

CHAPTER 102

GENERAL TRAVEL PROVISIONS

A. TRAVEL AUTHORITY

1. The TO will procure transportation, travel related services, and authorized accommodations upon receipt of orders as defined in Joint Federal Travel Regulations, Volume 1, (JFTR) Uniformed Service Members, Par U2100, General, and U2210, Travel and Reimbursement Order, and Joint Travel Regulations, Volume 2, (JTR), Department of Defense (DOD) Civilian Personnel, and Appendix I, Part 2, Par A, Order in Writing. Applicants for enlistment and rejected applicants for enlistment are provided travel by the local recruiting unit and not by the local TO.
2. It is government policy that all travelers must be provided coach-class (economy) airline accommodations for all official business travel (including Permanent Change of Station [PCS], Temporary Duty [TDY], Temporary Additional Duty [TAD], Renewal Agreement Travel leave, Emergency leave, Rest and Recuperation leave, Funded Environmental Morale leave, flights over 14 hours, and personnel evacuation) unless proper documentation/justification is provided (ordinarily before travel), and substantiated to justify premium-class transportation. Coach-class is defined as the basic class of accommodations offered to travelers regardless of fare paid, sometimes termed as “tourist” or “economy-class”. See the JTR, par. C2105, Economy Accommodations and Chapter 3, Part F, Commercial Air Transportation /JFTR, par. U2105 Economy Accommodations and Chapter 3, Part F, Commercial Air Transportation.
3. Premium Class Travel is defined as either Business-class, a premium-class of accommodation offered by the commercial carrier that is higher than coach and lower than first class in both cost and amenities, or First Class, generally, the highest class of accommodation offered by the commercial carrier in terms of both cost and amenities, and termed “first-class” by the carrier and any reservation system. Premium class travel is only permitted on an exception basis, when fully justified and approved by the appropriate premium class approval authority, and only in circumstances as stated in the JFTR and JTR. Blanket authorization and justification for use of premium class travel is prohibited. CTOs will not issue premium class tickets without the required approval being part of the travel authorization. In the event that premium class tickets are issued without proper approval documentation, the traveler is responsible for the excess cost. Travelers are authorized to upgrade to premium class at their personal expense or with frequent traveler benefits

B. DUAL COMMITMENT TRANSPORTATION

Dual commitment transportation refers to travelers or government entities that make duplicate bookings on any mode of transportation, or are working to have two types of transportation (military and commercial). Commercial air/rail/bus transportation will not be requested or scheduled for DOD group travel (defined for this purpose as 10 or more seats) unless all actions to obtain military transportation have been terminated. DOD travelers and government entities will practice prudent use of all modes of commercial transportation to enable the DOD to continue to access low cost commercial travel.

C. ROUTING

1. General:
 - a. Commercial transportation must be used for DOD passengers in the CONUS except when military transportation is essential to meet training or mission requirements, or when opportune capability is generated as a result of training or logistics support requirements, or for international travel, the TO arranging transportation will route passengers IAW DOD policy as stated in Chapter 103.
 - b. When travel orders do not direct a specific mode of transportation, or the directed mode is not available, the TO arranging transportation must route passengers using the best value that meets mission requirements, within established DOD policy.
 - c. Transportation of dependents must be IAW JFTR, Chapter 5, Part C, Dependent Travel and Transportation Allowances and JTR, Chapter 5, Part C, Dependent Travel and Transportation Allowances, or other DOD and Service regulations governing travel.
2. Initial Training Station. Recruits, enlistees, and inductees processing through a Military Entrance Processing Station (MEPS) en route to an initial training station are mandatory users of the GSA Airline City Pair Program for individual air travel. MEPS may contact the DTMO to establish and maintain a recruit travel routing in markets that lack a GSA contract city pair and/or for surface transportation.

D. RESERVATIONS

TOs must use prudent traffic management practices to determine modes of travel and which activity (CTO, DTMO, or USTRANSCOM DDOC) to use in obtaining reservations and routing.

Transportation requirement support can be found at:

1. TRANSCOM Customer Service: This site can be accessed at <https://ww2.ustranscom.mil/>. For frequently asked questions click on [about USTRANSCOM] and [how do I get lift] for an in depth look at available support.
2. Passenger Group Moves: Go to: <https://eta.sddc.army.mil/ETASSOPortal/Default.aspx> to access Group Operational Passenger System (GOPAX) for passenger group moves. For questions concerning air, call USTRANSCOM J3-WN, DSN 770-7706 or commercial 618-220-7706; for bus and rail call DTMO help line at 1-888-Help1Go (888-435-7146) or Comm: 571-372-1209/1210. Estimates for commercially contracted or military aircraft can be retrieved utilizing the Single Mobility System; for an account go to <https://sms.transcom.mil/sms-perl/smswebstart.pl> and click on the [get an account] tab.
3. Special Assignment Airlift Missions: Go to: Special Assignment Airlift Mission Request System (<https://campsweb.scott.af.mil>) for SAAM movement of passengers or call DSN 770-5751 or 618 220-5751.
4. When transportation reservations have been confirmed and changes are required, notifications of the change must be made expeditiously by all entities involved. TOs must instruct travelers, or persons in charge of group movements, that it is their responsibility to contact the TO and cancel or change reservations immediately if circumstances prevent use of the accommodation reserved.

E. PSRO

A PSRO is designed to support repetitive DOD travel requirements and requests must be submitted through GOPAX, <https://eta.sddc.army.mil/ETASSOPortal/Default.aspx>.

F. GROUP MOVEMENTS

TOs have the authority, with the concurrence of their respective DOD component, to route any size group on air/rail/bus, except for those groups requiring the purchase of a full plane load charter. Only DOD approved carriers will be used. Transportation Coordinators have the option of using GOPAX at <https://eta.sddc.army.mil/ETASSOPortal/Default.aspx>.

1. Procedures for Arranging Group Moves.
 - a. Air Group Move procedures can be found in Chapter 103.
 - b. Bus Group Move procedures can be found in Chapter 104.
 - c. Rail Group Move procedures can be found in Chapter 105.
2. Need for Unclassified Travel Information. When any type of commercial transportation is requested, the origin, destination, and movement date must be unclassified so that negotiations can be conducted with commercial carriers.
3. After the transportation arrangements have been made, the TO will provide the requester all pertinent transportation information (i.e., commercial carrier, flight numbers, schedules, dates, costs, movement symbol and number, and meal service). The TO then prepares the required transportation documents, tickets, and DD Form 1341, Report of Commercial Carrier Passenger Service, [Figure 102-2](#). For air movements, mail the DD Form 1341 to HQ AMC/A3K, 402 Scott Drive, Scott AFB, IL 62225-5302; for bus movements, mail to DTMO, Suite 800, 4601 N. Fairfax Drive, Arlington, VA 22203.
4. Reporting Changes:
 - a. Reporting changes is critical. Commercial carriers may impose penalties for failure to report changes or cancellations on scheduled or chartered service. Once a group move has been finalized, the traveling unit is responsible for reporting to the TO any changes that may affect the move (e.g., an increase or decrease in passenger count, changes in baggage or impedimenta requirements, changes in dates or time, or cancellation of all or part of arranged transportation).
 - b. The group leader must ensure the TO is advised of changes to passenger group movements arranged through USTRANSCOM DDOC for air, or the DTMO for surface, as soon as possible.
 - (1) Contact USTRANSCOM at DSN 770-7706 or commercial (618) 220-7706.
 - (1) Contact the DTMO help line: 1-888-Help1Go or 888-435-7146 or Comm: 571-372-1209/1210.
5. Designating a Group Leader. A responsible member of the group, usually the senior ranking individual, is designated as the group leader. The group leader serves as the intermediary between all members of the group and the carrier representatives and is responsible for reporting to the TO any changes or problems encountered by the group during travel.
6. Briefing the Group Leader. Prior to travel, the TO or staff must brief and provide written instruction to the group leader and, if possible, the entire group. The briefing must include, but not be limited to, the following:
 - a. The group leader is not authorized to make changes or to cancel any travel arrangements unless specifically authorized by the origin TO.
 - b. A review of the travel documents provided and their proper use (e.g., GTR(s), commercial airline tickets, meal tickets/cards, and the DD Form 1341).

- c. Accuracy of passenger manifests.
- d. Schedule date and time of departure, route, symbol and numbers, and scheduled date and time of arrival at destination.
- e. The disposition of all unused transportation requests, totally and partially unused tickets, and other transportation documents.
- f. Number and types of meals to be provided. (When meal tickets are used, address the need for certifying the meal ticket for the exact number of meals served by the vendor).
- g. Baggage handling.
- h. Completion and distribution of DD Form 1341.
- i. Availability of life insurance, and procedures to be followed when personnel are hospitalized, deceased, or missing en route.
- j. Action to be taken in the event of an unusual delay en route.
- k. Requirement to observe the condition of carrier equipment prior to departure, en route, and at destination. All damage will be noted and called to the attention of the carrier representative. If member(s) of the group inflict damage, the “Remarks” portion of DD Form 1341 must be completed following the instructions shown there.
- l. Prohibition against completion or alteration of carrier tickets by personnel other than bona fide employees of common carriers.
- m. Responsibility to ensure all weapons are unloaded prior to movement by any mode. (See Appendix I.)
- n. Payment for charter bus moves must be transacted by a government-issued travel credit card, or in emergency situations only, by presenting the original GTR to the driver, or IAW carrier instructions.
- o. Responsibility to ensure actual weights of personnel and actual weights of bags (air only) are used unless in direct support of forces alerted for or engaged in general war or national contingency operations.

G. MILITARY PRISONER WITH GUARD

When commercial transportation is used for moving prisoners under guard, the movement must be accomplished in a manner that permits the least possible contact with the general public. Consideration must be given to all modes in selecting the type of transportation that best meets military requirements.

H. ABSENTEES, STRAGGLERS, OR OTHER MEMBERS WITHOUT FUNDS

Absentees, stragglers, members on authorized leave without funds, or members who become separated from the remainder of the group while in a travel status may be furnished travel on a cost charge basis. See DOD Component publications for determining published tariff rate application. Travel must be IAW JFTR par. U7400, Absentee, Straggler, Deserter or Member without Funds, JFTR, par. U2715, Lost/Stolen/Unused Ticket and par. U2720, Lost/Stolen /Unused GTR or JTR, par. C2715, Lost/Stolen/Unused Ticket and par. C2720, Lost/Stolen/Unused GTR. (For dependents, see JFTR, par. U5203, Dependent Transportation When Transportation Documents or Funds Are Lost or Stolen. There are no provisions for transportation of civilian employees under these conditions.

I. APPLICANTS AND OTHERS

Applicants and rejected applicants for enlistment and members discharged because of fraudulent enlistment, applicants for flight training, members discharged under other than honorable conditions, and discharged and/or paroled prisoners are entitled to transportation IAW JFTR, Chapter 7, Travel and Transportation Allowances Under Special Circumstances and Categories.

J. DEPENDENT TRAVEL

This Par prescribes air, rail, and bus accommodations to be provided to dependents of members and DOD civilian employees for travel by commercial and AMC transportation.

1. Authority.
 - a. Member's Family Member. Transportation of dependents is authorized by the JFTR and DOD regulation.
 - b. Civilian Employee's Family. Transportation of dependents is authorized by the JTR and DOD regulation.
2. Transportation of Military Dependents.
 - a. Application by Member. CONUS transportation furnished to military dependents must be supported by dependent travel orders; or member's orders; or DD Form 884, Application for Transportation for Dependents, [Figure 102-3](#), supported by proper travel authority (i.e., member's travel order). When concurrent travel is authorized, dependents may travel with the member. OCONUS transportation furnished to military dependents must be supported by the sponsor's concurrent travel order or dependent travel authorization that includes the name, relationship, and dates of birth of dependents. When different accounting symbols, projects, or other subdivisions are included on one GTR, the number of persons chargeable to each subdivision must be clearly shown.
 - b. Distribution of DD Form 884. For Army, Marine Corps, and Navy sponsored dependent travel, the DD Form 884 must be prepared in duplicate. The original, signed by the applicant, must be retained with a copy of the member's travel order, GTR file copy, and other documentation for each member's case file. The duplicate copy must be given to the applicant. An additional signed copy must be forwarded to the member's receiving finance and accounting office when issued under CTO billing procedures.
 - c. Application by Other than Member. When it is otherwise impossible or impractical for a member to execute the application, a responsible adult dependent possessing a valid power of attorney may certify and sign all documents relating to the application. In such cases, the dependent signing the documents must attach a sworn affidavit attesting to the dependency, by name, of all persons listed on the application. Transportation may be provided for dependent travel using the casualty report.
 - d. Overseas Movement of Navy Dependents. TOs must be knowledgeable of, and ensure that, various requirements for moving Navy dependents overseas (e.g., medical screening, accomplishment of dependent entry approval, passport/Visas, and required obligated service [retainability]) are met.
 - e. Self-Procurement. DOD Components may provide their own guidance and restrictions for self-procurement of transportation.
3. Transportation of Civilian Dependents. Dependents of civilian employees will be transported IAW the provisions of the JTR. Transportation of dependents of civilian employees will be

supported by dependent travel orders or the employee's travel orders that include the names and relationships of eligible dependents and dates of birth of children authorized to travel.

K. CIRCUITOUS TRAVEL

Circuitous travel is defined as travel by a route other than the one that would normally be prescribed by a TO between the places listed in travel orders. Members and their accompanying dependents that are command sponsored may be authorized circuitous travel in connection with PCS travel to, from, and between overseas areas. Dependents may travel independent of their sponsor. The designated official approves/disapproves requests for circuitous travel. For Navy, the approval authority is the commanding officer. For Marines, the approval authority is HQ United States Marine Corps, Manpower Management Integration and Administration. The traveler assumes responsibility for all costs exceeding those of the normally prescribed route (See JFTR, Par U5116-E, Reimbursement When the Member Performs Indirect/Circuitous Travel). Approval authority for circuitous travel must review applications on an individual basis. The applicant must understand and accept responsibility for complying with the travel requirements outlined in the DOD Foreign Clearance Guide for countries visited.

L. ACCOMMODATIONS

CTOs must arrange official travel accommodations. Requests must be made as soon as requirements are known. Accommodations provided members and DOD civilian employees on official travel vary between modes. Travelers may accept lesser accommodations when they meet DOD Components and/or traveler requirements. The Government may furnish lesser accommodations with less than stated minimum standards for members and DOD civilian employees when it has been determined by the DOD Components concerned that specific needs require use of such accommodations.

M. PASSENGER RESERVATION DATA REPORTING

1. The DTMO manages, operates, and maintains the DOD Commercial Travel Information Management (CTIM) system. The DTMO will provide management information to DOD Components and USTRANSCOM to support their management and evaluation of passenger operations. Requests for information will be directed to the Defense Travel Management Office (DTMO), ATTN: Management Support Division, Suite 800, 4601 N. Fairfax Dr., Arlington VA 22203. Contracted CTOs and DOD Components must provide commercial travel reservation data to the DTMO, ATTN: Management Support Division, Suite 800, 4601 N. Fairfax Dr., Arlington VA 22203, on individually ticketed travel including TO-routed groups, to support CTIM system data requirements. Include group travel arranged by USTRANSCOM DDOC in CTIM reporting. Specific data reporting procedures and data elements are prescribed at Appendix H.
2. DOD Components must ensure that reporting requirements are contained in their travel services contracts. For travel not arranged by CTOs, data will be submitted from the Services' DFAS offices based on information extracted from GTRs. This data will support CTIM system data requirements. Report to the DTMO, Management Support Division, Suite 800, 4601 N. Fairfax Dr., Arlington VA 22203. Specific data reporting procedures and data elements are prescribed at Appendix H.

N. CTO

1. Establishment or continued use of a full-service, in-house travel office (official or leisure) is authorized only when it has been determined by the DTMO that CTO services cannot satisfy a DOD installation's travel requirements.
2. Selection of a contractor to perform the CTO services must be accomplished on a competitive basis IAW 10 U.S.C. § IV, Chapter 137, Procurement Generally, as amended, and the Federal Acquisition Regulation (FAR).
3. CTOs must provide a full range of travel services which include, but are not limited to, air, bus, rental car/truck, rail, and water reservations, group movements, and ticketing delivery; lodging reservations, detailed management information, and availability of a 24-hour toll-free information and assistance telephone number.
4. CTOs and in-house travel service offices must comply with procedures and requirements in Chapter 103, Par A, of this Regulation.
5. Transportation bill payment procedures must be as prescribed by the DOD Component and must be included as part of their travel services contracts.
6. CTO contracts and in-house travel offices must comply with Appendix H, Commercial Travel Information Management (CTIM) Preparation Instructions.
7. When a CTO is available, it is DOD policy that CTO use by travelers is mandatory (This policy is embodied in JTR, par. C2400, CTO Use, JFTR, par. U2400 CTO Use, and JFTR/JTR, Appendix O, par. T4025, Arranging Official Travel).
8. Whenever it is determined by a DOD Component that a transaction fee will be paid on official travel, the requirement for a fee will be set out in the solicitation contract, or other document setting forth the agreement of the parties. The fee will be credited to the appropriation charged with the cost of the travelers travel. CTO fees are paid to the CTO either as Transaction Fees or Travel Management Fees. The CTO contract will stipulate how and when the Transaction Fees or Travel Management Fees are paid.
9. If there is a sufficient volume of unofficial travel and the viability of the CTO providing official travel services will not be jeopardized, the DOD Component, or theater CDR, or designee, may elect to permit establishment of an additional morale, welfare, and recreation CTO to serve the unofficial travel needs of the installation. Such nonappropriated fund contracts will be awarded competitively IAW DODD 4105.67, Nonappropriated Fund (NAF) Procurement Policy.
10. CTO requirements for issuance of tickets for premium travel (business and first class) are contained in this chapter, [Par A.3](#).

O. ESCORTS WITH DECEASED MEMBERS (HUMAN REMAINS)

The normal mode for movement of escorts for deceased members/employees is air. (See Chapter 103 for further information).

1. Deceased Military Personnel. Escorts (military or civilian) for the remains of deceased military personnel must be furnished travel as provided in JFTR, U5951, Escorting the Remains of a Deceased Member.
2. Deceased Civilian Personnel. Travel expenses of an escort for the decedent's remains are allowable. See JTR, Par C5880, Escort(s) for Employee Remains.

P. PROMOTIONAL ITEMS FROM COMMERCIAL SOURCES

1. Official travelers may accept promotional items, including frequent flier miles, and use them for personal travel. The promotional material must be obtained under the same terms as those offered to the general public and must be at no additional government cost. Any promotional items obtained through official travel belong to the traveler. This includes frequent traveler benefits such as points or miles, upgrades, or access to carrier clubs or facilities. Personal use of the promotional items regardless of when the mileage was accrued is allowed. For more information and conditions (e.g., relinquishing seats, lost or delayed accompanied baggage), see JFTR, Chapter 1, Part D, Gifts, Gratuities and Other Benefits Received from Commercial Sources and JTR, Chapter 1, Part D, Gifts, Gratuities and Other Benefits Received from Commercial Sources at <http://www.defensetravel.dod.mil/site/travelreg.cfm> and the Joint Ethics Regulation (JER), DOD 5500.7-R, at http://www.defenselink.mil/dodgc/defense_ethics/ethics_regulation/index.html.
2. It is recommended that DOD personnel who elect to use their promotional awards to upgrade to a higher class of service (i.e., using frequent flyer miles to upgrade to business or first class), do not wear a uniform or allow a rank or grade to be associated with an upgrade. However, members must adhere to individual DOD Component requirements and the DOD Foreign Clearance Guide (FCG) (<https://www.fcg.pentagon.mil/>).

Q. LOST COMMERCIAL AIRLINES TICKETS

1. Procedures in this Par are applicable to all DOD Components. For additional procedures for Air Force, Navy, and Marine Corps procedures, see Air Force Instruction (AFI) 24-101, Passenger Movement, Chief of Naval Operations Instruction 4650.15, Navy Passenger Transportation Manual, and Marine Corps Order (MCO) P4600.7, Marine Corps Transportation Manual respectively.
2. Commercial Ticket. When a ticket is lost, stolen, or destroyed, duplicate transportation must not be furnished by a TO, except under conditions described in Par Q.4 below.
3. Travelers must report lost CTO-issued airline tickets immediately to the TO at the installation where the tickets were issued. The traveler must also notify the airline that issued the ticket of the loss. The TO must obtain all pertinent ticket information needed from the passenger itinerary. The traveler is required to obtain a Lost Ticket Refund Application (LTRA) form from the airline or through the CTO. The report will include a complete description of the documents including:
 - a. Payee.
 - b. Serial number.
 - c. Complete statement of facts concerning loss or theft. If the lost, stolen, or destroyed document(s) is partially or fully completed with the point of origin, carrier, or type service, the TO also will immediately notify the designated carrier and other local carriers of the loss or theft.
 - d. Name of activity where issued.
 - e. Date, place, and circumstances relating to loss.
 - f. Points between which ticket was used.
 - g. Approximate baggage weight and points to which baggage was checked, if any.
 - h. Action taken to recover tickets.
 - i. Action taken to notify carrier or agent.

NOTE: When LTRA forms are issued by the carrier, the traveler must ensure that the following address is shown on the form: Treasurer of the US, in care of (c/o) of Unit Finance Officer.

- j. Serial number(s) of replacement tickets.
- k. Name of activity where replacement tickets were issued.
- l. Copies of receipts.
- m. For tickets issued under Local Payment of Airlines/CTO billing procedures, a copy of airline service request.
- n. TO, upon receipt of the above, must immediately notify the designated carrier on a SF 1170, Redemption of Unused Tickets, [Figure 102-4](#), requesting reimbursement for the amount paid for the transportation.
- o. The TO must initiate refund tracer action on SF 1170 with the carrier until the case is closed.
 - (1) Complete SF 1170 after receiving the information from the traveler. Attach a copy of the lost ticket refund application, and copies of the original and replacement tickets to the SF 1170. Send a refund request to the carrier for the amount the traveler paid.
 - (2) Suspend a copy of SF 1170, with supporting documents, for 120 days. Initiate tracer action on unanswered requests for refunds on the 121st day and each 90 days thereafter for up to one year from date of the initial SF 1170.
 - (3) If the carrier does not respond within one year, package up all correspondence and documentation with the member's/employee's case file and annotate copy of SF 1170 "No Response Received from Carrier". For the Army, Air Force, and other DOD Agencies, the package will be forwarded to General Services Administration, ATTN: FWCA, Room G137, 18th and F Streets, NW, Washington, DC 20405. For all others, send the package to DFAS, or the Service Finance office.
4. Obtaining Duplicate Transportation. The traveler must be informed to use personal funds to purchase transportation services necessary to complete authorized travel. Receipts must be obtained from the carrier to support a claim for reimbursement. Military personnel and their dependents and civilian employees, without sufficient funds to purchase duplicate transportation, may be furnished the necessary transportation on a cost charge basis. See Appendix L of this regulation for procedures for issuing a cost-charge GTR. Reporting requirements in Par Q.3 above apply when a cost-charge GTR is issued.
5. Recovery of Lost Documents. Documents reported as lost or stolen and are later found must be turned into the TO. The notification will include serial numbers of the documents. Documents reported as lost, but subsequently found, must not be used but given to the TO for a determination of their validity.
6. Reimbursement for Cost of Transportation at Traveler's Expense. When duplicate transportation has been purchased by the traveler from personal funds, or has been furnished to a traveler on a cost-charge basis, the following procedures must be used.
 - a. Traveler. The traveler must submit a request for reimbursement, through the local TO, to the finance office. Copies of tickets purchased by the traveler and all receipts received from the carrier must be included with the request. The TO must provide a copy of the SF 1170 to the finance office and to the traveler. The traveler must submit a copy of the SF 1170 with the travel voucher, DD Form 1351-2, Travel Voucher or SubVoucher, (Figure L-2) for immediate reimbursement. After the TO verifies that the original ticket(s) was not used, the TO must notify the local finance office and close out the file. If it is determined that the

document reported as lost or stolen was used, the traveler may be required to refund to the Government the cost of the fraudulently used transportation.

- b. TO. The TO must ensure that the traveler is aware of Par Q. The TO must also forward any refund checks received from the carrier with the traveler's request for reimbursement so that the finance office can make adjustments.
- c. Refund Received by TO or Traveler. Refund checks received by the TO or traveler from a carrier must be forwarded to the local finance office or to the DFAS office for adjustment and reimbursement to the traveler. If it is later determined that lost or stolen documents were used, the traveler may be required to refund the cost of the tickets to the government.

R. UNUSED COMMERCIAL AIRLINE TICKETS

1. Unused electronic or paper airline tickets obtained in conjunction with official travel have a monetary value that must be refunded. TOs must instruct all military and civilian personnel to return both fully unused and partially unused airline tickets, to include unused electronic ticket itineraries, to their CTO for a refund. The CTO prepares a DD Form 730, Receipt for Unused Transportation Requests and/or Tickets, Including Unused Meal Tickets, (Figure L-1) or locally developed form (e.g., Passenger Name Record [PNR], stamp, pre-printed labels) for the unused tickets. The original and one copy of the DD Form 730 or other receipt are given to the traveler to file with the travel voucher. If the trip is cancelled, the tickets will be returned to the TO. Failure to follow these procedures could make the traveler financially liable for the amount of the unused tickets.
2. DOD Components and Defense Agencies will cancel any ticket that is unused after 30 days from the travel date of the last unused segment and initiate refund action. They will also submit a quarterly unused ticket report (see [Figure 102-5](#)) to the DFAS, Travel Card Program Management Office, Room 410, 1851 South Bell St., Arlington, Va. 22240-5291.
3. The following are recommended procedures to process refund applications for lost tickets and to reimburse members/employees for replacements; however, TO/CTOs and finance offices may implement locally developed procedures that accomplish the same accountability.
 - a. Complete SF 1170 after receiving the information from the traveler. Attach a copy of the lost ticket refund application, and copies of the original and replacement tickets to the SF 1170. Send a refund request to the carrier for the amount the traveler paid.
 - b. Suspend a copy of SF 1170, with supporting documents, for 120 days. Initiate tracer action on unanswered requests for refunds on the 121st day and each 90 days thereafter for up to one year from date of the initial SF 1170.
 - c. If the carrier does not respond within one year, package up all correspondence and documentation with the member's/employee's case file and annotate copy of SF 1170 "No Response Received from Carrier". For the Army, Air Force, and other DOD Agencies, the package will be forwarded to General Services Administration, ATTN: FWCA, Room G137, 18th and F Streets, NW, Washington, DC 20405. For all others, send the package to DFAS, or the Service Finance office.

S. US GTR

See Appendix L for information concerning GTRs.

T. MEAL TICKETS/CHECKS

See Appendix M for meal ticket/check preparation guidance.

U. CARRIER AGREEMENTS

Commercial bus, rental car and truck vendors that have current agreements with the DOD can be viewed at the following internet address: <http://www.defensetravel.dod.mil/> or by contacting the DTMO, Travel Management Branch, Suite 800, 4601 N. Fairfax Dr., Arlington, VA 22203, phone (703) 696-7000, or e-mail at CarRental@dtmo.pentagon.mil or milbus@dtmo.pentagon.mil.

V. EMERGENCY TRAVEL

1. General. The following guidance is provided for processing travel in connection with bona fide emergencies for members and their dependents.
2. Funded Emergency Travel and Related Space Available Travel. The member's CDR is responsible for granting emergency leave. Once it has been determined that emergency travel is to be undertaken, the member and/or dependent(s) are entitled to funded round-trip transportation IAW JFTR, Par U7205, Transportation in Personal Emergencies. Travel will not be denied because of insufficient funds. The emergency traveler must be provided the five means of travel options or combinations as shown below and outlined in the DOD 4515.13-R, Air Transportation Eligibility, Chapter 2, Pars. A. 4.a through A. 4.e:
 - a. Government-funded travel on DOD aircraft if the specific condition in the JFTR exists.
 - b. Government-funded commercial travel if the specific conditions in the JFTR exist.
 - c. Member-funded (space-required) travel aboard DOD aircraft when the specific condition for Government-funded travel in the JFTR does not exist.
 - d. Space-available travel aboard DOD aircraft.
 - e. Member-funded personal transportation arrangements on commercial aircraft.
3. Travel Authorization and Entitlement. Travel entitlements in connection with emergency situations are complex because they are dependent upon the circumstances involved and the member's duty station and domicile.
4. Emergency Travel of DOD Civilians While TDY. See the JTR, Chapter 7, Part H, Emergency Travel and Transportation of Employee Due to Illness or Injury or a Personal Emergency Situation While TDY, to determine allowances.
5. Emergency Travel of Members TDY or Away from Homeport. See the JFTR, Par U7206, Personal Emergencies for a Member on TDY or Away from Homeport, to determine entitlements.
6. Emergency Leave and Family Visitation of DOD Civilians. See the JTR, Chapter 7, Part M, Emergency Visitation Travel (EVT), to determine entitlements.

STANDARD PLANNING WEIGHTS

1. General. Actual weights will always be used when manifesting passengers on commercial aircraft. Actual weights should be used for DOD organic aircraft. Use of standard planning weights is authorized on DOD organic aircraft for contingencies or wartime situations only where time does not allow for obtaining actual weights.
2. Standard Planning Weights. The following will be used as planning weights for combat equipped troops being deployed on DOD organic aircraft:
 - a. Passengers with web gear and weapon or with carry-on baggage:
 - (1) Combat: 210 lbs
 - (2) Training: 210 lbs
 - b. Passengers with web gear, weapon, and rucksack or combat equipment/tools:
 - (1) Combat: 300 lbs
 - (2) Rucksacks: Training 40 lbs; combat 80 lbs
 - c. Passengers with duffel bag, web gear, weapon, and rucksack or with duffel bag and combat equipment or tools:
 - (1) Training: 350 lbs.
 - (2) Combat: 400 lbs
 - d. Parachutist with web gear, weapon, and rucksack:
 - (1) Training: 300 lbs
 - (2) Combat: 350 lbs
 - e. Parachutists with no weapon or equipment: 220 lbs.
Only under contingency or wartime situations when time does not permit obtaining actual weights will standard planning weights be used in lieu of actual weights for manifesting passengers or cargo on military aircraft.
If scales are not available, interrogated weights of individuals can be used.
3. The following weights will be used for planning the deployment of non-combat equipped troops on DOD organic aircraft:
 - a. Passenger with no bag: 175 lbs.
 - b. Passenger with hand-carried bag: 195 lbs.
 - c. Additional planning weights:
 - (1) Hand-carried weapon: 10 lbs.
 - (2) Mobility bags: 25 lbs.
 - (3) Mobility pack (mask, web gear, and helmet): 20 lbs.
 - (4) Tool Box: 55 lbs.
 - (5) Checked baggage: 70 lbs.
4. The following planning weights and procedures apply to individuals transported on AMC-chartered commercial aircraft:
 - a. Non-combatant equipped troops: 175 lbs.
 - b. Combat-equipped troops with carry-on bag only: 210 lbs.
 - c. Combat-equipped troops with web gear and weapon: 210 lbs.
 - d. Combat-equipped troops with web gear, weapon, and carry-on baggage: 230 lbs.
 - (1) These weights are for planning purposes only. NO standard body weights will be used for troops transported on commercial aircraft. Use actual scaled weights of individuals with uniform, boots, helmet, weapon, web gear, and hand-carried bag.
 - (2) If scales are not available, interrogated weights of individuals can be used. After asking each individual their weight, use the following additive item weights as necessary to determine total weight of the traveler:
 - (a) Boots: 5 lbs.
 - (b) Helmet: 5 lbs.
 - (c) Uniform: 5 lbs.
 - (d) Web gear: 12 lbs.
 - (e) Weapon: 10 lbs.
 - (f) Hand-carried bag: 20 lbs.

All items transported in the cargo compartment of a commercial aircraft must be weighed.

Figure 102-1. Standard Planning Weights

| REPORT OF COMMERCIAL CARRIER PASSENGER SERVICE (Prescribed by DTR 4500.9-R) | | | | | | | | | | |
|--|--|-----------------|---------------------|--------------------|--|------------------------|--|----------------|-----|----|
| 1. SCHEDULED PAX | | 2. ACTUAL PAX | | 3. DATE (YYYYMMDD) | | 4. CAM/MAIN/MRO NUMBER | | 5. PSRO NUMBER | | |
| 6. NAME OF ORIGIN ACTIVITY | | | | | 7. NAME OF DESTINATION ACTIVITY | | | | | |
| 8. GROUP LEADER | | | | | 9. DESTINATION TRANSPORTATION OFFICER TELEPHONE NUMBER | | 10. DUTY OFFICER TELEPHONE NUMBER | | | |
| a. NAME (Last, First, Middle Initial) | | | b. RANK/GRADE | | 11. NAME OF AIR CARRIER/BUS COMPANY | | | | | |
| c. UNIT/COMMAND NAME | | | d. TELEPHONE NUMBER | | | | | | | |
| e. UNIT/COMMAND ADDRESS (Include ZIP Code) | | | | | | | | | | |
| 12. ORIGIN | | | | | 13. DESTINATION | | | | | |
| 14. AIR CARRIER PASSENGER SERVICE (X as applicable) | | | | | 15. COMMERCIAL BUS SERVICE (X as applicable) | | | | | |
| AREAS TO BE RATED | | UNSATIS-FACTORY | MARGINAL | SATIS-FACTORY | VERY SATIS-FACTORY | EXCELLENT | AREAS TO BE RATED | | YES | NO |
| a. Check-in convenience | | | | | | | a. Interior and exterior of bus cleaned. | | | |
| b. Courtesy of passenger agents | | | | | | | b. Lavatory clean and functional with sufficient tissue, towels, soap, and water, if applicable. | | | |
| c. Flight information display | | | | | | | c. Equipped with first aid kit. | | | |
| d. Promptness in boarding aircraft | | | | | | | d. Clean headrest covers supplied for each seat. | | | |
| e. Baggage handling | | | | | | | e. Overhead rack space provided for coats, hats, and parcels. | | | |
| f. Meal service | | | | | | | f. Temperature controlled so as to ensure passenger comfort regardless of outside temperature. | | | |
| g. Aircrew courtesy | | | | | | | g. Lighting adequate to service needs of individual passengers. | | | |
| h. Aircraft cleanliness | | | | | | | h. Carrier personnel neat, courteous, and helpful. | | | |
| i. Aircraft cabin temperature | | | | | | | i. Carrier arranged for clean and sanitary meal stops. Meals consisted of good quantity, quality, and variety. | | | |
| j. Announcements (Timing, Clarity, Content) | | | | | | | j. Meal stops made during specified meal hours. | | | |
| k. Arrival timeliness | | | | | | | k. During movement, bus operator briefed person in charge concerning irregular events and reasons for delay. | | | |
| l. Flight safety | | | | | | | 16. REMARKS (Continue on back if necessary) | | | |
| m. Overall flight rating | | | | | | | | | | |

DD FORM 1341, FEB 2010

PREVIOUS EDITION MAY BE USED.

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Figure 102-2. DD Form 1341, Report of Commercial Carrier Passenger Service

| VEHICLE INSPECTION CRITERIA | DUTIES OF GROUP LEADER |
|---|--|
| <p>COMMERCIAL BUS MOVEMENT STANDARDS OF SERVICE AND SURVEILLANCE CHECKLIST</p> <p>Section I - Identification Data</p> <p>Section II - Driver Documents</p> <ol style="list-style-type: none"> 1. Driver's license 2. Medical certificate 3. Driver's record of duty status (log) 4. Vehicle Inspection Report <p>Section III - Vehicle Inspection (Walk Around)</p> <ol style="list-style-type: none"> 1. Parking brake 2. Front of bus <ol style="list-style-type: none"> a. Proper lighting b. Windshield wipers c. Cracked windshield 3. Left side of bus <ol style="list-style-type: none"> a. Wheels and rims b. Front tires (4/32" tread depth required) 4. Rear of bus <ol style="list-style-type: none"> a. Exhaust system b. Oil leaks c. Tail lights, turn signals, stop lights, and emergency flashers 5. Right side of bus <ol style="list-style-type: none"> a. Wheels and rims b. Rear tires (2/32" tread depth required) 6. Air loss rate (air leaks) 7. Low air warning device 8. Fuel system 9. Exterior appearance <p>Section IV - Interior Inspection</p> <ol style="list-style-type: none"> 1. Fire extinguisher (properly secured) 2. Emergency warning devices 3. Standee line and sign 4. Seats properly secured to flooring 5. Lavatories clean, door lock operational, towelettes supplied if no fresh water system 6. Temperature control 7. Emergency push-out windows operational and properly marked <p>Section V - Carrier Responsibilities</p> <ol style="list-style-type: none"> 1. Meal stops and driver exchange points <p>Section VI - Miscellaneous</p> <ol style="list-style-type: none"> 1. Buses spotted on time, sufficient seating, and baggage space | <ol style="list-style-type: none"> 1. Serve as the intermediary between all group members and carrier representatives. 2. Responsible for handling of GTRs and any other accountable documents. 3. Prohibit the completion or alteration of carrier tickets by personnel other than bona fide employees of the carrier. 4. Properly dispose of any unused GTRs or other accountable documents. 5. Ensure baggage is positioned for carrier loading. Carrier representative will load baggage. 6. Notify originating and destination TO in the event of unusual delays. 7. Observe condition of carrier equipment prior to departure utilizing vehicle inspection criteria listed. Contact the TO on any disputed items. 8. Annotate meal ticket with actual number of meals provided. 9. Notify TO when any personnel are hospitalized, deceased, or missing. 10. Complete the DD Form 1341 and turn in to the TO. <p>16. REMARKS (Continued)</p> |
| <p>DD FORM 1341 (BACK), FEB 2010</p> | <p style="text-align: right;">Reset</p> |

Figure 102-2. DD Form 1341, Report of Commercial Carrier Passenger Service (Cont'd)

| APPLICATION FOR TRANSPORTATION FOR DEPENDENTS | | 1. DOD COMPONENT | |
|--|--|--|---|
| PRIVACY ACT STATEMENT | | | |
| <p>AUTHORITY: 10 U.S.C. 136; 37 U.S.C. 406 (Military); DTR 4500.9-R, Chapter 102.</p> <p>PRINCIPAL PURPOSE(S): The completed form is used for transportation-in-kind of dependents within CONUS used as an authority to issue transportation requests in the absence of dependent travel orders.</p> <p>ROUTINE USE(S): The DoD "Blanket Routine Uses" found at http://privacy.defense.gov/blanket_uses.shtml apply to this collection.</p> <p>DISCLOSURE: Voluntary; however, if requested information is not furnished, transportation may not be provided.</p> | | | |
| 2.a. NAME OF APPLICANT <i>(Last, First, Middle Initial)</i> | | b. RANK | c. GRADE |
| 3. SHIP OR STATION | | | |
| 4. DEPENDENTS FOR WHOM TRANSPORTATION IS REQUESTED <i>(Continue on blank page if necessary)</i> | | | |
| a. NAME <i>(Last, First, Middle Initial)</i> | b. RELATIONSHIP* <i>(Adopted son, stepdaughter, etc.)</i> | c. DATE OF BIRTH <i>(Children) (YYYYMMDD)</i> | d. LOCATION AT TIME OF RECEIPT OF ORDERS** <i>(City, State)</i> |
| | | | |
| | | | |
| | | | |
| | | | |
| <p>*If other than a lawful spouse or unmarried legitimate child under 21 years of age of a member, complete applicable certificates below. **If travel is from other than vicinity of old station or to other than vicinity of new station, state reasons; if orders were received during temporary absence of dependents from old duty station, explain necessity for their return thereto prior to proceeding to new station.</p> | | | |
| 5. PRESENT ADDRESS OF DEPENDENTS <i>(Street Address, City, State and ZIP Code)</i> | | | |
| 6. OLD PERMANENT STATION | | 7. NEW PERMANENT STATION | 8. DATE OF ORDERS <i>(YYYYMMDD)</i> |
| 9. TRANSPORTATION REQUESTED a. FROM <i>(City, State)</i> | | b. TO <i>(City, State)</i> | c. VIA <i>(Route) (City, State)</i> |
| 10. DATE OF DEPARTURE <i>(YYYYMMDD)</i> | | 11. BY <i>(Air, Rail, etc.)</i> | |
| <p>12. CERTIFICATION OF INTENT I certify that transportation for persons listed above, who were my dependents on the effective date of applicable orders, is being requested with the intent of establishing a bona fide residence. I further certify that I have not made application or submitted claim for transportation of my dependents on this change of station except as follows:</p> | | | |
| <p>13. CERTIFICATE OF PROOF OF DEPENDENCY <i>(Required for dependent parents, adopted children, stepchildren and for mentally or physically incapacitated children over 21 years of age.)</i> I certify that my dependent(s) <i>(Relationship)</i> _____, named above, is/are in fact dependent upon me and that a certificate of dependency was approved by the appropriate agency. I further certify that there has been no change in the conditions of dependency since the certificate was approved. (NOTE: In the case of a dependent parent, the certificate of dependency must be approved annually.)</p> | | | |
| <p>14. CERTIFICATE OF RESIDENCE OF PARENT <i>(Required for a dependent parent in addition to block 13.)</i> I certify that my dependent(s) <i>(Relationship)</i> _____ is/are residing as a member of my household and will reside as a member of my household established incident to this change of station.</p> | | | |
| <p>15. CERTIFICATE FOR STEPCCHILD <i>(Required for a stepchild in addition to block 13.)</i> I certify that <i>(Name of child's other parent)</i> _____, the mother/father of the stepchild(ren) named above, was my legal spouse on the effective date of applicable orders.</p> | | | |
| 16.a. SIGNATURE OF APPLICANT | | | b. DATE <i>(YYYYMMDD)</i> |

DD FORM 884, NOV 2010

PREVIOUS EDITION IS OBSOLETE.

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Figure 102-3. DD Form 884, Application for Transportation for Dependents

| REDEMPTION OF UNUSED TICKETS - Original | | | | | TICKET NUMBER OR GOVERNMENT TRANSPORTATION REQUEST (GTR) NO.: | |
|---|----------------|--|------------------------------|--|--|------------------|
| DATE | FILE REFERENCE | GOVERNMENT CHARGE CARD NUMBER | DATE TICKET OR GTR ISSUED | | | |
| PASSENGER'S NAME | | | PLACE ISSUED | | | |
| ORIGIN | | | DESTINATION | | | |
| ATTENTION: Refund is requested for each segment of unfurnished passenger transportation services indicated below. Any unused tickets involved are attached. | | | | | | |
| FORM NO. | TICKET NO. | NO. OF PASSENGERS AND FARE BASIS | UNUSED FROM | UNUSED TO | FOR CARRIER'S USE ONLY | AMOUNT OF REFUND |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| TOTAL | | | | | | |
| REMARKS | | | | | | |
| TRANSPORTATION SERVICE PROVIDER'S NAME AND ADDRESS | | | | AGENCY'S APPROPRIATION | | |
| | | | | NAME AND ADDRESS TO WHICH REFUND IS TO BE MADE | | |
| | | | | | | |
| INSTRUCTIONS | | | | | | |
| <ol style="list-style-type: none"> 1. Transportation Service Providers (TSPs) should not effect adjustment by crediting the value of unused tickets in presenting charges on other bills. 2. TSPs should not request that the agency furnish any payment or billing identification of the bill which covered the charges on the Government charge card/U.S. Government Transportation Request involved. 3. The value of each unused ticket that appears in the listing should be inserted by the TSP on the face of the original copy of this form in the column captioned, "Amount of Refund." 4. The original copy should be returned to the agency specified on the form with the check covering the refund due. Check may be made payable to the agency or the "Treasury of the United States." | | | | | | |
| NOTICE | | | | | | |
| <p>This debt is now due. Payment should be made promptly. Interest on this debt accrues from the date of this notice. Such interest becomes payable and this debt becomes subject to administrative costs and penalty charges, if it is not paid within 30 days of the date of this notice. In order to avoid such interest, administrative costs, and penalty charges, the amount due must be paid within 30 days of the date of this notice. If necessary, it is the intention of the agency to which refund is to be made to collect this claim by administrative setoff. You may inspect and copy agency records pertinent to this debt, obtain an agency review of the decision related to the debt, and propose a written agreement with the agency for the repayment of the debt.</p> | | | | | | |
| AUTHORIZED FOR LOCAL REPRODUCTION PREVIOUS EDITION IS NOT USABLE | | | | STANDARD FORM 117Q REV. 4/2001 Prescribed by GSA, FMR (41 CFR) 102-118 | | |

Figure 102-4. SF 1170, Redemption of Unused Tickets

| MONTH | Number of Cancelled Tickets | Value of Cancelled Tickets (\$) | Number of Unused Travel Segments | Value of Unused Travel Segments (\$) | Value of Requested Refunds (\$) | Value of Refunds Received (\$) |
|-----------------|-----------------------------|---------------------------------|----------------------------------|--------------------------------------|---------------------------------|--------------------------------|
| October | | | | | | |
| November | | | | | | |
| December | | | | | | |
| Quarterly Total | | | | | | |
| January | | | | | | |
| February | | | | | | |
| March | | | | | | |
| Quarterly Total | | | | | | |
| April | | | | | | |
| May | | | | | | |
| June | | | | | | |
| Quarterly Total | | | | | | |
| July | | | | | | |
| August | | | | | | |
| September | | | | | | |
| Quarterly Total | | | | | | |
| Yearly Total | | | | | | |

DEFINITIONS:

- # Cancelled Tickets The number of tickets automatically cancelled.
- Value of Cancelled Tickets (\$) The dollar value of the cancelled tickets.
- # Unused Travel Segments Number of unused travel segments purchased for official government travel that were not used by the traveler.
- Value of Unused Travel Segments The dollar value of the unused travel segments purchased for the official government traveler that were not used by the traveler.
- Value of Requested Refund (\$) The dollar value of the refunds requested by the component for cancelled tickets and unused travel segments purchased for official government travel.
- Value of Refunds Received (\$) The dollar value of the refunds requested by the component for the canceled tickets and unused travel segments purchased.

Figure 102-5. Unused Ticket Report

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