



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FT BRAGG
2175 REILLY ROAD, STOP A
FORT BRAGG NORTH CAROLINA 28310-5000

29 AUG 2011

IMSE-BRG-LGT

MEMORANDUM FOR Commercial Travel Office Personnel and Customers

SUBJECT: Commercial Travel Office (CTO) Standing Operating Procedure (SOP)

1. The enclosed CTO SOP establishes procedures for obtaining commercial transportation services for air, rail, lodging, and rental cars for individual travel or group moves.
2. References:
 - a. AR 55-46, Travel Overseas, 15 Sep 80.
 - b. AR 6008-1, Military Leave and Passes, 15 Feb 06.
 - c. DOD 1000-21-R, DOD Passport and Passenger Gent Services Regulation, 1 Apr 97.
 - d. DOD Defense Transportation Regulation 4500-9-R, Part I, Passenger Movement, 1 Jun 05.
 - e. DOD 4500.54-G, Foreign Clearance Guide, 1 May 08.
 - f. DOD 4515.13-R, Air Transportation Eligibility, 14 Apr 09.
 - g. Joint Federal Travel Regulation, Volumes I and II, 1 Jan 09.
 - h. FB Regulation 385-4, Safety Standards for Field Operations, 11 Aug 94.
 - i. FB Regulation 385-10, The Army Safety Program, 7 Nov 05.
3. The point of contact for this SOP is Mr. Simon Lim at (910) 907-2597 or e-mail: simon.lim@us.army.mil.

Encl

Robert F. Franks
ROBERT F. FRANKS
Director of Logistics

Commercial Travel Office (CTO) Standing Operating Procedure
(SOP)

1. Purpose. To provide regulatory guidance and procedures for all personnel utilizing the CTO.

2. Scope. The Department of Defense (DOD) Regulations [Joint Federal Travel Regulation(JFTR)/Joint Travel Regulation (JTR) and DOD 4500.9] made the use of the contracted CTO mandatory for all DOD official travel to include air, rail, car, and hotel. The information provided in this SOP serves as a reference to travelers, Transportation Officers (TOs), and Defense Travel Administrators (DTAs).

3. General.

a. The Fort Bragg CTO commonly known as the Carlson Wagonlit/Sato Travel Office is located in the Soldier Support Center, bldg 4-2843, Normandy Drive, 1st Floor, Wing M. Hours of operation are Monday - Friday, 0800-1600.

b. Primary telephone numbers for the CTO:

(1) Toll Free Reservation Number: (800) 235-1683.

(2) Fax Number: (866) 908-1691.

c. E-mail: braggorders@cwtsatotravel.com.

d. Emergency after normal duty hours: (800) 288-5999.

4. Procedures.

a. The use of the CTO is mandatory and must be annotated on the travel order/authorization.

b. The CTO shall provide travel services; i.e., Defense Travel System (DTS) and CTO assisted air, rail, car, and hotel as requested by the traveler as necessary during regular, emergency, or crisis deployment.

c. There is no contractual requirement that the CTO issue a ticket at or below the "Estimated Cost" found on the travel order/authorization. That value is for internal government accounting purposes. The travel order authorizes the travel. Commercial Travel Office tickets are at the most economical

route, consistent with travel regulations and government policies that satisfy mission requirements.

d. Use of the General Services Administration (GSA) Airline City Pair Program (Contract Carriers) is mandatory for all official travel unless critical travel conditions/circumstances warrant otherwise. These exceptions are outlined in the JFTR, and travel under these exceptions must be annotated on the travel order/authorization and preapproved by an authorizing official.

e. The CTO will ensure car rentals include only companies that offer government contract rates which include liability insurance.

f. The CTO will ensure hotel reservations include only companies that are Federal Emergency Management Agency (FEMA) approved and meet the Government/DOD-negotiated, volume discount lodging program requirements.

SPECIAL NOTE: The JFTR (paragraphs U3120 and C2203) made the use of the CTO mandatory for all official travel which includes car and hotel. It is also in the Defense Transportation Regulation 4500.9, chapter 102. These are the DOD rules, and the CTO will ensure local compliance with this DOD requirement.

g. The CTO shall provide travel services as follows:

(1) Autobooked DTS reservations will be reviewed within 1 business day of receipt and sent to the automated quality control review. The CTO is not required to take any action, and the DTS transaction fee will apply.

(2) Commercial Travel Office Assist (traditional reservations). The CTO will ensure that the most economical route consistent with travel regulations and policies are used. Rental car and hotel reservations shall be made in accordance with DOD regulations.

h. Travel Orders.

(1) Commercial Travel Office Assist (traditional) transactions using a Centrally Billed Account (CBA) form of

payment require a copy of the travel order/authorization (for submission to the billing department) prior to ticketing.

(2) Commercial Travel Office Assist (traditional) transactions using an Individual Billed Account (IBA) form of payment require that a copy of the travel order/authorization be "viewed" prior to ticketing.

(3) Verbal Order of Commanding Officer. Orders should be issued before travel begins. If official travel begins before travel orders are issued, the official who directed the travel will be responsible for providing the confirmatory travel order/authorization. There will be no impact or liability against the CTO if the confirmatory travel order/authorization is not obtained.

(4) Outside the Continental United States (OCONUS) Travel: The DOD travel regulations and the Fly America Act require the nonuse of foreign flag carriers unless exceptions to this policy are annotated on the travel order/authorization and are preapproved by an authorizing official.

(5) Premium Class Air Travel: Our contract requires that we "shall not" issue a premium class (first or business class) ticket unless specific guidelines have been met as outlined in the JFTR. This guideline must be annotated verbatim on the travel order and be accompanied by other required documents prior to booking the requested reservation and must be approved by an authorized official prior to ticketing.

i. Forms of Payment.

(1) Use of the government IBA charge card: Traveler's use of the IBA and Government Travel Card (GTCC) is mandatory for all travel expenses including airline tickets unless the traveler meets the exception provisions of the Travel and Transportation Reform Act (TTRA) and the exemption is so indicated on the travel orders. NOTE: For Army travelers, if a Soldier/employee is expected to travel more than twice a year, the IBA card should be issued for travel. Currently, Air Force policy is for all personnel to have possession of the IBA card. This GTCC is different from the Army's GTCC because all Air Force personnel will qualify. The charge card limit will only be the total cost of the travel.

(2) Use of the government CBA charge card: Travelers with travel orders that exempt them from the use of the IBA as required by the TTRA will have their airline tickets charged to the appropriate CBA.

j. Group Travel.

(1) Groups of 10 or more traveling to the same destination at the same time should utilize the services of the CTO's Group Travel Services Department.

(2) Upon submission of a signed and dated group travel request signifying that all efforts to secure military transportation have been exhausted, the CTO will negotiate for volume discounts or special fares and provide group travel support at no additional cost to the government. A normal CTO transaction fee for each ticket will apply.

k. Excess Baggage Fees.

(1) Major airlines are constantly changing their excess accompanied baggage policy for Military Members traveling on official business. For the most current and correct information on an airline's baggage fees, check the specific airline's website.

(2) For those travelers that do not have an IBA or are unable to pay for the excess baggage at the time of check-in at the airport, please inquire at the CTO for arrangements in securing a Miscellaneous Charge Order to pay for these fees.

l. Leisure in Conjunction with Official Travel (LICWO): The CTO will provide LICWO travel services to an individual on an official trip and to Family Members or others accompanying that individual when requested by the traveler. The official ticket will be issued under normal business practices, and the new ticket will be issued as an exchange on the same airline, utilizing a personal form of payment.

m. Refunded Airline Tickets.

(1) Cancellation fees and penalties are the responsibility of the government and will be charged to the same form of payment that was used to issue the ticket.

(2) Refunds/partially used tickets: The CTO will identify and cancel, when capable, all unused or partially unused e-tickets 30 days from the date of the last air travel segment and initiate the process for refund (paper tickets upon receipt and e-tickets upon notification of nonuse).

(3) Refunds can take one to two billing cycles for the transaction to show up on the credit card statement.

n. Transaction Fees.

(1) Transaction fees will be charged up front to the individual government travel card or CBA. Travelers should add these fees to their travel voucher for reimbursement.

(2) Fees are as follows:

(a) For a traditional booking, airline, car and/or hotel, \$14.50.

(b) Defense Travel System booking, airline, car and/or hotel, \$4.60.

(c) Car/hotel only, no charge.

(d) Leave in Conjunction with Official Travel, \$35.00.

o. Emergency Service Center (ESC) after hours assistance.

(1) The ESC is to be used only during those hours that the local office is closed and only if travel is within 24 hours prior to the reopening of the local office.

(2) The policies and procedures followed will be the same as those followed by the local office.

(3) The ESC does not process group travel. For assistance, contact the CTO Manager at (910) 485-7751/797-6104 or CTO Supervisor at (910) 483-2328.