



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

October 27, 2010

MEMORANDUM FOR: All NOAA Employees

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

SUBJECT: Travel Advisory 11-1
ADTRAV Reservations

ADTRAV is in the process of converting from their current reservation system over to the SABRE booking system in order to improve the Department of Commerce (DOC) travel reservation process. This conversion should be completed by Monday, November 1, 2010. Employees who call the Birmingham Alabama Call Center during this conversion may experience longer than usual hold times. In order to accommodate all customers in a timely manner, ADTRAV recommends that employees send reservation requests via the following e-mail address DOCCallCenter@adtrav.com. Reservations made through e-mail will be answered by close of business on the same day reservations are requested. Employees who are serviced by the call center may continue to call ADTRAV directly on (866) 430-8929.

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 Travel Management Center (TMC) needs.

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
- 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

- 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
E-Mail general requests: 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
- 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.

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