

United States Department of Agriculture  
Research, Education, and Economics

**ARS CSREES ERS NASS**

*Bulletin*

**Title:** Suspension of EDS Travel Reservation, Ticketing, and Delivery Fees

**Number:** 05-302

**Date:** June 27, 2005      **Expiration:** June 26, 2006

**Originating Office:** Travel and Relocation Services Branch, Financial  
Management Division, AFM/ARS

**Distribution:** All REE Employees

This Bulletin provides notice of the suspension of reservation, ticketing, and delivery fees charged by the USDA travel management service, and procedures for reimbursement of fees assessed prior to suspension.

Electronic Data Services (EDS) began billing travelers directly for reservation and ticketing fees beginning May 22, 2005. However, the Department of Agriculture (USDA) travelers have continued to experience problems with the transaction fees, including double billing, incorrect fees, no billing of the expected fee, and no notification of the fee amount. USDA has requested and received permission from the General Services Administration (GSA) to discontinue this billing until EDS can resolve problems with their billing system.

We have been advised by USDA that EDS is discontinuing the billing of travel reservations and ticketing fees associated with the use of both the call-in travel agent service and the FedTraveler.com online booking service. EDS discontinued billing for these fees on June 14, 2005.

This Bulletin provides the latest guidance provided by the USDA on EDS fees. This situation is subject to change and further bulletins will be issued as new information is available. Currently, Research, Education, and Economics (REE) travelers should note the following:

- REE travelers may request reimbursement of EDS fees charged to their individual Bank of America travel charge card. Travelers should check their Bank of America (BOA) travel charge card statement to verify that the charge was actually incurred. If the charge was incurred, travelers should file a claim for reimbursement on their travel voucher and use the reimbursement to pay their Bank of America bill for the charge.
- Travelers should only file for reimbursement when a fee is incurred and billed to their individually billed travel charge card. If the Government Transportation System (GVTS) account was used as the form of payment for the airline or other common carrier ticket, the fee will be billed to the GVTS and not to the traveler's individually billed travel charge card.
- If a REE traveler feels that a fee was charged in error or received a duplicate fee (see Attachment 1 for a list of EDS fees), they should dispute the charge through BOA. Travelers should complete a BOA Dispute Form. This form is available through the traveler's Agency Program Coordinator (APC) or online at <https://www.gcsuthd.bankofamerica.com/forms/maintenance.asp>. A list of REE APCs is attached (Attachment 2). The dispute form should be submitted directly to BOA at the mailing address indicated on the Dispute Form.
- After filing the dispute form, REE travelers must send a request to USDA to research the disputed fee. The request should be address to Jerry Chenault, Office of the Chief Financial Officer, at [Jerry.Chenault@usda.gov](mailto:Jerry.Chenault@usda.gov). REE travelers should include the "Record Locator Code" with this request, along with a description of the problem. The "Record Locator Code" is a six character alpha code that is located on their travel itinerary.

USDA will work with EDS and GSA on any future billing for travel reservation and ticketing fees. Until such notification is received, REE travelers will not be directly billed for travel reservation and ticketing services. We will notify REE travelers of policy and procedures if such billing is implemented in the future.

S. M. HELMRICH  
Director  
Financial Management Division

### Electronic Data Systems (EDS) Transaction Fees

**Ticketing Fees:**

Agent Assisted:

Domestic Air and/or Rail	\$27.09
International Air and/or Rail	\$29.70
Domestic or International Lodging/Car Rental Only (without Air and/or Rail tickets)	\$10.60

Online Booking (see Note 1)

Domestic or International Travel with Air and/or Rail	\$11.00
Domestic or International Lodging/Car Rental Only (without Air and/or Rail tickets)	\$ 8.37

Paper Ticket Issuance and Delivery (Charge in Addition to Reservation and Ticketing Fee)

Paper Ticket Issuance/Delivery by Mail	\$ 5.89
Paper Ticket/Delivery by Express/Overnight Service	\$13.48
Paper Ticket/Delivery w/Courier Delivery	\$29.56

Note 1: Any agent intervention, including using the “Message to Agent” feature on the online system invokes the Agent Assisted fee.

**REE Travel Charge Card Agency Program Representatives (APC)**

The following individuals have been designated APCs for the REE agencies:

**ARS**

AFM: Diane Eggert  
Michele Williams  
Alonzo Walker  
Angel Spates

(Note: ARS/AFM designated personnel have access to all REE agency accounts and transaction data.)

ARS/Administrative Support Office/NAL: Elizabeth Jackson

Beltsville Area Office: Nancy Gatdula

North Atlantic Area: Joyce Hamilton  
James Rogers

Midwest Area: Joanne Volk  
B. J. Dailey

Pacific West Area: Lisa Jackson-Beitia  
Joyce Daniels

Northern Plains Area: Linda Sundstrom  
Phil Dailey

Southern Plains Area: Freida Williams  
June Williams

Mid South Area: Carolyn "Cack" Norquist  
Justine Bryson

South Atlantic Area: Valjean Farmer  
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**NASS**

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