



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

September 29, 2015

MEMORANDUM FOR: ALL NOAA/BIS/EDA Employees

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

SUBJECT: Travel Advisory 15-6  
Transition to CWTSato Travel on October 1, 2015

This is being sent as a reminder that 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.

**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 CWTSato Travel'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.

**Changes to Tickets Procured Through ADTRAV:**

Employees will need to contact their servicing CWTSato Travel Office to make changes to or to cancel tickets procured through ADTRAV. But because CWTSato Travel will not have access to those reservations, they will cancel the initial reservation booked through ADTRAV and rebook a new reservation. Please remember to send CWTSato Travel the approved TA so that the reservation can be ticketed. CWTSato Travel will notify ADTRAV of all canceled reservations in order to credit refunds to the appropriate Line/Staff Offices.

**Unused Non-Refundable Tickets:**

Employees who have any unused non-refundable tickets issued through ADTRAV will need to contact the airline directly in order to redeem the ticket for future travel since CWTSato Travel will not have access to the ticket and employees will no longer be authorized to contact ADTRAV after September 30, 2015.

**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](mailto: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](mailto: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 for airfare** 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.

**Transaction fees for hotel and/or rental car reservations** (no airfare) will be charged when the TA is submitted to CWTSato Travel. Therefore, it is important to only submit the TA when travel plans are firm in order to avoid unnecessary transaction fees from being assessed.

Please visit the NOAA Travel Office web-site for more information about this transition:  
<http://www.corporateservices.noaa.gov/finance/RESERV.Airfare.html>. If you have any questions, please call (301) 444-2136 or e-mail Rachael Wivell ([Rachael.S.Wivell@noaa.gov](mailto:Rachael.S.Wivell@noaa.gov)).