

## Frequently Asked Questions

Q. When can I expect to receive my travel order and itinerary?

a. Please expect your logistics package no sooner than the Monday prior to your departure.

Q. I received my itinerary but it is not ticketed. What should I do?

a. Flights are ticketed no sooner than 3 days prior to departure.

Q. I have a question that is not travel related, who should I contact?

a. Please do not contact ESI for non-travel related questions. Speak to your agency liaison for clarity regarding any other issues.

Q. I received an email from Govtrip saying my authorization has been created but I am not able to log on and view it, can you help me sign on?

a. Please disregard all Govtrip emails. Your logistics package will contain all information in Govtrip.

Q. I live over 2 hours from the airport and have a flight before 0600, am I authorized to get a hotel room?

a. Please email [lauren@esi-dc.com](mailto:lauren@esi-dc.com) for hotel approval.

Q. I have a question regarding my uniform.

a. Please refer to your information letter regarding your uniform. If your question is not answered please contact your agency liaison for uniform related question.

Q. Where do I report the day of training?

a. Report to the Holiday Inn at 2 Montgomery Village Ave, Gaithersburg, MD by 8 pm Thursday night. Class begins at 6:45 am Friday in the Goshen Room.

Q. My flight was delayed or missed; what should I do?

a. The airline should reschedule you for a new flight. If your new flight will cause you to be late for class on Sunday, please notify the Logistics Coordinator at 240-744-7060 and she will notify the training officials that you will be arriving late and will give you further instructions.

Q. My flight arrives at DCA after 10 pm; will the shuttle still be running?

a. No. Please take the Metro to Shady Grove station and then hire a cab to take you to the Holiday Inn. The cab fare will be approximately \$10. Save your receipt and submit for reimbursement after the training.

Q. What expenses are reimbursable?

a. Please refer to the Directions for the Travel Expense Report document that will be mailed to you in your logistics packet.

Q. My voucher has been stamped paid but I have not seen the posting to my account.

a. Please allow at least a week after the voucher has been stamped paid for your payment to enter your account; if it isn't there after a week, contact your agency liaison for more information. Please do NOT contact Ms. Love regarding unpaid vouchers; she has no control over this.