



1 mei 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.

### Travelpoint training and drop-in sessions



In the coming months we will be organising online Travelpoint training sessions again, which you can sign up for individually. During these sessions we'll be explaining the booking process and how to submit travel expense claims.

If you'd like to join one of the sessions, register using the [Travelpoint form](#). Enter the date of the session you want to join in the comments field. You'll then receive an invitation.

Training sessions will be held on:

- Tuesday 14th of May 14.00 p.m to 15.30 p.m
- Thursday 23th of May 10.30 p.m to 12.00 p.m
- Tuesday 11th of June 10.30 p.m to 11.30 p.m
- Thursday 27th of June 14.00 p.m to 15.30 p.m
- Thursday 29th of August 14.00 p.m to 15.30 p.m
- Tuesday 10th of September 10.00 p.m to 11.30 p.m
- Thursday 26th of September 14.00 p.m to 15.30 p.m
- Tuesday 8th of October 10.00 p.m to 11.30 p.m

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

### New Travelpoint FAQ page

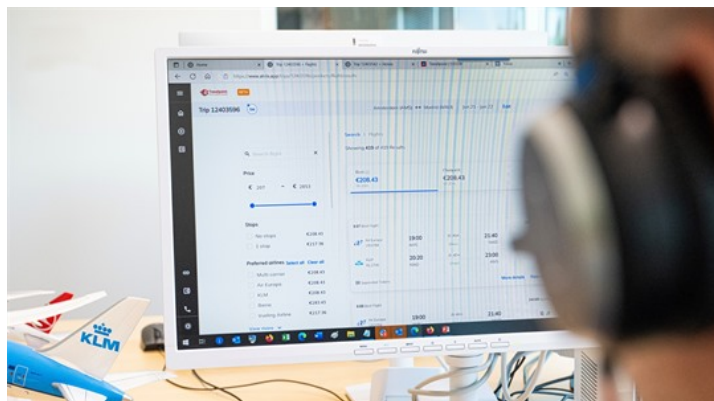
We have answered a number of frequently asked questions on our new FAQ page at [FAQ Travelpoint | Travelpoint | SSO3W](#). You can also find useful instructions there.

### Instructions on extending an official trip for private purposes



If you are going on an official trip you may extend it by up to 72 hours for private purposes. You will require permission from your line manager. We explain how this works in the instruction 'How do I submit a travel expenses claim, including an extension for private purposes, in Yokoy?' (['Hoe verwerk ik een reisdeclaratie in Yokoy inclusief een privéverlenging?'](#)).

### Travelling on one trip number



If you need to book several travel products for the same trip, for example a hotel plus a train ticket or airline ticket, you can book the entire trip under one trip number. This way you don't have to create multiple claim files in Yokoy. You can still book your train or flight first, and then your hotel for example. You don't have to book everything at the same time. You can re-open the trip number at any time.

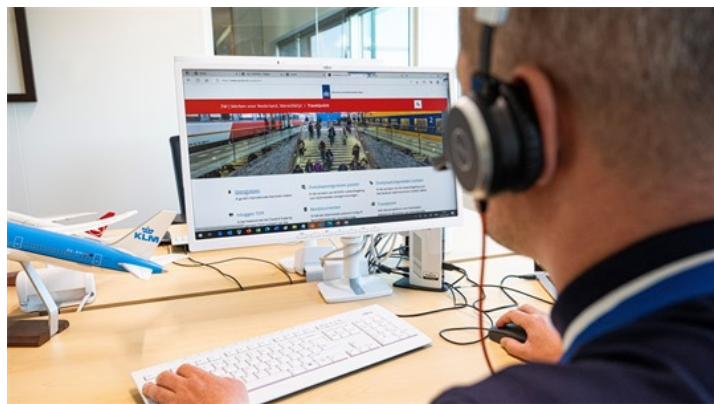
### Booking for two or more people under one trip number



If you are travelling with two or more people, everyone can book their trip under one trip number. But be aware of the advantages and disadvantages:

- Bookings for two or more people have to be paid from the same budget. The lead traveller is marked with a star.
- A travel expense claim in Yokoy is only created for the lead traveller. The other travellers can accumulate the daily allowance and claim it via 'Trip expense'.
- In the event of cancellation or changes to a group booking for a hotel or train, the booking must be cancelled for all travellers and a new booking made. This may incur costs.
- For air travel, it is possible to book adjacent seats using the 'seatmap' feature.
- If you would like to book travel for up to 5 people in one go, follow the instruction 'Copying travel for flight and hotel' (Reis kopiëren voor vlucht en hotel) on or [FAQ page](#).

### Booking travel for a guest



Travelpoint users in certain roles can book travel for guests. The following guiding principles apply to booking travel for guests:

- A guest is someone from outside central government who will be travelling at the invitation of the government
- A guest cannot submit travel expense claims in Yokoy themselves
- A guest is not a civil servant and does not have a Travelpoint account
- Bookings are often made for a 'guest' when travel falls under the supplementary collective labour agreement for central government staff posted abroad (ACRU). For example, for partners and children of staff posted abroad.
- When making a booking for a guest, always enter their date of birth.

### Booking non-refundable hotels



Non-refundable hotel rates were previously shown as 'Out of policy' in Travelpoint. To avoid people booking a rate subject to strict conditions by mistake, we have

amended this. Non-refundable rates are no longer shown as 'Out of policy'. Please note that the rate must not exceed the maximum permitted amount ([list of rates](#)).

If you are booking a hotel and the rate exceeds the maximum permitted amount, you must consult your line manager beforehand.

### New instructions for submitting expense claims in Yokoy



We have added some new instructions to the website ([Uw reisdeclaratie in Yokoy | Travelpoint | SSO3W](#)) about submitting expense claims in Yokoy:

- Registering the daily allowance yourself (Zelf daggeldvergoeding registeren)
- Authorising someone to submit expense claims in Yokoy (Iemand machtigen in Yokoy om declaraties te doen)
- Authorising someone to view invoices in Yokoy (Iemand machtigen in Yokoy om facturen in te zien)
- Exporting a PDF invoice from Yokoy (Een PDF-factuur uit Yokoy exporteren)
- Changing the language in Yokoy (De taal aanpassen in Yokoy)
- Changing profile details (Profielgegevens aanpassen)
- Avoiding the use of exclamation marks (Uitroeptekens voorkomen)

### Did you know?



- We will soon be sending Travelpoint users a Travelpoint customer satisfaction survey.
- You can [sign up for the Travelpoint newsletter](#).
- You can easily scan documents and take photos on the go with the Yokoy app? 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 \(Android\)](#).
- The 3W annual report 2023 has been published? Read the annual report on [our website](#).

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