



Shaping Tomorrow's
Built Environment Today

Using ASHRAE's Travel Service



Photo is ASHRAE Headquarters Building

ATC Travel Management

- ATC is a travel agent that specializes in travel for associations.
- ASHRAE has partnered with ATC since 2019.
- ASHRAE approved travelers may choose to conveniently book transportation online or call a live agent for one-on-one support.
- ATC is trusted by other large associations



Official travel agency for  **asae**

The Center for Association Leadership



Our ATC Team



Heather Scherer Smith
President
ATC 30 years



Cheryl Kleinert
Sales and Account
Manager
ATC 28 years



Jaime Leonard
Agent Supervisor
ATC 13 years



Why Use ASHRAE's Travel Agent?

Using ATC

- ✓ Cost of flight billed directly to ASHRAE.
- ✓ No waiting for reimbursement.
- ✓ Approved for travel before booking flight.
- ✓ Traveler can still receive carrier loyalty points (i.e. Delta Skymiles)
- ✓ In case of emergency support, if flight is cancelled, etc.

If you choose to book on your own and submit for reimbursement:

- Member pays for flight
- Reimbursement from ASHRAE can take up to 4 weeks after travel is complete
- Transportation eligibility issues aren't identified until after travel is complete



Who Should Use ATC

Region Planning Meetings

- Director and Regional Chair (DRC)
- Region Members Council Representative (RMCR)
- Regional Vice Chairs: CTT, MP, RP, SA, GA, YEA
- Nominating Committee Member
- Nominating Committee Alternate
- CRC General Chair
- Regional Historian
- Regional Treasurer

Chapter and Regional Conferences

- Director and Regional Chair (DRC)
- Region Members Council Representative (RMCR)
- Regional Vice Chairs: CTT, MP, RP, SA, GA, YEA
- Nominating Committee Member
- Nominating Committee Alternate
- CRC General Chair
- Regional Historian
- Regional Treasurer
- Chapter Delegate
- Chapter Alternate
- Chapter CTT Chair
- Chapter GA Chair
- Chapter YEA Chair



How to Use ATC

ASHRAE OFFICIAL TRAVEL - Start using your Deem@work profile now



Deem@work <notifier@deem.com>

To:  Cheryl Kleinert

Deem



Welcome to ASHRAE Deem@work

Click below to fill in your Profile information and activate your account so you can begin using the ASHRAE Deem@work to book all of your travel and business services.

[Click here](#) to get started.

Introducing a powerful online tool to find and manage the services you need. It also remembers your preferences, automatically updates your calendar, and notifies you when anything changes.

© 1999-2024 Deem, Inc. All rights reserved. Please contact support@deem.com.

Deem

- Contact staff liaison or send an email to travel@ashrae.org for assistance in setting up profile
- Profile created (email to the left comes from DEEM@work) – use first, middle and last name as it appears on your government issued ID.
- Book at www.atcmeetings.com/ashrae
- Enter pre-trip authorization code sent directly to you by ASHRAE staff.
- If you did not receive a pre-trip authorization code, please make sure your role is listed correctly in the CIQ and reach out to your DRC and regioninfo@ashrae.org for help



Booking Process – Step 2

Step 2

CRC Travel Authorization Code

 Wright, Pacia
To  Seymour, Lizzy

 CRC

 Follow up. Start by Monday, February 5, 2024. Due by Friday, February 9, 2024.



ASHRAE TRAVEL AUTHORIZATION CODE FOR THE REGION VIII CRC

Book your travel now for the Region VIII CRC, April 25-28, 2024, in Arlington, TX!

For the upcoming Region VIII CRC, we **highly** encourage you to book your air travel through ASHRAE's official travel agency, ATC Travel Management. ASHRAE is direct billed for this service. Per the ASHRAE transportation policy, **you must book the lowest economical fare and your travel schedule.** Dallas Fort Worth International Airport (DFW) is the preferred destination airport for this meeting.

You must have a travel profile created with ATC to book air travel for ASHRAE related meetings. You should have already received an active profile. **To create your profile, please contact your staff liaison directly or travel@ashrae.org.**

You must book your airline ticket BEFORE **4/8/2024**

To book your air travel, log in at www.atcmeetings.com/ashrae. Once you have selected a flight you will be asked for the following information:

Field on Page	Enter:
Name Your Trip	CRC Region VIII
Select Reason for Travel (drop down)	Region VIII CRC
Travel Authorization Code	692532
ASHRAE Budget Code	6694-2-850-850001-00
**Authorization and/or Budget codes change for every meeting	

It is IMPORTANT to enter the information correctly as stated above. Travel authorization codes change for every meeting. The authorization codes are valid for the entire meeting.

If you would like to speak with an ATC travel agent for assistance, contact ATC at (800) 458-9383 or reservations@atcmeetings.com. They will assist you with your booking.

Making your reservations as quickly as possible will help ASHRAE keep costs within our budget. Tickets will be directly billed to ASHRAE. Please note that ASHRAE is not responsible for any fees imposed by the airline or travel agency for the cancellation of airline tickets, or for any changes made in itinerary.

Pre-Trip Authorization Code

- ASHRAE Staff Sends Pre-Trip Authorization Code and 16-digit budget code directly to approved traveler 3 months in advance of scheduled meeting. Email will come from Pacia Wright (pwright@ashrae.org).
- If you do not receive this information, please make sure your role is listed correctly in the CIQ.
- Contact regioninfo@ashrae.org and your DRC with questions.



Booking Process – Step 3

Step 3

Additional Information

Select Meeting*

REGION VI CRC 4/11/2024-4/13/2024 Cedar Rapids, IA

Type your 16-digit budget code provided by ASHRAE Staff* ⓘ

6694-2-850-000000

Don't know your budget code? Contact travel@ashrae.org for support.

Traveling for more than one purpose? List responsible ASHRAE depts ⓘ

Enter your travel authorization code* ⓘ

692527

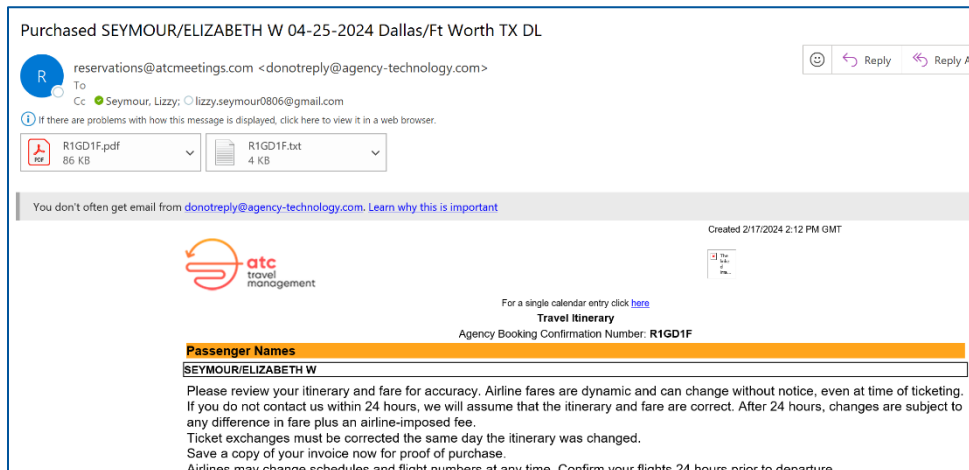
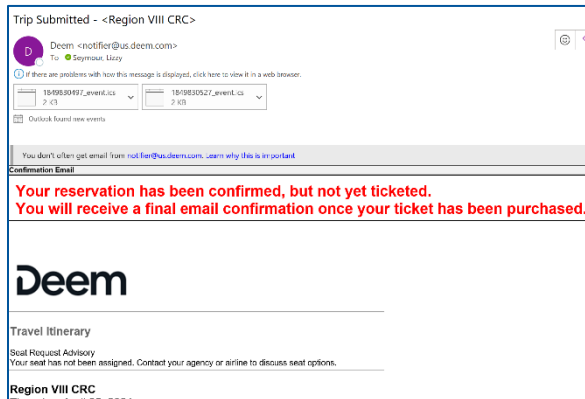
Book Your Flight

- Use the link in the email sent by ASHRAE staff with the pre-trip authorization code to start the booking process.
- On the “Purchase Trip” page select the meeting you are attending
- Enter the Pre-Trip Authorization Code provided by staff
- Enter 16 digit budget code provided by staff (include dashes, i.e. XXXX-X-XXX-XXXXXX-XX)



Booking Process

Step 4



Confirmation

- You will immediately get a “Trip Submitted” email from notifier@us.deem.com that says your reservation has been confirmed but not yet ticketed.
- Once your reservation has been ticketed you will receive an email from reservations@atcmeetings.com confirming the ticket has been purchased.
- What happens if you don't receive the second email?.....



When your flight needs additional ASHRAE approval

If you tried to book a ticket that...

- Cost over \$1,000,
- Has an itinerary that is within 14 days of travel, OR
- The wrong pre-trip authorization code was used for the meeting you selected....

Then your flight needs additional ASHRAE approval. After you requested the flight through ATC, an automated email is sent to travel@ashrae.org to approve the trip.

ASHRAE staff approves flights Monday – Friday between 8:00 am – 5:00 pm ET.

ASHRAE approval is needed within 22 hours or the flight will be automatically cancelled.

We recommend booking flights during business hours for ASHRAE approval within 22 hours.



Critical Steps

- 2 Critical Steps before flight
 - Confirm booking directly with airline BEFORE 14 days from flight
 - Check in for flight BEFORE arriving at airport
 - Most airlines allow check in 24 hours prior to departure

When is it better to call an ATC Live Agent?

- Booking international flights
- Booking multi-destination flights
- Booking a flight with a companion (ATC can bill your travel to ASHRAE's account and take a credit card payment for your companion)
- Complicated itinerary
- Itinerary changes after ticket is purchased.
- Using a flight credit for previously cancelled flight booked through ATC
- Upgrade your class at personal expense (i.e. business class)



ATC Live Agent Contact Information

ATC Live Agent Contacts

Toll Free: 800-458-9383

Direct - 703-253-6004

Monday-Friday

8:30am - 5:00pm EST

reservations@atcmeetings.com

After hours-emergency:

- Domestic: 844-686-0442
International: 00-800-4477-1111
International Direct: (224) 765-4339
(Must use code: 2CT4)

International Support

- Sandy Shaffer, direct (703) 720-9005,
sandys@atcmeetings.com
- Liliana Fishman, direct (703) 720-9004,
lilianaf@atcmeetings.com
- Shari Ahrendsen, direct (703) 720-9008,
sharia@atcmeetings.com



Pro Tips

- Do not try to book over the weekend, if your trip needs ASHRAE approval. ASHRAE has 22 hours to approve ticket or it will cancel. Traveler is alerted to ticket status throughout process.
- International Travelers should call a Live Agent instead of trying to book online
- Make sure you are listed correctly in your chapter or region's CIQ. Pre trip authorization codes only go to those eligible roles listed in the CIQ.
- Use Chrome or Firefox web browsers
- Save notifier@deem.com, notifier@us.deem.com, and reservations@atcmeetings.com your safe-sender emails
- Click the gear icon at the top right side of the page and select "Account" to edit your profile and add loyalty program information (i.e. Delta Skymiles, etc).
- When in doubt, contact ASHRAE staff. We are here to support you!
Regioninfo@ashrae.org



Frequently Asked Questions

- Can I book hotel and rental car through ATC?
- What if I have to my cancel my flight?
- Can I choose my seat?
- Can I check a bag?
- My significant other is traveling with me. Can I book his/her travel at the same time?



Resources

- ATC powered by Deem online booking tool – [Book Now!](#)
- Transportation Policy – [Region Operations Manual](#) (Appendix D)
- Transportation Policy – [Rules of the Board](#)
- ASHRAE Staff
 - regioninfo@ashrae.org (pre-trip authorizations and eligibility questions)
 - travel@ashrae.org (approvals)



Questions & Comments



Questions?

Contact regioninfo@ashrae.org. Staff is here to help!