

TRAVEL SUPERVISOR – DESK MANUAL

Title: Travel Interruption Contingency Plan

Purpose: Since September 11, 2001 when the World Trade Center in New York City was attacked there have been situations, both natural and terrorist driven, that have resulted in canceled, interrupted, or delayed travel for JLab staff members. This plan will address the action needed by specific individuals to

- ensure our traveler's are safe and well
- assisted with any alternate travel arrangements deemed necessary,
- provide any other assistance that may be required.

Process:

Traveler – if you are already on travel (even if you are at the local airport awaiting your departing flight).

Contact someone at Jefferson Lab - Contact your Division Administrative person, CI Travel, and/or your Supervisor. If the situation occurs at night, on a weekend, or holiday – contact the CI Travel after hours service (1-800-876-4992, Agent ID – VPD).

Refer to [JLab Emergency Travel Information](#) posted on the home page of theTravel website.

CI Travel – perform a cue roll of all JLab travel in your system

Prepare a list of all JLab individuals currently on travel, leaving on travel within the next 24/48 hours, returning from travel with the next 24/48 hours.

Contact the Travel Supervisor, Carol Kinsey, or Accounting Manager, Pam Turk via email with this information.

- Name of the Individual
- Where are they currently – when are they due to depart or return
- Have they contacted CI Travel yet
- If so, what action has been taken (do they have a plan about what they want to do)

Monitor the situation and return updates to the appropriate JLab individual twice a day until the situation is ended or all JLab traveler's have been satisfactorily assisted.

Travel Coordinator:

Notify Travel Services as soon as you hear from your traveler – if you have spoken directly with them get the answers to the four (4) bulleted questions above that CI Travel is asked to provide to us.

As soon as the situation is stable – determine what action you need to take to insure the travel documents are accurate.

1. Is this a foreign travel – do the travel dates and/or costs need to be updated in FTMS?

Does the TA need to be updated with changing dates and/or costs, or CANCELED?

2. Is this to a conference – if they will not be attending the conference, can a reg. fee be refunded?

Cancel the TA and note status of airfare and reg. fee costs (refunded, to be used later, etc.)

3. If the individual did not travel and will not be traveling for this event – CANCEL the TA and note the status of the airline ticket and/or registration fee. If necessary, prepare and submit an expense report for costs that will not be used at a later date or refunded.

4. A copy of any refund request should be sent to Travel Services for appropriate accountability of funds.

Travel Services:

Check the TA system to determine the names of all individuals who are scheduled to be on travel.

Any traveler not accounted for by the end of the first incident report date needs to be found.

- Contact the Travel Coordinator or Supervisor to see if the traveler has been in touch with them.
- Contact CI Travel to see if our agent or the CI Travel after hours center has heard from them and neglected to add them to the list of updates.
- Were they en-route or already at their destination? – have their Supervisor contact the institution being visited.
- Contact Human Resources, Rhonda Barbosa – so someone at home can be contacted.
- Refer to Travel Supervisor-Desk Manual #6.5 - Emergency Contact Information, for more information when a Foreign Travel is involved.

Ensure TA's are updated with correct travel dates and costs or canceled if necessary.

Monitor FTMS to ensure appropriate corrections are made in the system by the Coordinator's or the trip is canceled.

Re-approve foreign trips and re-submit country clearances cables, if necessary.

Determine whether a conference needs to be submitted again for re-approval. If location changes, costs increase, or re-schedule dates are more than one week from original dates, SUBMIT FOR REAPPROVAL.