



[www.npwj.org](http://www.npwj.org)

# NON C'È PACE SENZA GIUSTIZIA NO PEACE WITHOUT JUSTICE

Via di Torre Argentina 76; I-00186 Roma; Tel. +39 06 68979377 Fax +39 06 68979285  
866 UN Plaza #408; New York NY 10017; Tel. +1 212 9802558 Fax +1 212 9801072  
Rue du Pepin 54; B-1000 Bruxelles; Tel. +32 (0)2 5483910 Fax +32 (0)2 5118100

## **Ticket Procurement Procedures**

Despite significant reliance on audio and video communication, air travel represents a significant portion of NPWJ outlay. The purpose of this document is to make it easy to book, purchase, track, account for and audit air travel procurement. It applies equally to single-trip tickets for one staff member or dozens or even hundreds of bookings for a large conference.

### **The main steps are the following:**

1. Checking travel documents (passports, visas, etc);
2. Booking of itinerary (no-cost booking, usually expires within a few hours);
3. Selecting and verifying itinerary (by email);
4. Issuing the tickets (this is where the cost incurs);
5. Dealing with changes and other unforeseen issues;
6. Collecting and transmitting travel documentation (boarding cards, e-tickets, “bolla” and invoice).

### **The main persons involved are:**

1. Travel “Arranger” (staff, volunteer or intern interacting with passenger and agency)
2. Travel “Purchaser” (coordinator or head of office with delegated spending authority)
3. Travel Agency (primarily Cisalpina VAAM non-profit specialists)
4. Passenger (member of staff, of meeting participant, speaker, guests, etc)

This document is intended to explain the process step-by-step, explaining what needs to be done and why. The main principle is that from the moment of booking to the moment in which the costs are audited, NPWJ can ensure that air travel is cost-effective, correctly attributed and fully documented.



[www.radicalparty.org](http://www.radicalparty.org)

No Peace Without Justice is an international non-profit organisation born of a campaign of the Transnational Radical Party and is a constituent association of the Nonviolent Radical Party Transnational and Transparty, an NGO with General (Category I) Consultative Status at the United Nations ECOSOC.

Non C'è Pace Senza Giustizia è un'organizzazione internazionale senza scopo di lucro nata nel 1993 da una campagna del Partito Radicale Transnazionale ed è associazione costituente del Partito Radicale Nonviolento Transnazionale e Transpartito, ONG con Status Consultivo Generale di prima categoria presso l'ECOSOC delle Nazioni Unite.



## N O P E A C E W I T H O U T J U S T I C E

### 1. Who does what

The Travel “Arranger” (staff, intern, volunteer) interacts directly with the passenger, checks that they have necessary travel documents (passports, visas, etc), books the most appropriate and cost effective for the mission (airports are correct for the departure and destination, times are appropriate for the meetings / events, etc), proposes and discusses the itinerary with the passenger, makes sure the passenger has agreed (preferably by email) to the itinerary proposed. It is the responsibility of the Ticket “Purchasers” to satisfy themselves that this document and the procedures outlined herein are understood by the travel arranger.

The Travel “Purchaser” has the spending authority to authorise the purchase (or “issuance”) of tickets, ie has a budget to attribute the travel cost under their responsibility. This will usually be program coordinators, heads of field missions, and others that can attribute costs to their own project budgets (see Annex II): they are responsible for checking that all the procedures are followed and the documentation is complete. In practice this means that often somebody else interacts with the agency to enquire about itineraries, find the best fares and checks with the passenger. Then once the itinerary and ticket have been selected and it is all ready to go, the final email requesting that the ticket be actually issued will be sent by one of the authorised persons, from one of their email addresses.

The Travel Agency will discuss itineraries and make no-cost bookings with any member of staff, volunteer or intern (“travel arranger”), but should only accept a request to “issue” a ticket from specifically designated persons (Annex II). NPWJ has an agreement with “Cisalпина Tours”, through their non-profit VAAM team: Tel +39 011 95.43.770 - +39 011.37.19.308, email [volontari@cisalpinatours.it](mailto:volontari@cisalpinatours.it). They will send the cheapest flight options for the parameters requested, but the travel arranger and purchaser can always tweak the parameters to help them find cheaper options (alternate airports, low cost carriers, etc). The itinerary and proposal will mention “agency fees”, which are added later and vary from 8 to 25 euro, depending on the itinerary. Our primary points of reference are Silvia, Marta or Novella. The agency is open from Monday to Friday, 0900-1900 (CET). Outside the opening hours, in case of emergency (cancelled flights, involuntary re-routing, etc) their emergency 24 hours service can also be reached by phone on +39 011 95.43.333, fax +39 011 37.10.333 or [24ore@cisalpinatours.it](mailto:24ore@cisalpinatours.it).

The passenger’s main responsibility is to provide accurate and current information on their travel conditions and requirements (visas, locations, dates), verify and confirm that the itineraries proposed are acceptable. They are also responsible for the costs associated for the changes they decide to make after the ticket has been issued, including attendant costs (hotels, etc). Finally, they are responsible for print and safeguard all travel documents, including in particular the boarding cards, which are required by our auditors to prove that each ticket was in fact used. These responsibilities need to be communicated clearly to them in writing before the ticket is issued and the Ticket “Purchasers” need to satisfy themselves that these are understood by the passenger.

### 2 What ticket to buy

As a general rule, air tickets, irrespective of flight duration, shall be purchased in economy class only, at the lowest available rates, for the most direct route, taking into account the times of meetings.



## N O P E A C E W I T H O U T J U S T I C E

Business class fares are not allowed, except in the following exceptional circumstances: (a) business class air travel segments within an economy class ticket are eligible when economy class is not available for the entirety of the relevant route, provided that the overall cost of the itinerary is less or equal to any available alternatives for the dates and times required. A statement by the travel arranger, countersigned by a NPWJ program coordinator, to the effect that the resulting itinerary was the cheapest or as cheap as the alternatives for the required route shall accompany the record of purchase; (b) subject to specific donor authorisation, business class air travel may also be eligible if the passenger travelling is a Government Minister, Junior Minister, Under Secretary or other cabinet-level official, President or vice-President of a legislature, President or vice-President of a constitutional-level court, or an Under-Secretary General or equivalent within the United Nations System. A statement by the travel arranger, countersigned by a NPWJ program coordinator, to the effect that the passenger is a cabinet-level official shall accompany the record of purchase.

Additional seat-selection and priority boarding charges are only eligible on low-cost carriers (such as Blue Panorama, Easyjet, Ryanair, Vueling, etc) and on charter or leisure carriers (such Jetairfly, Neosair, ThomasCook, TUIfly, etc) when the overall cost is significantly less than equivalent scheduled economy flights. Economy Plus and other seat selection charges on long-haul flight may be eligible upon certification by a NPWJ program coordinator that the program requires passenger to speak at meetings or events taking place immediately upon arrival at destination, and subject to donor contract conditions.

### **3. Non-profit fares and certificates**

Cisalpinia VAAM team is a non-profit specialist and they have access special fare conditions dedicated to non-profit passengers. Non-profit fares may be available on AF, AT, ET, EK, JJ, KL, LH, OS, QR, SN, and TP and are usually cheaper and/or more flexible. In all cases Cisalpinia VAAM team is responsible for offering the best available fare, and it will indicate whenever a particular fare is exclusive to non-profit organisations by adding the notation "voluntary fare / tariffa volontari" in the price offer. This notation may also be included in the "endorsements" section of the e-ticket.

At the moment of check-in or at the boarding gate, the airline may request proof of the non-profit nature of the trip. To that end, the travel arranger will send to the passenger an official certificate (printed and on NPWJ letterhead) attesting that the specific itinerary has been purchased for non-profit (non-commercial, non-tourist) travel purposes (template in Annex IV). Whenever a non-profit travel certificate is issued to a passenger, a copy needs to be formally filed for our records: please make sure you send the certificate both to the passenger and to Antonella.

### **4. Flight changes**

Partners and/or participants at our events are responsible for the costs associated with any flight changes (dates, locations, etc) they choose to make, once they have authorised a flight and we have purchased it for them. They are also responsible for any attendant costs (hotel etc), based on these elective flight changes. We can be flexible in compassionate or politically sensitive circumstances (e.g. illness, family issues, political or security changes in their home country, etc), but as a general rule if they want to change their flights, they need to cover the costs.



## N O P E A C E W I T H O U T J U S T I C E

If the change is the result of NPWJ changing plans, or asking them to stay for longer than foreseen, or in other cases of involuntary re-routing, such as flight cancellations, or other unforeseeable events, then the Travel “Purchaser” may authorise the additional costs under their budget lines.

However, if the passenger has visa problems – after telling NPWJ that they don’t need a visa – or if the re-routing or change is due to their lateness, negligence or avoidable error (eg. foreseeably problematic passport stamps in difficult countries, expired or almost expired travel documents, etc), then in principle the flight changes and attendant costs remain the passenger’s responsibility.

It is an important responsibility of the travel purchaser to check they have positively agreed to the itinerary before it is issued and that they are clearly informed that they are responsible for any costs if they decide to change their flights. This could be a standard or customised text, but it must be clearly stated in written form to avoid misunderstandings.

### **5. Documentation and accountability**

The ticket “purchaser” is responsible for ensuring that irrespective of who is the travel “arranger” (staff, intern, volunteer, or passenger) all necessary documentation is collected and transmitted. The three main documents are the E-Ticket, the Bolla, the Boarding Cards.

The E-ticket is the easiest, as it is issued by the agency and necessary for travel. However, NB that that travelport, galileo and viewtrip weblinks and URL itineraries expire within a few days, and are not available after the ticket has been used. Therefore, it is essential to print (to paper or simply to PDF) the full e-ticket as soon as it is issued.

Cisalпина sends a single cumulative monthly invoice on paper to the admin office at our address in Rome, billing all travel services purchased directly. When the monthly cumulative invoice arrives in Rome, it will contain flights purchased by different staff, for different purposes, in different projects and budget lines. Therefore, it will be impossible to check that the amounts charged correspond to a ticket properly issued, by somebody with the authority to do so, for an agreed price, unless we do the necessary groundwork at the time of purchase.

Therefore, we agreed with them that they will also prepare an official summary of each purchase (which they called a "Bolla"), which includes all costs for each flight purchased (fare, taxes, agency fees) and for each of the passenger. This "Bolla" official purchase summary is sent immediately after the booking to “Travel Purchaser”, and also copied to Antonella Casu (acasu@npwj.org), so that we can keep track of overall expenditure and check it against the monthly invoice. Payment is due within 30 days from the invoice date.

This means that as soon as the ticket is issued, the “Travel Purchaser” needs to check the official purchase summary ("Bolla") and notify the travel agency immediately in the case the amounts do not correspond to what had been authorised. If the "bolla" has not arrived within one working day, it is the responsibility of the Travel Purchaser to call or email the travel agency and ask for it. The "bolla" is an official purchase document, which should be included in the donor financial reports for each program instead of the invoice.

Boarding passes for all segments of travel are required by our auditors as proof of travel. Without proof of travel the cost of the ticket is not eligible and is a straight loss. Boarding cards and other



## N O P E A C E W I T H O U T J U S T I C E

proof of travel for air travel are disproportionately important, as NPWJ accounts cannot be cleared by the auditor without them. It is important to collect the boarding cards from passengers, participants and guests at the earliest possible opportunity, ideally upon arrival (before they lose them). It is also very important to communicate to them as early and as often as possible during the ticket purchasing process how important boarding cards are. Alternative proof of travel may be one or more of the following: luggage tags indicating passenger name and flight number and a true copy of the dated arrival stamp on the passenger's passport.

In exceptional circumstances, where the boarding cards or other proof of travel documents are not available, the travel purchaser can obtain a signed affidavit by the passenger that they have flown on the relevant ticket (indicating where appropriate ticket number or PNR) and attesting to the fact that they have lost the boarding card(s). The affidavit is only accepted by the auditors sparingly, so it should only be used in exceptional circumstances (template in Annex V).

Online check-in PDFs are the easiest way to receive and transmit the boarding cards, and it is always advisable to provide online check-in eg to meeting participants, so as to obtain a copy of their return boarding cards. This saves a lot of hassle chasing them up after they have left. Another way to obtain boarding cards is to link the reimbursement of other costs undertaken by participants to the receipt of a request for reimbursement attaching the boarding card (providing both the form and a pre-addressed envelope).

E-Ticket, Bolla and Boarding Card needs to arrive in Rome or Brussels, indicating who issued it and for what project/activity/budget line, within 30 days of travel (preferably earlier), so that when the Travel agency invoice arrives, it can be checked against these documents.

When the air ticket is purchased by the passenger for later reimbursement by NPWJ, the purchase is authorised by a "travel purchaser" under the same conditions, and it is their responsibility to ensure that the passenger understand that the same documentation (invoice, ticket and boarding passes) shall be required from them as a condition for reimbursement.



## N O P E A C E W I T H O U T J U S T I C E

### **Annex I - Agency contact**

Cisalpina Tours

Non-profit “VAAM” team primary points of contact: Silvia, Marta or Novella.

C.so Moncenisio, 41 (S.S. 25) - 10090 Rosta (TO)

Tel +39 011 95.43.770 - +39 011.37.19.308,

Email [volontari@cisalpinatours.it](mailto:volontari@cisalpinatours.it).

Monday to Friday, 0900-1900 (CET).

Outside the opening hours, in case of emergency (cancelled flights, involuntary re-routing, etc) Cisalpina emergency 24 hours service can also be reached by phone on +39 011 95.43.333, fax +39 011 37.10.333 or [24ore@cisalpinatours.it](mailto:24ore@cisalpinatours.it)

/-----/

### **Annex II – personnel authorised to purchase (“issue”) tickets with Cisalpina VAAM**

Alison Smith, [asmith@npwj.org](mailto:asmith@npwj.org) or [alison@sensible.it](mailto:alison@sensible.it)

Antonella Casu, [acasu@npwj.org](mailto:acasu@npwj.org) or [casu.antonella@gmail.com](mailto:casu.antonella@gmail.com)

Gianluca Eramo [geramo@npwj.org](mailto:geramo@npwj.org)

Frej Fenniche [ffenniche@npwj.org](mailto:ffenniche@npwj.org)

Nicola Giovannini, [ngiovannini@npwj.org](mailto:ngiovannini@npwj.org) or [nicolagiovannini@yahoo.com](mailto:nicolagiovannini@yahoo.com)

Niccolò Figa-Talamanca, [nfigatalamanca@npwj.org](mailto:nfigatalamanca@npwj.org)