CHAPTER 102

GENERAL TRAVEL PROVISIONS

A. TRAVEL AUTHORITY

1. The Transportation Officer (TO) will procure transportation, travel-related services, and authorized accommodations upon receipt of orders as defined in the Joint Travel Regulations (JTR), Uniformed Service Members and Civilian Employees, paragraphs Introduction and 010206, Travel Authorizations and Orders. 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 economy/coach airline accommodations for all official travel (including Permanent Change of Station [PCS], Temporary Duty [TDY], 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 accommodations. Economy or coach is the least expensive unrestricted accommodation offered by airlines, trains, or ships that includes a service level available to all passengers regardless of the fare paid. Economy or coach applies if an airline, train, or ship offers only one class that is sold as economy or coach. Some airlines, trains, or ships only offer true first class or true business class and are not to be mistaken for economy or coach class. Premium economy is lower than both first class and business class, but higher than economy plus or coach elite. The authorizing official must authorize or approve use of this seating service for it to be reimbursable by the Government. If overnight train travel is required, the authorizing official may authorize or approve the least expensive sleeping accommodations. See JTR paragraph 010201, Key Participants, and 020207, Reimbursement for Commercial Transportation.

3. Premium class is first or business class accommodations. First class is the highest accommodation class offered by airlines, trains, and ships. Business class is other than the least expensive unrestricted economy or coach accommodation offered by airlines, trains, or ships that is higher than economy or coach and lower than first class for cost and amenities. Business class may be referred to as business elite, business first, world business, connoisseur, or envoy, depending on the airline, train, or ship. AMTRAK Acela Express and extra fare trains are considered business class. Premium class travel is only permitted on an exception basis, when fully justified and approved by the premium class approval authority, and only in circumstances as stated in JTR paragraph 020206, Airplane, Train, Ship, and Bus Transportation. Blanket authorization and justification for use of premium class travel is prohibited. Travel Management Companies (TMC) will not issue premium class tickets without the required approval being part of the travel authorization. In the event 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 expenses 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). Individual/group commercial air/rail/bus transportation will not be requested or scheduled for Department of Defense (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 Continental United States (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 in accordance with (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 JTR Chapter 5, Part A, Standard PCS Allowances (Service Members), and Part F, Permanent Change of Station (PCS) Allowances (Civilian Employees), 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 General Services Administration (GSA) Airline City Pair Program (CPP) for individual air travel. MEPS may contact the Defense Travel Management Office (DTMO) at 571-372-1300 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 (United States Transportation Command [USTRANSCOM] Deployment Distribution Operations Center [DDOC], DTMO, or TMC) to use in obtaining reservations and routing. Transportation requests can be submitted to the DDOC through the USTRANSCOM Customer Service portal at:

1. USTRANSCOM Customer Service: This site can be accessed at http://www.ustranscom.mil/. For frequently asked questions and an in-depth look at the available support, click on “Moving Passengers and Cargo”.

2. Cost Estimate Planning Tools:
   a. The USTRANSCOM TCJ8 Operational Cost Support (OCS) cell will provide validated transportation cost estimates for passengers and cargo. To submit a request for a validated transportation estimate, go to https://www.ustranscom.mil/common/transportation-estimate.cfm. Estimates provided by the OCS cell will include cargo accessorial charges, when available. A confirmation e-mail/phone call can be expected within 24 hours, during normal business operations. The cost estimate will provide a valid comprehensive estimate for planning purposes only.
   b. Single Mobility System (SMS). Estimates for military aircraft can be retrieved utilizing SMS; for an account go to https://sms.transport.mil/sms-open/smswebstart.pl and click on the “Get an Account” button.

3. Group Operational Passenger System (GOPAX) Charters for Passenger Group Moves: Submit requests using GOPAX for full planeload charters (arranged by USTRANSCOM) of groups of 40 passengers or more on a single aircraft or passengers requirements exceeding a single aircraft within, to, or from the Continental United States (CONUS), Alaska, Hawaii, Puerto Rico, and the U.S. Virgin Islands and all domestic ground transportation (arranged by the DTMO). TOs should go to https://gopax.transport.mil to access GOPAX for passenger group moves. For questions concerning air, call the USTRANSCOM Operations and Plans Directorate, Global Operations
Division, Americas Branch (TCJ3-5A) office at 618-220-7706 or Defense Switched Network (DSN) 770-7706, for bus and rail call the DTMO help line at 571-372-1300.

4. **Special Assignment Airlift Mission (SAAM):** To request international movement (excluding Alaska, Hawaii, Puerto Rico and US Virgin Islands), classified communications/security requirements, or mixed passenger and cargo requirements, go to the SAAM Request System ([https://campsweb.maf.ustranscom.mil](https://campsweb.maf.ustranscom.mil)) or contact USTRANSCOM Operations and Plans Directorate, Global Optimization Branch TCJ35, 618-220-5779 or DSN 770-5779.

5. 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. RECRUIT TRAVEL ROUTES (RTR)**

Surface RTRs are designed to support repetitive DoD travel requirements and requests must be submitted through GOPAX. TOs should go to [https://gopax.transport.mil](https://gopax.transport.mil).

**F. GROUP MOVEMENTS**

TOs have the authority, with the concurrence of their respective DoD components, to route any size group on air/rail/bus, except for those groups requiring the purchase of a full planeload charter (see Paragraph D). Only DoD-approved carriers will be used.

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. **Preparations.** 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, and tickets. For bus movements, prepare the DTMO-BUS-01 Form, DTMO Bus Movement Standards of Service & Inspection Checklist [Figure 102-1](https://trdnf-ma.ustranscom.mil/). Transmit to DTMO via e-mail to [dodhra.mc-alex.dtmobx.military-bus-program@mail.mil](mailto:dodhra.mc-alex.dtmobx.military-bus-program@mail.mil).

4. **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 the 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.

5. **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 (or group leader) 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. For GOPAX movements, when the TO is notified of changes to passenger group movements by the group leader or traveling unit point of contact, the TO will:
   (1) **For Air**: Contact USTRANSCOM at 618-220-7706 or DSN 770-7706 during duty hours, or after duty hours at 618-220-7700 or DSN 770-7700.
   (2) **For Surface**: Contact the DTMO help line: 571-372-1300.

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., the Government Transportation Request [GTR]), commercial airline tickets, meal tickets/cards, and DTMO-BUS-01 Form, if applicable).
   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 DTMO-BUS-01 Form, if applicable.
   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 “Comments” portion of DTMO-BUS-01 Form 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 charge 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 JTR paragraph 010401, Absentee, Straggler, Deserter, or Service Member Without Funds (Uniformed Members Only); paragraph 020206, Lost/Stolen/Unused Ticket; and paragraph 020206.E, Lost, Stolen, or Unused Government Transportation Request (GTR). (For dependents, see JTR paragraph 050402, Funds Advance and 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 JTR paragraph 051007, Voided Enlistment; paragraph 050702, Uniformed Services Applicants and Rejected Applicants; 051004, Service Member Discharged from the Service under Other than Honorable Conditions; and 030709, Paroled Prisoner.

J. DEPENDENT TRAVEL

This section 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/Employee’s Family Member. 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 102-2, supported by proper travel authority (i.e., member’s travel order). When concurrent travel is authorized, dependents may travel with the member. Outside CONUS (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 TMC 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 various requirements for moving Navy dependents overseas (e.g., medical screening, accomplishment of dependent entry approval, passport/visas, and required obligated service [retainability]) and ensure they 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 authorization travel orders or the employee’s authorization 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 authorization travel orders. Members, employees, and accompanying dependents who 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 JTR paragraph 050204, Indirect or Circuitous Travel To, From or Between OCONUS Points [Members], and paragraph 053804, PCS To, From, or Between Points OCONUS [Employees]). 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

TMCs 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: Travel Operations Division (TOD), 4800 Mark Center Drive, Suite 04J2501, Alexandria, Virginia 22350-9000. Contracted TMCs and DoD Components must provide
commercial travel reservation data to the DTMO, ATTN: Travel Operations Division (TOD), 4800 Mark Center Drive, Suite 04J2501, Alexandria, Virginia 22350-9000, 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 reporting requirements are contained in their travel services contracts. For travel not arranged by TMCs, data will be submitted from the Services’ Defense Finance and Accounting Service (DFAS) offices based on information extracted from GTRs. This data will support CTIM system data requirements. Report to the DTMO, Management Support Division, 4800 Mark Center Drive, Suite 04J2501, Alexandria, Virginia 22350-9000. Specific data reporting procedures and data elements are prescribed at Appendix H.

N. TMC

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 TMC services cannot satisfy a DoD installation’s travel requirements.

2. Selection of a contractor to perform the TMC services must be accomplished on a competitive basis IAW 10 United States Code (U.S.C.) Part IV, Chapter 137, Procurement Generally, as amended, and the Federal Acquisition Regulation (FAR).

3. TMCs 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. TMCs and in-house travel service offices must comply with procedures and requirements in Chapter 103, Paragraph 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. TMC contracts and in-house travel offices must comply with Appendix H, Commercial Travel Information Management (CTIM) Preparation Instructions.

7. When a TMC is available, it is DoD policy that TMC use by travelers is mandatory (this policy is embodied in JTR paragraph 010201, Key Participants.

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 another document setting forth the agreement of the parties. The fee will be credited to the appropriation charged with the cost of the travelers travel. TMC fees are paid to the TMC either as transaction fees or management service fees. The TMC contract will stipulate how and when the transaction fees or management service fees are paid.

If there is a sufficient volume of unofficial travel and the viability of the TMC providing official travel services will not be jeopardized, the DoD Component, or theater Commander (CDR), or designee, may elect to permit establishment of an additional morale, welfare, and recreation TMC to serve the unofficial travel needs of the installation. Such nonappropriated fund contracts will be awarded competitively IAW DoDI 4105.67, Nonappropriated Fund (NAF) Procurement Policy and Procedure.

9. TMC requirements for issuance of tickets for premium class are contained in this chapter, Paragraph 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 JTR paragraph 032001, Escort for Remains of a Deceased Service Member.

2. **Deceased Civilian Personnel.** Travel expenses of an escort for the decedent’s remains are allowable. See JTR paragraph 032008, Escort for Remains of Deceased Civilian Employee.

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 and lost or delayed accompanied baggage), see JTR paragraph 010103.C, Ethics Regulations and Rules, at [http://www.defensetravel.dod.mil/site/travelreg.cfm](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](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/](https://www.fcg.pentagon.mil/)).

Q. LOST COMMERCIAL AIRLINES TICKETS

1. Procedures in this section are applicable to all DoD Components. For additional procedures for Air Force, Navy, and Marine Corps procedures, see Air Force Instruction 24-602, Volume 1, Passenger Movement, Naval Supply Systems Command Instruction T 4650.9 Navy Passenger Transportation and Marine Corps Order 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 Paragraph Q.4 below.

3. Travelers must report lost TMC-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 TMC. The report will include a complete description of the documents, including:
   a. The payee.
   b. The serial number.
   c. A 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. The name of the activity where the ticket was issued.
e. The date, place, and circumstances relating to the loss.
f. The points between which the ticket was used.
g. The approximate baggage weight and points to which the baggage was checked, if any.
h. Any action taken to recover tickets.
i. Any action taken to notify the carrier or agent.

**NOTE:** When LTRA forms are issued by the carrier, the traveler must ensure the following address is shown on the form: Treasurer of the United States, in care of Unit Finance Officer.
j. The serial number(s) of replacement tickets.
k. The name of the activity where the replacement tickets were issued.
l. Copies of receipts.
m. For tickets issued under Local Payment of Airlines/TMC billing procedures, a copy of the airline service request.

n. The TO, upon receipt of the above, must immediately notify the designated carrier on a Standard Form (SF) 1170, Redemption of Unused Tickets, **Figure 102-3**, requesting reimbursement for the amount paid for the transportation.

o. The TO must initiate refund tracer action on the 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. Suspense a copy of the 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 1 year from date of the initial SF 1170.
   3. If the carrier does not respond within 1 year, package up all correspondence and documentation with the member’s/employee’s case file and annotated 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, Federal Acquisition Service (FAS), Transportation Audits Division (QMCAB), Room 1033, 1800 F Street, 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 **Paragraph 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 102-4, 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 the traveler is aware of Paragraph 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 TOs for a refund. The TO prepares a DD Form 730, Receipt for Unused Transportation Requests and/or Tickets, Including Unused Meal Tickets, Figure 102-5, or locally developed form (e.g., Passenger Name Record [PNR], stamp, or 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 canceled, 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 quarterly Unused Ticket Reports, Figure 102-6, to the Travel Services Branch, 4800 Mark Center Drive, Suite 04J2501, Alexandria, Virginia 22350-9000 (dodhra.mc-alex.dtmo.mbx.travel-programs@mail.mil).

3. The following are recommended procedures to process refund applications for lost tickets and to reimburse members/employees for replacements; however, TO/TMCs 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. Suspending 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 1 year from date of the initial SF 1170.

   c. If the carrier does not respond within 1 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, FAS, Transportation Audits Division (QMCAB), Room 1033, 1800 F Street, NW, Washington, DC 20405. For all others, send the package to DFAS, or the Service Finance office.

S. UNITED STATES 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 Internet address http://www.defensetravel.dod.mil/ or by contacting the Travel Programs Branch at 4800 Mark Center Drive, Suite 04J2501, Alexandria, Virginia 22350-9000 by phone at 571-372-1300, or e-mail at (dodhra.mc-alex.dtmo.mbx.travel-programs@mail.mil) dodhra.mc-alex.dtmo.mbx.rental-car-program@mail.mil or dodhra.mc-alex.dtmo.mbx.military-bus-program@mail.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 (Space A) 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 JTR paragraph 040201, Transportation in Personal Emergencies (Uniformed Members Only). 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 DoDI 4515.13, Air Transportation Eligibility, Section 3.

   a. Government-funded travel on DoD aircraft if the specific condition in the JTR exists.
   b. Government-funded commercial travel if the specific conditions in the JTR exist.
   c. Member-funded (space-required) travel aboard DoD aircraft when the specific condition for Government-funded travel in the JTR does not exist.
   d. Space A 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 JTR paragraph 033002, Emergency Travel Due to Illness or Injury (Civilian Employees Only), to determine allowances.

5. Emergency Travel of Members TDY or Away from Homeport. See JTR paragraph 033401, Service Member Personal Emergency Travel While on TDY, to determine entitlements.

Figure 102-1. DTMO-BUS-01 Form, DTMO Bus Movement Standards of Service & Inspection Checklist
**APPLICATION FOR TRANSPORTATION FOR DEPENDENTS**

**PRIVACY ACT STATEMENT**

**AUTHORITY:** 10 U.S.C. 136; 37 U.S.C. 406 (Military); DTR 4500 3-R, Chapter 102.

**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.

**ROUTINE USE(S):** The DoD "Blanket Routine Uses" found at http://privacy.defense.gov/blanket_uses.shtml apply to this collection.

**DISCLOSURE:** Voluntary; however, if requested information is not furnished, transportation may not be provided.

<table>
<thead>
<tr>
<th>2a. NAME OF APPLICANT</th>
<th>b. RANK</th>
<th>c. GRADE</th>
</tr>
</thead>
</table>

| 3. SHIP OR STATION |

<table>
<thead>
<tr>
<th>4. DEPENDENTS FOR WHOM TRANSPORTATION IS REQUESTED</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>a. NAME (Last, First, Middle Initial)</td>
<td>b. RELATIONSHIP* (Adopted son, stepdaughter, etc.)</td>
</tr>
</tbody>
</table>

*If other than a lawful spouse or unmarried legitimate child under 21 years of age of a member, complete applicable certificate 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 thence to prior to proceeding to new station.

<table>
<thead>
<tr>
<th>5. PRESENT ADDRESS OF DEPENDENTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Street Address, City, State and ZIP Code)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>6. OLD PERMANENT STATION</th>
<th>7. NEW PERMANENT STATION</th>
<th>8. DATE OF ORDERS (YYYYMMDD)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. FROM (City, State)</td>
<td>b. TO (City, State)</td>
<td>c. VIA (Route) (City, State)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>9. TRANSPORTATION REQUESTED</th>
<th>10. DATE OF DEPARTURE (YYYYMMDD)</th>
<th>11. BY (Air, Rail, etc.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. FROM (City, State)</td>
<td>b. TO (City, State)</td>
<td>c. VIA (Route) (City, State)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>12. CERTIFICATION OF INTENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>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:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>13. CERTIFICATE OF PROOF OF DEPENDENCY (Required for dependent parents, adopted children, stepchildren and for mentally or physically incapacitated children over 21 years of age.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I certify that my dependent(s) (Relationship) ___________ 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.</td>
</tr>
<tr>
<td><strong>NOTE:</strong> In the case of a dependent parent, the certificate of dependency must be approved annually.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>14. CERTIFICATE OF RESIDENCE OF PARENT (Required for a dependent parent in addition to block 13.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I certify that my dependent(s) (Relationship) ___________ 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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>15. CERTIFICATE FOR STEPCHELD (Required for a stepchild in addition to block 13.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I certify that (Name of child’s other parent) ___________ the mother/father of the stepchild(ren) named above, was my legal spouse on the effective date of applicable orders.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>16. SIGNATURE OF APPLICANT</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. SIGNATURE OF APPLICANT</td>
</tr>
</tbody>
</table>

**DD FORM 884, NOV 2010**

PREVIOUS EDITION IS OBSOLETE.

---

**Figure 102-2. DD Form 884, Application for Transportation for Dependents**
**REDEMPTION OF UNUSED TICKETS**

<table>
<thead>
<tr>
<th>FORM NO.</th>
<th>TICKET NO.</th>
<th>NO. OF PASSENGERS AND FAIR BASIS</th>
<th>UNUSED FROM</th>
<th>UNUSED TO</th>
<th>AMOUNT OF REFUND</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

**TOTAL**

**REMARKS**

**TRANSPORTATION SERVICE PROVIDER'S NAME AND ADDRESS**

**AGENCY'S APPROPRIATION**

**NAME AND ADDRESS TO WHICH REFUND IS TO BE MADE**

---

**INSTRUCTIONS**

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**

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.

---

**Figure 102-3. SF 1170, Redemption of Unused Tickets**
**TRAVEL VOUCHER OR SUBVOUCHER**

**1. PAYMENT**
- Electronic Fund Transfer (EFT)
- Payment by Check

**SPLIT DISBURSEMENT:** The Paying Office will pay directly to the Government Travel Charge Card (GTCC) contractor the portion of your reimbursement representing travel charges for transportation, lodging, and rental car if you are a civilian employee, unless you elect a different amount. Military personnel are required to designate a payment that equals the total of their outstanding government travel card balance to the GTCC contractor.

**NOTE:** A split disbursement is only necessary when a GTCC is used while on official travel for the Government.

**2. NAME**
- Last, First, Middle Initial (Print or Type)

**3. GRACE**

**4. SSN**

**5. TYPE OF PAYMENT**
- Check

**6. ADDRESS**
- a. Number and Street
- b. City
- c. State
- d. Zip Code

**7. DAYTIME TELEPHONE NUMBER & AREA CODE**

**8. TRAVEL ORDER/AUTHORIZATION NUMBER**

**9. PREVIOUS GOVERNMENT PAYMENTS/ADVANCES**
- a. DD VOUCHER NUMBER
- b. SUBVOUCHER NUMBER

**10. FOR D.O. USE ONLY**
- a. (Optional)

**11. ORGANIZATION AND STATION**

**12. DEPENDENT(S) (If applicable)**
- a. Name (Last, First, Middle Initial)
- b. Relationship
- c. Date Of Birth (If Available)

**13. DEPENDENT’S ADDRESS ON RECEIPT OF ORDERS**
- a. Address
- b. City
- c. State
- d. Zip Code

**14. HAVE HOUSEHOLD GOODS BEEN SHIPPED?**
- a. Yes
- b. No (Explain in Remark)

**15. ITINERARY**
- **a. DATE**
- **b. PLACE** (Money, Office, Base, Activity, City and State; City and Country, etc.)
- **c. MEALS/MEALS OF TRAVEL**
- **d. REASON FOR STOP**
- **e. LODGING**
- **f. MILES**

**16. POS TRAVEL**
- a. NAVY
- b. AIR
- c. LAND
- d. RENTAL CAR
- e. SUMMARY OF PAYMENT
  - (1) Total
  - (2) Less Advance
  - (3) Amount Owed

**17. DURATION OF TRAVEL**
- a. Dependent Travel
- b. 12 HOURS OR LESS
- c. MORE THAN 12 HOURS BUT 24 HOURS OR LESS
- d. MORE THAN 24 HOURS

**18. REIMBURSABLE EXPENSES**
- a. DATE
- b. NATURE OF EXPENSE
- c. AMOUNT
- d. ALLOWED

**19. GOVERNMENT/Deductible MEALS**
- a. DATE
- b. NO. OF MEALS
- c. DATE
- d. NO. OF MEALS

**20. CLAIMANT SIGNATURE**
- a. RECIPIENT’S PRINTED NAME
- b. SIGNATURE
- c. TELEPHONE NUMBER

**21. APPROVING OFFICIAL’S PRINTED NAME**
- a. SIGNATURE
- b. TELEPHONE NUMBER
- c. DATE

**22. ACCOUNTING CLASSIFICATION**

**23. COLLECTION DATA**

**24. COMPLETED BY**
- a. Date
- b. Signature

**25. AUDITED BY**
- a. Date
- b. Signature

**26. TRAVEL ORDER/AUTHORIZATION NUMBER**
- a. Date
- b. Signature

**27. RECEIVED**
- a. Date
- b. Signature

**28. AMOUNT PAID**
- a. Date
- b. Signature

---

Figure 102-4. DD Form 1351-2, Travel Voucher or Subvoucher

I-102-15
Figure 102-4. DD Form 1351-2, Travel Voucher or Subvoucher (Cont’d)
1. **TO (Name of Traveler):** (Last, First, Middle Initial)  

2. **DATE**

3. **RECEIPT OF THE FOLLOWING IS HEREBY ACKNOWLEDGED**

### A. CARRIER'S TICKETS

<table>
<thead>
<tr>
<th>NAME OF ISSUING CARRIER</th>
<th>TICKET FORM AND NO.</th>
<th>ISSUED FOR TYPE OF TRANSPORTATION OR ACCOMMODATIONS</th>
<th>CLASS</th>
<th>FROM</th>
<th>TO</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

VIA

DATE AND HOUR SPACE CANCELED

PROCURED IN EXCHANGE FOR T/R

ISSUED AT

(8)

(9)

(10)

(11) POINTS BETWEEN WHICH UNUSED (if punched)

(12) REASONS FOR RETURN OR NONUSE

<table>
<thead>
<tr>
<th>COACH</th>
<th>OWN</th>
<th>ACCOM.</th>
<th>PURCH.</th>
<th>NEW T/R ISSUED</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

(13) BAGGAGE (if ticket punched)

<table>
<thead>
<tr>
<th>NO. PIECES CHECKED</th>
<th>FROM</th>
<th>TO</th>
<th>WEIGHT (Approx.)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

### B. TRANSPORTATION REQUESTS

<table>
<thead>
<tr>
<th>T/R NO.</th>
<th>ISSUED FOR</th>
<th>FROM</th>
<th>TO</th>
<th>ISSUED AT</th>
</tr>
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</table>

### C. MEAL TICKETS

### E. AUTHORITY FOR ISSUANCE

<table>
<thead>
<tr>
<th>AUTHORITY</th>
<th>DATE</th>
<th>P/A</th>
<th>INSTALLATION</th>
<th>COST CHARGE CREDIT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>YES</td>
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</tbody>
</table>

### DISTRIBUTION:

1 & 2 – TRAVELER  
3 – FOUSA  
4 – FILE  
5 – ISSUING OFFICER (When required)  
6 – FISCAL OFFICER (When required)

DD Form 730, NOV 84 (EG)  
Previous editions may be used.

Designed using Perform Pro, WHS/DIOR Jan 96

Figure 102-5. DD Form 730, Receipt for Unused Transportation Requests and/or Tickets, Including Unused Meal Tickets
<table>
<thead>
<tr>
<th>MONTH</th>
<th>Number of Cancelled Tickets</th>
<th>Value of Cancelled Tickets ($)</th>
<th>Number of Unused Travel Segments</th>
<th>Value of Unused Travel Segments ($)</th>
<th>Value of Requested Refunds ($)</th>
<th>Value of Refunds Received ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td></td>
<td></td>
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<tr>
<td>November</td>
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<td>December</td>
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<tr>
<td>Quarterly Total</td>
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<tr>
<td>January</td>
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<td>February</td>
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<td>March</td>
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<td>Quarterly Total</td>
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<td>April</td>
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<td>May</td>
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<td>June</td>
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<td>Quarterly Total</td>
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<td>July</td>
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<td>August</td>
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<td>September</td>
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<tr>
<td>Quarterly Total</td>
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<tr>
<td>Yearly Total</td>
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</tbody>
</table>

**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 102-6. Unused Ticket Report**