

HUD TICKET OFFICES

Headquarters

Ticketing and Reservations Office: Scheduled Airlines Traffic Office
(SATO)
Amtrak Ticket Office

Location: Department of Transportation NASSIF Building, Room 3248 (South Wing), 7th and D Streets, S.W., Washington, D.C., 20590

Phone numbers: SATO - (202) 245-6875
Amtrak - (800) 523-5720

Hours of operation: 8:00 a.m. - 4:30 p.m.

Hours for reservations: 8:00 a.m. - 4:30 p.m.
(phone-in)

SATO will provide the following services to HUD employees:

a. Make air carrier reservations and obtain tickets for official air travel of HUD employees located in the Washington, DC Metropolitan area except for emergency travel originating after 4:30 p.m. on weekdays or on weekends;

b. Make hotel and car rental (except GSA contract/discount facilities) reservations if this service is desired by the employee (there is no charge for this service);

c. Make arrangements for seminars, conferences, meetings and workshops with adequate lead time (approximately 60 days);

d. Make personal and vacation travel arrangements for employees.

e. Provide pre-paid tickets for Headquarters-funded travel to travelers located outside the metropolitan area.

Amtrak will make rail reservations and provide tickets for official train travel of HUD employees located in the Washington, DC Metropolitan area except for emergency travel originating after 4:30 p.m. on weekdays or on weekends. Amtrak will also provide reservations and ticketing for the personal and vacation travel of employees.

Procedures.

a. Use of SATO. The following procedures shall be used to obtain SATO travel services:

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(1) Services. SATO provides services for both official business and personal employee travel.

(a) Official HUD travel. The SATO shall provide flight information, make reservations and issue airline tickets for official domestic and foreign travel on any regularly scheduled United States flag air carrier. Certain hotel/motel and auto rental reservations may also be arranged through SATO. Reservations shall be made by telephone.

(b) Personal travel. The SATO also provides HUD employees with flight information, reservations and ticketing for personal/vacation travel. Initial contact should be made by telephone. Travel brochures and information on vacation packages are available in the SATO office.

(2) Information and reservations. Travelers shall obtain flight information and make reservations by direct telephone contact with SATO.

(3) Obtaining tickets. Either of the following two methods shall be used to obtain airline tickets.

(a) Direct pickup. Travelers may pick up their own tickets directly from the DOT SATO. To eliminate last-minute changes, it is suggested that tickets be picked up no more than 2 working days prior to departure. The ticket pickup date and time should be designated when making reservations. Tickets will not be released without submission of a duplicated copy of a properly executed form HUD 25, Official Travel Order. A HUD official identification card (I.D.) or other properly authorized identification document, is required for presentation to obtain tickets.

(b) Messenger service. A centralized service provides for the daily pickup of traveler's tickets from the DOT SATO.

(1) Routine situations. Furnish a copy of the HUD 25, Official Travel Order, to the Office of Administrative Services, Room 5154, HUD Headquarters Building. Travel orders must be received by 2 p.m. the day before tickets are needed. Tickets may be picked up from room 5154 from 9 a.m. to 4:45 p.m. the day after furnishing of the HUD 25. A HUD official identification card, or other properly authorized identification document, is required for presentation to obtain tickets.

(2) Emergency situations. When time does not permit following the procedures outlined in (1), above, because of emergency or unplanned travel circumstances, Headquarters employees traveling on official business shall obtain tickets directly at the SATO facility. The HUD 25 and an official HUD I.D. must be presented to obtain tickets.

(c) Extra-fare situations. When additional costs are incurred as a result of deviations from direct routing, personal travel, or not accepting the Government contract fare (Code YCA) to city-pairs or the lowest available fare between all other locations, this extra amount shall be paid by the traveler directly to the SATO. Payment shall be made by either cash, personal check, or major credit card.

b. Use of the Amtrak facility. Indicated below are the procedures to obtain Amtrak travel services.

(1) Services. The Amtrak Ticket Office provides reservations and ticketing for both official business and personal employee travel by train.

(2) Information and reservations. Travelers may obtain Amtrak scheduling and information and make reservations by direct telephone contact with Amtrak. Advance reservations are not required. When the traveler is required to travel on short notice, he/she may order and pick up tickets in person directly from the Amtrak facility without making telephone reservations.

(3) Obtaining tickets. Travelers shall obtain Amtrak tickets by either direct pickup or through the HUD messenger service system. The procedures indicated in a(3), above shall also be applicable for obtaining Amtrak tickets. The Department will be billed directly by Amtrak. Therefore, with presentation of the HUD 25, Official Travel Order, cash payments for tickets costing under \$100 or GTR's for tickets costing over \$100 are not required.

(4) Government discount fares. Travelers on official business qualify for Government discount fares. Discounts can be obtained by presenting official travel orders.

(5) Extra-fare situations. When additional costs are incurred as a result of deviations from direct routing, personal travel or not accepting the Government contract fare (Code YCA) to city-pairs or lowest available fare, the extra amount shall be paid by the traveler directly to Amtrak. Payment shall be made by either cash, personal check, or major credit card.

c. Unused tickets. The following procedures shall be used to return unused tickets. Failure to follow procedures may result in excess costs charged to the traveler.

(1) Airline tickets issued by SATO. The traveler shall cancel all reservations directly with the SATO as soon as such need is determined necessary. If an airline ticket has already been obtained from SATO, the traveler shall follow either option indicated below:

(a) Direct return to SATO. When a ticket can be returned to SATO within the same billing week (Monday - Friday) that it was obtained, the traveler shall return the ticket immediately. This permits cancellation of the transaction and prevents billing of the unused ticket to the Department.

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(b) Submission to accounting. When a ticket cannot be returned to SATO within the same billing week that it was obtained, the Department will be billed for the unused ticket. The traveler shall submit a "no claim voucher" to Accounting within 30 days. Standard Form 1012, Travel Voucher, shall be completed and the unused ticket attached to the voucher. The traveler shall note on the face of the voucher that the trip was cancelled and the carrier notified. The voucher shall be fully executed, including the complete itinerary (scheduled travel dates and locations) and the word "none" in the space "Amount Claimed." The traveler shall sign the voucher and forward it through normal channels for approval and submission to the Administrative and Program Accounting Branch, General Accounting Operations Division.

(2) Other airline tickets. Airline tickets purchased by GTR, cash, check or credit card for trips (usually emergency travel situations) which are cancelled shall be returned according to current Department procedures.

(3) Amtrak tickets. Unused Amtrak tickets shall be submitted to Accounting in accordance with current procedures for filing a "no claim voucher." All unused or partially used tickets shall be submitted as soon as travel is cancelled or within a 30 day period.

Other Travel Services: Headquarters Administrative Office

Location: HUD Headquarters, Room 5154

Phone Number: 755-5510

Hours: 9:30-11:30 a.m.
1:30-3:30 p.m.

Travel services provided to HUD employees include the following:

a. Providing travel advances for official travel of HUD employees located in the Washington, D.C. metropolitan area in accordance with Department procedures in processing Standard Form 1038, Application and Account for Advance of Funds.

b. Processing Standard Form 1012, Travel Voucher, for claims of \$150 or less, when a cash advance was not obtained. Reimbursement claims for over \$150 must be submitted to the Accounting Office in compliance with HUD policies.

c. Reimbursing travelers for local public transportation expenditures for official business travel. Submission of an approved SF 1164, Claim for Reimbursement for Expenditures on Official Business, is required.

d. Making arrangements to ship employee household goods

under permanent change of station travel via the commuted rate Government Bill of Lading (GBL) system.

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e. Making the Federal Travel Directory and the Federal Hotel/Motel Discount Directory for employee reference in Room 5154 only;

f. Operating the messenger service system for airline and Amtrak pickup for those employees desiring this service; and

g. Maintaining exemption certificates for the tax on hotel/motel rooms for limited areas only including: Alexandria and Norfolk; Virginia; Anchorage, Alaska; Fresno, and Los Angeles, California; New York City and State; and Prince George's County, Maryland.

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