



## E2 EVACUATION TRAVEL PROCESS

### Purpose

This SOP documents the process for how travelers must book reservations when multiple travelers are traveling together on a single travel authorization for evacuation travel.

### Responsibility

If airfare is needed to accommodate the employee's dependents, it is the responsibility of the employee's "Office" (e.g. traveler/arranger) to:

- Contact the Travel Management Center (TMC) directly to book the necessary reservations
- Retrieve eligible reservations onto the authorization
- Manually enter reservation related expenses (e.g. Dependent's Airfare, Extra TMC Transaction Fee, Rental Car) that cannot be retrieved (the separate reservation booked for Dependents or a consolidated reservation for Employee and Dependent(s))
- Submit fully approved authorization to the TMC to ensure all reservations are ticketed

### Policy Background

[NOAA Travel Regulation, Chapter 301, 15, Evacuation Travel:](#)

1. **Evacuation Travel Allowances.** Evacuation travel allowances are allowances that may be paid to an employee and his or her dependents in the event of an officially-ordered evacuation, in accordance with 5 Code of Federal Regulation (CFR) Part 550, Subpart D (<https://www.law.cornell.edu/cfr/text/5/part-550/subpart-D>).
2. **Delegation of Authority.** The NOAA Administrator holds the authority to authorize evacuation pay and travel expenses in accordance with 5 CFR Part 550, Subpart D. The following is a succession of how evacuation travel will be authorized:
  - a. The NOAA Administrator may authorize the Director of Finance and the Director of Work Force Management Office (WFMO) to provide for the payment of evacuation pay and special allowances, which includes travel expenses and per diem.
  - b. Once the authorization is granted, the Director of Finance will issue a NOAA Travel Advisory (NTA) which will authorize the payment of evacuation travel allowances to employees under a mandatory evacuation order as declared by Federal, State, or Local Governments. The NTA will specifically state the location in which evacuation travel allowances will be offered.
  - c. Once the NTA is issued to all NOAA employees, authorizing officials have the discretion to authorize evacuation travel to employees under a mandatory evacuation order as declared



by Federal, State or Local Governments. The same authorizing officials who authorize travel may approve evacuation travel allowances.

3. **Travel Authorization.** You will need to have an approved round-trip travel authorization that covers you and your dependents in order to receive evacuation travel allowances. Under normal TDY, you are required to have a travel authorization prior to travel. However, under evacuation travel, it may be necessary to issue travel authorizations after the employee and dependents are evacuated.

**Employees are required to consult with their authorizing official to determine eligibility, appropriate per diem rate, and the location of the safe haven, prior to incurring any travel expenses.** The travel authorization must:

- a. Show all of your dependents listed by name along with their dates of birth in the Remarks Section on the travel authorization;
  - b. Indicate "Evacuation" as the trip purpose code;
  - c. Designate a safe haven; and
  - d. Indicate the appropriate per diem rate.
4. **Safe Haven.** A safe haven is a designated area to which an employee or dependent will be or has been evacuated. Approving officials will need to determine the location of the safe haven and if a standard per diem rate is applicable or if the locality per diem rate is applicable, and specify such on the travel authorization. Employees who evacuate to a location other than to a designated safe haven will be limited to those entitlements payable at the safe haven location.
5. **En Route to Safe Haven.** You and your dependents are entitled to the following:
    - a. Transportation Expenses. Any necessary travel expenses as prescribed by FTR, Chapter 301-10 (<https://www.gsa.gov/policy-regulations/regulations/federal-travel-regulation-ftr?asset=90794#wp1201972>) that will get you from the evacuated area to a safe haven.
    - b. Per Diem. As prescribed by FTR, Chapter 301-11 (<https://www.gsa.gov/policy-regulations/regulations/federal-travel-regulation-ftr?asset=90823#wp1089470>), per diem for you and your dependents shall be payable from the date of departure from the evacuated area through the date of arrival at the safe haven, including any period of delay en route that is beyond an evacuee's control.
      - i. Dependents 12 years of age or older are entitled to the full applicable per diem rate; and
      - ii. Dependents under 12 years of age are entitled to one-half of the applicable per diem rate.
6. **Per Diem at the Safe Haven.** Per diem should be authorized in no more than 30 day increments, but cannot exceed 180 days past the effective date of the order to evacuate. Per diem at the safe haven will be computed as follows:



- a. The first 30 days.
  - i. The employee and their dependents 12 years of age or older are authorized full per diem based on what rate the authorizing official approves on the travel authorization.
  - ii. Dependents under the age of 12 are authorized one-half of the employee's per diem rate.
- b. After 30 days. If after expiration of the 30 day period, the evacuation has not been terminated, the per diem rate shall be computed at 60 percent of the authorized rate until a determination is made by the authorizing official that per diem is no longer authorized.

#### 7. Sources.

- a. [5 CFR Part 550, Subpart D - Payments During Evacuation](#);
- b. [OPM Guidance](#); and
- c. [DOC Evacuation Pay Policy](#)

#### Overview

Due to limitations of the E2 Solutions (E2) travel system and the GetThere Online Booking Engine (OBE), reservations for multiple travelers traveling together on a single authorization cannot be booked through the OBE nor can they be retrieved in to E2 when booked directly with an agent. As a result, users must contact the TMC directly to book airfare reservations (SATO: 1-855-813-2844, El Sol: 1-844-355-0383) and, depending on how reservations are booked (e.g. consolidated reservations or separate reservations), manually enter reservation related expenses (e.g. Dependent(s) Airfare, Extra TMC Transaction Fee, Rental Car) on the authorization based on information provided by the TMC.

When the traveler calls the TMC to book reservations for the Employee and Dependent(s), the TMC should create two separate reservations; one for the Employee and one for the Dependent(s). The agent will use the Employee's profile to book their reservation and then book the Dependent(s) in a separate reservation under a different Record Locator Number. The Employee's reservation can be retrieved in to the authorization on Step 2: Reservation screen. The Dependent(s) airfare reservation and TMC Transaction Fee will need to be manually entered on the authorization on the Step 4: Expenses screen by the user (traveler/arranger).

The standard is for the TMC agent to create two separate reservations, one for the Employee and one for the Dependent(s). However, if two separate reservations are not made, the procedures are modified as follows:

- If airfare reservations for the Employee and Dependents are booked under the same Record Locator Number, reservations cannot be retrieved on to the authorization in E2. Instead, airfare reservation related expenses for the Employee and Dependents will need to be manually entered on the authorization Step 4: Expenses screen by the user (traveler/arranger).
- If hotel and/or rental car reservations are booked separately from airfare reservations (and separate Record Locator Numbers are provided by the TMC), then the hotel and/or rental car reservations can be retrieved onto the authorization on the Step 2: Reservation screen.



- If all reservations (e.g. Airfare, Hotel and Rental Car) are booked under the same Record Locator Number then the reservation in its entirety cannot be retrieved on to the authorization. Instead, all reservation related expenses (e.g. Airfare, TMC Transaction Fee, Rental Car) for the Employee and Dependents will need to be manually entered on the authorization Step 4: Expenses screen by the user (traveler/arranger).

## Procedures

1. Call the TMC to book reservations for the Employee and Dependent(s).
  - a. Listen carefully to the voice prompts and select the option for "Traveling with a Companion"
  - b. Identify yourself as an employee traveling with dependents due to mandatory evacuation.
  - c. If the Dependents are not DOC employees, inform the agent the Dependent(s) is someone who would not have a TMC Profile
  - d. The agent will need to obtain the following information for the Dependent(s)
    - i. Full Legal Name as it appears on Government issued Identification (ID), required by the Transportation Security Administration (TSA)
    - ii. Date of Birth, required by TSA
    - iii. Contact Information, required by TMC and Airlines
      1. Email Address, used to send reservation related information
      2. Cell Phone Number, used in the event the airline needs to contact the traveler
2. Traveler/Arranger creates authorization in E2.
3. On the Step 1: Basic Information screen
  - a. Select Evacuation Travel, in the Type of Travel\* field
  - b. Enter the reason for evacuation (e.g. name of the disaster) in the Specific Travel Purpose:\* field
4. On the Step 2: Reservations screen, retrieve the reservation made for the Employee using the Record Locator Number for the Employee's travel reservation provided by the TMC.
  - a. If hotel and/or rental car reservations were booked separately from airfare reservations (i.e. different Record Locator Number), then retrieve the reservation on the Step 2: Reservations screen.
  - b. If all accommodations (airfare, hotel and car reservations for the Employee and Dependents) were booked together (i.e. using the same Record Locator Number), then the reservations cannot be retrieved and all costs will need to be manually entered. (See *Next Step*)
5. On Step 4: Expenses screen make sure all anticipated expenses for the Employee and Dependent(s) are entered. Expenses from the Dependent(s) reservation will need to be manually entered, as well as the Per Diem (Lodging and Meals and Incidentals (M&IE) for the Dependent(s).
  - a. Reservation Related Expenses



- i. Based on information provided by the TMC, manually enter all costs that were unable to be retrieved on the Step 2: Reservations screen (e.g. Dependent(s) Airfare, TMC Transaction Fee, Rental Car)
    - b. Lodging Expenses
      - i. If additional rooms are needed to accommodate Dependents add a new expense for the Dependent(s) Lodging. Select Expense Type: **Lodging - Evacuation Dependents Traveling with Employee**. Enter the combined daily cost for all additional room(s). Reference [NOAA Travel Regulation, Chapter 301, 15, Evacuation Travel](#): for per diem calculation guidance.
      - ii. If the room rate is above per diem select Expense Type: **Actuals - Lodging - Evacuation Dependents Traveling with Employee**. Enter the combined daily cost for all additional room(s). Reference [NOAA Travel Regulation, Chapter 301, 15, Evacuation Travel](#): for per diem calculation guidance.
      - iii. To accurately account for taxes incurred, if additional rooms are booked for the Dependents, record both the Employee's and the Dependent's Hotel Tax on the Employee's **Lodging** expense line (**locations within the Continental United States (CONUS)**)
    - c. Meals and Incidental Expenses (M&IE)
      - i. E2 will automatically calculate M&IE for the Employee
      - ii. Since the Dependents are also entitled to receive M&IE, add a new expense for Dependent M&IE. Select Expense Type: **Meals and Incidentals - Evacuation Dependents Traveling with Employee**. Enter the total applicable daily M&IE for all dependents. Reference [NOAA Travel Regulation, Chapter 301, 15, Evacuation Travel](#): for per diem calculation guidance.
    - d. Miscellaneous Expenses
      - i. Enter all other expenses that are anticipated to be incurred by the Employee and Dependent(s) (e.g. Checked Baggage Fee, Shuttle, Taxi, POV)
      - ii. If certain expenses are incurred on the same day by the Employee and Dependent(s), the expenses can either be grouped together or entered as separate expense lines.
        1. Use the Remarks and the expense Description field to indicate who incurred the expense (i.e. Award Recipient, Dependent, or Both).
        2. Please note that if grouping expenses results in the expense line exceeding \$75, receipts will need to be attached to support the claim.
6. On Step 7: Summary screen, add **Remarks** indicating the following:
  - a. List the Full Legal Name of all dependents along with their dates of birth;
  - b. Designate a safe haven;
  - c. Indicate the appropriate per diem rate;
  - d. Indicate all related Record Locator Numbers; and
  - e. Indicate why reservation(s) do not appear on Step 2: Reservations screen. For example, "Companion Seating requires direct booking with the TMC and cannot be retrieved in to E2. Reservation related expenses have been manually entered based on information provided by the TMC"



7. When the authorization has completed the electronic routing process and has received final approval, information for the Employee's reservation will be submitted to the TMC for ticketing following the usual process because the reservation was able to be pulled into the authorization.
8. **The hard copy authorization must be submitted via Accellion to the TMC in order for the Dependent(s) reservation to be ticketed.** Approved authorizations can be submitted to the servicing TMC in electronic Portable Document Format (Adobe Acrobat) (pdf) via email. Proper email submission should include:
  - Subject Line: Employee's Last Name and Trip ID Number
  - Body Content: Record Locator Number for the Dependents reservation

Direct all email traffic to your servicing TMC using one of the following dedicated email addresses:

- CWTSato Travel: [docauth@cwtsatotravel.com](mailto:docauth@cwtsatotravel.com)
- EISol Travel: [elsolalaska@elsoltravel.net](mailto:elsolalaska@elsoltravel.net)

In the event of a network outage, your approved authorization can be sent to your servicing TMC via fax using one of the following dedicated facsimile numbers:

- CWTSatoTravel: (855) 403-5255
- EISol Travel: (855) 248-3076

Note: If the authorization is submitted via email it does not need to be followed up by facsimile submission or vice versa unless otherwise directed by the TMC.