

February 2023 Travel Rep Training Q&A

1. Will partners be told that students must download and use WhatsApp?

Yes. For arrivals, a memo will be sent out to all partner countries prior to arrivals encouraging all students to download and use WhatsApp. Partners will also be responsible for entering students' local phone numbers into Global Link. AFS-USA staff will follow up to obtain any missing numbers.

For departures, liaisons are responsible for entering students' American numbers into Global Link. AFS-USA staff will follow up with Travel Reps for any missing numbers.

2. How will Travel Reps know which students are pushed to later arrival waves?

Any students placed before the placement deadline (July 25, 2023) but not finalized in time for first arrivals will be included on a list sent by AFS-USA to the Travel Reps. We plan to send this list on July 27, 2023.

3. How will Travel Reps know when the late arrival students are coming?

We are working with our IT Department on a feature in Global Link that allows Travel Reps to confirm arrival/departure airports as students are placed. This will include information about the date the student will arrive. Travel Reps will also be responsible for pulling arrival reports as flight itineraries are added to Global Link.

4. What training do volunteers need to be able to help out at the airport?

Airport volunteers need to have completed the Department of State (DoS) and Hosting and Support Affiliations (HSA) trainings, as well as be an up-to-date, registered volunteer. Any volunteer driving a student must be at least 21 years old.

5. Will volunteers get red t-shirts? Will students get yellow luggage tags?

Yes and yes. A form will be sent out to each team later in the spring asking for red t-shirt sizes and quantities. Please note that there are caps on t-shirt orders per team depending on how many students the team hosts and the size of the airport operation.

6. How do you pull travel reports for the team?

Please refer to [this AFS Help & Learning article](#).

7. Will departure logistics webinars be required again?

Yes. These need to be held 10-14 days before the departure date. Please refer to [this AFS Help & Learning article](#).

8. Will Travel Reps be informed of student moves and ERs?

Yes. Once Travel Reps are affiliated, they will be included on all travel logistics communications regarding student moves and ERs, as well as Program Releases.

9. When should Travel Reps notify host families of flight itineraries?

As soon as it's available in Global Link. Please note, however, that flight numbers, times, and routings can change at the last minute. For departures, after final e-tickets are shared with Travel Reps (usually a week before departure day), AFS staff will notify Travel Reps if there are any changes.