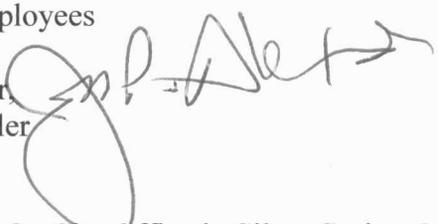




UNITED STATES DEPARTMENT OF COMMERCE  
National Oceanic and Atmospheric Administration  
Office of the Chief Financial Officer  
Finance Office

September 24, 2010

MEMORANDUM FOR: NOAA Headquarters Employees

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

SUBJECT: Travel Advisory 10-7  
Closure of the ADTRAV On-Site Office in Silver Spring, MD

This is to remind employees that the ADTRAV on-site office in the Silver Spring, Maryland, Metro Complex (SSMC) will be closed permanently on September 30, 2010. Effective October 1, 2010, employees, who currently utilize the SSMC on-site office, will begin using ADTRAV's call center located in Birmingham, Alabama, for travel management center (TMC) services. Please note that employees in the Washington, D.C., area will continue to use the ADTRAV on-site office located in the Herbert C. Hoover Building (HCHB). Employees in Hawaii will continue to use Panda Travel, employees in Alaska will continue to use US Travel, and employees in all other locations will continue to utilize the Birmingham, Alabama call center for their TMC needs.

The transition will be seamless and require **no action** from employees since the Birmingham call center currently has access to all of NOAA's profiles and reservations. The Birmingham call center has added agents to handle the additional workload from the on-site office, as well as dedicated agents who will process all pending reservations made during this transition period.

**NOAA Travel Office Web-Site:**

Please take a few minutes and visit the NOAA Travel Office web-site:

<http://www.corporateservices.noaa.gov/~finance/ADTRAV.html> for information on:

- ADTRAV Office Locations (includes phone, fax, and email information)
- ADTRAV Announcements
- ADTRAV Fees
- ADTRAV Profile Information
- ADTRAV Survey
- ADTRAV Tips
- ADTRAV Website

- Baggage Fees
- Choice Seating
- Fly Clear Pass/Fast Pass
- Secure Flight Plan

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

All offices are open 8:00 am to 6:00 pm (local time), Monday thru Friday.

- The ***Herbert C. Hoover Building (HCHB) on-site*** will service travelers in Washington, DC. Phone: (202) 482-1543/Fax (202) 482-0527/E-Mail: [HCHB@OnSite@adtrav.com](mailto:HCHB@OnSite@adtrav.com)
- The ***Hawaii Office*** in Honolulu is contracted to Panda Travel and will service employees in Hawaii, Guam, and American Samoa.  
Phone: (808) 738-3591/Fax (808)738-3375/E-Mail: [Corporate@panda-group.com](mailto:Corporate@panda-group.com)
- The ***Alaska Office*** in Anchorage is contracted to US Travel and will service employees in Alaska. Phone (800) 544-2217/Fax (907) 770-4902/E-Mail: [noaa@ustravel.us](mailto:noaa@ustravel.us)  
E-Mail general requests: [anccorp@ustravel.us](mailto:anccorp@ustravel.us)
- The ***Birmingham Alabama Call Center*** will service all other employees.  
Phone: (866) 430-8929/Fax (205) 949-4233  
E-Mail: [DOCCallCenter@adtrav.com](mailto:DOCCallCenter@adtrav.com)
- Calls made after normal hours of operation (8 am to 6:00 pm local time) will be forwarded to the Call Center as an “after hours call” and assessed a \$16.58 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 \$16.58 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 J.P. Morgan Chase (JPMC) Government travel card to pay for their ticket(s). ADTRAV will assist employees without a JPMC 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 next business day.

**FY 11 Transaction Fees:**

All domestic tickets are \$24.60

All international tickets are \$28.74

Hotel reservation only \$6.08

Car rental only \$6.08

After hours fee: \$16.58

Overnight delivery fees: US Mail - \$2.21; Express Delivery - \$17.14; Courier Delivery - \$8.84.

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.

### **General Ticketing Reminders:**

As a reminder, it is *mandatory* that employees use ADTRAV to make all of their reservations (See Federal Travel Regulation (FTR), Chapter 301-50). Please note the following rules when making reservations with ADTRAV:

- Approved travel authorizations **MUST** be faxed to your servicing ADTRAV Office two to three 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 specifically authorized 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 per instructions on the ADTRAV invoice.
- 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 JPMC Government CBA managed by ADTRAV, or the employee's JPMC 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 when a city pair fare is available.** A listing of the justifications can be found in the FTR, Chapter 301-10.107: <http://www.gsa.gov/portal/ext/public/site/FTR/file/Chapter301p010.html/category/21868/#wp1203865>
- **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 301-10.123.
- 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 301-10.131 through 301-10.143 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.

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 contract.

If you have any questions on this advisory, please call [Rachael.S.Wivell@noaa.gov](mailto:Rachael.S.Wivell@noaa.gov) on (301) 444-2136 or [Chasity.N.Donaldson@noaa.gov](mailto:Chasity.N.Donaldson@noaa.gov) on (301) 444-2129.