



A HSE Employees Guide to using the Business Travel Unit (BTU)

A HSE Employees Guide to using the Travel Business Unit

Introduction

The HSE provides opportunities for staff to research and benchmark services with international health organisations and is also responsible for transporting patients to their own countries or availing of treatments for patients overseas. A new policy for foreign travel has been formally approved by the CEO. The key objective of a national policy on Foreign Travel is to ensure we make best use of the resources provided to cater for those staff availing of foreign travel.

To facilitate our new national policy on Foreign Travel, National Shared Services have established a Business Travel Unit, whose role is to manage and administer all foreign travel undertaken by staff of the HSE.

What does the Travel Business Unit do?

The Business Travel Unit (BTU) is a service to all employees of the HSE and will provide the following services for you.

- ✦ International and domestic airline reservation and ticketing
- ✦ International hotel accommodation
- ✦ International car hire reservations
- ✦ Ferry reservations
- ✦ International, Eurostar and Eurotunnel rail reservations
- ✦ Passport and Visa applications

These services will be provided to the HSE by a formally contracted Service Provider.

The BTU will also provide a Personal Travel Service to you, which will tailor your needs for personal travel in terms of budget or other requirements.

In addition to acting as your travel provider, the BTU will

- ✦ Maintain all FT requests and information
- ✦ Provide HSE management with periodic MIS reports

Who is the formally contracted Service Provider?

A tender process has been completed to engage the services of a travel management service provider who will source and procure the most logical fare for the HSE. **American Express (AMEX)** has been selected as the HSE service provider.

When will it happen?

A fully operational service will be in effect from Monday 27th November 2006. The BTU will be staffed by two HSE staff and will be trained by AMEX to the same standard as their own Travel Consultants.

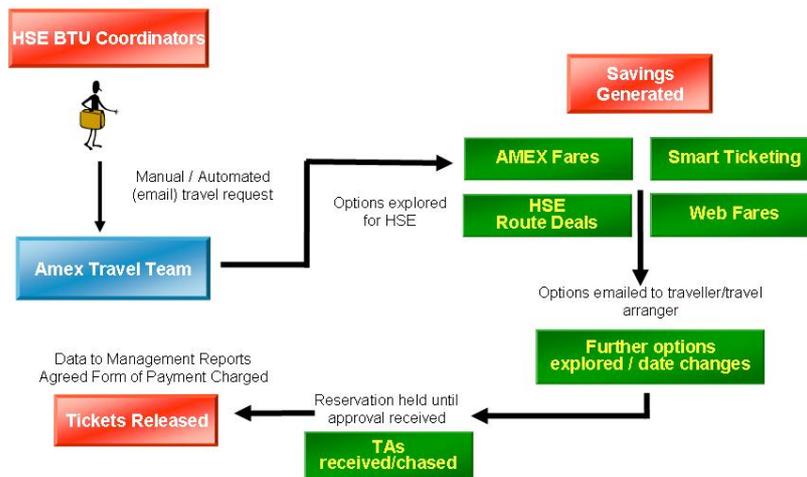
What will be the benefits of the BTU?

The service provided to HSE employees and clients will

- ✦ Improve service quality
- ✦ Standardise service
- ✦ Realise savings
- ✦ Facilitate MI Reports and ensure cost transparency and policy compliance
- ✦ Travel security and HSE traveller emergency tracking

How will bookings be made?

You can download an electronic Travel Request Form, complete the relevant details and once approved submit it to the BTU for processing. The BTU will issue the Travel Request to AMEX who will source the most logical fare on behalf of the HSE. Once the most logical fare has been found it will be advised to the BTU who will approve the fare and issue your tickets to you. Tickets will be issued to you either electronically or in paper form. For ease of transaction, we recommend you receive your ticket electronically.



Where can I get my Travel Request Form?

You can download the Travel Request from on our website. There is an Annex with this document that takes you through the process of completing your Travel Request Form.

I don't have web access – what do I do?

If you don't have access to the intranet you can call us at 01-8131803/01- 8131828 and we will be happy to post or fax your Travel Request Form to you.

How can I submit my Travel Request?

You can email, fax or post your Travel Request Form to us

☎ 01-8131891

<mailto:btu@hse.ie>

Post to: Travel Business Unit, Procurement Shared Services
Health Service Executive,
Unit 7 Swords Business Campus,
Balheary Road,
Swords,
Co. Dublin.

Before you submit your Travel Request to us, it is essential that it is formally approved

How do I get approval for my Travel Request?

The approval process is a necessary requirement for all travel requests. To ensure that the approvals required for various sectors of travel are available we have devised a process which suits the business environment within the HSE.

The following approvals are required for each sector of travel

☎ 01-8131803/01- 8131828

☎ 01-8131891

<mailto:btu@hse.ie>

Sector	Domestic Flights (within Ireland)	UK	European (European destinations outside of Ireland and UK)	International (destinations outside Ireland, UK and Europe e.g. USA)
Approving Authority	Local Approving Officer as nominated by Nat Dir (no less than Grade VIII)	Local Approving Officer as nominated by Nat Dir (no less than Grade VIII)	LHO Mgr, Network Manager or Asst Nat Dir as appropriate	LHO Mgr, Network Manager or Asst Nat Dir as appropriate and Nat Director

How long will it take to process my query?

We are committed to providing a first class service to you. Once we receive your Travel Request or query we will operate to the following service levels

Travel Query Response Times (hours)			
Travel Area	Email	Phone	Fax
Travel within Ireland and UK	<6hours	<6hours	<6hours
Travel within Europe	<6hours	<6hours	<6hours
Travel Outside Europe	<6hours	<6hours	<6hours

How will I know a first class service is being delivered?

Service Level Agreements will be entered into to ensure a first class service. Examples of SLA's between the BTU and AMEX are as follows

Measurement

Telephone Service Factor
Email Turnaround
Lost Call Rate
Complaints Cycle

Target

70:30 (70% of calls answered within 30 secs)
Max 4 hours
less than 3%
5 Days

Can I still use my own Credit Card to make a travel booking?

If you wish, you can use your own Credit Card to make travel bookings until 31st December 2006. After this date, you will not be reimbursed if you book flights on your own credit card. All requests for foreign air travel, hotel accommodation and internal domestic flights **MUST** be routed through the Travel Business Unit.

How will I receive my electronic ticket (e-ticket) and paper tickets?

If you are travelling on an e-ticket, American Express Travel will email you your itinerary on which you will find your confirmation number.

Any postal delivery reservations must be received by 15:00 for next day delivery. For urgent tickets required outside these deadlines, special arrangements can be made and will be discussed during your call to the BTU. Please be assured that we will do everything possible to meet your requirements.

If necessary a ticket can be collected on departure, where you will be required to collect the ticket from the airline ticket desk at the airport.

What is the difference between electronic tickets and paper tickets?

Electronic ticketing (e-ticket) is the most cost effective option; it is also the preferred method of ticketing for the HSE travel program. If the airline does not have the capability to offer electronic ticketing (e-ticket), we will arrange for a paper ticket to be posted to you.

☎ 01-8131803/01- 8131828

☎ 01-8131891

<mailto:btu@hse.ie>

What are the hours of opening for the BTU?

The BTU is open Monday to Friday between 09:00 and 17:00

What if I have an emergency and need to contact the BTU outside the normal operational hours?

For Worldwide assistance, in the event of any travel related emergency please contact the American Express Emergency Travel Service on the number detailed below, details will also appear on your travel itinerary. Experienced travel consultants will access your flight and profile information and help with any emergency or last minute changes to your itinerary.

From outside Ireland: +44 208 774 7355

This service is provided for emergency needs only outside the normal business hours of the BTU.

What happens if there is an emergency while I am travelling?

If during normal office hours call the BTU for assistance. BTU staff will assist you and make any necessary changes to your itinerary. Outside of normal office hours please call the American Express Emergency Travel Service as above

Can a group rate be obtained if I am attending a meeting or conference?

In the event that there are more than 10 travellers going to the same destination, the BTU will investigate the possibility of reduced group fares, which can provide significant savings. However, the BTU must be made aware of all travellers in the group at the time of the reservation and it must be noted that group fares can often carry additional restrictions and penalties.

What should I do if I want to make a personal holiday booking?

You can download your Personal Travel Request Form from our website or you can call the American Express Holiday Travel Service on 01 6175555.

Can the BTU assist with obtaining a passport or visa?

Yes, the BTU will inform you of any visa requirements when you call to make your reservation. As the process for obtaining a visa may differ depending on the time available, the BTU will discuss with you the best method of handling the application during the call.

Who do I contact if I have encountered a problem during my trip?

Should you have any concerns relating to any part of your trip please contact the BTU as soon as possible and advise the nature of the problem, this then will be investigated and resolved to your satisfaction.

How do I obtain a refund for my airline ticket if my trip is cancelled or rescheduled?

Please call the BTU to cancel your reservation prior to your departure to avoid unnecessary charges. The BTU will advise you of the appropriate next steps.

If your current agent has issued your ticket, please return any unused coupons directly back to them for refund.

If your ticket has been issued by American Express and is not required, or is partly used, then please return it as soon as possible to:

Business Travel Unit,
Health Service Executive
Swords Business Campus
Balheary Road
Swords
Co Dublin

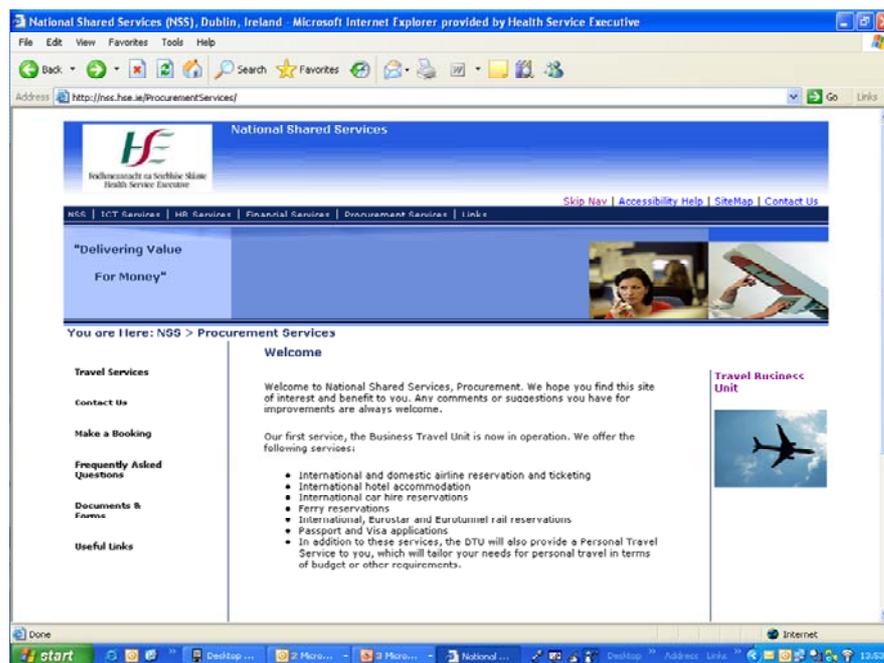
*Please note that refunds cannot be processed without the ticket and that Rail refunds MUST be returned within one month of the date of travel or no refund can be given.

*Should you require a refund to be processed for an unused e ticket, please contact the Travel Team in Dublin who will arrange this on your behalf.

It is the responsibility of the Traveller to notify the BTU of any journey not utilised and to ensure that all unused documents are returned. Failure to follow this process will result in a delay or loss of any refund due and subsequent credit to HSE.

Instructions for Downloading and Completing your Travel Request Form

Log onto our intranet site and click the Travel Section



You should then click on the "Documents & Forms" icon which will open the form for you

☎ 01-8131803/01- 8131828

☎ 01-8131891

<mailto:btu@hse.ie>



You should now print off your Form and complete it, ensuring you have the necessary approvals before you either email, post or fax it to our Team.

If you have any difficulty completing the form or knowing what information to provide to us, please feel free to call 01-8131803/01- 8131828 or <mailto:btu@hse.ie> and we will be happy to assist you.

 **01-8131803/01- 8131828**
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