

Procedures for making airline, hotel and car reservations with SAIC Travel in McLean.

1. After receiving the approval e-mail from the SAIC-Frederick travel office, contact the McLean Travel Office to begin making your reservations. At this time, e-mail is the preferred means of communication. If you must contact the travel agents by phone, be sure to leave a message with contact information if your call is forwarded to voice mail. This provides record of the call for assuring a prompt response.
 - a. Linda Rockhill – 9:30 am – 6:00 pm
703-676-4586 – telephone
703-676-4986 – fax
linda.rockhill@saic.com
 - b. Rosa Martinez – 9:00 am – 4:00 pm
703-676-6925– telephone
703-676-6927 – fax
rosa.m.martinez@saic.com
 - c. SAIC McLean Travel – for emergency use only. Always identify yourself as an SAIC employee that works at the NCI-Frederick.
703-676-8780 - telephone
2. Please make sure to include as much information as possible when contacting the travel agents to make reservations. The “Request for Travel Reservations Form” captures the following information and should be used for your convenience.
 - a. Airline reservations
 - i. Preferred airport to depart from – BWI, Dulles, National
 - ii. Destination – where are you traveling to (Atlanta, New York, San Diego, etc.)
 - iii. Preferred airline – United, Delta, US Air, Northwest, Southwest, Airtran, etc. SAIC Travel will make every effort to use the preferred airline, however, the lowest logical airfare must be offered
 - iv. Departure date and return date
 - v. Preferred times of travel for departure and return – i.e., morning, afternoon, evening, after 2 pm, etc.
 - vi. If a specific flight preference has been made, please send dates of travel, airline and flight numbers.
 - vii. Seat preference – aisle, window, no preference
 - viii. Special Needs – handicap seating, etc.
 - ix. Include your contact information – name with correct spelling, telephone number, e-mail address and times you are available.
 - b. Hotel Reservations
 - i. Preferred hotel if any.
 - ii. Bed preference – king, 2 double beds, etc.
 - iii. Smoking/Non Smoking
 - c. Rental Car Reservations
 - i. Preferred rental agency
 - ii. Preferred type of car
3. When making airline reservations please be aware of the following:
 - a. Coach class must be used unless you have received COA to upgrade to business class or higher

- b. US Carriers must be used – the only exception is if a US Carrier is not available (i.e., if you are in a foreign country and you are flying to another foreign country, a US carrier may not be available)
 - c. All tickets are non-refundable unless otherwise noted on the approval that the SAIC-Frederick travel office sends to the agents.
 - d. Non-stop flights are not a guarantee. SAIC-F is required to use the most economical means of transportation when traveling. The agents will look for the most logical fare within the approved amount.
4. Once you have sent the agent your request with the above information, the travel agent should be in contact with you within 24 hours. If you do not receive a response within 24 hours, please notify the SAIC-Frederick travel office. (301-846-1924)
5. An itinerary will be sent to you for your review. Please make sure to check the following:
 - a. Spelling of your name
 - b. Flights for correct departure times and seat preference
 - c. Price – make sure you are within your approved amount from your travel estimate worksheet.
 - d. Check the comments section below the pricing area for ticketing info. This is the area that the travel agents will use for fare deadlines and other pertinent ticketing information.
6. If there are any questions or concerns with the flight information you were given, you will need to e-mail the questions/concerns to the travel agent you are coordinating your reservations with. They will answer any questions or address all concerns within 24 hours.
7. If all questions and concerns are answered and the flights you have been given are ok, please e-mail the travel agent and let them know that it is “OK to ticket” the reservations.
8. You will receive a final itinerary that will contain your travel order number and center number at the top beside your name. All final itineraries will also say: THIS IS YOUR RECEIPT. PLEASE ATTACH THIS TO YOUR EXPENSE REPORT. If you receive an itinerary that does not have this statement, make sure to check the comments for ticketing information. If there is nothing in the comments, contact your agent to verify that your ticket has been issued and you have a final itinerary.
9. Remember, if you are not sure or you ever have any questions, contact the SAIC-Frederick Travel Office.
 - a. Allison Eyler – 9:00 am – 1:00 pm Monday and 7:30 am – 5:00 pm Tuesday - Friday.
301-846-1924 – telephone
301-846-6167 – fax
eylerall@mail.nih.gov
 - b. Sherri Cregger – 7:00 am– 4:00 pm Monday - Friday.
301-846-1926 – telephone
301-846-6167 – fax
creggers@mail.nih.gov