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ALCGPSC 023/16

SUBJ: NEW TRAVEL MANAGEMENT CENTER (TMC) CONTRACT AWARD

1. On 28 January 2016, CG-912 awarded the CG TMC contract to ADTRAV Travel Management. ADTRAV is replacing CWT/SATO and their current subcontractors (Century Travel, Alshamel Travel, and Rodgers Travel) on 2 March 2016. No subcontractors are planned by ADTRAV. This contract requires the contractor to deliver 24x7 support to CG Travelers via both the online booking tool and the contractor's Call Center.

2. Travelers should continue using SATO for all official travel requirements until 2 March 2016. This includes travel reservations for travel which will occur after 2 March 2016.

3. Starting on 2 March 2016, all official travel (e.g. airline, 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 Regulations (FTR), even if a non-contract fare is being purchased. All reservations and travel ticketed prior 2 March 2016 by CWT/SATO or their subcontractors will be moved to and under the control of ADTRAV. Travelers should no longer contact SATO and only contact ADTRAV starting on 2 March 2016.

4. ADTRAV will be using 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. EMPLID), passwords, frequent flier numbers, DOD ID numbers/Known Traveler Number, Secure Flight Data, etc., will be transitioned into ADTRAV's REZDESK/GETTHERE system. On or after 2 March 2016, travelers are encouraged to log into the REZDESK system to verify their traveler profile was properly loaded and is up-to-date. The REZDESK system provides a direct connection to the GETTHERE system without requiring a second log on. Changes made in either REZDESK or GETTHERE will automatically flow back to the other system.

5. ADTRAV's contact information including phone numbers, fax number for submitting approved travel orders for charges to the centrally billed account, e-mail addresses, training material, and links with log on instructions to their REZDESK/GETTHERE site will be available on the GTCC website on 2 March 2016. This site will also include FAQs, the new contract rates and statement of work that the contractor is required to comply with. In addition, the ADTRAV site provides a service feedback form for use in providing both positive and negative traveler feedback. The updated Traveler and ADTRAV sites which will be available on 2 March 2016 are located at -

[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. All questions should be directed as follows:

A. Traveler should direct questions to their unit GTCC Travel Manager. Members can determine who their supporting Travel Managers are under the contacts page located at [http://www.uscg.mil/psc/bops/govtrvl/contacts/default\\_Contacts.asp](http://www.uscg.mil/psc/bops/govtrvl/contacts/default_Contacts.asp) .

B. GTCC Travel Managers may direct questions to Mr. Matthew Ruckert at 703-201-3080 or [Matthew.T.Ruckert@uscg.mil](mailto:Matthew.T.Ruckert@uscg.mil) or to Ms. Evelyn Curry at 703-258-5996 or [Evelyn.C.Curry@uscg.mil](mailto:Evelyn.C.Curry@uscg.mil)

7. Released by: RDML W. G. Kelly, Commander, Personnel Service Center. The Service Center for Our Most Important Resource – Our People.

8. Internet release is authorized.