Reimbursement for Commercial Transportation—Reimbursement When a Travel Management Company (TMC) Cannot be Reached (JTR, par. 020207-G)

Note: Rates used in these examples may not be current and are for illustrative purposes only.

Scenario 1: Travel is identified within 24 hours of travel start time. Traveler is notified and the requirement to travel is so urgent that commercial air transportation is needed within 24 hours. DTS cannot be used to book commercial air and TMC needs to be contacted. Traveler attempts to call the TMC but is placed on hold for a lengthy period and cannot reach the agent. The traveler relays this information to the AO. The AO determines that to ensure mission accomplishment, the traveler should self-procure commercial air. Reimbursement for the airfare is limited to the policy constructed fare of $835.

Determining Transportation Reimbursement		
Step	**Action**	**Amount**
1	Determine the policy-constructed, roundtrip airfare between authorized locations and TMC Fee.	$850
2	Identify the self-procured airfare plus transaction fees	$835
	Compare the airfare in Step 1 with airfare in Step 2.	$850 is greater than $835.
3	**Total authorized reimbursement.**	**$835**

Scenario 2: In response to a downed aircraft, a crash recovery team is assembled and notified of travel. Each traveler attempts to call the TMC to make travel arrangements but all travelers experience delays and cannot speak with an agent. The AO determines that the best course of action is to have the team members self-procure commercial air to ensure mission accomplishment. Reimbursement for the airfare is limited to the policy constructed fare of $750.

Determining Transportation Reimbursement		
Step	**Action**	**Amount**
1	Determine the policy-constructed, roundtrip airfare between authorized locations and TMC Fee.	$750
2	Identify the self-procured airfare plus transaction fees	$795
	Compare the airfare in Step 1 with airfare in Step 2.	$795 is greater than $750.
3	**Total authorized reimbursement.**	**$750**

Scenario 3: Traveler arrives at airport for layover during travel. Second flight is cancelled and traveler attempts to call the TMC to make travel arrangements but all travelers experience delays and cannot speak with an agent. The traveler coordinates with a different airline to purchase flight in airport. Based on the ticket purchased during scheduled stop of approved travel itinerary, the policy constructed fare is equal to the amount paid for the available flight.

Determining Transportation Reimbursement		
Step	**Action**	**Amount**
1	Determine the policy-constructed, roundtrip airfare between authorized locations and TMC Fee.	$350
2	Identify the self-procured airfare plus transaction fees	$350
	Compare the airfare in Step 1 with airfare in Step 2.	$350 is equal to $350.
3	**Total authorized reimbursement.**	**$350**