DEPARTMENT OF THE AIR FORCE
65TH LOGISTICS READINESS SQUADRON (USAFE)
LAJES FIELD AZORES PORTUGAL

MEMORANDUM FOR Commercial Travel Office Personnel and Customers

From: 65 LRS/LGRD

Subject: Commercial Travel Office (CTO) Standard Operating Procedures (SOP) for Leave-In-Conjunction with Official (LICWO) Travel

1. The enclosed CTO SOP establishes procedures for Department of Defense (DoD) travelers and/or family members to obtaining LICWO in conjunction with Permanent Change of Station/Temporary Duty (PCS/TDY).

2. References:

a. Joint Travel Regulation, 1 Oct 14.

b. Defense Travel Regulation 4500.9-R, Part I, Passenger Movement, 29 Jan 15.

c. Air Force Instruction, 24-101, 19 Oct 12.

d. Contract Number HHSP233201400022I, 18 Aug 14.

3. The POC for this SOP is MSgt Ruth Griffin at 295-535-5198 or DSN 314-535-5198 or E-mail: ruth.griffin@us.af.mil.

RUTH C. GRIFFIN, MSgt, USAF
65th Logistics Readiness Squadron
Traffic Management Officer

Attachment:
- Commercial Travel Office (CTO) Standing Operating Procedure (SOP) for Leave-In-Conjunction with Official (LICWO) Travel

"This contains information which must be protected IAW AFI 33-332 and DoD Regulation 5400.11; Privacy Act of 1974 as Amended Applies, and it is For Official Use Only (FOUO). "It must be protected or privacy act information removed prior to further disclosure."

Commercial Travel Office (CTO) Standing Operating Procedure (SOP) for Leave-In-Conjunction with Official (LICWO) Travel

1. Purpose: To provide regulatory guidance and procedures for all personnel utilizing the CTO to obtain LICWO.

2. Scope. The Department of Defense (DoD) Regulation and Joint Travel Regulation (JTR) made the use of contracted CTO mandatory for all DoD official travel. The information provided in the SOP serves as a reference to travelers, Defense Travel Administrators, Commercial Travel Officers and Traffic Management Office (TMO) Clerks.

3. General.

a. The Lajes Field Installation Transportation Office CTO, commonly known as Carlson Wagonlit/SATO Travel Office is located in the Consolidated Support Center, building T112, 1st floor, room 218. Hours of operation are Monday – Thursday 0800 – 1400 and Friday 0900 – 1400.

b. Primary telephone numbers for the CTO:

(1) Commercial Numbers: (295) 542-8001 and (295) 542-8002

(2) DSN: (314)-535-4108 and (314) 535-5171

(3) Fax Number: 314-535-4108

c. E-mail: msilva@cwtsatotravel.com and mlopes@cwtsatotravel.com

d. Primary telephone numbers for the Transportation Office/Passenger Section

(1) Commercial Number: 298-535-5168

(2) DSN: 314-535-5168

(3) Fax Number: N/A

e. E-mail: fatima.drumonde@pt@us.af.mil

4. Procedures.

a. The use of the CTO is mandatory for official travel and must be annotated on the travel order/authorization. When the LICWO travel involves deviating from normal routing for the official travel and unusual or emergency conditions exist, making use of the CTO impractical.

b. The personnel who self-procure travel must ensure the provision is included in the orders. LGRD/CTO will book all official travel to ensure appropriate routing and

reimbursements are applied. Travelers will utilize Defense Travel System (DTS) to request TDY travel but must arrange leisure travel on their own. Travelers may choose to utilize the CTO for assistance. All leave dates and locations must be annotated on the orders.

c. The CTO shall provide LICWO travel services when requested by DOD official travelers in conjunction with PCS/TDY. The contractor will provide LICWO travel services to both the individual and the family members accompanying the individual when requested by the traveler. The CTO will not invoice the government for leisure reservations as these costs are the responsibility of the traveler. All excess costs that exceed official travel will be charged directly to the traveler. The contractor will segregate leisure and official travel costs and the government contract fare will not be utilized for leisure travel. The CTO will only utilize government fares for official PCS/TDY travel. These points are established by official travel orders. The order of precedence will be followed when issuing travel tickets. Personnel will be routed utilizing AMC for space required travel. If travel through the AMC channel is not permitted the CTO will route the traveler through Newark, New Jersey deemed the nearest Port of Embarkation/Port of Debarkation (POE/POD).

d. The CTO will only make reservations for the following services:

(1) Point-to-point reservations and ticketing on scheduled common carriers for all modes of travel.

(2) Rental vehicle reservations

(3) Lodging reservations

(4) Delivery of travel documents

5. Traveler Self-Procurement Process for LICWO TDY:

a. In circumstances where official travelers wish to deviate from normal routing in conjunction with TDY and self-procure their travel, the traveler must notify TMO in advance.

b. TMO will provide the traveler with a Passenger Travel Worksheet, brief the member based on travel authorizations, reimbursements and entitlements, and advise the member to keep all receipts for official and leisure travel.

c. The member will provide a completed copy of the Passenger Travel Worksheet to the TMO clerk via email.

d. TMO will utilize the Passenger Travel Worksheet to reserve the Air Mobility Command (AMC) flight in Global Air Transportation Execution System (GATES). TMO will provide the member a copy of the flight itinerary and the passenger travel briefing through email and direct the member to book the commercial flight in DTS.

e. The traveler may utilize the CTO or other agencies/commercial carriers. The member must utilize a U.S. Flag carrier and purchase leisure tickets on their personal credit card. CTOs will bill all official travel to the member's Individual Billed Account (IBA).

f. The CTO will issue the official tickets and send the commercial itinerary after the orders are approved by the order/authorizing official.

g. TMO will check all documents for accuracy and complete the "Letter of Reimbursement and the Foreign Flag Carrier Letter to provide the traveler when applicable.

h. The traveler will take travel receipts, orders and reimbursement letter to finance for payment.

6. Traveler Self-Procurement Process for LICWO PCS.

a. In circumstances where official travelers take leave in conjunction with a PCS and would like to deviate from normal travel routes the traveler must notify TMO in advance. If required, travelers will complete a circuitous travel form.

b. TMO will provide the traveler with a Passenger Travel Worksheet and brief the member based on travel requests and authorizations.

c. The member will submit a completed copy of the Passenger Travel Worksheet to the TMO clerk via email.

d. TMO will reserve the AMC flight in GATES, provide the member a copy of the flight itinerary and send the passenger travel briefing via email.

e. TMO/CTO will brief the member on normal authorized routes, authorized costs and authorized reimbursements and annotate the circuitous travel form, which also includes excess costs and authorized routes for Foreign Flag Carrier utilization. The designated Transportation Agent (TA) will approve/sign the circuitous travel letter for the Transportation Officer (TO).

f. The member will submit the Circuitous Travel letter to MPF for approval, provide a completed copy of the letter to TMO and retain a copy.

g. After the traveler has received orders they will make travel arrangements. Members should ensure that circuitous travel is authorized on the orders and utilization of foreign flag carrier is annotated for authorized points.

h. TMO will brief the traveler to purchase leisure travel on personal credit cards. Inform the member they may utilize the CTO or other agencies and commercial carriers to purchase leisure tickets. The member will purchase their commercial tickets utilizing a U.S. Flag carrier as Foreign Flag Carriers are only authorized at approved locations and must be annotated on the orders.

i. TMO will check all documents for accuracy. The CTO will issue the official tickets and send commercial itineraries to the member after the orders are approved by the order/authorizing official. TMO will provide the customer a copy of the Foreign Flag Carrier letter when required.

h. The traveler will keep copies of all receipts and submit documents to finance for reimbursement.

DEFINITIONS and ACRONMYS

1. **Agency**. An agency includes: An Executive agency, as defined in 5 United States Code, Section 101, Executive Departments; a military department; an office, agency or other establishment in the legislative branch; an office, agency or other establishment in the judicial branch; and the Government of the District of Columbia. An agency does not include: a Government-controlled corporation; a member of Congress; or an office or committee of either House of Congress or of the two Houses.

2. **Airline City Pairs Contract Route**. A route between two cities that has been contracted by the General Services Administration for official travel with a specific scheduled service airline at a contracted fixed rate. (Some routes have two levels of coach class city pairs—capacity controlled and non-capacity controlled.)

3. **Air Mobility Command** (AMC). The Air Force component command of the United States Transportation Command.

4. **Carrier**. Any individual, company, or corporation commercially engaged in transporting cargo or passengers between two points.

5. **Circuitous Route**. Travel by a route other than the one that normally would be prescribed by a transportation officer between the places involved.

6. **Commercial Carrier**. Common, contract, for-hire, and private carriers.

7. **Commercial Travel Office (CTO)**. The commercial activity providing full range of commercial travel and ticketing services at a Department of Defense installation under a contract or memorandum of understanding.

8. **Customer**. Any authorized user of the Defense Transportation System.

9. **Defense Travel System (DTS)**. A Department of Defense initiative that will allow the traveler to coordinate and arrange temporary duty (business) travel including reservations and travel voucher preparation, approval, and submission.

10. **Department of Defense Foreign Clearance Guide**. A publication containing information pertaining to travel security, country clearances, identification credentials, and other entry requirements for travel into foreign countries.

11. **Global Air Transportation Execution System (GATES)**. The Air Mobility Command's aerial port operations and management information system designed to support automated cargo and passenger processing, the reporting of in-transit visibility data to the Global Transportation Network, and billing to Air Mobility Command's financial management directorate.

12. **Individually Billed Account (IBA)**. A government credit card issued to an individual to cover all official government travel related expenses while away from the official station/duty

station. An individual with an individually billed account is responsible for paying all charges and fees associated with that account.

13. **Mode of Transport**. One of the various modes used for a movement. For each mode, there are several means of transport. They are (a) inland surface transportation (rail, road, and inland waterway); (b) sea transport (coastal and ocean); (c) air transportation; and (d) pipelines.

14. **Official Travel**. Authorized travel and assignment solely in connection with business of the Department of Defense or the Government.

15. **Overseas**. All locations, including Alaska and Hawaii, outside the continental United States.

16. **Port of Debarkation (POD)**. The geographic point at which cargo or personnel are discharged. This may be a seaport or aerial port of debarkation; for unit requirements; it may or may not coincide with the destination.

17. **Port of Embarkation (POE)**. The geographic point in a routing scheme from which cargo or personnel depart

18. **Space Available Travel**. The specific program of travel authorized by Department of Defense 4515.13-R, Air Transportation Eligibility, allowing authorized passengers to occupy Department of Defense aircraft seats that are surplus after all space required passengers have been accommodated.

19. **Space Required Travel**. Mission essential traffic as identified in Department of Defense 4515.13-R, Air Transportation Eligibility.

20. **Traffic Management**. The direction, control and supervision of all functions incident to the procurement and use of freight and passenger transportation services.

21. **Transportation Agent (TA)**. Individual designated in writing (in accordance with Service directives) to assume responsibilities of the Transportation Officer. These responsibilities may include administering and/or signing contracts and other documentation which would normally require the signature of the Transportation Officer and performing service-unique procedures.

22. **Transportation Officer (TO)**. Person(s) designated or appointed to perform traffic management functions. The official at an activity that is appointed as Installation Transportation Officer, Traffic Manager, Traffic Management Officer, Passenger Transportation Officer, Passenger Travel Specialist, Movement Control Team, or Branch Movement Control Team.

23. **Transportation Priorities**. Indicators assigned to eligible traffic that establish its movement precedence. Appropriate priority systems apply to the movement of traffic by sea and air. In times of emergency, priorities may be applicable to continental United States movements by land, water, or air.