



26 januari 2024

Travelpoint is the 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 journey via our new platform. In this newsletter, we share what is going well, where there is room for improvement and what we will focus on in the coming period.

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In the spotlight

This newsletter covers a variety of topics. We highlight some of them:

- **Travel expense claims.** There is no longer a backlog in handling travel expense expense. Although claims are still checked manually, we aim to review each claim within 21 days.
- **Travelpoint training and drop-in sessions.** Some users prefer classroom-based training. You can request training using the [online form](#). On our website [Travelpoint trainingen en inloopsessies | Nieuwsbericht | SSO3W](#) you will find more information about the drop-in sessions.
- **Yokoy app.** With the Yokoy app you can easily scan documents and take photos on the go. These will be added directly to your expense claim, simplifying the task of submitting your expenses. Download the Yokoy app from the [App Store \(apple.com\)](#) or [Google Play \(Android\)](#)

Landschap



atriis

reissapplicatie



reisagent

yokoy

declaratiemodule

Benerail, Global Distribution System (GDS), Travelfusion, E-hotel, Amadeus Value hotel

Travelpoint is the central government travel and expense platform that 3W launched in May 2023 as the successor to TEM. Through Travelpoint, travelers from almost all central government organizations book and expense their international trips.

The supplier for the travel platform is ATRIIS and the supplier for the expense platform is YOKOY.

Several suppliers are affiliated within ATRIIS, such as BENERAIL (NS International), AMADEUS (GDS) for the global scheduled services, Travelfusion for the low-cost carries and E-hotel & Amadeus Value Hotel for the hotel content.

The travel agent is responsible for handling the trips.

Travelpoint training and drop-in sessions



On our website we offer various manuals and instructions for using Travelpoint: [FAQ Travelpoint](#) | [Travelpoint](#) | [SSO3W](#). However, some users prefer classroom-based training. You can request training using the [online form](#).

If you have recently attended a training session, we would appreciate your feedback. Please complete the [online survey](#).

Drop-in sessions at Rijnstraat 8

In February we are organizing five drop-in sessions at Rijnstraat 8 for staff from the Ministry of Foreign Affairs and the Ministry of Infrastructure and Water Management. During these sessions you will have the opportunity to ask questions about Travelpoint. On our website you can find a list of dates and times:

[Travelpoint training and walk-in sessions](#).

Drop-in sessions for missions

In March we are organizing digital drop-in sessions for colleagues at the missions. You can find an overview of the dates and times of these digital walk-in sessions on our website [Travelpoint trainingen en inloopsessies](#) | [Nieuwsbericht](#) | [SSO3W](#)

Travel expense claims



Good news! There is no longer a backlog in handling travel expense expense. Although claims are still checked manually, we aim to review each claim within 21 days.

Yokoy statuses

As of 15 December, all 13 statuses under 'Trip expenses' are activated by default. This means that all your expense will always be displayed, regardless of its status. So you do not need to activate a status yourself.

Per diem reimbursement

Often the city is not automatically selected in the per diem calculation, which can result in an under-reimbursement. To ensure that you receive the correct per diem reimbursement, please enter the correct city at the appropriate stop using the 'Edit Trip' option.

Description of expense claim payments (P-Direkt)

You do not need to pay income tax on advances and travel expense claim payments. However, some amounts may be paid gross, in which case tax must be paid. You can find more information (in Dutch) in the [Staff Regulations](#).

Advances and travel claims are described on P-Direkt payslips as '3W Reiskosten' (3W Travel expenses).

Discover the handy Yokoy app

With the Yokoy app you can easily scan documents and take photos on the go. These will be added directly to your expense claim, simplifying the task of submitting your expenses. Download the Yokoy app from the [App Store \(apple.com\)](#) or [Google Play \(Android\)](#).

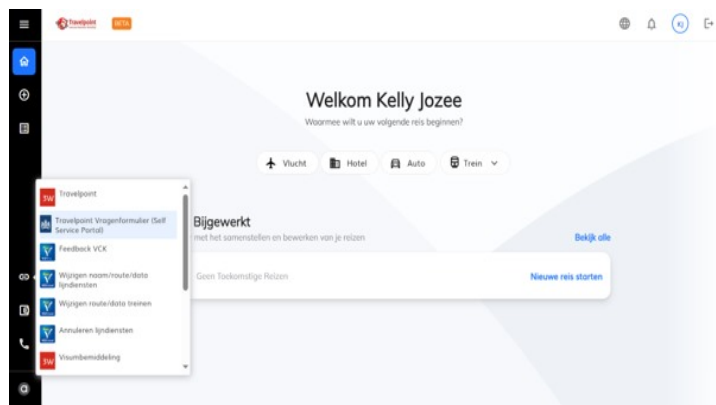
Emails from Atriis



We have noticed that the emails sent automatically from Atriis during the booking process for scheduled flights sometimes cause confusion. Unfortunately we cannot change or deactivate these emails. Below is an explanation of the various email topics:

1. **Preparing itinerary notification.** Booking status = on hold (you have not yet proceeded to checkout). Please note: If you do not proceed to checkout the booking will be cancelled.
2. **New booking in trip.** Booking status = booked (you proceeded to checkout).
3. **Travel plan.** Booking status = ticketed. In your Travel plan you will see your e-ticket number and the pricing conditions for cancelling/changing your trip.

Convenient shortcuts in Atriis



In Atrii's you can navigate straight to our Self Service Portal (SSP) in just a few clicks. From there you have direct access to the [Travelpoint form](#) that you can use to ask any questions you may have

VCK Travel acquired by Gray Dawes Travel

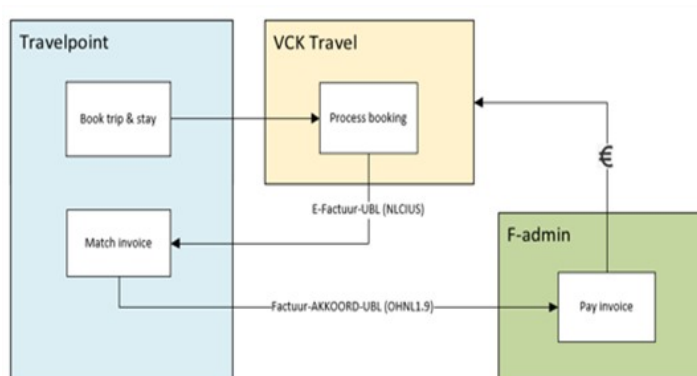


This year VCK Travel was acquired by Gray Dawes Travel. UK-based Gray Dawes Travel targets the international market with offices in Australia, the United States and now also in the Netherlands.

This acquisition will allow us as customers to benefit from an enhanced 24/7 global service. An added advantage is that Gray Dawes Travel uses the same Atrii's travel platform as Travelpoint.

In the short and medium term little will change. The existing service through VCK offices in the Netherlands will be maintained. In due course they will switch to the name Gray Dawes Travel. We are following developments closely and will keep you informed.

Efficiënt invoicing via Travelpoint



All trips booked through Travelpoint are billed by VCK Travel via Travelpoint. VCK Travel never sends invoices directly to the financial accounting unit (F-admin).

After a successful check, financial accounting will receive an invoice approval

(FaktuurAkkoord) notification. This variant of the e-invoice (eFactuur) contains financial references. Because matching has already taken place in Travelpoint, the invoice can be paid immediately upon receipt by financial accounting.

3W is the point of contact for any questions or problems regarding invoices. If there are any problems with the invoice approval notification, please contact the Travelpoint service desk using the [Travelpoint form](#). Choose the option 'Invoicing'.

Payment and corrections

All successfully received invoice approvals should in principle be paid immediately by financial accounting. Content errors relating to invoiced products or prices will be resolved through additional credit invoices. For corrections please contact the Travelpoint service desk using the [Travelpoint form](#).

Failures in invoice approval notifications

If there are failures in invoice approval notifications in the financial accounting system, such as invalid financial references, please contact the Travelpoint service desk using the [Travelpoint form](#). A modification is often required in Travelpoint to structurally resolve this problem.

Group bookings?



Group bookings apply when more than 9 people travel to the same destination on the same date. VCK Travel facilitates such bookings.

If you would like to request a group booking for a trip involving air travel, send an email to groepenoverheid@vcktravel.nl. For all other group booking requests email events@vcktravel.nl

Service desk Travelpoint



The Travelpoint service desk remains committed to providing you with the best possible support and guidance. We are proud of our 96% handling rate of calls received over the past period.

Would you like to contact our Travelpoint service desk? Visit our website [Contact | SSO3W](#)

Did you know ...



- our [Travelpoint forms](#) have now been combined? Select one of the main subjects on the form and ask your question.
- you can use the [Eurostar app](#) after the train booking has been made in Travelpoint? This handy app allows you to quickly and easily change your journey based on availability, making train travel even more efficient. The app is available in Dutch, English, French and German.
- we've added instructions to [the FAQs on our website](#) for booking a trip for multiple people with different travel budgets?
- you can [sign up](#) for the quarterly Travelpoint newsletter?
- when you download the mobile app of carriers, such as airlines and train companies, you can receive push notifications about your trip? However, you must agree to receive these notifications.

Prefer not to receive Travelpoint newsletter by e-mail? Then [unsubscribe](#) from the newsletter