



Travelpoint Nieuwsbrief

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Travelpoint is our new travel and expense platform that 3W launched in May as a follow-up to TEM. Travelers from almost all government organizations can book and expense their international journeys via Travelpoint. In this newsletter we look back on the first five months, and we inform you about what is going well, what needs to be improved and what our focus is for the coming period.

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Review & Looking ahead

It's been 5 months since Travepoint went live! With a group of 18,000 travelers, working for 13 different organizations, 14,000 booked trips and more than 15,000 assessed expenses we still see plenty of challenges to optimize the process. We are working hard on this, but it takes time. That is why we sometimes ask for your patience. For example, when processing declarations.

Figures and number

The online bookings percentage is still particularly high, 90% of the trips are booked completely independently by the traveler, and assistance requests are at 8% of the trips. In 2% of trips the travel agent VCK Travel processed the booking outside Travepoint.

A point of concern is the number of hotel bookings in Travepoint. Only 30% of trips contain a hotel through Travepoint for multi-day trips, while the number of expenses for self-paid hotel accommodations is increasing.

In summary, we are working hard on optimizing the process in several areas, whereby the dependencies on third parties such as airline and train companies, hotel providers, etc. must also be taken into account.

A number of objectives and actions have been defined for the 2024 annual plan, aimed at, among other things, customer interaction & customer satisfaction, completion of implementation & start of development processes and making a process contribution with regard to sustainable travel.

Our top 3 users

| OFFICE | TRIPS | ONLINE BOOKING | ONLINE ASSISTANCE | OFFLINE |
|---|-------|----------------|-------------------|---------|
| Ministerie van Buitenlandse Zaken | 5694 | 87% | 10% | 3% |
| Ministerie van Infrastructuur en Waterstaat | 1423 | 92% | 7% | 1% |
| Ministerie van Economische Zaken en Klimaat | 1022 | 93% | 4% | 3% |

Servicedesk Travepoint 3W

Since September, the Travepoint 3W service desk has been split into a 1st and 2nd line. By setting up a 1st line, phone calls can be processed faster. Since the start of Travepoint we have handled more than 9,600 telephone calls. The 1st line answers general questions regarding Travepoint. The substantive and more complex questions are passed on to the 2nd line.

For the time being, questions regarding expenses cannot be handled by telephone. For this it remains necessary to use the SSP form. We will investigate whether we can adjust this in the future, as there is a strong need for personal support. For example, we will provide additional training to our 1st line colleagues in the field of regulations and the expense process.

Another new feature is that an autoreply has been set up at the email address travepoint@minbuza.nl with the request to ask questions via the Self Service Portal (SSP). Only departments that can use SSP receive the autoreply. Does your organization not use SSP? It remains possible to send an email to travepoint@minbuza.nl.

Why from email to SSP?

The Self Service Portal is a handy ticketing tool where all questions/cases about travel & expenses are logged. This preserves the history and makes it transparent and measurable. This enables us to continue to improve our services, monitor lead times and answer questions faster.

Adjustment process 'editing or canceling a trip'

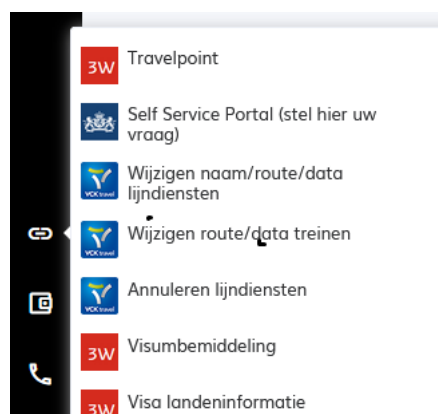
The work process for changing and canceling a trip has been adjusted. The chat functionality in Travepoint will no longer be used for this for the time being. The chat led to too much confusion and delay in the process. As soon as the process has been further optimized, the functionality will be put back into use.

In which situations should the travel agent VCK Travel be contacted:

1. To change a name/route/date of scheduled flights
2. To change route and dates during a train journey
3. To cancel scheduled flights

How do you request a change or cancellation from the travel agent VCK Travel?

To request a change or cancellation, log in to Travepoint. Under Quick Links you will find three options for changing or canceling a trip.



When selecting an option, a draft email message is automatically created. **Always** provide the trip number and send the email to the travel agent VCK Travel. They will then take care of further processing and will also contact you by email if questions arise.

Additional baggage

More and more airlines no longer include checked baggage as standard with the ticket. The results in Travepoint after searching for flights are shown based on: the best option considering travel time & price. Pay close attention to this when booking a flight. In the example below, a flight has been selected without checked baggage (suitcase mark crossed out). If you want to add a suitcase, **do not immediately** click on 'add to trip', but always click on 'price options' first.

Only when you click on the price options will you see the rate for a ticket with luggage.

Economy tarieven

Please note! It is **not** possible to book additional luggage after ticket issuance via Travepoint or the travel agent VCK Travel! Have you booked a ticket without checked baggage? You must arrange this yourself via the airline's website. The costs can be expensed afterwards, with a maximum of 23KG or 1PC for a business trip.

Please note! Not all airlines allow you to book a ticket including luggage or arrange it via the website, such as

Lufthansa. This is also not an option for domestic flights in the USA. In those cases you should book your luggage at the airport and you can expense this afterwards, with a maximum of 23KG or 1PC for a business trip.

Combination of economy and businessclass

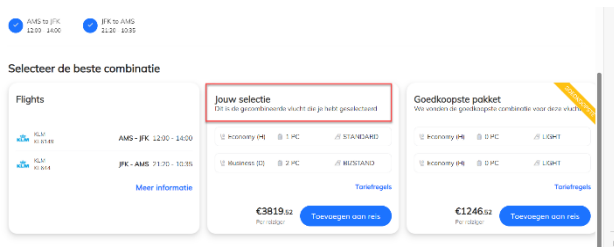
We regularly get asked how to make a booking in Travepoint with combined classes. How do you book a combined ticket?

After selecting 'flight' and entering the destination and dates, choose to query **'per schedule'**:

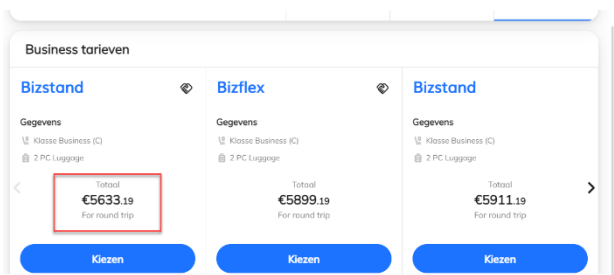
Then click on 'price option' to select the fare/class outward journey (incl. 1 PC):

Click on business class for the return trip and choose which business class fare you want.

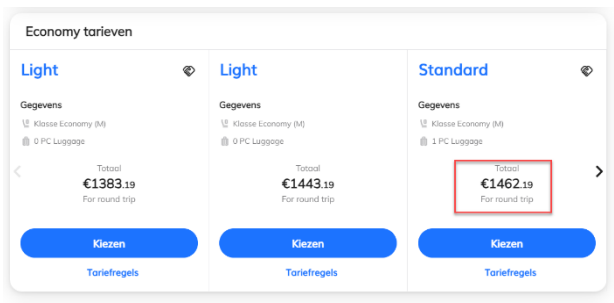
A combination economy & business class has now been selected for €3,819.52



A return business class ticket would cost €5,633.19



A return economy ticket would cost € 1.462,19



Hotelbooking

In Travepoint hotel content is offered through providers E-hotel and Amadeus Value hotel. E-hotel offers content of Booking.com and Expedia. It was expected that with these providers things would be greatly improved and payment would be guaranteed. Unfortunately, this is not satisfactory as we regularly receive complaints about hotel bookings for which payment has not been arranged. Travelers are also regularly confronted with error messages in Travepoint regarding: 'price changes'.

Booking Message

Booking error:

Supplier Message: **Booking failed due to price change.**

This is obviously unacceptable and we are therefore in discussions with the travel agent VCK Travel (as our contracting party) and the supplier of the travel platform, to resolve the problems as quickly as possible.

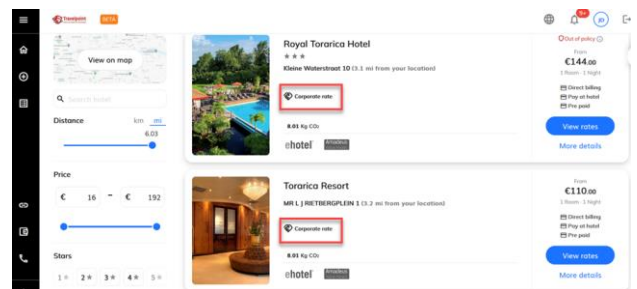
We are also investigating the possibility of opening up new hotel providers in the short term.

Do you have an issue with your hotel booking? Contact the travel agent VCK Travel directly. They can be reached 24/7 by telephone on +31 (0)88 120 1947. VCK Travel is obliged to help you in the event of an emergency.

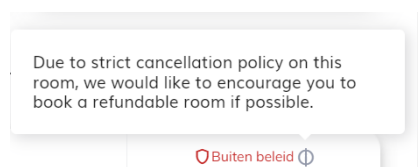
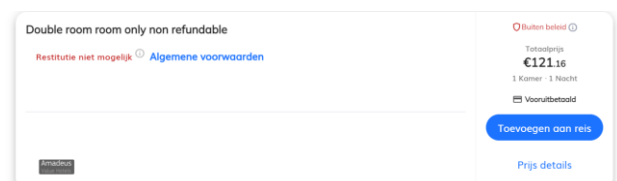
Not satisfied with the service of VCK Travel? Please report this directly to VCK Travel via the [Feedback - VCK Travel complaint form](#). Only then will a complaint be processed by VCK Travel. Please inform Travepoint about a complaint submitted to VCK Travel, so that this can also be monitored by us.

Fortunately, there is also good news about hotel bookings. Own contract rates can be loaded & booked. Do you have your own contract agreement with a hotel? Pass this on to Jacco de Hooge via jacco-de.hooge@minbuza.nl. He will ensure that the rates are included in Travepoint.

Tip! You can recognise the charged rates via the handshake icon under the hotel address:



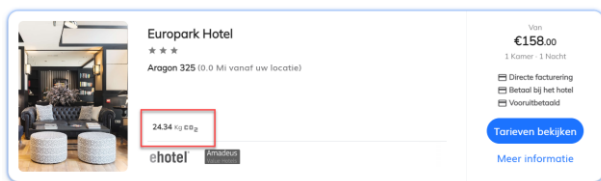
When booking a hotel, pay attention to the cancellation policy! A hotel booking is immediately final, even if it is OOP (Out of Policy). In the event of a change (even for multiple people), you must always first cancel a hotel yourself and then rebook. Because a distinction is made in hotel rates between refundable (partial or full money back upon cancellation) and non-refundable (no money back upon cancellation), we have chosen to classify all non-refundable as OOP (Out of Policy) marked with a notification: *'Be careful when booking non-refundable rates! If you cancel, no costs will be refunded and changes are not possible!'*



Our advice is

1. Book **REFUNDABLE** rates that are within policy as much as possible.
2. Do you want to change the date of the hotel booking for a **NON REFUNDABLE** reservation? Please make a new booking before canceling the old booking.

Did you know you can see your hotel's CO2 footprint in Travepoint? You can filter by lowest CO2 emissions in addition to price and distance.



Train bookings

Booking trains is not yet optimal in Travepoint. For example, it is not always possible to book a return ticket, but only tickets for one-way journeys, and we are often confronted with disruptions in the back office system for train reservations. Obviously an undesirable situation, especially since sustainable travel is high on the agenda.

The bottlenecks have been addressed by suppliers NS International and Benerail and we are working hard on improvements, including expanding the content within Europe, being able to change train reservations and seat reservations yourself. We expect to report more on this soon.

Thalys is now part of Eurostar. The Thalys is now part of Eurostar. With Eurostar, a seat reservation is always made automatically.

Seat reservation train (except Germany)

A seat reservation for the International train journey (ICE) is currently not possible via Travepoint. You can purchase a seat via the [NS International](#) website. You do need an NS account for this. Click [here](#) to request an account or log in directly.

Seat reservation train Germany

A seat reservation for the International train journey (ICE), EC and/or the ICE Sprinter (Deutsche Bahn) is currently not yet possible via Travepoint. You can purchase a seat via the [Deutsche Bahn](#) website.

You can expense the costs for a seat reservation afterwards via Travepoint.

Roles in Travepoint

There is a lot of demand for an explanation about the roles in Travepoint. By default, every account has the role of Traveler. This means that you can book for yourself.

Other roles are:

- ✓ Travelerandguest: for civil servants at missions -> guest travel can be booked for family members
- ✓ Bookerlight: voor management support who have to book on behalf of other travelers ->you only have access to bookings you have made yourself
- ✓ Bookerlightandguest: same as Bookerlight + guest travel
- ✓ Booker: same as Bookerlightandguest -> you have access to all bookings within the usergroups you are connected with as booker

A booker can be linked to multiple user groups (management or post). Do you need an additional role in addition to Traveler as above? Please request this via our Self Service Portal (SSP) [BZ Services Platform \(buzaservices.nl\)](#)

Profile changes in Travepoint

A traveler profile in Travepoint is not linked P-direkt. A termination of employment or a change in management or position is therefore not automatically adjusted in Travepoint. Therefore, make sure that changes are always communicated. This prevents trips from being incorrectly booked under your old management or post and travel costs from being charged incorrectly. As a traveler, you are responsible for checking the information in your account.

Changes in a profile can be requested via [SSP](#).

Within or out of policy

Travepoint indicates whether your travel option is within policy or out of policy. The choice is based on the rules as laid down in the Central Government (CAO RIJK) and ACUR Collective Labor Agreement. Depending on, for example, the type of trip (business trip, annual leave, transfer, etc.), a travel option may or may not be within policy.

In the first newsletter we discussed the approval flow and active approval on trips in detail. There is a lot of confusion about the approvals/notifications and this is because it is set up differently than in TEM. In Travepoint the setup is as follows:

- For each reservation, a notification or approval request is sent to the approver.
- Active approval is only requested in the case of a booking for an outside policy flight (excl. low cost) or for medical leave (BZ only)
- Approvers are linked to a user group OR financial reference
- Multiple approvers can be linked to a user group and there are 2 options:
 - ✓ Either One (all approvers) = default setting
 - ✓ Employee Selection (the approver is chosen at the time of booking)

Default setting is Either One, but can be changed upon request.

- Multiple approvers up to a maximum of 5 can be linked to a financial reference and this overrules the approver linked to the user group.

All approvers receive a notification/approval request, employee selection is not supported.

- An approver cannot be his/her own approver. An approver is therefore linked at user account level only for approvers.

Bookings within policy from go-live Travelpoint

Overall Policy Compliance

87%

Expenses

Yokoy is the application within Travelpoint that is used for processing travel expenses, checking invoices from the travel agent VCK Travel and forwarding payment orders to different financial administrations and personnel administration (P-Direkt).

A very complex back-office process that requires precise coordination of the links to the total of 18 underlying administrations of the affiliated organizations. Despite extensive testing prior to implementing Travelpoint, we still face a number of challenges here. This also has an indirect effect on the processing times for paying invoices and expenses.

For the missions travel expenses are no longer processed by FSO. Travel expenses must be submitted via Travelpoint for all employees at the Mission (including local colleagues).

What are the biggest issues for our travelers?

At this time it is still not possible to activate the automatic check on expenses. For example, the daily allowance for travel outside Europe is not yet properly calculated. In addition, the country is being used but not the city. All this means that the Travelpoint Service Desk currently checks all expenses manually. As a result, you may have to wait longer for the payment of your claim than you are used to from us.

What can you do yourself?

Check the per diem, it is important that you check whether the structure of the daily allowance (per diem) is correct. To do this, select the trip and click on 'Edit trip' at the top right. Check whether the times match reality. You must also adjust this after a change/delay. Also pay attention to whether the destination (City) has been entered. If you do not select a city, you will receive compensation for 'Other'. This is almost always lower than the city in question. Is the city not listed? Then you must choose 'other'.

Assistance

Unlike in TEM, you can appoint someone to expense for you. To do this, click on your initials at the bottom left and go to 'my profile'. Go to 'Assistant and delegate'. You enter the name of the person under 'My assistant'. Select the name and save. The person you assigned now has an 'Assistance' button in their own Yokoy environment. After selecting the user, the assistant sees an overview of this user's tasks.

Statuses in Yokoy

We have received many questions about the status after submitting the declaration. Under the trip expenses, not all statuses are currently checked by default. A change request must be submitted to the supplier. Do you want to see all statuses? Then check all statuses (13) under trip expenses by clicking on 'multiple selected'.

Trip expenses

Status

Multiple selected (6)

Explanation of statuses:

Concept

Describes all expenses recorded in the Submitter menu that have not yet been submitted.

In Review

Describes all expenses that have been submitted and contain a warning and have not yet been assessed by Service Desk Travelpoint.

Ready for export

Describes all expenses that have been assessed and not yet exported by Service Desk Travelpoint. Exporting happens every evening around 11:00 PM.

Adjustment needed

Describes all expenses returned to the Submitter Menu by Travelpoint Service Desk. Action is expected from the traveler here.

Turned down

Describes all expenses that have been permanently rejected. These cannot be resubmitted.

Exported

Describes all expenses that have been exported and submitted for payment to P-Direkt or FSO.

Claim rejected?

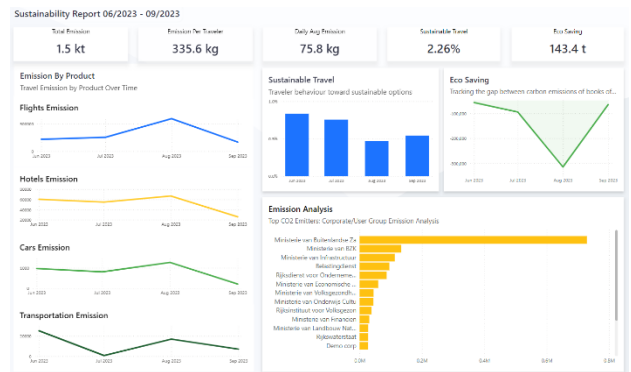
Unfortunately, you will not receive an automatic notification from Yokoy if the declarations have been rejected. This is still under development by the supplier. Therefore, regularly check the status of your submitted declaration. In addition, a weekly email will be sent from the Travelpoint service desk to employees whose declaration has been rejected and needs to be adjusted.

Read the note in the history log to find out why the expense was returned/disapproved and what needs to be corrected.

Reports and dashboards

Our users require a reporting tool. A dashboard is currently being developed (MI tool) with the TEM data up to and including May 22. This dashboard will also include an Atriis & Yokoy interface connection with all Travelpoint data. You can also download PDF invoices in this tool. However, the environment will only be accessible to colleagues who are given rights within their own department/mission. Do you need an interim report based on: invoices/expenses? This can be done on request for Missions. For other departments reports will be delivered with your contact person, please contact them for all reporting questions. The request can be submitted by email to jacco-de.hooge@minbuza.nl

To support sustainable travel, we are working with Atriis to develop reports that provide insight into the CO2 footprint. The CO2 calculation basis in Atriis based on the National Government system co2emissionsfactors.nl.



Additional training

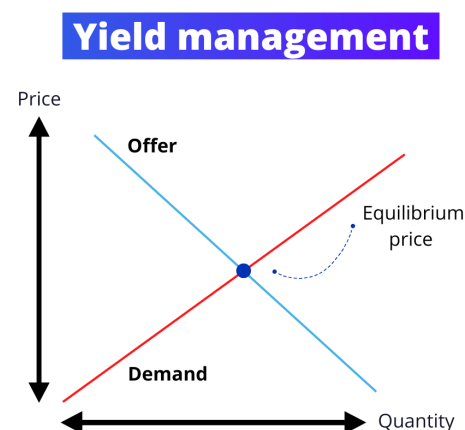
Besides the instructional material on our website, there is an increasing demand for online or classroom training how to use Travelpoint. We will soon start facilitating this. Requests can then be submitted through SSP.

Facts & myths

Supply and demand also influence the price of a ticket in the travel world. This can lead to the perception that prices in Travelpoint are much more expensive than commercial websites. What is true or false about this?

Why can ticket prices differ?

The travel sector uses Yield Management. This basically means smartly planning ticket prices to make as much profit as possible. It's all about adjusting prices based on supply and demand. Airlines maximize their sales by optimizing ticket sales at different price points.



Facts

1. Ticket prices fluctuate continuously. Prices differ within economy and business class tickets and depend on the ticket conditions.
2. Booking early is not always cheaper. Supply & demand are taken into account. How much selling time is left? How full is the device? Is the destination popular?
3. Meta-comparators (such as Skyscanner) do not show actual availability. Are not booking platforms.
4. Airlines are looking at algorithms to determine the price of tickets.
5. The Point of Sale (country of ticket issue) causes price differences on the same routes. Especially in America and Asia, it is cheaper to purchase tickets locally.

Within Travelpoint the POS is in the Netherlands!

Myths

1. Travelpoint is always more expensive.
2. Flight tickets on weekends are more expensive.
3. Deleting cookies makes for a cheaper ticket.
4. The airlines look at the IP address to determine ticket prices.
5. The more often you search for a destination, the more expensive the ticket becomes.

Questions or remarks?

If you have any questions regarding this newsletter, please contact our Customer Success Manager Kelly Jozee. You can reach Kelly by email at kelly.jozee@minbuza.nl.

Do you have a complaint, compliment or suggestion?

Then use this [SSP](#). If you can not use SSP, please email us at travelpoint@minbuza.nl.

Also take a look at our website & FAQs (instructions)

- [Travelpoint | SSO3W](#)
- [FAQ Travelpoint | Travelpoint | SSO3W](#)

Contact Servicedesk Travelpoint

- Monday to Friday between 09:00 AM and 5:00 PM on +31 (0)70-348 4040
- Or ask your questions via our Self Service Portal [SSP](#)

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