Process for Arranging Official Travel (Flights, Trains and Rental Cars) and Hotels Guide for DLI Officers

An Additional Help for ADS Chapter 459

1) Once a DLI Officer receives an overseas assignment, he or she should determine a departure date in consultation with the Mission, allowing at least four to six weeks for completing all travel arrangements. The following information is needed to initiate the process:
   - Names and dates of birth of all eligible family members traveling to post on the same travel authorization (names must match exactly with each person's government issued photo ID)
   - Travel Preferences (frequent flyer numbers and/or hotel reward numbers, including for any stopovers for flights 14 hours or longer)
   - Employee's contact information (cell phone and e-mail address)

2) The DLI Officer should contact the USAID contracted Travel Management Center (TMC) by phone or in person (click here for contact information) to book the travel ticket and/or hotel if a stop over is authorized (a stop over may be arranged in lieu of a business-class upgrade for flights 14 hours or longer).

3) The TMC will ask for the information stated in step #1 and will book travel tickets (airline/train/rental car) and/or hotel reservations. When the TMC books a ticket, it only holds a seat for the traveler; it does not issue the ticket at that point. The TMC only issues a ticket once the Agency approves a Travel Authorization (TA).

Note: It is critical that all names are spelled correctly and exactly match the government issued photo ID that the DLI Officer will present at check in. If not, the airline can deny boarding for the flight.

4) The TMC will e-mail the DLI Officer the price and itinerary and may periodically provide updates on the itinerary. It is important to respond promptly to the TMC's requests.

5) The DLI Officer should immediately submit the travel (price and itinerary) information to the OHR staffing specialist to issue a TA. OHR will only issue a TA upon receipt of authorization and funding from the Mission. (The DLI Officer may have to verify that the Mission has sent this information to OHR.)

6) The DLI Officer should review the TA carefully to verify the accuracy of the following:
   - City routing
   - Travelers' names
   - Funding Statement: "Please charge funding to …."
   - Travel costs (airline or train)
   - Authorization of stop over or business-class upgrade
   - Anything of personal nature (for example, authorization of annual leave during travel)

7) When the DLI Officer has checked the TA, the OHR staffing specialist sends it to the Bureau for Management/Office of Management Services/Travel and Transportation Division (M/MS/TT) for processing. The DLI Officer should work with his or her M/MS/TT Transportation Counselor to finalize the TA (verifying that all necessary information is included, is correct and all required approvals have been obtained).

8) The DLI Officer then e-mails the Travel Authorization to the TMC.
Subject line: DLI Officer's name and departure date
Note: If the flight is within 24 hours, the DLI Officer should call the TMC once he or she has e-mailed the Travel Authorization at 1-866-343-5009.

The TMC will issue the ticket(s) and send the DLI Officer an E-invoice as confirmation. No paper ticket is needed unless otherwise stated by the TMC Agent.

Additional Information:

The TMC will use the DLI Officer's TA to issue airline and train tickets. The TMC will also reserve rental cars and/or hotels as necessary, but the DLI Officer must pay for these with his or her travel card and will be reimbursed after submitting travel receipts.

Cancellations:
If the DLI Officer no longer needs to travel, the TMC must be notified as much in advance as possible.

Contact Information: For the current TMC operator's contact information, click here: http://inside.usaid.gov/M/AS/TT/.

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