



SEP 19 2007

MEMORANDUM FOR: All NOAA Travelers

FROM: Jon P. Alexander 
Director, Finance Office/Comptroller

SUBJECT: Travel Advisory 08-2
(New Contract for TMC Services)

As a reminder, the new Departmental contract for Travel Management Center (TMC) services was awarded to ADTRAV and is effective September 29, 2007. ADTRAV will make reservations for common carrier transportation, lodging, and car rental for all Department of Commerce travelers located in the United States and its possessions. It is *mandatory* that travelers use ADTRAV to make all of their reservations (See Federal Travel Regulation (FTR), Chapter 301-50). Please take a few minutes and visit the NOAA Travel Office web-site: <http://www.corporateservices.noaa.gov/~finance/ADTRAV.html> for more information. Our web-site contains a useful list of Frequently Asked Questions and Answers, a Do's and Don'ts pamphlet for the traveler on the go, as well as links to important ADTRAV information.

Locations/Hours of Operation/Phone Numbers/FAX Number/E-Mail:

All offices are open 8:00 a.m. to 6:00 p.m. (local time), Monday thru Friday.

- The ***Herbert C. Hoover Building (HCHB) on-site*** will service travelers in Washington, DC. Phone: (202) 482-1543/Fax (205) 949-4217/E-Mail: HCHB@OnSite@adtrav.com
- The ***Silver Spring Metro Complex on-site*** will service employees in the Maryland area. Phone: (301) 713-2407/Fax (205) 949-4217/E-Mail: NOAAOnSite@adtrav.com
- The ***Hawaii Office*** in Honolulu is contracted to Panda Travel and will service employees in Hawaii, Guam, and American Samoa. Phone: (888) 726-3288 #6/Fax (808)738-3375/E-Mail: Corporate@panda-group.com
- The ***Alaska Office*** in Anchorage is contracted to US Travel and will service employees in Alaska. Phone (907) 561-2434/Fax (907) 561-7495/E-Mail: tami.vania@ustravel.us or debra.hedlund@ustravel.us
- The ***Call Center in Birmingham, Alabama***, will service all other employees. Please note, travelers in field locations who are currently being serviced by a separate SATO Office will begin utilizing ADTRAV's Call Center effective September 29, 2007. Phone: (866) 430-8929/Fax (205) 949-4233/E-Mail: DOCCallCenter@adtrav.com
- Calls made after normal hours of operation (8:00 a.m. to 6:00 p.m. local time) will be forwarded to the Call Center as an "after hours call" and assessed a \$15 fee in addition to the transaction fee charged for the ticket.



After Hours Service

While ADTRAV's Call Center is available 24 hours a day, 365 days a year, it is important to note that all "after hours calls" will be assessed the \$15 fee. To avoid these fees, it is important to call your servicing ADTRAV Office during normal hours of operation when experiencing ticketing issues. "After hour calls" should only be made under emergency circumstances. In emergency travel situations when an approved travel authorization cannot be issued prior to travel, e.g. after normal work hours or on weekends, employees are required to use their Citibank Government travel card to pay for their ticket(s). ADTRAV will assist employees without a Citibank Government travel card by charging NOAA's Centrally Billed Account (CBA) without an authorization. However, employees are required to follow up with ADTRAV by faxing an approved authorization the very next business day.

Transition Phase:

Travelers will continue to use SATO for TMC services up until COB September 28, 2007. Effective October 1, 2007, employees will begin calling their servicing ADTRAV office for TMC services. Employees who require service in between the transition phase (after COB September 28 through October 1 before offices open for business) will need to call ADTRAV's Call Center (see below).

Transaction Fees:

All domestic tickets are \$22.25

All international tickets are \$26.00

Hotel and car rental only reservations (no air) \$11.00

Hotel reservation only \$5.50

Car rental only \$5.50

Overnight delivery fees: US Mail - \$2.00; Express Delivery - \$15.50; Courier Delivery - \$8.00.

NOTE: Transaction fees are not assessed when reservations are made or changed **prior** to ticketing, but fees are assessed once the ticket is actually issued. Therefore, travelers should ensure that travel plans are firm before requesting that tickets be issued.

Unticketed Reservations:

To help ensure a smooth and seamless transition, ADTRAV will be working with SATO in order to capture any and all reservations not ticketed under the current contract. Employees with reservations that have not been ticketed will receive an e-mail from ADTRAV by COB Monday, October 1, 2007, stating that ADTRAV has successfully taken over the reservation. You will need to notify your servicing ADTRAV office **only** if you do not hear from ADTRAV by COB Monday, October 1, 2007, or if there is an error in the reservation.

Profile Form:

In order to ensure a smooth transition, anyone expecting to travel on NOAA's behalf must complete ADTRAV's on-line Profile Form www.rezprofiler.com as soon as possible, but must be completed prior to any travel. Please see DOC specific instructions for the Profile Form: http://www.corporateservices.noaa.gov/~finance/ADTRAV_ProfileInst.pdf. All information provided on the Profile Form will be treated confidentially and will not be sold or given to other

commercial organizations. Please direct all Profile Form questions and issues to the Call Center via phone ((866) 430-8929) or e-mail (DOCRezProfiler@adtrav.com). Completion of the form prior to traveling will ensure that your reservations are made in a timely and accurate manner.

Please note the following rules when making reservations with ADTRAV:

- Approved travel authorizations **MUST** be faxed to your servicing ADTRAV Office 2 to 3 days prior to travel. **Tickets will not be issued without approved travel authorizations.** Note, personal points of travel cannot be included on travel authorizations; only leave dates. ADTRAV will not accommodate any personal travel.
- All tickets for domestic travel and some tickets for international travel will be issued as electronic tickets. Some international locations will require the issuance of paper tickets. There is no charge for the issuance of e-tickets and most international paper tickets. However, in areas where e-tickets are available, but paper tickets are used, a paper ticket fee will apply. **A justification for paper tickets must be authorized specifically on the authorization.** Note, employees are responsible for paper ticket fees when used for personal convenience. In order to avoid unnecessary ticket fees, it is important to utilize e-tickets whenever available.
- ADTRAV will e-mail an itinerary to the traveler/travel arranger at the time the reservation is made, and e-mail an invoice (invoice is a term used by ADTRAV and denotes a receipt not a bill to the traveler) to the traveler/travel arranger after the ticket has been issued.
- Employees must contact ADTRAV for any and all changes that need to be made to a reservation whether it's been ticketed or not.
- Travelers must notify their servicing ADTRAV location when reservations are canceled and return any unused hard copies of tickets to their servicing ADTRAV Office.
- All airfare will be charged to NOAA's CBA managed by ADTRAV. It is important to note that all official travel must be procured using a Government form of payment, i.e., either the Citibank Government CBA managed by ADTRAV, or the employee's Citibank Government travel card. See FTR, Chapter 301- 51. Employees who purchase tickets outside ADTRAV using personal funds run the risk of not getting reimbursed.
- **A justification for the use of non-contract carriers must be included on travel authorizations anytime a non-contract carrier is used.** A listing of the justifications can be found in the FTR, Chapter 301-10.107:
<http://www.gsa.gov/Portal/gsa/ep/home.do?tabId=0>.
- **An approved CD-334, Request for Approval of Extra Fare Air Accommodations, must also be provided to ADTRAV before any premium-class tickets can be issued.** Use of premium-class accommodations shall only be authorized and approved following the guidelines contained in the FTR, Chapter 301-10.124.
- Travelers are required to use U.S. flag air carriers for all air travel funded by the Government unless one of the exceptions contained in the FTR, Chapter 301-10.135 through 301-10.138 are met. **A justification for the use of a foreign-flag carrier must be included on the travel authorization whenever a foreign carrier is used.** If a justification is not provided, the Government cannot pay for your airfare on a foreign carrier.

- All service issues will be sent Rachael.S.Wivell@NOAA.GOV for resolution. Please include the traveler's full name, dates of travel, agent's name and a brief description of the issue at hand. All issues will be elevated to the DOC for final resolution.

Employees will periodically be asked to participate in either a telephone evaluation or be provided with survey forms to complete. Please take the time to participate in these surveys since this will help to ensure the quality of service being provided under this new contract. If you have any questions, please call (301) 444-2136 or e-mail Rachael Wivell (Rachael.S.Wivell@NOAA.GOV).