

GSA City Pair Program Fact Sheet

September 11, 2002

Information Regarding Paper Tickets

City Pair Program (CPP) contracts do not allow for the addition of fees for basic service other than those that are specifically addressed in the contract (i.e., passenger facility charges, segment fees, and passenger security service fees). However, the terms of the CPP contracts do permit the carriers to provide either paper or paperless electronic tickets (e-tickets).

When can a carrier charge for paper tickets?

Carriers that charge their commercial customers a fee for providing paper tickets may charge the same fee to CPP customers. If a paper ticket is needed for your trip (it is not “e-ticketable”) then there is no paper ticket fee.

Do I need paper tickets?

In domestic markets, e-tickets are adequate in most circumstances. For certain international travel, paper tickets can be useful. Your Travel Management Center (or Commercial Travel Office) can assist you in determining whether paper tickets are necessary. It’s important to keep in mind that many carriers have announced a complete phase-out of paper tickets in the near future.

Why are they charging for paper tickets?

These are difficult economic times for the airline industry, so every effort is being made to cut costs. Electronic tickets represent a huge savings in terms of processing time and tracking. Also, paper tickets are a liability since they are akin to negotiable instruments. That’s why some of the low cost carriers have never offered paper tickets.

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If I want a paper ticket, even when an electronic ticket is available, will my agency pay for it?

The decision to fund paper tickets is made at the agency level. Please contact your appropriate agency travel officials or Travel Management Center (or Commercial Travel Office). You may also want to look at Federal Travel Regulation §301-10.2 (http://policyworks.gov/org/main/mt/homepage/mtt/FTR/newftr/301-10_2.html).

If the employee's agency does not allow reimbursement of the paper ticket fee, can the fee be charged to a GSA SmartPay® charge account?

Non-reimbursable expenses are not to be charged to a GSA SmartPay® **centrally billed** account.

In general, and as provided in the GSA SmartPay® cardholder agreement for the travel charge card, an employee may use his/her **individually billed** travel charge card for official travel and official travel related expenses away from the employee's official station/duty station in accordance with the agency's policy. This language has previously been construed by agencies to permit the use of the travel charge card for certain non-reimbursable expenses that are directly related to official travel. Please inquire of your agency travel officials to learn your agency's policy on this subject.

I have additional questions about e-tickets, who should I contact?

When making reservations, your Travel Management Center (or Commercial Travel Office) can assist you with fare information. Additionally, a listing of contract carrier websites is provided below. For questions about the CPP contracts, please feel free to contact the City Pair Team on 703/605-5616 or visit our website at:

<http://www.fss.gsa.gov/citypairs/>

AirTran, 1-800-247-8726,
<http://www.airtran.com>

Alaska Airlines, 1-800-426-0333,
<http://www.alaskaair.com>

American Trans Air, 1-800-225-2995,
<http://www.ata.com>

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America West, 1-800-235-9292,
<http://www.americawest.com>

American Airlines, 1-800-433-7300,
<http://www.aa.com>

Continental, 1-800-525-0280 (domestic), 1-800-231-0856 (international),
<http://www.flycontinental.com>

Delta, 1-800-221-1212 (domestic), 1-800-241-4141 (international),
<http://www.delta.com>

Frontier, 1-800-243-6297,
<http://www.flyfrontier.com>

Hawaiian, 1-800-367-5320,
<http://www.hawaiianair.com>

Midwest Express, 1-800-452-2022,
<http://www.midwestexpress.com>

Northwest, 1-800-225-2525, 800-374-7747 (international)
<http://www.nwa.com>

Southwest, 1-800-435-9792,
<http://www.iflyswa.com>

United, 1-800-241-6522 (domestic), 1-800-538-2929 (international),
<http://www.ual.com>

US Airways, 1-800-428-4322 (domestic), 1-800-622-1015 (international),
<http://www.usairways.com>