

**For:** FSA Employees

**FY 2013 GSA City Pair Program 48 Hour Auto Cancellation Policy and GovTrip**

**Approved by:** Associate Administrator for Operations and Management



**1 Automatic Cancellation Policy**

**A Background**

Effective October 1, 2012, FY 2013 City Pair reservations are subject to automatic cancellation by the airlines if not ticketed at least 48 hours prior to scheduled departure.

Travelers and travel authorization approvers must ensure that travel authorizations containing air reservations that use the GSA City Pair Program are approved at least 72 hours prior to departure to allow time for ticketing. USDA uses GovTrip to authorize TDY, therefore GovTrip travel authorizations should be approved by the travel approving official in GovTrip prior to departure to ensure that transportation is procured and not automatically cancelled.

Airline processes vary for last minute travel (travel booked within 72 hours of departure). For additional information on last minute travel or general inquiries, see Exhibit 1 or access the frequently asked questions web site at

<http://www.gsa.gov/graphics/fas/48HourAutoCancellationFAQv2.pdf>.

**B Purpose**

This notice:

- notifies travelers and approvers of the travel authorization approval requirement for travelers using GSA City Pairs
- provides:
  - things to remember when traveling on a lower cost Government contract fare (City Pair) as provided in Exhibit 1
  - City Pair Program 48 hour auto cancellation frequently asked questions (Exhibit 2).

<b>Disposal Date</b>	<b>Distribution</b>
October 1, 2013	All FSA employees; State Offices relay to County Offices

## Notice FI-3121

### 1 Automatic Cancellation Policy (Continued)

#### C Contacts

If there are questions about this notice, contact the appropriate office according to the following.

<b>Office</b>	<b>Contact</b>
County Offices	State Office Federal Agency Travel Administrator (FATA).
State Offices	
Kansas City and St. Louis complexes	Lois Dick by either of the following: <ul style="list-style-type: none"><li>• e-mail at <b>lois.dick@kcc.usda.gov</b></li><li>• telephone at 816-926-6232.</li></ul>
State Office FATA, National Office, and APFO	FMD, Travel Policy Staff by either of the following: <ul style="list-style-type: none"><li>• e-mail at <b>poc_travel@wdc.usda.gov</b></li><li>• telephone at 1 of the following:<ul style="list-style-type: none"><li>• Cynthia Chesley at 202-772-6006</li><li>• Arthur Holmes at 202-772-6016</li><li>• Rhonda Robinson at 202-772-6030</li><li>• Linda Smythe at 202-772-6035.</li></ul></li></ul>

## Things to Remember

The following are things to remember when traveling on a Government contract fare (City Pair) on or after **October 1, 2012**.



## Traveling on a Government Contract fare (CPP) on or after October 1, 2012?

### Things to Remember...

**1**

Plan your trip early to take advantage of lower cost Government Contract (\_CA) fares. Always book the \_CA fare when available.

**2**

Make sure your authorization is approved and e-tickets issued at least 3 business days before the start of your trip. Failure to do so may result in cancellation!

**3**

If you are traveling last minute, make sure your e-ticket is issued before heading to the airport.

**4**

If your air reservation is cancelled and you no longer need to travel, please make sure you cancel other reservations, like your car and hotel, to avoid any cancellation penalties.

For more information, please contact your travel administrator or [travel.programs@gsa.gov](mailto:travel.programs@gsa.gov)

## City Pair Program 48 Hour Auto Cancellation Frequently Asked Questions

Following are the 48 Hour Auto Cancellation Frequently Asked Questions.

September 2012

### CPP 48 Hour Auto Cancellation Frequently Asked Questions

**1. What is the 48 hour auto cancellation rule?**

The FY13 City Pair Program (CPP) contract's 48 hour auto cancellation rule gives airlines the discretion to cancel domestic CPP reservations (YCA and \_CA) that are not ticketed 48 hours prior to departure. Note: All CPP contract fares remain fully refundable and are not subject to change fees. The rule does not impact those benefits.

**2. What should my agency do to decrease the chances of passengers showing up at the airport with no ticket?**

Agencies must ensure that all trip authorizations are approved and ticketed at least three business days prior to departure. Agencies should also consult with their Travel Management Center (TMC) and ETS Contractors to identify any reports or notifications that can aid in identifying unapproved authorizations and notifying travelers of any impending cancellations.

If a traveler's reservation is cancelled and the traveler still intends to travel, please allow time to issue ticket before heading to the airport.

Note: All CPP contract fares remain fully refundable and are not subject to change fees, so it is better to ticket the reservation in advance and cancel or change if necessary.

**3. What happens if my trip is cancelled? Should I call the TMC?**

If your reservation is cancelled as a result of the 48 hour auto cancellation rule and you still need to travel, you should work with your authorizing official to re-establish your reservation. This may include calling the TMC directly which can result in increased fees to your agency. Please consult your agency's policy for booking last minute travel.

**4. If I booked a car and hotel, what happens to the reservations if my flight is cancelled?**

If the airline cancels your flight as a result of the 48 hour auto cancellation rule, the car and hotel reservations will not also automatically cancelled by the airline (since these are not their reservations). If you are no longer traveling, you will need to cancel the hotel and car separately to avoid "no show" fees.

**5. How does the government benefit from including this requirement in the FY13 CPP contract?**

Inclusion of the 48 hour auto cancellation rule reduced the risk of price increases from airlines. It also allows all travelers, including federal travelers, to utilize the seats that are made available upon cancellation for last minute travel.

**6. Are all of the airlines participating in the 48 hour auto cancellation?**

No. Only Southwest Airlines and AirTran Airways have decided not to participate in the automatic cancellation in FY13.

Additional carriers are not participating for reservations initiated after 72 hours or 48 hours. For a detailed look at each airline's policy for last minute travel, please read the [CPP 48 Hour Auto Cancellation Airline Profile document](#).

**7. When does this requirement go into effect?**

All domestic CPP fares purchased for travel beginning on or after October 1, 2012 may be subject to the auto cancellation rule. As of now, all carriers, except for 2, plan to implement this rule (See #6 above).

Version 4.4

## City Pair Program 48 Hour Auto Cancellation Frequently Asked Questions (Continued)

September 2012

**8. My agency's mission requires employees to travel at the last minute. How will last minute travel be impacted by this requirement?**

As of the date of this publication, the CPP participating carriers were unable to come up with a common policy for last minute travel. However, most airlines require reservations booked within 72 hours of departure to be ticketed within 6 hours of travel departure.

For a detailed look at each airline's policy for last minute travel, please read the [CPP 48 Hour Auto Cancellation Airline Profile](#) document.

**9. Does the 48 hour auto cancellation apply to international flights?**

No. The carriers have agreed to exempt international flights from the 48 hour auto cancellation rule for FY13. The 48 hour rule only applies to domestic flights.

**10. If my itinerary includes both domestic and international segments, does the 48 hour rule apply to my domestic segment? (Updated)**

If the itinerary has a domestic connection(s) on more than one (1) airline your domestic reservation is at risk for cancellation. The itinerary will not be cancelled 48 hours prior to departure if your entire flight is with the same carrier and does not require separate air tickets. For example if you are scheduled to fly from Dallas, Texas to Seoul, Korea with a connecting flight in Washington, DC, on the same carrier the domestic segment (Dallas to DC) will not be cancelled.

**11. Will the airlines impose the 48 hour auto cancellation rule on Discount Government (DG) fares?**

As of now, all carriers have decided to impose this rule on DG fares. DG fares are not part of contract and while they can be changed by the airlines, we do not think this is likely. (Updated)

**12. My reservation is cancelled due to the 48 hour auto cancellation rule. However, I still need to travel. Will I be able to obtain the same fare?**

It depends. If the original reservation included a \_CA CPP fare that is no longer available due to capacity restrictions (i.e., \_CA fare), the original fare may not be available upon rebooking. The new reservation may be made at a different fare (i.e., YCA fare or DG), which can be higher than the original booked fare. Depending on agency policy, the new booking may require additional approval on the travel authorization.

Important note: If you are rebooking within 48 hours prior to departure, airline policies vary but most airlines require ticketing within 6 hours prior to departure. Make sure your approving official is aware of the changes to your travel. For a detailed look at each airline's policy for last minute travel, please read the [CPP 48 Hour Auto Cancellation Airline Profile](#) document.

**13. Is my agency's TMC required to notify me upon cancellation?**

Most TMC services contracts require the TMC to notify the traveler of schedule changes or similar changes to arrangements. Please check with your agency's travel office, for a more detailed answer regarding how your agency's TMC will address this notification. Always remember to check your travel authorization to make sure your approving official has approved it especially if you are travelling within the next 72 hours.

**14. How does this rule affect group travel?**

Groups of 10 or more are non-mandatory users of the City Pair Program. If the travel arranger for the group elects to use CPP fares for the travel, these new rules would apply as described here. (New)

Version 4.4