

Broadcast, DOC [broadcast@doc.gov]

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Intended Recipients: All DOC Employees

The Office of Administrative Services announces a reduction in ADTRAV travel management services in the HCHB. Effective July 1, 2011, the ADTRAV office within the HCHB will only provide VIP and visa/passport services; HCHB staff requiring travel management services should contact the ADTRAV Call Center located in Birmingham, Alabama at **1-866-430-8929** (fax number is 205-949-4233).

ADTRAV has increased the number of personnel in their Birmingham, Alabama call center to handle the increase in the volume of calls expected with the downsizing of their HCHB office. Only travelers on the OAS approved VIP list will be authorized to utilize the ADTRAV VIP services in the HCHB. ADTRAV has been directed to reroute calls for other than VIP travel management services to their Birmingham Call Center; there will be no exceptions to this guidance.

ADTRAV's on-site office in Gaithersburg will remain open to service employees at that location. ADTRAV's NIST office has been directed to reroute calls from employees not at that location to their Birmingham Call Center. Employees serviced by PANDA and U.S. Travel will continue to call their appropriate service center.

Additionally, as of July 1, 2011, the ADTRAV office within HCHB is moving to room 2830B. VIP travelers requiring travel management services on Friday are encouraged to contact the Birmingham Call Center for assistance.

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