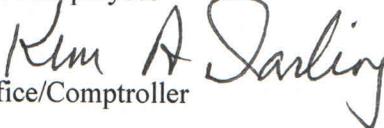




UNITED STATES DEPARTMENT OF COMMERCE
National Oceanic and Atmospheric Administration
Office of the Chief Financial Officer
Finance Office

MEMORANDUM FOR: ALL NOAA/BIS/EDA Employees

FROM: Kim A. Darling 
Director, Finance Office/Comptroller

SUBJECT: Travel Advisory 15-5
Transition from ADTRAV to CWTSato Travel

DATE: September 18, 2015

As a reminder, the new Departmental contract for Travel Management Services (TMS) has been awarded to Carlson Wagonlit Travel Scheduled Airline Ticket Office Travel (CWTSato Travel), and is effective October 1, 2015. CWTSato Travel will make reservations for common carrier transportation, lodging, and car rental for all Department of Commerce (DOC) employees. Please note it is mandatory that employees use CWTSato Travel to make all official travel reservations (See Federal Travel Regulation (FTR), Chapter 301-50).

Transition Phase:

Employees will continue to use ADTRAV for TMS up until midnight September 30, 2015. Effective October 1, 2015, employees will begin calling their servicing CWTSato Travel office for TMS. Employees in Alaska will be serviced by CWTSatoTravel's sub-contractor, ElSol Travel. To help ensure a smooth and seamless transition to CWTSato Travel and ElSol Travel, we are encouraging employees to ticket travel occurring between now and October 9, 2015 by submitting their approved travel authorizations (TA) to ADTRAV as soon as possible, but before October 1, 2015. Employees are still authorized to make reservations with ADTRAV from now through November 30, 2015, **but strongly encouraged to ticket any travel between now and October 9, 2015.**

Un-ticketed Reservations:

On September 30, 2015, ADTRAV will ticket all approved travel through and including October 9, 2015 and CWTSato Travel will take over all reservations not ticketed by that date. CWTSato Travel will notify employees who have an un-ticketed reservation via e-mail within five business days of their departure travel date. **Please do not contact CWTSato Travel** unless you have not received an e-mail from them within five business days of your departure travel date as this will tie up the phone lines and prevent other employees from being serviced.

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

- **Alaska** region employees will be serviced by ElSol Travel.
Hours of Operation: 8:00 a.m. – 5:00 p.m. Alaska time
Location: Anchorage, AK
Phone: (844) 355-0383
Fax: (855) 248-3076
E-Mail: ELSOLALASKA@ELSOLTRAVEL.NET (to submit TAs **only**)
- **All other employees** will be serviced by the CWTSato Travel Call Center.
Hours of Operation: 7:00 a.m. – 10:00 p.m. EST
Location: San Antonio, TX
Phone: (866) 789-3443
Fax: (855) 403-5255
E-Mail: DOCAUTH@CWTSATOTRAVEL.COM (to submit TAs **only**)
- **Hawaii, Guam, and American Samoa** region will be serviced by the CWTSato Call Center and be prompted to a CWTSato Travel agent in Hawaii.

Transaction Fees:

El Sol Travel (Alaska) Transaction Fees

Domestic Tickets:	\$31.15
International Tickets:	\$31.90
Hotel & Car Rental only: (no air or rail)	\$15.47

CWTSato Travel* Call Center Transaction Fees

Domestic Tickets:	\$33.07
International Tickets:	\$34.41
Hotel & Car Rental only: (no air or rail)	\$15.47
VIP:	\$63.35

*CWTSato Travel fees also apply to employees in Hawaii, Guam, and American Samoa

NOTE: Transaction fees are not assessed when reservations are made or changed **prior** to ticketing, but are assessed once the ticket is actually issued. Therefore, employees should ensure that travel plans are firm before requesting that tickets be issued. In addition, because city-pair fares do not change within a fiscal year, they should be ticketed within three days of travel and no sooner in order to avoid unnecessary transaction fees from being assessed.

After Hours Service:

“After hour calls” should only be made under emergency circumstances. In emergency travel situations when an approved TA cannot be issued prior to travel, e.g. after normal work hours or on weekends, employees are required to use CWTSato Travel to book their reservations and use their J.P. Morgan Chase (JPMC) Government travel card to pay for their ticket(s). CWTSato Travel will assist employees without a JPMC Government travel card by charging the respective bureau’s Centrally Billed Account (CBA) without a TA. However, employees are required to follow up with CWTSato Travel by faxing an approved TA the next business day. See NOAA Travel Regulation (NTR) 301-2 on how to process a TA under emergency circumstances: <http://www.corporateservices.noaa.gov/finance/documents/TR.301-2.docx>.

Reminders/Rules:

- **Approved TA.** Approved TAs **MUST** be either faxed or e-mailed to your servicing CWTSato Travel Office three to four days prior to travel. **Tickets will not be issued without approved TAs.** See NTR, Chapter 301-2 for a properly approved TA:
<http://www.corporateservices.noaa.gov/finance/documents/TR.301-2.docx>.
- **Personal Travel Taken with Official Travel.** Personal points of travel **will never be shown on TAs**; only leave dates. CWTSato Travel will not accommodate any personal travel. See NTR, Chapter 301-10: <http://www.corporateservices.noaa.gov/finance/documents/TR.301-10.doc>.
- **Itineraries/Invoices.** CWTSato Travel 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 CWTSato Travel and denotes a receipt not a bill) to the traveler/travel arranger after the ticket has been issued. **It is the employee’s responsibility to ensure that the reservations are correct by verifying all information on both the itinerary and invoice prior to ticketing.**
- **Reservation Changes.** Employees must contact CWTSato Travel for any and all changes that need to be made to a reservation whether it’s been ticketed or not. Please note, employees are required to amend their TA when there is a need to add an official destination not previously listed on the original TA, when travel is delayed more than 30 days, or in cases where airfare increases by \$250.
- **Canceled Tickets.** Employees must notify their servicing CWTSato Travel location when reservations are canceled, and return any unused hard copies of tickets to their servicing CWTSato Travel Office.
- **Form of Payment.** All airfare will be charged to NOAA’s CBA managed by CWTSato Travel. 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 CWTSato Travel, or the employee’s JPMC Government travel card. See FTR, Chapter 301- 51. Employees who purchase tickets outside CWTSato Travel using personal funds may not be reimbursed.
- **Non-Contract Fares.** A justification for the use of non-contract carriers **must** be included on the TA 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/ext/public/site/FTR/file/Chapter301p010.html/category/21868/#wp1203865>.

- **Premium-Class Travel Accommodations.** An approved CD-334, Request for Approval of Extra Fare Air Accommodations, must also be provided to CWTSato Travel *before* any premium-class tickets can be issued. Use of premium-class accommodations shall only be authorized and approved in accordance with NTR:
<http://www.corporateservices.noaa.gov/finance/Premium%20Travel.html>.
- **U.S. Flag/Foreign Flag.** Employees 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 TA whenever a foreign carrier is used. If a justification is not provided, the Government cannot pay for your airfare on a foreign carrier. See FTR, Chapter 301-10:
<http://www.gsa.gov/portal/ext/public/site/FTR/file/Chapter301p010.html/category/21868/#wp1088896>.
- **Rental Car.** When specifically authorized, employees may use a rental car for official government travel. See NOAA Travel Rental Car Website for more information:
<http://www.corporateservices.noaa.gov/finance/RESERV.RC.html>.
- **Year End.** See the NOAA Travel Office Year End Website for information on year-end processing: <http://www.corporateservices.noaa.gov/finance/YE.html>.
- **Service Level Issues.** All service issues will be sent via e-mail to Rachael Wivell at Rachael.S.Wivell@noaa.gov for resolution. Please include the traveler's full name, dates of travel, agent's name, and include a brief description of the issue encountered. In addition, attach all itineraries and invoices relevant to the issue at hand. All issues will be elevated to the DOC for final resolution.

For more information on reservations, please visit the NOAA Travel CWTSato Travel Website: <http://www.corporateservices.noaa.gov/finance/RESERV.Airfare.html>. Employees will periodically be asked to participate in an e-mail survey. 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).