

Business travel at HiOA

The framework agreement with Berg-Hansen must be used for all business travel, both individual trips and group trips. It covers flights, hotels, rental cars, ferries and trains. For more information about business travel at HiOA: <https://tilsatt.hioa.no/for-reisen> (not translated to English yet).

Advantages for the university college from using the agreement:

- Accessibility and security: a 24/7 English speaking customer service, which keeps track of employees' locations on trips and who can provide assistance whenever required.
- Overall, employees are guaranteed the best available prices for flights and hotels at all times.
- Berg-Hansen has access to hotel and airplane ticket prices listed by the university college's partners, and therefore uses these companies for booking when possible.
- Most flight prices include 1 or 2 pieces of checked-in luggage (depending on the airline) and seat reservation. Check conditions before confirming booking.
- Webgate - a free and user-friendly online booking service which is recommended for most simple bookings. Requires *using your private credit card for payment* (preferred method of payment). In Webgate, you also have access to all completed and future trips, as well as all necessary travel receipts. Available in English by adjusting settings on top of page.
- Free app for mobile phones and tablets for all services, for user name and password for the app please contact Berg-Hansen, details below.
- Daily automatic transfer of personal data from the university college's databases to Webgate, including the information (name, email, phone number, booking number etc.) required for booking a trip, receiving travel documents and processing reimbursement. Employees need to update their profile with credit card details when logging in for the first time.
- Berg-Hansen is connected to the university college's travel account (credit card-based payment system) at American Express, which ensures a better flow of invoices whenever an invoice is to be sent to HiOA.
- In the case of group travel, Berg-Hansen handles the payment of deposits and maintains continuous contact with hotels etc. for the duration of the trip. Berg-Hansen can also arrange group bookings for conferences and ensure the best agreement for your seminar needs.
- Using Berg-Hansen's professional travel agents for price and availability searches and/or booking on Webgate generates great savings. This helps to ensure effective use of employee's worktime.

Credit cards

- Credit cards from Eurocard and American Express have no annual fee, and are offered to all employees in order to avoid mixing personal finances with work-related expenses. For more information and applications see <https://tilsatt.hioa.no/for-reisen#kredittkort>.
- Eurocard's 'Book Now Pay Later' solution enables postponing payments for up to 180 days, depends when the trip takes place. It is recommended to book trips on Webgate far in advance which effectively replaces travel expense advances. Fees apply, but will be refunded as part of the reimbursement.
- It is an advantage to carry a credit card with you on all trips as security in the event of unforeseen incidents.

Insurance

- When booking on Webgate, the employee is covered by the travel insurance linked to the credit card entered on his/her Webgate profile.
- You are covered by American Express' travel insurance when booking via one of the travel agents by email or phone, and charge the travel account and will receive an invoice, also for group travel. Complete insurance terms and conditions are available on the website.

Group travel

- Group trips of at least 10 people travelling together are booked through Berg-Hansen's group department.
- The Eventportal saves employees a great deal of time in connection with signing up and registering other information about event participants.
- For more information (a checklist) about things to remember when booking a group trip, see the university college's website.

Booking and support

Webgate: Free online booking with FEIDE (single-sign-on) login when at the university college, or via VPN when elsewhere. Enter your credit card details when logging in for the first time to do searches and booking. It is also possible to use a debit card.

Check that all information in your profile is correct, particularly that the name entered is identical to the name in your passport. The name must be corrected in SAP if incorrect. A mobile number can be entered on HiOABAS if you would like to get in touch with airlines and other agencies in connection with the trip. Contact BIT or your immediate superior if the above-mentioned information is missing from the profile.

Webgate app for mobile phones and tablets: Requires username and password, to be sent by Berg-Hansen.

Phone: Charges apply for this service: 08050 or (+47) 22 00 80 50 from abroad 24/7. Group travel: (+47) 21 02 45 70. Extra service charges apply between 17.00 and 08.00. For more information about charges, contact the finance department of your faculty.

Email: Charges apply for this service. bestilling@berg-hansen.no or grupper@berg-hansen.no.

Support: IT support for enquiries about Webgate and app: Call (+47) 21 02 44 44 or send email to: websupport@berg-hansen.no

Support/enquiries about profiles: Call: (+47) 21 02 44 45 or send email to: profiler@berg-hansen.no

Customer service for enquiries about travel/receipts/username, password etc. Call: (+47) 21 02 45 50 or send email to: kundeservice@berg-hansen.no.

Send feedback on the agreement to: tom.syvertsen@hioa.no