



Ministerie van Buitenlandse Zaken

## Travelpoint nieuwsbrief

30 oktober 2025



### **Lorem Ipsum**

Travelpoint is the travel and expense platform. Travelers from almost all government organizations can book and declare their international journeys via our new platform.

### **Inhoud:**

- ▼ [Lorem Ipsum](#)
- ▼ [Travelpoint is constantly improving – and it shows!](#)
- ▼ [Automatic emails in Travelpoint when expense claims are rejected or ‘in revision’](#)
- ▼ [New form and procedure for assistance requests](#)
- ▼ [Tips for expense claims](#)
- ▼ [Atriis makes booking easier](#)
- ▼ [Contact travel agent Gray Dawes Travel via the trip messages](#)
- ▼ [Did you know ...?](#)



## Travelpoint is constantly improving – and it shows!

Travelpoint was developed to make booking trips and submitting expense claims for international travel easier, more efficient and more manageable.

### **Automatic invoicing**

Automated processes ensure invoices are sent directly to the appropriate financial accounts department and expense claims are processed efficiently, reducing the need for manual checks. We are working with the supplier to further improve the use of AI to perform checks.

### **Hotel options**

Providing a sufficient range of options continues to be a priority for Travelpoint. Work is under way to improve hotel options. This includes arranging discount agreements with various hotel chains.

### **Consultation with airlines**

Travelpoint periodically consults with major airlines in order to ensure a wide range of options and favourable terms. This includes not only discount arrangements, but also future developments such as flight bundles. These are package deals, for instance combining an Economy class ticket with access to a Business class lounge.

### **Data warehouse**

Through the Travelpoint data warehouse, users can generate both basic and detailed overviews of their travel, expense claims, invoices and carbon footprint, for example.

We realise that developments like this take place mainly behind the scenes, and may not reflect users' individual experiences.

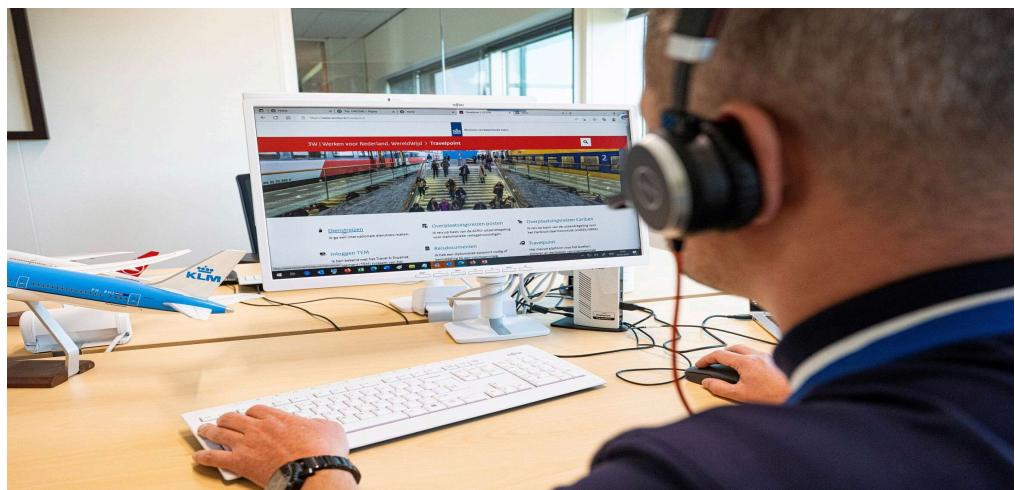
### **Customer satisfaction**

Travel may involve emotional aspects, for instance in the event of a transfer to a new posting. For us, the customer experience is always a crucial consideration. That's why, as a follow-up to the customer satisfaction survey we carried out in 2024, we're conducting another survey in 2026. This will help us understand whether our customers appreciate the improvements we've been making. We will always continue to optimise our services, together with our suppliers. Input from our customers is crucial for this. We will continue consulting with our customers and, if necessary, we will step up the frequency of point-person contacts. These consultations include listening and feedback sessions with the mission network and other parties.



## Automatic emails in Travelpoint when expense claims are rejected or ‘in revision’

Since mid-September, Travelpoint now automatically sends an email when an expense claim is rejected or marked as ‘in revision’. ‘In revision’ means that additional information is needed or that an error must be corrected before the claim can be processed. These automatic email notifications are now possible thanks to new developments. This new feature will help Travelpoint users to track the status of their expense claims and take action promptly when needed.



## New form and procedure for assistance requests

Travelpoint is developing a new, more streamlined procedure for requesting price quotes from travel agent Gray Dawes Travel. This form can only be used to request quotes when permitted by applicable regulations or Travelpoint's internal processes. Users should start noticing improvements soon.

In essence, Atriiis is a self-service platform that encourages users to arrange their travel needs independently. However, they may need support from travel agency Gray Dawes Travel in some cases. Users can ask for help via the ‘Assistance Request’ form.

### **Improved form**

A recent technical development has made this form easier to use. The form now includes only questions that are relevant to the type of trip you are booking. And requests are now sent directly to the travel agency, rather than via the Travelpoint Service Desk. This makes the process clearer, more efficient and faster.

It is now also more obvious to users that the travel agency is available for booking trips on the basis of price quotes, as well as changing bookings, processing cancellations and answering questions about specific bookings, for example.

This allows the [Travelpoint Service Desk](#) to focus its attention on helping users with Atriis and Yokoy, processing expense claims and answering questions about travel policy.



## Tips for expense claims

Easily submit your business travel expense report with the Yokoy app

During a business trip, you quickly accumulate various receipts and documents. To simplify the expense claim process, you can use the Yokoy mobile app.

This app allows you to effortlessly scan your receipts and documents on the go, so that they are immediately added to your expense claim. This allows you to quickly and easily finalize everything after your return.

Download the app from the [App Store \(apple.com\)](#) or [Google Play \(Android\)](#).

Please note: the three-month expense claim period (in accordance with the collective labor agreement) is automatically integrated into Yokoy. Therefore, submit your business trip expense claim on time, preferably during Travelpoint's office hours, so that it can be processed and paid out in one go.

# atriis

---

## Atriis makes booking easier

A new step has been added to the process for booking flights in Atriis. This step ensures that users must compare prices and options, including fees for adding baggage and rules for changing flights, before they can add a flight to their cart. This helps them make more informed decisions.

Updated instructions for booking flights are available via [Boeken vlucht | SSO3W](#)



## Contact travel agent Gray Dawes Travel via the trip messages

Would you like to change or cancel your flight, change your train booking, or do you have specific questions about your existing booking? Please contact Gray Dawes Travel directly via trip messages in the Atriis app by clicking on the message icon within the trip.

You can read more about trip messages at [Contact met reisagent Gray Dawes Travel via de tripberichten | SSO3W](#) (Dutch only).



## Did you know ...?

- The Travelpoint customer liaison in your organisation is the go-to person for questions about your Travelpoint invoice. If the error concerns details of your travel booking, you can consult Gray Dawes Travel.
- If you are in the Netherlands, you cannot book a hotel in the Netherlands through Travelpoint. However, staff at missions abroad should use Travelpoint to book hotels in the Netherlands.
- You can extend an official trip by up to 72 hours for personal reasons. You can do this at either the beginning or the end of your trip, but only at the final destination. You must have written permission from your manager for this. You must cover any additional costs yourself. Any savings are returned to your employer. The extension begins as soon as your last appointment or meeting has finished (your flight home does not count as part of the extension).
- Embassies often have special rate arrangements with local hotels. The most frequently used hotels can be found in Travelpoint, and are marked with the 'corporate rate' logo. Do you regularly stay at a good hotel that is not yet listed on Travelpoint? Please notify the embassy of the country concerned. They can enter into a contract with that hotel, after which the rates will be loaded into Travelpoint. This will make it easy for you to book the hotel for your future trips.
- You can check whether your organisation has travel insurance and, if so, what it covers. See [Reisverzekering of niet? | SSO3W? \(in Dutch\)](#).
- Both the supplementary collective labour agreement for central government staff posted abroad (ACRU) and article 25 of the collective labour agreement for central government staff prohibit open-jaw tickets (round-trip flights where the city of arrival and departure are different). For technical reasons, the Travelpoint system may accept an open-jaw booking even though they are not allowed. Please note that if you book an open-jaw ticket, your trip will not be reimbursed. More information is available via [Travelpoint | SSO3W](#).