



# ADTRAV FAQ's

## ADTRAV Contact Information:

<p>AdTrav</p> <p>doeagents@adtrav.com</p> <p>HQ and Field Sites</p>	<p>888-205-2369</p> <p>Available 24 Hours</p> <p>After Hours Code: 2J1G</p>
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## ADTRAV Fee Schedule:

<b>Full Service - Booking Reservations By Phone</b>		
AUTOMATICALLY ADDED TO THE AUTHORIZATION		
<i>effective</i>	<b>10/1/2018</b>	6/4/2015
Domestic Air/Rail with Lodging/Rental Car	\$35.95	\$34.30
Domestic Lodging/Rental Car with NO Air/Rail	\$16.07	\$16.07

**Traveler will incur a \$35.95 full service fee everytime the airfare reservations are adjusted by phone with a customer representative.**

<b>Concur Online Booking</b>		
AUTOMATICALLY ADDED TO THE AUTHORIZATION		
<i>effective</i>	<b>10/1/2018</b>	10/4/2015
Air/Rail with Lodging/Rental Car	\$9.91	\$8.26
Lodging/Rental Car with NO Air/Rail	\$7.66	\$7.66

<p>Why do we have to use our Travel Management Center (TMC) to rent a car? What are refueling charges? What class of rental car is the traveler allowed to use while on TDY?</p>	<p>Government insurance is already included in the price of the rental car when the reservation is made thru the TMC. Travelers will not be reimbursed for insurance fee. Normally the cost of fuel purchased from the car rental agency is substantially greater than the normal price of fuel purchased from a gas station. Travelers who do not fill the gas tank of the rented vehicle <b>before</b> returning it will be reimbursed only the cost of fuel at the prevailing price at the TDY location. Travelers who choose the pre-purchase fuel option at the beginning of the rental will be reimbursed the full cost of that option. A traveler will be reimbursed only up to the cost of a midsize/intermediate vehicle. Full-size vehicles, station wagons, minivans, or sport utility vehicles will not be authorized, or the incremental costs will not be reimbursed, <b>unless</b> the vehicle is shared by no fewer than three other Federal travelers or the traveler is transporting Government equipment that justifies the need for additional carrying space or for safety reasons in adverse weather. Free upgrades may be accepted by the traveler.</p>		
<p>Do we have to use our TMC for our airline ticket and hotel if we can find one online at a cheaper cost?</p>	<p>DOE301-75.200 - Transportation tickets (using appropriate contract carriers) may be obtained <b>only</b> from an authorized Department source (through a travel management center under contract to the Government). DOE301-11.11 – All lodging reservations must be made thru your agency TMC. (If there is a specific hotel that you want to stay at while on TDY, let your TMC know when making your reservation).</p>		
<p>When considering the use of a non-refundable ticket for my TDY, where do I start and what do I need to attach to the TA to show the quoted costs?</p>	<p>Before calling AdTrav the traveler could go to <a href="http://www.fedtravel.com/flight-search.html">http://www.fedtravel.com/flight-search.html</a> to check contractor fares, city pairs and flight schedules. Then the traveler would call AdTrav with possible flights and times. AdTrav will provide the contract carrier information and offer the lowest government contract carrier airfare, if this is too high, the traveler should then ask if a lower airfare is available including non-refundable airfares. The agent will assist <b>once asked</b> to help find the lowest airfare whether or not it is refundable or non-refundable. Based on the official travel requirements, TDY to point of business return to TDY, dates and times, the agents can help. What they cannot provide accurately is future travel quotes for non-refundable airfares. They can provide future travel government contract airfares because these are contractual but non-refundable airfares change minute to minute so quoting today for future travel utilizing non-refundable airfares will provide an inaccurate fare. AdTrav's phone number is 800-874-5404.</p> <p>The traveler should ask the travel agent to send them by email the quotes and attach those to the TA before it is approved. Also the cost of the refundable and non-refundable tickets must be added to the TA under <b>other auths</b>.</p>		
<p>Do I have to use the contract carrier? What if it will not get me to my destination in a timely manner?</p>	<p>Each travel scenario is unique. The organization's management has the responsibility to balance its mission requirements against the savings from a non-refundable/non-contract fare when comparing the times/dates and prices for those fares. There are only a few reasons that are acceptable thru GSA (see reasons below) and they are listed under <a href="https://in-gotravel.doe.gov">https://in-gotravel.doe.gov</a>. If you use one of these reasons for not using the contract carrier the justification must be added to the TA under "other auths" before it is submitted.</p> <table border="1" data-bbox="500 1822 1562 1961"> <tr> <td>C0. Contract fare does not exist.</td> </tr> <tr> <td>C1. Scheduled contract fare flights are either (1) not available to meet mission requirements or (2) would require unnecessary overnight lodging costs which</td> </tr> </table>	C0. Contract fare does not exist.	C1. Scheduled contract fare flights are either (1) not available to meet mission requirements or (2) would require unnecessary overnight lodging costs which
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	<p>would increase the cost of the trip - supporting documentation must be electronically attached in CGE.</p> <p>C2. Use of scheduled contract fares flights conflicts with DOE policy to schedule travel during the days and hours of an employee's regularly scheduled workweek to the maximum extent feasible (DOE M 552.1-1A, DOE301-2.6).</p> <p>C3. Non-contract carrier offers a lower fare to the general public (does not apply if the non-contract fare is restricted to Government or military travelers and may only be purchased with a government issued travel card).</p> <p>C4. Rail service is available and cost effective.</p> <p>C5. Contract fare is sold out.</p>
<p>I am a frequent traveler but might have to change my ticket several times due to my busy schedule. Should I still book a non-refundable ticket?</p>	<p>Just because you are frequent flyer does not mean that you automatically have to purchase a non-refundable ticket. You have to look at each situation to see if a non-refundable ticket is best suited for this TDY. You might find that there is no cost savings with this type of frequent traveler.</p>
<p>What has changed with in the City Pair contract?</p>	<p>The General Services Administration (GSA) has implemented a significant change in the City Pair Contract for fiscal year 2013 that will impact all federal employees who travel. Starting October 1, 2012, all domestic city pair reservations that are not ticketed 48 hours (2 days) prior to departure are subject to automatic cancellation by the airlines.</p>
<p>TSA Secure Flight rules require that my name (on my airline ticket) matches my travel ID. I need to update my profile in RezProfler. What is their website and what other information is needed?</p>	<p>You log into RezProfler by going to <a href="https://rezprofler.adtrav.com">https://rezprofler.adtrav.com</a>.  Your logon is your email address.  If you don't remember your password click on "forgot your password" to get help.  After you are logged in go to My Profile.  You <b>must</b> enter your name into the system the same way that it reads on your driver's license.</p> <p>You will see listed seven tabs.  The first 5 tabs need to be filled out or updated (the other two are optional):</p> <ul style="list-style-type: none"> <li>-Under the "account questions" tab the question is what is my <b>routing symbol</b> and the answer is <b>DOEOH</b>. The PIN# is <b>1111</b></li> <li>-Under the "payment options" tab you enter your government issued credit card # and expiration date</li> <li>-Under the "government requirements" tab you enter your passport information, if applicable</li> <li>-Under the "travel preferences" tab you enter your seating preference, your rental car and hotel preferences</li> <li>-Under the "emergency contacts" tab enter all that apply - including admin if applicable</li> </ul>
<p>I had to cancel my TDY and had purchased a</p>	<p>Your credit can be applied to either a refundable or non-refundable airfare for the ticket exchange. What is important to note is the new ticket will be a non-refundable ticket even if the new fare is a refundable airfare and you must use the same carrier as on the original ticket. Credits expire after one year. By going to RezProfler.com and logging in you will</p>

non-refundable ticket. I now have a credit. How do know if I can use a refundable or non-refundable ticket when using the credit

see the Welcome screen. On the far left is a list of items that AdTrav has posted for your convenience; one of them being **My unused tickets**. If you have any questions you can contact them at the number on their screen.



**REZDESK**  
ADTRAV

**U.S. Department of Energy-Ohio Office**

**Welcome to your Travel Management Center**

Your RezDesk Dashboard contains all the documents and links you will need to plan a worry-free and successful business trip. ADTRAV is committed to bringing our customers the best in travel technology and RezDesk serves as the gateway to all the ADTRAV travel tools.

From RezDesk, you can edit your travel profile, offer suggestions or compliments to ADTRAV, create or change travel arrangements, contact an ADTRAV representative and much more. RezDesk is just another example of ADTRAV's commitment to "Service Nonstop."

**Your ADTRAV Team**

Your dedicated ADTRAV team is here to help you with all of your travel needs.

Call: **(888) 285-2369**

Email:

Business Hours: **7am - 7pm CST**

After-Hours Code: **021F**