



# ADTRAV Travel Management

## Frequently Asked Questions

### Travel Policy

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**Q.** Do I have to use ADTRAV and central billing for business travel?

**A.** Yes. As of March 18th, all airfare, lodging, and Enterprise/National car rentals must be booked through ADTRAV and centrally billed. There are extenuating circumstances that will require self-pay, which are reviewed on a case-by-case basis.

**Q.** Should I cancel existing reservations and rebook through ADTRAV?

**A.** No. Do not cancel existing reservations. ADTRAV should be used for new, future travel.

**Q.** Do I still need to provide quotes?

**A.** Yes. If the program or manager requires quotes for travel approval, then you should continue to provide quotes. When adding leisure, cost comparisons must be submitted to the Travel Team for review and approval of reservations.

**Q.** Can I book sooner than waiting until 30 days out?

**A.** Domestic travel cannot be booked more than 30 days in advance and international travel cannot be booked more than 60 days in advance, unless required by the Program Manager and/or Client. This is to reduce incurred costs from potential trip cancellations.

**Q.** Will TA forms still be filled out prior to booking travel?

**A.** Yes, as required by program.

**Q.** If travel shouldn't be booked more than 30 days out (domestic) and 60 days out (international), when should I submit a TA (travel authorization)?

**A.** You should take into consideration the advance purchase policy and the possibility of price and availability changes over time. Ultimately, you should consult the Program Manager and Client on when to submit a TA for approval based on the mission requirements.

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## Airfare

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**Q.** Which BTA is used for airfare in ADTRAV?

**A.** BTA ending in 5988 is the company card for airfare booked in ADTRAV. For airfare previously booked in Egencia, the BTA ending in 9348 should be chosen in the Costpoint expense report.

**Q.** How does ADTRAV help filter low cost airlines to view total cost?

**A.** These fares are normally labeled “Basic Economy” and have several add-on fees for seating, carry-on bags, etc. The online booking tool will automatically remove those options from the search results as they are not cost-efficient.

**Q.** Do I have access to all airlines when booking?

**A.** Yes. Airlines that offer fares in the global booking system will be available in ADTRAV as well.

**Q.** For multi-city travel requests, should I contact the ADTRAV Agent directly by phone versus using the book online feature?

**A.** If all destinations in the multi-city itinerary are business-related, then you may book through the online booking tool. If one of the destinations is not business-related and is solely for leisure, then the itinerary must be booked with an ADTRAV agent in order to provide personal payment. In both cases, Travel Team will review the reservations for compliance.

**Q.** Can I continue to purchase our airline tickets on my own and get reimbursed if the amount is less than the amount approved?

**A.** No. As of March 18th, all airfare, lodging, and Enterprise/National car rentals must be booked through ADTRAV and centrally billed. There are extenuating circumstances that will require self-pay, which are reviewed on a case-by-case basis.

**Q.** If I book leisure travel with business travel and the ticket is less than, can I use the company card?

**A.** Yes. Cost comparisons must be submitted to the Travel Team for review and approval.

**Q.** When flying with additional person can I add them and only charge the company for my travel?

**A.** No. Non-AFSC Magellan Federal travelers cannot book travel through ADTRAV. Few exceptions apply such as accompanying family for relocations.

**Q.** If I want to add "Early Bird" service, can this be done with ADTRAV or is this self-paid?

**A.** Early Bird service and other add-ons must be self-paid. It is recommended to add these services with the airline directly in order to self-pay and separate personal costs from business costs.

**Q.** In ADTRAV, does the phrase "Service Fee" equal "Booking fee"?

**A.** Yes.

## Lodging

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**Q.** What is Virtual Pay for lodging?

**A.** Virtual Pay, also referred to as VPAY, is an electronic and secure method of paying for lodging online. A one-time use ghost card number is generated and transmitted to the hotel. This ghost card number is tied to the VPAY account (a separate BTA from airfare and car rental). On your receipt, the last four of the ghost card number will appear. To verify how to claim your company paid expense, please consult the Travel or Expense Report teams.

**Q.** What is manual pay for lodging?

**A.** Some hotels either do not accept VPAY, do not offer the per diem rate online, or cannot be booked through the online booking tool, such as military installations. An ADTRAV agent can coordinate company payment directly with the hotel via a manual credit card authorization form. For manual pay, the BTA ending in 5988 will always be used. The hotel receipt will also reflect payment with MasterCard ending 5988.

**Q.** How do I obtain the lodging receipt? (Correction to previous information given in the training)

**A.** For company paid lodging, whether by VPAY or manual pay, it is best for you to obtain the receipt from the hotel front desk upon check-out. Travel Team or an ADTRAV agent can assist with obtaining the hotel receipt if you need assistance.

**Q.** Can I book hotel on post internationally? What if reservations must be made in-person, as calling may not offer the same availability.

**A.** An ADTRAV agent can assist with lodging reservations at military installations, whether domestic or international. If a reservation has already been made by the employee, the employee shall provide the hotel contact information, reservation confirmation number, and other pertinent details to the ADTRAV agent. The ADTRAV agent will coordinate manual payment via credit card authorization form.

**Q.** If I order room service how is it removed from the room invoice?

**A.** Only room, tax, and resort fees (if any) are authorized for company payment. If room service or other incidentals are charged to the company, the employee must resolve with the hotel front desk immediately to pay with a personal card. If the Travel Team identifies unauthorized charges, we will inform the employee immediately for resolution.

**Q.** Can I book Airbnb through an Adtrav representative?

**A.** No, ADTRAV will not be authorized to facilitate bookings for AirBnB or any other nonconventional lodging arrangement. AirBnB or other similar lodging service must be personally booked and personally paid. It is recommended to obtain pre-approval from the Program Manager and Client to ensure post-travel reimbursement.

**Q.** For work travel that is 2-3 weeks long, can Airbnb be approved due to needing a kitchen for dietary needs?

**A.** It is recommended to obtain pre-approval by the Program Manager and Client to ensure post-travel reimbursement for nonconventional lodging. Employee may be required to provide justification.

**Q.** Do I have to stay in a hotel with ADTRAV?

**A.** Yes, as of March 18<sup>th</sup>, all airfare, lodging, and Enterprise/National car rentals must be booked through ADTRAV and centrally billed. There are extenuating circumstances that will require self-pay, which are reviewed on a case-by-case basis. There is also an exception for group lodging.

**Q.** Through ADTRAV when searching hotels, does it only show hotels that are within Per Diem rates?

**A.** No, all available rates will be shown upon search. However, rates over per diem will be flagged out-of-policy and require justification to proceed with booking.

**Q.** When booking hotels, can I use loyalty rewards?

**A.** Yes. Loyalty reward numbers can be added to the RezDesk profile or upon booking.

**Q.** If I want to book at a hotel for a conference in advance, am I able to reserve with my own card? If there is a group going to conference, do I HAVE to wait for all persons to book for the hotel or can hotel be booked based on where each person prefers to stay (within per diem)?

**A.** The general rule is to wait for official travel authorization from the Program Manager or Client before making travel reservations. If a specific hotel is required/preferred, you should check ADTRAV first. If the hotel is available within per diem, then you should book in ADTRAV. If the hotel is not available within per diem, then you can self-book with a personal card, then send the information to an ADTRAV agent to coordinate manual company payment. If traveling with a group, it is preferred that you all make reservations, then coordinate company payment for the group. You have the option to stay at any hotel that is within per diem.

## Car Rental

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**Q.** Do I have to use Enterprise/ National for car rentals?

**A.** Yes. As of March 18<sup>th</sup>, all airfare, lodging, and Enterprise/National car rentals must be booked through ADTRAV and centrally billed. If Enterprise/National are not available, other companies will be provided in the search results.

**Q.** Does ADTRAV auto select National or Enterprise rental vehicles?

**A.** Yes. Only Enterprise and National rental cars will be shown in the search. If Enterprise and National are not available, other rental companies will be provided in the search. As a reminder, direct bill only applies to Enterprise and National. All other companies must be self-paid.

**Q.** For international travel, there are limited Enterprise and National rental companies, if any. What exceptions are being made for this?

**A.** If Enterprise and National are unavailable, other car rental companies will be provided in the search results. As a reminder, direct bill only applies to Enterprise and National. All other companies must be self-paid.

**Q.** Can I use loyalty numbers for other car rental companies, such as hertz?

**A.** Yes, loyalty numbers can be saved in the RezDesk profile or entered upon booking. As a reminder, when booking with companies other than Enterprise and National, the expense must be self-paid.

**Q.** If I rent a car, should I refuel the car prior to return?

**A.** Yes, please refuel the vehicle prior to return. If the rental company charges the company or employee for refuel fees, those charges are not allowable and hence cannot be invoiced to the client. The personal gas expense for refueling is a reimbursable and allowable expense, with the gas receipt.

**Q.** Does the Company Paid 5988 card apply to booking car through Adtrav?

**A.** Company Paid 5988 is the BTA used for Enterprise and National direct bill, and it is automatically applied when booking through ADTRAV. However, for other rental car companies, you can make the reservation in ADTRAV, but a personal card is required for payment. Generally, a credit card is not required to book a car rental reservation.

## Other

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**Q.** How can I download the presentation?

**A.** The presentation is available to view or download on the AFSC MF employee webpage.

**Q.** What are the charge codes needed to account for time attended in this training?

**A.** For direct staff, please use your normal OVRH charge code. If you are unsure what the OVRH charge code is, please consult your Manager. For indirect staff, please use your normal home project code such as GAND, MATH, FNCE, etc.

**Q.** Can I self-pay through Adtrav?

**A.** Yes. Self-pay must be coordinated through an ADTRAV agent only. The online booking tool will not allow a personal card to be added for payment.

**Q.** Currency conversion: What tool will be used to convert currency or is there a tool on ADTRAV?

**A.** The booking tool, Concur, will display the cost in foreign currency and US Dollars. Therefore, you will not need a separate conversion tool to convert costs in ADTRAV. However, all other expenses incurred outside of the travel system, for example per diem and gas, you would have to convert. It is recommended to use Oanda.com.

**Q.** Are Taxis and Uber going to continue to be self-paid?

**A.** Yes.

**Q.** Will all employees be required to obtain a company credit card for travel use?

**A.** AFSC MF no longer administers an individual corporate credit card program. The company credit card referenced in the training is our Business Travel Account (BTA), a central billing tool for travel expenses.

**Q.** What is the difference between using ADTRAV for estimates (TAs) and returning to book?

**A.** When searching for estimates and quotes in ADTRAV, the employee must not complete the reservation or submit for approval. Once travel is approved, the employee can return to the booking tool and complete the reservation for approval and booking.