



# Travelpoint News letter

August 2023

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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 2 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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## Launch Travelpoint

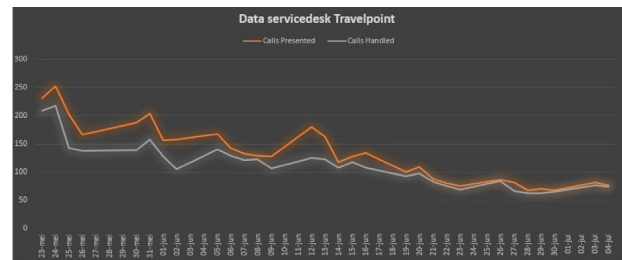
Travelpoint was launched on May 23<sup>rd</sup>. Despite the complexities a huge achievement considering the relatively short implementation period of 8 months. 10 Ministries and 3 High Councils of State are now connected to Travelpoint as well as the worldwide network of missions servicing 18,000 travelers.

From the get-go Travelpoint has been popular. Where normally an average of 3500 trips are booked during this period, the number of trips is now considerably higher. In the first 6 weeks of being live more than 4600 trips were booked through Travelpoint, for more than 4900 travelers. 98% of these trips were requested online and independently by the traveler, without the intervention of the travel agent VCK Travel. A particularly high percentage!

|                |                     |                        |                          |
|----------------|---------------------|------------------------|--------------------------|
| Trips<br>4,610 | Travellers<br>4,919 | Online Bookings<br>98% | Policy Compliance<br>80% |
|----------------|---------------------|------------------------|--------------------------|

### Data Atriiis

Incidentally, this does not mean that you do not have questions or need support regarding the use of Travelpoint. It is also not yet sufficiently clear who to turn to with substantive questions about a booked trip or, for example, about changing your trip. Certainly, in the initial phase, this led to an enormous increase in telephone, mail and SSP requests at the Service Desk Travelpoint of 3W, resulting in longer lead times in the handling of questions. Up to the beginning of July, the service desk handled more than 3,300 telephone calls and more than 4,000 e-mails.



Verloop ontvangen/ afgehandelde telefoontjes

## ServiceDesk Travelpoint 3W

Compared to TEM, 3W's Service Desk Travelpoint has a more prominent role in the process. Our primary focus is still on supporting the use of the application for booking a trip and claiming expenses safeguarding travel policies in addition to a substantive control task on the travel expenses. In addition, the service desk initially assesses all offline travel requests (except for TOP travel) before they are forwarded to VCK Travel or returned to the traveler with the request to book them themselves.

VCK Travel is responsible for supporting travelers in the event of changes, cancellations or calamities during a trip, for example, where this is not possible as a self-service option in Travelpoint.

To ensure good service, with no to minimal waiting times and faster handling of questions, we have decided to strengthen the service desk with 4 extra colleagues until the end of the year. The month of July will be all about training. The new colleagues will be effectively deployed from August. The set-up of the service desk will also change. For example, until at least the end of the year, the opening hours for the telephone will be extended from 09:00 to 17:00 (from August) and we will work with a 1st line and 2nd line to shorten the lead times.



The 3W Service Desk Travelpoint can be reached on telephone number +31 (0)70 348 4040. You can also ask your question via this SSP form. Can't use SSP? Mail us at [travelpoint@minbuza.nl](mailto:travelpoint@minbuza.nl).

Did you know that you can also send a message from the trip number of a trip via the application to the Travelpoint Service Desk?

A screenshot of a mobile application interface. At the top, there is a header with the text "Reis naar" and a search bar. Below the header, there is a section titled "Nieuw gesprek" (New conversation). Underneath, there is a section titled "Aan" (To) with a button "Consultant toevoegen" (Add consultant) and a search bar "Gebruiker zoeken op naam, tag of groep" (Search user by name, tag or group). Below that, there is a section titled "Gegevens" (Details) with a text input field containing the text "Graag assistentie bij het boeken van de reis." (I would like assistance with booking the trip.) and a blue button "Bericht verzenden" (Send message).

### Delay processing expenses

Yokoy is the expense application within Travelpoint, checking travel agent VCK Travel invoices and passing on the payment orders to the financial administration and personnel administration (P-Direkt).

A very complex back-office process that requires precise coordination in linking to the 18 underlying administrations of

your organizations. Despite extensive testing prior to the implementation of Travelpoint, we still face several challenges here. This also has an indirect effect on the processing times for the payment of invoices and expense claims.

Now it is not yet possible to fully activate the automatic check on expenses. For example, the daily allowance for travel outside Europe is not yet properly calculated and we also note that the quality of the submitted claims does not yet meet the requirements. For example, expenses are not always entered correctly by the traveler or there are double expenses. This will partly have to do with the unfamiliarity of the system.

On the other hand, solutions must be implemented by the supplier for correct automatic calculations. This results in the

ServiceDesk Travelpoint currently checking all expenses manually. A huge job that was not foreseen in terms of capacity. As a result, you may have to wait longer for the payment of your claim than you are used to from us. We also find this very annoying and hope for your understanding. With the staff expansion of the service desk, we expect to be able to shorten the lead times again in the short term. Naturally, the approach is to have the technical solutions implemented as quickly as possible.

In the coming period, work will also be done on improving the instructional material for the use of Yokoy.

!!! Please note: travel expenses for the missions are no longer processed by FSO. Travel expenses must be submitted via Travelpoint for all employees at the post (including local colleagues).

## Hotel Bookings

In Travepoint, a hotel is booked through providers E-hotel and Amadeus Value hotel. E-hotel also offers content of Booking.com and Expedia. An advantage over TEM is that the hotel is paid in advance. This prevents you as a traveler from having to pay for a hotel yourself. Is this 100% guaranteed? No, even though this will be exceptional, it still happens that a hotel does not accept payment and you as a traveler are requested to pay the hotel.

Extremely annoying, therefore also important to know what to do in such a situation.

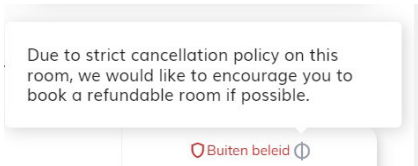
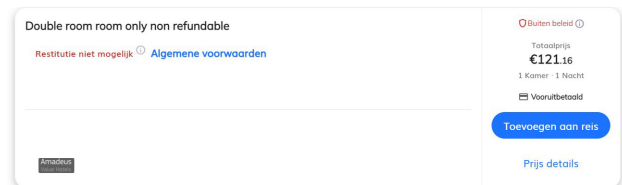
When you arrive at the hotel, always ask if the hotel booking has been paid for. This prevents an annoying situation when checking out. If the hotel indicates that payment has not been accepted, please contact VCK Travel immediately. VCK Travel can be reached by telephone on +31 (0)88 1201947 (24/7). VCK Travel will ensure that payment is arranged in this case.

When booking a hotel, pay attention to the cancellation policy! A hotel booking is immediately final, even if it is OOP (Out of Policy) and will be processed before approval.

You must always cancel a hotel yourself in the event of a change (also with multiple persons booking) and re-book.

Because a distinction is made in hotel rates between REFUNDABLE or refundable (partial or full money back on cancellation) and NON-REFUNDABLE or non-refundable (no money back on cancellation), we have chosen to include all NON-REFUNDABLE as OOP (Out of Policy) by default a notification will pop-up in Travepoint:

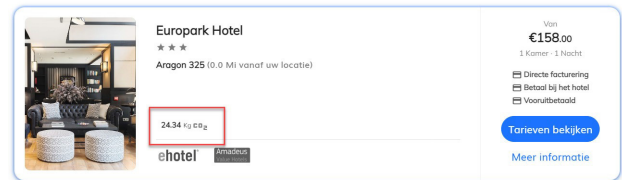
'Be careful when booking non-refundable rates! In case of cancellation, NO COSTS will be refunded, and changes are NOT POSSIBLE!'



Our advice is twofold:

1. Book as many REFUNDABLE rates as possible that are within policy.
2. Do you want to change the date of the hotel booking with a NON-REFUNDABLE reservation? Make a new booking first before canceling the old booking.

Did you know that you can also see the CO2 footprint of your hotel in Travepoint? In addition to price and distance, you can also filter by lowest CO2 emissions. Be green!



## Inside and outside policy

In Travepoint, it is indicated if your travel option is within policy or outside policy. The choice is based on the rules as laid down in the Collective Labor Agreement for the State and ACRU. Depending on, for example, the type of travel (business trip, holiday trip, transfer, etc.), a travel option may or may not be within policy.

If a travel option is out of policy, but you still want to book it, you will be asked to explain why you are deviating from the policy. The approver(s) within your department or mission always receive a notification of your booking

whether it is in or outside policy.

In the email that explicitly asks for approval, the subject states:

**'We Would Like Your Approval on (name traveler) trip to (destination)'**

Total cost: €2062.17



!!! Please note: Active approval for out of policy is only requested when booking air travel (exception low-cost carriers LCC). For all other travel choices (train, hotel, car), no active approval is possible, because a train, hotel, car or low-cost carrier is immediately & definitively booked.

This also means that if the approver does not agree with your booking, the trip will have to be cancelled! Please take the terms and conditions into account.

Why then only a non-policy approval for air travel (excluding LCC)? This is not a design choice of Travelpoint, but the system of the suppliers of the travel products such as hotels, trains, etc. A booking is always made immediately at a hotel or train. It is not possible to apply an option/reservation in advance.

### **Approve trip outside policy**

If you are an approver within your department or Mission, you usually have 24 hours to approve a flight. But here too, the 24-hour period may be shorter, depending on the ticket deadline (available on reservation) set by the airline. If you receive a request for approval, try to handle it as quickly as possible. Has a ticket not been approved after the deadline has passed? Then the flight will be canceled automatically.

!!! Please note: Other trip items in the trip number will remain active.

## **Assign approvers**

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In Travelpoint, approvers are assigned to a management team or Mission (user group) and are therefore not linked to an individual traveler. This also means that when booking your trip, you will be asked to choose from the approvers who have been appointed for your department or Mission. It is also possible that all approvers receive a notification or request for approval. This depends on the settings.

There is no restriction on the number of approvers within a user group. Is the approval flow not properly set up for your department or Mission or do you have further questions about the design of Travelpoint? Send an email to [travelpoint@minbuza.nl](mailto:travelpoint@minbuza.nl). Then together we can see where any adjustments are needed.

## **Your profile in Travelpoint**

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The Travelpoint Service Desk has received many requests for profile adjustments. Ranging from changes in personal data to changes of management team or Mission for which someone works. We hope to be able to release the profile to travelers soon for adjustment of the personal data. This still depends on the outcome of the functionality test by the supplier. You will hear more about this soon! Until then, you can submit requests for changes to your profile via this SSP form. Changes to your work location will be implemented by the Travelpoint Service Desk.

!!! Please note: when you change department or Mission or someone leaves your employment, this will not automatically be adjusted in Travelpoint! Travelpoint is not linked to a personnel administration. Therefore, make sure that changes are always communicated. This prevents travel from being incorrectly booked under your old department or Mission and from incorrectly taxing travel costs. You can

communicate organizational changes using the same [SSP](#) form.

### Financial reference when booking travel

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When booking your trip in Travelpoint you will be asked to provide a financial reference. The financial reference determines to which budget the trip is charged. In the travel application, the financial references are limited to the department or Mission (user group) to which you are linked in Travelpoint.

For most directorates/Missions the number of financial references is limited, but this is not the case in all situations. Therefore, check carefully whether you have selected the correct financial reference. Is the financial reference to be used by you not listed? In any case, check whether you are linked to the correct department or Mission.

Local employees that manually expense in Yokoy please note to use the correct financial reference by searching the following code and selecting a reference starting with: **BZ LM-**

You can of course also contact the 3W Service Desk Travelpoint. New financial references can be requested via the financial contacts of your organization via this [SSP](#) form.

When a trip is booked for several people, it is not possible to select different financial references per traveler. So, if you are traveling with several people on different budgets, always book your trip separately. This prevents all costs from being wrongly booked to 1 budget.

!!! Please note: once your trip has been booked, it is no longer possible to correct the financial reference in Travelpoint. After a final booking and issue of the ticket, an invoice is immediately drawn up by VCK Travel and made payable to your organization. This means that a correction must always be made in the financial administration of your organization.

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### Traveling with several people

In Travelpoint there is the possibility to book trips for yourself including a guest booking.

Guest bookings concern travel requests for people who do not have a profile in Travelpoint. This will particularly apply to colleagues at the Missions for which family travel also applies in the context of the placement. If you do not have the option to book for guests, you can request authorization via this [SSP](#) form. The Travelpoint Service Desk will then assess your application and implement the change in Travelpoint.

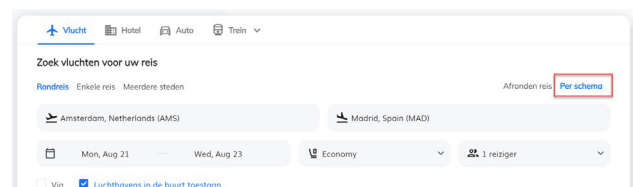
Travelpoint also has the technical functionality to book travel for yourself, including colleagues who have a Travelpoint account. At the moment, however, this option has been granted to a limited extent due to a number of disadvantages that can lead to unpleasant consequences. For example, it is not yet technically possible to change or cancel the booking at an individual level for train journeys or hotel bookings. A change or cancellation for 1 of the travelers will also be implemented for the other fellow travelers. A split is possible for air travel. As a result, a change or cancellation of a train or hotel applies to all travelers.

Together with our suppliers, a solution is being sought to make this functionality fully available in the future.

### Search/book by schedule

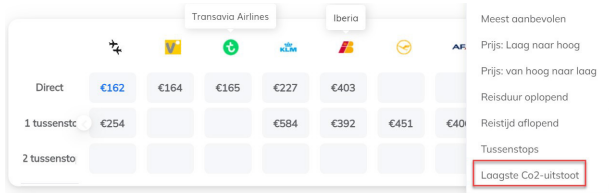
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Recently the selection of your flight in Travelpoint via 'search by schedule'/'by schedule' has been activated:



Via this option you select your choice of outward and return flight separately. A big plus compared to the complete trip option (complete trip) due to a wider range of options.

Did you know that you can also see the CO2 footprint of your flight in Travepoint? In addition to price and distance, you can also filter by lowest CO2 emissions. Be green!



|             | Transavia Airlines | Iberia |      |      |      |      |     |
|-------------|--------------------|--------|------|------|------|------|-----|
| Direct      | €162               | €164   | €165 | €227 | €403 |      |     |
| 1 tussenstc | €254               |        |      | €584 | €392 | €451 | €40 |
| 2 tussensto |                    |        |      |      |      |      |     |

Meest aanbevolen  
Prijs: Laag naar hoog  
Prijs: van hoog naar laag  
Reisduur oplopend  
Reistijd aflopend  
Tussenstops  
Laagste Co2-uitstoot

### Travel TOP – government officials

The TOP assistants may have had to go through the biggest change, because they have never worked with TEM before. Where an e-mail was first sent to request the travel (options) for our ministers with delegation, they now have to do this via a 'travel request' in Travepoint. It is also possible for them to book online themselves. This requires a change in their work process and 3W Travepoint is ready to (continue to) support them.

Prior to going live, there was close contact between 3W and the TOP support staff and wishes and needs were discussed. 3W has converted these in the setup of Travepoint, and included our travel agent VCK Travel. This resulted in an agreement that the services of VCK Travel will remain unchanged in relation to TOP travel.

### What is on the roadmap?

Self-managed personal data profile

- Seat reservations for train journeys
- Being able to change and cancel your flight yourself

In addition, work is being done with the suppliers on the construction of reports and internally on construction of a data warehouse for both reports on historical TEM data and data from Travepoint. As soon as more is known about this, we will communicate.

### 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 [travepoint@minbuza.nl](mailto:travepoint@minbuza.nl).



Do you have a complaint, compliment or suggestion? Then use this [SSP](#). If you cannot use SSP, please email us at [travepoint@minbuza.nl](mailto:travepoint@minbuza.nl).

Also look at our website & FAQs (instructions)

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

### Contact Servicedesk Travepoint

- Monday to Friday between 09:00 AM and 5:00 PM on +31 (0)70-348-4040
- Or ask your question via our Self Service Portal ([SSP](#) form) or via e-mail [travepoint@minbuza.nl](mailto:travepoint@minbuza.nl)

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