



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

November 10, 2015

MEMORANDUM FOR: ALL NOAA/BIS/EDA Employees

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

SUBJECT: Travel Advisory 16-1
CWTSato Travel Reminders

E-mailing Reservations.

As with any Travel Management Service (TMS) transition, there is always the potential for long hold times at the onset. CWTSato has identified some of the issues that are causing the current long hold times and have offered several solutions. One solution is to offer the following link for employees to use to submit on-line travel reservations: <https://www.cwtsatotravel.com/>. Employees can still call CWTSato Travel to make reservations, but can now submit them on-line as well. Travel authorizations (TAs) are submitted through a different e-mail address as indicated below.

Please remember that 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 NOAA Travel Regulation (NTR), Chapter 301-2 for a properly approved TA: <http://www.corporateservices.noaa.gov/finance/documents/TR.301-2.docx>.

- **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 TAs: 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 TAs: 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.

Use the following link to submit travel reservations: <https://www.cwtsatotravel.com/>

Instructions for on-line reservations:

<http://www.corporateservices.noaa.gov/finance/documents/RESERV.CWTSatoReservationRequest.docx>

ADTRAV Reservations.

CWTSato Travel took over all reservations that were not ticketed by ADTRAV. Employees who need to cancel or change a reservation that was originally made under the ADTRAV contract, will need to contact CWTSato Travel. CWTSato Travel will work with ADTRAV to cancel the original reservation and if required, they will rebook the trip using the CWTSato Travel reservation system. CWTSato Travel will also work with ADTRAV to request a refund from the airlines for the unused ticket, when applicable.

Profiles.

Under the current contract, CWTSato Travel does not offer an on-line profile system for employees to manage their reservation profiles. However, they now offer the following link to submit new profiles: <https://www.cwtsatotravel.com/> (same link as on-line reservations). Please note that CWTSato Travel does not offer an on-line way to manage and/or update profiles at this time. Any updates to an existing profile must be made by the employee via phone.

While all existing profiles under the ADTRAV contract were cloned by CWTSato Travel, Personally Identifiable Information (PII) was not cloned. This means that when employees contact CWTSato Travel to make a reservation, they may have to provide them with any missing PII. In addition, all e-mail addresses, including emergency contacts, were pulled over into the CWTSato Travel system. This means that employees will also need to identify who the travel arranger is, if applicable, to ensure that emergency contacts do not receive official itineraries or invoices.

Itineraries/Invoices.

As with any contract, forms and processes may change. Unlike ADTRAV, the CWTSato Travel itineraries show a breakdown of all of the taxes assessed, along with the base fare. In addition, the CWTSato Travel itineraries will not include the transaction fee. See Transaction Fees below which is also posted on the NOAA Travel Website:

<http://www.corporateservices.noaa.gov/finance/RESERV.Airfare.html>. Once an employee is ticketed, the invoice will show all taxes, base fare, transaction fee charged, and form of payment. Please remember itineraries indicate that a reservation has been made and invoices indicate that a reservation has been ticketed. Employees should always ensure that they have an invoice in hand prior to arriving at the airport.

Transaction Fees.

It is Department of Commerce (DOC) policy to not ticket city-pair fares until three days prior to

travel in order to avoid unnecessary transaction fees from being assessed. If an employee requires a city-pair fare to be ticketed sooner than the three days prior to travel, they will be required to include a justification on the TA that explains when and why they need to be ticketed sooner than the 3 day DOC requirement. As a reminder, 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.

Transaction fees for lodging and/or rental car only reservations (no airfare) **will always** be charged to the same form of payment used to charge the lodging and/or rental car expense and **will not be charged to the centrally-billed account (CBA)**. Please note that an approved TA is required for all reservations, including lodging and/or rental car only (no airfare).

Transaction Fee Schedule.

- El Sol Travel (Alaska) Transaction Fees

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

- CWTSato Travel* Call Center Transaction Fees

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

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

TMS Requirement.

As a final reminder, employees traveling on official government travel are required by Federal Travel Regulation (FTR), Chapter 301-50.3 to use a TMS when booking **all** travel reservations. **All** reservations include common carrier (air/train), rental car and lodging. Please be advised that the Department of Commerce (DOC) is currently monitoring TMS usage for non-compliance.

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).