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FM COMCOGARD PSC ARLINGTON VA

TO ALCGPSC

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ALCGPSC 118/12

SUBJ: AIR TRAVEL RESERVATION CANCELLATION AND TICKETING CHANGES

A. FY13 GSA City Pair Air Travel Contract

1. Beginning 01Oct12 ref a takes effect which can result in your CWT SATO Air Travel reservations being cancelled by air carriers if the reservations have not been ticketed 48 hours prior to your flight. CWT SATO has adjusted their business practices to automatically ticket your reservations five (5) business days in advance of scheduled departure to prevent your reservations from being cancelled. Reservations within five (5) business days of travel will be ticketed immediately.

2. Problems can occur with ticketing by CWT SATO if the Government Travel Charge Card (GTCC) or Centrally Billed Account (CBA) provided to purchase your ticket is not accepted for payment. Follow the below procedures to ensure success.

a. Travelers using their government travel cards should ensure their travel card is not expired, has been activated and has a credit limit set high enough to cover ticket cost. Your local Travel Manager can assist you with adjusting your credit limit. The Travel Manager roster is available under contacts on our website:

www.uscg.mil/psc/bops/govtrvl/

b. Travelers using the CBA (i.e. GTR or charged to TONO travel) should ensure their orders specifically state: "Use of the Centrally Billed Account is authorized." The orders should be faxed to 866-914-7386 immediately after making a reservation to ensure timely ticketing.

3. For more info, the GSA provided FAQ sheet, briefing slides, and specific airline participating information are available on our website at www.uscg.mil/psc/bops/govtrvl/ under the Traveler Information section.

4. Travel Manager Coordinator (TMC) questions should be directed to Ms. Carlene Curry at e-mail [Evelyn.C.Curry\(AT\)uscg.mil](mailto:Evelyn.C.Curry(AT)uscg.mil) or Mr. Matt Ruckert at e-mail [Matthew.T.Ruckert\(AT\)uscg.mil](mailto:Matthew.T.Ruckert(AT)uscg.mil).

5. RDML Dave Callahan, Commander, CG Personnel Service Center sends.

6. Internet Release Authorized.

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