

Frequently asked questions

Why must I use the State's Travel Contractor?

- Azumano maintains detailed reports which the state can use in negotiating the airline and car rental contracts.
- Ensures compliance with state travel Policies.
- State is able to negotiate better rates with airlines and car rental companies by having a Single Travel management Contractor.
- Single point of travel services for state Employees.
- Research indicates that states that have multiple or no travel management providers and do not have control over their program pay much higher travel rates.

Why are city pair rates more expensive?

- They are unrestricted.
- You can purchase your ticket today and travel tomorrow for the same price as an advanced purchase.
- Your money will be refunded if you cancel your flight.
- No additional cost if you need to change your itinerary.
- If there is a seat available (with the exception of first and business class), a ticket can be issued.

What if I find a cheaper ticket through another travel agent or on the internet and can accept the restrictions?

- Notify Azumano of the lower airfare by filling out a Travel Contract Release Form located at <http://www.azumano.com>
- If Azumano is unable to match the fare, they will issue a one time waiver to your agency authorizing you to purchase the ticket.
- Submit the Travel Contract Release Form prior to ticket purchase.
- Booking tickets on the internet is discouraged because there is no tracking capability and these tickets are heavily restricted. Azumano has access to the same internet fares and can purchase tickets for you.

Program Ownership: The State of Oregon travel program is a managed travel program that is jointly governed by the State Controllers Division and the DAS State Procurement Office. The State Controllers Division is responsible for administering and enforcing the State Travel Policy. The State Travel Policy primarily centers around travel expenses and reimbursements, setting parameters on spend and general guidance on how to travel while on state travel status. The travel policy refers state employees to use appropriate price agreements.

DAS SPO's Responsibility: The DAS State Procurement Office is responsible for establishing and administering Statewide Price Agreements that support State government travel. The joint ownership of the travel program between State Controllers Division and DAS State Procurement Office is a very cost effective program. Other states that have a managed travel program similar to Oregon have dedicated FTE where travel is their only responsibility. In Oregon, neither the SCD nor SPO has dedicated individuals.

For more information contact:
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State of Oregon Travel Program



- Travel Agency
- Credit Cards
- Airline
- Car Rental
- Hotel Program



Getting public
employees to
their destinations
in the most
economical manner



Azumano Travel, provides traditional phone reservations and online booking services. The booking fees are \$28.50 for traditional and \$8.00 for online. Fees are only charged when airfare reservations are ticketed. There is no charge for hotel and vehicle rental reservations .

www.azumano.com/oregon

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Qualified Lodging Program: The State maintains an in-state and led the WSCA nationwide lodging program. Both programs are qualified lodging list of properties that rent rooms to state employees at or below GSA per diem rates.



www.wscalodging.org



The State of Oregon’s city-pairs contracts with Alaska, JetBlue, SeaPort and United Airlines are discounted, unrestricted, one-way fares that have a 57% savings over the same class ticket sold to the general public. The contracts allow for purchase of the city-pair fares, or lower priced published fares with the contracted airline.

City-pair fares are often confused with published fares found on the internet. Internet fares are restricted, carry penalties and restrictions, and are non-refundable. These restricted, published fares are usually less expensive than city-pair fares. However, there is a greater risk if a change occurs.



The US Bank contract provides the State of Oregon with state liability Purchase Cards (SPOTS Cards), personal liability corporate travel cards, and state liability Central Travel Summary (CTS) accounts, also known as “ghost accounts.” The CTS accounts are held by Azumano Travel and are used for charging air fare purchases. Each agency has its own CTS account and receives a monthly bill from US Bank for purchases made. Azumano is the only travel agency allowed to charge against these accounts.

<http://travel.oregon.gov>



The Enterprise/ National, and Hertz contracts offer deeply discounted rates. The average daily rental price for a mid-sized sedan is \$31.00 and includes unlimited mileage and \$1 million liability and loss damage waiver insurance. Published rates for similar rentals run \$80.00 per day.