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ALCGPSC 034/16
SUBJ: TRAVEL MANAGEMENT CENTER (TMC) CONTRACT AWARD – UPDATE #2
A. ALCGPSC 023/16
B. ALCGPSC 029/16
1. Per Refs A and B, the new TMC contract with ADTRAV commenced on 2 March 2016
and they have assumed control over all reservations and ticketed travel that was made with
CWT/SATO. This message highlights issues which have been identified during the first week of
the transition. While a significant number of issues have been identified and corrected by
ADTRAV already, some issues remain and are detailed below.
2. Excessive Hold & Call-Back Times – Based on traveler feedback, the contractor is not
meeting the requirements for call center responsiveness. The contractor is working on
improving their performance and staffing to reduce the call hold times to meet the contract
requirements. The contract monthly performance standards are listed below. Travelers are
encouraged to provide feedback via the form located at the following link when these standards
are significantly exceeded by ADTRAV -
http://www.uscg.mil/psc/bops/govtrvl/TMC/ADTRAV/default_ADTRAV.asp .
A. Performance Standard (Core Hours – 0730-2100 ET)
    Average Hold Time for Any 30 minute Period – 3.5 Minutes
    Max Hold Time for 95% of all 30 Minute Periods – 12 Minutes
B. Performance Standard (Non-Core Hours)
    Average Hold Time for Any 30 minute Period – 5 Minutes
    Max Hold Time for 95% of all 30 Minute Periods – 17 Minutes
C. Return calls shall be made within 30 minutes.
3. RezDesk Logon Issues – Users must populate the e-mail address/username field in RezDesk
with USCG-EMPLID (case-sensitive) and not enter their e-mail address. Also, once the
password is entered travelers must hit LOG ON and not the Create Profile link. A request has
been forwarded to ADTRAV to change the RezDesk Log on Page to change "Email
Address?/?Username" to "Username USCG-EMPLID" or to read "Email Address?/?Username
(USCG Travelers login: USCG-EMPLID)"
4. SATO Reservations Not Visible – Reservations previously made by travelers with SATO
will not show up in the ADTRAV RezDesk or GetThere Systems. These reservations will be
ticketed 5 business days in advance of travel. If a traveler does not receive notification of the
ticketed reservation or is otherwise concerned, they may contact ADTRAV via
USCG.Travel@ADTRAV.COM to check status.
5. Data Missing From RezDesk/GetThere Profiles – In some cases, the data did not map over
completely from the SATO system to the ADTRAV system. While this issue has been passed
to ADTRAV for identification and correction, travelers are still encouraged to log into the
RezDesk system and check their data and populate any missing or incorrect information.
6. Missing Profiles – There are two major categories of personnel who have inquired into
missing profiles as detailed below:
A. New Employees – The data extract from SATO was from early February 2016. Any
employee who was assigned an EMPLID after 1 February 2016 will not have an ADTRAV
profile. At the beginning of each month the Travel Card Program will create profiles for new
employees and send e-mail notifications when the profile has been created. If any newly hired
personnel need to make travel arrangements, they should contact ADTRAV Service Center at
1-855-576-4781 and utilize the full service option. ADTRAV will create a single use profile for
the traveler.
B. No E-mail Address in Profile – About 3,500 profiles did not have an e-mail within the
SATO system or JP Morgan Chase System, and did not have a CG e-mail address associated
with their specific EMPLID that could be used to populate their profiles. While these profiles
were created, the traveler cannot view the profile within the RezDesk or GetThere systems
without the e-mail field being populated. Our analysis of these records found that some of these
are personnel who do not have a current CG e-mail account (DUINS, CGLOs, MEPs, etc.,
and some wage grade personnel). However, the majority of these omissions could be resolved
by personnel ensuring their EMPLID is properly entered within the CG E-mail System.
Personnel can verify that their EMPLID is correctly populated in the system selecting the "My
Account" option at the following site using their CAC card/Pin https://edms.uscg.mil/selfservice/.
To update an EMPLID in the system, a CGFIXIT request must be submitted. This can be
done by calling the CG Helpdesk at 855-243-4948 or online at
http://cgfixit.osc.uscg.mil/arsys/shared/default.jsp or using the icon on the CG Workstation
Desktop. The CGFIXIT ticket should state - "Please enter my EMPLID into my EDMS profile
for the CG e-mail system. My EMPLID is ....." Then on a monthly basis the program manager
will review existing CG data systems to populate the e-mail address fields within the ADTRAV
system.
7. Alaska Marine Highway System (AMHS) Reservations – A number of travelers are
contacting ADTRAV trying to make reservations in advance of having approved travel orders.
Travelers seeking reservations on the AMHS should review the below website and should
contact ADTRAV once they have approved travel orders.

http://www.uscg.mil/psc/bops/govtrvl/Traveler/default_Traveler.asp#AMHS_Reservation_Policy_Change

8. Credit Limits – A recurring problem with SATO and now with ADTRAV is that travelers are not ensuring their travel card credit limit has been raised prior to the travel. Credit limits are required to be raised by the local travel manager 7 to 10 days in advance of the travel to ensure ADTRAV can ticket the reservations charged to the GTCC.

9. Centrally Billed Account (CBA) Authorizations – Submission of travel orders is only required when the CBA will be used to charge tickets. When the common carrier transportation tickets will be charged to the travel orders, the orders must clearly state "Use of the Centrally Billed Account for common carrier tickets is authorized." The clearer this information is presented on the orders, the better the chances that there will be no delays in processing the reservation request.

10. RezDesk Logogram/Symbols: The menu icons in RezDesk are a font set that are being blocked by the Coast Guard security settings and therefore display as unusual characters on Coast Guard workstations. A request to correct this issue has been sent to TISCOM/Cyber Command.

11. 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 .

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

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

13. Internet release is authorized.