



*U.S. Department of Commerce
introduces . . .*

ADTRAV **Travel Management Services**

**U.S. Department of Commerce
Office of the Secretary
Office of Administrative Services
Office of Administrative Operations
Travel Management Division**

Thursday, September 27, 2007

2:00 p.m.

Questions and Answers Handout



*For more information,
visit the DOC Travel Website at
<http://www.osec.doc.gov/oas/travel>*

Frequently Asked Questions (FAQs)

Introduction

1. Will DOC have a new travel management service provider at DOC?

Yes, effective October 1, 2007, ADTRAV will replace SATO as the Department's new travel management services provider.

NOTE: SATO will discontinue service to the Department on September 28, 2007, at 5:00 p.m. local time. For emergencies only between 5:00 p.m. local time, September 28, and 8:00 a.m. local time, October 1, please contact the ADTRAV emergency desk at the toll free reservations number: (866) 430-8929 (fax (205) 949-4233/E-Mail DOCCallCenter@adtrav.com). There is a \$15 charge during non-core hours.

2. Who is ADTRAV?

The new provider, ADTRAV Travel Management (ADTRAV) has thirty years of experience with over \$100 million in annual sales. They are ranked as the third largest provider to civilian agencies of the Federal Government. ADTRAV currently has contracts with the General Services Administration, Department of Veterans Affairs, Department of Energy, Office of Personnel Management, a number of smaller agencies/companies, and CARE (company who travels to more than 45 of the poorest, most difficult to reach countries in the world).

3. Why the change?

The Federal Travel Regulation requires that each agency designate a travel management service provider to fulfill common carrier, lodging, car rental and rail arrangements, and provide basic travel management information. The current contract with SATO Travel expires the end of September 2007. In accordance with the Department's formal source selection procedures, ADTRAV was selected as the new travel management services provider beginning October 1, 2007.

4. Are there exceptions to the mandatory requirement for employees to use ADTRAV when making reservations for common carrier transportation, lodging, and car rental?

Yes, it is mandatory that you use ADTRAV for all official travel. There are, however, a few exceptions when making reservations for common carrier transportation, lodging, and car rental:

- 1) Lodging for conferences;
- 2) Lodging when travelers cannot plan in advance where they will lodge from one night to the next; and,
- 3) Rental car reservations when travelers cannot plan in advance when they will rent a car from one night to the next.

5. How will this change or impact the Department and its Bureaus?

This change will have very little impact on the Department and its Bureaus. ADTRAV, the Travel Management Division, and the Bureau Travel Leads are working together to ensure the transition is seamless.

6. How long is the new travel management services contract?

The contract is for seven years, comprised of one base year, four option years, and two award years.

7. How will ADTRAV provide travel management services to the Department?

ADTRAV will serve the Department from three onsite offices (HCHB, NOAA, and NIST), one established reservation (call) center, and at regional offices in Anchorage and Honolulu. Each location will have travel agents dedicated to the DOC account and trained in DOC-specific needs. A VIP and a passport agent will be staffed in the HCHB onsite location.

8. What are the hours of operation?

The core hours of operation will be 8:00 a.m. until 6:00 p.m. local time, Monday through Friday, at all on-sites. (Alaska will open at 7:30 a.m. and close at 6:00 p.m. local time.) The reservation center is available 24/7/365. (Please note there is a \$15 transaction fee when calling the call center before/after the core hours.)

Current and Future Reservations

9. What should travelers expect during the transition period?

Every effort has been made to ensure the transition is seamless and minimize disruption to service. The transition phase will begin at close of business on September 28, finishing on October 1. Effective October 1, 2007, employees will begin calling their servicing ADTRAV office for travel services. Employees who require service during the transition phase should call ADTRAV's Call Center at: 866-430-8929.

10. How do I know that my reservation transferred from SATO to ADTRAV?

SATO will transfer all DOC travel information to ADTRAV over the weekend of September 29. ADTRAV will acknowledge each reservation through e-mail or fax by close of business on Monday, October 1. When you receive your notification, review it for accuracy. If you see an error, contact ADTRAV to make the correction. If you do not receive notification and have a reservation, contact ADTRAV to confirm they have your reservation.

11. What should I do if I plan to travel?

ADTRAV will be the only official authorized travel provider you will be authorized to use effective October 1, 2007. Up until October 1, services will continue to be provided through SATO. Employees who use the on-site locations may visit or call, employees using the reservations (call) center will begin using the ADTRAV toll free number and business will continue as usual. Travelers who call the SATO toll-free numbers after 8:00 a.m. EST on October 1, will be provided the ADTRAV number because SATO will no longer have access to DOC travel records.

Transaction Fees

12. What does it cost to call an ADTRAV travel agent?

A transaction fee is charged each time an airfare or train ticket is issued. The transaction fee is slightly less when booking a “car and/or hotel only” reservation.

The fee structure from October 1, 2007 through July 31, 2008 is as follows:

Domestic Tickets (Includes car and/or hotel reservations)	\$22.25
International Tickets (Includes car and/or hotel reservations)	\$26.00
Car or Hotel Reservation Only (no air)	\$ 5.50
Car and Hotel Reservation Only (no air)	\$11.00
Passport/Visa Services (each)	\$10.00
Paper Ticket with U.S. Mail Delivery	\$ 2.00
Paper Ticket with Express Delivery	\$15.50
Paper Ticket with Courier Delivery	\$ 8.00

13. Where should I call if I have a non-reservation question?

Call the help desk for non-reservations questions. The ADTRAV Help Desk directs functionality and policy related calls away from the agents, allots more time to spend with the customer, can troubleshoot e-mail issues and DOC policies and procedures.

14. Will there be any changes in cost throughout the contract?

Prices will remain current October 1, 2007 through July 31, 2008. Future option period transaction fees may fluctuate using the Department of Labor’s Employment Cost Index.

15. When is the transaction fee charged?

The transaction fee is charged when a ticket is issued. Fully refundable contract city pair fare tickets will be issued two business days in advance. All other tickets will be issued at the time the approved travel order is received. Travelers must request the agent issue a ticket earlier or later, as necessary.

16. When will I be charged more than one transaction fee?

An additional transaction fee will apply when another ticket is issued because of a change to the itinerary.

Profiles

17. What is a profile and what is it used for?

Your traveler profile gives ADTRAV valuable information they need to book a trip, provide tickets, and meet your travel needs. It includes information such as your ticket delivery address, phone number, e-mail address, charge card number, preferred airport, flyer numbers, preferred seat request, preferred hotel arrangements, and any special needs you may have. You must enter the required information in your traveler profile before you can call ADTRAV to arrange travel.

18. Do I need to create a new profile?

Yes, new profiles must be created to ensure ADTRAV has access to correct information.

19. How long does it take to activate a profile with ADTRAV?

Profiles are uploaded into the ADTRAV system every evening.

20. How do I create new profile?

Profiles will be web-based and allow you to access your profile anywhere there is internet access. Step by step instructions will be forthcoming.

21. What happens if my profile is not set up by October 1?

Building a profile does not have to be completed immediately, only before your next trip using ADTRAV. A profile must be completed prior to arranging travel. Profile building can be done by you or if your office has a travel planner, he/she can create a new profile for you.

22. Will I be able to store my frequent flyer miles, rental car and hotel club points in my profile?

Yes, the ADTRAV profile will store your information regarding your frequent flyer miles, rental car and hotel club points.

Obtaining Service

23. In case of emergency, how do I contact ADTRAV during non-core business hours?

Call the ADTRAV toll-free number if you need emergency assistance at 1-866-430-8929. If your call is not an emergency (emergency is travel within 24 hours), you will be instructed to call during core business hours (8:00 a.m. – 6:00 p.m. EST, all day Saturday and Sunday).

24. Can I book my travel reservation online?

No, all reservations must be made through a DOC onsite location, ADTRAV regional office, or the reservation (call) center.

25. What is required from travelers before airline tickets will be issued?

Except as noted below, travelers must fax travel orders and/or trip authorizations to their servicing ADTRAV office as soon as they are approved, but no later than two business days prior to travel to ensure that airline tickets are issued. Travel orders may need to be faxed sooner for non-refundable or restricted fares. ADTRAV will not issue tickets without approved travel orders and/or trip authorizations. It is important to include airline ticket cost (or best estimate), departure airport and arrival airport on all travel orders. Blanket travel orders must accompany all trip authorizations faxed to ADTRAV.

(NOTE: **NIST & NTIA Boulder** - Employees using Travel Manager **will not** be faxing travel authorizations to ADTRAV. Authorizations should be approved at least 5 days prior to the date of departure and approved travel authorizations will be forwarded to ADTRAV by the NIST Travel Office staff.)

26. Are travelers required to provide ADTRAV with social security numbers?

No, travelers should not provide ADTRAV with a social security number.

Unique Travel

27. Is there any change in premium class travel arrangements?

There is no change in this process. All requests must include a CD-29 and CD-334 with matching dates and appropriate approval.

28. Will ADTRAV provide travel service to the Department's invitational travelers?

Yes, ADTRAV will provide service to invitational travelers who have an approved authorization.

29. Does ADTRAV arrange international travel?

ADTRAV has an International Rate Desk that ensures the lowest possible rates and best itineraries on all international tickets. The rate desk agents are skilled in the complex process of calculating international airfares taking into account various routes, current exchange rates, special pricing techniques, Government city pair contracts and ADTRAV negotiated discounts.

30. Can I arrange a train reservation with ADTRAV?

Yes, ADTRAV will arrange train reservations if the traveler has an approved travel order.

31. How does ADTRAV handle blanket travel orders?

Fax your blanket travel order to ADTRAV. It will be electronically stored in ADTRAV's Rezprofile system. If you need to cancel the blanket travel order before the ending date indicated on the order, send ADTRAV an updated travel order indicating the cancel action.

32. How will Alaska employees make travel arrangements?

There is a regional office in Anchorage to arrange travel for Alaska.

Alaska

US Travel, Inc.

999 East Tudor Rd, Ste 200

Anchorage, AK 99503

Phone (907) 561-2434

Hours: 7:30PM to 6:00PM, Monday through Friday

Fax (907) 561-7495

33. What about travel arrangements for Hawaii employees?

ADTRAV has a regional office in Honolulu to arrange travel in Hawaii.

Hawaii

Panda Travel, Inc.

1017 Kapahulu Avenue

Honolulu, HI 96816

Phone (808) 738-3300

Toll-Free (888) 726-3288 (#6)

Email corporate@panda-group.com

Fax (808) 738-3375

34. Will ADTRAV arrange my travel if I combine official travel with personal travel?

No. The contract between DOC and ADTRAV is for official business only.

35. How does a traveler submit comments about ADTRAV?

Travelers can submit comments about ADTRAV by contacting the Travel Management Division at 202-482-1818, or by e-mailing travel@doc.gov.

