

# Ordering Instructions

Statewide Contract — TRAVEL21

**Ordering Requirements-** N/A

**Special Instructions-** N/A

**Approvals Required** – Prior internal agency approval is required for all business-related travel.

**Agency and/or Vendor Contact Information:**

Jessica Burns–McDonnell, Assistant Purchasing Director  
WVSASP - Purchasing Division

304-356-2425

Email: [jessica.l.burnsmcdonnell@wv.gov](mailto:jessica.l.burnsmcdonnell@wv.gov)

## National Travel

For travel services with one of our live agents, please call:

- **800-262-4054** or **304-357-0830** (Local)
- We are available 24/7/365 and do *not* charge extra on nights or holidays.
- Our concierge will quickly answer your call. Please identify yourself as a traveler or administrator for the state of WV, and please let us know immediately if you have a travel emergency.
- The concierge will ask when you plan to travel. If you are calling for travel today, we treat you as a top priority, and an agent will be with you as soon as possible.
- For less urgent travel needs, such as travel next week, we can schedule a callback for you. We strive to keep our callback time to less than 1 hour. Calls with an agent can also be scheduled for a specific time.

For non-urgent travel reservations, you may also reach out to us via email:

- [smallgov@nationaltravel.com](mailto:smallgov@nationaltravel.com)
- [vipservices@nationaltravel.com](mailto:vipservices@nationaltravel.com)

For invoices or receipts, please reach out to our accounting staff:

- [2v@nationaltravel.com](mailto:2v@nationaltravel.com) for Amtrak reservations
- [airs@nationaltravel.com](mailto:airs@nationaltravel.com) for Airfare, Card or Hotel reservations

For service questions or complaints please reach out directly to Crystal, Veronica, Jill, or Nick:

- [crystall@nationaltravel.com](mailto:crystall@nationaltravel.com) ext. 1265
- [veronical@nationaltravel.com](mailto:veronical@nationaltravel.com) ext. 1261
- [jillr@nationaltravel.com](mailto:jillr@nationaltravel.com) ext. 3222
- [nicholask@nationaltravel.com](mailto:nicholask@nationaltravel.com) ext. 2422

\*We highly recommend that you download the Intelligent Traveler mobile app to keep track of your full itinerary and share your itinerary with your travel manager. The app is available at <http://www.intelligenttraveler.com/>

\*Travelers who book with us for the first time will receive an email notification to opt-in to FlightStats, which provides alerts for cancellations or delays. If you previously declined FlightStats but would like to opt in now, please give us a call to sign up: **800-262-4054**.

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See the **List of Buyer Assignments** located at the Purchasing Division website (Agency Resource Center) for the centralized buyer assigned to this contract.

**Type of Delivery Order – None**

### **How to submit the completed order to the Vendor**

For Agencies using the wvOASIS E-Travel Management System:

1. Follow instruction on the attached Quick Reference Guide to login to MyApps and use the E-Travel Management Systems link to the online booking tool.

For Agencies **NOT** using the wvOASIS E-Travel Management System:

1. Email [pcard\\_travel@wvsao.gov](mailto:pcard_travel@wvsao.gov) for instruction on accessing and creating a user ID in the open booking tool (\$7.00 fee) or
2. Call vendor (National Travel) at 304-357-0801 and ask to speak to a 'state' agent (\$28.00 fee).

**POLITICAL SUBDIVISIONS:** Contact vendor to confirm that contract pricing is available.



## ETravelManagement System Quick Start Guide to the Expense Tool (ESS)

### Login

- ./ Login to myApps V2 using your email and password credentials
- ./ Select the Employee Self Service (ESS) icon
- ./ Select "My Info" tab on the left
- ./ Select "My Travel" tab from the top right

### Create an Expense Report (TRER)

- ./ Click on Create New Expense Report button.
- ./ Complete/update the General Information tab (Trip Name, Purpose of Trip, Destination, Travel Start and End Date, and Travel Type)
- ./ Complete/update the Trip Details tab (Transaction Date, Expense Type, Authorized Expenses, and Payment Method)
- ./ For Per Diem related expenses (meals and lodging) add a trip detail line and refer to the Complete the Per Diem Page instructions.
- ./ For Mileage related expenses add a trip detail line and refer to the Complete the Mileage Page instructions.
- ./ Save/Submit Travel Expense Report Document

\*\*NOTE: All expenses paid by P-Card must have associated Transaction ID Number on the Trip Details.

..NOTE: When creating a TRER with an approved TRAUTH, use the Create Expense Report Icon associated with the TRAUTH

### Create a Travel Authorization (TRAUTH) (No Online Booking)

- ./ Click on Create Travel Authorization button.
- ./ Complete the General Information tab (Trip Name, Purpose of Trip, Destination (or Multi-Segment Trip), Travel Start Date, Travel End Date, and Travel Type)

- ./ Complete the Trip Details page (Transaction Date, Expense Type, Authorized Expenses, and Payment Method)
- ./ For Per Diem related expenses (meals and lodging) add a trip detail line and refer to the Complete the Per Diem Page instructions.
- ./ For Mileage related expenses add a trip detail line and refer to the Complete the Mileage Page instructions.
- ./ Save/Submit the Travel Authorization

\*\*NOTE: Request advances for Meals or Mileage, by entering an amount in the Requested Advances field.

### Create a Travel Authorization (TRAUTH) (With Online Booking)

#### Select Itinerary

- ./ Click on Book a Trip button to access booking tool.
- ./ Follow the How to Create and Book a Trip instructions.

#### Complete Travel Authorization

- ./ Click on Modify button for Draft TRAUTH created by the booking tool.
- ./ Complete the Trip Details page (Transaction Date, Expense Type, Authorized Expenses, and Payment Method) and refer to Create a Travel Authorization (no online booking) Instructions.
- ./ Save/Submit the Travel Authorization.

\*\*NOTE: You must edit any Lodging expense by clicking the Generate Per Diem Lines icon and enter the room rate in the Claimed Amount field. After the room rate has been entered, you will have to click Calculate Per Diem and then Back to Trip Details.

#### Purchase Itinerary

- ./ Follow instructions for Purchasing the Trip from the Quick Start Guide to the Booking Tool.

### Upload Receipts

- ./ Select the appropriate expense type on Trip Details.
- ./ Click Browse button (Under the Attach a Receipt icon)

- ./ Select the appropriate receipt from your desktop folders, ensuring it is legible.
  - ./ Click Open or Double click
- ..NOTE: receipts can be any file type but must be smaller than 2MB. Legibility should be verified before submission.

### Complete the Mileage Page

- ./ Select the Mileage expense type from the grid on the Trip Details page
- ./ Click the Mileage icon
- ./ Enter the Date and Start and End Location
- ./ Click Calculate Mileage

..NOTE: Start and End Locations can be entered as City, ST or the Physical Address of a location for a more precise calculation.

\*\*NOTE: Round Trip indicator can only be used when no other mileage tool place.

\*\*NOTE: If the Mileage distance field is more than the Calculated Mileage field an explanation must be provided.

### Complete the Per Diem Page

- ./ Select a Per Diem related Expense Type (Meals or Lodging)
- ./ Click Generate Per Diem Lines icon
- ./ Click Calculate Per Diem
- ./ Click Back to Trip Details

\*\*NOTE: Claimed Amount must be entered for Actual Meals or Lodging expense Types.

### Completing Documents by Proxy

#### Proxy in ESS

- ./ Select Employee Proxy from drop down list before beginning. Proceed with all previous instructions.

#### Proxy in Booking Tool

- ./ Click Book a Trip and navigate to booking tool.
- ./ Scroll over Traveler field (top of page) and select desired user or click on user Select Another User
- ./ Enter the search criteria for desired traveler.
- ./ Select the desired traveler and Proceed with all previous instructions



**E-Travel Management System**  
**Quick Start Guide to the Booking Tool**  
*Booking your Air, Hotel, and Rental Car*

**Login**

- / Go to the www.wvsao.gov screen and click **MyApps**.
- / Select the myApps V2 option and sign in using your email and password credentials
- / Select the Employee Self Service (ESS) widget
- ... Select "My Info" tab
- / Select "My Travel" activity folder
- / Click on Book a Trip icon from the Book a Trip widget.

**Update your Travel Preferences**

- / Click on Book a Trip icon- you will be taken to the booking tool.
- / Click the Travel Preferences tab -your Air, Car, and Hotel Travel Preferences display.
- / Update your default travel preference information if necessary.

**How to Create and Book a Trip**

- / Click the Book a Trip button.
- / Select Round Trip, One Way or Multiple Cities.
- / Enter the airport codes or city names for your travel. Enter both the departure and destination information.
- / Select the dates and time preferences for your travel.
- ... Click in the checkbox to include a car and/or hotel in this search. Note: Car and/or Hotel search criteria can be customized by un-checking the Based on Air Search Criteria box.
- / Click on Search By Price or Search By Schedule.
- / Select your Itinerary Preference: Suggested Itinerary or Custom Built Itinerary.
- / Click Search.
- / Select desired flight options and Add to Cart.
- / Select Rental Car Company and Add to Cart.

- / Click Show Rates under the desired hotel.
- / Select Room rate type and Add to Cart.
- / Review the provided itinerary.
- / Enter the name of your trip in the left pane in the Trip Name Box.
- / Click Save Research.
- / Click the Authorization Request Button.
- ... You will receive a message that your Draft TRAUTH has been created in ESS. Close message
- / Follow the instructions for Creating a Travel Authorization (TRAUTH)(With Online Booking)

**Purchase the Trip**

- / When your trip is approved, you will be sent an email.
- / Navigate to the Approved Authorizations tab in ESS and click the View button next to the TRAUTH. Click the Purchase Trip link within the document. - it will take you the associated itinerary in the booking tool.
- / Click on the Purchase button and follow the onscreen instructions.

**Modify Airfare Itinerary**

**\*\*NOTE:** Airfare itineraries can only be modified up until they are ticketed. After ticketing, contact National Travel for necessary changes.

- / From the Book a Trip widget, click the Book a Trip icon.
- / Click the Trip List tab in the right pane.
- / Click the Modify link next to the trip you wish to modify and make as necessary.

**How to Cancel a Trip**

Contact your agency Travel Administrator for your procedure when cancelling a trip.

**Quick Reference**

Air Information	Explanation
From	Enter the city or airport code for the departure.
To	Enter the city or airport code for the return. type the first three characters of a City or Airport code. A list of corresponding locations will be displayed in a drop-down list. Only one location can be selected.
Departure date	Enter the departure date or click the calendar icon and select the date.
Return date	Enter the return date or click the calendar icon and select the date.
Time	Click the drop-down to select the departure/return time preferences.
Car Information	Explanation
Include car	Check this box if car needs to be included in this trip.
Match car to flights	Check this box the car location/dates will be based on the air search criteria
Pick-up Location	This will auto-populate with the arrival city from the air search. The user has the ability to change the city if necessary.
Pick-up date	Enter date the car needs to be picked up.
Drop-off date	Enter date the car will be dropped off.
Time	Click the drop-down and select the approximate time for pick-up/drop-off.
Hotel Information	Explanation
Include Hotel	Check this box if a hotel needs to be booked for this trip.
Find hotel within xx miles	Click on the number to display a drop down that allows you to change the number of miles for the system to search for your hotel.
Search for hotel by	Airport/Custom Location - allows the user to search for the hotel by the airport they're flying into. Address - Allows the user to enter an address for the hotel needed.
Airport	This will enter the airport code from the air search. The code can be changed by the user.
Hotel Name	Enter the name of the hotel.
Check-In & Check-Out Date	Enter the dates you need to check into and out of the hotel.