

MEMORANDUM OF UNDERSTANDING  
BEWTEEN  
ROSENBLUTH INTERNATIONAL  
AND THE  
ASSASSINATION RECORDS REVIEW BOARD

This Memorandum of Understanding is entered into by and between the Rosenbluth International Travel and the Assassination Records Review Board, as required by contract (number) between Rosenbluth International Travel and the United States of America awarded on (Month/Day/Year). The following agreements and/or understandings elaborate on, and are unique to, the description of services to be furnished by the contractor under Section C of the contract, copy attached.

1. Liaison Officials. The following-named officials are responsible for overseeing performance of the Travel Management Centers (TMC) established under the contract. They are authorized, upon mutual agreement, to jointly implement work-process changes required to enhance the effectiveness and efficiency of TMC performance and/or the Agency travel program. It is understood that any changes to the scope of services included under the parent contract must be made by the GSA Contracting Officer and cannot be implemented until it is amended or modified.

Agency Program Coordinator:

Telephone Number:

Address:

Contractor Project Manager:

Telephone Number:

Address:

GSA Project Coordinator:

Telephone Number:

Address:

2. Transportation.

- a. Official authorization of Agency travel is documented using (Form number and title). To be considered an "official" authorization, the (Form number) must be signed in block \_\_\_\_\_. If any of the following exceptions to the general rules governing transportation is authorized, the (Form number) will clearly state the authority being granted and the justification therefor.
  - (1) use of non-contract fares;
  - (2) use of premium accommodations;
  - (3) rest stop(s) if travel-time is in excess of \_\_\_\_\_ hours; and/or
  - (4) use of non-American carriers.
- b. The Agency accounting control/tracking number will be entered into the Personal Name Record (PNR) prior to printing of tickets. This requirement is critical for efficient and expeditious reconciliation of monthly charges. (See paragraph 8.) Exceptions may be granted by the Agency travel coordinator or his/her designee. Exceptions will be authorized on a case-by-case basis only.
- c. Promotional or other types of discount fares can be used if they are offered by the contract carrier, approved by the traveler and are lower in cost than the contract fare. The reservation agent will advise the traveler to cite the contract fare on their Travel Authorization to ensure the obligation of sufficient funds by the Agency budget office, and to reduce Agency administrative costs in the event the traveler's plan changes.
- d. Limited Open Authorization (LOA) is an official travel authorization issued to cover an individual employee's travel requirements for thirty (30) or ninety (90) calendar days. LOA's will be maintained in an open file for the indicated period. Tickets will only be issued for travel within the geographical areas specified in

the LOA. If a justification for non-use of a contract carrier is required for a particular trip, separate, written justification signed by the Agency authorizing official is required prior to ticket issuance.

- e. Except for prepaid tickets, a signed (Form number) will not be required to make reservations. Employees having official travel requirements will request TMC services by phone or personal visit. Prepaid tickets are tickets paid for in advance and then made available for pick up at a specified carrier ticket counter. The TMC shall not confirm a prepaid ticket purchase without, first, receiving Copy \_\_\_ of (Form number).
- f. Tickets costing \$100, or less, may be paid for by cash or personal (non-Government) credit card. Unless written exception is granted by the (Agency Head or designee), tickets costing over \$100 shall be charged to either an individual Government-travel charge card or to the Agency Government Travel Account (GTA). The Contractor will provide pre-paid tickets without charge of either airline tariff or Contractor service fee.
- g. Transportation tickets are to be charged to the Agency General Travel Account (GTA).

*Option*

- g. *Transportation tickets for charge card holders are to be charged to their individual accounts except as follows:*
  - (1) *The GTA should be charged when the carrier requires an advanced ticket purchase of thirty (30) days or more in order to obtain a discount fare.*
  - (2) *The cost of lost or stolen tickets charged to an individual credit account should be recharged to the GTA Account upon filing of a Lost Ticket Refund Application by the card holder. See 12c(2), below.*
- h. The performance of personal travel services will not interfere with the timely processing of Agency travel requirements. Cash, personal check or (non-Government) credit card must be used to pay for personal travel costs. The Agency will not accept administrative

responsibility or fiscal liability for personal travel. When personal travel is mixed with business travel, the TMC will first ticket for the official travel; and, upon payment of the difference by the traveler, ticket for the complete travel.

4. Lodging.

- a. To the maximum extent practicable considering the traveler's business needs, the TMCs will search available hotel/motel source listings and recommend accommodations equipped with smoke detectors and/or automatic sprinkler systems meeting the fire safety requirements of the Hotel & Motel Fire Safety Act of 1990 (HMFSa). (See paragraph 7, below.)
- b. Preferential consideration will be given the properties listed in the Federal Travel Directory (FTD). Each property has satisfied the requirements of the HMFSa; and, in addition, offers discounted rates for Government travelers.
- c. Listings of properties which have been certified by State authorities as having satisfied the requirements of the HMFSa are published in the Federal Register. The Contractor is responsible for maintaining current lists. Copies of the national master list and its updates may be obtained by writing to the Government Printing Office, Superintendent of Documents, Washington DC 20402-9325. Refer to stock number 069-001-00049-1, and ask for the November 1993 national master list dated November 29, and any subsequent updates.

5. Traveler's Itineraries.

- a. The TMC shall record the specific code(s) required to identify the contract carrier and authorized exceptions whenever a non-contract carrier or a contract carrier other than the primary contractor is used for travel within a contract route. The exception code will be reflected on the Agency's official Travel Authorization.
- b. The processing of refunds for lost/stolen tickets requires special attention by the TMCs and the Agency fiscal offices. Each itinerary will include advice that

the traveler should immediately report unused, lost or stolen tickets, and trip cancellations to the TMC. The notice will be conspicuous (e.g., a "sticker" or "highlighted" text). See paragraph 12, below, for detailed refund procedures.

Ticket Delivery/Pickup.

- a. The TMCs will advise the employee when and where the tickets are to be picked up. Transportation tickets should be delivered no earlier than two days prior to the start of the travel period. Exceptions to this rule may be authorized by the Agency Program Coordinator or his/her designee. Exceptions will be authorized on a case-by-case basis only.
- b. Employees located at the sites of the on-site TMCs will pickup tickets directly from the TMC serving their location. In addition, the contractor will make ticket deliveries to each of the following off-site offices twice daily, at approximately (a.m.) and (p.m.):
  - (1) Address of drop site #1; and, name and telephone number of Agency contact.
  - (2) Address of drop site #2; and, name and telephone number of Agency contact.
- c. The TMCs shall issue transportation tickets only in exchange for Copy \_\_\_\_, of an official travel authorization, (Form number). A facsimile or Photostat will be accepted providing (1) travel is scheduled to begin within \_\_\_\_ hours; and (2) the original Copy \_\_\_\_ will be provided the TMC within two working days from date of ticket issuance.
- d. The Contractor will provide and maintain satellite ticket printers at the locations listed below. In addition, the Contractor will train Agency personnel in the proper use of the equipment and in the process of assembling and issuing tickets. The equipment, maintenance and training will be provided at no cost to the Government.

7. Management Reports. Beginning October 1, 1994, the Assassination Records Review Board

must monitor its performance in complying with the Hotel & Motel Fire Safety Act of 1990 which requires that a certain percentage of employee travel-nights are spent in properties meeting the fire safety requirements of the Act. The TMC Contractor will support agency data collection requirements.

8. Reconciliation Support.

- (1) The Federal agency (i.e., Agency) is a participant in the U.S. Government travel and transportation payment and expense control system, and has entered into an agreement with American Express (Amex), the travel-charge-card contractor, for a centrally billed, General Travel Account (GTA). The GTA was established to facilitate Agency review, control and payment of transportation expenses associated with official business travel. The Agency is responsible for verification of related bills and subsequent processing of payments/disputes in accordance with the procedures adopted by the Government and Amex under the GSA "Travel and Transportation Payment and Expense Control System" contract. The TMC Contractor (i.e., TMC) will support GTA reconciliation efforts as follows:
  - (a) The TMC shall record in its reservation system the Agency financial-document control number (i.e., ACT number) for each business trip. An ACT number is entered on each travel authorization to certify the availability and obligation of funds for the carrier costs and per diem cited. The ACT number also establishes a unique accounts payable record in the Agency accounting system.
  - (b) The TMC shall provide copies of the following documents to the Agency fiscal office to support each transaction generated by the TMC and Amex on behalf of the Agency:
    - Form \_\_\_\_, Official Travel Authorization
    - Computer generated itinerary
    - Refunded ticket credit slips

The documents will be forwarded to:

XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX

- (c) The Agency has arranged with Amex to provide the TMC a magnetic tape/diskette of each GTA billing. Amex is responsible for mailing tapes to:

XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX

- (d) Within XX working days after receiving a tape, the TMC will run the Amex data against the sales records in its own system and provide the Agency an itemized report of matched and unmatched charges.

As a minimum, the report will reflect the date and time of receipt of the Amex data tape; and, each transaction line on the TMC's report shall reference the Agency ACT number, traveler name, ticket number and amount. The TMC will complete and provide the Agency an Amex "Disputed Items" form (#TR 70062-0001) for unmatched items, and include any relevant comments which could aid the Agency/Amex in resolving the disputed items. Amex form #TR 70062-0001 is attached and can be duplicated as required.

- (e) The TMC shall maintain a record of the date and time of receipt of each GTA tape, and any relevant information concerning the timely processing thereof (e.g., damaged tape received 3/14/94 and returned to Amex via overnight mail; good tape received 3/19/94).

- (2) The TMC will cooperate fully with Agency and Amex efforts to resolve disputed items.

9. Seminars and Meetings. No meetings will be booked in properties not equipped with smoke detectors and/or automatic sprinkler systems. Properties three stories or lower are exempt.

10. Information Pamphlets. The following information concerning Agency procedures will be included in the pamphlet for the purpose of broadcasting need-to-know information to Agency employees:

- a. Employees are required to submit travel vouchers within \_\_\_\_ days after completion of the travel.
- b. The TMCs are not authorized, under any circumstance, to give a cash refund on tickets for Government travel.
- c. Employees should report unused, lost or stolen tickets to the issuing TMC. For individual charge card purchases, the TMC will treat refund requests in the same manner as refunds for similar charge card purchases. Employees should obtain a copy of a credit card refund notice (CCRN), and retain it in their personal records until credit appears on their monthly charge card statement.
- d. Employees are responsible for providing immediate notification to their TMC of cancelled trips.

11. Rebate Procedures. In accordance with the terms of the Government contract (number), Rosenbluth International Travel agrees to rebate \_\_\_\_ percent of the (type of) ticket purchases made by the Assassination Records Review Board each quarter.

- a. Computation. (Specify how rebate is computed)
- b. Payment. A rebate check is to be mailed to Assassination Records Review Board within \_\_\_\_ days following the end of each quarter. All rebate checks shall be identified as "Travel Management Center rebate" and mailed to:

XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX  
XXXXXXXXXXXXXXXXXXXX

12. Refund Procedures. These detailed procedures are established to facilitate the proper and timely processing of refunds.

- a. Government Travel Account (GTA) Purchases

(1) Employees will report unused tickets to the TMC. The TMC will advise them to attach any unused tickets, or portions thereof, to the front of their travel voucher; and, to annotate "Unused tickets attached" on the front of the travel voucher. The (responsible Agency fiscal



office) will return the unused tickets to the TMC with written request for refund. Upon receiving the unused ticket or ticket coupons, the TMC will immediately issue a CCRN and send a copy to the (responsible Agency fiscal office). A copy of the CCRN and a copy of the ticket (passenger copy) will be retained by the Agency and held in suspense awaiting receipt of the monthly statement. When the statement arrives, copies of CCRN's will be matched against credits appearing on the statement. If a credit does not appear on the statement, the CCRN will be returned to the suspense file and checked on the next statement. If the credit does not appear on a statement within 60 days from the date of issuance of the CCRN, the (responsible Agency fiscal office) will notify the TMC, identify the problem, and initiate the actions required to obtain the credit due.

(2) If a ticket is lost or stolen, the employee will notify the TMC. The TMC will advise the employee to immediately notify the (responsible Agency fiscal office). The (responsible Agency fiscal office) will file a Lost Ticket Refund Application with the TMC and hold a suspense copy until a decision is made concerning refund. Refund will be authorized if the ticket has not been used within XXX months from the date of receipt of the Application by the TMC. The (responsible Agency fiscal office) will notify the TMC if credit is not received in a timely manner.

(3) If a trip is cancelled, the employee will notify the TMC. The TMC will, if possible, void the ticket and eliminate it from the billing process. If the ticket cannot be voided because of timing with the billing period, the TMC shall advise the employee to return the ticket to the (responsible Agency fiscal office). The (responsible Agency fiscal office) will return the unused ticket to the TMC with written request for refund. Upon receipt of the request, the TMC will immediately issue a CCRN and send a copy to the (responsible Agency fiscal office). The (responsible Agency fiscal office) will maintain a copy on file until the credit appears as an adjustment to the GTA account. If the credit does not appear on a statement within 60 days from the date of submission of the request, the (responsible Agency fiscal office) will notify the TMC and American Express.

#### b. Government Travel Request (GTR) Purchases

(1) Employees may report unused tickets to the TMC. The TMC will advise them to attach any unused tickets, or portions thereof, to the front of their travel voucher; and, to annotate "unused tickets attached" on the front of their travel voucher. The (responsible Agency fiscal office) will return the unused tickets to the TMC via SF 1170, Redemption of Unused Tickets. Upon receiving the unused ticket or ticket coupons, the TMC will remit a refund in accordance with the contract. A copy of the SF 1170 and unused ticket will be held in suspense by the (responsible Agency fiscal office). The (responsible Agency fiscal office) will notify the TMC if credit is not received in a timely manner.

(2) If a ticket is lost or stolen, the employee will notify the TMC. The TMC will advise the employee to immediately notify the (responsible Agency fiscal office). The (responsible Agency fiscal office) will file a Lost Ticket Refund Application with the TMC and hold a suspense copy until a decision is made concerning refund. Refund will be authorized if

the ticket has not been used within XXX months from the date of receipt of the Application by the TMC. The (responsible Agency fiscal office) will notify the TMC if credit is not received in a timely manner.

c. Individual Charge Card Purchases

(1) If a transportation ticket is not used, or is only partially used, the employee shall return the unused portion to the TMC. The TMC shall prepare and process a CCRN. A copy of the CCRN will be provided to the employee with advice to hold it in their personal records until credit appears on their charge card statement.

(2) If a transportation ticket is lost or stolen the employee will notify the TMC. The employee will be directed to the TMC manager. The TMC manager will require the employee to file a Lost Ticket Refund Application; and, upon acceptance, will prepare and process a CCRN. A copy of the CCRN will be provided to the employee with advice to hold it in their personal file until credit appears on their charge card statement. The TMC manager shall then recharge the cost of the missing tickets to the GTA Account, and notify the (responsible Agency fiscal office) in writing, including a copy of the Lost Ticket Refund Application. An information copy will be forwarded to the Agency Program Coordinator. The (responsible Agency fiscal office) will hold the Application in suspense until a decision is made concerning refund to the GTA Account. Refund will be authorized if the ticket has not been used within XXX months from the date of receipt of the Application by the TMC. Replacement tickets, if required, will be charged to the employee's individual charge card. The (responsible Agency fiscal office) will notify the TMC if credit is not received in a timely manner.

(3) If a trip is cancelled, the employee will notify the TMC. The TMC will, if possible, void the ticket and eliminate it from the billing process. If the ticket cannot be voided because of timing with the billing period, the TMC shall prepare and process a CCRN. A copy of the CCRN will be provided the card holder with advice to hold it in their personal records until the credit appears on their monthly charge card statement.

*13. Period of Agreement.* This Memorandum of Understanding, and changes, will remain in effect for the duration of the Government contract. As a minimum, it will be reviewed and updated annually by the liaison officers designated in Part 1.

14. Authority:

APPROVED AND ACCEPTED FOR  
(NAME OF AGENCY)

BY: \_\_\_\_\_  
(Authorized Signature) (Date)

PRINTED NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

APPROVED AND ACCEPTED FOR  
(NAME OF TRAVEL AGENCY)

BY: \_\_\_\_\_  
(Authorized Signature) (Date)

PRINTED NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

APPROVED AND ACCEPTED FOR  
THE GENERAL SERVICES ADMINISTRATION

BY: \_\_\_\_\_  
(Authorized Signature) (Date)

PRINTED NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

Attachment: Section C, contract # \_\_\_\_\_