



The Benefits of Managed Travel

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NASPO
ValuePoint
formerly WSCA-NASPO



The Benefits of Managed Travel





Agenda

Topics:

- ▶ Brief overview of organizations
- ▶ Duty of Care
- ▶ Savings
- ▶ Reporting
- ▶ NASPO ValuePoint Agreements
- ▶ Q&A at end of presentation



Introductions

Presenters:

- ▶ Tim Hay (NASPO ValuePoint)
- ▶ Catherine DeMarco (West Virginia)
- ▶ Stacey Jo Withers (Pennsylvania)
- ▶ Tami Nelson (Utah)
- ▶ Josh Hardage (Oregon)

Overview of Organizations



NASPO
ValuePoint
formerly WSCA-NASPO



Duty of Care

Catherine DeMarco



Duty of Care Agenda

- ▶ What is Duty of Care?
- ▶ Why should you care?
- ▶ Training
- ▶ Pre-trip
- ▶ Track Employees
- ▶ Security Service
- ▶ Medical Service
- ▶ Hotline





Duty of Care

- ▶ An organizations legal, ethical, and social obligation to protect the health and safety of its Travelers
 - ✓ Agency should take all steps to ensure travelers their health, safety and wellbeing this extends to hotels, airlines, rental vehicle, ground transportation, etc.
 - ✓ Standard of care- Organization should be doing something to protect their customers, if not they can be held liable.



Duty of Care

- ▶ Ensure the company has the understanding and technology to know the location of its employees while traveling
- ▶ Educate employees around risks to personal safety and security before they travel
- ▶ Be able to communicate with employees and provide assistance at all times, especially in an emergency



Why should you care?

- ▶ Travel is inherently risky because it places employees in unfamiliar and/or disadvantageous environments.
 - ▶ Standing out from the local population
 - ▶ Driving in unfamiliar locations and conditions
 - ▶ Unfamiliarity with local health risks and medical facilities
 - ▶ Does not speak the language of country

Legally possible for the State to bring a claim if the agency is deemed negligent for death or serious injury to the employee

A jury awarded a student and her parents \$41 million in damages after she contracted encephalitis from a tick bite on a school hiking trip

Pre-Trip

- Policy & compliance
- Pre-trip planning
- Health plan, vaccination
- Communication



Track Employees

- ▶ Employee profiles
- ▶ Data Warehousing
- ▶ Real-time alerting



Security Service

- ▶ Executive protection
- ▶ Escorts
- ▶ Guards
- ▶ Evacuation





Medical Service

Travel Insurance

- ▶ What would you do if you had a sudden health issue while traveling? Would you know which doctor or hospital to go to? Would you know the local language to inform them of your issue?

Evacuation

- ▶ Expenses such as airlifts and medically equipped flights back home, and oftentimes will transport you to the hospital of your choice for care.

Emergency Assistance

- ▶ 24 - 7
- ▶ One call
- ▶ Company specific protocol



Travel Savings

Stacey Jo Withers





Travel Savings Agenda



- ▶ How much does your state/agency spend on travel?
- ▶ How much time are staff spending researching travel prices?
- ▶ Data Analysis and Management
- ▶ Improve Efficiency
- ▶ Travel Payments and Rebates
- ▶ Ticket Tracking and Frequent Flyer accounts
- ▶ Preferred Hotel Program Revenue Share



Travel Spend



- ▶ Do you know how much your agency is spending annually on Travel?
- ▶ How much does your agency earn in Travel rebates?
- ▶ How much does your agency save in negotiated rates?
- ▶ How can you reduce your travel spend if you don't know what it is?

Staff Time is money



- How much time is spent with travelers and/or travel arrangers scouring websites looking for the best price?
- What happens when websites require full payment up front and/or have non-refundable rates and travelers need to cancel?
- Where does staff find travel policy and procedures? Do you have one?



Data Analysis and Management



- ▶ A managed travel program can provide the Data Analysis needed
- ▶ Reporting capabilities by day, week, month or year. Year to year comparisons
- ▶ Detailed air/car/hotel activity by individual travelers or department or agency
- ▶ Destination reports (can be used in case of emergency/national disaster)

Improve Efficiency

- ▶ Having all travelers utilize the same Travel Management Company (TMC) by phone or by an online booking engine will improve efficiency
- ▶ Mobile technology will improve efficiency and provide travelers:
 1. Your travel policy and procedures
 2. Mobile booking capabilities
 3. Scanning of receipt capabilities
 4. Travel expense report capabilities





Travel Payments and Rebates

- ▶ Earn rebates through your purchasing card provider for accounts set up for Airline travel, hotel “ghost” cards for infrequent travelers and individual corporate cards for frequent travelers
- ▶ Preferred vendor contracts for car rentals may negotiate a rebate or added benefits like CDW to protect against liability
- ▶ Preferred city-pair agreements for airlines offering discounts or corporate frequent flyer accounts
- ▶ Preferred hotel programs receiving rebates



Ticket Tracking & Frequent Flyer accounts

- ▶ When a TMC is used for all Airline ticket sales, the agency ultimately owns the ticket.
- ▶ All airline tickets can be tracked. Unused tickets may possibly be applied to other travelers when an employee leaves or plans are canceled.
- ▶ Fees may be waived based on volume, special help desk set up for TMC's to accommodate special requests when needed, i.e.: seat assignment

Ticket Tracking & Frequent Flyer accounts

- ▶ Some airlines offer Frequent Flyer Corporate accounts where points can be earned towards free travel at a corporate level but still allows the individual traveler to earn their personal Frequent Flyer miles
 - *Check with your own states travel policy regarding earning frequent flyer miles
- ▶ City pair agreements with airlines or the NASPO ValuePoint Southwest agreement





Preferred Hotel Program Revenue Share

- Most states do 90% of their hotel business within their state
- Preferred hotel programs can be established to reduce travel spend
- Selecting hotels through a solicitation process to be able to negotiate and secure rates below the GSA lodging rates
- Hotels agree to the standard industry commission of 10% and this revenue can be streamed back from your TMC to the state
- Hotels maximize their realized room nights and therefor handle your government travelers correctly with needs such as possible tax exempt status process or “ghost credit cards”

A hand holding a white marker is drawing a jagged, upward-trending line on a coordinate system. The vertical axis is a straight line with an arrowhead at the top. The horizontal axis is a straight line with an arrowhead at the right. The jagged line starts near the origin and trends upwards with several small peaks and valleys. The background is a blurred image of a person in a white lab coat. On the left side, there is a blue arrow pointing right and several blue curved lines.

Travel Reporting

Tami Nelson

Travel Reporting Agenda

- ▶ Airline Activity/Market Share
- ▶ Rental Cars
- ▶ Hotels
- ▶ Executive Summary – overall spend
- ▶ Unused Tickets
- ▶ Service Fee Spend
- ▶ Tracking Travelers

** Only States/Agencies with a managed travel program will have the ability to access these types of reports



Air Activity

Airline Activity Summary

Back Office Data

State of Utah

Invoice dates from 10/01/2015 to 10/31/2015

| <u>Air Carrier</u> | <u># Trips</u> | <u>Trip Air Charge</u> |
|--------------------|----------------|------------------------|
| AIR FRANCE | 4 | 5,842.02 |
| ALASKA AIRLINES | 26 | 6,716.70 |
| AMERICAN AIRLINE | 62 | 29,764.98 |
| BRITISH AIRWAYS | 15 | 1,771.50 |
| DELTA AIR LINES | 1,006 | 476,095.56 |
| FRONTIER | 7 | 1,247.79 |
| JETBLUE | 5 | 1,129.80 |
| KLM | 1 | 1,883.20 |
| NON AIR | 1 | 206.60 |
| SOUTHWEST AIRLIN | 181 | 49,925.42 |
| UNITED AIRLINES | 58 | 27,599.78 |
| US AIRWAYS | 4 | 2,134.10 |
| VIRGIN AMERICA | 1 | 328.20 |
| | <u>1,371</u> | <u>604,645.63</u> |

*** REPORT TOTAL ***

Count: 1362 (Note: Credits count as negative) Routing Count: 2915



Air Market Share

Market Share



*Back Office Data
State of Utah*

Invoice dates from 10/01/2015 to 10/31/2015

Report Parameters: Invoices Only; Domestic Only; Air Only; Leg/Segment Airline Code NOT IN WN, FL, R6

| Flight Market* | Total | Delta Air Lines | | Total | Delta Air Lines | |
|--|----------|-----------------|---------|-------------|-----------------|---------|
| | Segments | Segments | Share | Revenue | Revenue | Share |
| AKRON, OH - SALT LAKE CITY, UT | 4 | 4 | 100.00% | \$684.64 | \$684.64 | 100.00% |
| ALBANY, NY - SALT LAKE CITY, UT | 2 | 2 | 100.00% | \$686.51 | \$686.51 | 100.00% |
| ALBUQUERQUE, NM - SALT LAKE CITY, UT | 56 | 52 | 92.90% | \$11,752.38 | \$11,157.02 | 94.90% |
| ATLANTA, GA - BOSTON, MA | 1 | 1 | 100.00% | \$245.58 | \$245.58 | 100.00% |
| ATLANTA, GA - LAS VEGAS, NV | 4 | 4 | 100.00% | \$340.40 | \$340.40 | 100.00% |
| ATLANTA, GA - NEWARK, NJ | 2 | 2 | 100.00% | \$295.70 | \$295.70 | 100.00% |
| ATLANTA, GA - SALT LAKE CITY, UT | 84 | 81 | 96.40% | \$28,229.67 | \$27,833.29 | 98.60% |
| AUSTIN, TX - DALLAS-FT WORTH, TX | 1 | 0 | 0.00% | \$71.63 | \$0.00 | 0.00% |
| AUSTIN, TX - DETROIT METRO, MI | 1 | 1 | 100.00% | \$33.79 | \$33.79 | 100.00% |
| AUSTIN, TX - SALT LAKE CITY, UT | 35 | 31 | 88.60% | \$6,722.11 | \$6,093.28 | 90.60% |
| BAKERSFIELD, CA - SALT LAKE CITY, UT | 2 | 0 | 0.00% | \$734.88 | \$0.00 | 0.00% |
| BALTIMORE, MD - SALT LAKE CITY, UT | 55 | 53 | 96.40% | \$13,433.92 | \$13,014.40 | 96.90% |
| BATON ROUGE, LA - SALT LAKE CITY, UT | 4 | 2 | 50.00% | \$1,218.62 | \$58.14 | 45.80% |
| BILLINGS, MT - SALT LAKE CITY, UT | 6 | 6 | 100.00% | \$2,066.06 | \$2,066.06 | 100.00% |
| BISMARCK, ND - DENVER, CO | 2 | 0 | 0.00% | \$541.86 | \$0.00 | 0.00% |
| BISMARCK, ND - SALT LAKE CITY, UT | 2 | 2 | 100.00% | \$444.65 | \$444.65 | 100.00% |
| BOISE, ID - SALT LAKE CITY, UT | 10 | 9 | 90.00% | \$1,207.00 | \$1,135.37 | 94.10% |
| BOSTON, MA - SALT LAKE CITY, UT | 15 | 7 | 46.70% | \$4,413.90 | \$2,485.58 | 56.30% |
| BOZEMAN, MT - SALT LAKE CITY, UT | 2 | 2 | 100.00% | \$600.94 | \$600.94 | 100.00% |
| CASPER, WY - SALT LAKE CITY, UT | 6 | 4 | 66.70% | \$1,040.00 | \$669.76 | 64.40% |
| CEDAR CITY, UT - DENVER, CO | 2 | 2 | 100.00% | \$233.49 | \$233.49 | 100.00% |
| CEDAR CITY, UT - SALT LAKE CITY, UT | 18 | 18 | 100.00% | \$1,732.03 | \$1,732.03 | 100.00% |
| CEDAR RAPIDS, IA - SALT LAKE CITY, UT | 4 | 4 | 100.00% | \$1,151.62 | \$1,151.62 | 100.00% |
| CHARLESTON, SC - LAS VEGAS, NV | 1 | 1 | 100.00% | \$520.93 | \$520.93 | 100.00% |
| CHARLESTON, SC - SALT LAKE CITY, UT | 6 | 5 | 83.30% | \$2,170.23 | \$1,312.56 | 60.50% |
| CHARLOTTE, NC - SALT LAKE CITY, UT | 3 | 2 | 66.70% | \$834.42 | \$513.49 | 61.50% |
| CHICAGO-OHARE, IL - SALT LAKE CITY, UT | 51 | 32 | 62.70% | \$8,759.00 | \$5,381.75 | 61.40% |
| CHICAGO-OHARE, IL - ST GEORGE, UT | 1 | 1 | 100.00% | \$430.38 | \$430.38 | 100.00% |
| CINCINNATI, OH - SALT LAKE CITY, UT | 2 | 2 | 100.00% | \$617.67 | \$617.67 | 100.00% |
| CLEVELAND, OH - SALT LAKE CITY, UT | 8 | 6 | 75.00% | \$2,014.88 | \$1,505.12 | 74.70% |
| CODY, WY - SALT LAKE CITY, UT | 2 | 2 | 100.00% | \$258.60 | \$258.60 | 100.00% |
| COLUMBUS, OH - SALT LAKE CITY, UT | 5 | 5 | 100.00% | \$1,395.34 | \$1,395.34 | 100.00% |
| DALLAS-FT WORTH, TX - HOUSTON-INTL, TX | 1 | 0 | 0.00% | \$143.26 | \$0.00 | 0.00% |
| DALLAS-FT WORTH, TX - LOS ANGELES, CA | 1 | 1 | 100.00% | \$26.68 | \$26.68 | 100.00% |
| DALLAS-FT WORTH, TX - SALT LAKE CITY, UT | 47 | 45 | 95.70% | \$7,640.53 | \$7,009.83 | 91.70% |
| DENVER, CO - LINCOLN, NE | 2 | 0 | 0.00% | \$753.49 | \$0.00 | 0.00% |
| DENVER, CO - PORTLAND, OR | 2 | 0 | 0.00% | \$302.80 | \$0.00 | 0.00% |
| DENVER, CO - SALT LAKE CITY, UT | 168 | 155 | 92.30% | \$17,885.94 | \$16,400.31 | 92.00% |

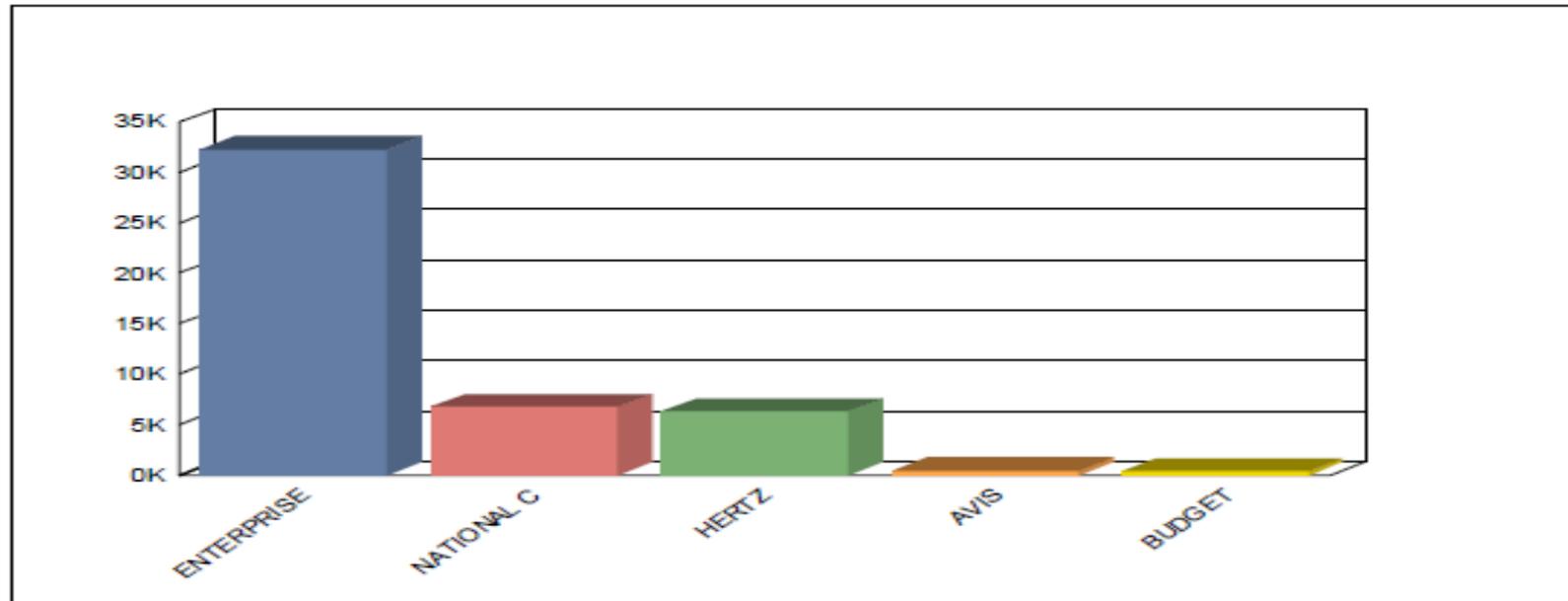
Rental Cars

Top/Bottom Cars

CHRISTOPHERSON
BUSINESS TRAVEL

Back Office Data
State of Utah
Volume Booked

| <u>Car Rental Company</u> | <u>10/01/2015 - 10/31/2015</u> |
|---------------------------|--------------------------------|
| ENTERPRISE | \$32,272.63 |
| NATIONAL C | \$6,733.53 |
| HERTZ | \$6,305.58 |
| AVIS | \$427.54 |
| BUDGET | \$355.12 |
| <i>Total</i> | <i>\$46,094.40</i> |



Hotels

Top/Bottom Hotels Hotel Properties Bookings

CHRISTOPHERSON
BUSINESS TRAVEL

Back Office Data
STATE OF UTAH

Check-in Dates from 10/01/2015 to 10/31/2015

| Rank | Hotel Property | # of Stays | # of RoomNights | % of Total | Volume Booked | % of Total | Avg Booked Rate* | Avg Nights per Stay | Avg Cost per Stay | Avg Cost per Room Night* |
|---|---------------------------------|------------|-----------------|----------------|---------------------|----------------|------------------|---------------------|-------------------|--------------------------|
| 1 | LITTLE AMERICA - SALT LAKE CIT | 29 | 45 | 2.25% | \$4,765.00 | 1.81% | \$109.14 | 1.6 | \$164.31 | \$105.89 |
| 2 | HOME2 SUITES JACKSONVILLE | 4 | 43 | 2.15% | \$4,055.40 | 1.54% | \$110.78 | 10.8 | \$1,013.85 | \$94.31 |
| 3 | SUPER 8 CEDAR CITY | 1 | 40 | 2.00% | \$3,998.00 | 1.52% | \$99.95 | 40.0 | \$3,998.00 | \$99.95 |
| 4 | HOMEWOOD STES ALBUQUERQUE ARI | 3 | 38 | 1.90% | \$2,983.00 | 1.13% | \$101.00 | 12.7 | \$994.33 | \$102.86 |
| 5 | FAIRFIELD INN N STES MARRIOTT | 21 | 34 | 1.70% | \$3,630.00 | 1.38% | \$109.35 | 1.6 | \$172.86 | \$110.00 |
| 6 | SUPER 8 MOAB | 8 | 33 | 1.65% | \$4,170.27 | 1.59% | \$127.40 | 4.1 | \$521.28 | \$126.37 |
| 7 | HOLIDAY INN EXPRESS GREEN RIVE | 10 | 29 | 1.45% | \$2,548.00 | 0.97% | \$92.40 | 2.9 | \$254.80 | \$87.86 |
| 8 | CLARION SUITES SAINT GEORGE | 5 | 24 | 1.20% | \$2,449.76 | 0.93% | \$109.99 | 4.8 | \$489.95 | \$102.07 |
| 9 | COMFORT INN AND SUITES | 3 | 24 | 1.20% | \$1,880.20 | 0.72% | \$76.37 | 8.0 | \$626.73 | \$78.34 |
| 10 | DENVER MARRIOTT CITY CENTER | 2 | 24 | 1.20% | \$4,200.00 | 1.60% | \$175.00 | 12.0 | \$2,100.00 | \$175.00 |
| 11 | WINGATE BY WYNDHAM ST GEORGE | 7 | 23 | 1.15% | \$1,962.80 | 0.75% | \$86.84 | 3.3 | \$280.40 | \$85.34 |
| 12 | CEDAR BREAKS LODGE AND SPA | 2 | 22 | 1.10% | \$2,757.06 | 1.05% | \$104.27 | 11.0 | \$1,378.53 | \$125.32 |
| 13 | EL REY INN AND SUITES | 2 | 21 | 1.05% | \$2,279.79 | 0.87% | \$104.99 | 10.5 | \$1,139.90 | \$108.56 |
| 14 | BEST WESTERN PARADISE INN | 1 | 20 | 1.00% | \$1,540.00 | 0.59% | \$77.00 | 20.0 | \$1,540.00 | \$77.00 |
| 15 | EMBASSY STES GALLERIA | 4 | 20 | 1.00% | \$2,420.00 | 0.92% | \$121.00 | 5.0 | \$605.00 | \$121.00 |
| 16 | HOLIDAY INN EXP STES STEPHENVI | 4 | 20 | 1.00% | \$1,600.00 | 0.61% | \$80.00 | 5.0 | \$400.00 | \$80.00 |
| 17 | SPRINGHILL STES DWTN MARRIOTT | 4 | 20 | 1.00% | \$2,620.00 | 1.00% | \$131.00 | 5.0 | \$655.00 | \$131.00 |
| 18 | WINGATE ARLINGTON HEIGHTS | 4 | 20 | 1.00% | \$2,180.00 | 0.83% | \$109.00 | 5.0 | \$545.00 | \$109.00 |
| 19 | HILTON GARDEN INN SALT LAKE CIT | 10 | 19 | 0.95% | \$1,900.00 | 0.72% | \$100.00 | 1.9 | \$190.00 | \$100.00 |
| 20 | CROWNE PLAZA DOWNTOWN | 6 | 18 | 0.90% | \$2,200.00 | 0.84% | \$122.83 | 3.0 | \$366.67 | \$122.22 |
| Total for the Hotel Properties Listed: | | 130 | 537 | 26.84% | \$56,139.28 | 21.35% | \$107.61 | 4.1 | \$431.84 | \$106.53 |
| Total for the Hotel Properties Not Listed: | | 672 | 1464 | 73.16% | \$206,810.11 | 78.65% | \$126.18 | 2.2 | \$307.75 | \$141.36 |
| Report Totals: | | 802 | 2001 | 100.00% | \$262,949.39 | 100.00% | \$123.20 | 2.5 | \$327.87 | \$132.14 |

Executive Summary

Executive Summary with Graphs



Back Office Data
State of Utah

Invoice dates from 10/01/2015 to 10/31/2015

| Air Charges Summary | Totals | Averages |
|------------------------|--------------|----------|
| Transactions-Invoices: | 1,396 | |
| Credits | 34 | |
| Total Transactions: | 1,430 | |
| Net # of Trips: | 1,362 | |
| Air Charges: | \$595,873.25 | \$437.50 |
| Savings: | \$38,667.47 | \$28.39 |
| Negotiated Savings: | \$0.00 | |
| # of Exceptions: | 501 | |
| Lost Savings: | \$88,298.94 | \$64.83 |
| Service Fees: | \$33,957.90 | |

| Top 5 City Pairs | # of Segs | Amount |
|-------------------------------------|-----------|-------------|
| Denver<->Salt Lake City | 317 | \$24,061.02 |
| Phoenix<->Salt Lake City | 195 | \$17,993.01 |
| Washington-Nationa<->Salt Lake City | 176 | \$62,445.54 |
| St George<->Salt Lake City | 159 | \$17,743.43 |
| San Diego<->Salt Lake City | 151 | \$32,776.78 |

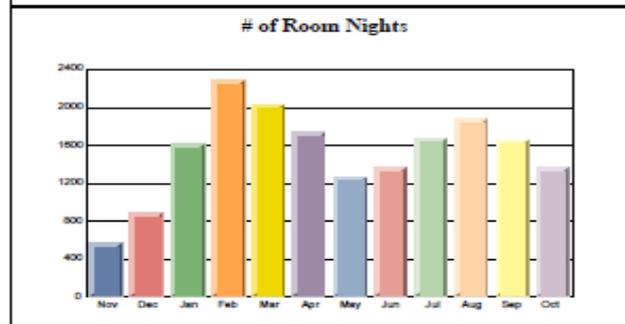
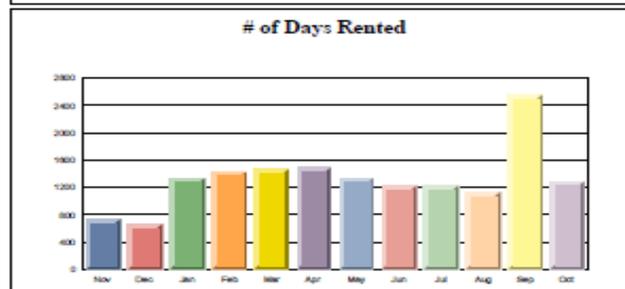
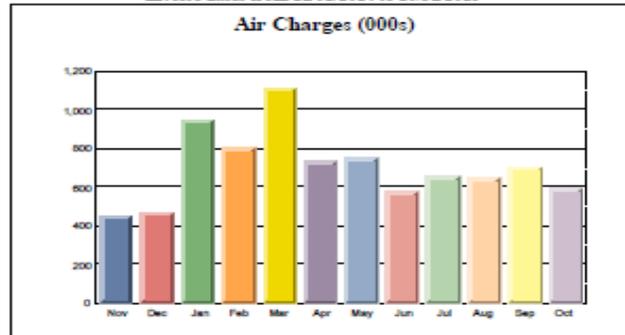
| Car Rental Summary | Totals | Averages |
|---------------------|-------------|----------|
| # of Cars Rented: | 539 | |
| # of Days Rented: | 1,281 | 2.38 |
| Cost (Booked Rate): | \$46,094.40 | \$38.17 |
| Cost Per Day: | N/A | \$35.98 |

| Top 5 Car Rental Cities | # of Days: | Amount |
|-------------------------|------------|-------------|
| SALT LAKE CITY, UT | 556 | \$20,503.56 |
| ST. GEORGE, UT | 76 | \$2,735.65 |
| DENVER, CO | 57 | \$1,790.80 |
| HOUSTON-INTERCON, TX | 37 | \$1,022.18 |
| PHOENIX, AZ | 32 | \$1,123.17 |

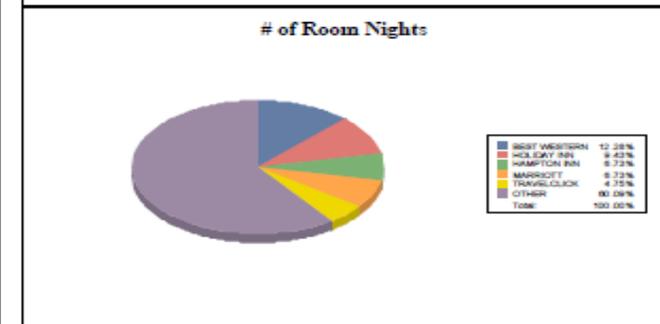
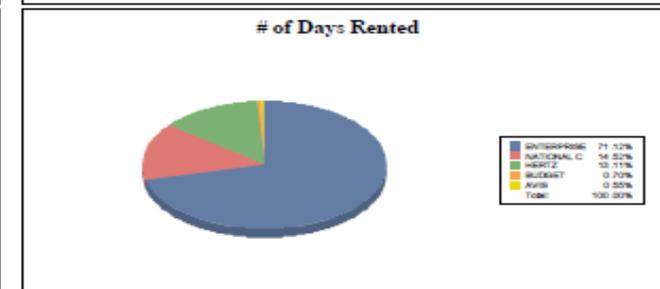
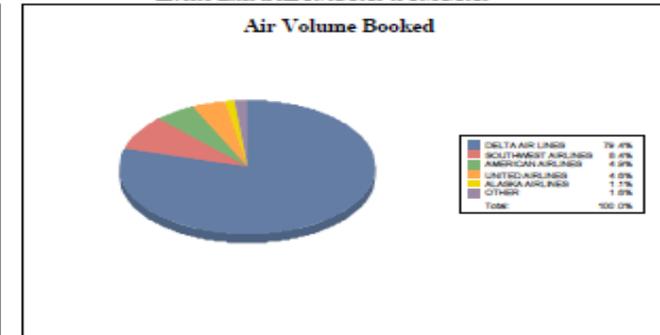
| Hotel Booking Summary | Totals | Averages |
|-----------------------|--------------|----------|
| # of Bookings: | 579 | |
| # of Room Nights: | 1,368 | 2.36 |
| Cost (Booked Rate): | \$166,519.14 | \$115.31 |
| Cost per Night: | N/A | \$121.72 |

| Top 5 Hotel Cities | # of Nights: | Amount |
|--------------------|--------------|-------------|
| SAINT GEORGE, UT | 193 | \$19,293.34 |
| MOAB, UT | 97 | \$10,272.56 |
| SALT LAKE CITY, UT | 56 | \$5,850.90 |
| CEDAR CITY, UT | 51 | \$4,168.30 |
| SANDY, UT | 42 | \$4,398.30 |

Invoice dates from 11/01/2014 to 10/31/2015



Invoice dates from 10/01/2015 to 10/31/2015



Unused Ticket Tracking

- Continuous updating
- Eliminates waste
- Enforces use

AirBank® Show Divisions/Departments Account, Ticket or AirPortal User

[Advanced Search](#)
[★ Default](#)
[* GDS Import](#)
[+ Add Ticket](#)

| Ticket | Locator | Ticket Type | Airline | First Name | Last Name | *Value | Status | Expire Date |
|---------------|---------|-------------|---------|---------------|-----------|----------|--------|--------------|
| 0011966630323 | LVJXBU | MCO | AA | Laura | Arellano | \$51.00 | UNUSED | May 1, 2015 |
| 0061968956763 | 4ABSU4 | MCO | DL | Laura | Arellano | \$8.80 | UNUSED | May 14, 2015 |
| 0061968956753 | 2BWGWC | MCO | DL | Jeff | Bitton | \$78.80 | UNUSED | Jun 19, 2015 |
| 0061966630312 | 3UPQUI | MCO | DL | John.nicholas | Call | \$398.00 | UNUSED | May 20, 2015 |
| 0067418437256 | MC9X9Z | ELECTRONIC | DL | Sheneka | Christian | \$335.00 | UNUSED | May 21, 2015 |
| 2797418867823 | MC9X9Z | ELECTRONIC | B6 | Sheneka | Christian | \$307.00 | UNUSED | May 28, 2015 |
| 0061966728853 | L2SD4B | MCO | DL | Wayne | Davis | \$361.00 | UNUSED | May 18, 2015 |
| 0067426194099 | 3AIF33 | ELECTRONIC | DL | Rachel | Heitz | \$836.20 | UNUSED | Aug 27, 2015 |
| 0377339042891 | MIEUXM | ELECTRONIC | US | Nancy | Holman | \$894.90 | UNUSED | Apr 20, 2015 |
| 0061966513709 | 4AP6NQ | MCO | DL | Jennifer | Homel | \$26.00 | UNUSED | Jan 12, 2015 |

[Download Report](#)
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Page 1 of 3
View 1 - 10 of 25 | Valuing \$9,785.60

[Ticket Details](#)
[Reasons Not Used](#)
[Notes](#)
[History](#)
[Transactions](#)
[OBE Sync](#)
[Edit](#)

| | | |
|-------------------------------------|-----------------------------------|--|
| Ticket Number: 0011966630323 | Ticket Type: MCO | GDS: Worldspan |
| Status: UNUSED | Manually Added: No | Bkg Agent: Thomas Klein (T3) |
| OBE Synced: No | Refundable: No | Traveler: Laura Arellano (Unassigned) |
| Record Locator: LVJXBU | AirBank Date: Jun 19, 2014 | Credit Card: CA ending in 5365 |
| Airline Locator: | Issue Date: Jun 18, 2014 | |
| PCC (SID): 9UR | Expire Date: May 1, 2015 | |
| Airline: AA | Depart Date: Jun 18, 2014 | |
| *Value: \$51.00 | Return Date: | |
| Penalty: \$0.00 | | |

Service Fee Spend

Service Fee Detail by Transaction



STATE OF UTAH

Transaction Dates from 10/01/2015 to 10/31/2015

| Service Fee Description | Traveler | Tran Date | Rec Loc | Invoice # | Ticket # | Dep Date | Itinerary | Svc Fee |
|--|-----------------|------------|---------|-----------|------------|------------|---------------------|--------------------|
| Total for SVC FEE-TANSOCK/JOSEPH : | | | | | | | | \$15.00 |
| SVC FEE-THOMPSON/DONALD | THOMPSON/DONALD | 10/15/2015 | OABX43 | 161380 | 7640394369 | 10/28/2015 | SLC BWI SLC | \$15.00 |
| Total for SVC FEE-THOMPSON/DONALD : | | | | | | | | \$15.00 |
| SVC FEE-THURGOOD/VERN | THURGOOD/VERN | 10/20/2015 | OIQOO | 161391 | 7640394380 | 10/27/2015 | SLC ATL HSV BNA SLC | \$15.00 |
| Total for SVC FEE-THURGOOD/VERN : | | | | | | | | \$15.00 |
| SVC FEE-WADA/DEAN | WADA/DEAN | 10/15/2015 | 35LMRS | 161374 | 7640394363 | 10/21/2015 | SLC TUS SLC | \$15.00 |
| Total for SVC FEE-WADA/DEAN : | | | | | | | | \$15.00 |
| SVC FEE-WADA/GLEN | WADA/GLEN | 10/07/2015 | 3SESOR | 161367 | 7640394356 | 10/19/2015 | SLC ATL PHF ATL SLC | \$15.00 |
| SVC FEE-WADA/GLEN | WADA/GLEN | 10/16/2015 | OBR68J | 161387 | 7640394376 | 10/23/2015 | PHF ATL SLC | \$15.00 |
| Total for SVC FEE-WADA/GLEN : | | | | | | | | \$30.00 |
| SVC FEE-WILKINS/BRYAN | WILKINS/BRYAN | 10/26/2015 | 7VF76Y | 161411 | 7640394400 | 10/30/2015 | RDU ATL SLC ATL RDU | \$15.00 |
| Total for SVC FEE-WILKINS/BRYAN : | | | | | | | | \$15.00 |
| SVC FEE-WINKLER/CLIVE | WINKLER/CLIVE | 10/13/2015 | 37U79X | 169022 | 2150702558 | 10/18/2015 | DEN ABQ DEN | \$25.00 |
| Total for SVC FEE-WINKLER/CLIVE : | | | | | | | | \$25.00 |
| SVC FEE-YOUNG/QUINN | YOUNG/QUINN | 10/20/2015 | 4IMZ4E | 161393 | 7640394382 | 11/15/2015 | SLC DCA SLC | \$15.00 |
| SVC FEE-YOUNG/QUINN | YOUNG/QUINN | 10/28/2015 | 7Y5SMP | 161422 | 7640394413 | 11/15/2015 | SLC DCA SLC | \$15.00 |
| Total for SVC FEE-YOUNG/QUINN : | | | | | | | | \$30.00 |
| Account USURESERCH Subtotal: | | | | | | | | \$39,055.40 |
| Report Total: | | | | | | | | \$39,055.40 |

Tracking Travelers

SecurityLogic® Map
State of Utah

[View My Bookings](#)

Travelers

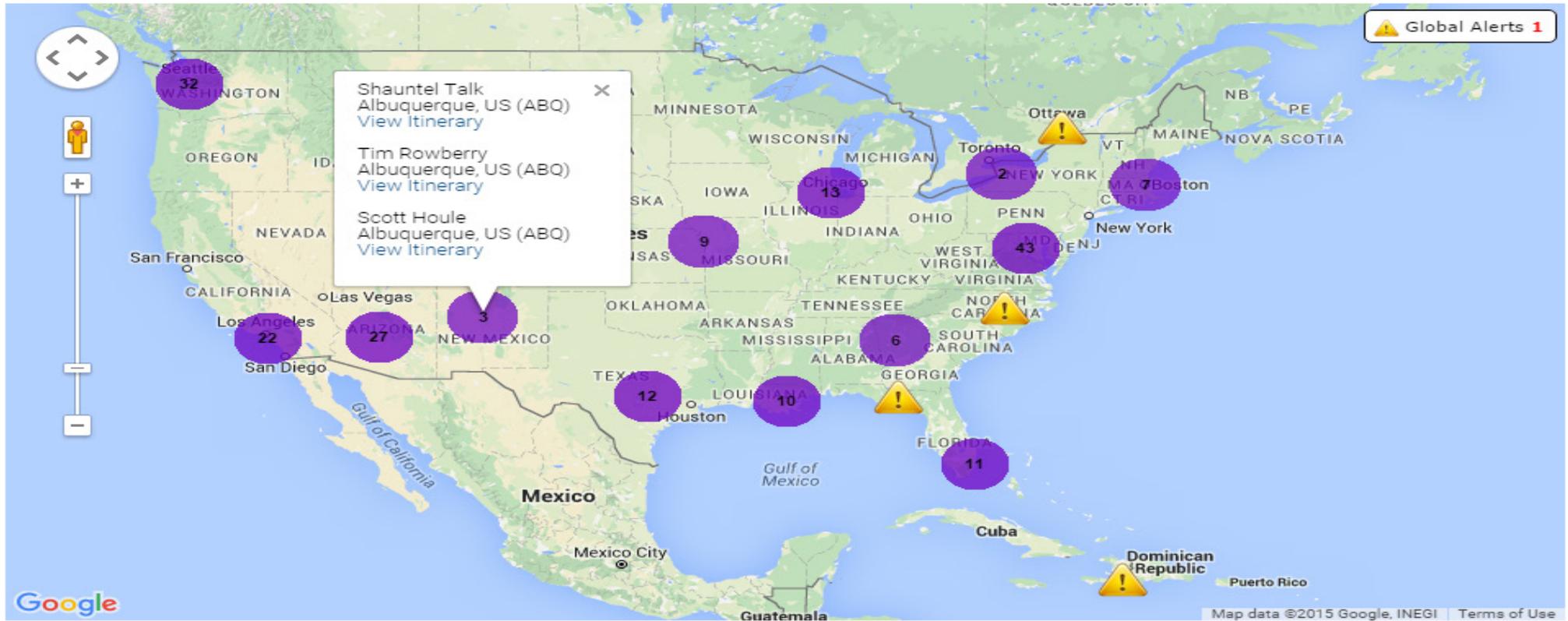
Safety Check

Overlays

Zoom

Map

Legend



All Travelers Currently Traveling All Locations All Airlines [Reset](#)

Within 10 Miles All Flights

288 Travelers 288 Locations

[Download CSV](#) [Notify Travelers](#) [Manage Columns](#)

View 1 - 288 of 288

| Departure Date | First Name | Last Name | Location | Itinerary | Airport Delays |
|-------------------|------------|-----------|-------------------|--------------------------------|----------------|
| November 13, 2015 | Gregory | Sheehan | Atlanta, US (ATL) | View Itinerary | No delays. |



NASPO ValuePoint Travel Agreements

Josh Hardage



Travel Agreements Agenda

- ▶ Agreements Overview
- ▶ Travel Management Agreements
 - ▶ Term of Contracts
 - ▶ Rate Savings
 - ▶ Agreement Contacts
 - ▶ Agreement Benefits
- ▶ Nationwide Access to Lodging Site
- ▶ Lead State and Participating States

Travel Management Agreements



- ▶ Vehicle Rentals
 - ▶ Enterprise/National
 - ▶ Hertz
- ▶ Discount Air Fares
 - ▶ Southwest Airlines
- ▶ Travel Management Contractor
 - ▶ CTM (US Travel)



Agreements Overview

- One-stop solution to setting up a managed travel program that supports State Agencies in controlling spend
- This program doesn't replace any existing individual state lodging programs for in-state lodging. It further extends those programs to a nationwide level
- Leverages combined market share and buying power to maximize discounted service rates and other value-in services
- Available to all State Agencies and their qualifying political subdivisions
- Any public employee can utilize these agreements while on official government travel status

Vehicle Rentals



- ▶ Enterprise / National
 - ▶ Contract Started: 10/19/2009
 - ▶ Contract Expiration: 10/18/2017
 - ▶ Contact: Clint Fulcher, (503) 612-8133, clinton.d.fulcher@ehi.com

Vehicle Rentals



▶ Hertz

- ▶ Contract Started: 10/19/2009
- ▶ Contract Expiration: 10/18/2017
- ▶ Contact: Sam Crawley, (804) 475-2771, scrawley@hertz.com

Vehicle Rental Benefits



- ▶ Unlimited mileage
- ▶ One way rentals up to 500 miles at no additional cost
- ▶ Free loss, damage, waiver insurance (LDW)
- ▶ Free extended liability insurance coverage up to \$1,000,000
- ▶ Emergency roadside assistance
- ▶ Refueling surcharge waived
- ▶ Vehicle licensing fee waived
- ▶ No energy surcharges
- ▶ No underage fees apply (minimum age 18)

Vehicle Rental Average Savings

- ▶ NASPO ValuePoint Agreement vs. Retail Pricing:
 - ▶ Average savings of 50% for airport rentals
 - ▶ Average savings of 20% for off airport rentals
- ▶ NASPO ValuePoint Agreement vs. Non-NASPO ValuePoint Government Pricing:
 - ▶ Average savings of 20% for airport rentals
 - ▶ Average savings of 10% for off airport rentals



Discount Air Fares

▶ Southwest Airlines

- ▶ Contract Started: 2/1/2013
- ▶ Contract Expiration: 1/31/2017
- ▶ Contact: Michelle Robinett, (503) 922-1143,
michelle.robinett@wnco.com



Discount Air Fares Benefits

- ▶ 5% discounts on all refundable “Business Select” and “Anytime” fares
- ▶ 3% discounts on select non-refundable “Wanna Get Away” fares
- ▶ No baggage fees – first two bags are free
- ▶ No change fees



Lodging Program



- ▶ Corporate Travel Management (US Travel)
 - ▶ Contract Started: 10/16/2012
 - ▶ Contract Expiration: 12/31/2016
 - ▶ Contact: Tony Fuerte, (206) 674-4438,
tony_fuerte@travelctm.com



Lodging Program Benefits

- ▶ All NASPO rates at or below GSA Per Diem
- ▶ Over 10,000 locations representing more than 50 brands
- ▶ 4:00 PM or later day of arrival cancellation policy
- ▶ Free Wi-Fi, breakfast and parking available
- ▶ Last room availability and no blackout dates at most locations
- ▶ All State and Local Government travelers are eligible

Lodging Program Benefits

- ▶ Preferred lodging partners selection based on: best rates, amenities offered, national/regional/independent brands, FEMA certified, ancillary fees prohibited
- ▶ Environmentally preferred partners highlighted
- ▶ Direct billing* and group rates*
- ▶ Ease of use



Travel Management Contractor



- ▶ Corporate Travel Management (US Travel)
 - ▶ Contract Started: 10/16/2012
 - ▶ Contract Expiration: 12/31/2016
 - ▶ Contact: Tony Fuerte, (206) 674-4438, tony_fuerte@travelctm.com





Travel Management Contractor Benefits

- ▶ NASPO ValuePoint Travel Center Offers discounted rates on travel for all 50 states, cities, counties, universities and other political qualifying participants under their states cooperative purchasing programs
- ▶ Offers access to discounted lodging program, airline program, and vehicles rentals program
- ▶ Easy to use hotel online booking with guaranteed vendor rates
- ▶ Full reporting and data management tools

Nationwide Access to Lodging Site URL



Home

Welcome to the NASPO ValuePoint Travel Center

The NASPO ValuePoint Travel Center is designed for public agencies to meet their travel needs and is designed to be a one stop travel shopping site. All the agreements and listings on this site have been competitively solicited through the State of Oregon public procurement processes. The travel center contains the NASPO ValuePoint Lodging program of over 11,000 properties nationwide honoring at or below per-diem rates for public employees on official travel status. The travel center also provides access to the three contracted nationwide vehicle rental companies and the NASPO ValuePoint discounted air agreements.

[NASPO ValuePoint
Details](#)

Hotels

NASPO ValuePoint Lodging is a nationwide lodging program that contains over 11,000 qualified lodging facilities consisting of over 1,000,000 rooms that will honor GSA Per-Diem Rates for State and Political Subdivision employees traveling on official business.

[more](#)

Online Booking

New booking engine! NASPO ValuePoint through GetThere empowers managers and employees alike to make smart collaborative decisions that bolster the bottom line; Experience convenience for your travelers, policy compliance, and cost savings for your company.

[more](#)

Resource Center

The NASPO ValuePoint Travel Resource center is your one stop to answer all of your questions surrounding the NASPO ValuePoint Travel Center contracts and programs. This page contains how to videos, links to NASPO ValuePoint travel agreements, and other information on accessing the booking tool and utilizing the agreements to best optimize



Lead State

Oregon is the Lead state that administers the NASPO ValuePoint Travel Program agreements on behalf of all participating states nationwide.

State of Oregon, Contract Administrator
Josh Hardage, State Procurement Analyst
(503) 378-5396, josh.hardage@oregon.gov

Useful Links

- ▶ NASPO ValuePoint www.naspovaluepoint.org
(Search Travel)
- ▶ NASPO ValuePoint Travel Center www.nvptravel.com
- ▶ State Travel Managers Alliance www.stma.us





Any Questions?



KEEP
CALM
AND
TRAVEL
ON