

**1. BACKGROUND.** ALCGPSC 023/16 announced that CG-912 awarded the CG TMC contract to ADTRAV Travel Management of Birmingham, AL. ADTRAV, who has proposed to use no subcontractors, is replacing CWTSATO and their subcontractors, Century Travel, Alshamel Travel, and Rodgers Travel. The contract requires ADTRAV to deliver 24x7 support to CG travelers via both the online booking tool and ADTRAV's Call Center.

**2. POLICY.** On 2 March 2016, all official travel (e.g., airline, train, bus, ship, Alaska Marine Highway System (AMHS), rental vehicle) must be arranged through ADTRAV in accordance with the Joint Travel Regulations (JTR) and the Federal Travel Regulation (FTR), even if a non-contract fare is being purchased. All reservations and travel ticketed prior to 2 March 2016 by CWTSATO or their subcontractors will be moved to and under the control of ADTRAV. Travelers should no longer contact SATO and only contact ADTRAV as of today.

**3. TRAVELER PROFILES & ONLINE TOOLS.** On-line booking of reservations is a major focus of DHS due to an Office of Inspector General Report dated April 2015 "OIG-15-80, DHS Should Do More to Reduce Travel Reservation Costs." Accordingly, travelers who are GTCC-holders should use the online, self-service option FIRST for planning and booking all TDY travel.

ADTRAV will use the same online booking tool as SATO (i.e., GetThere) with a proprietary overlay system called REZDESK. As part of the transition all existing traveler profiles, which include usernames (i.e., USCG-EMPLID), travel card data, frequent flier numbers, DOD ID numbers/Known Traveler Number, Secure Flight Data, etc., have been transferred into ADTRAV's REZDESK/GETTHERE system. The REZDESK system provides a direct connection to the GETTHERE system without requiring a second log on. Further, changes made in either REZDESK or GETTHERE will automatically flow back to the other system. *You are encouraged to log into the REZDESK system to activate your profile and verify your traveler profile was properly loaded and is up-to-date.*

*Note* - The initial log on to the RezDesk systems must be completed by connecting to - <https://rezdesk.adtrav.com/USCG/Welcome> where you will activate your profile and a new password will be sent to the e-mail address on file within your profile. Your logon/username for both the RezDesk and GetThere systems is USCG-1234567; where the #'s are replaced by your CG EMPLID number). For navigational help with RezDesk or GetThere, please call ADTRAV at 855-576-4781 and select option #1 or email them at [rezsupport@adtrav.com](mailto:rezsupport@adtrav.com) .

**4. KNOWN CG BROWSER ISSUE.** The GetThere system requires Internet Explorer Version 11 to be installed. This is a known issue which impacts the loading of GetThere on CG workstations, as detailed below. Note – This issue was present with SATO and is not the result of transitioning to ADTRAV.

- a. Internet Explorer Version 11. If GETTHERE is not working and the website fails to load, check to see if Internet Explorer 11 or later is installed on your CG workstation. You can check this by clicking on the “Tools” icon in the upper right corner of your browser window and then selecting “About Internet Explorer”. If Internet Explorer11 is not installed see the below:

Step 1: Open the Software Center (click Yes to the Microsoft Office Outlook Security Notice) to see if an advertisement for Internet Explorer 11 is on the Available Software page. If not, go to Step 2. Otherwise, highlight the advertisement and click the Install button that appears at the lower right of the page. Download and/or installation should proceed and complete. If it fails, try once more. If it fails again, go to

Step 2: Submit a CGFixIT ticket citing IE 11s failure to install. Include your computer name and request confirmation of the integrity of your SCCM 2012 Client installation and configuration, and explain what your experience was with the Software Center. You can refer to ITOC Alert 001-16 as your justification instead of submitting an IT CCB request.

**5. ADTRAV CONTACT INFORMATION.** See the GTCC websites below for ADTRAV's contact information including phone numbers, fax number to submit approved travel orders for charges to the centrally billed account, e-mail addresses, training material, and links with log on instructions to the REZDESK/GETTHERE site. These sites also include the new contract rates and statement of work with which ADTRAV is required to comply. In addition, the ADTRAV site provides a service feedback form for use in providing both positive and negative traveler feedback.

[http://www.uscg.mil/psc/bops/govtrvl/Traveler/default\\_Traveler.asp](http://www.uscg.mil/psc/bops/govtrvl/Traveler/default_Traveler.asp) and  
[http://www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default\\_ADTRAV.asp](http://www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default_ADTRAV.asp)

**6. WHO TO CONTACT WITH QUESTIONS.** All questions should be directed to your local GTCC Travel Manager. You can determine who your supporting Travel Manager is by selecting the below link and then searching for your unit or parent unit under your specific ATU (i.e., District, Area, or HQ unit) - [http://www.uscg.mil/psc/bops/govtrvl/contacts/default\\_Contacts.asp](http://www.uscg.mil/psc/bops/govtrvl/contacts/default_Contacts.asp)