



Fiscal Year 2011 Airline City Pair Program Fact Sheet

What is the City Pair Program?

The General Services Administration (GSA) manages the airline City Pair Program (CPP) to provide discounted air transportation services for Federal travelers Government-wide. Since its inception in 1980, the airline City Pair Program has expanded its presence domestically and internationally, to include 13 carriers in over 5,700 markets, which means more variety in airlines and flights for you!

Federal travelers are able to achieve the best deals on airfare available. CPP averages savings of 68% below full, commercial air fares. In addition, CPP features benefits that allow Government travelers unsurpassed flexibility.

Why Should I Use the City Pair Program?

- Fares are unrestricted, meaning:
 - No advance purchase required – you get the same great deal anytime!
 - No minimum or maximum length of stay required
 - Tickets are fully refundable
 - No airline fee for cancellations or changes
 - Last seat availability
 - No blackout periods

You Have Two Great Options:

If you are able to book in advance, you can save even more money by using the _CA fare. These capacity controlled fares provide all the benefits of CPP & are at the deepest discount. If you have to wait until the last minute to book your flights, you are always able to book the top-quality, discounted YCA fare.

Wouldn't I Be Able to Get a Cheaper Flight through a Commercially Available Online Booking Tool, like Travelocity?

Commercial airfares are volatile; however, the vast analysis that is prepared for CPP shows that based upon the flexibility of travel rates, you are getting the best deal of any traveler by using CPP.

Will I Be Able to Choose My Seat?

If getting a good seat assignment is important to you, book your flight early and use airline frequent flyer programs. Status on frequent flyer programs often gives travelers better seating options.

What about Baggage Fees?

GSA considers baggage fees in the total cost of travel when CPP awards are made. How can you eliminate baggage fees? Joining frequent flyer programs is an option, as baggage fees may be waived for loyalty customers.

The most current information on baggage allowance policies may be obtained by checking with your agency's Travel Management Center, Commercial Travel Office or with the individual airline.

Information specific to carriers under the Airline City Pair Program contract are available through the following link, [Baggage Allowance](#).

How do I book my flight?

Reservations should be made through one of the following:

- The E-Gov Travel Service (ETS) that your agency uses or DTS (Defense Travel System) for Department of Defense travelers
- Your agency's Travel Management Center (TMC) or Commercial Travel Office (CTO)

To ensure you receive the best discounts:

- Book online via ETS/DTS
- Book early

What do I do with Unused Tickets?

The following circumstances result in unused tickets:

- a) Tickets purchased for Government travel are never used
- b) Travel is concluded before traveler reaches ticketed destination
- c) The return portion of a round-trip ticket is never used
- d) Travel services actually used are different or of lesser value than that of CPP fares

Unused tickets have monetary value. In order to prevent losses, please notify your agency of any unused or partially unused tickets for processing as a refund due to the Government.

For further details, contact your Travel Management Center (TMC) or view the [U.S. Passenger Transportation Handbook](#).

Good for You, Good for Government

The Airline City Pair Program is projected to provide the Federal Government cost avoidance and potential savings of \$6.3 billion in fiscal year 2011.

Competition within a City Pair is perhaps the single most important factor affecting offered pricing. Carriers are keenly aware of the service provided by all players in a market and price their offers accordingly. The [Federal Travel Regulations](#) (FTR) regulate that all Federal travelers must use the CPP contract carrier for official travel, unless a valid exception applies. Commercial airfares can be highly volatile; therefore, an exception to the mandatory use requirement allows Government travelers to take advantage of any low commercial fare offered by non-contract carriers, if the fares are also offered to the general public.

How Do I Pay for My Official Travel?

The GSA SmartPay® program provides charge cards to U.S. government agencies/departments. Travel expenses related to official government travel (airline, hotel, meals, and incidentals) must be paid with your SmartPay® credit card; for more information, please visit the following link, [SmartPay®](#).

Have More Questions?

Visit our [Frequently Asked Questions](#) (FAQs) webpage.