



## Travelpoint newsletter

31 oktober 2024



Travelpoint is the new travel and expense platform that 3W launched 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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### Travelpoint customer satisfaction survey



3W remains committed in improving business travel within the central government. We are curious about the steps you go through as a traveller and would like to get more insight into your considerations, choices and experiences with international business travel. What do you find valuable about these trips and where do you see opportunities for improvement in the future?

On Monday 4 November, we will therefore launch a survey on international business travel through 3W Travelpoint. The survey will be conducted in cooperation with Customeyes, an independent research agency, specialised in experience and customer satisfaction surveys.

#### **How do you participate?**

Do you have an active Travelpoint account? On November 4, you may receive an email from Customeyes with a link to the online questionnaire, based on a sample selection. Filling in the questionnaire will take about 10 minutes of your time. Participation in the survey is non-anonymous. Your details will of course be treated confidentially.

We would greatly appreciate it if you would participate in this survey!

## **Travelpoint Service Desk will continue to have reduced opening hours**



Due to capacity constraints, we have had to decide to permanently reduce the opening hours of the service desk. The service desk can be reached by phone from Monday to Friday between 09:00 and 14:00. For acute situations during your trip, you can contact VCK Travel directly for quick support. We understand that this measure limits personal accessibility, but it helps us keep our service at an achievable level without compromising the quality of our service.

In telephone support, the focus is on dealing with the most urgent questions. Please use our [Travelpoint form](#) whenever possible.

In case of acute problems during your trip, you can contact VCK Travel directly for further assistance.

For more information about our availability, see [3W Travelpoint Service Desk | Travelpoint | SSO3W](#) (in Dutch).

## Improvements regarding train travel within Europe



European train travel in Travelpoint is arranged through Benerail. In October, Benerail introduced several changes that have resulted in various improvements. The travel options with Deutsche Bahn were also improved in September.

### **Benerail's improved travel options**

Benerail has expanded the train routes it offers with numerous connections from the Netherlands to Geneva, Strasbourg, Luxembourg, Budapest, Copenhagen and Milan. In addition, TGV travel options in France and Trenitalia travel options in Italy have also been expanded.

What's more, error messages have been made clearer and trains that are no longer available to book are no longer shown during the booking process. It has also become easier to add seats for a journey within an existing reservation.

### **Improved travel options with Deutsche Bahn**

The new interface for Deutsche Bahn train options has also been improved. Now you can select your seat for all Intercity Express (ICE) journeys, even if there are multiple legs to your trip. TGV availability is also better and Eurostar error messages have been resolved

## **Did you know?**



- The new collective labour agreement for central government staff no longer distinguishes between travel inside and outside Europe when calculating daily allowances? You can read more about this in the article [New collective labour agreement for central government staff \(CAO Rijk\) from 1 July 2024: What will change? | News item | SSO3W](#).
- You can register [your daily allowance](#) yourself?
- 3W Travelpoint has stopped offering training? For help and support claiming expenses and booking travel, see our updated FAQ page: [FAQ Travelpoint | Travelpoint | SSO3W](#).
- When you select Accounts in [the Travelpoint form](#) you are given the additional option Bulkmutatie door- en/of uitstroom (Bulk upload)? This makes it easy for organisations to notify us when staff members move to another position or leave.
- From October hotel options from Expedia are available to all ministries? Resort fees and/or local taxes are now stated clearly for each room before you book. Additional services such as breakfast are also more clearly indicated. In addition, Expedia is fully prepaid.
- According to [collective labour agreement for central government CAO Rijk](#), expense claims must be submitted no later than three months after the end of the business trip?