

## Frequently Asked Travel Questions.

**Why must I use the State's Travel Contractor?** The State of Oregon Department of Administrative Services (DAS) contracts with several travel providers to provide travel services to our state employees at highly competitive rates. In order to do this, we commit our business for these services to these contractors.

The State of Oregon has a contract in place with a single provider of travel. This travel contractor arranges all travel related services (airfare, car rental, hotel accommodations, etc.) for our employees. While they are making these arrangements for our employees, they are keeping very detailed reports on our airline, car rental and hotel usage. We use this information to acquire the airline and car rental contracts. Without this data, the State of Oregon would not be able to position themselves for the great airline and car rental contracts we have in place today.

It is also required by the airlines and car rental companies that we have excellent compliance with our travel policy and the contracts we have in place. This is mainly due to having a single travel provider who can monitor the activities of our employees and the consistency in implementing our program across the state. We have a good reputation with the airlines as having a great travel program, therefore, we are rewarded with highly competitive pricing. Many states do not receive the discounted pricing. The research shows that these states have multiple or no travel management providers and do not have control over their program.

The travel management provider is also a single point of contract for the airlines and the car rental companies. It makes it much easier for our state and these contractors to eliminate problems, such as airline database problems, performance issues, payment issues, etc.

**Why are city pair rates more expensive?** Many people try to compare these fares with fares provided to them by another travel agency or the internet. These fares that are quoted usually contain several restrictions such as advance purchase, non-refundable, non-transferable, penalties for changes, etc. These fares are also offered for a limited number of seats. City pair fares are unrestricted fares. This means that you can purchase them today and travel tomorrow for the same price as buying them in advance. If you need to cancel your flight, your money is refunded. If you need to make changes to your itinerary, you may do so at no additional cost. It also means that as long as there is a seat available (with the exception of first and business class), a ticket can be issued. On an average, these fares are provided to the State of Oregon at 57% under the street price.

**What are City Pairs?** City pairs are contracted, discounted, unrestricted, one-way fares. That have a 57% savings over the same class of ticket sold to the general public.

When making travel arrangements with the travel management provider, you will be given the city pair rates (if available) and the lowest published price at the time of making the reservation. The lowest published price is the restricted ticket version. About 60% of the time, the lowest published price is lower than the city pair rate. At this time, your agency must make a decision as to whether they are to accept the risk of the restricted ticket or purchase the city pair ticket. Either is acceptable with the state's travel policy. The contracts with the airlines mandate the use of the airline, not the use of the city pair fare. Keep in mind that many agencies require that city pair fares are to be purchased when available.

**What airlines do we have City Pair contracts with?** Alaska Airlines and United Airlines. The city pair rates can be viewed on-line at DAS' SPO Travel Page

**What if I find a cheaper ticket through another travel agent and can accept the restrictions?** If you find a cheaper ticket elsewhere, you will need to notify the Travel Contractor of the lower airfare by filling out a "Travel Contract Release Form." This form is located on the Azumano Travel Oregon webpage. The Travel Contractor will be given the opportunity to match the fare. If they cannot match the fare, the Travel Contractor will issue a one time waiver to your agency authorizing you to purchase the ticket. Please keep in mind that these lower fares are restricted tickets and you are assuming all risks if you end up making changes or canceling the trip. Please complete then Travel Contract Release Form first and wait for a response back from Azumano PRIOR to purchasing the ticket through the other provider.

**What if I find a cheaper ticket on the internet?** The same provisions as above apply. The use of booking tickets on the internet is discouraged. This is due to the fact that there is no tracking capability and these tickets are heavily restricted. Azumano also has access to the same internet fares and can purchase these fares for you.

**Can I use another airline that matches the city pair rate of the contracted airline?** NO. The State of Oregon has contracts with airlines who submitted offers based on the State's requirements and estimated travel to various cities. The State of Oregon has an obligation to honor those contracts. Even if another airline matches a fare of a city pair fare, it is usually a different class of service and those tickets have restrictions. The only exception to this if the contracted carrier is sold out on the flight you need.

**Can I accrue Frequent Flyer Miles?** The use of travel awards obtained while conducting state business for personal travel constitutes personal gain from state employment and violates ORS 244.040. The State does encourage the use of frequent flier miles to help defer costs; however, this requires you to separate your frequent flyer miles earned while on business from your personal miles.

NOTE: Frequent flyer miles cannot be accrued for any tickets purchased under the city pair's contract.

**Can Contractors utilize the City Pairs or Enterprise Car Rental Contract?** NO. These Contracts are for use by State Employees or persons representing the State of Oregon only and are to be used for Official State Business only. Contractors may use the Travel Contractor for making travel arrangements of their own. This rule also applies to speakers your agency is bringing in to speak to a group and you are picking up the travel expenses. This applies whether or not you are paying the speaker.

**Is the Travel Contractor responsible when I get bumped by the airline?** NO. If an airline bumps you, the airline is responsible for getting you to your final destination. The airlines usually offer compensation of a travel vouchers for future trips. Please remember that any compensation offered to you by the airlines may not be used for personal travel and is the State's property.

**Why must I have a US Bank VISA Card to book airfare?** The states airline contracts mandate that all airfare is to be purchased using the state's US Bank CTS account, also known as a "ghost account."

By doing so, the state is able to monitor compliance and inappropriate use of the state's airfare program. For instance, an employee (or non-employee) would not be able to identify themselves as a state employee and obtain the state's airfare pricing using a personal credit card. The corporate credit cards all have the same number series the airlines have these numbers in their computers to track fraudulent use.

**What if I don't have a US Bank Visa Card?** All agencies should have a general travel credit account number (CTS Account) to be used for travel purposes only, airline ticket purchases and other travel purchases booked through the Travel Contractor. This is called a Ghost Account and the Travel Contractor has this number on file. If your agency does not have a ghost account, contact the Travel Contractor and they will assist you with the appropriate procedures to obtain the account.

Please note that the US Bank SPOTS Card is not to be used to purchase airfare.

**What if I want a US Bank VISA Card?** You may obtain copies of the application form for the travel charge card from either the travel coordinator in your agency, the Contractor or the DAS State Controllers Division. The application requires a manager's signature for approval.

**What are the charge and ATM limits on my US Bank VISA Card?** The general charge limit is \$5,000 per month. The ATM limits are either \$250.00 or \$75.00 per month. These limits are set by DAS-State Controllers Division and the Contractor.

**Am I held responsible for charges made on my US Bank VISA Card?** Yes. The US Bank VISA card is issued on your name and you are ultimately responsible for all charges incurred on the card. Delinquency of payments on this card can affect your personal credit report.

**Can US Bank change the limits on my card or cancel it?** Yes. US Bank has the right to protect themselves from delinquent cardholders to prevent further losses.

**Can I use the US Bank VISA Card for personal purchases?** NO. The US Bank VISA Card is for official state travel related purchases only. DAS maintains a zero tolerance policy on this. Any individual found using their US Bank VISA Card for personal purchases will lose card holder privileges.

**How does the Car Rental Program work?** Through a joint agreement with the Western States Contracting Alliance, the State has secured discounted, contract rates with Enterprise Rent a Car, National Car Rental (Price Agreement No 9950) and Hertz Rent a Car (Price Agreement No. 9949). The Price Agreement's contains the account code that must be given to the reservation clerks in order to guarantee the state rates. Enterprise, Hertz and National has provided our employees a variety of payment options.

**Note:** When renting a car from Enterprise, Hertz or National, be sure to inform them of the State's Corporate Number. This number will give the Enterprise, Hertz or National location you are renting from all of the information related to the States contract pertaining to rental rates, insurance requirements and other information. No non-state employees may rent vehicles using these agreements.

**Who can rent and operate vehicles under the State Price Agreements for vehicle rental services?** Any State Employee or Agent of the State may operate the vehicles. There is sometimes confusion whether or not non-state employees can operate the vehicles provided under the Enterprise/National and

Hertz Price Agreements. When ever a vehicle is rented by the state, that rental vehicle falls under the same rules and statutes that apply to state owned vehicles. They are as follows:

*Agent means: A person or legal entity appointed in writing by a State agency to perform specific work. An agent is not an independent contractor. Agents, paid or unpaid, are subject to the direction and control of the agency. An agency may not call people "agents" for the primary purpose of justifying their transportation in a State vehicle.*

*Employee means: A person employed by the State of Oregon to do State business for whom the State withholds income tax, provides workers compensation coverage, and pays the workers' compensation hour-tax. Under this definition, workers provided by a temporary employment services agency and Department of Corrections inmates are not employees.*

*Vehicle use and storage: No person shall drive, operate or use, authorize or permit any person to drive, operate or use any motor vehicle as defined in ORS 283.305 for any purpose except for Official State business as defined in ORS 283.305 and by the rules of the Oregon Department of Administrative Services.*

In other words, when reserving a vehicle that is to be operated by a non-state employee, you need to ask the question whether that person would be allowed to operate a state owned vehicle as an agent or employee as defined above. If the answer is no, then that person should NOT be driving a vehicle under these price agreements. The Price Agreements state that the "traveler" is a person who is authorized to travel by a participant, however, per ORS 283.305, the Traveler must fall into either the Agent or Employee definition. No other individuals are authorized to operate the vehicles under our Price Agreements with Enterprise/National and Hertz.

The primary reason is the liability involved for the person driving the vehicle, the Contractor and the State. Our Price Agreements include full damage and liability insurance coverage and if a person was involved in an accident operating a rental vehicle, and it was discovered that the person was not a state employee or agent of the state, the state could ultimately end up being responsible for a non-state employee or non-state agent accident.

**Is it mandatory that I use the Car rental program?** Yes. If you are in one of Enterprise, Hertz or National cities, you must use the program. If you are in a city and there is no Enterprise, Hertz or National location there, you may use another provider; just remember to purchase the insurance when renting from another car rental company.

**Why do I need a credit card when renting a car?** The car rental companies, nationwide, require this of ALL customers. This is for their protection when renting a car to an individual. However, Enterprise, Hertz or National will provide agencies that have a documented need with agency direct billing accounts. All charges are accumulated and billed to the agency's account. In this case, a credit card will not be required as Enterprise, Hertz or National has the agency's account information on file.

**Do I need to buy the extra insurance when renting a car?** NO. Enterprise, Hertz or National contract covers ALL damage occurred while using the car rental contract. Also, the State's insurance will cover any leased or rented vehicle operated by State Employees while on official business.

**What is the insurance coverage for renting cars in Foreign Countries?** The Insurance coverage the State of Oregon provides for car rentals in foreign countries varies from country to country. Please call DAS Risk Management at (503) 378-5515 to verify the type of coverage's that are available for the countries you are traveling to and to determine if you will need to purchase additional insurance from the car rental company.

**What is the mileage limit under the Car rental program?** Unlimited miles although you must pickup and drop off the car at the same location. Usually the airport you flew into.

**What if I need to drop the car off at a different location?** You can do a one way rental program, but you will be charged a per mileage charge from the origin point to the destination. There are select cities where no one-way charges are provided, please review the contract for these cities. A 7 day advanced reservation is required to do this. It is critical that you get the 7 day reservation in, it will reduce the per mileage fee between the two locations.

**Do I need to be over 25 to rent a Car?** NO The State contact allows drivers 18 and older to rent a vehicle.

**Car Rental Confirmation Numbers.** It is recommended that you take the Car Rental Confirmation Number with you when you are going to pick up the rental. This will expedite the rental process.

**Please walk around vehicle before departing from rental location.** If there are any marks/scratches/damage on vehicle please bring to the counters attention and have them sign off on it.

**I need to rent a car, who do I call to make a reservation?** You can either call Enterprise, Hertz or National or the States Travel Contractor to make the reservation.

updated 02/18/2010