (CSDs) within the Navy Pay and Personnel Support Center (NPPSC).

3. Background

a. As used in this instruction, the term "unused ticket" includes unused or partially unused tickets, miscellaneous charge orders, and other documents which represent a refund due to the Department of the Navy (DoN). Unused tickets may result when travel orders are cancelled prior to execution, when changes to an itinerary occur during the execution of travel orders, or when changes made by traveler and/or airlines result in an airport voucher or credit given to DoN.

b. The Chief of Naval Operations (CNO) has directed procedures be established at NPPSC to ensure timely processing of unused tickets at the PSD/CSD.

4. Action. All PSD/CSDs will comply with the provision of this instruction and further guidance cited in reference (a).

a. The Navy Passenger Transportation Office (NAVPTO), Disbursing Office, and the Travel Claim section will:

(1) Maintain an unused ticket log. This log must be current and available for inspection at all times.

(2) Forward expeditiously all unused tickets (with a copy of the travel order for those issued by a Government Transportation Request (GTR)) to the NAVPTO, PSD, or CSD that services their command. Returned unused tickets will be immediately marked "CANCELLED" to avoid reuse. Entire trip cancellations will be returned to the NAVPTO. Partial tickets, miscellaneous charge orders, and other documents which represent a refund due to DoN will be submitted with the travel claim to the Travel Claim section of any PSD/CSD globally.

(3) Endorse orders reflecting receipt of unused tickets and return orders to the customer command. The endorsement must be signed by an authorized disbursing or Transportation Agent (TA.)

b. In support of the action required, the NAVPTO, PSD/CSD transportation division will:

(1) Ensure commercial airline tickets are issued at the latest practical time prior to travel.

(2) Process unused tickets within seven days of receipt from the Disbursing Office/Travel Claims section.

(3) Verify unused refund listing received from the Commercial Travel Office (CTO) for tickets procured through a Centrally Billed Account (CBA) or for GTRs paid to CWTSatoTravel.

(4) Ensure the CTO processes all unused electronic refunds (total and partial) received via the Electronic Reservation Ticketing System (ERTS) queue within seven days of receipt.

(5) Ensure contract compliance for the processing of all unused tickets within the current billing cycle not to exceed thirty days, report non-compliance, and track through completion/ resolution.

c. Procedures for unused tickets issued under a GTR:

(1) The Transportation section will process unused tickets issued with individual GTRs made payable to CWTSatoTravel.

(2) The CTO will prepare ticket listing and forward to CTO Headquarters Revenue Accounting Department. Upon completion of processing, the CTO will provide a refund check for amount due the government. Checks received will be forwarded to the Service concerned with copy of the GTR, orders, and invoice for member(s) listed.

d. Procedures for processing unused tickets under GTA:

(1) The Disbursing Office/Travel Claim section will forward all partially used tickets and other related negotiable documents to the Transportation Agent (TA) of the Transportation Office, PSD, or CSD for processing.

(2) The TA will forward all tickets and/or documents to the CTO for refund processing. Partially unused tickets will be placed on an unused ticket listing prepared by the CTO and mailed within seven days of receipt to Travel Services Contractor Headquarters for processing.

(3) The CTO, upon completion, will forward a Refund Exchange Notice (REN) and/or refund listing to the Transportation division. Each ticket identified will be matched and verified in the Contractor's Accounting and Information Management System (AIMS) to ensure refund has been processed. The local CTO will research all outstanding credits monthly until resolved.

(4) For record purposes, a copy of the REN and/or processed refund ticket listing received from the CTO will be retained in the NAVPTO/PSD/CSD transportation office for three years.

e. Procedures for processing unused tickets under the Defense Travel System (DTS):

(1) Travel processed in DTS must also be cancelled in DTS. The traveler is responsible to ensure reservations are cancelled and the ticket is processed for appropriate refund. Non-receipt of refund within the same billing cycle must be reported to the CTO for research and resolution.

5. Review Responsibility. The NPPSC Transportation Director is responsible for review and updating of this instruction.

L. A. CASON
By direction

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