



REPLY TO
ATTENTION OF

DEPARTMENT OF DEFENSE
UNITED STATES SOUTHERN COMMAND
3511 NW 91ST AVENUE
MIAMI, FL 33172-1217

SCCS

23 June 2004

POLICY MEMORANDUM NO. 6-04

From: Chief of Staff

To: See Distribution

SUBJECT: Unused and Partially Unused Commercial Airline Tickets

1. The purpose of this memorandum is to promulgate guidance on the processing of unused or partially unused commercial airline tickets and to reiterate the responsibility of commanders, travel authorizing officials, and travelers for these tickets.
2. A recent GAO audit revealed that the Department of defense lost in excess of \$21 million in unused and partially unused commercial airline tickets purchased in fiscal years 2001 and 2002, due to the lack of policy guidance for processing these tickets.
3. To avoid this situation at Headquarters, United States Southern Command, and subordinate joint commands, the following policy and guidance is effective immediately:
 - a. Commanders, travel approving officials, and individual travelers are responsible for ensuring that unused and partially unused tickets are processed for refund to the government.
 - b. Unused and partially unused paper tickets are accountable documents and must be physically turned into the USSOUTHCOM Government Travel Office (GTO) to obtain appropriate credit. Under no circumstances should these tickets be filed, destroyed, or thrown away. If a paper ticket is lost, the traveler must notify the GTO, process a lost ticket refund application with the GTO, notify the issuing airline of the loss, and provide documentation to the approving official. The traveler's approving official must ensure the lost ticket is credited to the proper fund cite. If the traveler cannot provide the paper ticket for refund or does not file a lost ticket application, the approving official must take action to have the traveler reimburse the government for the cost of the ticket.
 - c. Unused and partially unused electronic tickets are not automatically refunded to the government. The traveler must notify the GTO immediately when the trip or portion of the trip will not be made and ensure the unused portion is identified, cancelled, and processed for refund. Travelers should obtain cancellation verification from the GTO and provide it to the approving official and/or resource manager.
 - d. Every traveler under orders must be made aware of his/her responsibility to follow the directions on the travel orders, file a proper travel voucher, and properly account for used or partially unused airline tickets.

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e. Addressees will add the processing of unused or partially unused airline tickets to their internal control checklists.

4. The USSOUTHCOM point of contact for this action is Ms Victoria Steppy, SCJ8, 305-437-1812.

FOR THE COMMANDER:



MICHAEL R. LEHNERT
Brigadier General, U.S. Marine Corps
Chief of Staff, U.S. Southern Command

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