

American Forces Travel

<https://www.americanforcetravel.com/>

BACKGROUND

The Air Force, Army, Navy, Marines and Coast Guard signed a contract with Priceline Partner Network (PPN) to provide an MWR online leisure travel service to eligible patrons.

This site features leisure travel opportunities to include flight reservations, car rentals, hotel bookings, cruises and destination travel. It is not designed to replace Information, Tickets and Travel (ITT) offices but to enhance current brick and mortar offerings while providing e-commerce capabilities that reach people where they work and live. The expected outcome is greater market share and revenue.

Air Force marketing and Force Support Squadrons personnel are instrumental in helping to promote this new website.

ELIGIBLE PATRONS

- All current active-duty military personnel (Air Force, Army, Coast Guard, Marine Corps, and Navy)
- All members of the Reserve components and National Guard
- All retired military personnel, including those in the Reserves and National Guard who are retirement eligible
- All Medal of Honor recipients
- All Department of Defense civilians serving outside the United States, including appropriated funds (APF) employees and non-appropriated funds (NAF) employees
- Employees with current Navy Exchange privileges
- American Red Cross and United Service Organizations (USO) personnel currently serving outside the United States
- All eligible family members who are officially sponsored (ID card holder) by patrons in the above categories
- All Department of Defense civilians serving within the United States, including appropriated funds employees and non-appropriated funds employees – **Coming Soon**
- All Coast Guard and Department of Homeland Security (DHS) civilians, including appropriated and non-appropriated fund employees – **Coming Soon**
- Coast Guard Auxiliary – **Coming Soon**
- American Red Cross and USO personnel currently serving within the United States – **Coming Soon**

RESOURCES

- American Forces Travel Branding Guide
- American Forces Travel Marketing collateral and logos
- <https://www.navymwr.org/resources/marketing/aft>

FAQs – FREQUENTLY ASKED QUESTIONS

- 1. Who is the vendor providing this new MWR online leisure travel service and how was it selected?**
A. Priceline Partner Network (PPN), a division of Priceline.com, was selected after a competitive bid process.
- 2. What is the name of this new MWR online leisure travel service?**
A. The name of this new service is American Forces Travel.
- 3. Why are we providing this new MWR online leisure travel service?**
A. Currently, MWR's only leisure travel services are provided through on-installation programs that require patrons to visit the office. We estimate that by only offering in-office services, we are capturing only 2 percent of the available market. The new online service will target the remaining 98 percent.
- 4. Who is eligible to participate in American Forces Travel?**
A. Currently, all active-duty military, retirees, Reserve and National Guard, retired military, OCONUS civilians and eligible family members are eligible to participate. The program directors are working to include CONUS civilians and veterans.
- 5. What travel products will be offered when American Forces Travel is operational? When is the anticipated start date?**
A. Airline, hotel, rental car and cruise services will be part of the initial offerings. Other products will be added as the program grows and advances. The program held a soft launch on Nov. 1, 2018, and will go live on Jan. 22, 2019
- 6. How does the validation process work to determine patron eligibility?**
A. Patron eligibility will be validated through the Defense Enrollment Eligibility Reporting System (DEERS).
- 7. If there is a problem with validation, or an eligible patron is denied access, who does the patron contact?**
A. The initial online registration process will provide specific instructions and contact information to eligible patrons who are incorrectly denied access.
- 8. Will there be one website for everybody to access or will each service have a unique website?**
A. There is a single online MWR leisure travel portal for all patrons, www.americaforcesttravel.com.
- 9. Will there be 24/7 travel agent support for customers during the booking process and continued support during the customer travel process in case problems arise with reservations during the trip?**
A. Customer service agents will be available 24/7, both during and after the booking process.
- 10. Will American Forces Travel offer airline tickets that originate outside of the U.S. or those that are completely overseas?**
A. Yes.

- 11. Will travel insurance be offered that covers military trip change contingencies?**
A. Travel insurance is available for purchase with Allianz.
- 12. Is American Forces Travel going to be available in all countries?**
A. Yes.
- 13. Does American Forces Travel offer a “best value guaranteed” feature?**
A. PPN offers a “best value guaranteed” policy that is comparable to other industry providers.
- 14. Will American Forces Travel be available for booking official travel, as an alternate for Defense Travel Service (DTS)?**
A. This program is not a substitute for, nor is in any way related to, the DTS.